

# Qwest iQ Networking® Service

## Service Description and Feature Summary

### Overview

Qwest iQ Networking Service is a converged networking service based on leading technologies. You can build comprehensive networks using a customizable variety of legacy ATM and Frame Relay protocols, as well as advanced Internet protocol (IP)-centric, multi-protocol label switching (MPLS)-based solutions. Qwest iQ Networking simplifies complex data communications by uniting your mission-critical business applications with our OC-192 application-aware networking environment. Qwest constructs flexible solutions that transcend the underlying technologies, and permit universal access to a converged networking environment. Qwest iQ Networking is designed around your specific needs, and backed by industry-leading service level agreements (SLAs).

Qwest iQ Networking is modular—you can implement solutions tailored to your specific business requirements. Current networking investments are protected since you can use existing customer premises equipment (CPE). Qwest iQ Networking makes it easy for you to design multi-node, any-to-any intranets or extranets that extend secure connectivity to remote locations, trusted vendors, suppliers and customers.

A Qwest iQ Networking solution consists of a secure, managed, fully interoperable and scalable suite of global wide area networking (WAN) services. It is based on high performance network platforms designed to minimize network management as well as the operational and financial burdens imposed by other WAN and security technologies. In addition, Qwest provides a converged network environment by bringing together traditional Layer 2 environments such as Asynchronous Transfer Mode (ATM) and Frame Relay with the latest IP-centric and MPLS technologies.

As today's information economy continues to take shape, Qwest is developing innovative communications solutions. Our comprehensive solution and consultative approach turns your requirements into a competitive advantage that will distinguish your business in the marketplace. Qwest understands that our future is dependent on your success. And we are committed to delivering a visionary communications solution that is as unique as your business.

### Network technology

Qwest iQ Networking provides a complete range of services for various enterprise networking requirements. The Qwest OC-192 IP network backbone is engineered for minimal packet loss and network congestion. MPLS fast re-route is used between every core router in the network, ensuring a quicker recovery time comparable to synchronous optical network (SONET). Ports are available from 56 Kbps to 2.4 Gbps.

Qwest's public and private peering arrangements are extensive, allowing Qwest to send transit customer traffic to the destination network as soon as possible. This minimizes latency by allowing the next network in the path to the destination make the most efficient routing decision possible. The Qwest OC-192 IP network is one of the most advanced networks available, with best-in-class SLAs and some of the highest customer access speeds in the industry today. Qwest is one of the first network service providers to offer an off-net SLA between certain Internet backbone providers. Qwest iQ Networking customers can utilize their Internet connections for e-mail, file transfers and e-commerce applications to expand their reach and collapse physical boundaries.

Since 2001, Qwest's state-of-the-art IP network has been transferring voice, video and data across the globe for businesses of all sizes. The Qwest® network has the capacity and advanced capabilities to support today's mission-critical applications, such as Voice over Internet Protocol (VoIP), as well as bandwidth-intensive business applications such as enterprise resource planning, customer relationship management and other business-to-business functions. These business applications require a flexible network tuned to your exact specifications for reliability, performance and service.

Additionally, Qwest makes it easy to maximize your return on current network infrastructure investments or CPE. There is no need for a massive network migration or retraining of your employees. Whether you are a domestic or global firm, Qwest networking can help you merge the diverse, global networks into one virtual WAN.

To stay competitive, firms today require secure network access to customers, partners and suppliers in their value chain for critical inventory management, order streamlining and rapid service delivery. Through the Qwest iQ Networking any-to-any connectivity on our converged network infrastructure, you can provide site-to-site communications to your expanding branch locations. Qwest's ability to provide the network technology to support not only legacy technologies, but also the next wave of application-focused networking needs, makes Qwest a solutions provider of choice.

