

Qwest Availability Statement List (BMG)
Effective Date 12/13/10

N11 Dialing Service: N11 Dialing Service is available only in the states of AZ, CO, ID, IA, MN, MT, ND, NE, NM, OR, SD, UT, WA and WY.

911 Services: Qwest® 911 services are available in AZ, CO, IA, ID, MN, MT, ND, NE, NM, OR, SD, UT, WA and WY.

Analog Trunks: Analog Private Branch Exchange service is not provided on a one-way calling basis. Therefore, the customer must choose a combination of in-only, out-only or two-way trunks to meet their calling needs. Analog PBX trunks are available in all central offices in the Qwest® local service territory.

Anti-Virus/Anti-Spam: Qwest® Anti-Virus/Anti-Spam service is available in the U.S. and many international locations. Customer must verify with Qwest the availability of the Service in Customer's desired international locations. Minimum one-year commitment required. An Internet connection through an Internet service provider is required and may be acquired from Qwest or another provider of your choice. Qwest cannot guarantee all spam, viruses or offensive e-mails will be filtered.

Asynchronous Transfer Mode (ATM) Service Domestic: Qwest Communications Company, LLC domestic ATM service is directly connected to the Qwest® fiber network in the United States. Service may require CPE purchase and minimum term of commitment.

Business Protection Services: Qwest Business Protection Services (BPS) is available to Qwest business customers in the domestic United States. Refer to availability statements on individual products to be deployed for specific Qwest BPS solutions.

Business Protection Services—Disaster Recovery: Business Protection Services—Disaster Recovery consists of three offerings. Availability varies, per offering. Your Qwest sales representative will keep you apprised of where the individual offerings are available. A contract is required. In addition to monthly recurring charges, other charges may apply. Additional restrictions may apply.

Business Voice Messaging Service (BVMS): Qwest Corporation Business Voice Messaging Service (BVMS) is available in the Qwest® local service territory of AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA and WY for business customers.

Centrex 21: Availability of Centrex 21 for new sales will expire on April 10, 2005. Beginning on April 11, 2005, all new basic exchange sales must be from a non-grandparented product, such as: 1FBs, Qwest Choice® Business, Qwest Choice® Business Plus and Qwest Choice® Add-A-Line.

Centrex Management System (CMS): Centrex Management System (CMS) is generally available in 1AESS, 5ESS, and DMS-100 central offices where facilities permit. CMS is not available in the Ericsson (AXE), DMS 10, 2B, NEC (Eastern only), or 3ESS. Qwest cannot provide interLATA long-distance service originating, interLATA 8XX service terminating; or interLATA private line or data circuits with either end in the states of AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, and WY.

Centrex Prime: Qwest Corporation Centrex Prime is a software-based service that interacts directly with the telephone system. Available to business customers within Qwest's local service territory of AZ, CO, IA, Southern ID, MN, MT, ND, NE, NM, OR, SD, UT, WA and WY where the central offices have compatible switch types. Availability of features and facilities depends on central office equipment and software programs. Contract termination charge may apply. Other restrictions and limitations may apply. Contact your Qwest representative for more details.

CO/ACD: Qwest Corporation CO/ACD is available, where tariffed in Qwest's local service territory, from DMS-100 central offices, and from three 5ESS central offices where Meridian ACD servers are in place (Minneapolis Downtown, St. Paul Market Street and Phoenix North).

Conferencing: Qwest® Conferencing is available to customers in North America and certain European, Australian, New Zealand and Asian locations. For specific international locations, please refer to the table located at: <http://conferencing.qwest.com/international/index.htm>. End users can access the service from anywhere in the world, as long as they have a telephone. In the case of Web Conferencing, a computer and Internet access are necessary. Direct dial calls will be carried by your long-distance provider.

CPE: Qwest General CPE Solutions: Qwest® CPE Solutions are available to business customers throughout the United States and consist of products from Cisco®, Nortel® and other manufacturers and services. Refer to Qwest® Select Advantage® for specific terms and conditions including ProMET® service level agreements, if any. Access to the Internet or the PSTN may be required to complete the solution. IP Telephony requires quality of service (QoS) to ensure clear conversations. Best effort networks such as the Internet does not, and your network may not, support QoS. Qwest® VoIP Readiness Service will validate QoS. Access to 911/E911 for remote or mobile VoIP users is subject to availability and the terms and conditions of the agreement for VoIP services. Prices vary depending on CPE Solution selected. All trademarks are the property of their respective companies.

CPE Enterprise Networking: Qwest® CPE Solutions consists of Cisco®, Nortel® and other manufacturer's products and Qwest services available in select locations nationwide. Refer to Qwest® Select Advantage® for specific terms and conditions for Qwest® CPE Solutions including ProMET® service level agreement offerings. Access to the Internet or the PSTN may be required to complete the

Solution. IP Telephony requires quality of service (QoS) to ensure clear conversations. Best effort networks such as the Internet does not, and your network may not support QoS. Qwest VoIP Readiness Service will validate QoS. Access to 911/E911 for remote or mobile VoIP users is subject to availability and the terms and conditions of the agreement for VoIP services. All trademarks are property of their respective companies.

CPE: Qwest Data CPE Solution: Qwest® CPE Solutions for Enterprise Networking are available to business customers throughout the United States and consist of products from ADTRAN®, Cisco® Juniper Networks and Nortel® and services. Refer to Qwest® Select Advantage® for specific terms and conditions for Qwest® CPE Solutions including ProMET® Service Level Agreements, if any. Prices vary depending on CPE Solution selected. All trademarks are the property of their respective companies.

