

Exhibit No. \_\_\_\_ (KMR-4)  
Docket UT-100820  
Witness: Kristen M. Russell

**BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**In the Matter of the Joint Application of**

**QWEST COMMUNICATIONS  
INTERNATIONAL INC. AND  
CENTURYTEL, INC.**

**For Approval of Indirect Transfer of  
Control of Qwest Corporation, Qwest  
Communications Company LLC, and  
Qwest LD Corp.**

**DOCKET UT-100820**

**EXHIBIT TO TESTIMONY OF  
KRISTEN M. RUSSELL  
STAFF OF  
WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION**

*Qwest's Tariff Pages (CSGP)*

**September 27, 2010**

**Qwest Corporation**

**WN U-40  
EXCHANGE AND  
NETWORK SERVICES  
WASHINGTON**

**SECTION 2**  
1st Revised Sheet 27  
Cancels Original Sheet 27

RECEIVED  
FEB. 28, 2005  
WA. UT. &  
TRANS. COMM.  
ORIGINAL  
050310

**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)**

**2.2.2 OBLIGATION TO FURNISH SERVICE**

**A. General**

Exchange service is available through facilities owned and maintained according to the Company's standards and, in multiple office exchanges, is operated from the central office designated by the Company.

The Company's obligation to furnish or to continue to furnish service is dependent on its ability to obtain, retain and maintain suitable rights and facilities, and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.

**B. Customer Service Guarantee Programs**

The Company is committed to providing service in accordance with our customer's expectations. When service cannot be provided as expected by our customers, the Company provides for alternative remedies as well as customer bill credits. Following is a description of the Company's customer service guarantee programs.

**1. Guaranteed Appointments and Commitments**

The Customer Service Guarantee is designed to grant customers a credit if the Company fails to keep a Guaranteed Appointment or Guaranteed Commitment. A Guaranteed Appointment is considered kept if: 1) the Company representative arrives by the agreed upon date and/or time even if the service is completed at a later date and/or time, or 2) if the Company notifies the customer the day following the day the order was placed that it will be unable to meet the due date due to a lack of available facilities and a new appointment must be made.

Terms and Conditions for Guaranteed Appointments and Commitments are:

**a. Service Types**

Guaranteed Appointments and Guaranteed Commitments will be offered for the following service types:

- Reconnect Existing Exchange Service: Reconnect an existing service following move-out/move-in or disconnection for non-payment. (C)

**Qwest Corporation**

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EXCHANGE AND  
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**SECTION 2**  
1st Revised Sheet 28  
Cancels Original Sheet 28

**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.2 OBLIGATION TO FURNISH SERVICE**

B.1.a. (Cont'd)

- Connect Permanent Service: Connect a new permanent service.
  - Repair of existing exchange service when a customer is unable to receive and/or place a telephone call. (C)
- b. Guaranteed Appointment
- A Guaranteed Appointment is a mutually agreed upon appointment for a given day between a customer and the Company for a service to be provided which requires the customer to be present. The Company shall offer Guaranteed Appointments for the Service Types in 1.a. above, if the service to be provided requires the customer to be present.
  - The Company will not make firm service date agreements during labor difficulties (including without limitation strikes, slowdowns, picketing or boycotts.) or adverse events beyond the Company's control.
- c. Guaranteed Commitments
- The Company will offer Guaranteed Commitments when the service to be provided does not require the customer to be present. A Guaranteed Commitment is a mutually agreed upon commitment between a customer and the Company to provide service on or before a specific date.
- d. Credit Exceptions
- Credit is not applicable to: Missed commitments or missed appointments due to customer reasons or that are a result of significant adverse events such as natural disasters or circumstances beyond the control of the Company. These include, but are not limited to, acts of God, wars, revolution, civil commotion, acts of public enemy, or labor difficulties (including without limitation strikes, slowdowns, picketing or boycotts) that occur within such a proximity of the due date that the Company could not reasonably notify the customer nor perform the necessary service. Such example is a storm or other catastrophe that has caused a large number of customers to lose telecommunications services and/or similar utility type service. (C)  
(C)  
(T)

