
INTEREXCHANGE TELECOMMUNICATIONS SERVICE TARIFF

4. BUSINESS COMPLEX SERVICE OFFERINGS

4.2 BUSINESS SERVICE OFFERINGS

D. Q.Guaranteed

7. Guarantees

b. Performance Guarantees

(3) Service Outage Resolution Guarantee

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

- Interruptions not immediately/promptly reported to Qwest;
- Interruptions during any period when the customer or user has released service to Qwest for maintenance or rearrangement purpose, or for the installation of a customer service order;
- 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;
- Labor strikes.