

**Unbundled Network Elements Combinations (UNE Combinations) Amendment
to the Interconnection Agreement between
Qwest Corporation and
Allegiance Telecom of Oregon, Inc.**

This is an Amendment ("Amendment") to the Interconnection Agreement between Qwest Corporation (f/k/a U S WEST Communications, Inc.) ("Qwest"), a Colorado corporation, and Allegiance Telecom of Oregon, Inc. ("CLEC").

RECITALS

WHEREAS, the Parties entered into an Interconnection Agreement, for service in the State of Oregon, that was approved by the Oregon Public Utility Commission on October 6, 2000, as referenced in ARB 276 ("Agreement"); and

WHEREAS, the Parties wish to amend the Agreement by adding the terms and conditions contained herein.

AGREEMENT

NOW THEREFORE, in consideration of the mutual terms, covenants and conditions contained in this Amendment and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Parties agree as follows:

1. Amendment Terms

The Agreement is hereby amended by adding the terms, conditions and rates for Unbundled Network Elements Combinations (UNE Combinations), as set forth in Attachment 1 and Exhibits A, B and C, attached hereto and incorporated herein.

Rates in Exhibit A will reflect legally binding decisions of the Commission and shall be applied on a prospective basis from the effective date of the legally binding Commission decision, unless otherwise ordered by the Commission.

2. Effective Date

This Amendment shall be deemed effective upon Commission approval; however, the Parties may agree to implement the provisions of this Amendment upon execution. To accommodate this need, CLEC must generate, if necessary, an updated Customer Questionnaire. In addition to the Questionnaire, all system updates will need to be completed by Qwest. CLEC will be notified when all system changes have been made. Actual order processing may begin once these requirements have been met.

3. Amendments; Waivers

Except as modified herein, the provisions of the Agreement shall remain in full force and effect. The provisions of this Amendment, including the provisions of this sentence, may not be amended, modified or supplemented, and waivers or consents to departures from the provisions of this Amendment may not be given without the written consent thereto by both Parties' authorized representative. No waiver by any

Party of any default, misrepresentation, or breach of warranty or covenant hereunder, whether intentional or not, will be deemed to extend to any prior or subsequent default, misrepresentation, or breach of warranty or covenant hereunder or affect in any way any rights arising by virtue of any prior or subsequent such occurrence.

4. Change of Law

A. The provisions in this Amendment are intended to be in compliance with and based on the existing state of the law, rules, regulations and interpretations thereof, including but not limited to state rules, regulations, and laws, as of April 1, 2003 (the Existing Rules). Nothing in this Amendment shall be deemed an admission by Qwest or CLEC concerning the interpretation or effect of the Existing Rules or an admission by Qwest or CLEC that the Existing Rules should not be changed, vacated, dismissed, stayed or modified. Nothing in this Amendment shall preclude or estop Qwest or CLEC from taking any position in any forum concerning the proper interpretation or effect of the Existing Rules or concerning whether the Existing Rules should be changed, vacated, dismissed, stayed or modified. To the extent that the Existing Rules are vacated, dismissed, stayed or materially changed or modified, then this Amendment shall be amended upon the request of either Party to reflect such legally binding modification or change of the Existing Rules. Where the Parties fail to agree upon such an amendment within sixty (60) Days after notification from a Party seeking amendment due to a modification or change of the Existing Rules or if any time during such sixty (60) Day period the Parties shall have ceased to negotiate such new terms for a continuous period of fifteen (15) Days, it shall be resolved in accordance with the Dispute Resolution provision of the Agreement. It is expressly understood that this Amendment will be corrected, or if requested by CLEC, amended as set forth herein, to reflect the outcome of generic proceedings by the Commission for pricing, service standards, or other matters covered by this Amendment. Any amendment shall be deemed effective on the effective date of the legally binding change or modification of the Existing Rules for rates, and to the extent practicable for other terms and conditions, unless otherwise ordered. During the pendency of any negotiation for an amendment, pursuant to this Section, the Parties shall continue to perform their obligations in accordance with the terms and conditions of this Amendment, for up to sixty (60) Days. If the Parties fail to agree on an amendment during the sixty (60) Day negotiation period, the Parties agree that the first matter to be resolved during Dispute Resolution will be the implementation of an interim operating agreement between the Parties regarding the disputed issues, to be effective during the pendency of Dispute Resolution. The Parties agree that the interim operating agreement shall be determined and implemented within the first fifteen (15) Days of Dispute Resolution and the Parties will continue to perform their obligations in accordance with the terms and conditions of this Amendment, until the interim operating agreement is implemented. For purposes of this section, "legally binding" means that the legal ruling has not been stayed, no request for a stay is pending, and any deadline for requesting a stay designated by statute or regulation, has passed.

B. In addition, but without limiting Section A above, nothing in this Amendment shall be deemed an admission by Qwest or CLEC concerning the interpretation or effect of the FCC's decision and rules adopted in *In the Matter of Review of the Section 251 Unbundling Obligations of Incumbent Local Exchange Carriers; Implementation*

of the Local Competition Provisions of the Telecommunications Act of 1996; Deployment of Wireline Services Offering Advanced Telecommunications Capability, CC Docket Nos. 01-338, 96-98 and 98-147, Report and Order on Remand, FCC 03-36, nor rules, regulations and interpretations thereof, including but not limited to state rules, regulations, and laws as they may be issued or promulgated regarding the same ("Decision(s)"). Nothing in this Amendment shall preclude or estop Qwest or CLEC from taking any position in any forum concerning the proper interpretation or effect of the Decision or concerning whether the Decision should be changed, vacated, dismissed, stayed or modified.

5. Entire Agreement

This Amendment (including the documents referred to herein) constitutes the full and entire understanding and agreement between the Parties with regard to the subjects of this Amendment and supersedes any prior understandings, agreements, or representations by or between the Parties.

The Parties further agree that to the extent that CLEC has not yet emerged from Bankruptcy protection, nothing herein shall be deemed an approval of the assumption or rejection of the Agreement pursuant to section 365 of the Bankruptcy Code, and that assumption or rejection of the Agreement shall only occur upon (a) CLEC's express assumption or rejection of the Agreement pursuant to the Bankruptcy Code, and (b) approval of the U.S. Bankruptcy Court for the Southern District of New York. The Parties further agree that in connection with the foregoing, CLEC expressly reserves all of its rights under the Bankruptcy Code and applicable law to seek the assumption, assumption and assignment, or rejection of the Agreement.

The Parties intending to be legally bound have executed this Amendment as of the dates set forth below, in multiple counterparts, each of which is deemed an original, but all of which shall constitute one and the same instrument.

Allegiance Telecom of Oregon, Inc.

Lawrence E. Strickling
Authorized Signature

Lawrence E. Strickling
Name Printed/Typed

Sr. Vice President
Title

1/23/04
Date

Qwest Corporation

L. T. Christensen
Authorized Signature

L. T. Christensen
Name Printed/Typed

Director - Interconnection Agreements
Title

2/2/04
Date

ATTACHMENT 1

Unbundled Network Elements Combinations (UNE Combinations)

9.23.1 General Terms

9.23.1.1 Qwest shall provide CLEC with non-discriminatory access to combinations of Unbundled Network Elements, including but not limited to the UNE-Platform (UNE-P), according to the following terms and conditions.

