

## **EXHIBIT D**

### **Section 1.0 - ACCESS TO OPERATIONAL SUPPORT SYSTEMS (OSS)**

#### **1.1 Description**

1.1.1 Qwest has developed and shall continue to provide Operational Support System (OSS) interfaces using electronic gateways and manual processes. These gateways act as a mediation or control point between Coop's and Qwest's OSS. These gateways provide security for the interfaces, protecting the integrity of the Qwest OSS and databases. Qwest's OSS interfaces have been developed to support Pre-ordering, Ordering and Provisioning, Maintenance and Repair, and Billing. This section describes the interfaces and manual processes that Qwest has developed and shall provide to Coop. Additional technical information and details shall be provided by Qwest in training sessions and documentation, such as the "Interconnect Mediated Access User's Guide." Qwest will continue to make improvements to the electronic interfaces as technology evolves, Qwest's legacy systems improve, or Coop needs require. Qwest shall provide notification to Coop consistent with the provisions of the Change Management Process (CMP) set forth in Section 1.2.6.

1.1.2 Through its electronic gateways and manual processes, Qwest shall provide Coop non-discriminatory access to Qwest's OSS for Pre-ordering, Ordering and Provisioning, Maintenance and Repair, and Billing functions. For those functions with a retail analogue, such as pre-ordering and ordering and Provisioning of resold services, Qwest shall provide Coop access to its OSS in substantially the same time and manner as it provides to itself. For those functions with no retail analogue, such as pre-ordering and ordering and Provisioning of Unbundled Elements, Qwest shall provide Coop access to Qwest's OSS sufficient to allow an efficient competitor a meaningful opportunity to compete. Qwest will comply with the standards for access to OSS set forth in Section 20. Qwest shall deploy the necessary systems and personnel to provide sufficient access to each of the necessary OSS functions. Qwest shall provide assistance for Coop to understand how to implement and use all of the available OSS functions. Qwest shall provide Coop sufficient electronic and manual interfaces to allow Coop equivalent access to all of the necessary OSS functions. Through its website, training, disclosure documentation and development assistance, Qwest shall disclose to Coop any internal business rules and other formatting information necessary to ensure that Coop's requests and orders are processed efficiently. Qwest shall provide training to enable Coop to devise its own course work for its own employees. Through its documentation available to Coop, Qwest will identify how its interface differs from national guidelines or standards. Qwest shall provide OSS designed to accommodate both current demand and reasonably foreseeable demand.

#### **1.2 OSS Support for Pre-Ordering, Ordering and Provisioning**

##### **1.2.1 Local Service Request (LSR) Ordering Process**

1.2.1.1 Qwest shall provide electronic interface gateways for submission of LSRs, including both an Electronic Data Interchange (EDI) interface and a Graphical User Interface (GUI).

1.2.1.2 The interface guidelines for EDI are based upon the Order & Billing Forum (OBF) Local Service Order Guidelines (LSOG), the Telecommunication Industry Forum (TCIF) Customer Service Guidelines; and the American National Standards Institute/Accredited Standards Committee (ANSI ASC) X12 protocols. Exceptions to the above guidelines shall be specified in the EDI disclosure documents.

1.2.1.3 The GUI shall provide a single interface for Pre-Order and Order transactions from Coop to Qwest and is browser based. The GUI interface shall be based on the LSOG and utilizes a WEB standard technology, Hyper Text Markup Language (HTML), JAVA and the Transmission Control Protocol/Internet Protocol (TCP/IP) to transmit messages.

1.2.1.4 Functions Pre Ordering Qwest will provide real time, electronic access to pre-order functions to support Coop's ordering via the electronic interfaces described herein. Qwest will make the following real time pre-order functions available to Coop:

1.2.1.4.1 Features, services and Primary Interexchange Carrier (PIC) options for IntraLATA toll and InterLATA toll available at a valid service address;

1.2.1.4.2 Access to Customer service records (CSRs) for Qwest retail or resale End User Customers. The information will include Billing name, service address, Billing address, service and feature subscription, directory listing information, and long distance Carrier identity;

- 1.2.1.4.3 Telephone number request and selection;
- 1.2.1.4.4 Reservation of appointments for service installations requiring the dispatch of a Qwest technician on a non-discriminatory basis;
- 1.2.1.4.5 Information regarding whether dispatch is required for service installation and available installation appointments;
- 1.2.1.4.6 Service address verification;
- 1.2.1.4.7 Facility availability, Loop qualification, including resale-DSL, and Loop make-up information, including, but not limited to, Loop length, presence of Bridged Taps, repeaters, and loading coils. This Section 1.2.1.4.1.7 shall apply only to Coop orders for Unbundled Loops or Loop combinations.
- 1.2.1.4.8 A list of valid available CFAs for Unbundled Loops.
- 1.2.1.4.9 A list of one to five (1-5) individual Meet Points or a range of Meet Points for shared Loops.
- 1.2.1.5 Dial-Up Capabilities
  - 1.2.1.5.1 Reserved for Future Use.
  - 1.2.1.5.2 Reserved for Future Use.
  - 1.2.1.5.3 When Coop requests from Qwest more than fifty (50) SecurIDs for use by Coop Customer service representatives at a single Coop location, Coop shall use a T1 line instead of dial-up access at that location. If Coop is obtaining the line from Qwest, then Coop shall be able to use SecurIDs until such time as Qwest provisions the T1 line and the line permits pre-order and order information to be exchanged between Qwest and Coop.
- 1.2.1.6 Access Service Request (ASR) Ordering Process
  - 1.2.1.6.1 Qwest shall provide a computer-to-computer batch file interface for submission of ASRs based upon the OBF Access Service Order Guidelines (ASOG). Qwest shall supply exceptions to these guidelines in writing in sufficient time for Coop to adjust system requirements.
- 1.2.1.7 Facility Based EDI Listing Process - Qwest shall provide a Facility Based EDI Listing interface to enable Coop listing data to be translated and passed into the Qwest listing database. This interface is based upon OBF LSOG and ANSI ASC X12 standards. Qwest shall supply exceptions to these guidelines in writing in sufficient time for Coop to adjust system requirements.
- 1.2.1.8 Qwest will establish interface contingency plans and disaster recovery plans for the interfaces described in this Section. Qwest will work cooperatively with Coops through the CMP process to consider any suggestions made by Coops to improve or modify such plans. Coop specific requests for modifications to such plans will be negotiated and mutually agreed upon between Qwest and Coop.
- 1.2.1.9 Ordering and Provisioning - Qwest will provide access to ordering and status functions. Coop will populate the service request to identify what features, services, or elements it wishes Qwest to provision in accordance with Qwest's published business rules.
  - 1.2.1.9.1 Qwest shall provide all Provisioning services to Coop during the same business hours that Qwest provisions services for its End User Customers. Qwest will provide out-of-hours Provisioning services to Coop on a non-discriminatory basis as it provides such Provisioning services to itself, its End User Customers, its Affiliates or any other Party. Qwest shall disclose the business rules regarding out-of-hours Provisioning on its wholesale website.
  - 1.2.1.9.2 When Coop places an electronic order, Qwest will provide Coop with an electronic firm order confirmation notice (FOC). The FOC will follow industry-standard formats and contain the Qwest Due Date for order completion. Upon completion of the order, Qwest will provide Coop with an electronic completion notice which follows industry-standard formats and which states when the order was completed.
  - 1.2.1.9.3 When Coop places a manual order, Qwest will provide Coop with a manual firm order confirmation notice. The confirmation notice will follow industry-standard formats. Upon completion of the order, Qwest will provide Coop with a completion notice which follows industry-

