

Qwest Choice OnLine and Qwest Choice TV Return Policy & Procedure

This Return Policy and Procedure governs the return of Qwest-provided customer premise equipment related to Qwest Choice OnLine and TV to Qwest Broadband Services, Inc. Capitalized terms will have the definitions assigned in the Agreement between Qwest and Customer, unless any such term is defined herein.

Returning your Equipment upon termination of Service

If you need to return your Equipment because your Service is being terminated by you or Qwest, please follow the steps below:

1. You may terminate Service by calling Qwest at 1-800-654-2180. Upon termination of your Service, the Qwest Representative will send you a termination letter and advise you that you have 30 days to return your Equipment to a drop off location. The Qwest Representative will help you determine the applicable drop off location based on where you live.

Note: If you are returning a Digital Gateway box, please make sure that you include the Remote Controls, Balen and any splitter that may have been provided at the time of your initial installation.

2. If you do not return your Equipment within 30 days of termination of Service, Qwest will automatically bill you the agreed upon value of the Equipment ("Equipment Charge"). If you fail to return your Equipment within 30 days but do return your Equipment within 45 days of termination, Qwest will automatically credit you back any Equipment Charge assessed for such returned Equipment.

Note: The agreed upon value for a Digital Gateway box is \$650; \$500 for a digital set top box ; \$100 for a cable modem; \$250 for an Etherset; \$50 for an analog converter and \$10 for a converter remote control; DMX Tuner \$75 and \$25 for a DMX remote control; and \$15 for each remote control.

Returning your Equipment under Limited Warranty

If you need to return your Equipment because your Equipment is defective under the Limited Warranty, please contact your Qwest at 1 800-654-2180 for replacement Equipment.

Note: Replacement Equipment may be new equipment or refurbished equipment.

If you need replacement Equipment and the Limited Warranty does not apply

(damage to the Equipment is NOT due to ordinary wear and tear and instead results from fires or floods or Customer misuse, abuse, neglect, negligence or malicious conduct) please contact Qwest to order replacement Equipment; you will be billed the agreed upon value of the replacement Equipment (1-800-654-2180).