9.23.1.2 Qwest will offer to CLEC UNE Combinations, on rates, terms and conditions that are just, reasonable and non-discriminatory in accordance with the terms and conditions of this Amendment and the requirements of Section 251 and Section 252 of the Act, the applicable FCC rules, and other Applicable Laws. The methods of access to UNE Combinations described in this section are not exclusive. Qwest will make available any other form of access requested by CLEC that is consistent with the Act and the regulations thereunder. CLEC shall be entitled to access to all combinations functionality as provided in FCC rules and other Applicable Laws. Qwest shall not require CLEC to access any UNE Combinations in conjunction with any other service or element unless specified in this Amendment or as required for technical feasibility reasons. Qwest shall not place any use restrictions or other limiting conditions on UNE Combination(s) accessed by CLEC except as specified in this Amendment or required by Existing Rules.

9.23.1.2.1 Changes in law, regulations or other "Existing Rules" relating to UNEs and UNE Combinations, including additions and deletions of elements Qwest is required to unbundle and/or provide in a UNE Combination, shall be incorporated into this Amendment pursuant to the Agreement. CLEC and Qwest agree that the UNEs identified in the Agreement are not exclusive and that pursuant to changes in FCC rules, state laws, or the Bona Fide Request process, CLEC may identify and request that Qwest furnish additional or revised UNEs to the extent required under Section 251(c)(3) of the Act and other Applicable Laws. Failure to list a UNE herein shall not constitute a waiver by CLEC to obtain a UNE subsequently defined by the FCC or the state Commission.

9.23.1.2.2 In addition to the UNE Combinations provided by Qwest to CLEC hereunder, Qwest shall permit CLEC to combine any UNE provided by Qwest with another UNE provided by Qwest or with compatible network components provided by CLEC or provided by third parties to CLEC in order to Telecommunications Services. UNE Combinations may be directly connected to Finished Services, except for tariffed special access services that are expressly prohibited by Existing Rules. Notwithstanding the foregoing, CLEC can connect its UNE Combination to Qwest's directory assistance and Operator Services platforms.

9.23.1.2.3 Where a CLEC has been denied access to a DS1, or other high capacity Loop, as a UNE due to lack of facilities, and where CLEC has requested and been denied the construction of new facilities to provide such Loop, CLEC may connect a similar bandwidth tariffed service that it secures in lieu of that UNE to a transport UNE that it has secured from Qwest. Before making such

connection, CLEC shall provide Qwest with evidence sufficient to demonstrate that it has fulfilled all of the prior conditions of this provision. This provision shall be changed as may be required to conform to the decisions of the FCC under any proceedings related to the Public Notice referred to in document FCC 00-183.

9.23.1.3 When ordered as combinations of UNEs, Network Elements that are currently combined and ordered together will not be physically disconnected or separated in any fashion except for technical reasons or if requested by CLEC. Network elements to be provisioned together shall be identified and ordered by CLEC as such. When CLEC orders in combination UNEs that are currently interconnected and functional, such UNEs shall remain interconnected or combined as a working service without any disconnection or disruption of functionality.

9.23.1.4 When ordered in combination, Qwest will combine for CLEC UNEs that are ordinarily combined in Qwest's network, provided that facilities are available.

9.23.1.5 When ordered in combination, Qwest will combine for CLEC UNEs that are not ordinarily combined in Qwest's network, provided that facilities are available and such combination:

9.23.1.5.1 Is Technically Feasible;

9.23.1.5.2 Would not impair the ability of other Carriers to obtain access to UNEs or to interconnect with Qwest's network; and

9.23.1.5.3 Would not impair Qwest's use of its network.

9.23.1.6 When ordered in combination, Qwest will combine CLEC UNEs with Qwest UNEs, provided that facilities are available and such combination:

9.23.1.6.1 Is Technically Feasible;

9.23.1.6.2 Shall be performed in a manner that provides Qwest access to necessary facilities;

9.23.1.6.3 Would not impair the ability of other Carriers to obtain access to UNEs or to interconnect with Qwest's network; and

9.23.1.6.4 Would not impair Qwest's use of its network.

9.23.2 Description

UNE Combinations are available in, but not limited to, the following standard products: a) UNE-P in the following form: (i) 1FR/1FB Plain Old Telephone Service (POTS), (ii) ISDN – either Basic Rate or Primary Rate, (iii) Digital Switched Service (DSS), (iv) PBX Trunks, and (v) Centrex; b) EEL (subject to the limitations set forth in the EEL Amendment). If CLEC desires access to a different UNE Combination, CLEC may request access through the Special Request Process set forth in this Amendment. Qwest will provision UNE Combinations pursuant to the terms of this Amendment, provided that all UNEs making up the UNE Combination are contained in the Agreement. If Qwest develops additional UNE Combination products, CLEC

can order such products without using the Special Request Process, but CLEC may need to submit a New Customer Questionnaire amendment before ordering such products.

9.23.3 Terms and Conditions

9.23.3.1 Qwest shall provide non-discriminatory access to UNE Combinations on rates, terms and conditions that are non-discriminatory, just and reasonable. The quality of a UNE Combination Qwest provides, as well as the access provided to that UNE Combination, will be equal between all Carriers requesting access to that UNE Combination; and, where Technically Feasible, the access and UNE Combination provided by Qwest will be provided in "substantially the same time and manner" to that which Qwest provides to itself. In those situations where Qwest does not provide access to UNE Combinations itself, Qwest will provide access in a manner that provides CLEC with a meaningful opportunity to compete.

9.23.3.2 "UNE-P-POTS": 1FR/1FB lines are available to CLEC as a UNE Combination. UNE-P POTS is comprised of the following Unbundled Network Elements: Analog - 2 wire voice grade Loop, Analog Line Side Port and Shared Transport. All the Vertical Switch Features that are Technically Feasible for POTS are available with UNE-P-POTS. For complete descriptions please refer to the appropriate Unbundled Network Elements in the Agreement.

9.23.3.3 "UNE-P-PBX": PBX Trunks are available to CLEC as a UNE Combination. There are two types of UNE-P-PBX: Analog Trunks and Direct Inward Dialing (DID) Trunks. UNE-P-PBX is comprised of the following Unbundled Network Elements: 2/4 Wire Analog Loop, Analog/DID Trunks, and Shared Transport. All the Vertical Switch Features that are Technically Feasible for Analog and DID PBX Trunks are available with UNE-P-PBX. For complete descriptions please refer to the appropriate Unbundled Network Elements in the Agreement.

9.23.3.4 "UNE-P-DSS": Digital Switched Service (DSS) is available to CLEC as a UNE Combination. UNE-P-DSS is comprised of the following Unbundled Network Elements: DS1 Capable Loop, Digital Line-Side Port and Shared Transport. All the Vertical Switch Features that are Technically Feasible for Digital Switched Service are available with UNE-P-DSS. For complete descriptions please refer to the appropriate Unbundled Network Elements in the Agreement.

9.23.3.5 "UNE-P-ISDN": ISDN lines are available to CLEC as a UNE Combination. All the Vertical Switch Features that are Technically Feasible for ISDN are available with UNE-P-ISDN. There are two types of UNE-P-ISDN:

- a) Basic rate (UNE-P-ISDN-BRI) is comprised of the following Unbundled Network Elements: Basic ISDN Capable Loop, BRI Line Side Port and Shared Transport; and
- b) Primary rate (UNE-P-ISDN-PRI) – UNE-P-ISDN-PRI is comprised of the following Unbundled Network Elements: Basic ISDN Capable Loop, Digital Line Side Port and Shared Transport.

For complete descriptions please refer to the appropriate Unbundled Network Elements in the Agreement.

9.23.3.6 UNE-P-Centrex: – Centrex Service is available to CLEC as a UNE Combination. Centrex is comprised of the following Unbundled Network Elements: Analog - 2 wire voice grade Loop, Analog Line Side Port, and Shared Transport. All the Vertical Switch Features that are Technically Feasible for Centrex service are available with UNE-P-Centrex.

