

Qwest Corporation
Services Catalog No. 1
Wyoming

PRIVATE LINE
TRANSPORT SERVICES
Effective: 9-20-07

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4. ORDER MODIFICATIONS AND MISCELLANEOUS CHARGES

4.1 GENERAL

The customer may request a modification of an order at any time prior to notification by the Company that service is available for the customer's use. The Company will make every effort to accommodate a requested modification when it is able to do so with the normal work force assigned to complete such an order within the normal business hours of 8 a.m. to 5 p.m.

If the modification cannot be made with the normal work force during normal business hours, the Company will notify the customer. If the customer still desires the order modification, the Company will schedule a new service date. Refer to the Service Interval Guide which is in accordance with Company procedures. All charges for order modifications will apply on a per-occurrence basis.

These order modifications do not apply to services not requiring a circuit provisioning design.

The types of order modifications available are delineated in the following paragraphs.

4.1.1 SERVICE DATE CHANGE

Service dates for the installation of new services or rearrangements of existing services may be changed, but the new service date may not exceed the original service date by more than 30 business days. When for any reason, the customer wishes to change the service date, the customer should notify the Company before the original service date, to request a different service date. If the customer requested service date is more than 30 business days after the original service date, the order will be cancelled by the Company and reissued with the appropriate cancellation charges applied, unless the customer indicates that billing for the service is to commence as set forth in 4.1.3.A., following. In such instances, the date billing is to commence shall be the 31st business day beyond the original service date of the order. Failure to notify the Company prior to the original service date to request a different service date may result in the application of a Dispatch Charge as set forth in 4.1.16, following.

A new service date may be established that is prior to the original service date if the Company determines it can accommodate the customer's request without delaying service dates for orders of other customers.

If the service is changed to an earlier date, the customer will be notified by the Company that an Expedited Order Charge, as specified in 4.1.4, following, will apply.

4. ORDER MODIFICATIONS AND MISCELLANEOUS CHARGES

4.1 GENERAL (CONT'D)

4.1.2 DESIGN CHANGE

The customer may request a design change to the service ordered. A design change is any change to an order which requires engineering review. An engineering review is a review by Company personnel of the service ordered and the requested changes to determine what change in the design, if any, is necessary to meet the changes requested by the customer. Design changes include such things as the addition or deletion of Optional Features or Functions or a change in the type of channel interface, or technical specification package. Design changes do not include a change of customer premises, or Private Line Transport type. Changes of this nature will require the issuance of a new order and the cancellation of the original order with appropriate cancellation charges applied.

The Design Change Charge will apply on a per order per occurrence basis for each order. If a change of service date is required, the Dispatch Charge as set forth in 4.1.16, following, may also apply.

	USOC	NONRECURRING CHARGE
• Design Change, per order	H28	\$103.00

4. ORDER MODIFICATIONS AND MISCELLANEOUS CHARGES

4.1 GENERAL (CONT'D)

4.1.3 CANCELLATION OF APPLICATION FOR SERVICE

- A. A customer may cancel an order for the installation of service at any time prior to notification by the Company that service is available for the customer's use. The cancellation date is the date the Company receives written or verbal notice from the customer that the order is to be cancelled. The verbal notice must be followed by written confirmation within ten (10) days. If a customer or a customer's end user is unable to accept service within 30 business days after the original service date, the following will occur:
- The order shall be cancelled and charges as set forth in B., following, will apply, or
 - The service will be activated, at the customer's request, and billing for the service will commence.

In such instances, the cancellation date or the date billing is to commence (depending on which option is selected by the customer), shall be the 31st business day beyond the original service date of the order.

- B. Certain Critical Dates as specified in C., following, are used by the Company to monitor the service order provisioning process. Cancellation charges are based on the estimated costs incurred by the Company at the time the order is canceled. The Company monitors which Critical Date was last scheduled and determines what percentage of the Company's provisioning costs have been incurred as of that Critical Date. A list of Critical Dates and the number of days between each date is found in the Service Interval Guide.

Costs incurred in conjunction with the provision of Private Line Transport Service start on the Application Date as defined in C., following. When the customer cancels an order prior to the Application Date, no charges shall apply. When the customer cancels an order on or after the Application Date, a charge equal to the estimated costs incurred by the Company shall apply. Such charge is determined as specified in D. and E., following. When a customer cancels an order or part of an order, on or after the original Service Date, the Cancellation Charge will apply as set forth in D., and E., following.