### **Port connectivity**

To facilitate access into your network, you have the option to order Qwest iQ Networking® ports with a variety of port speeds, ranging from 56 Kbps to 2.4 Gbps. You also have a choice of three unique port bundles. Different features are included within each bundle, but no incremental charges will be incurred when available features are selected. As you require different levels of feature functionality, you can switch to another port classification. The three port types are:

- **Internet Port** – Provides customer locations with connectivity to the Internet.
- **Private Port** – Provides private IP-based WAN connectivity between customer locations. Customers have the option to allocate traffic to point-to-point Layer 2 connections or Layer 3 MPLS.
- **Enhanced Port** – Provides all of the functionality of both an Internet Port and a Private Port in a consolidated communications solution.

You can mix and match port types within Qwest iQ Networking. For each Qwest iQ Networking port, Qwest provides associated local loop access. Customer-provided access is permitted with domestic ports.

If you have international requirements Qwest has extended its private and public network to Hong Kong, Tokyo and Singapore, and public IP connectivity only in Sydney. Qwest has established relationships with best-of-breed international networking partners to offer Private Port service to 56 select countries through BT/Infonet. You may obtain Internet Port connectivity from Qwest in more than 20 European countries through BT/Infonet. In Pac-Rim, Internet Port is available in selected locations, beyond those listed above, through PCCW, Telstra and BT/Infonet. In Central and South America, Canada and Mexico, Internet Port is available using BT/Infonet and Equant™.

### **Port features**

For today's networking customer, simple bandwidth availability is not enough. You need a network solutions partner that can provide the flexibility to meet your legacy networking needs while also providing a route to the next level of advanced technologies. At Qwest, we recognize each customer's requirements and networking environments are unique. To meet your needs, the Qwest iQ Networking solution set is as agile as today's business climate. We provide service for legacy ATM and Frame Relay customers, as well as customers moving to advanced MPLS-based IP environments for mission-critical application and security support. In addition, Qwest provides a seamless migration path for customers who have historically used traditional data transport methods, and now their business applications require a more highly-tuned IP network. Whether you have need of legacy protocol support or a converged networking environment, Qwest iQ Networking is here to make technology work for you.

### **Private MPLS networking**

MPLS bridges the intelligence of routing with the enhanced performance of switching. MPLS is a packet-forwarding technology that uses labels to make data forwarding decisions. Having an MPLS-core network allows Qwest iQ Networking® to help you to improve the efficiency of your WAN. Qwest MPLS-based network technology helps deliver highly scalable, differentiated end-to-end IP services with simpler configuration, management and provisioning for both you and Qwest. Qwest delivers IP services and real-time communication using key technologies, such as MPLS and quality of service (QoS). Thus, you can converge all your communications onto a single network to reduce total cost of ownership. Similarly, these technologies allow you to have an application-centric network that is tuned to running your mission-critical applications.

MPLS is involved in IP switching and tag switching methodologies—it brings circuit switch benefits to an IP network's inherent connectionless routing environment. The protocol works at the edge of the Qwest network with routers known as label switch routers (LSRs) that assign a 20-bit label to the header of IP packets. Each path on the network is assigned a label switched path (LSP) that corresponds to an explicit path across the network, allowing packets to traverse a pre-established path that results in increased efficiencies. Each possible label can be stored in a simple table that permits quicker direct lookups, helps to reduce router overhead and increases processing time. MPLS helps to eliminate latency caused by traffic, as it encounters multiple routers throughout the network where message headers are read and re-encrypted before forwarding decisions are made. Without labels, processor-intensive algorithms must be used to reduce address table size, because there are more than four billion possible addresses for IP. MPLS introduces connection-like behavior in a connectionless environment that greatly helps to reduce operating costs, automate traffic engineering and provide QoS in an IP environment.

### **Point-to-point Layer 2 connectivity**

Qwest continues to provide legacy protocol support for multiple Layer 2 services including ATM and Frame Relay service for customers currently using these services.

Qwest ATM is a powerful broadband, network transport product that provides a very high speed. It is an efficient way to electronically move large quantities of information over a highly reliable, scalable, secure network with inherent QoS guarantees. ATM service uses logical connections that support the different ATM service categories:

- Constant bit rate (CBR)
- Variable bit rate real time (VBRrt)
- Variable bit rate non-real time (VBRnrt)
- Available bit rate (ABR)
- Unspecified bit rate (UBR)

This makes ATM service the best choice for transporting an unlimited range of applications (i.e., data, voice, video and Internet).

