

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)

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(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

(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

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

Product	Services Ordered	Installation Commitments	Repair Commitments
UDIT			
DS0	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
DS1	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>
DS3	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

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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).

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

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6.0 Enhanced Extended Loop (EEL) Service Interval Table:

Product	Services Ordered	Installation Commitments	Repair Commitments
Enhanced Extended Loop (EEL) 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
Enhanced Extended Loop (EEL) 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
Enhanced Extended Loop (EEL) 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
Enhanced Extended Loop Conversions Private Line (PLTS) to EEL - Conversion as is		ICB	4 hrs

* 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).

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7.0 Collocation Service Intervals: See Section 8

8.0 Local Number Portability Service Intervals: See Section 10