9.23.3.6.1 CLEC may also request a service change from Centrex 21, Centrex Plus or Centron service to UNE-P-POTS. The UNE-P-POTS line will contain the UNEs established in Section 9.23.3.2 of this Amendment.

9.23.3.6.2 Qwest will provide access to Customer Management System (CMS) with UNE-P-Centrex.

9.23.3.7 Intentionally Left Blank.

9.23.3.8 Intentionally Left Blank.

9.23.3.9 Intentionally Left Blank.

9.23.3.10 CLEC may request access to and, where appropriate, development of, additional UNE Combinations. For UNEs Qwest currently combines in its network CLEC can use the Special Request Process (SRP) set forth in Exhibit B. For UNEs that Qwest does not currently combine, CLEC must use the Bona Fide Request Process (BFR). In its BFR or SRP request, CLEC must identify the specific combination of UNEs, identifying each individual UNE by name.

9.23.3.11 The following terms and conditions are available for all types of UNE-P:

9.23.3.11.1 UNE-P will include the capability to access long distance service (InterLATA and IntraLATA) of CLEC's Customer's choice on a 2-PIC basis, access to 911 emergency services, capability to access CLEC's Operator Services platform, capability to access CLEC's directory assistance platform and Qwest customized routing service; and, if desired by CLEC, access to Qwest Operator Services and Directory Assistance Service.

9.23.3.11.2 If Qwest provides and CLEC accepts operator services, directory assistance, and IntraLATA long distance as a part of the basic exchange line, it will be offered with standard Qwest branding. CLEC is not permitted to alter the branding of these services in any manner when the services are a part of the UNE-P line without the prior written approval of Qwest. However, at the request of CLEC and where Technically Feasible, Qwest will rebrand operator services and directory assistance in CLEC's name, in CLEC's choice of name, or in no name in accordance with terms and conditions set forth in the Agreement.

9.23.3.11.3 CLEC may order Customized Routing in conjunction with UNE-P for alternative operator service and/or directory assistance platforms. CLEC shall be responsible to combine UNE-P with all components and requirements associated with Customized Routing needed to utilize related functionality. For a complete description of Customized Routing, refer to that Section of the Agreement.

9.23.3.11.4 Qwest shall provide to CLEC, for CLEC's End User Customers, E911/911 call routing to the appropriate Public Safety Answering Point (PSAP). Qwest shall not be responsible for any failure of CLEC to provide accurate End User Customer information for listings in any databases in which Qwest is required to retain and/or maintain End User Customer information. Qwest shall provide CLEC's End User Customer information to the ALI/DMS (Automatic Location Identification/Database Management System). Qwest shall use its standard process to update and maintain, on the same schedule that it uses for its End User Customers, CLEC's End User Customer service information in the ALI/DMS used to support E911/911 Services. Qwest assumes no liability for the accuracy of information provided by CLEC.

9.23.3.11.5 CLEC shall designate the Primary Interexchange Carrier (PIC) assignments on behalf of its End User Customers for InterLATA and IntraLATA services. CLEC shall follow all Applicable Laws, rules and regulations with respect to PIC changes and Qwest shall disclaim any liability for CLEC's improper PIC change requests.

9.23.3.11.6 Feature and InterLATA or IntraLATA PIC changes or additions for UNE-P, will be processed concurrently with the UNE-P order as specified by CLEC.

9.23.3.12 If CLEC is obtaining services from Qwest under an arrangement or agreement that includes the application of termination liability assessment (TLA) or minimum period charges, and if CLEC wishes to convert such services to UNEs or a UNE Combination, the conversion of such services will not be delayed due to the applicability of TLA or minimum period charges. The applicability of such charges is governed by the terms of the original agreement, Tariff or arrangement.

9.23.3.13 For installation of new UNE Combinations, CLEC will not be assessed UNE rates for UNEs ordered in combination until access to all UNEs that make up such combination have been provisioned to CLEC as a combination, unless a UNE is not available until a later time and CLEC elects to have Qwest provision the other elements before all elements are available. For conversions of existing resale services to UNE-P Combinations, CLEC will be billed at the UNE-P rate, and Billing at the resold rate will cease, on the Due Date scheduled for the conversion, so long as the Due Date of the conversion was a standard or longer interval, unless CLEC has caused or requested a delay of the conversion.

9.23.3.14 Reserved for Future Use.

9.23.3.15 When End User Customers Switch from Qwest to CLEC, or to CLEC from any other competitor and is obtaining service through a UNE Combination, such End User Customers shall be permitted to retain their current telephone numbers if they so desire.

9.23.3.16 In the event Qwest terminates the Provisioning of any UNE Combination service to CLEC for any reason, CLEC shall be responsible for providing any and all necessary notice to its End User Customers of the termination. In no case shall Qwest be responsible for providing such notice to CLEC's End User Customers. Qwest shall

only be required to notify CLEC of Qwest's termination of the UNE Combination service on a timely basis consistent with Commission rules and notice requirements.

9.23.3.17 CLEC, or CLEC's agent, shall act as the single point of contact for its End User Customers' service needs, including without limitation, sales, service design, order taking, Provisioning, change orders, training, maintenance, trouble reports, repair, post-sale servicing, Billing, collection and inquiry. CLEC shall inform its End User Customers that they are End User Customers of CLEC. CLEC's End User Customers contacting Qwest will be instructed to contact CLEC, and Qwest's End User Customers contacting CLEC will be instructed to contact Qwest. In responding to calls, neither Party shall make disparaging remarks about each other. To the extent the correct provider can be determined, misdirected calls received by either Party will be referred to the proper provider of local Exchange Service; however, nothing in this Amendment shall be deemed to prohibit Qwest or CLEC from discussing its products and services with CLEC's or Qwest's End User Customers who call the other Party.

9.23.3.18 Reserved for Future Use.

9.23.4 Rates and Charges

9.23.4.1 The rates and charges for the individual Unbundled Network Elements that comprise UNE Combinations are contained in Exhibit A for both recurring and nonrecurring application.

9.23.4.1.1 Recurring monthly charges for each Unbundled Network Element that comprise the UNE Combination shall apply when a UNE Combination is ordered. The recurring monthly charges for each UNE, including but not limited to, Unbundled 2-wire Analog Loop, Analog Line Side Port and Shared Transport, are contained in Exhibit A.

9.23.4.1.2 Nonrecurring charges, if any, will apply based upon the cost to Qwest of Provisioning the UNE Combination and providing access to the UNE Combination. These nonrecurring charges, if any, are described in Exhibit A.

9.23.4.2 If the Commission takes any action to adjust the rates previously ordered, Qwest will make a compliance filing to incorporate the adjusted rates into Exhibit A. Upon the compliance filing by Qwest, the Parties will abide by the adjusted rates on a going-forward basis, or as ordered by the Commission.

9.23.4.3 CLEC shall be responsible for Billing its End User Customers served over UNE Combinations for all Miscellaneous Charges and surcharges required of CLEC by statute, regulation or otherwise required.

9.23.4.4 CLEC shall pay Qwest the PIC change charge associated with CLEC End User Customer changes of InterLATA or IntraLATA Carriers. Any change in CLEC's End User Customers' InterLATA or IntraLATA Carrier must be requested by CLEC on behalf of its End User Customer.

9.23.4.5 If an End User Customer is served by CLEC through a UNE Combination, Qwest will not charge, assess, or collect Switched Access charges for InterLATA or IntraLATA calls originating or terminating from that End User Customer's phone after conversion to a UNE Combination is complete.

