



SERVICE SUPPORT

How does Qwest® differ from other carriers when it comes to customer service? Our goal at Qwest is very simple—we want to be your long term communications provider by differentiating ourselves through our Spirit of Service®.

The bottom line is, at Qwest, our customers come first. Period. No matter what aspects of our business may change, this remains constant.

Whether you operate on a national scale or from a single location, Qwest understands that you need solutions and equipment to be continually up and running, with a minimal commitment of your time and assets.

That's why we manage our customer relationships by listening to your needs, considering your requests as opportunities and striving to deliver precisely what you need, as quickly as possible.



CUSTOMER CARE & ADVOCACY GROUP

Your customer Care & Advocacy consultants ensure adherence to Qwest's Spirit of Service® with measurable results, including 90% of issues resolved in one contact and 99% accurate billing.

What does this mean to you? It means that every time you contact Qwest® with an issue, you will receive superior service. We trust our employees to consistently go beyond ordinary service and deliver nothing short of a world-class experience.

We recognize your time is valuable. Qwest adheres to one-call resolution initiatives to immediately connect you with the person who can best resolve your issue and answer any questions you may have.

NETWORK RELIABILITY & OPERATIONS CENTERS

Our Network Reliability & Operations Centers strive to exceed your expectations by ensuring the health and reliability of the Qwest local network. Our team of highly-trained, motivated professionals watches over the network and responds to issues.

Qwest's Network Management Center is the focal point for network restoration and is an integral component of the overall Crisis Management structure. The Network Management Center ensures that our full suite of network, data and voice services are performing optimally—24 hours a day, 7 days a week, 365 days a year. The center's staff monitors our network to rapidly identify potential issues and respond to real-time outages.

“*“Keeping our clients safe is our number one priority, so an outage in our emergency response center would be devastating. Qwest has all the services we need and provides a superior redundancy plan. I haven't had to open a repair ticket since the installation. Plus, the great Qwest people have really impressed me. Our local Qwest account team has taken the time to understand our business, and I know exactly where to find them if I need help.”*”

TONI TAYLOR, SENIOR TELECOM ENGINEER, 3E COMPANY

TICKET REPORTING

When you have an issue, help is just a call or click away. If you experience trouble with your service, knowledgeable Qwest representatives are standing by. Our top priority is to get your service back on track, *fast*.

You can reach out to us directly by phone, or by utilizing our online reporting tool. Either way, your issue will receive prompt attention by a Qwest employee ready to troubleshoot and make the right repairs.

QWEST CONTROL[®]

QControl[™] is a free, secure, self-service Web portal that provides access to critical tools. It enables the quick and easy management of invoices, trouble reporting, network configuration and network statistics.

QControl can help you improve operations by delivering useful knowledge and greater insight into your business. It's an easy to use, business-friendly resource that helps you answer your largest—and sometimes your smallest—data and network questions.

It's just what you'd expect from a service developed by a leader in the telecommunications industry. All you need to get started is your computer and Internet access. Availability of these services varies by product.

In addition, QControl provides a comprehensive set of communications management tools, including:

- **eBilling Manager** - Centralize local and national billing information across your Qwest[®] service offerings including detailed reporting and analytics tools
- **Repair Manager** - Create and track status of trouble tickets
- **Inventory Manager** - View Inventory and make configuration changes
- **Statistics Manager** - View historical and real-time network statistics and create detailed reports
- **Status Manager** - Stay informed of your network status and performance
- **Administration Manager** - Create and manage secure profiles for your enterprise users

With QControl you can:

Make Informed Business Decisions

You can select from a multitude of reports that can help build a complete picture of what is important to you and your business. Data is constantly updated to provide you with network status, performance and more—all on a single screen. You can also access details about change requests in process, open trouble tickets and billing information.

Select Your Reports, Set Your Schedule

QControl lets you choose from more than 100 different types of reports. You can set up a report delivery schedule or simply call them up on demand. Your specific information is securely archived, so you can access historical information from last month, or the past year.

“*Truly, Qwest is a customer/partner-focused organization. They're very responsive. So knowing that Qwest reliability, their uptime and the security is second to none has provided me with confidence that I can sell just about any solution that I want to and also provides me with the feeling that I can turn a lot of things over to Qwest and they're going to get the things done.*”

CLICK COMMERCE

QWEST CONTROL®

Analyze Opportunities, Manage Your Locations

The ability to identify and correct locations that are not operating efficiently can add considerably to your bottom line. QControl™ lets you look at the details of a specific location, identify network inefficiencies and pinpoint their causes. It also allows you to analyze information in a high level summary, or in specific events per individual locations.

Report an Issue, Track Repairs

QControl not only allows you to report network issues in real-time, and, directly to Qwest® service professionals, it also lets you track the status of all reported repair requests.

Empower Your Organization

QControl's simple navigation helps users throughout your organization find exactly the information they need, quickly and easily, and without complicated training.

“Qwest Control is basically self-taught and it's very easy to use. I've given our Call Center Managers access to Qwest Control so that they can pull their own reports now. They just go into Qwest Control and get the information they need.”