standard formats and which states when the order was completed.

1.2.1.9.4 When Coop places an electronic order, Qwest shall provide notification electronically of any instances when (1) Qwest's Committed Due Dates are in jeopardy of not being met by Qwest on any service or (2) an order is rejected. The standards for returning such notices are set forth in Section 20.

1.2.1.9.5 When Coop places a manual order, Qwest shall provide notification of any instances when (1) Qwest's Committed Due Dates are in jeopardy of not being met by Qwest on any service or (2) an order is rejected. The standards for returning such notices are set forth in Section 20.

1.2.1.9.6 Business rules regarding rejection of LSRs or ASRs are subject to the provisions of Section 1.2.6.

1.2.1.9.7 Ordering and Provisioning – Qwest will provide access to ordering and status functions. Coop will populate the service request to identify what features, services, or elements it wishes Qwest to provision in accordance with Qwest's published business rules. Where Qwest provides installation on behalf of Coop, Qwest shall advise the Coop End User Customer to notify Coop immediately if the Coop End User Customer requests a service change at the time of installation.

1.2.1.10 Reserved for Future Use.

## **1.2.2 Maintenance and Repair**

1.2.2.1 Qwest shall provide electronic interface gateways, including an Electronic Bonding interface and a GUI interface, for reviewing a Customer's trouble history at a specific location, conducting testing of a Customer's service where applicable, and reporting trouble to facilitate the exchange of updated information and progress reports between Qwest and Coop while the Trouble Report (TR) is open and a Qwest technician is working on the resolution Coop may also report trouble through manual processes. For designed services, the TR will not be closed prior to verification by Coop that trouble is cleared.

## **1.2.3 Interface Availability**

1.2.3.1 Qwest shall make its OSS interfaces available to Coops during the hours listed in the Gateway Availability PIDs in Section 20.

1.2.3.2 Qwest shall notify Coops in a timely manner regarding system downtime through mass email distribution and pop-up windows in the IMA GUI.

1.2.3.3 Reserved for Future Use.

## **1.2.4 Billing**

1.2.4.1 For products billed out of the Qwest Interexchange Access Billing System (IABS), Qwest will utilize the existing CABS/BOS format and technology for the transmission of bills.

1.2.4.2 For products billed out of the Qwest Customer Record Information System (CRIS), Qwest will utilize the existing EDI standard for the transmission of monthly local Billing information. EDI is an established standard under the auspices of the ANSI/ASC X12 Committee. A proper subset of this specification has been adopted by the Telecommunications Industry Forum (TCIF) as the "811 Guidelines" specifically for the purposes of Telecommunications Billing. Any deviance from these standards and guidelines shall be documented and accessible to Coop.

## 1.2.5 Outputs

Output information will be provided to Coop in the form of bills, files, and reports. Bills will capture all regular monthly and incremental/usage charges and present them in a summarized format. The files and reports delivered to Coop come in the following categories:

Usage Record File	Line Usage Information
Loss and Completion	Order Information
Category 11	Facility Based Line Usage Information
SAG/FAM	Street Address/Facility Availability Information

### 1.2.5.1 Bills

1.2.5.1.1 CRIS Summary Bill - The CRIS Summary Bill represents a monthly summary of charges for most wholesale products sold by Qwest. This bill includes a total of all charges by entity plus a summary of current charges and adjustments on each sub-account. Individual sub-accounts are provided as Billing detail and contain monthly, one-time charges and incremental/call detail information. The Summary Bill provides one bill and one payment document for Coop. These bills are segmented by state and bill cycle. The number of bills received by Coop is dictated by the product ordered and the Qwest region in which Coop is operating.

1.2.5.1.2 IABS Bill - The IABS Bill represents a monthly summary of charges. This bill includes monthly and one-time charges plus a summary of any usage charges. These bills are segmented by product, LATA, Billing account number (BAN) and bill cycle.

### 1.2.5.2 Files and Reports

1.2.5.2.1 Daily Usage Record File provides the accumulated set of call information for a given day as captured or recorded by the network Switches. This file will be transmitted Monday through Friday, excluding Qwest holidays. This information is a file of unrated Qwest originated usage messages and rated Coop originated usage messages. It is provided in Alliance for Telecommunication Industry Solution (ATIS) standard (Electronic Message Interface) EMI format. This EMI format is outlined in the document SR-320; which can be obtained directly from ATIS. The Daily Usage Record File contains multi-state data for the Data Processing Center generating this information. Individual state identification information is contained with the message detail. Qwest will provide this data to Coop with the same level of precision and accuracy it provides itself. This file will be provided for the following list of products:

- a) Resale; and
- b) Unbundled Switch Port.

1.2.5.2.2 The charge for this Daily Usage Record File is contained in Exhibit A of this Agreement.

1.2.5.2.3 Routing of in-region IntraLATA Collect, Calling Card, and Third Number Billed Messages - Qwest will distribute in-region intraLATA collect, calling card, and third number billed messages to Coop and exchange with other CLECs operating in region in a manner consistent with existing inter-company processing agreements. Whenever the daily usage information is transmitted to a Carrier, it will contain these records for these types of calls as well.

1.2.5.2.4 Loss Report provides Coop with a daily report that contains a list of accounts that have had lines and/or services disconnected. This may indicate that the End User Customer has changed Coops or removed services from an existing account. This report also details the order number, service name and address, and date this change was made. Individual reports will be provided for the following list of products:

- a) Resale;
- b) Unbundled Loop;
- c) Unbundled Line-side Switch Port; and
- d) UNE-P for POTS.

