
INTEREXCHANGE TELECOMMUNICATIONS SERVICE TARIFF

4. BUSINESS COMPLEX SERVICE OFFERINGS

4.2 BUSINESS SERVICE OFFERINGS

D. Q.Guaranteed

7. Guarantees

b. Performance Guarantees (Cont'd)

(2) Quarterly Account Review Guarantee

Qwest guarantees that the assigned Qwest account team will review all new Q.Guaranteed customers accounts on a quarterly basis for the entire length of the customer's term commitment.

(3) Service Outage Resolution Guarantee

- (a) Qwest guarantees that it will restore any service outages the customer may incur on their end-to-end Q.Guaranteed service within four (4) hours or less 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.

(b) The Service Outage Resolution Guarantee shall not apply for the following reasons:

- Interruptions caused by the negligence of the customer or others authorized by the customer to use the customer's service;
- Interruptions due to failure of power, equipment, service, or systems not provided by Qwest;
- Interruptions during any period in which Qwest or its agents are not afforded access to the premises where the access line is terminate;
- 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;