

QWEST® BUSINESS PRODUCTS REFERENCE GUIDE

**YOU
CAN™**

**GET BETTER SERVICE,
SIMPLER PLANS
AND MORE VALUE
FOR YOUR BUSINESS.**

YOU CAN GET THE RIGHT COMMUNICATIONS SOLUTIONS FOR YOUR BUSINESS FROM QWEST.

Businesses across the country rely on Qwest® for great communications services at great prices. You Can Too.™ From local and long-distance to high-speed Internet and wireless, Qwest can provide the services and solutions you need to succeed.

Call for a free account review, and your Qwest consultant can help you find the right services and best value for your business.

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Call us at 1 800-786-0960 or visit qwest.com

QWEST® LOCAL BUSINESS LINES

Our most popular Qwest Choice™ Business line is also our most flexible, comprehensive local-service package ever—and a solid foundation for any business communications solution.

Qwest Choice Business gives you a phone line with unlimited local calling plus your choice of three business features, all for one low monthly fee.

If you need more features, try Qwest Choice™ Business Plus, and get up to 15 professional features on your main Qwest Choice Business line.

■ Available features include:

- Business Voice Mail
- Caller ID Name and Number
- Call Forwarding—Variable
- Remote Access Forwarding
- 3-Way Calling
- Call Transfer
- Unistar® Wire Maintenance
- Hunting
- Call Waiting
- Call Waiting ID
- Selective Call Waiting
- Qwest 411™ Directory Assistance Six-Call Allowance
- Custom Ringing
- Last Call Return
- Dial Lock®

■ Enjoy discounts on up to two additional lines, each with a calling feature of your choice.

■ No contracts to sign.

■ Change your features any time your needs change.

Call us at 1 800-786-0960 or visit qwest.com

QWEST® CALLING FEATURES

Put your phone line to work for you with professional Qwest calling features for business. You may purchase them as part of a package or individually, depending on your business line and needs.

| CALLING FEATURE | ADVANTAGE |
|-------------------------------|--|
| 3-Way Calling* | 3-Way Calling lets you add a third local or long-distance party to your call. |
| Business Voice Mail* | Answers your calls when you're away from the office or on another call. Callers hear your greeting and can leave a detailed message for you to access from any touch-tone phone. |
| Call Forwarding—Variable* | Allows you to forward all incoming calls to a different telephone number. Incoming calls may be transferred to any local or long-distance number that you program. |
| Remote Access Forwarding* | Allows you to route all incoming calls to another destination, and may be activated, deactivated or changed from your business location or from any remote location. |
| Call Forwarding—Busy Line* | Forwards incoming calls to a predetermined call-forward number—including voice mail—when the line is busy. |
| Call Forwarding—Don't Answer* | Forwards incoming calls to a predetermined call-forward number when the call is not answered after a predetermined number of rings. |

*Available with Qwest Choice™ Business and Qwest Choice™ Business Plus

QWEST® CALLING FEATURES CONTINUED

| CALLING FEATURE | ADVANTAGE |
|----------------------------|--|
| Call Waiting—All Calls* | Lets you take a second call without ending your first conversation. When you're on the phone, a special tone alerts you that someone is calling. |
| Selective Call Waiting* | Alerts you only when people on your Privileged Caller List are trying to call. When you hear the special tone, you'll know the second call is one you'd like to answer. |
| Call Waiting ID* | Displays the telephone number of an incoming call-waiting call, provided the customer has compatible customer premises equipment (CPE). The tone is still sent, so you know another call is coming in. |
| Caller ID Name and Number* | Know who's calling before you answer the phone. Displays the name and number of incoming calls. Requires compatible customer premise equipment. |
| Continuous Redial | Allows a customer who encounters a busy condition while placing an outgoing call to prompt the central office to redial the telephone number until the call can be completed. |
| Custom Ringing* | Provides one additional number on the same phone line with a unique ring to easily identify calls from a certain person or department. |
| Unistar® Wire Maintenance* | Provides trouble isolation, repair or replacement of the inside wire and jacks at no additional charge. |

