

ATTACHMENT 1
QWEST iQ NETWORKING® SERVICE LEVEL AGREEMENT
INTERNATIONAL SERVICE

This Attachment 1 sets forth the applicable service level Goals and Regions for international Service components subject to the Qwest iQ Networking SLA.

1. International Service Level Goals.

1.1 Network and Port-Related Goals for International Ports. The following international service level goals (“Goals”) apply to Qwest iQ Networking international Internet Ports and Private Ports. In addition, any Private Routed Network (“PRN”) Qwest Managed Extension Service that is supported by Qwest iQ Networking International Internet Ports to connect to domestic PRN Ports is subject to the same Goals as stated below for Qwest iQ Networking Internet Ports. For purposes of this Attachment 1, connections to Puerto Rico are grouped with the international SLA Goals. The Goals associated with Latency, Packet Delivery, and Jitter are measured using monthly averages from the Qwest IP network and applicable International Service Providers’ networks and apply in the listed regions after the ports have been accepted for use. Individual circuit outages of NxT1/E1 bundles are not subject to the Network Availability or Reporting Goals.

(a) International Network Availability. The availability of the international Service (“Network Availability”) is measured by “Network Downtime”, which exists when a particular international Qwest iQ Networking Internet Port or Private Port of Customer is unable to transmit and receive data. Network Downtime is measured from the time a trouble ticket is opened by Qwest in the Qwest trouble management system to the time the Affected Service is again able to transmit and receive data. The Network Availability Goal for international Qwest iQ Networking Internet and Private Ports does not include local access.

Region	Goal	Network Downtime = Remedy (Credit is applied to MRC of the Affected Service)*
Canada Mexico Europe - Tier 1 Asia - Tier 1 South America - Tier 1 Puerto Rico	99.95%	Each cumulative hour of Network Downtime qualifies Customer for a credit of one day's charges pro-rated from the MRC.
Europe - Tier 2 Asia - Tier 2 South America - Tier 2	99.90%	Each cumulative hour of Network Downtime qualifies Customer for a credit of one day's charges pro-rated from the MRC.
Europe - Tier 3 Asia Tier 3 South America - Tier 3	99.50%	Each cumulative hour of Network Downtime qualifies Customer for a credit of one day's charges pro-rated from the MRC.

(b) International Latency. The average network transit delay (“Latency”) will be measured via roundtrip pings on an ongoing basis every five minutes to determine a consistent average monthly performance level for Latency at all the POPs within the region. Latency is calculated as follows:

$$\frac{\sum (\text{Roundtrip Delay for POP-POP trunks})}{\text{Total Number of POP-POP trunks}} = \text{Latency}$$

(i) Internet Ports. The following Latency Goals apply to international Internet Ports

Region	Goal	Latency = Remedy (as a % of the MRC for the Affected Service)*		
North America				
Canada	65 ms	Greater than 65 ms = 10%		
Canada to U.S.	90 ms	Greater than 90 ms = 10%		
Mexico	90 ms	Greater than 90 ms = 10%		
Mexico to U.S	90 ms	Greater than 90 ms = 10%		
Puerto Rico to U.S.	135 ms	Greater than 135 ms = 10%		
Europe				
Europe - Tier 1	60 ms	61 – 70 ms = 10%	71 – 90 ms = 25%	Greater than 90 ms = 50%
Europe - Tier 2	135 ms	Greater than 135 ms = 10%		
Europe - Tier 3	235 ms	Greater than 235 ms = 10%		
South America				
South America	250 ms	Greater than 250 ms = 10%		
South America to U.S.	300 ms	Greater than 300 ms = 10%		
Asia				
Asia - Tier 1	100 ms	101 – 120 ms = 10%	121 – 150 ms = 25%	Greater than 150 ms = 50%
Asia - Tier 2	110 ms	111 – 220 ms = 5%		Greater than 220 ms = 10%
Asia - Tier 3	225 ms	226 – 450 ms = 5%		Greater than 450 ms = 10%
Trans-Pacific	135 ms	135 – 159 ms = 10%	160 – 180 ms = 25%	Greater than 180 ms = 50%
Europe to Asia	285 ms	286 – 305 ms = 10%	306 – 335 ms = 25%	Greater than 335 ms = 50%
Trans-Atlantic	100 ms	Greater than 100 ms = 10%		

*Subject to requirements and limitations of Section 4 in the Qwest iQ Networking Service Level Agreement

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(ii) Private Ports. To view the international Private Port Latency Goals, please go to <http://www.Qwest.com/legal>. Failure to meet the Goal qualifies Customer for a credit of 10% of MRC of the Affected Service*.

