APPENDIX 11

(NAME OF AGENCY) SLA MONTHLY COMPLIANCE REPORT

QWEST GOVERNMENT SERVICES INC.

Period Covered by Report: (MM/DD/YYYY – MM/DD/YYYY)

Date of Report: (MM/DD/YYYY)

Key Performance Indicator (KPI)	Service Level	Target			
1. Voice Services SLA (C.2.2.1.4.1)					
Availability (POP-to-POP)	Routine	99.95%			
Availability (SDP-to-SDP)	Routine	99.5%			
	Critical	99.95%			
Time to Restore	With Dispatch	8 hours			
	Without Dispatch	4 hours			
Grade of Service (Call Blockage)	Routine	0.07 (SDP-to-SDP)			
		0.01 (POP-to-POP)			
	Critical	0.01 (SDP-to-SDP & POP-to-POP)			
2. Circuit-Switched Data Services SLA (C.2.2.2.4.1)					
Availability (POP-to-POP)	Routine	99.95%			
Availability (SDP-to-SDP)	Routine	99.5%			
	Critical	99.95%			
Time to Restore	With Dispatch	8 hours			
	Without Dispatch	4 hours			
Grade of Service (Call Blockage)	Routine	0.07 (SDP-to-SDP) 0.01 (POP-to-POP)			
	Critical	0.01 (SDP-to-SDP & POP-to-POP)			
3. Toll-Free Service SLA (C.2.2.3.4.1)					
Availability (POP-to-POP)	Routine	99.95%			
Availability (POP-to-terminating SDP)	Routine	99.5%			
	Critical	99.95%			
Grade of Service (Call Blockage)	Routine	0.07			
	Critical	0.01			

Key Performance Indicator (KPI)	Service Level	Target			
Time To Restore	Without Dispatch	4 hours			
	With Dispatch	8 hours			
4. Combined Services SLA (C.2.6.1.4.1)					
Availability (SDP-to-SDP)	Routine	99.5%			
	Critical	99.95%			
Grade of Service (Call Blockage) (SDP-to-SDP)	Routine	0.07			
	Critical	0.01			
Time to Restore	Without Dispatch	4 hours			
	With Dispatch	8 hours			
5. Private Line Service SLA (C.2.5.1.4.1)					
Availability (POP-to-POP)	Routine	99.8%			
	Critical	99.98%			
Availability (SDP-to-SDP)	Routine	99.4%			
	Critical	99.98%			
Time to Restore	With Dispatch	8 hours			
	Without Dispatch	4 hours			
6. Frame Relay Service SLA (C.2.3.1.4.1)					
GOS (Data Delivery Rate) (DDR)	Routine	99.90%			
	Critical	99.99%			
Latency (CONUS)	Routine	120 ms			
	Critical	90 ms			
Availability (PVC)	Routine	99.925%			
Time to Restore	Without Dispatch	4 hours			
	With Dispatch	8 hours			

Key Performance Indicator (KPI)		Service Level	Target			
7. Asynchronous Transfer Mode Service SLA (C.2.3.2.4.1)						
Availability (PVC)		Routine	99.925%			
GOS (Max Cell Transfer Delay) (CONUS)	**CBR**	Routine	50 ms			
	VBRrt	Routine	55 ms			
	VBRnrt	Routine	60 ms			
GOS (Max Cell Loss Ratio)	**CBR**	Routine	1.00E-09			
	VBRnrt	Routine	1.00E-06			
	VBRrt	Routine	1.00E-07			
GOS (Max Cell Delay Variation)	**CBR**	Routine	1 ms			
	VBRrt	Routine	1.5 ms			
Time to Restore		Without Dispatch	4 hours			
		With Dispatch	8 hours			
8. Ethernet Service SLA (C.2.7.1.4.1)						
Availability (EthS)		Routine (Single Connection)	99.5%			
		Critical (Double Connection)	99.99%			
Latency (EthS)		CONUS	100 ms			
		OCONUS	200 ms			
Jitter (Packet)		Routine	10 ms			
Grade of Service (Packet Delivery Rate)		Routine	99.95%			
		Critical	99.99%			
Time To Repair (TTR)		Without Dispatch	4 hours			
		With Dispatch	8 hours			
Grade of Service (Fail Over Time)		Routine	1 minute			
		Critical	100 ms			
9. Internet Protocol Service SLA (C.2.4.1.4.1)						
Availability (Port)		Routine	99.95%			
		Critical	99.995%			
Latency (CONUS)		Routine	60 ms			
		Critical	50 ms			
GOS (Data Delivery		Routine	99.95%			

Key Performance Indicator (KPI)	Service Level	Target			
Rate)	Critical	99.995%			
Time to Restore	Without Dispatch	4 hours			
	With Dispatch	8 hours			
10. Premises-Based Internet Protocol Virtual Private Network Services SLA (C.2.7.2.4.1)					
Availability (VPN)	Routine	99.9%			
Latency (CONUS)	Routine	120 ms			
Latency (OCONUS)	Routine	300 ms			
Time to Restore	Without Dispatch	4 hours			
	With Dispatch	8 hours			
11. Network-Based Internet Protocol Virtual Private Network Services SLA (C.2.7.3.4.1)					
Latency (CONUS)	Routine	70 ms			
Latency (OCONUS)	Routine	150 ms			
Availability (VPN) (with Dial Failover)	Routine	99.9%			
	Critical	99.99%			
Time to Restore	Without Dispatch	4 hours			
	With Dispatch	8 hours			
12. Voice over IP Transport Services SLA (C.2.7.8.4.1)					
Latency	Routine	200 ms			
Grade of Service (Packet Loss)	Routine	0.4%			
Availability	Routine	99.6%			
	Critical	99.9%			
Jitter	Routine	10 ms			
Time to Restore	Without Dispatch	4 hours			
	With Dispatch	8 hours			
13. IP Telephony Services SLA (C.2.7.10.4.1)					
Latency	Routine	200 ms			
Grade of Service (Packet Loss)	Routine	0.4%			
Availability	Routine	99.6%			
	Critical	99.9%			
Jitter	Routine	10 ms			
Time to Restore	Without Dispatch	4 hours			
	With Dispatch	8 hours			

Key Performance Indicator (KPI)	Service Level	Target			
14. SONET Services SLA (C.2.5.2.4.1)					
Availability (SONETS) (SDP-to-SDP)	Routine	99.9%			
	Critical	99.999%			
Time to Restore (TTR)	Without Dispatch	4 hours			
	With Dispatch	8 hours			
BER	All	10^{-12}			
15. Optical Wavelength Service SLA (C.2.5.4.1.4.1)					
Availability (OWS over WDM)	Routine	99.9%			
	Critical	99.999%			
Time to Restore (TTR)	Without Dispatch	4 hours			
	With Dispatch	8 hours			
Grade of Service (Restoration Time)	Routine	100 ms			
	Critical	60 ms			
Bit Error Rate (BER)	Routine	10^{-12}			
16. Dedicated Hosting SLA (C.2.4.2.4.1)					
Availability (Internet Connection)	All	99.99%			
Availability (Web Site)	Routine	99.7%			
Time to Restore (TTR)	Without Dispatch	4 hours			
	With Dispatch	8 hours			

RFP: TQC-JTB-05-0001 December 13, 2006
Data contained on this page is subject to the restrictions on the title page of this proposal.