

This exhibit consists of the following:

Version 11 Expedites & Escalation Red line Changes:

http://www.qwest.com/wholesale/downloads/2004/040629/PCAT_Exp_Escl_V11_0_reissue.doc

CLEC Comments and Qwest's Response regarding Version 11 Expedites & Escalations:

http://www.qwest.com/wholesale/downloads/2004/040715/DNLD_QwestResponse_Exp_Escl_V11.doc

Expedites & Escalations Overview – ~~V8.0~~V11.0

[History Log](#) (Link blue text to: ~~Replace Existing Download With Attached History Log~~)

Introduction

Qwest quickly responds to your escalation or expedite requests offering you clear and complete explanations so you can satisfactorily respond to your end-users.

- Expedites are requests for an improved standard interval that is shorter than the interval defined in our Service Interval Guide (SIG) (Link blue text to: <http://www.qwest.com/wholesale/guides/sig/index.html>) or your Interconnection Agreement (ICA), Individual Case Basis (ICB) or committed to ICB (Ready for Service (RFS) + Interval) date.
- Escalations can be initiated for any issue, at anytime, and at any escalation point. Escalations can also be for requests for status or intervention around a missed date.

The following summarizes the processes used within Qwest for all Wholesale Products and Services to handle expedite and escalation requests.

Expedites

~~All expedite requests require approval to ensure resource availability. Expedite requests are for situations where the requested due date is shorter than the interval defined in our Service Interval Guide (SIG) (Link blue text to: <http://www.qwest.com/wholesale/guides/sig/index.html>) or~~ Requesting an expedite follows one of two processes, depending on the product being requested and the language in your Interconnection Agreement (ICA). ~~Expedite requests are granted for~~ If the request being expedited is for a product on the list of products in the “Pre-Approved Expedites” (see below) and your ICA has language supporting expedited requests with a “per day” expedite ~~the following conditions if Qwest determines that it has the resource availability on the requested date:rate, then the request does not need approval. If the request being expedited is for a product that is not on the defined list, or your ICA does not support a “per day” expedite rate, then the expedited request follows the process defined in the “Expedites Requiring Approval” section below.~~

Expedites Requiring Approval

If your ICA does not contain, or has not been amended to include language for expedites with an associated “per day” expedite rate, or if the request is for a product that is not listed in the “Pre-Approved Expedites” section below, the following expedite process applies.

Following is a list of conditions where an expedite is granted:

- Fire
- Flood
- Medical emergency
- National emergency
- Conditions where your end-user is completely out of service (primary line)
- Disconnect in error by Qwest
- Requested service necessary for your end-user’s grand opening event delayed for facilities or equipment reasons with a future RFS date
- Delayed orders with a future RFS date that meet any of the above described conditions

~~And~~ For any of the above conditions, expedited request can be made either prior to, or after, submitting your service request.

To request an expedite on a Local Service Request (LSR) you can either:

- Submit the request with your expedited due date and populate the EXP field. Also include in REMARKS the reason for the expedited request and then call the Qwest Call Center.
- Submit the request with a due date interval from our [SIG \(Link italicized text to: http://www.qwest.com/wholesale/guides/sig/index.html\)](http://www.qwest.com/wholesale/guides/sig/index.html) or your ICA and then call the Qwest Call Center.

In both scenarios, a call to the Qwest Call Center is required on 1-888-796-9087 to process the expedited request.

To request an expedite on service requests issued via an Access Service Request (ASR), you may use either of the options described above for LSRs to submit the ASR. You should then contact one of the following two centers depending on which center processes your service requests:

- Des Moines, IA on 1-877-340-9627
- Salt Lake City, UT on 1-800-333-5498

For Des Moines and Salt Lake City, when calling one of the above numbers, ask for a representative that handles expedited requests.

You may be asked to provide verification of the expedited reason, such as in medical emergencies or grand opening events. The type of verification required will depend on the specific circumstances of the expedite and will be determined on an Individual Case Basis (ICB).

