

## EXHIBIT C SERVICE INTERVAL TABLES

### 1.0 Unbundled Loops and Line Splitting Service Interval Table:

The following intervals are based on the availability of facilities. In MN where facilities are not available they will be constructed by Qwest. The intervals that apply where facilities are not available are noted in parenthesis behind the standard intervals.

(a) Established Service Intervals 2/4 Wire Analog (Voice Grade):

a)	1-8 lines	Five (5) business days (where facilities not available – 15 business days)
b)	9-16 lines	Six (6) business days (where facilities not available –15 business days)
c)	17-24 lines	Seven (7) business days (where facilities not available –15 business days)
d)	25 or more	ICB (where facilities not available – 15 business days)

(b) Established Service Intervals for 2 Wire Non-Loaded Loops, and ADSL Compatible Loops that do not require conditioning:

a)	1-8 lines	Three (3) business days (where facilities not available – 15 business days)
b)	9-16 lines	Four (4) business days (where facilities not available –15 - business days)
c)	17-24 lines	Five (5) business days (where facilities not available – 17 - business days)
d)	25 or more	ICB

(b1) Established Service Intervals for 4 Wire Non-Loaded Loops that do not require conditioning:

a)	1-8 lines	Five (5) business days (where facilities not available – 15 business days)
b)	9-16 lines	Six (6) business days (where facilities not available –15 business days)
c)	17-24 lines	Seven (7) business days (where facilities not available - 17 business days)
d)	25 or more	ICB

(c) Established Service Intervals for xDSL-I/ BRI ISDN Capable Loops that do not require conditioning:

a)	1-8 lines	Five (5) business days (where facilities not available – 15 business days)
b)	9-16 lines	Six (6) business days (where facilities not available –15 business days)
c)	17-24 lines	Seven (7) business days (where facilities not available –15 business days)
d)	25 or more	ICB (where facilities not available – 15 business days)

**EXHIBIT C  
SERVICE INTERVAL TABLES**

(d) Established Service Intervals for existing DS-1 Capable Loops:

a)	1 – 8 lines	Five (5) business days (where facilities not available – 15 business days)
b)	9 –10 lines	Six (6) business days (where facilities not available -15 business days)

(e) Established Service Intervals for existing DS3 Capable Loops:

a)	1 line	Seven (7) business days (where facilities not available -17 business days)
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(F) Established Service Intervals for Line Splitting:

a)	No conditioning	Two (2) business days
b)	With conditioning	Twelve (12) business days
c)	with line move/UDC removal	Five (5) business days

(g) Conditioned Loops for 2/4 Wire Non-Loaded Loops, ADSL Compatible, Basic Rate ISDN Capable, XDSL-I Capable Loops and Line Splitting:

a)	1-8 lines	Twelve (12) business days (where facilities not available – 15 business days)
b)	9 – 24 lines	Twelve (12) business days (where facilities not available – 15 business days)
c)	25 or More Lines	Twelve (12) business days (where facilities not available – 17 business days)

(h) Established Repair Intervals for Basic 2-wire Analog Loops, Line Splitting.

Twenty-four (24) hours OSS
Forty-eight (48) hours AS

(i) Established Repair Intervals for 4-wire Analog Loops, 2/4 Wire Non-Loaded Loops, Basic Rate ISDN Capable Loops, and ADSL Compatible Loops, xDSL-I Capable Loops, DS1 Capable Loops, and DS3 Capable Loops:

Four (4) hours
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(j) Quick Loop (No dispatch required)

a)	1 to 24 Lines	Three (3) business days
b)	25 or more Lines	ICB

Quick Loop with Number Portability (No dispatch required)

a)	1 to 8 Lines	Three (3) business days
b)	9 to 24 Lines	Four (4) business days
c)	25 or more Lines	ICB

(k) Intentionally Left Blank

(l) Intentionally left blank

(M) Established Service Intervals for 2/4 wire Distribution and Non-loaded Distribution Loop

1 or more Lines	Two (2) business days or Appointment Scheduler
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**EXHIBIT C  
SERVICE INTERVAL TABLES**