1.2.5.2.5 Completion Report provides Coop with a daily report. This report is used to advise Coop that the order(s) for the service(s) requested is complete. It details the order number, service name and address and date this change was completed. Individual reports will be provided for the following list of products:

- a) Resale;
- b) Unbundled Loop;
- c) Unbundled Line-side Switch; and
- d) UNE-P for POTS.

1.2.5.2.6 Category 11 Records are Exchange Message Records (EMR) which provide mechanized record formats that can be used to exchange access usage information between Qwest and Coop. Category 1101 series records are used to exchange detailed access usage information.

1.2.5.2.7 Category 1150 series records are used to exchange summarized Meet Point Billed access minutes -of-use.

Qwest will post the transmission method/media types available for these mechanized records on its website.

1.2.5.2.8 SAG/FAM Files. The SAG (Street Address Guide)/ FAM (Features Availability Matrix) files contain the following information:

- a) SAG provides Address and Serving Central Office Information.
- b) FAM provides USOCs and descriptions by state (POTS services only), and USOC availability by NPA-NXX with the exception of Centrex. InterLATA/IntraLATA Carriers by NPA-NXX.

These files are made available via a download process. They can be retrieved by ftp (file transfer protocol), NDM connectivity, or a Web browser.

## 1.2.6 Change Management

Qwest agrees to maintain a change management process, known as the Change Management Process (CMP), that is consistent with industry guidelines, standards and practices to address OSS, products and processes. The CMP shall include, but not be limited to, the following: (i) provide a forum for Coop and Qwest to discuss Coop and Qwest change requests (CR), release notifications (RN), systems release life cycles, and communications; (ii) provide a forum for Coops as an industry to discuss and prioritize CRs; (iii) develop a mechanism to track and monitor CRs and RNs; and (iv) establish intervals where appropriate in the process. Pursuant to the procedures set forth in Exhibit G, Qwest will submit to Coops through the CMP of modifications to the structure of existing products and product and technical documentation available to Coops, introduction of new products available to Coops, discontinuance of products available to Coops, modifications to pre-ordering, ordering/Provisioning, maintenance/repair or Billing processes which change Coop operating procedures, introduction of pre-ordering, ordering/Provisioning, Maintenance/Repair or Billing processes which change Coop operating procedures, discontinuance of pre-ordering, ordering/Provisioning, maintenance/repair or Billing processes which change Coop operating procedures, modifications to existing OSS interfaces, introduction of new OSS interfaces, and retirement of existing OSS interfaces. Qwest will maintain an escalation process so that CMP issues can be escalated to a Qwest representative authorized to make a final decision and a process for resolution of disputes. The governing document for CMP, known as the Change Management Process" is attached as Exhibit G. As of the date of filing, the CMP

document (Exhibit G) is the subject of ongoing negotiations between Qwest and Coops in the ongoing CMP redesign process. Not all of the sections of Exhibit G have been discussed or considered during the ongoing CMP redesign process, and the CMP document will be continue to be changed through those discussions. Exhibit G reflects the commitments Qwest has made regarding maintaining its CMP as of the date of filing, and Qwest commits to implement agreements made in the CMP redesign process as soon as practicable after they are made. Following the completion of the CMP, Exhibit G will be subject to change through the CMP process. Qwest will maintain the most current version of the CMP document on its wholesale website.

1.2.6.1 In the course of establishing operational ready system interfaces between Qwest and Coop to support local service delivery, Coop and Qwest may need to define and implement system interface specifications that are supplemental to existing standards. Coop and Qwest will submit such specifications to the appropriate standards committee and will work towards their acceptance as standards.

1.2.6.2 Release updates will be implemented pursuant to the CMP.

## **1.2.7 Coop Responsibilities for Implementation of OSS Interfaces**

1.2.7.1 Before any Coop implementation can begin, Coop must completely and accurately answer the New Customer Questionnaire as required in Section 3.2.

1.2.7.2 Once Qwest receives a complete and accurate New Coop Questionnaire, Qwest and Coop will mutually agree upon time frames for implementation of connectivity between Coop and the OSS interfaces.

## **1.2.8 Qwest Responsibilities for On-going Support for OSS Interfaces**

1.2.8 Qwest will support previous EDI releases for six (6) months after the next subsequent EDI release has been deployed. Qwest will use all reasonable efforts to provide sufficient support to ensure that issues that arise in migrating to the new release are handled in a timely manner.

1.2.8.1 Qwest will provide written notice to Coop of the need to migrate to a new release.

1.2.8.2 Qwest will provide an EDI Implementation Coordinator to work with Coop for business scenario re-certification, migration and data conversion strategy definition.

1.2.8.3 Re-certification is the process by which Coops demonstrate the ability to generate correct functional enhancements not previously certified. Qwest will provide the suite of tests for re-certification to Coop with the issuance of the disclosure document.

1.2.8.4 Qwest shall provide training mechanisms for Coop to pursue in educating its internal personnel. Qwest shall provide training necessary for Coop to use Qwest's OSS interfaces and to understand Qwest's documentation, including Qwest's business rules.

## **1.2.9 Coop Responsibilities for On-going Support for OSS Interfaces**

1.2.9.1 If using the GUI interface, Coop will take reasonable efforts to train Coop personnel on the GUI functions that Coop will be using.

1.2.9.2 An exchange protocol will be used to transport EDI formatted content. Coop must perform certification testing of exchange protocol prior to using the EDI interface.

1.2.9.3 Qwest will provide Coop with access to a stable testing environment that mirrors production to certify that its OSS will be capable of interacting smoothly and efficiently with Qwest's OSS. Qwest has established the following test processes to assure the implementation of a solid interface between Qwest and Coop:

1.2.9.3.1 Connectivity Testing – Coop and Qwest will conduct connectivity testing. This test will establish the ability of the trading partners to send and receive EDI messages effectively. This test verifies the communications between the trading partners. Connectivity is established during each phase of the implementation cycle. This test is also conducted prior to Controlled Production and

before going live in the production environment if Coop or Qwest has implemented environment changes when moving into production.

1.2.9.3.2 Stand-Alone Testing Environment ("SATE") – Qwest's stand-alone testing environment will take pre-order and order requests, pass them to the stand-alone database, and return responses to Coop during its development and implementation of EDI. The SATE provides Coop the opportunity to validate its technical development efforts built via Qwest documentation without the need to schedule test times. This testing verifies Coop's ability to send correctly formatted EDI transactions through the EDI system edits successfully for both new and existing releases. SATE uses test account data supplied by Qwest. Qwest will make additions to the test beds and test accounts as it introduces new OSS electronic interface capabilities, including support of new products and services, new interface features, and functionalities. All SATE pre-order queries and orders are subjected to the same edits as production pre-order and order transactions. This testing phase is optional.