4. ORDER MODIFICATIONS AND MISCELLANEOUS CHARGES

4.1 GENERAL

4.1.3 CANCELLATION OF APPLICATION FOR SERVICE (CONT'D)

C. The Critical Dates monitored by the Company for the purpose of calculating a Cancellation Charge are as follows:

- Application Date (APP): The date the customer provides a firm commitment and sufficient information to the Company for order placement. The APP Date is the date the Company enters the order into the Company's order distribution system(s). This is sometimes referred to as the order date.
- Design Layout Report Date (DLRD): The date the Design Layout Report which contains the design for the service(s) ordered is forwarded to the customer.
- Plant Test Date (PTD): The date acceptance testing is performed with the customer.
- Service Date (DD): The date the service is due to be made available to the customer. This is sometimes referred to as the Due Date.

D. The percentage of the total provisioning cost incurred by the Company at a particular Critical Date varies by the type of service as shown in E., following.

When a customer cancels an order, or part of an order, before the Service Date, the Company will calculate the Cancellation Charge by multiplying all the nonrecurring charges associated with the order, or that part of the order being canceled, by the percentage shown in E., following, based on the last monitored Critical Date which has occurred on the order. When a customer cancels an order, or part of an order, on or after the Service Date, 100% of the nonrecurring charges plus minimum billing period charges apply.

Nonrecurring charges associated with an order are used to calculate the Cancellation Charge even when nonrecurring charges are waived.

Analog Service orders where the Network Access Channel recurring rate element is not billed, will be assessed a Cancellation Charge based on the equivalent of one Channel Performance nonrecurring charge for the service.

Digital Data Service orders where the Network Access Channel recurring rate element is not billed, will be assessed a Cancellation Charge based on the equivalent of one Channel Performance nonrecurring charge for the service.

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4.1 GENERAL

4.1.3 CANCELLATION OF APPLICATION FOR SERVICE (CONT'D)

E. The Critical Dates monitored by the Company are as follows:

	APP	DLRD	PTD	DD
	%	%	%	%
• Low Speed Data	13	44	77	[1]
• Voice Grade	13	44	77	[1]
• Audio	13	44	77	[1]
• Foreign Exchange	13	44	77	[1]
• Foreign Central Office	13	44	77	[1]
• Exchange Service Extensions[2]	13	44	77	[1]
• Telephone Answering Service[2]	13	44	77	[1]
• Digital Data	13	44	77	[1]
• DS1	10	48	81	[1]

[1] Minimum billing period charges and 100% of the nonrecurring charges apply when an order or part of an order is canceled on or after the original Service Date.

[2] Critical Dates applicable only when provisioned on an interoffice basis.

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4.1 GENERAL

4.1.3 CANCELLATION OF APPLICATION FOR SERVICE (CONT'D)

- F. When a customer cancels an order for the discontinuance of service, no charges apply for the cancellation.
- G. If the Company misses a service date due to circumstances over which it has direct control (excluding, e.g., acts of God, governmental requirements, work stoppages and civil commotions), the customer may cancel an order without incurring cancellation charges.
- H. A request for cancellation after completion of an installation will be treated as a discontinuance of service.

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4. ORDER MODIFICATIONS AND MISCELLANEOUS CHARGES

4.1 GENERAL (CONT'D)

4.1.4 EXPEDITE

- A. If a customer desires that service be provided on an earlier date than that which has been established for the order, the customer may request that service be provided on an expedited basis. If the Company agrees to provide the service on an expedited basis, an Expedite Charge will apply. The customer will be notified of the Expedite Charge prior to the order being issued.
- B. If the Company is subsequently unable to meet an agreed upon expedited service date, no Expedite Charge will apply unless the missed service date was caused by the customer.
- C. The Expedited Order Charge will be applied when the customer requests a service date that is prior to the standard interval service date as set for in the Qwest Corporation Service Interval Guide (SIG) on an order or when a customer requests an earlier service date on a pending standard or negotiated interval order.

The Expedited Order Charge, as set forth below, will apply on a per order basis for each day the service date is advanced.