**Open- Qwest Proposed Modifications- Eschelon does not agree**

**2.0 Unbundled Dedicated Interoffice Transport (UDIT) Service Interval Table:**

Product	Services Ordered	Installation Commitments	Repair Commitments
<b>UDIT, <u>UCCRE, Rearrangements</u><sup>1</sup></b>			
<b>DS0</b>	1 to 8	Zone 1: Five (5) business days Zone 2: Six (6) business days	Four (4) hrs. Zone 1 Four (4) hrs. Zone 2
	9 to 16	Zone 1: Six (6) business days Zone 2: Seven (7) business days	Four (4) hrs. Zone 1 Four (4) hrs. Zone 2
	17 to 24	Zone 1: Seven(7) business days Zone 2: Eight (8) business days	Four (4) hrs. Zone 1 Four (4) hrs. Zone 2
	25 or more	ICB	Four (4) hrs
<b>DS1</b>	1 to 8	Zone 1: Five (5) business days Zone 2: Eight (8) business days: Where facilities are not available, Fifteen (15) Business Days.	Four (4) hrs Zone 1 Four (4) hrs Zone 2
	9 TO 16	Zone 1: Six (6) business days  Zone 2: Nine (9) business days: Where facilities are not available, Fifteen (15) Business Days.	Four (4) hrs Zone 1  Four (4) hrs Zone 2
	17 to 24	Zone 1: Seven (7) business days  Zone 2: Ten (10) business days: Where facilities are not available, Fifteen (15) Business Days.	Four (4) hrs Zone1  Four (4) hrs Zone 2
	<u>25 or more</u>	<u>ICB: Where facilities are not available, Fifteen (15) Business Days.</u>	<u>Four (4) hrs</u>
<b>DS3</b>	1 to 3 Circuits	Zone 1: Seven (7) business days  Zone 2: Nine (9) business days Where facilities are not available, Seventeen (17) Business Days.	Four (4) hrs Zone 1  Four (4) hrs Zone 2
	4 through 12 Circuits	ICB Where facilities are not available, Seventeen (17) Business Days	Four (4) hrs

<sup>1</sup> For UDIT rearrangements see Qwest's website for the Service Interval guide

**EXHIBIT C  
SERVICE INTERVAL TABLES**

**3.0 Intentionally Left Blank**

**4.0 Unbundled Dark Fiber Interval Table:**

Installation Guidelines apply where facilities/network capacity is in place, on Qwest-owned, in region facilities. Where non-Qwest locations are involved, intervals are handled on an Individual Case Basis – (ICB).

<b>Product</b>	<b>Activity/ Features</b>	<b>Services Ordered</b>	<b>FOC Guidelines</b>	<b>Installation Guidelines</b>	<b>Repair Guidelines</b>
<b>Dark Fiber</b>					
<b>Initial Records Inquiry (IRI) (simple &amp; complex)</b>			N/A	Ten (10) business days	N/A
<b>Field Verification And Quote Preparation (FVQP)</b>			N/A	Twenty (20) business days	N/A
<b>Provisioning (non- FVQP requests)</b>			N/A	Twenty (20) business days	

**EXHIBIT C  
SERVICE INTERVAL TABLES**

**5.0 Intentionally Left Blank:**

**Open- Qwest Proposed Modifications- Eschelon does not agree**

**6.0 Enhanced Extended Loop (EEL, ~~Loop Mux Combo (LMC)~~ Service Interval Table:**

<b>Product</b>	<b>Services Ordered</b>	<b>Installation Commitments</b>	<b>Repair Commitments</b>
<b>Enhanced Extended Loop (EEL)- <del>Loop Mux Combo (LMC)</del></b>  DS0 or Voice Grade Equivalent	1 to 8	Zone 1: Five (5) business days  Zone 2: Six (6) business days	Four (4) hrs Zone 1  Four (4) hrs Zone 2
	9 to 16	Zone 1: Six (6) business days  Zone 2: Seven (7) business days	Four (4) hrs Zone 1  Four (4) hrs Zone 2
	17 to 24	Zone 1: Seven (7) business days  Zone 2: Eight (8) business days	Four (4) hrs Zone 1  Four (4) hrs Zone 2
	25 or more	ICB	Four (4) hrs
<b>Enhanced Extended Loop (EEL) – <del>Loop Mux Combo (LMC)</del></b>  DS1	1 to 8	Zone 1: Five (5) business days  Zone 2: Eight (8) business days	Four (4) hrs Zone 1  Four (4) hrs Zone 2
	9 to 16	Zone 1: Six (6) business days  Zone 2: Nine (9) business days	Four (4) hrs Zone 1  Four (4) hrs Zone 2
	17 to 24	Zone 1: Seven (7) business days  Zone 2: Ten (10) business days	Four (4) hrs Zone 1  Four (4) hrs Zone 2
	25 or more	ICB	Four (4) hrs
<b>Enhanced Extended Loop (EEL) – <del>Loop Mux Combo (LMC)</del></b>  DS3 Subject to cap limitations in the Agreement	1 to 3 Circuits	Zone 1: Seven (7) business days  Zone 2: Nine (9) business days	Four (4) hrs Zone 1  Four (4) hrs Zone 2
	4 or more Circuits	ICB	Four (4) hrs
<b>Enhanced Extended Loop Conversions</b> Private Line (PLTS) to EEL - Conversion as is		ICB	4 hrs

## EXHIBIT C SERVICE INTERVAL TABLES

- \* Installation Guidelines apply where facilities/network capacity is in place. Where facilities/network capacity are not in place, intervals are handled on an Individual Case Basis (ICB).

