

Qwest IP Long Distance and Toll Free Services

HIGH-QUALITY IP VOICE LONG DISTANCE AND TOLL FREE SERVICE OVER THE QWEST® FIBER OPTIC NETWORK

Long distance and toll free service is a fundamental component of any business and a key building block in your company. Enhance your suite of Internet protocol (IP) telephony services by connecting customers and employees with Qwest Long Distance and Toll Free services. Qwest® IP Long Distance and Toll Free services combine the cost effectiveness of voice over IP (VoIP) with the traditional accessibility of the public switched telephone network (PSTN). With IP Long Distance and Toll Free services, you can extend your communications capability to include domestic and international long distance outbound voice and inbound 8XX/toll-free calls.

DESCRIPTION

The suite of Qwest IP Long Distance and Toll Free services provides the ability to originate long distance calls to the world wide PSTN and receive inbound 1 8XX toll free calls from the PSTN via (session initiation protocol (SIP)) format. Whether used as a package or individually, IP Voice services is an integrated service platform that business customers rely on for fast, accurate and cost-effective voice transport.

FEATURES AND BENEFITS

IP Long Distance

- Outbound long distance from your domestic VoIP network to Qwest for delivery to the PSTN on the Qwest national network system. Qwest's national OC-192 IP backbone including IP multi-protocol label switching (MPLS) between gateways provides and supports:
 - Fast re-route capabilities when using Qwest IQ transport
 - SIP signaling protocol
 - G.711, G.729a and G.729ab CODEC support.
 - Geographically diverse session border controllers (SBCs) for customer authentication and firewall protection.
 - Extensive domestic and international coverage (fixed and mobile) to over 250 international destinations.
 - Flexible minutes of use pricing to domestic and international PSTN destinations with the option for domestic tiered LATA-based pricing.

IP Toll Free

- Inbound 1-8XX calls routed to your domestic United States VoIP Network via SIP signaling and RTP Media Stream. Calls are supported across the Qwest's OC-192 IP backbone national network including IP multi-protocol label switching (MPLS) between gateways supporting:
 - G.711 G.729A and G.729AB CODEC support
- Support for Enhanced Toll Free features including:

- **Origination Features**
 - Tailored Call Coverage
 - Shared Carrier Arrangement
 - **Routing Features**
 - Day-of-Week Routing
 - Day-of-Year (Holiday) Routing
 - Time-of-Day Routing
 - Geographical Routing
 - GeoPlus Routing
 - Percentage-Allocation Routing
 - **Overflow Features**
 - Busy Ring-No-Answer (BRNA) Routing
 - Direct Termination Overflow (DTO Overflow) Routing
 - In-Switch OverflowTrunk (Overflow) Routing
 - SuperTrunk (Overflow) Routing
 - **Call Information Features**
 - Dialed Number Identification Service (DNIS) Delivery
 - Real-Time Automatic Number Identification (ANI) Delivery
 - **Additional Features**
 - Alternate Call Plan Routing
 - Payphone Blocking
- Toll-free directory assistance
 - Nationwide and Canadian coverage, including the extended areas of Hawaii and Alaska
 - Easy 8XX monitoring and maintenance through Qwest Control[®], an online customer-managed system management tool that can make online changes for enhanced services
 - Flexible minutes of use pricing to domestic and international PSTN destinations with the option for domestic tiered LATA-based pricing.

Technical Details

Qwest's IP Voice Service technical specifications and requirements can be found in the IP Voice Services guide at <http://www.qwest.com/legal/>.

CONNECTING TO QWEST

Qwest offers easy access to the Qwest network through Qwest iQ[®] Networking or legacy Dedicated Internet Access (DIA) and also supports customer's use of their own Internet access to peer across the public Internet. Access bandwidth options include:

- DS-1 to OC-48 Qwest iQ[®] Internet Port
- 10 M, 100 M, or 1 G Ethernet Qwest iQ Internet Port
- Bring your own access (public Internet)

TRY BEFORE YOU BUY:

Qwest now provides an opportunity for you to try out our IP Long Distance and IP Toll Free services. Selecting a long distance provider is important. That's why Qwest offers a five-day free trial of IP Long Distance and IP Toll Free service to any new customer. Our free try before you buy offer includes:

- Up to five days of FREE interoperability testing on our production network.
- Does not require a service contract; however, a testing agreement is required.
- Only requires Internet Access with Qwest or other provider.

BENEFITS

- Cost savings: With IP Long Distance and Toll-Free services, you can realize the cost savings of an IP-based network without the added costs of managing IP/TDM conversion. Savings on other valuable IP Long Distance and Toll Free services include:
 - Scalable, single-point-access through Qwest iQ[®] Networking Internet Port (formerly DIA) or across the peered public Internet for both voice and data, versus multiple TDM switch trunks and a separate data connection
 - Ability to remove all TDM-based equipment and move instead to a full IP-based platform for voice and data services
 - Competitive market-based pricing
- Quality: Qwest's IP voice infrastructure provides quality and service levels that are comparable to traditional TDM service. Service comes with 24/7 network monitoring and management to ensure near 100 percent network uptime and real-time troubleshooting.
- Reliability: The geographically redundant routing and physically diverse locations for gateways and SBCs provide best in class network dependability.
- Ease of use: IP Long Distance and Toll Free services features are similar to traditional long distance and toll free voice products and are simple and easy to understand.
- Implementation process: A shorter provisioning cycle, particularly if connectivity is in place.

WHY BUY FROM QWEST?

- Qwest is a major long distance, toll free and VoIP provider; routing long distance and toll free traffic in IP since 2001, and currently carries over four billion minutes of use per month across the Qwest IP backbone.
- Qwest validates interoperability in a free test environment prior to service delivery to ensure that network components are in place as needed.
- Qwest IP Long Distance and Toll Free services are supported by a dedicated Qwest product team, which includes high levels of experience in Qwest's national operations center and engineering.
- Business customers want fast, accurate and cost-effective voice transport that can connect to and work with their existing services. Qwest integrates IP Long Distance and Toll Free services with its other products and services to create a truly integrated – and flexible – solution.

CONTRACT TERMS AND VEHICLES

Both IP Long Distance and IP Toll Free are sold as part of the Qwest Total Advantage[®] (QTA), Qwest Loyal Advantage[®] (QLA), Qwest Voice Advantage[®] (QVA), and Q.Connect[®] contracts.

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.