
INTEREXCHANGE TELECOMMUNICATIONS SERVICE TARIFF

4. BUSINESS COMPLEX SERVICE OFFERINGS

4.2 BUSINESS SERVICE OFFERINGS

D. Q.Guaranteed

7. Guarantees

b. Performance Guarantees

(5) Frame Delivery (Cont'd)

(d) Network Transit Delay

Qwest guarantees to achieve a one-way Network Transit Delay within the continental United States for 100 byte frames at 35 milliseconds or less, 500 byte frames at 95 milliseconds or less, and 1,600 byte frames at 250 milliseconds or less (including protocol overhead). Network Transit Delay (Latency) measures only delay on the Qwest network, external factors which may cause delay (e.g., access serialization, access link congestion) are excluded from the measurement. If Qwest does not meet this guarantee, the customer is entitled to a credit equal to 10% of the customer's network port and PVC/CIR monthly recurring charges for that month.

- Definition

Network Transit Delay (Latency) measures one-way delay between the origination and destination infrastructure ports. It is defined as the period of time commencing with transmission of the last bit of a packet from the origination infrastructure.

- Exclusions

Network Transit Delay (Latency) measurements shall not include periods of non-availability resulting in whole or in part from one or more of the following causes:

- Any act or omission causing interruptions by negligence on the part of the customer, its contractors, any local access provider, or any other entity over which the customer exercises control or has the right to exercise control.
- Interruptions during any period in which Qwest or its agents are not afforded access to the premises where the access lines associated with the customer's service are terminated.