**7.0 Collocation Service Intervals: See Section 8**

**8.0 Local Number Portability Service Intervals: See Section 10**

**Open-Eschelon Proposed- Qwest does not agree (proposes deletion of entire section)**

9.0 LIS Trunking Service Intervals:

New Installations\* (New TSC, New Trunk Group) with Translations Work

A CLEC's first turn up in a local calling area (Local/EAS) will be negotiated as ICB in a Service Planning meeting with the Sales & Service Team, Project Management, Design Test and Turn-Up and the provisioning Service Delivery Coordinator

<u>Activity (Zone 1 areas)</u>	<u>Trunks Ordered</u>	<u>Installation Guidelines</u>	<u>Repair Guidelines</u>
<u>0 - 10 NPA NXX(s)</u>	<u>1 to 240</u>	<u>Five (5) Business Days</u> <u>Where facilities are not available, Fifteen (15) Business Days.</u>	<u>24 hours</u>
	<u>241 or more</u>	<u>Five (5) Business Days</u> <u>Where facilities are not available, Fifteen (15) Business Days.</u>	<u>24 hours</u>
<u>11 - 20 NPA NXX(s)</u>	<u>1 to 240</u>	<u>Five (5) Business Days</u> <u>Where facilities are not available, Fifteen (15) Business Days.</u>	<u>24 hours</u>
	<u>241 or more</u>	<u>Five (5) Business Days</u> <u>Where facilities are not available, Fifteen (15) Business Days.</u>	<u>24 hours</u>
<u>21 or More NPA NXX(s)</u>	<u>1 or more</u>	<u>Five (5) Business Days</u> <u>Where facilities are not available, Fifteen (15) Business Days.</u>	<u>24 hours</u>

<u>Activity (Zone 2 areas)</u>	<u>Trunks Ordered</u>	<u>Installation Guidelines</u>	<u>Repair Guidelines</u>
<u>0 - 10 NPA NXX(s)</u>	<u>1 to 120</u>	<u>Five (5) Business Days</u> <u>Where facilities are not available, Fifteen (15) Business Days.</u>	<u>24 hours</u>

**EXHIBIT C  
SERVICE INTERVAL TABLES**

	<a href="#"><u>121 or more</u></a>	<a href="#"><u>Five (5) Business Days Where facilities are not available, Fifteen (15) Business Days.</u></a>	<a href="#"><u>24 hours</u></a>
<a href="#"><u>11 - 20 NPA NXX(s)</u></a>	<a href="#"><u>1 to 120</u></a>	<a href="#"><u>Five (5) Business Days Where facilities are not available, Fifteen (15) Business Days.</u></a>	<a href="#"><u>24 hours</u></a>
	<a href="#"><u>121 or more</u></a>	<a href="#"><u>Five (5) Business Days Where facilities are not available, Fifteen (15) Business Days.</u></a>	<a href="#"><u>24 hours</u></a>
<a href="#"><u>21 or More NPA NXX(s)</u></a>	<a href="#"><u>1 or more</u></a>	<a href="#"><u>Five (5) Business Days Where facilities are not available, Fifteen (15) Business Days.</u></a>	<a href="#"><u>24 hours</u></a>

## EXHIBIT C SERVICE INTERVAL TABLES

### LIS Trunking

#### Changes & Rearrangements (Existing TSC, Existing Trunk Group) with Translations Work

A CLEC's first turn up in a local calling area (Local/EAS) will be negotiated as ICB in a Service Planning meeting with the Sales & Service Team, Project Management, Design Test and Turn-Up and the provisioning Service Delivery Coordinator.

<u>Activity (Zone 1 areas)</u>	<u>Trunks Ordered</u>	<u>Installation Guidelines</u>	<u>Repair Guidelines</u>
<u>0 - 10 New NPA NXX(s) or Existing NPA NXX(s)</u>	<u>1 to 240</u>	<u>Five (5) Business Days Where facilities are not available, Fifteen (15) Business Days.</u>	<u>24 hours</u>
	<u>241 or more</u>	<u>Five (5) Business Days Where facilities are not available, Fifteen (15) Business Days.</u>	<u>24 hours</u>
<u>11 - 20 New NPA NXX(s) or Existing NPA NXX(s)</u>	<u>1 to 240</u>	<u>Five (5) Business Days Where facilities are not available, Fifteen (15) Business Days.</u>	<u>24 hours</u>
	<u>241 or more</u>	<u>Five (5) Business Days Where facilities are not available, Fifteen (15) Business Days.</u>	<u>24 hours</u>
<u>21 or More New NPA NXX(s) or Existing NPA NXX(s)</u>	<u>1 or more</u>	<u>Five (5) Business Days Where facilities are not available, Fifteen (15) Business Days.</u>	<u>24 hours</u>