CPE: Qwest ProMET® Services CPE Solution: Qwest® ProMET® services are available to business customers throughout the United States. Refer to Qwest® Select Advantage® for specific terms and conditions including Qwest® ProMET® Service Level Agreements. Prices vary depending on CPE Solution selected. All trademarks are the property of their respective companies.

CPE: Qwest Voice and IP Telephony CPE Solution: Qwest® CPE Solutions for IP Telephony are available to business customers throughout the United States and consist of products from Cisco® and Nortel® and services. Refer to Qwest® Select Advantage® for specific terms and conditions for Qwest® CPE Solutions including ProMET® Service Level Agreements. Access to the Internet or the PSTN is required to complete the Solution. IP Telephony requires Quality of Service (QoS) to ensure clear conversations. Best effort networks such as the Internet does not, and your network may not, support QoS. Qwest® VoIP Readiness Service will validate QoS. Access to 911/E911 for remote or mobile VoIP users is subject to availability and the terms and conditions of the agreement for VoIP services. Prices vary depending on CPE Solution selected. All trademarks are the property of their respective companies.

CPE: Rental CPE: Rental CPE is available throughout the U.S. and must be ordered in conjunction with either domestic Qwest iQ® Networking Service, Qwest iQ® Analog and Digital VoIP, Qwest iQ® Integrated Access Package, Qwest iQ® Managed VoIP, or Qwest iQ® Managed VoIP Bundle Services.

DDoS Mitigation. Qwest iQ™ DDoS Mitigation service is available throughout the 48 contiguous United States and Hawaii, and is only available if the customer's traffic terminates on a domestic Qwest iQ® Networking Internet Port. Term commitment required. Restrictions and limitations may apply. Please call your sales representative for complete details.

Digital Switched Services (DSS): Qwest Corporation Digital Switched Service (DSS) is available only in the Qwest local service territory of AZ, CO, IA, ID, MN, MT, ND, NE, NM, OR, SD, UT, WA and WY. A minimum term of commitment is required. Specific CPE is required and may be purchased through Qwest or a third-party vendor.

Direct Inward Dialing (DID): Direct Inward Dialing (DID) may be provided where central office facilities are available and the PBX system or customer-provided switching equipment capabilities permit. DID is available in all central offices.

Directory Assistance: Qwest® Large Business Directory Assistance is available nationwide to most Qwest business customers. Minimum one-year term of commitment, one-time setup fee and minimum 55,000 call-per-month volume required. Call defined as call completion to Directory Assistance representative. Pricing determined by commitment level.

Domestic Network Diversity Service: Domestic Network Diversity Service® is an optional routing enhancement for the following services: Asynchronous Transfer Mode (ATM), Dedicated Domestic Outbound/Inbound Long Distance, Domestic Frame Relay, Domestic Private Line, Qwest iQ® Networking, Local Access, Ethernet Private Line, and QWave®. Availability depends on underlying services selected and is not available outside the continental U.S. Recurring fees for diversity service vary depending on speed selected. Other restrictions and limitations may apply. Complete terms provided in service exhibit. Service provided by Qwest Communications Company, LLC.

Ethernet Private Line Domestic: Qwest Communications Company, LLC Domestic Ethernet Private Line service is available to Qwest® business customers in the contiguous U.S. states, subject to availability of facilities. Synchronous optical network (SONET) equipment needed to terminate circuits. Only on-net Ethernet Private Line circuits are offered today because of proprietary Ethernet mapping protocol requirements. Installation, expedite, Ethernet local access and extended wiring charges may apply.

EZ Route: Qwest® EZ Route feature is available for Qwest Toll-Free and Qwest Hosted IVR customers for calls originating anywhere in the continental U.S., Alaska, Hawaii, Puerto Rico, Guam, the U.S. Virgin Islands and Canada, with switched and dedicated termination anywhere in the contiguous U.S. and switched termination to Alaska, Hawaii and Puerto Rico. Installation and other nonrecurring charges and monthly recurring charges apply. Additional local loop equipment may be required.

Frame Relay Domestic: Qwest Communications Company, LLC Domestic Frame Relay Service is directly connected to the Qwest® fiber network in the United States. Service may require CPE purchase and minimum term of commitment.

GeoMax Service: Qwest Corporation GeoMax® service is a high bandwidth Private Line Solution (PLS) available on an individual case basis (ICB) in the Qwest local service territory of AZ, CO, IA, ID, MN, MT, NE, NM, ND, OR, SD, UT, WA and WY. Distance limitations, specific hardware, software and configuration requirements apply. Minimum three-year term of commitment required. Termination liability applies

High-Speed Internet: Qwest High-Speed Internet® (formerly called Qwest DSL®) services are available for Qwest® customers in Qwest's local service territory of AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA and WY where Qwest has High-Speed Internet-equipped facilities and where the customer's line qualifies. These customers have the option of choosing from Qwest-provided Internet access service, over 400 other ISPs or their Corporate High-Speed Internet Host for their connection to the Internet. Speed varies depending on service location, phone line qualifications, computer performance/configuration, network/Internet congestion and other factors. Uninterrupted or error-free service not guaranteed. Telephone line installation, non-standard High-Speed Internet installation, network configuration and activation are additional charges. Certain restrictions and limitations apply.