	USOC	NONRECURRING CHARGE
• Per day advanced	EODDB	\$200.00

The Expedited Order Charges will be billed in addition to other applicable nonrecurring charges.

- D. If costs other than additional labor are to be incurred when an order is expedited, the Company will develop, determine and bill the customer such costs in accordance with the Special Construction terms and conditions as set forth in 4.1.6, following.

4. ORDER MODIFICATIONS AND MISCELLANEOUS CHARGES

4.1 GENERAL (CONT'D)

4.1.5 DESIGN LAYOUT REPORT (DLR)

At the request of the customer, the Company will provide to the customer the make-up of the facilities and service. This information will be provided in the form of a Design Layout Report. A mechanized DLR will be data transmitted to the customer at no charge and will be reissued or updated whenever these facilities are materially changed. At the customer's request, additional copies of the mechanized DLR and all hard copies of the DLR will be provided and a charge will apply.

A DLR will only be provided on End-Link or Mid-Link Services.

	USOC	NONRECURRING CHARGE
• Additional mechanized copies	DLZAX	\$3.00
• Hard copy report	DLZHX	5.00

4.1.6 SPECIAL CONSTRUCTION

A. General

The terms and conditions and rates and charges for Special Construction are determined in accordance with Company Practices.

All rates and charges quoted in other sections of this Catalog provide for the furnishing of service when suitable facilities are available or where the construction of the necessary facilities does not involve unusual costs.

B. Conditions for Special Construction

1. Special Construction is required when a customer requests service and one or more of the following conditions exist:
 - a. The facilities to provide services are not available and, at the request of the customer, the Company constructs facilities to provide the services for the customer and there is no other requirement for the facilities so constructed.

4. ORDER MODIFICATIONS AND MISCELLANEOUS CHARGES

4.1 GENERAL

4.1.6 SPECIAL CONSTRUCTION

B.1. (Cont'd)

- b. At the request of the customer, the Company constructs facilities of a type other than that which they would normally furnish in order to provide services for the customer.
- c. In order to comply with requirements specified by the customer, construction by the Company involves a routing of facilities other than that which they would normally utilize to provide services for the customer.
- d. At the request of the customer, the Company constructs a greater quantity of facilities than that which they would otherwise construct in order to fulfill the customer's initial requirements for services.
- e. The facilities to provide services are not available and, at the request of the customer, the Company expedites construction of the facilities at greater expense than would otherwise be incurred.
- f. The facilities to provide services are not available and, at the request of the customer, the Company constructs temporary facilities to provide services for the period during which the permanent facilities are under construction.

C. Special Construction Agreements

- 1. Customers requiring Special Construction enter into Special Construction agreements with the Company. In doing so, the customer may incur any one or all of the following liabilities depending on the circumstances surrounding the special construction:
 - Maximum Termination Liability (MTL).
 - Nonrecurring Charge (NRC).
 - Excess Recurring Monthly Charge (RMC).
 - Annual Underutilization Liability (AUL).

4. ORDER MODIFICATIONS AND MISCELLANEOUS CHARGES

4.1 GENERAL (CONT'D)

4.1.7 MAINTAINING FACILITIES

Maintaining of facilities is initiated and furnished by the Company and is generally performed during the normal business hours of 8 a.m. to 5 p.m. At a time agreeable to both the customer and the Company, facilities shall be available for maintenance purposes.

All ordinary expense of maintaining Company provided facilities and service is borne by the Company. No credit allowance will be made for the period during which service is interrupted for such purpose.

4.1.8 REPAIR OF FACILITIES

A repair call is initiated by the customer. A charge as specified in 4.1.9, following, applies for a repair visit to the customer's premises, in response to a trouble report, when the service difficulty is determined to be the result of the use of customer premises equipment. No charge will apply when the trouble is found in the Company's facilities or equipment.

4.1.9 MAINTENANCE OF SERVICE

- A. When a customer reports trouble to the Company for clearance and no trouble is found in the Company's facilities, the customer shall be responsible for payment of a Maintenance of Service charge. Maintenance of Service charges apply, per technician, for the period of time from when Company personnel are dispatched to an unattended Company building or to the customer's premises, to when the work is completed. A Dispatch Charge also applies, as specified in 4.1.16, following, when Company personnel are dispatched.