**COLEEN SYRSTAD, TELECOM ENGINEER, HOME BUYERS
WARRANTY CORPORATION**

QWEST DISASTER PREPAREDNESS

While we are proud of our continuity planning, we also know that disasters can happen and must be responded to quickly. Qwest Disaster Preparedness includes Qwest's 14 Emergency Operations Centers, 12 Emergency Teams and Homeland Security Partnerships that help prevent natural, man-made or Internet-based attacks from harming your business.

Qwest has developed a comprehensive crisis management structure that helps protect your entire enterprise, throughout the U.S. and internationally. Our commitment to business continuity planning is reflected in our high level of corporate standards regarding plan development, review, training, updating, and testing.

Being prepared for anything is so important to us, we made it part of our corporate policy

Qwest has established a corporate policy that requires the development of business continuity plans, disaster recovery plans and crisis management capabilities. Each year, Qwest executives are required to acknowledge, by signature, that appropriate plans have been developed and that the development of new plans are underway. Qwest has also established the following minimum business continuity and disaster recovery standards:

- Key individuals named in plans will be trained annually
- All plans will be tested annually
- All plans will be updated semi-annually or following material changes to the company

QWEST DISASTER PREPAREDNESS

We hold ourselves to a higher standard

In addition to a number of planning elements required by regulation, we have aligned our program with NFPA 1600 Standard on Disaster/Emergency Management and Business Continuity Planning. These standards are reflected in Business Continuity, Disaster Recovery, and Crisis Management activities.

We share what we've learned

Our program and plans have been developed with the involvement of certified business continuity professionals (MBCP and CBCP) and incorporate best practices acknowledged by Disaster Recovery Institute International (DRII) and Business Continuity Institute (BCI).

Best practices employed by Qwest® include, but are not limited to:

- Using Threat Assessment & Business Impact Analysis results as a basis for BC planning
- Geographic diversity of recovery resources
- Multiple business resumption options for each critical function
- Consideration of 3rd party resources
- Routine plan reviews, updating and testing
- Consistent and integrated planning approach across the enterprise

Summary

Customers coast to coast turn to Qwest's industry-leading, national fiber-optic network and world-class customer service to meet their communications and entertainment needs. We don't take the trust they've placed in us lightly. We work hard to ensure that each of our valued customers experience the Qwest Spirit of Service in everything we do.

Visit qwest.com/business to find out what we can do for you.

QWEST SERVICE ASSURANCE

Qwest's world class service underscores every aspect of your communications experience. With award winning customer service, expert support and customized solutions, we strive to provide peace-of-mind every step of the way. Consult with your Qwest sales representative on applicability.

YOUR TEAM

From educated sales engineers to custom design, Qwest will ensure your communications solution is built right for you.

Account Managers extend your team with end-to-end support from someone you know and who cares about your needs.

Sales Engineers provide you with expert consultation and advice from the very start for all your communications questions.

Account Consultants are your on-going personal contacts who work in tandem with the Account Manager to resolve issues, address escalations and host service reviews.

Service Managers actively identify potential service problems, manage the overall service resolution process, ensure SLA compliance and escalate service issues.

Network Technicians coordinate installation, maintenance and are always available to help solve issues.

TRANSITION & IMPLEMENTATION MANAGEMENT

Qwest can ease your transition with project and order management professionals to keep your business on track.

Order Management manages your orders and as a team, has reduced orders being held by 33% leading to decreases in provisioning time.

Project Managers are your single point-of-contact for complex projects to help transition your business to new Qwest services.

MPLS Transition Management helps offset the cost of transitioning from legacy to MPLS when both networks are in service at the same time.

Qwest's Migration Program for non-MPLS transitions, provides migration credits for qualifying services. Always check with your account team for applicability.

Network Design Center teams with you and your sales engineers, researches equipment, addresses capital funding and coordinates with project managers.

AdaptiveBuild® is an award-winning, customer-centric process that helps build custom designed networks specifically for your business based on your needs.

SERVICE SUPPORT

Experience Qwest's award winning customer service and you'll see why we're the choice of 95% of the Fortune 500.

Customer Care & Advocacy Group ensures adherence to Qwest's Spirit of Service with measurable results including 90% of issues resolved in one contact and 99% accurate billing.

Network Reliability & Operations Centers strive to exceed your expectations by ensuring the health and reliability of the Qwest local network. Our team of highly trained, motivated professionals watches over the network and responds to issues.

Ticket Reporting provides several ways issues can be reported and to ensure quick response times, Qwest professionals stand ready to troubleshoot and make repairs.

QControl™ is a free, secure self-service Web portal that provides access to critical tools which enables easy, safe and fast management of invoices, network configuration and statistics and trouble reporting.

Qwest's Disaster Preparedness includes Qwest's 14 Emergency Operations Centers, 12 Emergency Teams and Homeland Security bulletins and updates to help prevent natural, manmade or Internet-based attacks from harming your business.

“Qwest has been rock solid in terms of the technology services it provides, the people, the responsiveness, the service and the overall partnership.”
-Will Wise, INTEROP Director of Sales

“We've built a relationship, a partnership out of it - and that's what we were looking for when we started down this path.”
- Dusty Williams, Outback Steakhouse CIO