*Available with Qwest Choice™ Business and Qwest Choice™ Business Plus

QWEST® CALLING FEATURES CONTINUED

| CALLING FEATURE | ADVANTAGE |
|-------------------------------------|---|
| Do Not Disturb | Allows you to prevent incoming calls from ringing. Only callers with your Personal Identification Number can override this feature. |
| Hunting* | When lines are busy, this feature routes incoming calls through the “hunt” group until an open line is found. |
| Last Call Return* | You can find out who your last caller was and easily return the call, if you choose.** |
| Message Waiting Indication—Audible* | Provides a stutter dial tone that you’ll hear when you have a new voice-mail message that you haven’t listened to. |
| Message Waiting Indication—Visual* | Specially equipped phones have a light that flashes or illuminates to alert you to a new voice-mail message that you haven’t listened to. |
| Priority Call | Establish a list of 15 numbers. When an incoming call is received from a number on this list, you will receive a distinctive ring. |
| Selective Call Forwarding | Allows customers to forward 15 special phone numbers. When the SCF feature is active, only incoming calls that appear on the SCF list will be forwarded to the remote location. |
| Scheduled Forwarding | Program your telephone line to forward calls at certain times of the day, every day. |

*Available with Qwest Choice™ Business and Qwest Choice™ Business Plus

**Not all calls will be identified, and some calls may be identified but may not be able to be returned

QWEST® CALLING FEATURES CONTINUED

| CALLING FEATURE | ADVANTAGE |
|---|---|
| Dial Lock®* | Allows you to set up and change long-distance call-blocking parameters anytime. Also allows you to set up a privileged bypass code for certain individuals. Controls phone usage and costs by blocking outgoing calls to long-distance, pay-per-call 900 numbers and international numbers. |
| Six Directory Assistance Call Allowances* | Allows for up to six local or national directory assistance calls (only available with Qwest Choice™ Business). |
| Call Transfer* | Allows you to redirect any incoming call to another number inside or outside your business, and allows you to set up a conference call. |

*Available with Qwest Choice™ Business and Qwest Choice™ Business Plus

QWEST® LONG DISTANCE PLANS

Qwest offers a variety of long-distance plans designed to save your business money, no matter how much or how little you call. Simply choose the plan that's right for your business, and start saving today.

| IF YOU SPEND: | TRY THIS PLAN: | AND SAVE: |
|---|--|---|
| Less than \$10 a month on long-distance | Qwest Choice™ Long Distance Basic | 7¢ a minute for all direct-dialed domestic long-distance calls* |
| \$10–\$25 a month on long-distance | Qwest Choice™ Long Distance Plus | 5¢ a minute for all direct-dialed domestic long-distance calls** |
| More than \$25 a month on long-distance | Qwest Choice™ Unlimited Long Distance | \$25 a month for unlimited direct-dialed domestic long-distance calls |

*\$2.99 monthly charge applies. **\$10/line monthly minimum.
Taxes and surcharges are not included.

No matter which plan you choose, your business will enjoy low-cost toll-free service (rates as low as 5¢ a minute on incoming calls, for just a \$5 monthly fee), and the convenience of one bill for your Qwest local and long-distance charges. If your business makes international calls, add our Qwest Choice™ International Long Distance plan for \$3 a month and get rates as low as 10¢ a minute to Mexico, for instance.

QWEST TOLL FREE

Be more accessible to more customers:

- Just 5¢ a minute (no cap) with any Qwest long-distance plan
- Customize your own 800 number
- Many features available to help with call management, including:
 - Menu Routing
 - Time-of-Day Routing
 - Geographic Routing
 - Plus, many more

Qwest offers many more options to guarantee low rates on your direct-dialed and toll-free calling, as well as calling cards, audio-conferencing solutions and more.

Call us at 1 800-786-0960 or visit qwest.com

QWEST® HIGH-SPEED INTERNET AND DATA SERVICES

Be more productive and efficient with high-speed Internet services from Qwest. We offer many flexible and dependable options, including DSL speeds up to 89X faster than 56Kbps dial-up and dedicated data solutions that offer the security and capacity that may be required to run your business. We are also on the cutting edge of Voice over IP (VoIP) technology, which can help expand your business opportunities, without the added expense.

QWEST DSL® SERVICES

With Qwest DSL, you receive:

- **Unlimited high-speed Internet access.** One-click Internet connection; no waiting on dial-up.
- **Fast download and upload speeds.** Download speeds 2–3X faster than a T1 line, combined with faster upload speeds than most other providers offer.
- **A dedicated connection to your business.** Lets you enjoy maximum Internet power without a shared connection.
- **Works with your existing phone line.** Talk and be online at the same time, on the same line.
- **Support you can depend on.** 24 x 7 x 365 customer service and technical support, combined with an easy-to-use, self-help Web site—qwest.com/dslhelp.
- **Additional options to support your business.** Professional installation, wireless-ready modems, Data-Backer™ repair services and more.