Hosted IVR: Qwest® Hosted IVR is available to business customers to create and operate network-hosted interactive voice response applications on a Qwest network-based platform. A minimum one-year term commitment is required. Other restrictions may apply.

Hosting: Dedicated: Dedicated Hosting Collocation Service is the use of a secure hosting space with reliable network connectivity in a Qwest CyberCenter, and does not include Qwest's collocation offering used for telecommunications services which is available to customers under separate agreement. Contract required. Additional charges may apply for services not covered under the service description. Additional equipment may be required. CyberCenter features may vary. Service is available throughout the domestic U.S. Qwest CyberCenter facilities are located in select cities throughout the U.S.

Hosting: Managed Hosting Service: Qwest® Managed Hosting Service is available to customers anywhere in the world and provides world-class managed hosting operations 24/7. Following a detailed analysis, a comprehensive support model is designed and executed to meet the customer's specific needs. The result gives customers the time they need to focus on their business while Qwest focuses on managing their hosting services.

Hosting: Storage Service: Storage service is available to customers who purchase Qwest Dedicated Collocation Hosting Service or Qwest Managed Hosting Service. A contract is required. In addition to monthly recurring charges, other charges may apply. Additional restrictions may apply.

Integrated Management: Qwest® Integrated Management is available to business customers throughout the U.S. and internationally. Minimum one year term of commitment required. Early termination fee may apply. Price varies depending on plan selected and number of devices covered. Listed prices do not include taxes, surcharges and other fees.

Intelligent Pre-Route (IPR): Intelligent Pre-Route (IPR™) is a network-hosted pre-route application that is available from Qwest Communications Company, LLC to business customers nationwide wherever Qwest® Toll Free Service is offered. Nonrecurring charges and monthly recurring charges apply. Customer must provide the Cisco® ICM equipment. Feature and billing limitations apply.

Intrusion Detection Service: Intrusion Detection Service is available anywhere in the United States. Minimum one-year commitment required. An Internet connection through an ISP and an Ethernet connection are required and may be acquired from Qwest or another provider of your choice. Set-up fee applies.

IP Centrex Prime™: IP Centrex Prime™, an optional feature of Centrex Prime, is available to business customers in the states of MN, UT, and WA, where facilities permit. Monthly recurring charges will apply. Compatible equipment required. Other restrictions may apply.

IP Long Distance (Domestic and International): Qwest® IP Long Distance (Domestic) service is available and may be originated from anywhere in the contiguous U.S. and Hawaii. Calls may be terminated throughout the United States and in some U.S. territories. Qwest IP Long Distance (International) service is available and may be originated from anywhere in the contiguous U.S., to many locations internationally. For International, mobile terminations are available in a majority of the destinations (see pricing sheet for availability and pricing). International calls may not originate and terminate within the same country. Neither Domestic nor International support local services, 911, E911, V911, operator services, local number portability, or directory listings. An Internet connection is required. Other restrictions and limitations may apply.

IP Toll Free (Domestic and International): Qwest® IP Domestic Toll Free service is available for origination from anywhere in the U.S., including Alaska and Hawaii, and some U.S. territories, with termination anywhere in the contiguous U.S. Qwest IP International Toll Free service allows customers to originate toll free calls from an international destination, including Canada, and terminate to all contiguous U.S. states. With IP International Toll Free, calls may not originate and terminate within the same country. IP International Toll Free calls may terminate in Alaska, Hawaii, and some U.S. territories, if special pricing approval is granted by Qwest. An Internet connection is required. Other restrictions and limitations may apply.

ISDN: ISDN service is not available in all areas, depending on distance from an ISDN-equipped service office and technical phone line qualifications. Additional charges for backhaul, ISDN modem and RJ45 jack may apply. Not all Internet Service Providers (ISPs) are compatible with ISDN. Some ISPs may charge more for Internet access over ISDN. Actual speeds may vary.

ISDN Primary Rate Service: Qwest Corporation ISDN Primary Rate Service (PRS): Minimum term of commitment required. Most Qwest central offices in the Qwest local service territory of AZ, CO, IA, ID, MN, MT, ND, NE, NM, OR, SD, UT, WA and WY are equipped to provide ISDN. Availability also depends on the customer's distance from the central office and technical line qualifications to customer's location. Internet Access provider costs may be additional.

ISDN Single Line Service (SLS): Qwest Corporation ISDN SLS is only available in the Qwest local service territory of AZ, CO, IA, ID, MN, MT, ND, NE, NM, OR, SD, UT, WA, and WY. Most Qwest central offices are equipped to provide ISDN. Availability also depends

on the customer's distance from the central office and other technical line qualifications. Line installation fee applies. In other areas, ISDN service can be backhauled from a host-equipped switch at an additional charge. ISDN CPE and Internet access provider costs additional, if necessary. SLS can be purchased on a month-to-month or contractual basis. Some restrictions may apply.

LAN Switching Service (LSS): Qwest Corporation LSS is available at locations in the Qwest® local service territory of AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA and WY where Qwest ATM network service points are deployed. A switch and IOF capacity check must be conducted via Qwest AQCB process to determine the service availability.

Large Business Directory Assistance: Qwest Large Business Directory Assistance is available nationwide to most Qwest business customers. Minimum one-year term of commitment, one-time setup fee and minimum 55,000 call-per-month volume required. Call defined as call completion to Directory Assistance representative. Pricing determined by commitment level.

Local Access: Local Access is available to Qwest® business customers throughout the U.S. Local Access reverse multiplexing is not available in Alaska and Hawaii.