9.23.4.6 Qwest shall have a reasonable amount of time to implement system or other changes necessary to bill CLEC for Commission-ordered rates or charges associated with UNE Combinations.

9.23.5 Ordering Process

9.23.5.1 Most UNE Combinations and associated products and services are ordered via an LSR. Ordering processes are contained in the Agreement and in the PCAT. The following is a high-level description of the ordering process:

9.23.5.1.1 Reserved for Future Use.

9.23.5.1.2 Reserved for Future Use.

9.23.5.1.3 Step 1: Complete product questionnaire with account team representative.

9.23.5.1.4 Step 2: Obtain Billing Account Number (BAN) through account team representative.

9.23.5.1.5 Step 3: Allow 2-3 weeks from Qwest's receipt of a completed questionnaire for accurate loading of UNE Combination rates to the Qwest Billing system.

9.23.5.1.6 Step 4: After account team notification, place UNE Combination orders via an LSR or ASR as appropriate.

9.23.5.1.7 Additional information regarding the ordering processes are located at: http://www.qwest.com/wholesale/solutions/clecFacility/une_p_c.html

9.23.5.2 Prior to placing an order on behalf of each End User Customer, CLEC shall be responsible for obtaining and have in its possession a Proof of Authorization as set forth in the Agreement.

9.23.5.3 Standard service intervals for each UNE Combination are set forth in Exhibit C. For UNE Combinations with appropriate retail analogs, CLEC and Qwest will use the standard Provisioning interval for the equivalent retail service. CLEC and Qwest can separately agree to Due Dates other than the standard interval.

9.23.5.4 Due date intervals are established when Qwest receives a complete and accurate Local Service Request (LSR) or ASR made through the IMA, EDI or Exact interfaces or through facsimile. For UNE-P-POTS, UNE-P-Centrex, and UNE-P-ISDN-BRI, the date the LSR or ASR is received is considered the start of the service interval if the order is received on a business day prior to 7:00 p.m. For UNE-P-POTS, UNE-P-Centrex, and UNE-P-ISDN-BRI, the service interval will begin on the next business day for service requests received on a non-business day or after 7:00 p.m. on a business day. For UNE-P-DSS, UNE-P-ISDN-PRI, UNE-P-PBX and all other UNE Combinations, the date the LSR or ASR is received is considered the start of the service interval if the order is received on a business day prior to 3:00 p.m. For UNE-P-DSS, UNE-P-ISDN-PRI, UNE-P-PBX and all other UNE Combinations, the service interval will begin on the next business day for service requests received on a non-business day or after 3:00

p.m. on a business day. Business days exclude Saturdays, Sundays, New Year's Day, Memorial Day, Independence Day (4th of July), Labor Day, Thanksgiving Day and Christmas Day.

9.23.5.5 The Parties' obligations and responsibilities for providing and maintaining End User Customer listings information are contained in the Listings and E911/911 Emergency Services sections of the Agreement. Nevertheless, to the extent that the option is available to CLEC to specify that the End User Customer's existing listing(s) be retained upon conversion to unbundled local switching elements or UNE-P Combinations, Qwest shall be responsible for ensuring that the End User Customer's listing(s) is retained "as is" in Qwest's listings data bases.

9.23.5.6 When Qwest's End User Customer or the End User Customer's New Service Provider orders the discontinuance of the End User Customer's existing service in anticipation of moving to another service provider, Qwest will render its closing bill to the End User Customer effective with the disconnection. If Qwest is not the local service provider, Qwest will issue a bill to CLEC for that portion of the service provided to CLEC should CLEC's End User Customer, a New Service Provider, or CLEC request service be discontinued to the End User Customer. Qwest will notify CLEC by FAX, OSS interface, or other agreed upon processes when an End User Customer moves to another service provider. Qwest shall not provide CLEC or Qwest retail personnel with the name of the other service provider selected by the End User Customer.

9.23.5.7 For UNE Combinations, CLEC shall provide Qwest and Qwest shall provide CLEC with points of contact for order entry, problem resolution, repair, and in the event special attention is required on service request.

9.23.6 Billing

9.23.6.1 Qwest shall provide CLEC, on a monthly basis, within seven to ten (7-10) calendar Days of the last Day of the most recent Billing period, in an agreed upon standard electronic Billing format, Billing information including (1) a summary bill, and (2) individual End User Customer sub-account information consistent with the samples available for CLEC review.

9.23.7 Maintenance and Repair

9.23.7.1 Qwest will maintain facilities and equipment that comprise the service provided to CLEC as a UNE Combination. CLEC or its End User Customers may not rearrange, move, disconnect or attempt to repair Qwest facilities or equipment, other than by connection or disconnection to any interface between Qwest and the End User Customer, without the written consent of Qwest.

Amendment Contract Notes			
1. This rate sheet reflects cost docket rates ordered by the Public Utility Commission of Oregon in Docket Nos. UM 773, UT 138 Phases II and III effective May 09, 2003. 2. This rate sheet reflects the Wholesale Discount rate ordered by the Public Utility Commission of Oregon in Docket No. UM 962, Order No. 02-821 effective November 20, 2002.			
		Recurring	Non-Recurring
		Wholesale Discount Percentage Recurring Charge	Wholesale Discount Percentage Nonrecurring Charge
6 Resale		17%	17%
6.1.3 IntraLATA Toll		17%	17%
6.1.5 Listings, CO Features & Information Services		17%	17%
		Recurring	Non-Recurring
			Notes
7 Interconnection			
7.4 Multiplexing			
7.4.1 DS3 to DS1		\$203.54	
7.4.1.1 Manual			\$161.56
7.4.1.2 Mechanized			\$93.97
7.4.2 DS1 to DS0		\$212.76	
7.4.2.1 Manual			\$165.28
7.4.2.2 Mechanized			\$97.28
		Recurring	Non-Recurring
			Notes
9 Unbundled Network Elements (UNEs)			
9.2 Unbundled Loops			
9.2.1 Analog Loops			
9.2.1.1 2-Wire Voice Grade			
Zone 1		\$13.95	
Zone 2		\$25.20	
Zone 3		\$56.21	
9.2.1.2 4-Wire Voice Grade			
Zone 1		\$27.90	
Zone 2		\$50.40	
Zone 3		\$112.42	
9.2.2 Non-loaded Loops			
9.2.2.1 2-Wire Non-loaded Loop			
Zone 1		\$13.95	
Zone 2		\$25.20	
Zone 3		\$56.21	
9.2.2.2 4-Wire Non-loaded Loop			
Zone 1		\$27.90	
Zone 2		\$50.40	
Zone 3		\$112.42	
9.2.2.3 Cable Unloading/Bridge Tap Removal			\$0.00
9.2.3 Digital Capable Loops			
9.2.3.1 Basic Rate ISDN / xDSL-I Capable / ADSL Compatible Loop			
Zone 1		\$13.95	
Zone 2		\$25.20	
Zone 3		\$56.21	
9.2.3.2 DS1 Capable Loop		\$87.37	
9.2.3.3 DS3 Capable Loop		\$363.42	
9.2.3.4 OC - n Capable Loop			
OC - 3		\$952.68	
OC - 12		\$1,386.81	
OC - 48		\$3,938.81	
9.2.3.5 2-Wire Extension Technology		\$23.54	
		Recurring	Non-Recurring
			Notes
9.8 Shared Transport			
9.8.1 Per Minute of Use		\$.00104	
		Recurring	Non-Recurring
			Notes
9.11 Local Switching			
9.11.1 Local Switching - TELRIC Based Rates			
9.11.1.1 Analog Line Side Port, First Port		\$1.14	
Manual			\$54.54
Mechanized			\$17.56
9.11.1.2 Each Additional Port (ordered concurrently with an unbundled loop)		\$1.14	
Manual			\$23.60
Mechanized			\$16.94