Call us at 1 800-786-0960 or visit qwest.com

QWEST® HIGH-SPEED INTERNET AND DATA SERVICES CONTINUED

CHOOSE FROM THREE HIGH-SPEED INTERNET PACKAGES, BASED ON YOUR NEEDS*

■ If you have high data needs with multiple users:

Qwest Choice™ DSL Premier with Internet Prime

- Up to 5.0Mbps downstream (typical speeds between 3–5Mbps)/896Kbps upstream (up to 89X faster than 56Kbps dial-up)
 - Ideal for: sending and receiving very large files, networking multiple computers and TV-quality video streaming (including videoconferencing)
 - Business-class features: 10 e-mail addresses, 25MB Web site hosting, supports vanity domains for your e-mail or Web site, nationwide dial-in access and more
-

■ If you are looking to save time and increase productivity:

Qwest Choice™ DSL Deluxe with Internet Prime

- Up to 1.5Mbps downstream and 896Kbps upstream (up to 25X faster than 56Kbps dial-up)
 - Ideal for: sending and receiving large files, Web site hosting, faster credit card processing and networking multiple computers
 - Business-class features: 10 e-mail addresses, 25MB Web site hosting, supports vanity domains for your e-mail or Web site, nationwide dial-in access and more
-

■ If you are just getting started or have minimal data needs:

Qwest Choice™ DSL with Internet Prime

- Up to 256Kbps downstream and upstream (up to 5X faster than 56Kbps dial-up)
 - Ideal for: basic online communication, including e-mail and research, multitasking, online banking, and ordering of products and services from suppliers and vendors
 - Business-class features: 10 e-mail addresses, 25MB Web site hosting, supports vanity domains for your e-mail or Web site, nationwide dial-in access and more
-

Qwest DSL® services are also available with Qwest Internet Basic for businesses that only need Internet access without e-mail or Web site hosting.

*Not all speeds are available everywhere. DSL modem required.

QWEST® HIGH-SPEED INTERNET AND DATA SERVICES CONTINUED

QWEST® ONEFLEX™ INTEGRATED ACCESS*

Combine your local voice, long-distance and data over a single dedicated T1 circuit that dynamically adjusts to accommodate your voice and data needs. Customizable based on the number of lines and Internet speeds you need, all for one low, flat monthly rate. Business benefits include:

- **A dedicated Internet connection.** Speeds up to a full T1 line (up to 1.544Mbps) for all of your downloads and uploads.
- **Local business lines.** Choose 6–13 local voice lines to be delivered over your dedicated T1 line for greater efficiency.
- **Low long-distance rates.** Just 3¢ a minute for all state-to-state calls (plus taxes and surcharges) on every line, and free on-net calling to other Qwest Voice over IP customers.
- **No new equipment.** There is no need to buy new equipment. Qwest OneFlex Integrated Access works with your existing analog phones, PBX or key systems.
- **Backed by superior service.** The quality of service is guaranteed by our Service Level Agreements, and you can rely on live technical support 24 hours a day, 7 days a week.

*Qwest OneFlex Integrated Access is not available everywhere. Minimum one-year agreement required.

INTERNET PORT

Premium performance and security with dedicated access:

- High-performance Qwest® network with scalable access speeds
- Speeds range from 56Kbps to the fastest speed commercially available today—2.4Gbps

Other Internet and data options are also available from Qwest, including Frame Relay, hosted Voice over IP, VPN and more. Contact a Qwest representative to find the services that best suit your business needs.

QWEST WIRELESS®

Take business as far as it can go with plans designed with business customers in mind, all on an advanced, digital network, and with coverage in 99.5% of the nation's 200 largest cities. We have a variety of wireless plans to fit your needs, each with **Caller ID**, **3-Way Calling** and **domestic long-distance** included.

Most plans also include the following options at no charge when selected at the time of order:

- **Wireless Voice Messaging Service**
- **Call Waiting**
- **One Number Service**—smart Call Forwarding that lets you direct calls from your main office number to ring on your wireless phone
- **Free Calling to Main Office Number**—free calling between your main office billing number and wireless phones on the same plan
- **Voice Messaging Link**, which allows you to share one mailbox for your office and wireless phones

QWEST WIRELESS WITH ADD-A-LINE

- Calls between wireless phones on the same plan and your main office billing number don't use any plan minutes.
- Lets you manage anytime minutes more efficiently by sharing a pool of minutes among all of your employees with wireless phones on the same plan.
- One convenient, itemized bill for all phones.

QWEST WIRELESS CROSS COUNTRY

Nationwide home coverage area includes major metropolitan areas across the country.

QWEST WIRELESS UNLIMITED

Get unlimited anytime minutes for one low monthly fee.