ATM service uses high-speed ATM networking technology to bundle information into fixed segments called cells. ATM is based on industry standards governed by the ATM Forum. The ATM protocol is designed to support many different business applications within an enterprise network, treating each business application based on its bandwidth and QoS needs. ATM service supports speeds from 1.544 Mbps to 622 Mbps. Qwest's ATM service is available internationally from both Qwest's own assets and partner relationships with foreign affiliates in more than 30 countries worldwide.

Qwest Frame Relay service is a network transport service that allows you to electronically deliver data, images, voice and Internet access over a highly reliable, scalable and secure network. Using high-speed networking technology to bundle information into packets called frames, FRS uses a common format with a common set of rules based on Frame Relay Forum standards. Instead of assigning fixed channels to specific applications, FRS uses statistical multiplexing. You can allocate circuit bandwidth to applications as needed, thus providing a cost-effective solution. Frame Relay service is designed to support many different business applications within a network, treating each business application based on bandwidth needs. Frame Relay service supports physical layer connections from 56 Kbps to 45 Mbps based on traditional digital hierarchy services. Internationally, Qwest® Frame Relay service is available from partner relationships with foreign affiliates in more than 60 countries worldwide.

### **Layer 2 and Layer 3 hybrid networking**

Networking customers who have historically supported legacy protocols can continue to use those legacy infrastructures, while having a migration path to advanced IP technologies to support their growing application needs. Customers who have traditional Layer 2 networks, but also require IP capabilities to run time-sensitive applications, can keep those existing networks in place and working harmoniously together with IP-based services. With an IP-enabled Frame Relay or ATM network, you can gain any-to-any connectivity without an administrative and cost burden by securing IP-enabled virtual circuits for each location versus multiple traditional circuits connecting across all locations. For example, with an IP-enabled FR/ATM network, the same 25-node Frame Relay network only requires 25 IP-enabled permanent virtual circuits (PVCs) for advanced IP communications and application support. This IP enablement brings the cost savings of having any-to-any network with IP features such as QoS to guarantee a higher level of performance and time-sensitive application support.

You also have the ability to do both Layer 2 and Layer 3 networking with Private Port. You can accomplish this by allocating traffic to multiple Layer 2 virtual connections or Layer 3 CUGs. You also can do both Layer 2 and Layer 3 networking with Enhanced Port. You can accomplish this by allocating traffic to multiple Layer 2 virtual connections, Layer 3 CUGs and an Internet gateway. However, Layer 2 functionality is limited to ports with the following access types: Dedicated ATM Access, Dedicated Frame Access, ATM Partner Access and Frame Partner Access. Please reference the Qwest iQ Networking® pricing document for availability on all Qwest iQ Networking access types, ports and speeds. However, you are not allowed to exclusively design your Private or Enhanced Ports with Layer 2 connectivity.

### **Quality of service (QoS)**

In today's competitive environment, you depend on secure communications to deliver time-sensitive and business-impacting data across your network. Whether your business is a multinational company saving time and travel by holding real-time video conference meetings, or a financial service firm integrating an IP telephony solution, you need a secure network to support your mission-critical applications.

As enterprises increasingly deploy real-time applications over their WAN, the performance – QoS – associated with their network becomes a more critical business requirement. They require a service that offers performance options beyond “best effort.” Therefore, Qwest offers four QoS methods with 14 different priority templates, combined with end-to-end delay (latency), delay variation (jitter) and packet loss service level guarantees to support real-time applications such as IP phones and interactive multimedia environments. (The QoS service description has a more detailed explanation.)

### **SLAs**

Qwest iQ Networking is supported by leading SLAs to guarantee the performance of your Qwest iQ Networking solution. Qwest provides important SLAs for network availability, latency, packet delivery, jitter and reporting metrics.

