
INTEREXCHANGE TELECOMMUNICATIONS SERVICE TARIFF

4. BUSINESS COMPLEX SERVICE OFFERINGS

4.2 BUSINESS SERVICE OFFERINGS

D. Q.Guaranteed (Cont'd)

7. Guarantees

Q.Guaranteed customers are eligible to receive the following guarantees:

a. Rate Guarantee

Qwest guarantees that if tariffed usage rates increase or tariffed discounts decrease beyond the tariff in effect at the time the customer begins a term commitment, these usage rate increases or discount decreases will not be passed on to the customer during the length of the Customer's term. This guarantee does not apply to the following,

- rates for Qwest international services; or,
- rate modifications instituted by Qwest in response to the actions of any regulatory agency, legislative body or court of competent jurisdiction.

b. Performance Guarantees

The following three performance guarantees are only available to those customers who commit to a monthly volume level of \$7,000.00 or greater:

(1) Installation Guarantee

Qwest guarantees that it will install the customer's Q.Guaranteed service, switched and/or dedicated, including frame relay, by the date promised to the customer, or the customer is entitled to receive a \$500.00 credit (if commitment level is between \$7,000.00 and \$20,000.00) or a \$1,000.00 credit (if commitment level is between \$35,000.00 and \$100,000.00). This credit will be applied on the customer's subsequent month's invoice.