

**EXHIBIT C
SERVICE INTERVAL TABLES¹**

1.0 Unbundled Loops and Line Splitting Service Interval Table:

(a) Established Service Intervals 2/4 Wire Analog (Voice Grade):

a)	1-8 lines	Five (5) business days
b)	9-16 lines	Six (6) business days
c)	17-24 lines	Seven (7) business days
d)	25 or more	ICB

(b) Established Service Intervals for 2 Wire Non-Loaded Loops, and ADSL Compatible Loops that do not require conditioning:

a)	1-8 lines	Three (3) business days
b)	9-16 lines	Four (4) business days
c)	17-24 lines	Five (5) business days
d)	25 or more	ICB

(b1) Established Service Intervals for /4 Wire Non-Loaded Loops that do not require conditioning:

a)	1-8 lines	Five (5) business days
b)	9-16 lines	Six (6) business days
c)	17-24 lines	Seven (7) business days
d)	25 or more	ICB

(c) Established Service Intervals for xDSL-I/ BRI ISDN Capable Loops that do not require conditioning:

a)	1-8 lines	Five (5) business days
b)	9-16 lines	Six (6) business days
c)	17-24 lines	Seven (7) business days
d)	25 or more	ICB

(d) Established Service Intervals for existing DS-1 Capable Loops:

a)	1 – 8 lines	Five (5) business days
b)	9 – 10 lines	Six (6) business days

(e) Established Service Intervals for existing DS3 Capable Loops:

a)	1 line	Seven (7) business days
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(f) Established Service Intervals for Line Splitting:

a)	No conditioning	Three (3) business days
b)	With conditioning	Fifteen (15) business days
c)	With line move/ UDC removal	Five (5) business days

(g) Conditioned Loops for 2/4 Wire Non-Loaded Loops, ADSL Compatible, Basic Rate ISDN Capable, xDSL-I Capable Loops:

a)	1-8 lines	Fifteen (15) business days
b)	9 or more	ICB

¹ [Ordered by the Washington Commission in Docket No. UT-063061 Order No. 16, \(¶ 20\).](#)

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(h) Established Repair Intervals for Basic 2-wire Analog Loops, Line Splitting,:

Twenty-four (24) hours OSS
Forty-eight (48) hours AS

(i) Established Repair Intervals for 4-wire Analog Loops, 2/4 Wire Non-Loaded Loops, Basic Rate ISDN Capable Loops, and ADSL Compatible Loops, xDSL-I Capable Loops, DS1 Capable Loops, and DS3 Capable Loops:

Four (4) hours

(j) Quick Loop (No dispatch required)

a) 1 to 8 Lines	Three (3) business days
b) 9 to 16 Lines	Three (3) business days
c) 17 to 24 Lines	Three (3) business days
d) 25 or more Lines	ICB

Quick Loop with Number Portability (No dispatch required)

a) 1 to 8 Lines	Three (3) business days
b) 9 to 24 Lines	Four (4) business days
c) 25 or more Lines	ICB

(k) Intentionally Left Blank

(l) Intentionally Left Blank

(M) Established Service Intervals for 2/4 wire Distribution and Non-loaded Distribution Loop

1 or more Lines	Two (2) business days or Appointment Scheduler
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2.0 Unbundled Dedicated Interoffice Transport (UDIT) Service Interval Table:

Product	Services Ordered	Installation Commitments	Repair Commitments
UDIT Rearrangements²			
DS0	1 to 8	Five (5) business days	Four (4) hrs.
	9 to 16	Six (6) business days	Four (4) hrs.
	17 to 24	Seven (7) business days	Four (4) hrs.
	25 or more	ICB	ICB
DS1	1 to 8	Five (5) business days	Four (4) hrs
	9 to 16	Six (6) business days	Four (4) hrs Four (4) hrs
	17 to 24	Seven (7) business days	Four (4) hrs
	25 or more	ICB	Four (4) hrs
DS3	1 to 3 Circuits	Seven (7) business days	Four (4) hrs
	4 through 12 Circuits	ICB	Four (4) hrs

² [Ordered by the Washington Commission in Docket No. UT-063061 Order No. 16, \(¶ 21\).](#)

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3.0 Intentionally Left Blank:

4.0 Unbundled Dark Fiber Interval Table:

Installation Guidelines apply where facilities/network capacity is in place, on Qwest-owned, in region facilities. Where non-Qwest locations are involved, intervals are handled on an Individual Case Basis – (ICB).