1.2.9.3.3 Interoperability Testing – Coop has the option of participating with Qwest in Interoperability testing to provide Coop with the opportunity to validate technical development efforts and to quantify processing results. Interoperability testing verifies Coop's ability to send correct EDI transactions through the EDI system edits successfully. Interoperability testing requires the use of account information valid in Qwest production systems. All Interoperability pre-order queries and orders are subjected to the same edits as production orders. This testing phase is optional when Coop has conducted Stand-Alone Testing successfully. Qwest shall process pre-order transactions in Qwest's production OSS and order transactions through the business processing layer of the EDI interfaces.

1.2.9.3.4 Controlled Production – Qwest and Coop will perform controlled production. The controlled production process is designed to validate the ability of Coop to transmit EDI data that completely meets X12 standards definitions and complies with all Qwest business rules. Controlled production consists of the controlled submission of actual Coop production requests to the Qwest production environment. Qwest treats these pre-order queries and orders as production pre-order and order transactions. Qwest and Coop use controlled production results to determine operational readiness. Controlled production requires the use of valid account and order data. All certification orders are considered to be live orders and will be provisioned.

1.2.9.3.5 If Coop is using EDI, Qwest shall provide Coop with a pre-allotted amount of time to complete certification of its business scenarios. Qwest will allow Coop a reasonably sufficient amount of time during the day and a reasonably sufficient number of days during the week to complete certification of its business scenarios consistent with the Coop's business plan. It is the sole responsibility of Coop to schedule an appointment with Qwest for certification of its business scenarios. Coop must comply with the agreed upon dates and times scheduled for the certification of its business scenarios. If the certification of business scenarios is delayed due to Coop, it is the sole responsibility of Coop to schedule new appointments for certification of its business scenarios. Qwest will make reasonable efforts to accommodate Coop schedule. Conflicts in the schedule could result in certification being delayed. If a delay is due to Qwest, Qwest will honor Coop's schedule through the use of alternative hours.

1.2.9.4 If Coop is using the EDI interface, Coop must work with Qwest to certify the business scenarios that Coop will be using in order to ensure successful transaction processing. Qwest and Coop shall mutually agree to the business scenarios for which Coop requires certification. Certification will be granted for the specified release of the EDI interface. If a Coop is certifying multiple products or services, Coop has the option of certifying those products or services serially or in parallel if Technically Feasible.

1.2.9.4.1 For a new software release or upgrade, Qwest will provide Coop a stable testing environment that mirrors the production environment in order for Coop to test the new release. For software releases and upgrades, Qwest has implemented the testing processes set forth in Section 1.2.9.3.2, 1.2.9.3.3 and 1.2.9.3.4.

1.2.9.4.2 Intentionally Left Blank.

1.2.9.5 New releases of the EDI interface may require re-certification of some or all business scenarios. A determination as to the need for re-certification will be made by the Qwest coordinator in conjunction with the release manager of each EDI release. Notice of the need for re-certification will be provided to Coop as the new release is implemented. The suite of re-certification test scenarios will be provided to Coop with the disclosure document. If a Coop is certifying multiple products or services, Coop

has the option of certifying those products or services serially or in parallel, if Technically Feasible.

1.2.9.6 Coop will contact the Qwest EDI Implementation Coordinator to initiate the migration process. Coop may not need to certify to every new EDI release, however, Coop must complete the re-certification and migration to a new EDI release within six (6) months of the deployment of the new release. Coop will use reasonable efforts to provide sufficient support and personnel to ensure that issues that arise in migrating to the new release are handled in a timely manner.

1.2.9.6.1 The following rules apply to initial development and certification of EDI interface versions and migration to subsequent EDI interface versions:

1.2.9.6.1.1 Stand Alone and/or Interoperability testing must begin on the prior release before the next release is implemented. Otherwise, Coop will be required to move their implementation plan to the next release.

1.2.9.6.1.2 New EDI users must be certified and in production with at least one product and one order activity type on a prior release two months after the implementation of the next release. Otherwise, Coop will be required to move their implementation plan to the next release.

1.2.9.6.1.3 Any EDI user that has been placed into production on the prior release not later than two months after the next release implementation may continue certifying additional products and activities until two months prior to the retirement of the release. To be placed into production, the products/order activities must have been tested in the Interoperability environment before two months after the implementation of the next release.

1.2.9.7 Coop will be expected to execute the re-certification test cases in the stand alone and/or Interoperability test environments. Coop will provide Purchase Order Numbers (PONs) of the successful test cases to Qwest.

1.2.9.8 In addition to the testing set forth in other sections of Section 1.2.9, upon request by Coop, Qwest shall enter into negotiations for comprehensive production test procedures. In the event that agreement is not reached, Coop shall be entitled to employ, at its choice, the dispute resolution procedures of this Agreement or expedited resolution through request to the state Commission to resolve any differences. In such cases, Coop shall be entitled to testing that is reasonably necessary to accommodate identified business plans or operations needs, accounting for any other testing relevant to those plans or needs. As part of the resolution of such dispute, there shall be considered the issue of assigning responsibility for the costs of such testing. Absent a finding that the test scope and activities address issues of common interest to the Coop community, the costs shall be assigned to the Coop requesting the test procedures.

1.2.9.9 Reserved for Future Use.

## **1.2.10 Coop Support**

1.2.10.1 Qwest shall provide documentation and assistance for Coop to understand how to implement and use all of the available OSS functions. Qwest shall provide to Coop in writing any internal business rules and other formatting information necessary to ensure that Coop's requests and orders are processed efficiently. This assistance will include contacts to the Coop account team, training, documentation, and Coop Help Desk. Qwest will also supply Coop with an escalation level contact list in the event issues are not resolved via contacts to the Coop account team, training, documentation, and Coop Help Desk.

### **1.2.10.2 Coop Help Desk**

1.2.10.2.1 The Coop Systems Help Desk will provide a single point of entry for Coop to gain assistance in areas involving connectivity, system availability, and file outputs. The Coop Systems Help Desk areas are further described below.

1.2.10.2.1.1 Connectivity covers trouble with Coop's access to the Qwest system for hardware configuration requirements with relevance to EDI and GUI interfaces; software configuration requirements with relevance to EDI and GUI interfaces; modem configuration requirements, T1 configuration and dial-in string requirements, firewall access configuration, SecurID configuration, Profile Setup, and password verification.