<u>Activity (Zone 2 areas)</u>	<u>Trunks Ordered</u>	<u>Installation Guidelines</u>	<u>Repair Guidelines</u>
<u>0 - 10 New NPA NXX(s) or Existing NPA NXX(s)</u>	<u>1 to 120</u>	<u>Five (5) Business Days Where facilities are not available, Fifteen</u>	<u>24 hours</u>



**EXHIBIT C  
SERVICE INTERVAL TABLES**

		<u>(15) Business Days.</u>	
	<u>121 or more</u>	<u>Five (5) Business Days Where facilities are not available, Fifteen (15) Business Days.</u>	<u>24 hours</u>
<u>11 - 20 New NPA NXX(s) or Existing NPA NXX(s)</u>	<u>1 to 120</u>	<u>Five (5) Business Days Where facilities are not available, Fifteen (15) Business Days.</u>	<u>24 hours</u>
	<u>121 or more</u>	<u>Five (5) Business Days Where facilities are not available, Fifteen (15) Business Days.ICB.</u>	<u>24 hours</u>
<u>21 or More New NPA NXX(s) or Existing NPA NXX(s)</u>	<u>1 or more</u>	<u>Five (5) Business Days Where facilities are not available, Fifteen (15) Business Days.</u>	<u>24 hours</u>

NOTE: Installation of new NXX(s) conforms to National Industry Standards. Trunks will not be functional until the NXX is installed.

## EXHIBIT C SERVICE INTERVAL TABLES

### LIS Trunking

#### Trunk Augments\* without Translations Work

A CLEC's first turn up in a local calling area (Local/EAS) will be negotiated as ICB in a Service Planning meeting with the Sales & Service Team, Project Management, Design Test and Turn-Up and the provisioning Service Delivery Coordinator.

	<u>Trunks Ordered</u>	<u>Installation Guidelines</u>	<u>Repair Guidelines</u>
<u>Zone 1</u>	<u>1 to 24</u>	<u>Five (5) Business Days Where facilities are not available, Fifteen (15) Business Days..</u>	<u>24 hours</u>
	<u>25 to 48</u>	<u>Five (5) Business Days Where facilities are not available, Fifteen (15) Business Days.</u>	<u>24 hours</u>
	<u>49 to 72</u>	<u>Five (5) Business Days Where facilities are not available, Fifteen (15) Business Days.</u>	<u>24 hours</u>
	<u>73 to 96</u>	<u>Five (5) Business Days Where facilities are not available, Fifteen (15) Business Days.</u>	<u>24 hours</u>
	<u>97 to 120</u>	<u>Five (5) Business Days Where facilities are not available, Fifteen (15) Business Days.</u>	<u>24 hours</u>
		<u>121 to 144</u>	<u>Five (5) Business Days Where facilities are not available, Fifteen (15) Business Days.</u>
	<u>145 to 168</u>	<u>Five (5) Business Days Where facilities are not</u>	<u>24 hours</u>

**EXHIBIT C  
SERVICE INTERVAL TABLES**

		<u>available, Fifteen (15) Business Days.</u>	
	<u>169 to 240</u>	<u>Five (5) Business Days Where facilities are not available, Fifteen (15) Business Days.</u>	<u>24 hours</u>
	<u>241 or more</u>	<u>Five (5) Business Days Where facilities are not available, Fifteen (15) Business Days.</u>	<u>24 hours</u>

<u>Zone 2</u>	<u>1 to 24</u>	<u>Five (5) Business Days Where facilities are not available, Fifteen (15) Business Days.</u>	<u>24 hours</u>
	<u>25 to 72</u>	<u>Five (5) Business Days Where facilities are not available, Fifteen (15) Business Days.</u>	<u>24 hours</u>
	<u>73 to 120</u>	<u>Five (5) Business Days Where facilities are not available, Fifteen (15) Business Days.</u>	<u>24 hours</u>
	<u>121 or more</u>	<u>Five (5) Business Days Where facilities are not available, Fifteen (15) Business Days.</u>	<u>24 hours</u>

LIS Trunking

**EXHIBIT C  
SERVICE INTERVAL TABLES**

<u>Product</u>	<u>Services Ordered</u>	<u>Installation Guidelines</u>	<u>Repair Guidelines</u>
<u>Point Code Change</u>	<u>Per Trunk Group</u>	<u>ICB</u>	<u>24 hours</u>
<u>64 Clear Channel End-Office Not Equipped</u>	<u>Per Trunk Group</u>	<u>ICB</u>	<u>24 hours</u>