9.11.2	Vertical Features				
9.11.2.1	Call Forwarding Busy Line		\$0.00	\$12.50	
9.11.2.2	Call Forwarding Busy Line (External)		\$0.00		1XRC
	Manual			\$8.49	1XNRC
	Mechanized			\$.17	1XNRC
9.11.2.3	Call Forwarding Busy Line (Expanded)		\$0.00		1XRC
	Manual			\$8.49	1XNRC
	Mechanized			\$.17	1XNRC
9.11.2.4	Call Forwarding Busy Line (Overflow)		\$0.00		1XRC
	Manual			\$8.49	1XNRC
	Mechanized			\$.17	1XNRC
9.11.2.5	Call Forwarding Busy Line (Programmable), each line		\$0.00		1XRC
	Manual			\$8.49	1XNRC
	Mechanized			\$.17	1XNRC
9.11.2.6	Call Forwarding Busy Line - Don't Answer		\$0.00		1XRC
	Manual			\$8.49	1XNRC
	Mechanized			\$.17	1XNRC
9.11.2.7	Call Forwarding Don't Answer (Expanded)		\$0.00		1XRC
	Manual			\$8.49	1XNRC
	Mechanized			\$.17	1XNRC
9.11.2.8	Call Forwarding Don't Answer (Programable)		\$0.00		1XRC
	Manual			\$8.49	1XNRC
	Mechanized			\$.17	1XNRC
9.11.2.9	Call Forwarding Busy Line Don't Answer		\$0.00		1XRC
	Manual			\$8.49	1XNRC
	Mechanized			\$.17	1XNRC
9.11.2.11	Call Forwarding Busy Line-Don't Answer (External) (Centrex)		\$0.00		1XRC
	Manual			\$8.49	1XNRC
	Mechanized			\$.17	1XNRC
9.11.2.12	Call Forwarding Busy Line-Don't Answer (Expanded)		\$0.00		1XRC
	Manual			\$8.49	1XNRC
	Mechanized			\$.17	1XNRC
9.11.2.13	Call Forwarding Busy Line-Don't Answer (Overflow)		\$0.00		1XRC
	Manual			\$8.49	1XNRC
	Mechanized			\$.17	1XNRC
9.11.2.14	Call Forwarding Variable		\$0.00	\$12.50	
9.11.2.17	Call Hold Centrex		\$0.00		1XRC
	Manual			\$8.49	1XNRC
	Mechanized			\$.17	1XNRC
9.11.2.18	Call Park (Store & Retrieve)		\$0.00	\$12.50	
9.11.2.19	Call Pickup		\$0.00	\$12.50	
9.11.2.20	Call Trace (Customer Originated) per occurrence		\$0.00		1XRC
	Manual			\$8.49	1XNRC
	Mechanized			\$.17	1XNRC
9.11.2.21	Call Transfer		\$0.00		1XRC
	Manual			\$8.49	1XNRC
	Mechanized			\$.17	1XNRC
9.11.2.23	Call Waiting/Cancel Call Waiting		\$0.00		1XRC
	Manual			\$8.49	1XNRC
	Mechanized			\$.17	1XNRC
9.11.2.24	Centrex Common Equipment		\$0.00	\$1,185.36	1XRC
9.11.2.25	Centrex-Standard Features		\$0.00		1XRC
	Manual			\$8.49	1XNRC
	Mechanized			\$.17	1XNRC
9.11.2.26	CLASS - Anonymous Call Rejection		\$0.00	\$12.50	
9.11.2.27	CLASS - Call Waiting ID		\$0.00	\$12.50	
9.11.2.28	CLASS - Calling Name & Number		\$0.00		1XRC
	Manual			\$8.49	1XNRC
	Mechanized			\$.17	1XNRC
9.11.2.29	CLASS - Calling Number Delivery		\$0.00		1XRC
	Manual			\$8.49	1XNRC
	Mechanized			\$.17	1XNRC
9.11.2.30	CLASS - Calling Number Delivery - Blocking		\$0.00		1XRC
	Manual			\$8.49	1XNRC
	Mechanized			\$.17	1XNRC
9.11.2.31	CLASS - Continuous Redial		\$0.00		1XRC
	Manual			\$8.49	1XNRC
	Mechanized			\$.17	1XNRC
9.11.2.32	CLASS - Last Call Return		\$0.00		1XRC
	Manual			\$8.49	1XNRC
	Mechanized			\$.17	1XNRC
9.11.2.33	CLASS-Priority Calling		\$0.00		1XRC
	Manual			\$8.49	1XNRC
	Mechanized			\$.17	1XNRC
9.11.2.34	CLASS - Selective Call Forwarding		\$0.00		1XRC
	Manual			\$8.49	1XNRC
	Mechanized			\$.17	1XNRC
9.11.2.35	CLASS - Selective Call Rejection		\$0.00		1XRC
	Manual			\$8.49	1XNRC
	Manual			\$.17	1XNRC
9.11.2.36	Directed Call Pick Up		\$0.00		1XRC
	Manual			\$8.49	1XNRC
	Mechanized			\$.17	1XNRC
9.11.2.37	Directed Call Pick up with Barge-In		\$0.00		1XRC

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Manual			\$8.49	1XNRC
Mechanized			\$.17	1XNRC
9.11.2.38 Distinctive Ringing		\$0.00	\$12.50	
9.11.2.39 Distinctive Ringing (Distinctive Alert)		\$0.00		1XRC
Manual			\$8.49	1XNRC
Mechanized			\$.17	1XNRC
9.11.2.41 Hot Line (Centrex)		\$0.00		1XRC
Manual			\$8.49	1XNRC
Mechanized			\$.17	1XNRC
9.11.2.42 Hunting		\$0.00		
Manual			\$8.49	1XNRC
Mechanized			\$.17	1XNRC
9.11.2.44 Intercom 6, per system		\$0.00		1XRC
Manual			\$8.49	1XNRC
Mechanized			\$.17	1XNRC
9.11.2.45 Intercom 30, per system		\$0.00		1XRC
Manual			\$8.49	1XNRC
Mechanized			\$.17	1XNRC
9.11.2.46 Message Waiting Indication A/V		\$0.00	\$12.50	
9.11.2.47 Speed Calling				
Manual			\$8.49	
Mechanized			\$.17	
9.11.2.48 Speed Calling Eight Code Capacity		\$0.00		1XRC
Manual			\$8.49	1XNRC
Mechanized			\$.17	1XNRC
9.11.2.49 Speed Calling Thirty Code Capacity		\$0.00		1XRC
Manual			\$8.49	1XNRC
Mechanized			\$.17	1XNRC
9.11.2.50 Station Dial Conferencing (6-way)		\$0.00	\$12.50	
Manual			\$8.49	
Mechanized			\$.17	
9.11.2.51 Three Way Calling		\$0.00		
Manual			\$8.49	1XNRC
Mechanized			\$.17	1XNRC
9.11.2.52 Warm Line		\$0.00		
Manual			\$8.49	1XNRC
Mechanized			\$.17	1XNRC
9.11.3 Subsequent Order Charge			\$14.24	
9.11.4 Digital Line Side Port (Supporting BRI ISDN)				
9.11.4.1 First Port		\$6.09	\$225.75	1XRC
9.11.4.2 Each Additional Port		\$6.09	\$225.75	1XRC
9.11.5 Digital Trunk Ports				
9.11.5.1 DS1 Local Message Trunk Port		\$44.91	\$202.52	
9.11.5.2 Message Trunk Group, First Trunk			\$176.66	
9.11.5.3 Message Trunk Group, Each Additional			\$44.73	
9.11.5.4 DS1 PRI ISDN Trunk Port		\$68.60	\$620.94	1XRC
9.11.5.5 PBX DID Trunk Port		\$2.66	\$200.85	
9.11.6 DS0 Analog Trunk Port				
9.11.6.1 Unbundled Analog DS0 Trunk Port, First Port		\$12.33		
Manual			\$139.04	1XNRC
Mechanized			\$110.20	1XNRC
9.11.6.2 Unbundled Analog DS0 Trunk Port, Each Add		\$12.33		
Manual			\$81.53	1XNRC
Mechanized			\$79.22	1XNRC
9.11.7 Local Usage, per Minute of Use		\$.00133		
		Recurring	Non-Recurring	Notes
9.12 Local Switching - Market Based Rates		Under Development	Under Development	
		Recurring	Non-Recurring	Notes
9.13 Customized Routing				
9.13.1 Development of Custom Line Class Code - Directory Assistance or Operator Services Routing Only			\$246.07	
9.13.2 Installation Charge, per Switch - Directory Assistance or Operator Service Routing Only			\$248.17	
9.13.3 All Other Custom Routing		ICB	ICB	
		Recurring	Non-Recurring	Notes
9.23 UNE Combinations				
9.23.1 UNE - P Line Splitting				
9.23.1.1 Basic Installation Charge for UNE-P Line Splitting			see 9.4.1	
9.23.2 UNE-P Conversion Non-Recurring Charges				
9.23.2.1 UNE-P POTS, CENTREX, Analog PBX Trunks				
First, Mechanized			\$.68	
Each Additional, Mechanized			\$.14	
9.23.2.2 UNE-P PAL Manual				
First			\$16.01	
Each Additional			\$2.66	
9.23.2.3 UNE-P PBX DID Trunks				
First			\$20.35	
Each Additional			\$3.09	
9.23.2.4 UNE-P ISDN BRI				