Managed Applications: This suite of hosted and premise-based applications includes messaging, file sharing, collaboration, Web services and e-commerce. Recurring charges vary, depending on the services ordered. In addition to monthly recurring charges, additional charges may apply for services not covered under the service descriptions. Available to business customers throughout the domestic U.S. An Internet connection through an Internet service provider is required, and may be acquired from Qwest or another provider of your choice. A contract is required. Additional restrictions and availability requirements may apply.

Managed Firewall - VPN: Managed Firewall - VPN is a managed CPE solution that is available in many locations in the world. Call your sales representative for complete details. Customer is responsible for obtaining Internet connectivity in association with this service. Minimum term of commitment required. Additional equipment may be required. Set-up fee applies. Additional restrictions may apply.”

Managed IP Communications: Qwest® Managed IP Communications is available to business customers throughout the U.S. and internationally. Monthly charge varies depending on options selected. Network assessment fee applies. Due to limitations on Qwest ability to sell CPE outside the U.S., The **Bundled MIPC** solution (including software, hardware, monitoring and management) is available only in the domestic U.S. The **Managed-Only IPC** solution (network assessment, 24/7 monitoring and incident management, reporting, secure VoIP operations, maintenance and change management and proactive QoS management) is available domestically and internationally. Internet and PSTN connectivity are not included with the service but may be provided by Qwest or customer-provided. Other restrictions may apply.

Metro Ethernet Private Line: Qwest Communications Company, LLC Metro Ethernet Private Line is a stand-alone service available in SONET metropolitan area networks (MANs) in Albany, NY; Atlanta; Austin; Boston; Chicago; Cincinnati; Cleveland; Columbus; Dallas/Fort Worth; Dayton; Detroit; Houston; Indianapolis; Kansas City; Las Vegas; Los Angeles/Orange County; Miami; New York City/New Jersey/White Plains; Philadelphia; Pittsburgh; Sacramento; San Antonio; San Francisco; Seattle (IROOSA); South Bend; St. Louis; Tampa; Toledo; Tulsa; Washington, D.C. Local loop access to connect a customer premises to the Qwest network is handled under Qwest Local Access. Minimum one-year term of commitment required. Recurring and nonrecurring charges vary depending on term commitment, circuit and location.

Metro Private Line: Qwest® Metro Private Line is a stand-alone service available in SONET metropolitan area networks (MANs) in 27 United States metropolitan statistical areas (MSAs). Local loop access to connect a customer premises to the Qwest network is handled under Qwest Local Access. Minimum one-year term of commitment required. Recurring and nonrecurring charges vary depending on term commitment, circuit and city.

Notify: Notify voice, email, SMS or fax messages may be delivered from any domestic U.S. location to recipients within the North American Numbering Plan in the United States and Canada. Service may not be used for emergency notifications or for emergency services. A one year term of commitment is required. Other restrictions may apply.

On Demand IVR: On Demand IVR is available to business customers to create and manage interactive voice response applications for toll-free calls that terminate within the Qwest Toll-Free territory, which includes the continental U.S., Alaska and Hawaii. The service may not be used to place or transfer calls outside of this territory. A one-year term commitment is required. Other restrictions may apply.

Operator Services Domestic: Qwest® Domestic Operator Services is available throughout the United States and in Puerto Rico and U.S. Virgin Islands, and terminates either within the U.S. or internationally.

Operator Services International: International Qwest® Operator Services is available from many International originating countries and terminates either within the U.S. or internationally. The service is a Qwest Communications Company, LLC offering. Please contact the appropriate senior account executive on the contact link to get a full listing of International countries

Outbound Domestic Long Distance: Outbound Domestic Long Distance service is available and may be originated in the contiguous U.S. and Hawaii. Call origination service is unavailable in AK, except with worldcard® and toll free. Calls may be terminated throughout the United States and in certain U.S. territories.

Outbound International Long Distance – Qwest® Outbound International Long Distance (ILD) Service:

The Qwest Communications Company, LLC Outbound International Long Distance Service provides customers the capability to originate an international long-distance call from any U.S. state (Hawaii is available for switched origination only), with the exception of Alaska, to over 200 international destinations. Mobile terminations are available in a majority of the destinations (see pricing sheet for availability and pricing). Switched and dedicated international call origination are not available from Alaska and the U.S. territories.

PCI Audit Service: PCI Audit Service is available in the United States. One year term of commitment required. Additional restrictions may apply.

Perimeter Check: Perimeter Check is a subscription-based vulnerability-assessment service designed to allow customers to simulate “attacks” on their network perimeter. Service is available domestically. Please call your sales representative for complete details. Customer is responsible for obtaining Internet connectivity in association with this service. Minimum term of commitment required. Additional equipment may be required. Set-up fee applies. Additional restrictions may apply.

Private Line Analog: Qwest Corporation Analog Private Line services are available on an intraLATA basis only in the Qwest local service territory in the states of AZ, CO, IA, ID, MN, MT, NE, NM, ND, OR, SD, UT, WA and WY.

Private Line DDS: Qwest Corporation Private Line Digital Data Service (DDS) is available on an intraLATA basis only in the Qwest® local service territory of AZ, CO, IA, ID, MN, MT, NE, NM, ND, OR, SD, UT, WA and WY. Required CPE may be obtained from Qwest or a third party at an additional charge

Private Line Domestic: Qwest Communications Company, LLC Domestic Private Line service is available to Qwest® business customers in the domestic U.S., subject to availability of facilities. SONET equipment or routers needed to terminate circuits. Installation, expedite, local access and extended wiring charges may apply.

