
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

(d) Network Transit Delay

• Exclusions (Cont'd)

- Interruptions during any period when the customer elects not to release the service(s) for testing and/or repair and continues to use it on an impaired basis.
- Any circuits provisioned within the last 30 days.
- Scheduled maintenance interruptions and outages.
- Labor strikes.
- Force majeure events beyond the reasonable control of Qwest including, but not limited to, acts of God, government regulation, national emergency, failure of power, system failure, or service not supplied by Qwest or the access provider.
- During periods in which a major network component (e.g., backbone link or gateway switch) is not functioning and the network is in an emergency reroute configuration.
- Interruptions due to failure of power, equipment, service, or systems not provided by Qwest.

8. Credit Limitation

If the customer experiences network or service performance for Qwest FramePlus Frame Relay at levels below those stated herein for two or more elements (Network Availability, Frame Delivery, and Network Transit Delay) in the same month, the customer is entitled to receive credits pursuant to one of the applicable credit sections only. In addition, Qwest will not issue credits pursuant to the Service Level Guarantee for more than six months in any twelve month period.