Product	Activity/ Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
Dark Fiber					
Initial Records Inquiry (IRI) (simple & complex)			N/A	Ten (10) business days	N/A
Field Verification And Quote Preparation (FVQP)			N/A	Twenty (20) business days	N/A
Provisioning (non-FVQP requests)			N/A	Twenty (20) business days	

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6.0 Enhanced Extended Loop (EEL) and Loop Mux Combination (LMC)³ Service Interval Table

Product	Services Ordered	Installation Commitments	Repair Commitments
Enhanced Extended Loop (EEL)- Loop Mux Combo (LMC) ⁴ DS0 or Voice Grade Equivalent	1 to 8	Five (5) business days	Four (4) hrs
	9 to 16	Six (6) business days	Four (4) hrs
	17 to 24	Seven (7) business days	Four (4) hrs
	25 or more	ICB	Four (4) hrs
Enhanced Extended Loop (EEL)- Loop Mux Combo (LMC) ⁵	1 to 8	Five (5) business days	Four (4) hrs

³ [Ordered by the Washington Commission in Docket No. UT-063061 Order No. 16, \(¶ 135\).](#)

⁴ [Ordered by the Washington Commission in Docket No. UT-063061 Order No. 16, \(¶ 135\).](#)

⁵ [Ordered by the Washington Commission in Docket No. UT-063061 Order No. 16, \(¶ 135\).](#)

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DS1	9 to 16	Six (6) business days	Four (4) hrs
	17 to 24	Seven (7) business days	Four (4) hrs
	<u>25 or more</u>	<u>ICB</u>	<u>Four (4) hrs</u>
Enhanced Extended Loop (EEL)– Loop Mux Combo (LMC) ⁶	1 to 3 Circuits	Seven (7) business days	Four (4) hrs Four (4) hrs
	4 or more Circuits	ICB	Four (4) hrs
DS3 Subject to cap limitations in the Agreement.			
Enhanced Extended Loop Conversions– Private Line (PLTS) to EEL - Conversion as is		ICB	4 hrs

Installation Guidelines apply where facilities/network capacity is in place. Where facilities/network capacity are not in place, intervals are handled on an Individual Case Basis (ICB).

7.0 Collocation Service Intervals: See Section 8

8.0 Local Number Portability Service Intervals: See Section 10

9.0 LIS Trunking Service Intervals⁷:

New Installations* (New TSC, New Trunk Group) with Translations Work

A CLEC's first turn up in a local calling area (Local/EAS) will be negotiated as ICB in a Service Planning meeting with the Sales & Service Team, Project Management, Design Test and Turn-Up and the provisioning Service Delivery Coordinator

Activity	Trunks Ordered	Installation Guidelines	Repair Guidelines
0 - 10 NPA NXX(s)	1 to 240	Twenty-Two (22) Business Days	24 hours

⁶ [Ordered by the Washington Commission in Docket No. UT-063061 Order No. 16, \(¶ 135\).](#)

⁷ [Ordered by the Washington Commission in Docket No. UT-063061 Order No. 16, \(¶ 21\).](#)

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	241 or more	ICB	24 hours
11 - 20 NPA NXX(s)	1 to 240	Thirty-Five (35) Business Days	24 hours
	241 or more	ICB	24 hours
21 or More NPA NXX(s)	1 or more	ICB	24 hours

LIS Trunking

Changes & Rearrangements (Existing TSC, Existing Trunk Group) with Translations Work

A CLEC's first turn up in a local calling area (Local/EAS) will be negotiated as ICB in a Service Planning meeting with the Sales & Service Team, Project Management, Design Test and Turn-Up and the provisioning Service Delivery Coordinator.

Activity	Trunks Ordered	Installation Guidelines	Repair Guidelines
0 - 10 New NPA NXX(s) or Existing NPA NXX(s)	1 to 240	Twenty-Two (22) Business Days	24 hours
	241 or more	ICB.	24 hours
11 - 20 New NPA NXX(s) or Existing NPA NXX(s)	1 to 240	Thirty-Five (35) Business Days.	24 hours
	241 or more	ICB.	24 hours
21 or More New NPA NXX(s) or Existing NPA NXX(s)	1 or more	ICB	24 hours

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NOTE: Installation of new NXX(s) conforms to National Industry Standards. Trunks will not be functional until the NXX is installed.

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LIS Trunking

Trunk Augments* without Translations Work

A CLEC's first turn up in a local calling area (Local/EAS) will be negotiated as ICB in a Service Planning meeting with the Sales & Service Team, Project Management, Design Test and Turn-Up and the provisioning Service Delivery Coordinator.

	Trunks Ordered	Installation Guidelines	Repair Guidelines
	1 to 24	Seven (7) Business Days.	24 hours
	25 to 48	Eight (8) Business Days.	24 hours
	49 to 72	Ten (10) Business Days	24 hours
	73 to 96	Twelve (12) Business Days	24 hours
	97 to 120	Fourteen (14) Business Days	24 hours
	121 to 144	Fifteen (15) Business Days	24 hours
	145 to 168	Sixteen (16) Business Days.	24 hours
	169 to 240	Eighteen (18) Business Days	24 hours
	241 or more	ICB	24 hours

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LIS Trunking

Product	Services Ordered	Installation Guidelines	Repair Guidelines
Point Code Change	Per Trunk Group	ICB	24 hours
64 Clear Channel End-Office Not Equipped	Per Trunk Group	ICB	24 hours