Private Line DS-1: Qwest Corporation Private Line DS-1 Service is only available in Qwest’s local service territory in the states of AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA and WY. Minimum term of commit required. Termination charges apply.

Private Line DS-3: Qwest Corporation Private Line DS-3 Service is only available in Qwest’s local service territory in the states of AZ, CO, IA, ID, MN, MT, ND, NE, NM, OR, SD, UT, WA and WY. Minimum term of commitment required. Termination charges apply.

Private Line International: Qwest Communications Company, LLC Private Line for International service provides international connectivity between the United States and major cities in various countries around the world. Circuits bound for Asia are passed through Qwest’s West Coast gateway for trans-Pacific transport with termination on the Qwest® AsiaLink network. Available AsiaLink network coverage includes Australia, Hong Kong, Singapore, and Tokyo. Qwest offers service to Europe and additional countries around the world through strategic relationships with third-party Global Service Providers.

Private Line Self-Healing Network Service (SHNS): Qwest Corporation Self-Healing Network Service (SHNS) is available in the Qwest local service territory of AZ, CO, IA, ID, MN, MT, ND, NE, NM, OR, SD, UT, WA, and WY. Minimum one-year term of commitment and minimum of three nodes required. Early termination liability may apply.

Private Line SONET Ring Service (SRS): Qwest Corporation Private Line SONET Ring Service (SRS) is only available to existing customers in the domestic U.S. SONET gears or routers needed to terminate circuits. Installation, expedite, local access and extended wiring charges may apply.

Private Line Synchronous Service Transport (SST): Qwest Corporation Private Line Synchronous Service Transport (SST) is available on an intraLATA basis only in the Qwest® local service territory of AZ, CO, IA, ID, MN, MT, ND, NE, NM, OR, SD, UT, WA and WY.

Private Switch/Automatic Location Identification (PS/ALI) Service: Qwest Corporation Private Switch/Automatic Location Identification (PS/ALI) Service is available only in Qwest’s local service territory in the states of AZ, CO, IA, ID, MN, MT, ND, NE, NM, OR, SD, UT, WA and WY to PBX (DID) and Centrex customers in an area where E9-1-1 is already operating within the local community and the wire center serving the PBX is equipped for E9-1-1 service. System activation fees may apply.

Professional Security Services: Professional Security Services is available to business customers throughout the domestic United States. Prices vary depending on services selected. Certain restrictions may apply. Complete terms provided in Professional Services Agreement and Statement of Work.

Purchase Plus Reward: Qwest® Purchase Plus Reward™ is available on three to twenty business access lines that may include Qwest Choice™ Business packages (Qwest Choice™ Business, Qwest Choice™ Business Add-a-Line, Qwest Choice™ Business Plus, and Qwest Choice™ Business Prime where available), and one to ten ISDN PRS circuits under a 36 or 60 month contract rate plan in Qwest's local service areas in the states of AZ, CO, IA, ID, MN, ND, NE, OR, SD, UT, WA and WY. The three line minimum does not apply to customers who also subscribe to Qwest iQ Analog and Digital VoIP service or Qwest iQ Integrated Access Packages. Customer must sign a 1, 2, or 3* year Qwest agreement and commit to increase their revenue commitment by a minimum amount specified in the agreement. Monthly charges will vary depending on products selected. Additional taxes and surcharges apply. Not available in MT or NM. Other restrictions may apply.

*3 year Qwest Total Advantage Express term required for ISDN PRS.

Q Routing: Qwest® Q Routing® is a network-hosted contact center that is available to business customers nationwide. Charges, including monthly recurring, installation and non-recurring, vary by options selected. Other restrictions may apply.

QSearch: QSearch is available throughout the United States. QSearch requires Internet access, which is available through Qwest or a third-party ISP.

QWave: Qwest QWave® is available in the domestic U.S., subject to facilities availability. Term commitment required. Additional equipment may be needed to terminate circuits. Installation, expedite, local access and extended wiring charges may apply.

Qwest® Advanced Voice and Data Bundle: The Qwest Advanced Voice and Data Bundle includes the **Qwest iQ® Integrated Access Package**, the **Qwest iQ® SIP Trunk IP-PBX Bundle**, or the **Qwest iQ® SIP Trunk IAD Bundle**, along with various enhancements such as **Conferencing, Anti-Virus/Anti-Spam and Managed Applications** (such as e-mail boxes, Fax Over E-Mail, and Qwest iQ™ Online Backup). Please see the availability statements for each of those services in this document. Some enhancements may be available to you at no additional charge, subject to limitations. Please contact your Qwest sales representative for details.

Qwest Connect: Qwest Connect® customers in the United States may choose from a broad range of Qwest services, including Domestic and International Dedicated Voice Long Distance, Asynchronous Transfer Mode (ATM), Private Line, Frame Relay, Web Hosting, Internet Port (formerly DIA), Toll Free, Hosted IVR and Qwest iQ® Networking. Minimum-one year term of commitment required and liability for early termination may apply. Monthly spend on domestic long distance, toll free, directory assistance, and Conferencing, after taxes are deducted, is used to calculate the sliding discount, if any, to be applied on the domestic interstate long distance and toll free. Listed rates for plans do not include taxes, incremental charges and surcharges such as USF, PIF, payphone and Operator Assistance charges, property tax surcharge and gross receipts tax surcharge as applicable. Additional equipment and installation charges may be required. Not available in all areas and availability varies by service selected. Call Qwest for availability and for additional details and restrictions.