1.2.10.2.1.2 System Availability covers system errors generated during an attempt



by Coop to place orders or open trouble reports through EDI and GUI interfaces. These system errors are limited to: POTS; Design Services and Repair.

1.2.10.2.1.3 File Outputs covers Coop's output files and reports produced from its usage and order activity. File outputs system errors are limited to: Daily Usage File; Loss / Completion File, IABS Bill, CRIS Summary Bill, Category 11 Report and SAG/FAM Reports.

1.2.10.3 Additional assistance to Coops is available through various public web sites. These web sites provide electronic interface training information and user documentation and technical specifications and are located on Qwest's wholesale web site. Qwest will provide Interconnect Service Center Help Desks which will provide a single point of contact for Coop to gain assistance in areas involving order submission and manual processes.

### **1.2.11 Compensation/Cost Recovery**

Recurring and non-recurring OSS startup charges, as applicable, will be billed at rates set forth in Exhibit A. Any such rates will be consistent with Existing Rules. Qwest shall not impose any recurring or nonrecurring OSS startup charges unless and until the Commission approves such rates or until such rates go into effect by operation of law.

## **1.3 Maintenance and Repair**

### **1.3.1 Service Levels**

1.3.1.1 Qwest will provide repair and maintenance for all services covered by this Agreement in substantially the same time and manner as that which Qwest provides for itself, its End User Customers, its Affiliates, or any other party. Qwest shall provide Coop repair status information in substantially the same time and manner Qwest provides for its retail services.

1.3.1.2 During the term of this Agreement, Qwest will provide necessary maintenance business process support to allow Coop to provide similar service quality to that provided by Qwest to itself, its End User Customers, its Affiliates, or any other party.

1.3.1.3 Qwest will perform repair service that is substantially the same in timeliness and quality to that which it provides to itself, its End User Customers, its Affiliates, or any other party. Trouble calls from Coop shall receive response time priority that is substantially the same as that provided to Qwest, its End User Customers, its Affiliates, or any other party and shall be handled in a nondiscriminatory manner.

### **1.3.2 Branding**

1.3.2.1 Qwest shall use unbranded Maintenance and Repair forms while interfacing with Coop End User Customers. Upon request, Qwest shall use Coop provided and branded Maintenance and Repair forms. Qwest may not unreasonably interfere with branding by Coop.

1.3.2.2 Except as specifically permitted by Coop, in no event shall Qwest provide information to Coop subscribers about Coop or Coop product or services.

1.3.2.3 This section shall confer on Qwest no rights to the service marks, trademarks and trade names owned by or used in connection with services offered by Coop or its Affiliates, except as expressly permitted by Coop.

### **1.3.3 Service Interruptions**

1.3.3.1 The characteristics and methods of operation of any circuits, facilities or equipment of either Party connected with the services, facilities or equipment of the other Party pursuant to this Agreement shall not: 1) interfere with or impair service over any facilities of the other Party, its affiliated companies, or its connecting and concurring Carriers involved in its services; 2) cause damage to the plant of the other Party, its affiliated companies, or its connecting concurring Carriers involved in its services; 3) violate any Applicable Law or regulation regarding the invasion of privacy of any communications carried over the

Party's facilities; or 4) create hazards to the employees of either Party or to the public. Each of these requirements is hereinafter referred to as an "Impairment of Service".

1.3.3.2 If it is confirmed that either Party is causing an Impairment of Service, as set forth in this Section, the Party whose network or service is being impaired (the Impaired Party) shall promptly notify the Party causing the Impairment of Service (the Impairing Party) of the nature and location of the problem. The Impairing Party and the Impaired Party agree to work together to attempt to promptly resolve the Impairment of Service.

1.3.3.3 To facilitate trouble reporting and to coordinate the repair of the service provided by each Party to the other under this Agreement, each Party shall designate a repair center for such service.

1.3.3.4 Each Party shall furnish a trouble reporting telephone number for the designated repair center. This number shall give access to the location where records are normally located and where current status reports on any trouble reports are readily available. If necessary, alternative out-of-hours procedures shall be established to ensure access to a location that is staffed and has the authority to initiate corrective action.

1.3.3.5 Before either Party reports a trouble condition, it shall use its best efforts to isolate the trouble to the other's facilities.

1.3.3.5.1 In cases where a trouble condition affects a significant portion of the other's service, the Parties shall assign the same priority provided to other interconnecting Coops as itself, its End User Customers, its Affiliates, or any other party.

1.3.3.5.2 The Parties shall cooperate in isolating trouble conditions.

#### **1.3.4 Trouble Isolation**

1.3.4.1 Coop is responsible for its own End User Customer base and will have the responsibility for resolution of any service trouble report(s) from its End User Customers. Coop will perform trouble isolation on services it provides to its End User Customers to the extent the capability to perform such trouble isolation is available to Coop, prior to reporting trouble to Qwest. Coop shall have access for testing purposes at the Demarcation Point, NID, or Point of Interface. Qwest will work cooperatively with Coop to resolve trouble reports when the trouble condition has been isolated and found to be within a portion of Qwest's network. Qwest and Coop will report trouble isolation test results to the other. Each Party shall be responsible for the costs of performing trouble isolation on its facilities, subject to Sections 1.3.4.2 and 1.3.4.3.

1.3.4.2 When Coop requests that Qwest perform trouble isolation with Coop, a Maintenance of Service charge will apply if the trouble is found to be on the End User Customer's side of the Demarcation Point. If the trouble is on the End User Customer's side of the Demarcation Point, and the Coop authorizes Qwest to repair trouble on the Coops behalf, Qwest will charge Coop the appropriate Additional Labor Charge set forth in Exhibit A in addition to the Maintenance of Service charge.

1.3.4.3 When Coop elects not to perform trouble isolation and Qwest performs tests at Coop request, a Maintenance of Service charge shall apply if the trouble is not in Qwest's facilities, including Qwest's facilities leased by Coop. Maintenance of Service charges are set forth in Exhibit A. When trouble is found on Qwest's side of the Demarcation Point, or Point of Interface during the investigation of the initial or repeat trouble report for the same line or circuit within thirty (30) Days, Maintenance of Service charges shall not apply.

#### **1.3.5 Inside Wire Maintenance**

Except where specifically required by state or federal regulatory mandates, Qwest will not perform any maintenance of inside wire (premises wiring beyond the End User's Demarcation Point) for Coop or its End User Customers.