QWEST WIRELESS CROSS COUNTRY PLUS

Travel anywhere in the U.S. and talk all you want without paying automatic roaming fees.

Call us at 1 800-786-0960 or visit qwest.com

KEEP YOUR CURRENT NUMBER

You don't have to change your business number when you switch to Qwest®. You can even migrate an office number to a wireless account for greater accessibility.

QWEST WIRELESS HANDSETS

Qwest offers a large variety of business-class handsets to go with the way you do business. Ask about our current special offers and handset discounts.

QWEST PROFESSIONAL OPTIONS

| WIRELESS FEATURE | ADVANTAGE |
|---------------------------------|--|
| Ready Link | Communicate with up to five Ready Link users simultaneously via a walkie-talkie-style feature that does not use plan minutes. |
| Two-Way Text Messaging | Send simple text messages without using minutes, for only 5¢ per recipient (\$15 max per month; requires TWTM-capable handset). |
| Sprint PCS Vision SM | Access the Internet, e-mail and instant messaging. |
| Add-a-Line | Share your plan. Share your minutes. And save. You can add up to four additional lines to your calling plan (available with Cross Country and Shared Business Plans \$39.99 and higher). |
| Picture Mail | Take, store and send digital pictures to other PCS Vision–enabled phones or to an e-mail address. |
| Video Mail | Take, store and send video clips to other PCS Vision–enabled phones or to an e-mail address. |

QWEST PROFESSIONAL OPTIONS

| WIRELESS FEATURE | ADVANTAGE |
|-------------------------------|---|
| Unlimited Nights and Weekends | Your choice between unlimited calls to and from your wireless phone 7pm to 7am weekdays and 7pm Friday to 7am Monday, or 9pm to 7am weekdays and 9pm Friday to 7am Monday. Available on most Qwest Choice™ Wireless Cross Country and State plans. Roaming and long-distance charges apply, based on plan type. |
| Multimedia Services | See and hear the latest news, sports, weather and more in full-color video with sound on your multimedia-enabled handset. |
| Handset Insurance | The more your employees travel, the more you need to protect your investment. |
| Roadside Assistance | Emergency road service, whenever you need it. Provided to Qwest® customers through Asurion; this feature covers towing, emergency gas or diesel delivery (up to 3 gallons), lockout service, flat/spare tire changes and jump-start services. |
| Enhanced Voice Calling | Voice-activated dialing. |
| Home Link™ | Forwards unanswered calls to your office. |
| 3-Way Calling | Lets you add a third local or long-distance party to your call. |

