

**QWEST CORPORATION ("QC") SELF-HEALING NETWORK SERVICE ("SHNS")  
SERVICE LEVEL AGREEMENT ("SLA")**

Any QC intrastate tariff, price list, price schedule, administrative guideline, catalog, and other rate and term schedules, whether individually or together, will be referred to as "Tariff" in this SLA. QC offers this SLA in accordance with the applicable Tariff and Technical Publication 77332 ("Tech Pub"). All customer-provided backup power, racks, and cabinets must meet the requirements described in Qwest Technical Publication Nos. 77368 and 77419. Any service disruption deemed by Qwest in its sole discretion to have resulted from issues related to Customer-provided backup power, racks, or cabinets relieves Qwest of all its obligations under this SLA. In the event of a conflict between the terms of this SLA and the Tariff or Tech Pub, the terms of the Tariff and Tech Pub will control. If Service becomes de-Tariffed, this SLA will be offered in accordance with this SLA and the Tech Pub, rather than the applicable Tariff. Interstate SHNS is offered in accordance with this SLA and the Tech Pub. Capitalized terms not defined in this SLA are defined in customer's agreement for SHNS.

<b>SLA Parameter</b>	<b>Description of Guarantee</b>	<b>Credit to Customer</b>										
Service Availability (OC3 through OC192)	<p>"Service Availability" means when it is in a state where it is fully useable. A service is in the available state unless a transition to the unavailable state is observed without a subsequent transition to the available state.</p> <p>Transitions between the available and unavailable states are:</p> <ul style="list-style-type: none"> <li>- Transition to the unavailable state occurs at the beginning of 10 consecutive Severely Errored Seconds. A Severely Errored Seconds or "SES" is a one second period containing <math>\geq</math> 30% errored blocks or at least one severely disturbed period. A severely disturbed period occurs when, over a period of time equivalent to 1 ms, all the contiguous blocks are affected by a high bit error density.</li> <li>- Transition to the available state occurs at the beginning of 10 consecutive seconds, none of which is a SES.</li> </ul> <p>Failure to switch to protected electronics and/or facilities within one second</p> <p><u>System Bandwidth</u></p> <table border="0"> <tr> <td><u>Capacity</u></td> <td><u>Objective</u></td> </tr> <tr> <td>OC3</td> <td>99.99%</td> </tr> <tr> <td>OC12</td> <td>99.99%</td> </tr> <tr> <td>OC48</td> <td>99.99%</td> </tr> <tr> <td>OC192</td> <td>99.99%</td> </tr> </table>	<u>Capacity</u>	<u>Objective</u>	OC3	99.99%	OC12	99.99%	OC48	99.99%	OC192	99.99%	<p>One month's billing credit</p> <p>Credit based on the total of all monthly rate element charges associated with that portion of the service that is inoperative.</p> <p>Credit will be limited to a maximum of one month for an interruption or series of interruptions within that month.</p>
<u>Capacity</u>	<u>Objective</u>											
OC3	99.99%											
OC12	99.99%											
OC48	99.99%											
OC192	99.99%											
Customer Notification	<p>"Customer Notification" means the amount of time (measured in minutes) it takes QC to notify customer of service outage or service degradation.</p> <p>Upon receipt of a trouble report, QC will notify the customer within 20 minutes of a network problem.</p>	None										
Mean Time To Repair (MTTR)	<p>"MTTR" means the time it takes QC to restore service. It starts when customer notifies QC of the problem.</p> <p>Upon receipt of a trouble report, QC will commit to 30 minute restoral in the event of a service interruption with the following two exceptions</p> <ul style="list-style-type: none"> <li>- Two hours maximum restoral time in the event that the working path or protection path fails as a result of an electronic component failure.</li> <li>- Eight hours maximum if the path failure is a result of a cable failure.</li> </ul>	None										
Provisioning/Installation	<p>"Provisioning / installation" means the number of calendar days, unless otherwise specified, in which QC agrees to install new services. Such period usually starts the day customer signs a service contract or upon QC's receipt and acceptance of a service order from customer.</p>	None										

**REFERENCES:**

**SHNS Technical Publication:**  
<http://www.qwest.com/techpub/77332/77332.pdf>

State Tariffs - Local QC 14-state region

[http://tariffs.qwest.com:8000/Q\\_Tariffs/QT\\_Tariff\\_State\\_Page/index.htm](http://tariffs.qwest.com:8000/Q_Tariffs/QT_Tariff_State_Page/index.htm)