#### **1.3.6 Testing/Test Requests/Coordinated Testing**

1.3.6.1 Where Coop does not have the ability to diagnose and isolate trouble on a Qwest line, circuit, or service provided in this Agreement that Coop is utilizing to serve an End User Customer, Qwest will conduct testing, to the extent testing capabilities are available to Qwest, to diagnose and isolate a trouble in

substantially the same time and manner that Qwest provides for itself, its End User Customers, its Affiliates, or any other party.

1.3.6.2 Prior to Qwest conducting a test on a line, circuit, or service provided in this Agreement that Coop is utilizing to serve an End User Customer, Qwest must receive a trouble report from Coop.

1.3.6.3 On manually reported trouble for non-designed services, Qwest will provide readily available test results to Coop or test results to Coop in accordance with any applicable Commission rule for providing test results to End User Customers or Coops. On manually reported trouble for designed services provided in this Agreement, Qwest will provide Coop test results upon request. For electronically reported trouble, Qwest will provide Coop with the ability to obtain basic test results in substantially the same time and manner that Qwest provides for itself, its End User Customers, its Affiliates, or any other party.

1.3.6.4 Coop shall isolate the trouble condition to Qwest's portion of the line, circuit, or service provided in this Agreement before Qwest accepts a trouble report for that line, circuit or service. Once Qwest accepts the trouble report from Coop, Qwest shall process the trouble report in substantially the same time and manner Qwest does for itself, its End User Customers, its Affiliates, or any other party.

1.3.6.5 Qwest shall test to ensure electrical continuity of all UNEs, including Central Office Demarcation Point, and services it provides to Coop prior to closing a trouble report.

### **1.3.7 Work Center Interfaces**

1.3.7.1 Qwest and Coop shall work cooperatively to develop positive, close working relationships among corresponding work centers involved in the trouble resolution processes.

### **1.3.8 Misdirected Repair Calls**

1.3.8.1 Coop and Qwest will employ the following procedures for handling misdirected repair calls:

1.3.8.1.1 Coop and Qwest will provide their respective End User Customers with the correct telephone numbers to call for access to their respective repair bureaus.

1.3.8.1.2 End Users of Coop shall be instructed to report all cases of trouble to Coop. End Users of Qwest shall be instructed to report all cases of trouble to Qwest.

1.3.8.1.3 To the extent the correct provider can be determined, misdirected repair calls will be referred to the proper provider of Basic Exchange Telecommunications Service.

1.3.8.1.4 Coop and Qwest will provide their respective repair contact numbers to one another on a reciprocal basis.

1.3.8.1.5 In responding to repair calls, Coop's End User Customers contacting Qwest in error will be instructed to contact Coop; and Qwest's End User Customers contacting Coop in error will be instructed to contact Qwest. In responding to calls, neither Party shall make disparaging remarks about each other. To the extent the correct provider can be determined, misdirected calls received by either Party will be referred to the proper provider of local Exchange Service; however, nothing in this Agreement shall be deemed to prohibit Qwest or Coop from discussing its products and services with Coop's or Qwest's End User Customers who call the other Party.

### **1.3.9 Major Outages/Restoral/Notification**

1.3.9.1 Qwest will notify Coop of major network outages in substantially the same time and manner as it provides itself, its End User Customers, its Affiliates, or any other party. This notification will be via e-mail to Coop's identified contact. With the minor exception of certain proprietary information such as Customer information, Qwest will utilize the same thresholds and processes for external notification as it does for internal purposes. This major outage information will be sent via e-mail on the same schedule as is provided internally within Qwest. The email notification schedule shall consist of initial report of abnormal condition and estimated restoration time/date, abnormal condition updates, and final disposition. Service restoration will be non-discriminatory, and will be accomplished as quickly as possible according to Qwest

and/or industry standards.

1.3.9.2 Qwest will meet with associated personnel from Coop to share contact information and review Qwest's outage restoral processes and notification processes.

1.3.9.3 Qwest's emergency restoration process operates on a 7X24 basis.

#### **1.3.10 Protective Maintenance**

1.3.10.1 Qwest will perform scheduled maintenance of substantially the same type and quality to that which it provides to itself, its End User Customers, its Affiliates, or any other party.

1.3.10.2 Qwest will work cooperatively with Coop to develop industry-wide processes to provide as much notice as possible of pending maintenance activity. Qwest shall provide notice of potentially Coop Customer impacting maintenance activity, to the extent Qwest can determine such impact, and negotiate mutually agreeable dates with Coop in substantially the same time and manner as it does for itself, its End User Customers, its Affiliates, or any other party.

1.3.10.3 Qwest shall advise Coop of non-scheduled maintenance, testing, monitoring, and surveillance activity to be performed by Qwest on any Services, including, to the extent Qwest can determine, any hardware, equipment, software, or system providing service functionality which may potentially impact Coop and/or Coop End User Customers. Qwest shall provide the maximum advance notice of such non-scheduled maintenance and testing activity possible, under the circumstances; provided, however, that Qwest shall provide emergency maintenance as promptly as possible to maintain or restore service and shall advise Coop promptly of any such actions it takes.

#### **1.3.11 Hours of Coverage**

1.3.11.1 Qwest's repair operation is seven (7) Days a week, twenty-four (24) hours a day. Not all functions or locations are covered with scheduled employees on a 7X24 basis. Where such 7X24 coverage is not available, Qwest's repair operations center (always available 7X24) can call-out technicians or other personnel required for the identified situation.

#### **1.3.12 Escalations**

1.3.12.1 Qwest will provide trouble escalation procedures to Coop. Such procedures will be substantially the same type and quality as Qwest employs for itself, its End User Customers, its Affiliates, or any other party. Qwest escalations are manual processes.

1.3.12.2 Qwest repair escalations may be initiated by either calling the trouble reporting center or through the electronic interfaces. Escalations sequence through five tiers: tester, duty supervisor, manager, director, vice president. The first escalation point is the tester. Coop may request escalation to higher tiers in its sole discretion. Escalations status is available through telephone and the electronic interfaces.

1.3.12.3 Qwest shall handle chronic troubles on non-designed services, which are those greater than 3 troubles in a rolling thirty (30) Day period, pursuant to Section 1.2.2.1.

#### **1.3.13 Dispatch**

1.3.13.1 Qwest will provide maintenance dispatch personnel in substantially the same time and manner as it provides for itself, its End User Customers, its Affiliates, or any other party.