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	First			\$14.91	
	Each Additional			\$3.09	
	9.23.2.5 UNE-P ISDN PRI, DSS per DS1 Facility			\$50.35	
	9.23.2.6 UNE-P ISDN PRI, DSS - per Trunk				
	First			\$18.54	
	Each Additional			\$3.09	
	9.23.3 UNE-P New Connection Non-Recurring Charges				
	9.23.3.1 UNE-P POTS Centrex, Analog PBX Trunks				
	First			\$50.86	
	Each Additional			\$16.88	
	9.23.3.2 UNE-P PAL Manual				
	First			\$81.06	
	Each Additional			\$18.18	
	9.23.3.3 UNE - P PBX DID - per Trunk			\$174.73	
	9.23.3.4 UNE - P ISDN BRI			\$238.15	
	9.23.3.5 UNE - P Trunks				
	DSS Basic Trunk - In Only, Out Only, or Two Way			\$51.48	
	DSS, ISDN PRI Adv. Trunk - In only w/DID & Hunting, or 2 Way w/DID,				
Hunting & Answer Sup'v	DSS, ISDN PRI Adv. Trunk - Out Only w/Answer Sup'v			\$50.58	
	9.23.3.6 DID Trunks			\$51.88	
	Digital Outpulse Change Signaling			\$14.11	
	DID CPLX Trans Signaling Change			\$32.93	
	DID Block Compromise			\$24.89	
	DID Group of 20 Numbers			\$33.06	
	DID Reserve Sequential # Block			\$24.71	
	DID Reserve Non Seq. TN			\$23.09	
	DID Nonseq Tele Numbers			\$37.70	
	9.23.3.7 Facilities for UNE - P DSS, UNE - P ISDN PRI				
	DS1 Loop Facility			\$354.56	
	DS3 Loop Facility			\$361.10	
	9.23.3.8 UNE - P PRI Configurations				
	UNE-P PRI Dedicated PRI 23 + D			\$719.29	
	UNE-P PRI Dedicated PRI 24			\$689.91	
	UNE-P PRI Dedicated PRI 23B + Back-Up D Configuration - 5E			\$694.45	
	9.23.4 UNE-Combination Private Line				
	9.23.4.1 DS0/DS1/DS3/OCN/Integrated T-1 Existing Service			\$40.34	
	9.23.5 UNE - P Qwest DSL				See applicable Qwest retail Tariff, catalog or price list
	9.23.6 UNE Combinations Loop MUX Combination (LMC)				
	9.23.6.1 ITP DS1/DS3	See UNE Rates			
	9.23.6.2 Loop MUX DS0 2/4 Wire Analog			\$231.78	
	9.23.6.3 Loop MUX DS0 2/4 Wire Analog Each Additional			\$151.26	
	9.23.6.4 Recurring DS0 Rates	See EEL Link			
	9.23.6.5 DS1 Loop MUX			\$293.18	
	9.23.6.6 DS1 Loop MUX Each Additional			\$214.66	
	9.23.6.7 Recurring DS1	See EEL Link			
	9.23.6.8 Private Line to Loop MUX Conversion			\$33.81	
	9.23.6.9 LMC DS3 to DS1 Multiplexer	\$203.54		\$195.11	
	9.23.6.10 LMC DS1 to DS0 Multiplexer	\$212.76		\$195.11	
	9.23.6.11 DS1/DS0 Low Side Channelization	See UDIT Section			
	9.23.10.2 DS1/DS0 MUX, Low Side Channelization	\$7.89			
		Recurring	Non-Recurring		Notes
10 Ancillary Services					
	10.3 911/E911	No Charge			
		Recurring	Non-Recurring		Notes
	10.4 White Pages Directory Listings, Facility Based Providers				
	10.4.1 Primary Listing	No Charge			
		General Exchange Tariff Rate, less wholesale discount			
	10.4.2 Premium/Privacy Listings				
		Recurring	Non-Recurring		Notes
	10.5 Directory Assistance, Facility Based Providers				
	10.5.1 Local Directory Assistance, Per Call	\$.33			
	10.5.2 National Directory Assistance, per Call	\$.42			
	10.5.3 Call Branding, Set- Up and Recording			\$10,500.00	
	10.5.4 Loading Brand /Per Switch			\$175.00	
	10.5.5 Call Completion Link, per call	\$.09			
	10.5.6 Intercept- Machine Handled, per Occurrence	\$.021			
	10.5.7 Intercept-Operator Handled, per Occurrence	\$.143			
		Recurring	Non-Recurring		Notes
	10.6 Directory Assistance List Information				
	10.6.1 Initial Database Load, per Listing	\$.025			
	10.6.2 Reload of Database, per Listing	\$.02			
	10.6.3 Daily Updates, per Listing	\$.05			