Once your expedite request is received, your Wholesale representative will review the request based on the previous list of available expedite scenarios to determine if the request is eligible for an expedite. If approved, the next step is to contact our Network organization to determine resource availability.

Depending on the type of service on the account, the following action is taken once the request is determined to be eligible for an expedited due date:

Non-Designed/No Dispatch Required

For requests that do not require a dispatch, the order is issued with the expedited due date.

Non-Designed/Dispatch Required

For requests that require a dispatch, the Network organization is contacted to determine Technician availability. If appointments are available on the requested due date, your expedite is granted. If no appointments are available, then Qwest will offer an alternative date, if one is available, prior to the requested due date. You can expect to receive a response to your expedited request usually within four business hours.

Designed Services

For Designed Services, the Network organization is contacted to determine resource availability for the Central Office and Outside Technicians as well as for the Testers that work with you to accept the service. You can expect to receive a response usually within four business hours.

Approved Expedited Requests

~~On LSRs, if the expedited request is approved and the original request contained the expedited due date and the EXP field was populated, Qwest will return a Firm Order Confirmation (FOC) with acknowledging the agreed to expedited due date. If the expedited or agreed to due date is different from what was originally submitted on the LSR, Qwest will indicate via the appropriate PIA value on the Local Request FOC form that the due date has been changed from the ASR or LSR, Qwest will original request.~~

For ASRs, contact you and request that you supplement your request with the agreed to expedited date. The EXP field on the supplement ASR or LSR must also be populated. If the supplement is not received within four business hours, Qwest will continue to process the ASR or LSR as if the expedited request is approved, Qwest will return a FOC with the expedited due date. was not received and will FOC back the standard interval or the original due date provided on the ASR or LSR if it was longer than the standard interval.

Denied Expedited Requests

If denied, then we will provide you reasons that the request was denied or we will offer an alternative date that we could install the service. If the request is denied, and you still want to continue to have Qwest provision the service request, Qwest will return a FOC with the standard interval or the original due date provided on the FOC if it was longer than the standard interval.

Pre-Approved Expedites

The Pre-Approved expedite process is available in all states except Washington for the products listed below when your ICA contains language for expedites with an associated per day expedite charge. An expedite charge applies for every day that the due date interval is improved, based on the standard interval in the SIG, ICA, or ICB criteria as described above. It is not necessary for you to call into Qwest to have the expedite approved. To expedite a service request on an ASR or LSR you must populate the EXP field and put the desired expedited due date in the DDD field on the ASR or LSR.

When Qwest receives an ASR or LSR with the EXP populated and the DDD is less than the standard interval, Qwest will determine if the request is eligible for an expedite without a call from you. If the request meets the criteria for the Pre-Approved Expedite process, Qwest will process the request and return a FOC acknowledging the expedited due date. The appropriate expedite charge will be added to your service order.

If the request does not meet the criteria for the Pre-Approved Expedite process, the ASR or LSR will be processed under the guidelines for Expedites Requiring Approval as described above.

Following is a list of the products that may be expedited and will receive the appropriate Expedite Charge:

- UBL all except 2w/4w analog
- Analog PBX DID
- Private Line (DS0, DS1, DS3 or above)
- ISDN PRI T1
- ISDN PRI Trunk
- ISDN BRI Trunk
- Frame Relay Trunk
- DESIGNED TRUNKS (Includes designed PBX trunks) Trunk
- MDS / MDSI (IIS Only)
- DPA's (multiple DPA's or FX, FCO) Trunk
- UBL DID (Unbundled digital trunk)
- UBL DS1 (Unbundled digital trunk facility)
- UNE-C PL (EEL)
- UNE-P ISDN BRI
- UNE-P DSS Facility
- UNE-P DSS Trunk
- UNE-P PRI ISDN Facility
- UNE-P PRI ISDN Trunk

- [UNE-P PBX Designed Trunks](#)
- [UNE-P PBX DID IN-Only Trunks](#)
- [UDIT](#)
- [LIS](#)
- [CCSAC SS7 Trunk or Facility](#)
- [Unbundled Dark Fiber](#)

Note: Any requests that are expedited due to a Qwest caused reason, do not incur an expedite charge.