1.3.13.2 Upon the receipt of a trouble report from Coop, Qwest will follow internal processes and industry standards, to resolve the repair condition. Qwest will dispatch repair personnel on occasion to repair the condition. It will be Qwest's decision whether or not to send a technician out on a dispatch. Qwest reserves the right to make this dispatch decision based on the best information available to it in the trouble resolution process. It is not always necessary to dispatch to resolve trouble; should Coop require a dispatch when Qwest believes the dispatch is not necessary, appropriate charges will be billed by Qwest to Coop for those dispatch-related costs in accordance with Exhibit A if Qwest can demonstrate that the dispatch was in fact unnecessary to the clearance of trouble or the trouble is identified to be caused by Coop facilities or equipment.

1.3.13.3 For POTS lines and designed service circuits, Qwest is responsible for all maintenance and repair of the line or circuit and will make the determination to dispatch to locations other than the Coop Customer premises without prior Coop authorization. For dispatch to the Coop Customer premises Qwest shall obtain prior Coop authorization with the exception of major outage restoration, cable rearrangements, and MTE terminal maintenance/replacement.

1.3.13.4 Intentionally Left Blank.

#### **1.3.14 Electronic Reporting**

1.3.14.1 Coop may submit Trouble Reports through the Electronic Bonding or GUI interfaces provided by Qwest.

1.3.14.2 The status of manually reported trouble may be accessed by Coop through electronic interfaces.

#### **1.3.15 Intervals/Parity**

1.3.15.1 Similar trouble conditions, whether reported on behalf of Qwest End User Customers or on behalf of Coop End User Customers, will receive commitment intervals in substantially the same time and manner as Qwest provides for itself, its End User Customers, its Affiliates, or any other party.

#### **1.3.16 Jeopardy Management**

1.3.16.1 Qwest will notify Coop, in substantially the same time and manner as Qwest provides this information to itself, its End User Customers, its Affiliates, or any other party, that a trouble report commitment (appointment or interval) has been or is likely to be missed. At Coop option, notification may be sent by email or fax through the electronic interface. Coop may telephone Qwest repair center or use the electronic interfaces to obtain jeopardy status.

#### **1.3.17 Trouble Screening**

1.3.17.1 Coop shall screen and test its End User Customer trouble reports completely enough to insure, to the extent possible, that it sends to Qwest only trouble reports that involve Qwest facilities. For services and facilities where the capability to test all or portions of the Qwest network service or facility rest with Qwest, Qwest will make such capability available to Coop to perform appropriate trouble isolation and screening.

1.3.17.2 Qwest will cooperate with Coop to show Coop how Qwest screens trouble conditions in its own centers, so that Coop may employ similar techniques in its centers.

#### **1.3.18 Maintenance Standards**

1.3.18.1 Qwest will cooperate with Coop to meet the maintenance standards outlined in this Agreement.

1.3.18.2 On manually-reported trouble, Qwest will inform Coop of repair completion in substantially the same time and manner as Qwest provides to itself, its End User Customers, its Affiliates, or any other party. On electronically reported trouble reports the electronic system will automatically update status information, including trouble completion, across the joint electronic gateway as the status changes.

#### **1.3.19 End User Interface Responsibilities**

1.3.19.1 Coop will be responsible for all interactions with its End User Customers including service call handling and notifying its End User Customers of trouble status and resolution.

1.3.19.2 All Qwest employees who perform repair service for Coop End User Customers will be trained in non-discriminatory behavior.

1.3.19.3 Qwest will recognize the designated Coop/DLEC as the Customer of record for all services ordered by Coop/DLEC and will send all notices, invoices and pertinent information directly to Coop/DLEC. Except as otherwise specifically provided in this Agreement, Customer of record shall be Qwest's single and sole point of contact for all Coop/DLEC Customers.

### **1.3.20 Repair Call Handling**

1.3.20.1 Manually-reported repair calls by Coop to Qwest will be answered with the same quality and speed as Qwest answers calls from its own End Users Customers.

### **1.3.21 Single Point of Contact**

1.3.21.1 Qwest will provide a single point of contact for Coop to report maintenance issues and trouble reports seven days a week, twenty-four hours a day. A single 7X24 trouble reporting telephone number will be provided to Coop for each category of trouble situation being encountered.

### **1.3.22 Network Information**

1.3.22.1 Qwest maintains an information database, available to Coop for the purpose of allowing Coop to obtain information about Qwest's NPAs, LATAs, Access Tandems and Central Offices.

1.3.22.2 This database is known as the ICONN database, available to Coop via Qwest's Web site.

1.3.22.3 CPNI information and NXX activity reports are also included in this database.

1.3.22.4 ICONN data is updated in substantially the same time and manner as Qwest updates the same data for itself, its End User Customers, its Affiliates, or any other party.

### **1.3.23 Maintenance Windows**

1.3.23.1 Generally, Qwest performs major Switch maintenance activities off-hours, during certain "maintenance windows". Major Switch maintenance activities include Switch conversions, Switch generic upgrades and Switch equipment additions.

1.3.23.2 Generally, the maintenance window is between 10:00 p.m. through 6:00 a.m. Monday through Friday, and Saturday 10:00 p.m. through Monday 6:00 a.m., Mountain Time. Although Qwest normally does major Switch maintenance during the above maintenance window, there will be occasions where this will not be possible. Qwest will provide notification of any and all maintenance activities that may impact Coop ordering practices such as embargoes, moratoriums, and quiet periods in substantially the same time and manner as Qwest provides this information to itself, its End User Customers, its Affiliates, or any other party.

1.3.23.3 Reserved for Future Use.

1.3.23.4 Planned generic upgrades to Qwest Switches are included in the ICONN database, available to Coop via Qwest's Web site.

### **1.3.24 Switch and Frame Conversion Service Order Practices**

1.3.24.1 Switch Conversions. Switch conversion activity generally consists of the removal of one Switch and its replacement with another. Generic Switch software or hardware upgrades, the addition of Switch line and trunk connection hardware and the addition of capacity to a Switch do not constitute Switch conversions.

1.3.24.2 Frame Conversions. Frame conversions are generally the removal and replacement of one or more frames, upon which the Switch ports terminate.

1.3.24.3 Conversion Date. The "Conversion Date" is a Switch or frame conversion planned day of cut-over to the replacement frame(s) or Switch. The actual conversion time typically is set for midnight of the Conversion Date. This may cause the actual Conversion Date to migrate into the early hours of the day after the planned Conversion Date.