The customer shall be responsible for payment of a Maintenance of Service charge when the trouble is in equipment or communications systems provided by other than the Company, or in detariffed CPE provided by the Company. No charge will apply when the trouble is found in the Company's facilities or equipment.

- B. In addition, when a customer reports trouble within a quantity of services and circuits, but fails to identify the specific service and circuit which is experiencing trouble, a Maintenance of Service charge applies for the time spent by Company personnel to isolate the trouble.

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4.1.9 MAINTENANCE OF SERVICE (CONT'D)

- C. Failure of Company personnel to find trouble in Company facilities will result in no charge if the trouble is actually in those facilities, but not discovered at the time. Maintenance of Service charges are applicable per technician as set forth in 4.1.10, following. A call-out of a Company employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours. No credit allowance will be applicable for the interruptions involved if the Maintenance of Service charge applies.
- D. Maintenance of Service Charges are billed to the customer of record, where the problem exists, except in cases where a maintenance contract has been purchased.

4.1.10 MAINTENANCE OF SERVICE CHARGES

MAINTENANCE OF SERVICE PERIODS	USOC	NONRECURRING CHARGE
• Basic Time, per technician, each 1/2 hour or fraction thereof	MVWXX	\$27.00
• Overtime, per technician, each 1/2 hour or fraction thereof[1]	MVWOX	36.00
• Premium Time, per technician, each 1/2 hour or fraction thereof[1]	MVWPX	45.00

[1] A call-out of a Company employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours.

4. ORDER MODIFICATIONS AND MISCELLANEOUS CHARGES

4.1 GENERAL (CONT'D)

4.1.11 ADDITIONAL ENGINEERING

Additional Engineering will be provided by the Company at the request of the customer only when:

- A. A customer requests additional technical information after the Company has already provided the technical information normally included on the Design Layout Report (DLR).
- B. Additional engineering time is incurred by the Company to engineer a customer's request for a Customized service.

The Company will notify the customer that additional engineering charges, as set forth in 4.1.13.A., following, will apply before any additional engineering is undertaken. Normal business hours are from Monday through Friday 8 a.m. to 5 p.m. Hours before 8 a.m. and after 5 p.m., Monday through Friday, and all of Saturdays are considered overtime.

4.1.12 ADDITIONAL LABOR

Additional labor is that labor requested by the customer on a given service and agreed to by the Company as set forth in A. and B., following. The Company will notify the customer that additional labor charges as set forth in 4.1.13.B., following will apply before any additional labor is undertaken. The charges apply per Company technician performing billable work at the customer's request. When more than one technician is involved in working on a customer's request, the amount of time accrued by all technicians will be totaled to determine the number of 1/2 hour increments to be billed. Normal business hours are from Monday through Friday 8 a.m. to 5 p.m. Hours before 8 a.m. and after 5 p.m., Monday through Friday, and all of Saturdays are considered overtime. Sundays and Holidays are premium time.

A. Overtime Installation

Overtime installation is that Company installation effort outside of normal business hours.

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4.1 GENERAL

4.1.12 ADDITIONAL LABOR (CONT'D)

B. Other Labor

Other Labor is that additional labor not included in A., preceding, and labor incurred to accommodate a specific customer request that involves only labor which is not covered by any other section of this Catalog. Other Labor also includes fine tuning circuits (per occurrence) to return them to the originally designated level even though the circuit has not degraded below the designated immediate action level. In addition, Other Labor includes Testing Services as described in 4.1.15, following.

4.1.13 ADDITIONAL ENGINEERING AND LABOR CHARGES

A. Charges For Additional Engineering

The charges for Additional Engineering as defined in 4.1.11, preceding, are as follows:

ADDITIONAL ENGINEERING PERIODS	USOC	NONRECURRING CHARGE
• Basic Time, per engineer, each 1/2 hour or fraction thereof	AEQXX	\$30.00
• Overtime, per engineer, each 1/2 hour or fraction thereof	AEQOX	40.00

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4.1 GENERAL

4.1.13 ADDITIONAL ENGINEERING AND LABOR CHARGES (CONT'D)

B. Charges For Additional Labor

The charges for Additional Labor as defined in 4.1.12, preceding, are as follows:

ADDITIONAL LABOR - INSTALLATION PERIODS	USOC	NONRECURRING CHARGE
• Overtime, per technician, each 1/2 hour or fraction thereof[1]	ALFOX	\$ 9.00
• Premium time, per technician, each 1/2 hour or fraction thereof[1]	ALFPX	17.00

ADDITIONAL LABOR - OTHER PERIODS

• Basic time, per technician, each 1/2 hour or fraction thereof	ALGXX	28.00
• Overtime, per technician, each 1/2 hour or fraction thereof[1]	ALGOX	36.00
• Premium time, per technician, each 1/2 hour or fraction thereof[1]	ALGPX	45.00

[1] A call-out of a Company employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four (4) hours.

4. ORDER MODIFICATIONS AND MISCELLANEOUS CHARGES

4.1 GENERAL (CONT'D)

4.1.14 ACCEPTANCE TESTING

At no additional charge, the Company will, at the customer's request, schedule a mutually agreeable time to cooperatively test the following parameters at the time of installation:

- A. For Voice Grade analog services (except Voice Grade Basic), acceptance tests will include tests for loss, 3-tone slope, dc continuity, operational signaling, C-notched noise, and C-message noise when these parameters are applicable and specified in the order for service. Additionally, for Voice Grade Services, a balance (improved return loss) test will be made if the customer has ordered the improved return loss optional feature.
- B. For other analog services (i.e., Low-Speed Data, Audio) acceptance tests will include tests for the parameters applicable to the service and as specified in the order for service.
- C. For Voice Grade Basic Service, no cooperative testing is available.

In addition to the above tests, Additional Cooperative Acceptance Testing for Voice Grade Service to test other parameters, as described in 4.1.15.A., following, is available at the customer's request. All test results will be made available to the customer upon request.

4.1.15 TESTING SERVICES

Testing Services offered under this Section of the Catalog are optional and subject to rates and charges as set forth for Additional Labor - Other in 4.1.13.B., preceding. Other testing services provided by the Company in association with Private Line Transport are furnished at no additional charge. These other testing services are described in 4.1.14, preceding.

Testing services are normally provided by Company personnel at Company locations. However, provisions are made following for a customer to request Company personnel to perform testing services at the customer's premises.

The offering of Testing Services under this Section of the Catalog is made subject to the availability of the necessary qualified personnel and test equipment at the various test locations mentioned.

The Company will, at the request of a customer, provide assistance in performing specific tests requested by the customer.

4. ORDER MODIFICATIONS AND MISCELLANEOUS CHARGES

4.1 GENERAL

4.1.15 TESTING SERVICES (CONT'D)

A. Additional Cooperative Acceptance Testing (ACAT)

When a customer provides a technician at its premises or at an End User's premises, with suitable test equipment to perform the required tests, the Company will provide a technician at its office for the purpose of conducting Additional Cooperative Acceptance Testing on Voice Grade Services. At the customer's request, the Company will provide a technician at the customer's premises or at the End User's premises. These tests may consist of the following:

- Attenuation Distortion (i.e., frequency response)
- Intermodulation Distortion (i.e., harmonic distortion)
- Phase Jitter
- Impulse Noise
- Envelope Delay Distortion
- Echo Control
- Frequency Shift

B. Nonscheduled Testing (NST)

When a customer provides a technician at its premises, with suitable test equipment to perform the required tests, the Company will provide a technician at its office for the purpose of conducting Nonscheduled Testing. At the customer's request, the Company will provide a technician at the customer's premises. Nonscheduled tests may consist of any tests, such as loss, noise, slope, or envelope delay which the customer may require.

C. Obligation of the Customer

When the customer subscribes to Testing Service as set forth in this Section, the customer shall make the facilities to be tested available to the Company at times mutually agreed upon.

D. Testing Charges

The charges for Additional Cooperative Acceptance Testing and Nonscheduled Testing are specified in 4.1.13.B., preceding, for Additional Labor - Other Periods.

4. ORDER MODIFICATIONS AND MISCELLANEOUS CHARGES

4.1 GENERAL (CONT'D)

4.1.16 DISPATCH CHARGE

The Company assesses Dispatch Charges when a technician(s) is dispatched. The charge applies in the following situations:

A. Service Date Change

One Dispatch Charge applies to all Private Line Transport Services contained in this Catalog. The charge applies if, for any reason, the customer requests a service date change but fails to notify the Company before the service date and a Company technician is dispatched to the customer's premises on the service date.