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Escalations

Escalations are a request for status or intervention around a missed critical date such as:

- Plant Test Date (PTD)
- Due Date (DD)
- Ready For Service (RFS)

Qwest's Service Centers pro-actively escalate any critical dates in jeopardy and will notify you. If, however, you find it necessary to initiate an escalation, call the assigned Qwest Wholesale Center Representative at one of the numbers listed in the Expedites section for assistance. Regardless of how initiated, by you or internally, Qwest escalation roles and responsibilities can be summarized as:

- Qwest Wholesale Center Representatives
Local Service Request (LSR) or Access Service Request (ASR) escalations related to Rejects/Delayed orders, critical dates and Firm Order Confirmations (FOC).
- Qwest Service Manager
Involved only after normal processes fail to resolve the escalation to your satisfaction. Evaluates the situation based on commitments managing associated resolution activities.
- Qwest Senior Service Manager/Director
Involved only when the Service Manager's efforts are unsuccessful. Provides direction to those working the issue, partnering with Center Coaches and Team leaders.
- Qwest Senior Service Director/Vice President
Contacted for direction and/or assistance for those working the escalation, providing timely status updates back to the prior level and you directly.

Escalations – Maintenance and Repair

At your discretion, you may initiate an escalation of your trouble report through our electronic interface Customer Electronic Maintenance and Repair (CEMR) or by calling either the Account Maintenance Support Center (AMSC) for Unbundled Network Elements (UNEs) and Complex services or the Repair Call Handling Center (RCHC) for Plain Old Telephone Service (POTS) and Non-Complex services. Refer to our [Maintenance and Repair Overview](#) (Link blue text to: <http://www.qwest.com/wholesale/clecs/maintenance.html>) for additional information. You will be referred to [Held, Escalated & Expedited Tool \(HEET\)](#) (Link blue text to: <http://www.qwest.com/wholesale/systems/heet.html>) for ongoing status if your service was requested on an ASR.

Escalations – Technical Escalation Process

Additional information about the Technical Escalation Process can be obtained from Qwest's [Operations Support Systems General Information](#). (Link blue text to: <http://www.qwest.com/wholesale/systems/generalinfo.html>)

Note: Occasionally, your end-user may find their way to the Qwest Wholesale Center or Qwest Service Manager and our Wholesale Center Representatives will explain that you are our customer and direct them to you for assistance.

Should you have questions, or need additional information related to the expedite or escalation processes defined above, contact your [Qwest Service Manager](http://www.qwest.com/wholesale/clecs/accountmanagers.html) (Link blue text to: <http://www.qwest.com/wholesale/clecs/accountmanagers.html>) for assistance.

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Training

Qwest 101 "Doing Business With Qwest"

This introductory instructor-led training course is designed to teach the CLEC and Reseller how to do business with Qwest. It will provide a general overview of products and services, Qwest billing and support systems, processes for submitting service requests, reports, and web resource access information. [Click here](http://www.qwest.com/wholesale/training/ilt_desc_qwest_101.html) (Link blue text to: http://www.qwest.com/wholesale/training/ilt_desc_qwest_101.html) for course detail and registration information.

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Contacts

Qwest contact information is located in [Wholesale Customer Contacts](http://www.qwest.com/wholesale/clecs/escalations.html). (List blue text to: <http://www.qwest.com/wholesale/clecs/escalations.html>)
Expedites and Escalations

- Local Service Requests (LSRs)

Wholesale Center			
Tier	Responsibility	Activity	Contacts
Tier 0	Interconnect Service Center (ISC)	First point of contact for CLECs Ticket opened	888-796-9087
Tier 1	Customer Service Inquiry and Education Center (CSIE)	Respond to issues not resolved at Tier 0	888-796-9087
Tier 2	Subject Matter Expert (SME), Team Leaders, Team Coaches	Respond to issues not resolved at Tier 1	Denver: 800-419-8809 Denver After Hours Duty Pager: 800-423-3641 Minneapolis: 800-366-9974 Minneapolis After Hours Duty Pager: 612-622-3624
Tier 3	Appropriate Qwest Service Manager	Respond to issues not resolved at Tier 2	Service Manager (Link blue text to: http://www.qwest.com/wholesale/clecs/accountmanagers.html)

- Access Service Requests (ASRs) Note: Your [Qwest Service Manager](#) (Link blue text to: <http://www.qwest.com/wholesale/clecs/accountmanagers.html>) will advise you which center to contact.