### **Universal access**

In today's ever changing business climate, enterprises are in constant need of communication across physical boundaries traditionally associated with doing business. Businesses continue to extend connectivity to remote workers, business partners, suppliers and customers with communications requirements around the globe. Now, more than ever, you need secure data transmission to meet your growing needs. By choosing Qwest iQ Networking, you enjoy peace of mind knowing you can access your network via any access methodology, anywhere you operate.

The Qwest iQ Networking universal accessibility gives you the flexibility to integrate private line, frame relay, ATM, Ethernet and other access options into your unified global network. The service bridges the technology gap to the future, while maximizing your current network investments, by offering the following access options:

**\*Types of Qwest iQ Networking® access are as follows:**

- **Dedicated IP Access** – Special access local loop connection from customer premises to Qwest IP POP, terminating on Cisco®/Juniper® Qwest iQ Networking infrastructure.
- **Dedicated ATM Access** – Special access local loop connection from customer premises to Qwest Communications Corp. (QCC) ATM POP, terminating on Lucent® 500/550 architecture and then interconnected to Cisco/Juniper Qwest iQ Networking® infrastructure via a virtual connection.
- **Dedicated Frame Access** – Special access local loop connection from customer premises to QCC Frame Relay POP, terminating on Lucent 500/550 and then interconnected to Cisco/Juniper Qwest iQ Networking infrastructure via a virtual connection.
- **ATM Partner Access** – Local loop connection from customer premises to local exchange carrier (LEC) ATM POP that is interconnected to QCC ATM POP via a user network interface (UNI), and then interconnected to Cisco/Juniper Qwest iQ Networking infrastructure via a virtual connection. ATM Partner Access currently includes in-region Qwest Corporation (QC) connectivity in 14 local access and transport areas (LATAs). In the future, additional ATM Partner Access options are expected.
- **Frame Partner Access** – Local loop connection from customer premises to LEC Frame Relay POP that is interconnected to QCC Frame Relay POP via a network node interface (NNI) and then interconnected to Cisco/Juniper Qwest iQ Networking infrastructure via a virtual connection. Frame Partner access (QC) currently includes in-region QC connectivity in 27 LATAs.
- **Ethernet Local Access** – An Ethernet Local loop connection from customer premises to Qwest's public IP Internet POP *only*, terminating on Ethernet interconnection switch and then interconnected to Cisco/Juniper Qwest iQ Networking infrastructure. Customer's premises must reside on a fiber network from Qwest or one of its affiliates.
- **Collocation Access** – Interconnection between collocated CPE and Qwest iQ Networking infrastructure at Qwest facility via a cross-connect. Availability, pricing and processes differ between the two different types of sites offering collocation access: 1) Layer 3 site collocation and 2) TeraPOP/AccessPOP collocation. Detailed definitions of these two types of sites are provided in the notes for the applicable availability tables.

**NOTE:** *Private Port and Enhanced Port connectivity is not currently available with Ethernet access. Enhanced Port connectivity with Dedicated IP Access is not currently available. These options are anticipated with future releases of Qwest iQ Networking.*

*\*Qwest Local Access (the loop) is a separate service*

## Applications

As enterprises look to leverage the benefits of multimedia, such as VoIP, and other bandwidth-intensive applications, the need for an intelligent network to securely support these mission-critical applications is vitally important. Qwest partners with you in a consultative, application-focused manner to provide responsive networking solutions based on your bandwidth, security and QoS requirements. Qwest iQ Networking can provide you peace of mind knowing that your data and applications are safe and secure.

Qwest iQ Networking puts building blocks in place to make your applications perform the way they were designed to work. From security services and remote access, to robust hosting and diversity solutions, you can be confident that you have an applications-aware networking environment enhanced by a world-class support team.

The telecommunications environment is evolving from traditionally isolated telephony and data services to an atmosphere of convergence. Voice is being packetized and transformed into a mission-critical communication data stream that must be supported by an application-aware infrastructure. Beyond IP telephony, many corporations are also deploying additional real-time applications such as IP video, presence and collaboration solutions.