**Qwest Corporation**

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WASHINGTON

SECTION 2  
3rd Revised Sheet 29  
Cancels 2nd Revised Sheet 29

**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.2 OBLIGATION TO FURNISH SERVICE**

B.1.d. (Cont'd)

- A credit is not applicable if the customer reschedules the appointment or is not available at the time of the appointment and that unavailability prevents the completion of the scheduled work.

e. Credit for missed Guaranteed Appointment or Guaranteed Commitment

- (1) The credit will be applied automatically to the customer's account for failure to keep a Guaranteed Appointment or Guaranteed Commitment if the customer requests installation of a new or subsequent service or repair that is not completed as agreed for Company reasons, subject to the conditions in d., above.

**CREDIT**

- Credit for missed Guaranteed Appointment or Guaranteed Commitment
 

- Residence-class	\$25.00	
- Business-class	50.00	(T)

- (2) Each credit shall be limited to the amount specified above for each service order or trouble report.

2. Delayed Primary Basic Exchange Alternative

Primary basic exchange service is defined as the first residential line or first two business lines at a given location (address). If the Company is unable to provide primary basic exchange service (service) within five business days of the due date, and the reason for the delay is caused by the Company, the Company will:

- Credit the monthly recurring charge;
  - Credit the nonrecurring charge,
  - Assign a telephone number,
  - Provide a Directory Listing and,
  - Remote Call Forwarding and,
  - Voice Messaging Service.
- (N)

BY AUTH. OF ORDER 14 WASH. UTILITIES & TRANSPORTATION COMM., DOCKET UT-061625

Advice No. 3635T  
Issued by Qwest Corporation  
By K. R. Nelson, President - Washington  
WA2007-020 Replacement No. 3

By Authority of Order of the W.U.T.C., Order No. 6 - Docket No.  
UT-061625, dated 07/24/2007  
Effective: December 1, 2007

**Qwest Corporation**

WN U-40  
EXCHANGE AND  
NETWORK SERVICES  
WASHINGTON

SECTION 2  
3rd Revised Sheet 30  
Cancels 2nd Revised Sheet 30

**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.2 OBLIGATION TO FURNISH SERVICE**

**B. Customer Service Guarantee Programs (Cont'd)**

**3. Allowance For Service Interruptions**

- a. Customers who have an out-of-service condition (no dial tone) on their lines that is not cleared within two working days (excluding Sundays and holidays) will receive a credit of \$5.00.
- b. If the out-of-service condition exceeds seven calendar days, the customer will receive a credit equal to their monthly local exchange service rate, including any associated features for the month in which the outage occurred.
- c. These credits do not apply if the out-of-service condition or the Company's inability to clear the condition is due to:
  - Emergency situations
  - Unavoidable catastrophes
  - Force majeure
  - Work Stoppage
  - Inside wiring
  - Customer premises equipment

(C)

(C)

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Qwest Corporation

WN U-40  
EXCHANGE AND  
NETWORK SERVICES  
WASHINGTON

SECTION 2  
Original Sheet 30.1

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

(N)

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.2 OBLIGATION TO FURNISH SERVICE

B. Customer Service Guarantee Programs (Cont'd)

4. Trouble Report Rate Credit

- a. In the event the Company has an exchange with a trouble report rate greater than 4.0 per one hundred access lines for two consecutive months, or four months out of a twelve month period, the customers served by that exchange will receive a credit of \$0.25 per line. The credit will not exceed \$0.25 in any month.
- b. The credits do not apply to trouble reports:
  - Related to customer premises equipment,
  - Extraordinary or abnormal conditions of operation, such as those resulting from emergency or catastrophe,
  - Disruptions of service caused by persons or entities other than the Company.

(N)

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