Center	Products & Services	Contacts	Fax
Des Moines	LIS, Feature Group, Private Line, Analog/Digital, HiCap Services (e.g., DS1, DS3, Sonet, SS7, SHARP, SHNS) , Frame Relay	877-340-9627	515-286-6160
Salt Lake City	LIS, Feature Group, Private Line, Analog/Digital, HiCap Services (e.g., DS1, DS3, Sonet, SS7, SHARP, SHNS)	800-333-5498	801-239-4070

- Non ASR/LSRs

Center	Products & Services	Contacts	Fax
Salt Lake City	All	800-879-4072	801-239-5070

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Frequently Asked Questions

This section is currently being compiled based on your feedback.

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Last Update: ~~May 25, 2004~~ [July 31, 2004](#)

META Tags: [Expedites](#); [Escalations](#)



Qwest Response to Document In Review

Response Date: July 15, 2004
Document: Product/Process: Expedites & Escalations Overview V11
Original Notification Date: June 29, 2004

- **Notification Number:** PROS.06.29.04.F.01840.ReissueExpeditesV11
- **Category of Change:** Level 3

Qwest recently posted proposed updates to Expedites & Escalations Overview V11. CLECs were invited to provide comments to these proposed changes during a Document Review period from June 30, 2004 through July 14, 2004. The information listed below is Qwest's Response to CLEC comments provided during the review/comment cycle.

Resources:

Customer Notice Archive http://www.qwest.com/wholesale/cmp/review_archive.html
 Document Review Site <http://www.qwest.com/wholesale/cmp/review.html>

If you have any questions on this subject or there are further details required, please contact Qwest's Change Management Manager at cmpcomm@qwest.com.

Qwest Response to Product/Process: Expedites & Escalations Overview V11 Comments

#	Page/Section	CLEC Comment	Qwest Response
1		<p><i>Eschelon</i> <i>June 18, 2004</i> Comment: Eschelon objects to Qwest's premature process change based on the following reasons.</p> <p>1. Covad submitted a CR for an expedite request. Qwest has not worked collaboratively with the CLECs to determine a process to meet the needs of all CLECs. Eschelon asks Qwest to hold ad-hoc meetings to define a process that meets all CLECs needs.</p>	<p>Based on the Eschelon comment associated with CR PC 021904-1, Qwest held an Ad hoc meeting on July 9, 2004 to discuss the proposed updates to this PCAT. The Qwest responses to these CLEC comments are based on the Ad hoc meeting discussion.</p> <p>1. For the designed product set, Qwest had discussions during several monthly Product/Process CMP meetings regarding the planned direction. Qwest did not schedule additional ad-hoc meetings for this product set since the questions and discussion did not seem to warrant it. As a result of the comments received on this level 3 notice, Qwest held an Ad hoc meeting on July 9, 2004 to run through the process and clarify any issues or concerns. Minor updates will be made to the PCAT as a</p>

Note: In cases of conflict between the changes implemented through this notification and any CLEC interconnection agreement (whether based on the Qwest SGAT or not), the rates, terms and conditions of such interconnection agreement shall prevail as between Qwest and the CLEC party.

The Qwest Wholesale Web Site provides a comprehensive catalog of detailed information on Qwest products and services including specific descriptions on doing business with Qwest. All information provided on the site describes current activities and process. Prior to any modifications to existing activities or processes described on the web site, wholesale customers will receive written notification announcing the upcoming change.



