Appendix 9

PROGRAM MONTHLY

STATUS REPORT

DRAFT

March 5, 2007

Revision XX

Qwest Government Services, Inc.
4250 North Fairfax Drive
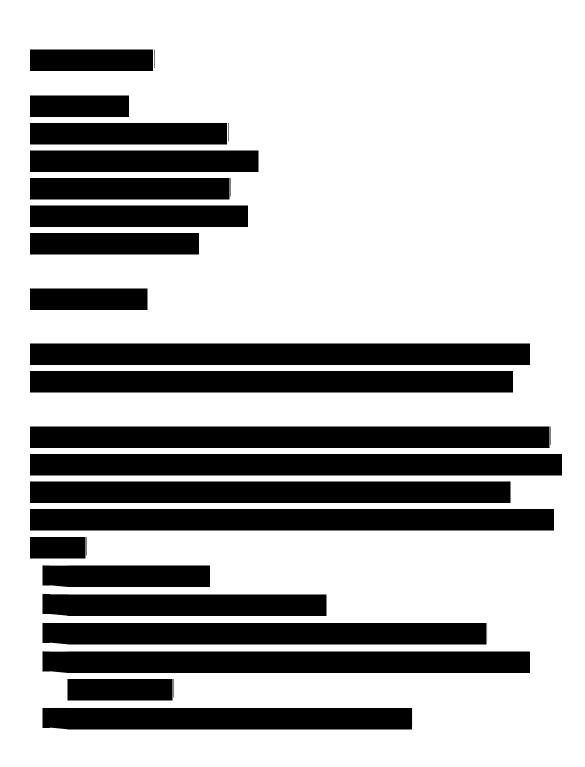Arlington, VA 22203

REVISION HISTORY

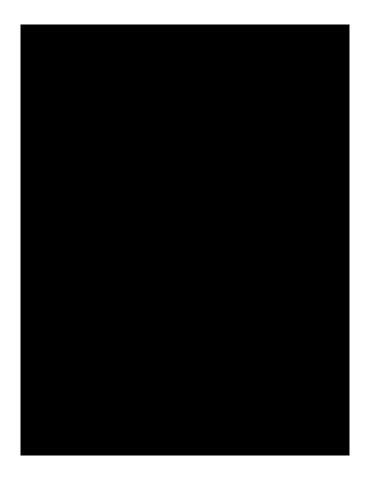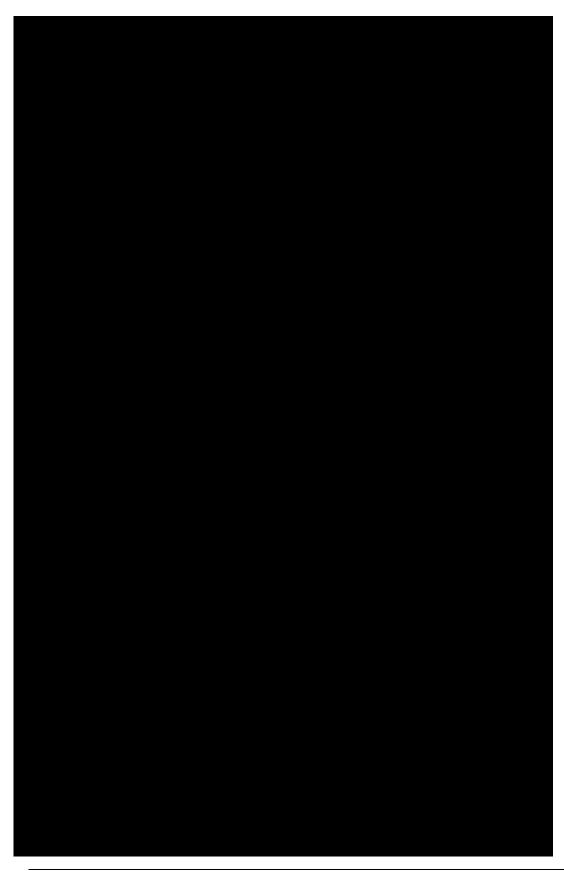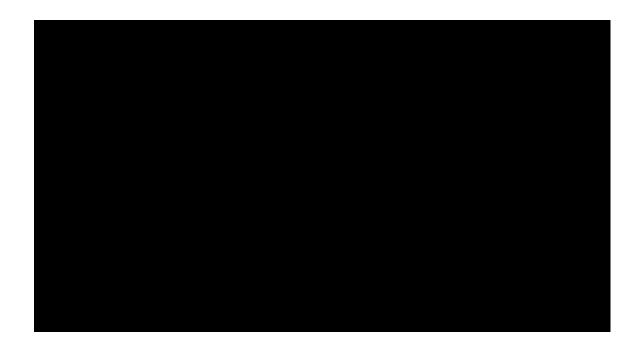| Revision Number	Revision Date	Revision Description	Revised by