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10.6.4	One-time Set-Up Fee	\$67.43		
10.6.5	Media Charges for File Delivery			
10.6.5.1	Electronic Transmission	\$.002		
10.6.5.2	Tapes (charges only apply if this is selected as the normal delivery medium for daily updates) (per tape)	\$30.00		
10.6.5.3	Shipping Charges (for tape delivery)		ICB	
		Recurring	Non-Recurring	Notes
10.7	Toll and Assistance Operator Services, Facility Based Providers,			
10.7.1	Option A - Per Message			
10.7.1.1	Operator Handled Basic Calling Card	\$.24		
10.7.1.2	Machine Handled Calling Card	\$.60		
10.7.1.3	Station Call (including Connect to DA)	\$.46		
10.7.1.4	Person to Person Call	\$2.07		
10.7.1.5	Connect to Directory Assistance	\$.75		
10.7.1.6	Busy Line Verify, per Call	\$.67		
10.7.1.7	Busy Line Interrupt	\$.82		
10.7.1.8	Operator Assistance, per Call	\$.50		
10.7.2	Option B - Per Operator Work Second and Computer Handled Calls			
10.7.2.1	Operator Handled, per Operator Work Second	\$.028		
10.7.2.2	Machine Handled, per Call	\$.25		
10.7.2.3	Call Branding, Set-Up & Recording		\$10,500.00	
10.7.2.4	Loading Brand/Per Switch		\$175.00	
		Recurring	Non-Recurring	Notes
12	Operational Support Systems			
12.1	Development and Enhancements, per Order		No Charge At This Time	
12.2	Ongoing Maintenance, per Order		No Charge At This Time	
12.3	Daily Usage Record File, per Record	\$.0011		
12.4	Trouble Isolation Charge		See MSC Charges	
17	Bona Fide Request Process			
17.1	Processing Fee		\$2,128.00	
	Notes			
	<p>* Unless otherwise indicated, all rates are pursuant to rates approved by the Oregon PUC Docket Nos. UM 773 Order No. 02-355, UM 884 Order No. 97-239, UT-148/UM 963, Order No 00-481, UT 138 Ph II Order No 02-184, UT 138 Ph III Order No. 03-085</p> <p>1XRRC This rate sheet reflects cost docket rates (recurring charge only) ordered by the Public Utility Commission of Oregon in Docket Nos. UM 773, UT 138 Phases II and III effective May 09, 2003.</p> <p>1XNRC This rate sheet reflects cost docket rates (non-recurring charge only) ordered by the Public Utility Commission of Oregon in Docket Nos. UM 773, UT 138 Phases II and III effective May 09, 2003.</p>			

Exhibit B

SPECIAL REQUEST PROCESS

1. The Special Request Process shall be used for the following requests:
 - 1.1 Requesting specific product feature(s) be made available by Qwest that are currently available in a switch, but which are not activated.
 - 1.2 Requesting specific product feature(s) be made available by Qwest that are not currently available in a switch, but which are available from the switch vendor
 - 1.3 Requesting a combination of Unbundled Network Elements that is a combination not currently offered by Qwest as a standard product and:
 - 1.3.1 that is made up of UNEs that are defined by the FCC or the Commission as a network element to which Qwest is obligated to provide unbundled access, and;
 - 1.3.2 that is made up of UNEs that are ordinarily combined in the Qwest network.
 - 1.4 Requesting an Unbundled Network Element that does not require a technical feasibility analysis and has been defined by the FCC or the State Commission as a network element to which Qwest is obligated to provide unbundled access, but for which Qwest has not created a standard product, including, but not limited to, OC-192 (and such higher bandwidths that may exist) UDIT and new varieties of subloops.
2. Any request that requires an analysis of Technical Feasibility shall be treated as a Bona Fide Request (BFR), and will follow the BFR Process set forth in this Agreement. If it is determined that a request should have been submitted through the BFR process, Qwest will consider the BFR time frame to have started upon receipt of the original Special Request application form.
3. A Special Request shall be submitted in writing and on the appropriate Qwest form, which is located on Qwest's website.
4. Qwest shall acknowledge receipt of the Special Request within two (2) business days of receipt.
5. Qwest shall respond with an analysis, including costs and timeframes, within fifteen (15) business days of receipt of the Special Request. In the case of UNE Combinations, the analysis shall include whether the requested combination is a combination of network elements that are ordinarily combined in the Qwest network. If the request is for a combination of network elements that are not ordinarily combined in the Qwest network, the analysis shall indicate to CLEC that it should use the BFR process if CLEC elects to pursue its request.

Exhibit B

SPECIAL REQUEST PROCESS

6. Upon request, Qwest shall provide CLEC with Qwest's supporting cost data and/or studies for Unbundled Network Elements that CLEC wishes to order within seven (7) business days, except where Qwest cannot obtain a release from its vendors within seven (7) business days, in which case Qwest will make the data available as soon as Qwest receives the vendor release. Such cost data shall be treated as Confidential Information, if requested by Qwest under the non-disclosure sections of this Agreement.

Exhibit C SERVICE INTERVAL TABLES

Unbundled Network Elements Platform (UNE-P) Service Interval Table:

For UNE-P POTS, Saturday due dates are available under the following circumstances:

The Saturday Desired Due Date (DDD) must be at least the standard interval.

For dispatched orders, a Saturday appointment must be available and reserved in Appointment Scheduler.

For UNE-P POTS non-dispatched orders, Saturday is counted as part of the standard installation interval, even if a Saturday due date is not desired. For example: when the standard interval is 2 (two) business days, an LSR submitted on a Friday morning may have a due date as early as the following Monday.

Product	Services Ordered	Installation Commitments	Repair Commitments
UNE-P POTS New Installs, Address Changes, or Change Requests adding new lines. Facility Check indicates "AVAILABLE (SDT)" and DISPATCH "NO"		Three (3) business days	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
Addition, removal, or change of CO Features, PIC/LPIC change, number changes without inward line activity, or hunting changes without inward line activity		Three (3) business Days	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
UNE-P POTS Suspend/Restore Deny/Restore	Customers with service placed on "vacation"	Next business day (includes Saturday)	Twenty-four (24) hrs OOS 48 hrs AS
	Treatment for Non-payment issues	Same business day if request received before noon MT, otherwise next business day (includes Saturday)	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
UNE-P POTS New Installs, Address Changes, Changes with inward line activity Facility Check indicates "AVAILABLE DISP. REQ" and DISPATCH "YES"		Next available due date as indicated by Appointment Scheduler Note: Appointment Scheduler minimum default interval is 3 (Three) business days.	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
UNE-P POTS Directory Listings Changes – • Simple (Non-complex) Listings - Simple Straight Line and/or Straight-Line Under (SLU) Listings			
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**Exhibit C
SERVICE INTERVAL TABLES**

Product	Services Ordered	Installation Commitments	Repair Commitments
		Same business day	
Conversion as Specified Retail, Resale, or UNE-P POTS to UNE-P POTS		Depends on changes requested. For instance, addition of another line would follow New Installs guidelines.	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
Conversions to UNE-P POTS- UNE-P POTS to UNE-P POTS - Conversion as Is	1 to 39 Lines	Same business day if received before noon MT, or Next Business Day if received later than noon MT.	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
UNE-P Line Splitting – UNE-P POTS to UNE-P POTS with Line Splitting - Conversion As Specified		3 business days	24 hrs OOS Forty-eight (48) hrs AS
UNE-P Line Splitting – POTS Residence or POTS Business with Line Sharing to UNE-P POTS with Line Splitting - Conversion as Specified		3 business Days	
UNE-P PBX New Install,	1 to 8 Trunks	Zone 1: Five (5) business Days Zone 2: Six (6) business days	Four (4) hrs
Conversion As Specified,	9 to 16 Trunks	Zone 1; Six (6) business days Zone 2: Seven (7) business days	Four (4) hrs
Changes (ex. PIC/LPIC or feature changes, etc.), and	17 to 24 Trunks	Zone 1: Seven (7) business days ZONE 2: EIGHT (8) BUSINESS DAYS	Four (4) hrs
Suspend/Restore	25 or more Trunks	ICB	Four (4) hrs
UNE-P DSS T1 Facility Installation	1 to 3 Facilities	Nine (9) business days	Four (4) hrs
	4 to 6 Facilities	Twelve (12) business days	Four (4) hrs
	7 to 9 Facilities	Thirteen (13) business days	Four (4) hrs
	10 to 12 Facilities	Seventeen (17) business days	Four (4) hrs