Qwest Control: Customers may use Qwest Control® to manage a broad range of Qwest services, including: Nationwide ATM and Frame Relay, Qwest Mobility™, Qwest iQ® Networking, Dedicated Hosting Collocation, Managed Firewall VPN, Private Routed Network, Toll Free and Local Services. Availability of these services varies by product.

Qwest iQ® Analog and Digital VoIP: Qwest iQ® Analog and Digital VoIP is available to business customers in select areas across the continental U.S. Minimum one-year term commitment required. Early termination charges may apply. Monthly charge based on configuration selected. Long-distance charges are additional. Listed rates do not include taxes, incremental charges and surcharges. Separately purchased or rented equipment and Qwest iQ® Networking access compatible with the service are required. Other restrictions may apply. Call for availability and complete details. 911 service is governed by the terms of the Qwest iQ Analog and Digital VoIP Service Exhibit.

Qwest iQ® Data Bundle: Qwest iQ® Data Bundle and Qwest iQ® Data Bundle Pro include domestic Qwest iQ® Networking service, Local Access service, and Rental CPE Service. **Qwest iQ® Managed Data Bundle** also includes Network Management Service (NMS), which is available under Qwest iQ® Managed Services. Data Bundles require a minimum two-or three-year minimum term commitment, and special early termination charges apply. Some features are subject to availability, a 3-year minimum term requirement, and/or a specific port type. Other restrictions and rules may apply. Call for availability and complete details.

Qwest iQ® Delta Port™ Service: The Qwest iQ® Delta Port™ service includes Rental CPE Service, Local Access service, and optional domestic Qwest iQ® Networking service. Offer requires a minimum two-or three-year minimum term commitment and special early termination charges apply. The Qwest iQ® Delta Port™ offer is limited to qualified locations within Qwest's 14-state local service territory in Arizona, Colorado, Idaho, Iowa, Minnesota, Montana, Nebraska, New Mexico, North Dakota, Oregon, South Dakota, Utah, Washington, and Wyoming. Service is subject to availability. Not available in all areas. Local Access speeds may vary depending on location. Other restrictions and rules may apply. Call for availability and complete details.

Qwest iQ® E-Line Service: Qwest iQ® E-Line service is available in the domestic U.S., subject to facilities availability. Term commitment required. Additional equipment may be needed to terminate circuits. Installation, expedite, local access, and extended wiring charges may apply.

Qwest iQ® Integrated Access Packages: Qwest iQ® Integrated Access Packages are available to business customers in select areas across the continental U.S. Minimum one-year term commitment required. Early termination charges may apply. Packages include Qwest iQ® Analog and Digital VoIP lines, Qwest iQ Networking port, Local Access, and rental CPE. Monthly charge based on configuration selected. Long-distance charges are additional. Additional equipment may be required. Other restrictions may apply. Call for availability and complete details. 911 service is governed by the terms of the Qwest iQ Analog and Digital VoIP Service Exhibit.

Qwest iQ™ Managed Services: Qwest iQ™ Managed Services consists of three service types: Qwest iQ™ Network Management Service, Qwest iQ™ Managed Security Service, and Qwest Managed IPPBX. Domestic and international availability varies, depending on service type. Contact your Qwest representative for availability and restriction details.

Qwest iQ® Managed VoIP: Qwest iQ® Managed VoIP is available to customers in select areas across the continental U.S., with new locations being added. Minimum one-year term commitment required. Early termination charges may apply. Monthly charge and activation fee based on configuration selected. Long-distance and local toll charges are additional. International charges are additional and vary. Listed rates do not include taxes, incremental charges and surcharges. Separately purchased equipment and Qwest iQ® Networking access compatible with the service are required. Call for availability and complete details. 911 service is governed by the terms of the Qwest iQ Managed VoIP Service Exhibit.

Qwest iQ® Managed VoIP Bundle: Qwest iQ® Managed VoIP Bundle includes Qwest iQ® Managed VoIP, Qwest iQ® Networking, CPE rental and maintenance (router/switch and IP handset) and local access. The bundle is available to customers ordering new Qwest iQ Managed VoIP service. Two-year minimum service term required. Early termination charges apply. Monthly charges based on term, configuration selected and customer location. Other restrictions may apply. Call for availability and complete details. **Qwest iQ® Managed VoIP** is available to business customers in select areas across the continental U.S. Off-Net long distance charges are additional. Additional equipment may be required. 911 service is governed by the terms of the Qwest iQ Managed VoIP Service Exhibit. **Qwest iQ® Networking** is a suite of WAN services. Recurring fees vary depending on services ordered. Additional equipment may be required. **Local Access** is available to Qwest business customers throughout the U.S.

Qwest iQ® Networking: Qwest iQ® Networking solutions include a suite of WAN services and Internet connectivity with domestic and international availability dependent upon locations and services selected. Recurring fees vary based on services ordered. Additional equipment may be required.

Qwest iQ® Networking (Domestic): Domestic Qwest iQ® Networking service is available throughout the 48 contiguous United States and Hawaii. These connections are within Qwest's AS-209 network and provide access to the Qwest OC-192 fiber network. Restrictions and limitations may apply.