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SLA Monthly Compliance Report Period Covered **by** 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. 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			
Time To Restore	Without Dispatch	4 hours			
	With Dispatch	8 hours			
3. 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			

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Key Performance Indicator (KPI)	Service Level	Target			
SLA Monthly Compliance Report Period Covered **by** Report: **MM/DD/YYYY**					
4. 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			
5. 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			
6. 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			

SLA Monthly Compliance Report Period Covered **by** Report: **MM/DD/YYYY**					
Key Performance Indicator (KPI)	**Service Level**	**Target**			
Jitter (Packet)	Routine	10 ms			
Grade of Service (Packet Delivery Rate)	Routine	99.95%			
	Critical	99.99%			
Time To Restore (TTR)	Without Dispatch	4 hours			
	With Dispatch	8 hours			
Grade of Service (Fail Over Time)	Routine	1 minute			
	Critical	100 ms			
7. 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 Rate)	Routine	99.95%			
	Critical	99.995%			
Time to Restore	Without Dispatch	4 hours			
	With Dispatch	8 hours			
8. 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			
9. 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			

SLA Monthly Compliance Report					
Period Covered **by** Report: MM/DD/YYYY					
Key Performance Indicator (KPI)	**Service Level**	**Target**			
10. 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			
11. 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			
12. 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	Routine	10^{-12}			
13. Optical Wavelength Service over WDM 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	Routine	100 ms			

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Key Performance Indicator (KPI)	Service Level	Target			
SLA Monthly Compliance Report Period Covered **by** Report: MM/DD/YYYY					
(Restoration Time)	Critical	60 ms			
Bit Error Rate (BER)	Routine	10^{-12}			
14. Dedicated Hosting Services 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			

The following are the 4 service-independent SLAs: **15. Service Outage SLA (J.13.3.17)**					
No loss of service availability during the calendar month except for those instances where the customer has agreed to a scheduled service outage in advance in accordance with Section C.3.3.1.2, Network Management Fundamental Requirements.	Zero loss of service				
16. Time to Restore SLA (C.3.3.1.2.4)					
Resolve 90% of all monthly outages within 4 hours	Do not require dispatch	4 hours			
Resolve 90% of all monthly outages within 8 hours	Require dispatch	8 hours			
17. On-Time Provisioning SLA (Table J.12.3-1)					
Disconnect (all services)	Routine	30 days			
	Expedited	30 days			
Voice Services (VS)	Routine	45 days			
	Expedited	23 days			
Toll-Free Service (TFS)	Routine	45 days			
	Expedited	23 days			
Private line Services $\leq$ DS1	Routine	45 days			
	Expedited	23 days			
Private line Services DS1 $\leq$ WLNAS $\leq$ DS3	Routine	85 days			
	Expedited	43 days			

Private line Services > DS3	Routine	Firm Order Commitment Date			
	Expedited	Firm Order Commitment Date			
Frame Relay Service (FRS)	Routine	65 days			
	Expedited	33 days			
Asynchronous Transfer Mode Service (ATMS)	Routine	65 days			
	Expedited	33 days			
Ethernet Services (ES)	Routine	60 days			
	Expedited	30 days			
Internet Protocol Service (IPS)	Routine	45 days			
	Expedited	23 days			
Premises-Based IP-VPN Services (PBIP-VPNS)	Routine	60 days			
	Expedited	30 days			
Network Based Internet Protocol (IP) VPN Services (NBIP-VPNS)	Routine	45 days			
	Expedited	23 days			
Voice over IP Transport (VoIPTS)	Routine	45 days			
	Expedited	23 days			
IP Telephony Services (IPTelS)	Routine	60 days			
	Expedited	30 days			
Synchronous Optical Network Services (SONETS)	Routine	Firm Order Commitment Date			
	Expedited	Firm Order Commitment Date			
Optical Wavelength Services (OWS)	Routine	Firm Order Commitment Date			
	Expedited	Firm Order Commitment Date			
Dedicated Hosting Services (DHS)	Routine	45 days			
	Expedited	23 days			

18. Billing Accuracy SLA (J.13.3.20)				
Billing Accuracy	95% of monthly Detail Billing Files error free	> 95% of monthly Detail Billing Files error free		

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