The Company accordingly will delay the start of service, change the service date and assess a Dispatch Charge. The charge will apply each time this situation occurs.

B. Maintenance of Service

One Dispatch Charge applies when one or more technicians are dispatched for Maintenance of Service and no trouble is found in the Company's facilities. If, after the initial repair visit, a repair ticket is still open and a technician(s) is dispatched again, another Dispatch Charge applies. The additional Dispatch Charge only applies if trouble is still not found in Company's facilities. Maintenance of Service charges apply for each technician.

C. Nonrecurring Charge

	USOC	NONRECURRING CHARGE
• Dispatch Charge, per occurrence	VT6++	\$100.00

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4.2 PROVISION OF PRIVATE LINE TRANSPORT BILLING INFORMATION - CARRIERS

The terms, conditions, rates and charges for Carrier Private Line Transport Billing Information are as set forth for Access Service Billing Information in 12.3.5 of the Access Services Catalog.

4. ORDER MODIFICATIONS AND MISCELLANEOUS CHARGES

4.3 FACILITIES PROTECTION - SPECIAL FACILITIES ROUTING

4.3.1 DESCRIPTION

The services provided by the Company are over such routes and facilities as the Company may elect. Special Facility Routing is involved when, in order to comply with requirements specified by the customer, the Company provides Private Line Transport Services, LAN Switching Service (LSS) and Metro Optical Ethernet (MOE) in a manner which includes one or more of the following conditions:

Diversity

Diversity occurs when the service is provisioned over a primary route and secondary route over separate transmission facilities. The alternate routes must have a route separation of 25 feet or more. Diversity can be provided on the local loop (from the serving wire center to the subscriber location), or Interoffice Facilities (between wire centers).

Avoidance

Avoidance occurs when service is provisioned in a manner to avoid, or by-pass a subscriber defined geographical location.

A. Diversity and Avoidance Options

The following is a description of the standard options available:

Loop Diversity

Provides a second route from the first utility vault outside of the serving wire center to the subscriber premises. The diversity will end at the last terminal prior to the subscriber's premises unless the subscriber provides for a separate entrance facility.

Interoffice Diversity

Provides a second route between the first utility vault outside the serving wire center and the first utility vault outside the remote wire center. This service applies only to Private Line Transport Service.

4. ORDER MODIFICATIONS AND MISCELLANEOUS CHARGES

4.3 FACILITIES PROTECTION - SPECIAL FACILITIES ROUTING

4.3.1 DESCRIPTION

A. Diversity and Avoidance Options (Cont'd)

Avoidance

Geographical avoidance of a given point or wire center.

B. Cable-Only Facilities

Certain Voiceband services are provided on Cable-Only Facilities to meet the particular needs of a customer.

Service is provided subject to the availability of Cable-Only Facilities. In the event of service failure, restoration will be made through the use of any available facilities as selected by the Company.

4.3.2 TERMS AND CONDITIONS

- A. Diversity and Avoidance are available on all Private Line Transport services and on the loop portion of certain Exchange Access services. Service is subject to availability of facilities. When facilities are not available Special Construction charges may be assessed.
- B. The rates and charges for Special Facilities Routing and Hot Standby Protection are in addition to all other rates and charges that may be applicable to the service provided with Special Facilities Routing and Hot Standby Protection.
- C. When a customer orders more than one Special Facilities Routing option, (e.g., Loop Diversity and Interoffice Diversity, or multipoint Loop Diversity, i.e. on more than one leg of a multipoint circuit), at the same time, for the same service, only one nonrecurring charge applies. This nonrecurring charge applies to both the primary and secondary route for each service or circuit.
- D. Rate Elements applicable for other services with Special Facilities Routing apply on both the Primary Route and the Secondary Route. Special Construction charges may be applicable with Loop Diversity when Secondary Routes are not available.
- E. The terms Primary and Secondary Route are not meant as a reference to quality or usage, but are used to designate separate routing.
- F. At the request of the customer, information about the routing of services provided with Avoidance and/or Diversity can be provided. The rates and charges for the provision of this information will be assessed on an individual basis (ICB).

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