		<p>2. Qwest proposed process says “If your ICA does not contain, or has not been amended to include language for expedites with an associated “per day” expedite rate, or if the request is for a product that is not listed in the “Pre-Approved Expedites” section below, the following expedite process applies.” Qwest has not provided any amendment language or exhibit A pricing.</p> <p>3. Qwest will confirm that if a CLEC chooses not to sign the amendment and pay the Qwest approved rates (when Qwest obtains approved rates) how this will impact resources for those CLECs requesting expedites for the “conditions” listed in Qwest Expedite and Escalation Overview. All CLECs have been on equal footing for expediting approval. This will change those dynamics.</p> <p>4. Qwest confirmed in two consecutive monthly meetings (see Qwest CMP April and May 2004 Product/Process meeting minutes) that no CLEC would be charged for expedites that Qwest did not charge its own retail customers. Has Qwest filed and obtained approved rates to charge retail and wholesale customers in each state? If so please provide the detail.</p> <p>5. Qwest has not included some of the most basic products in the “Pre-approved Expedite List” such as UNE-P, Resale POTS and Centrex and analog loops. Will Qwest be expanding the list?</p>	<p>result of that meeting. (See below for the specific PCAT updates.) Non-design services still need to be addressed and Qwest plans to hold ad-hoc meetings for those products to collaboratively work the expedite process for that sub-set of services.</p> <p>This comment is accepted.</p> <p>2. Qwest is working on the contract amendment language and is targeting July 26, 2004 to have it posted to the web.</p> <p>The details of the tariff pricing and changes are available externally through the normal tariff filing notices.</p> <p>This comment is accepted.</p> <p>3. If a CLEC chooses not to sign the amendment and pay the approved rates, this will not impact resources. For Qwest's Retail and Access customers, they are bound by the terms established in the tariffs (which have been or are in the process of being filed). Qwest did not want to shut the door for its Interconnect customers because of existing contractual obligations, so is offering those customers two options: 1) To be able to expedite without reason for a per-day improved rate, like the Retail and Access customer, or 2) Continue with the existing process that is in place. Qwest is providing the Interconnect customers an additional option. If the CLEC chooses option 2, <u>and the expedite reason is for one of those listed in the PCAT</u>, they are given the same opportunity at having the due date requested.</p> <p>This comment is accepted.</p> <p>4. Qwest is filing the appropriate tariffs with the target effective date of July 31, 2004. The details of those tariff changes are available externally through the normal tariff filing notices.</p> <p>This comment is accepted.</p> <p>5. As communicated at the CMP monthly Product and Process meetings and in the July 9, 2004 Ad hoc meeting, this proposed change is for designed services only at this time. Qwest is continuing to look at non-designed services and plans to hold ad-hoc meetings with the CLEC community.</p> <p>This comment is accepted.</p>
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	<p>6. Qwest should not discuss or determine rates in CMP. The Commission should approve rates.</p>	<p>6. Qwest agrees rate discussion or determination is outside of CMP. The rates are being filed in the individual tariffs and implemented when approved by the Commission. Qwest is offering the same rate to the CLEC community that is being filed in the tariffs through their Interconnect Agreements that can be effective on July 31, 2004 as well.</p> <p>This comment is accepted.</p>
<p>2</p>	<p><i>MCI</i> <i>July 6, 2004</i> Comment: The following summarizes the processes used within Qwest for all Wholesale Products and Services": It appears Qwest is restricting this process to local products and services?, Is that Qwest's intent? If not, Qwest should expand to cover Access Products and Services Expedites Requiring Approval section state "Following is a list of conditions where an expedite is granted:</p> <ul style="list-style-type: none"> • Fire • Flood • Medical emergency • National emergency • Conditions where your end-user is completely out of service (primary line) • Disconnect in error by Qwest • Requested service necessary for your end-user's grand opening event delayed for facilities or equipment reasons with a future RFS date • Delayed orders with a future RFS date that meet any of the above described conditions" <p>MCI Comment: Please clarify, under the above conditions, does Qwest automatically grant expedited due dates upon LRS/ASR request? In addition, under the above conditions, are there fees Qwest will assess?</p> <p>Approved Expedite Request section states "On LSRs, if the expedited request is approved and the original request contained the expedited due date and the EXP field was populated, Qwest will return a Firm Order Confirmation (FOC) with acknowledging the agreed to expedited due date. If the expedited or agreed to due date is different from what was originally submitted on the LSR, Qwest will indicate via the appropriate PIA value on the Local Request FOC form that the due date has been changed from the ASR or LSR, Qwest will original request.</p>	<p>Qwest's intent is to include all tariffs as well as the Interconnection Agreements (ICAs) that can order these products in this process. This PCAT addresses specifically the products that are ordered under Interconnect Agreements. Qwest is in the process of filing the FCC #1 Interstate and individual state tariffs and updating product catalogs for the Access and Retail customers which are also included in the Pre-Approved expedite process.</p> <p>This comment is accepted.</p> <p>For the "Expedites Requiring Approval" process, the request is not automatically granted when the LSR is received, however, after a call has been placed into Qwest, Qwest will review and then approve or deny the expedited request. If approved, there are no fees associated with the Expedites Requiring Approval process.</p> <p>Based on discussion in the July 9, 2004 Ad Hoc meeting, the PCAT will be reworded slightly to clarify this. The following paragraph in the PCAT will be modified to read:</p> <ul style="list-style-type: none"> • Expedites Requiring Approval For products not listed in the Pre Approved Expedite section below (non-designed products such as POTS, Centrex or DSL service), or if your ICA does not contain, or has not been amended to include language for expedites with an associated "per day" expedite rate for those specified designed services, the following expedite process applies. Expedite charges are not applicable with the Expedited Requiring