Qwest Choice™ Business not available in North ID and in some areas of OR. Five features chosen cannot be split between primary and secondary lines in the 2-Line package. Only hunting or call forwarding/busy/no answer available on secondary line at no additional charge. Prices/package components subject to change. Feature limitations exist, including but not limited to Directory Assistance, Caller ID with Qwest® Security Screen™, Unistar® and Last Call Return. Ask your Qwest representative for details. Some features not compatible with others, require special equipment at an additional charge and may not be available in all areas. **Qwest Choice™ Long Distance** not available in MT or AK. Originating calls available in AK with calling card. Certain long-distance use restrictions apply except in CO. Long-distance service provided by Qwest Long Distance. Listed rate covers calls within the U.S., and to Puerto Rico, Guam, USVI and CNMI. Limited to customers with less than 10 lines per location. **International Long Distance:** \$3.00 monthly recurring charge applies. Rates subject to the Rates and Services Schedules and Interstate inter-exchange and international Service Agreement. Rates vary by country and zone (within Mexico). Call your Qwest representative for Qwest Choice International rates. **Qwest Choice Toll Free:** \$5.00 monthly recurring charge applies. Available for origination from anywhere in the continental U.S., Canada, Alaska, Hawaii, Puerto Rico and the USVI, with switched and dedicated termination to anywhere in the continental U.S. and switched termination to Canada, Alaska, Hawaii, Puerto Rico and USVI. Additional local loop equipment may be required. Service is provided by Qwest LD Corp. **Qwest Choice™ DSL:** Available for business use only. Service not available in all areas and speeds may vary by location. Activation fee may apply. Requires DSL modem, available from Qwest for \$59.99 purchase or \$5/mo. rental. \$9.99 shipping and handling fee. Non Qwest-supplied modems may not be supported. Actual DSL speed varies depending on a variety of factors. Uninterrupted or error-free service not guaranteed. Modem is Wi-Fi capable for computers with wireless network card; additional equipment may be required. Additional charge if installation of phone line required. Other restrictions may apply. Call for availability and complete details, including any current promotions. **OneFlex™ Integrated Access:** Available to business customers in select areas across the continental U.S., with new locations being added. Minimum one-year term commitment and six lines required. Early termination charges may apply. Monthly charge and activation fee based on configuration and contract term selected. Long-distance and local toll charges are additional. International charges are additional and vary by location. Listed rates do not include taxes, incremental charges and surcharges. Additional equipment may be required. Not compatible with Qwest Web Contact Center™, EZ Route, and Q Routing™. Other restrictions may apply. Call for availability and complete details. **Internet Port:** Qwest Internet Port is available throughout the U.S. Qwest Internet Port service also provides high-speed Internet access to more than 240 major cities in 19 European countries. Additional charges and equipment requirements may apply. **Qwest Wireless® Cross Country Plans:** Available in selected areas. Require credit approval, OTA-compatible handset, \$35 new-service activation fee and \$200 per-phone early termination fee with fixed-term contracts. Prices do not include taxes, surcharges, \$1.75 monthly cost recovery fees per handset, and other fees that vary by market. Local and domestic long-distance calls made on the network are included in plan minutes and additional per-minute charge applies once monthly minutes are exceeded. Calls are rounded up to the next full minute. Unused monthly minutes do not carry forward. Coverage restrictions apply and service is not guaranteed, even in Home Coverage Area. Depending on plans selected, calls made or received off the wireless network, even within the Home Coverage Area, will be charged at the roaming rate. Other restrictions apply. Complete details in service agreement and coverage maps provided with handset and at qwestwireless.com. **Qwest Wireless® Cross Country Plus Plan:** Automatic roaming is included at no additional charge for calls placed within the U.S. Automatic roaming calls in excess of monthly minutes will be charged at additional per-minute rate. **Qwest Wireless® Cross Country Unlimited Plan:** Unlimited anytime minutes are included provided calls are made on the network. **Free Calls between Qwest Wireless and Main Business Phones:** Only available with a qualifying Qwest Wireless® service plan. Requires combined billing of Qwest business and wireless phones and the selection of this feature. Unlimited calls between wireless phones and the main billing wireline telephone number on your account are permitted if on the network within the Home Coverage Area. Not compatible with all features and office telephone systems. Call for complete details. **Sprint PCS Vision™:** Requires qualified Qwest Wireless service plan and third-generation wireless compatible phone or other device. Some features may not work on all equipment and are not available in all areas. Please call Qwest for more information on specific coverage areas. Service is provided for personal use only. Customer is not permitted to use service as a modem in connection with other equipment. Service may be terminated without notice for any misuse. Complete terms and conditions are included with customer agreement. Privacy Notice: Wireless phone number serves as user ID in e-mail address and may be viewed by others when sent to public Internet sites, such as chat rooms and some messaging services. This could lead to unsolicited calls from users of the same sites. Qwest is not responsible for such unauthorized use by any third party. Customer is responsible for maintaining confidentiality of user ID, user name and password. **Ready Link™:** Ready Link is available only with Ready Link-enabled phones. Subscribers can only use this feature on the network with other Ready Link subscribers. Requires qualified Qwest Wireless service plan. Complete terms and conditions are included with customer agreement. **Two-Way Text Messaging** is included with every compatible handset. There is no monthly charge for this feature, and each inbound and outbound text message is billed on a per-message basis with a maximum monthly charge, plus any applicable taxes and surcharges. Outbound messages with multiple recipients will be billed as a separate message for each recipient. Two-way text messaging does not use plan minutes and may not work while off the network. Qwest is not responsible for the security, content, accuracy, completeness or usefulness of any messages. If you do not want this capability or wish to avoid unsolicited messages, contact Qwest to have this feature disabled. Other restrictions apply. Call Qwest or visit qwestwireless.com for more information and current rates. **Add-a-Line Feature:** Requires OTA-compatible Qwest handset and \$200 per-phone early termination fee with fixed-term contracts. Only available with a qualifying Qwest Wireless service plan. Subject to the underlying plan's Home Coverage Area, terms and prices. Additional term commitment may apply. Monthly minutes are shared between all wireless phones added to a plan. Includes unlimited calls between wireless phones on the plan if all are on the network. With combined billing, also includes unlimited calls between wireless phones and the main office billing telephone number on your account if on the network. Not compatible with all features and office telephone systems. Maximum number of stations depends on plan selected. Call for complete details or visit qwestwireless.com. Product and pricing current as of 6/15/05. © 2005 Qwest Communications International Inc. All rights reserved.