**Exhibit C
SERVICE INTERVAL TABLES**

Product	Services Ordered	Installation Commitments	Repair Commitments
UNE-P DSS Trunk Installation when ordered with new T1 Facility (Note: The number of facilities ordered drives the due dates for both facilities and trunks.	1 to 3 Facilities	Twelve (12) business days	Four (4) hrs
	4 to 6 Facilities	Sixteen (16) business days	Four (4) hrs
	7 to 9 Facilities	Twenty (20) business days	Four (4) hrs
	10 to 12 Facilities	Twenty four (24) business days	Four (4) hrs
Conversions to UNE-P DSS-As Is		Five (5) business Days	Four (4) hrs
	Conversion As Specified	See intervals for type of change requested	Four (4) hrs
UNE-P DSS-Add/Change Trunks on existing facilities	1 to 8 Trunks	Five (5) business Days	Four (4) hrs
	9 to 16 Trunks	Six (6) business days	Four (4) hrs
	17 to 24 Trunks	Seven (7) business days	Four (4) hrs
	Each Additional 8 Trunks	One (1) business Day for each	Four (4) hrs
UNE-P ISDN BRI New Installs, Address Changes, Change to add Loop (N2Q)	1 to 10 Loops	Thirteen (13) business days	Twenty-four (24) hrs
	11 or more Loops	ICB	Twenty-four (24) hrs
UNE-P ISDN BRI Add or Change Feature(s), Add Primary Directory Number (PDN) to established Loop (N2Q), Add Call Appearance	1 to 10 Loops	Three (3) business days	Twenty-four (24) hrs
	11 or more Loops	ICB	Twenty-four (24) hrs
Conversion to UNE-P ISDN BRI-Conversion As Is	1 to 10 Loops	Three (3) business days	Twenty-four (24) hrs
	11 or more Loops	ICB	Twenty-four (24) hrs
Conversion to UNE-P ISDN BRI-Conversion As Specified	1 to 10 Loops	Three (3) business days if a Loop is not involved (or) Thirteen (13) business days if a Loop is added or changed	Twenty-four (24) hrs
	11 or more Loops	ICB	Twenty-four (24) hrs
UNE-P ISDN PRI 'New'-New Facility and Associated Trunks (With this activity, the number of facilities ordered drives the due dates for both facilities and trunks. See table below.)	1 to 3	Nine (9) business days	Four (4) hrs

Exhibit C
SERVICE INTERVAL TABLES

Product	Services Ordered	Installation Commitments	Repair Commitments
	4 to 6 7 to 9 10 to 12 Over 12	Twelve (12) business days Thirteen (13) business Seventeen (17) business Add 4 business days for each additional 3 facilities (13-16=21 days, 17-20=25 days, etc.)	Four (4) hrs
UNE-P ISDN PRI 'New'- Trunks	1 to 3 Trunks	Twelve (12) business days	Four (4) hrs
	4 to 6 Trunks	Sixteen (16) business days	Four (4) hrs
	7 to 9 Trunks	Twenty (20) business days	Four (4) hrs
	10 to 12 Trunks	Twenty-four (24) business days	Four (4) hrs
	13 or more Trunks	Facility due date plus 5 days	Four (4) hrs

Exhibit C
SERVICE INTERVAL TABLES

Product	Services Ordered	Installation Commitments	Repair Commitments
Conversion to UNE-P ISDN PRI- As Specified		See intervals for type of change requested	Four (4) hrs
	As Is	Five (5) business days	Four (4) hrs
UNE-P ISDN PRI- Add/Change Trunks on Existing Facility	1 to 8	Five (5) business days business days	Four (4) hrs
	9 to 16	Six (6) business days	Four (4) hrs
	17 to 24	Seven (7) business days	Four (4) hrs
	Over 25	ICB	Four (4) hrs
UNE-P Centrex 21 - Non Designed- Conversions as Specified		Five (5) business days	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
UNE-P Centrex 21 - Non Designed- New Installations, Address Changes, and Change Requests adding new lines	[Facility check indicates "Available Dispatch Required" and Dispatch "Yes".]	Next available due date as indicated by Appointment Scheduler Note: Appointment Scheduler minimum default interval is 3 (Three) business days.	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] Common Block Configuration Required - Establish Common Block	1 to 21 Lines - No Optional Features	Twenty (20) business days	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
	1 to 21 Lines - w/ Optional Features (i.e., ARS, DFIs, SMDR, UCD, etc.)	ICB	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
	22 or more Lines with or without Optional Features	ICB	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] Common Block Configuration Required - Feature Additions requiring Common Block activity per Common Block	1 to 10 Lines	Twenty (20) business days	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
	11 or more Lines	ICB	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS

Exhibit C
SERVICE INTERVAL TABLES

Product	Services Ordered	Installation Commitments	Repair Commitments
UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] Common Block Configuration Required - Line Class Codes (LCCs)/ CAT/NCOS/DPAT additions/changes requiring Common Block work.	Per Common Block (must be existing Line Class Codes(LCCs)/ CAT/NCOS/DPAT)	Five (5) business days	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
	If new LCC/CAT/NCOS or DPAT	Twenty (20) business days	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] Common Block Configuration Required - Centrex Management System (CMS)	New Common Blocks & Cust ID's (lines installed at the same time the Common Block is installed)	Twenty (20) business days (after the initial Common Block & associated lines are installed)	N/A
UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] Common Block Configuration Required - Designed Services subsequent to initial Common Block installation	Tie Lines/DFI/FX	Thirteen (13) business days (may be longer due to facility due date requirements)	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] No Common Block Configuration Required - Centrex Management System (CMS) Network Access Registers (NARs)	Additional/New Station Lines to be added to CMS	Five (5) business days after line is installed	N/A
	Additions	Five (5) business days	N/A
	Change from Non Blocked to Blocked Service	ICB	N/A

Exhibit C
SERVICE INTERVAL TABLES

Product	Services Ordered	Installation Commitments	Repair Commitments
UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] No Common Block Configuration Required - Station Lines (subsequent to the establishment of the Common Block) Includes: Conversions New Lines Moves NOTE: On conversions, numbers are "chipped" into the Common Block at the time of installation.	1 to 10 Lines per location	Five (5) business days or Next available due date thereafter as indicated by Appointment Scheduler.	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
	11 to 20 Lines per location	Ten (10) business days or Next available due date thereafter as indicated by Appointment Scheduler.	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
	21 or more Lines per location	ICB	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] No Common Block Configuration Required Line Feature changes/additions/Removals	1 to 19 Lines	Three (3) business days	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
	20 or more Lines	ICB	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] No Common Block Configuration Required Designed Services subsequent to initial Common Block installation	Tie Lines/DFI/FX	Thirteen (13) business days (may be longer due to facility due date requirements)	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] No Common Block Configuration Required Automatic Route Selection (ARS)	Subsequent to Common Block Installation	Twenty (20) business days (may be longer if the activation of ARS is tied to a Private Line facility installation)	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
	Changes to Patterns: 1 to 25 changes 26 to 50 changes 51 or more changes	business days: Five (5) days Ten (10) days Twenty (20) days	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
	Adding new Patterns	Twenty (20) business days	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS

Exhibit C
SERVICE INTERVAL TABLES

Product	Services Ordered	Installation Commitments	Repair Commitments
UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] No Common Block Configuration Required Uniform Call Distribution (UCD)	Per Request	Thirteen (13) business days	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS
UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] No Common Block Configuration Required Additional Numbers subsequent to initial Common Block installation NOTE: Additional numbers are "chipped" into the Common Block at the time of request.	Blocks (No limit on amount of numbers.)	Five (5) business days	N/A

* 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).