	<p>For ASRs, contact you and request that you supplement your request with the agreed to expedited date. The EXP field on the supplement ASR or LSR must also be populated. If the supplement is not received within four business hours, Qwest will continue to process the ASR or LSR as if the expedited request is approved, Qwest will return a FOC with the expedited due date. was not received and will FOC back the standard interval or the original due date provided on the ASR or LSR if it was longer than the standard interval."</p> <p>MCI Comment: How will Qwest contact the CLEC to request a supplement? Will a reject/jeopardy be issued?</p> <p>Pre-approved Expedite Section states "Following is a list of the products that may be expedited and will receive the appropriate Expedite Charge:</p> <ul style="list-style-type: none"> • UBL all except 2w/4w analog • Analog PBX DID • Private Line (DS0, DS1, DS3 or above) • ISDN PRI T1 • ISDN PRI Trunk • ISDN BRI Trunk • Frame Relay Trunk • DESIGNED TRUNKS (Includes designed PBX trunks) Trunk • MDS / MDSI (IIS Only) • DPAs (multiple DPAs or FX, FCO) Trunk • UBL DID (Unbundled digital trunk) • UBL DS1 (Unbundled digital trunk facility) • UNE-C PL (EEL) • UNE-P ISDN BRI • UNE-P DSS Facility • UNE-P DSS Trunk • UNE-P PRI ISDN Facility • UNE-P PRI ISDN Trunk • UNE-P PBX Designed Trunks • UNE-P PBX DID IN-Only Trunks • UDIT • LIS 	<p>Approval process.</p> <p>This comment is accepted.</p> <p>No notice will be issued. Today, when the CLEC calls into the call center, Qwest deals with you in a verbal manner. If a supplement is required, the person who contacted Qwest to request the expedite will be notified to supplement the LSR or ASR.</p> <p>This comment is accepted.</p>
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		<ul style="list-style-type: none">• CCSAC SS7 Trunk or Facility• Unbundled Dark Fiber" <p>MCI Comment: Are all the products listed local? Please distinguish which products are Local vs. Access and which require an LSR and vs. an ASR?</p>	<p>The products in this PCAT are specifically targeted for customers who order Local Interconnection service. The tariffs that are being updated, i.e., the FCC #1, outline which products are included in the actual tariff. The Local Interconnection products that are ordered via an ASR today that are on the list are LIS, UDIT, CCSAC and Unbundled Dark Fiber.</p> <p>This comment is accepted.</p>
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