1.3.24.4 Conversion Embargoes. A Switch or frame conversion embargo is the time period that the Switch or frame trunk-side facility connections are frozen to facilitate conversion from one Switch or frame to another with minimal disruption to the End User Customer or Coop services. During the embargo period, Qwest will reject orders for trunk-side facilities (see Section 1.3.24.4.1) other than conversion orders described in Section 1.3.24.4.3. Notwithstanding the foregoing and to the extent Qwest provisions trunk or

trunk facility related service orders for itself, its End User Customers, its Affiliates, or any other party during embargoes, Qwest shall provide Coop the same capabilities.

1.3.24.4.1 ASRs for Switch or frame trunk-side facility augments to capacity or changes to Switch or frame trunk-side facilities must be issued by Coop with a Due Date prior to or after the appropriate embargo interval as identified in the ICONN database. Qwest shall reject Switch or frame trunk-side ASRs to augment capacity or change facilities issued by Coop or Qwest, its End User Customers, its Affiliates or any other party during the embargo period, regardless of the order's Due Date except for conversion ASRs described in Section 1.3.24.4.3.

1.3.24.4.2 For Switch and trunk-side frame conversions, Qwest shall provide Coop with conversion trunk group service requests (TGSR) no less than ninety (90) days before the Conversion Date.

1.3.24.4.3 For Switch and trunk-side frame conversions, Coop shall issue facility conversion ASRs to Qwest no later than thirty (30) days before the Conversion Date for like-for-like, where Coop mirrors their existing circuit design from the old Switch or frame to the new Switch or frame, and sixty (60) days before the Conversion Date for addition of trunk capacity or modification of circuit characteristics (i.e., change of AML to B8ZS).

1.3.24.5 Frame Embargo Period. During frame conversions, service orders and ASRs shall be subject to an embargo period for services and facilities connected to the affected frame. For conversion of trunks where Coop mirrors their existing circuit design from the old frame to the new frame on a like-for-like basis, such embargo period shall extend from thirty (30) days prior to the Conversion Date until 5 days after the Conversion Date. If Coop requests the addition of trunk capacity or modification of circuit characteristics (i.e., change of AML to B8ZS) to the new frame, new facility ASRs shall be placed, and the embargo period shall extend from 60 days prior to the Conversion Date until 5 days after the Conversion Date. Prior to instituting an embargo period, Qwest shall identify the particular dates and locations for frame conversion embargo periods in its ICONN database in substantially the same time and manner as Qwest notifies itself, its End User Customers, Affiliates, or any other party.

1.3.24.6 Switch Embargo Period. During Switch conversions, service orders and ASRs shall be subject to an embargo period for services and facilities associated with the trunk side of the Switch. For conversion of trunks where Coop mirrors their existing circuit design from the old Switch to the new Switch on a like-for-like basis, such embargo period shall extend from thirty (30) days prior to the Conversion Date until five (5) days after the Conversion Date. If Coop requests the addition of trunk capacity or modification of circuit characteristics to the new Switch, new facility ASRs shall be placed, and the embargo period shall extend from sixty (60) days prior to the Conversion Date until five (5) days after the Conversion Date. Prior to instituting an embargo period, Qwest shall identify the particular dates and locations for Switch conversion embargo periods in its ICONN database in substantially the same time and manner as Qwest notifies itself, its End User Customers, Affiliates, or any other party.

1.3.24.7 Switch and Frame Conversion Quiet Periods for LSRs. Switch and frame conversion quiet periods are the time period within which LSRs may not contain Due Dates, with the exception of LSRs that result in disconnect orders, including those related to LNP orders, record orders, Billing change orders for non-switched products, and emergency orders.

1.3.24.7.1 LSRs of any kind issued during Switch or frame conversion quiet periods create the potential for loss of End User Customer service due to manual operational processes caused by the Switch or frame conversion. LSRs of any kind issued during the Switch or frame conversion quiet periods will be handled as set forth below, with the understanding that Qwest shall use its best efforts to avoid the loss of End User Customer service. Such best efforts shall be substantially the same time and manner as Qwest uses for itself, its End User Customers, its Affiliates, or any other party.

1.3.24.7.2 The quiet period for Switch conversions, where no LSRs except those requesting order activity described in 1.3.24.7 are processed for the affected location, extends from five (5) days prior to conversion until two (2) days after the conversion and is identified in the ICONN database.

1.3.24.7.3 The quiet period for frame conversions, where no LSRs except those requesting order activity described in 1.3.24.7 are processed or the affected location, extends from five (5) days prior to conversion until two (2) days after the conversion.

1.3.24.7.4 LSRs, except those requesting order activity described in 1.3.24.7, (i) must be issued with a Due Date prior to or after the conversion quiet period and (ii) may not be issued during the quiet period. LSRs that do not meet these requirements will be rejected by Qwest.

1.3.24.7.5 LSRs requesting disconnect activity issued during the quiet period, regardless of requested Due Date, will be processed after the quiet period expires.

1.3.24.7.6 Coop may request a Due Date change to a LNP related disconnect scheduled during quiet periods up to 12:00 noon Mountain Time the day prior to the scheduled LSR Due Date. Such changes shall be requested by issuing a supplemental LSR requesting a Due Date change. Such changes shall be handled as emergency orders by Qwest.

1.3.24.7.7 Coop may request a Due Date change to a LNP related disconnect order scheduled during quiet periods after 12:00 noon Mountain Time the day prior to the scheduled LSR Due Date until 12 noon Mountain Time the day after the scheduled LSR Due Date. Such changes shall be requested by issuing a supplemental LSR requesting a Due Date change and contacting the Interconnect Service Center. Such changes shall be handled as emergency orders by Qwest.

1.3.24.7.8 In the event that Coop End User Customer service is disconnected in error, Qwest will restore service in substantially the same time and manner as Qwest does for itself, its End User Customers, its Affiliates, or any other party. Restoration of Coop End User Customer service will be handled through the LNP escalations process.

1.3.24.8 Switch Upgrades. Generic Switch software and hardware upgrades are not subject to the Switch conversion embargoes or quiet periods described above. If such generic Switch or software upgrades require significant activity related to translations, an abbreviated embargo and/or quiet period may be required. Qwest shall implement service order embargoes and/or quiet periods during Switch upgrades in substantially the same time and manner as Qwest does for itself, its End User Customers, its Affiliates, and any other party.

1.3.24.9 Switch Line and Trunk Hardware Additions. Qwest shall use its best efforts to minimize Coop service order impacts due to hardware additions and modifications to Qwest's existing Switches. Qwest shall provide Coop substantially the same service order processing capabilities as Qwest provides itself, its End User Customers, Affiliates, or any other party during such Switch hardware additions.