Qwest iQ® Networking Internet Port: Domestic and International: Qwest iQ® Networking Internet Port domestic service is available throughout the 48 contiguous United States and Hawaii. International service is available in Hong Kong, Tokyo, Singapore, Sydney, Frankfurt, and London. These domestic and international connections are within Qwest's AS-209 network and provide access to the Qwest OC-192 fiber network. For access outside of the locations listed above, Qwest iQ Networking Internet Port Service is available to U.S.-based customers' locations in Alaska and some U.S. territories, plus many international locations in over 69 countries in Europe, Asia, Canada and Latin America through Qwest's relationships with other global network carriers. Restrictions and limitations may apply.

Qwest iQ® Networking Private Port: Domestic and International Service: Qwest iQ® Networking Private Port service is available domestically throughout the 48 contiguous United States and Hawaii, Alaska, and Puerto Rico. International on-net locations are in Hong Kong, Singapore, Sydney, Tokyo, Mumbai, Bangalore, Amsterdam, London, Frankfurt, Paris, and Mexico City. These connections are within Qwest's AS-209 private core network and provide access to the Qwest OC-192 fiber network. For access outside of the locations listed above, Qwest iQ Networking Private Port Service is available to U.S.-based customers' locations in Alaska and some U.S. territories, plus many international locations in over 69 countries in Europe, the Middle East, Asia, North America, Central America, the Caribbean, and South America through Qwest's relationships with other global network carriers. Restrictions and limitations may apply.

Qwest iQ® SIP Trunk: Qwest iQ® SIP Trunk is available to business customers in select areas across the continental U.S. Minimum one-year term commitment required. Early termination charges may apply. Monthly charge based on configuration selected. Long-distance, Inbound Toll Free and Remote DID charges are additional. Listed rates do not include taxes, incremental charges and surcharges. Separately purchased or rented equipment and Qwest iQ® Networking access compatible with the service are required. Other restrictions may apply. Call for availability and complete details. 911 service is governed by the terms of the Qwest iQ® SIP Trunk Service Exhibit.

Qwest iQ® SIP Trunk IAD Bundle: The Qwest iQ® SIP Trunk IAD Bundle is available to business customers in select areas across the continental U.S. Minimum 2-year term commitment required. Early termination charges may apply. Bundle includes **Qwest iQ® SIP Trunk** sessions and telephone numbers, **Qwest iQ® Networking** port, **Local Access**, and **Rental CPE** (Integrated Access Device) with maintenance. Monthly charge based on configuration selected. Long-distance charges and optional features are additional. Additional equipment may be required. Other restrictions may apply. Call for availability and complete details. 911 service is governed by the terms of the Qwest iQ® SIP Trunk Service Exhibit.

Qwest iQ® SIP Trunk IP-PBX Bundle: The Qwest iQ® SIP Trunk IP-PBX Bundle is available to business customers in select areas across the continental U.S. This promotional bundle is available to customers who currently have or are concurrently ordering the Qwest iQ® Data Bundle or Qwest iQ® Data Bundle Pro promotion. Minimum 2-year term commitment required. Early termination charges may apply. The Bundle includes **Qwest iQ® SIP Trunk Service** and **Rental CPE** with maintenance, including an IP-PBX and IP phones. Monthly charges based on configuration selected. Long distance charges and optional features are additional. Additional equipment may be required. Other restrictions may apply. Call for availability and complete details. 911 service is governed by the terms of the Qwest iQ® SIP Trunk Service Exhibit.

Qwest® Line Volume Advantage® (QLVA) is available to business customers with existing QLVA agreements only. QLVA discounts are available on qualifying access lines in Qwest's local service territory in the states of AZ, CO, ID, IA, MN, MT, ND, NE, NM, OR, SD, UT, WA and WY. Minimum two-year commitment required. QCB, QCB Plus, QCB add a line, and Prime are not available in ID North. Monthly charges will vary depending on products selected and quantity of lines. Additional taxes and surcharges apply.

Qwest® Line Volume Plan is available to business customers in Qwest local service territory in the states of AZ, CO, ID, IA, MN, MT, ND, NE, NM, OR, SD, UT, WA and WY. Minimum two-year commitment required. QCB, QCB Plus, QCB add a line, and Prime are not available in ID North. Monthly charges will vary depending on products selected and quantity of lines. Additional taxes and surcharges apply.

Qwest Loyal Advantage: Customers in the United States may use the Qwest Loyal Advantage® agreement for a broad range of Qwest® services, including, but not limited to: Asynchronous Transfer Mode (ATM), Private Line, Frame Relay, Dedicated Hosting Collocation, Qwest iQ® Networking, Qwest iQ® Managed VoIP, Qwest iQ® Analog and Digital VoIP, Toll Free, Long Distance Switched and Dedicated Voice, and Conferencing. Availability of these services varies by product.

Qwest Metro Optical Ethernet: Qwest® Metro Optical Ethernet from Qwest Corporation is available to business customers in selected areas of AZ, CO, IA, ID, MN, MT, ND, NE, NM, OR, SD, UT, WA, WY. Minimum one-year commitment required. Rates vary depending on speed and term commitment selected. Installation charge may apply. Additional equipment may be required. Additional restrictions may apply.

Qwest Metro Optical Ethernet: Qwest® Metro Optical Ethernet from Qwest Communications Company, LLC is available in selected areas. Rates vary depending on speed and term commitment selected. Installation charge may apply. Additional equipment may be required. Contact Qwest for availability and additional restrictions.