(c) International Packet Delivery. Packet Delivery will be measured on an ongoing basis every five minutes to determine a consistent average monthly performance level for packets actually delivered between the POPs. The Packet Delivery Goal is applicable to international Internet Ports and Private Ports.

Region	Goal	Actual Packet Delivery = Remedy (as a % of the MRC for the Affected Service)*	
Canada	99.50%	99.00 % - 99.49% = 10%	Less than 99.0% = 25%
Europe - Tier 1 and Tier 2 Asia - Tier 1	99.50%	99.00 % - 99.49% = 10%	Less than 99.0% = 25%
South America - Tier 1 Puerto Rico to U.S.	99.50%	99.00 % - 99.49% = 10%	Less than 99.0% = 25%
Asia - Tier 2, Tier 3 Europe, Tier 3 South America - Tier 2	99.00%	98.00 % - 98.99% = 10%	Less than 98.0% = 25%

(d) International Jitter. Jitter is a measurement of the interpacket delay variance and packet loss in the Qwest IP network, which is measured by generating synthetic user datagram protocol (UDP) traffic. The Jitter Goal is applicable to Private Ports only.

Region	Goal	Jitter = Remedy (as a % of the MRC for the Affected Service)*
Europe Asia Canada South America	10ms	Failure to meet the Goal for a period of more than four consecutive hours qualifies Customer for a credit of 10% of MRC of the Affected Service
Europe-North America Europe-Asia Europe-South America Asia-North America Asia-South America Puerto Rico-North America	15ms	

2. International Maintenance. Qwest will undertake Normal Maintenance in international locations during the hours and upon the prior notice time period stated below. "Local Time" means the local time in the time zone in which an Affected Service is located.

Region	Normal Maintenance Hours	Prior Notice
Canada Mexico	Sundays between the hours of 12:00 AM and 5:00 AM Pacific Time	10 business days
Europe - Tier 1	Tuesday and Sunday between the hours of 12:00 AM and 6:30 AM Local Time	10 business days
Asia Tier 1	Sunday and Wednesday mornings between the hours of 12:00 AM and 8:00 AM Local Time	5 business days
Asia - Tier 2 and Tier 3 Europe - Tier 2 and Tier 3 South America - Tier 1, Tier 2, and Tier 3	Sunday mornings between the hours of 12:00 AM and 5:00 AM Local Time	5 business days

3. International Regions.

3.1 Components.

International Regions	SLA Components:
Canada, Canada to U. S. Mexico, Mexico to U.S. South America Europe Asia Puerto Rico	Relevant Qwest or International Service Provider POPs located in any particular Tier 1, Tier 2, or Tier 3 location.
Trans-Atlantic	The International Service Provider network and Qwest New York POP.
Trans-Pacific	The International Service Provider network and Qwest Sunnyvale, CA POP or Qwest network between Qwest's Tokyo and Burbank, CA POPs.
Asia-Europe	The International Service Provider network

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3.2 Regions.

North America (Customer Service Center Support Information: 877-886-6515 or 800-524-5249)

Tier 1	Tier 2
Canada Canada to U.S.	Mexico Puerto Rico

Asia (Customer Service Center Support Information: 877-886-6515 or 800-524-5249)

Tier 1	Tier 2	Tier 3
Hong Kong Singapore Tokyo, Japan Sydney, Australia	Indonesia India Malaysia Philippines South Korea Taiwan Thailand	China Melbourne, Australia New Zealand

Europe/Middle East/Africa (Customer Service Center Support Information: 877-886-6515 or 800-524-5249)

Tier 1	Tier 2	Tier 3
Austria Belgium Denmark Finland France Germany Ireland Italy Luxembourg Netherlands Norway Portugal Spain Sweden Switzerland United Kingdom	Czech Republic Estonia Greece Hungary Russia Slovak Republic South Africa	Bulgaria Egypt Israel Poland Romania Turkey

South America (Customer Service Center Support Information: 877-886-6515 or 800-524-5249)

Tier 1	Tier 2	Tier 3
Argentina Brazil Chile	Venezuela Peru	Bolivia Colombia Costa Rica Ecuador Guatemala Panama