Qwest QC and QCC Metro Optical Ethernet: Qwest® Metro Optical Ethernet is available in selected areas. Additional equipment may be required. Contact Qwest for availability and additional restrictions.

Qwest Total Advantage: Customers in the United States may use the Qwest Total Advantage® agreement for a broad range of Qwest services, including, but not limited to: Asynchronous Transfer Mode (ATM), Private Line, Frame Relay, Dedicated Hosting Collocation, Qwest iQ® Networking, Qwest iQ® Managed VoIP, Qwest iQ® Analog and Digital VoIP, Toll Free, Long Distance Switched and Dedicated Voice, and Conferencing. Availability of these services varies by product.

Qwest Voice Advantage: Business customers in the United States may use Qwest Voice Advantage® for a broad range of Qwest® voice services, including Domestic and International Outbound Long Distance, Toll Free, Conferencing, Directory Assistance and worldcard®. Excluding worldcard and Toll Free, calls cannot originate in Alaska. Toll Free may originate in Alaska if the call terminates outside of Alaska. Call origination is also unavailable in Commonwealth of Northern Mariana Islands, Guam, Puerto Rico and U.S. Virgin Islands. Minimum term of commitment required; shortfall and termination liability applies. A PIC change charge will apply. Only base monthly recurring charges applicable to contributory services (specified in customer's agreement) contribute to total monthly spending levels used to calculate your rate for Long Distance service. Listed rates for plans do not include taxes, incremental charges and surcharges, as applicable. Instate, local toll, and international rates vary. Limitations exist for 1+ service, data applications, dialup data (modems) or fax traffic. Rates are subject to applicable tariffs, the Rates and Services Schedules and Interstate Inter-exchange and International Service Agreement. Service provided by Qwest Communications Company, LLC.

Real-Time Application Recovery™: Real-Time Application Recovery™ is a business continuity/disaster recovery service that is available in the domestic United States only, and is offered subject to certain terms and conditions.

Security Services: Qwest's security services include Anti-Virus/Anti-Spam Service, Intrusion Detection Service, Managed Firewall-VPN Service, and Perimeter Check Service. Intrusion Detection Service and Perimeter Check Service are available in the domestic United States. Anti-Virus/Anti-Spam Service and Managed Firewall-VPN Service are available domestically and in many, but not all international locations. Customers must verify with Qwest the availability of service in the customer's desired locations. Depending on which services are used, term commitments may apply, setup fees may apply, additional equipment may be required, and/or a separate Internet connection may be required. Additional restrictions may apply. See your Qwest representative for complete details.

Telco Collocation: Non-regulated Telco Collocation is available to customers in Qwest® tenant improved (TI) points of presence (POPs), Qwest remote collocation sites, and collo-hotels with which Qwest has contracted. Availability is dependent on space and power availability at selected site. Access fee charged separately. Service bundled with Qwest transport or IP services. Minimum revenue commitments required.

Toll Free Domestic (QCC): Qwest U.S. Domestic Toll-Free service provided by Qwest Communications Company, LLC (QCC) is available for origination from anywhere in the United States, including Alaska and Hawaii, and some U.S. territories, with switched and dedicated termination anywhere in the contiguous U.S. and switched termination to Alaska, Hawaii, and some U.S. territories. Additional local loop equipment may be required for dedicated termination only.

Toll Free International Service /Universal International Freephone: Qwest® International Toll Free Service (ITFS) and Universal International Freephone Number (UIFN) service allow customers to originate toll free calls from an international destination, including Canada, and terminate to all contiguous U.S. states and Canada. Calls may not originate and terminate within the same country. Toll free calls may terminate in Alaska, Hawaii, and some U.S. territories, if special pricing approval is granted by Qwest. Termination is available in the U.S. for switched and dedicated services and in Canada for switched services only. Some countries, however, may not accept new orders and some may not accept portability orders. Please check availability in the ITFS/UIFN Availability Matrix.

Traffic Data Report Service (TDRS): Traffic Data Report Service (TDRS) periodic, printed summaries can only be provided for certain network facilities (hunt, trunk or queue groups) where traffic travels through equipped Qwest® central offices. Traffic carried on point-to-point circuits not available for reporting, but can provide studies on individual lines. Information provided depends on central office capabilities. Minimum term of commitment required.

Uniform Access Solution: Qwest Corporation Uniform Access Solution (UAS) service is a digital service offering which is available on an intraLATA basis only in the Qwest® local service territory of AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA and WY.

Virtual Network Services (VNS): Qwest® Virtual Network Services (VNS) service is available in the domestic U. S, except service is not available for call origination in the state of AK. Calls may be originated in the United States, except in AK, and may be terminated throughout the United States and in many locations internationally.

VoIP Readiness Service: Qwest® VoIP Readiness Service is available throughout the United States. A computer and Internet access are required. Nonrecurring charges apply. Some restrictions may apply.

worldcard®: Qwest worldcard® domestic service is available from the continental United States, Hawaii, Alaska, Canada, Guam, Puerto Rico and the U.S. Virgin Islands. Domestic terminating calls can be to the continental United States, Hawaii, Alaska, Canada, Guam, Puerto Rico, the U.S. Virgin Islands, and the Commonwealth of Northern Mariana Islands. Qwest worldcard international service originates in over 80 international destinations and terminates to the U.S. Qwest worldcard originates and terminates calls in over 50 international locations. Call originating in the U.S. and Canada can be terminated to landline and mobile phones in over 250 international destinations.