Qwest iQ Networking® service supports rich media applications with time-sensitive service requirements. Specifically, it has QoS traffic management functionality that can support traditional data packets while also prioritizing business-critical data and real-time applications traffic. You can run time-sensitive applications – from VoIP to customer bandwidth-intensive applications – and experience the maximum performance you expect.

Qwest iQ Networking® service evolves with your network and convergence requirements. Qwest can support your business operations and WAN service at any point on the convergence continuum. From relatively simple toll bypass applications to fully integrated comprehensive media environments, Qwest iQ Networking offers the ideal foundation to ensure application performance management and for voice, video and data transport optimization.

This application-centric focus at Qwest offers a seamless transition to integrated application-focused services to add to your core Qwest iQ Networking solution:

- **Qwest® OneFlex® VoIP services** – Captures the cost savings and productivity enhancements of VoIP technology. Qwest has a full suite of tailored VoIP solutions from our OneFlex VoIP portfolio.
- **Qwest Integrated Management** – A complete and fully integrated suite of network management, equipment and monitoring services provides you comprehensive out-tasking of part, or all, of your data network.
- **Qwest Business Protection Services** – A comprehensive suite of security, network and hosting solutions for enterprise disaster recovery and business continuity situations.
- **Qwest Remote Access** – A multi-faceted remote access service, targeting the mobile business traveler who requires Internet access or secure connectivity to their corporate network while on the road.
- **Qwest Data/CPE Bundle** – Combines popular router equipment from AdTran® and Cisco® with any Qwest iQ Networking port type for a low monthly fee on a single bill.

### OneFlex VoIP solutions

VoIP is a revolutionary technology for more effective and efficient communications for business customers. Businesses today see the value in enhancing real-time communications via advanced VoIP technologies—to make them more competitive, increase efficiency, reduce costs and save time. With the OneFlex VoIP solution set, you can come to a single provider for application support focus in addition to advanced networking capabilities.

- **OneFlex Hosted VoIP** – An IP application that provides real-time, two-way voice capability in IP over a broadband connection. Qwest OneFlex Hosted VoIP offers a new fully-hosted service that replaces the need for a premises-based phone system and the multiple vendors required to provide popular applications like voice mail and integrated messaging. The features and applications are delivered to your handset via a single dedicated Internet access connection. You can individually customize the features through a personalized Web portal. The solution provides centralized management and control, allowing you to perform your moves, adds and changes (MACs) from an Internet connection.
- **OneFlex Managed IP Telephony (IPT)** – A nationwide, CPE-based VoIP solution for businesses. It offers clients plug-and-play functionality. Through a fully-bundled IP telephony service that includes a convergence readiness assessment, OneFlex Managed IPT provides all necessary hardware, software, licenses, installation, maintenance and 24/7 application management and monitoring.
- **OneFlex Integrated Access** – An IP-based solution that integrates local and long-distance voice traffic and data traffic on a single connection. It uses VoIP technology to give you the advantage of using more bandwidth for data traffic when phones are not in use. Voice traffic has priority over data. When phones are in use, bandwidth is automatically allocated from data to voice.

### Integrated Management

Qwest iQ Networking can be packaged with Qwest Integrated Management services. This provides you with a comprehensive service, including an integrated ordering process, invoice and customer care/network operations center (NOC) support. This managed service is just one more way Qwest brings you value. An attractive part of the offer is that the service uses in-band monitoring/management tools that eliminate the need for a separate dedicated circuit. As most Qwest iQ Networking customers will require routers for their external network connection, a robust portfolio of CPE options is also available through Qwest.

Integrated Management is a fully integrated package of products and services that offers comprehensive solutions for managing voice, data and video networks. Integrated Management is backed by a highly trained team of Qwest technicians and experts with proven expertise and experience in network

management and maintenance, as well as by a strong group of allies. A Qwest solution eliminates the need to manage the many different pieces of the network puzzle.

Qwest's long track record in network design and integration provides the extensive experience and knowledge necessary to develop methods, procedures and tools to cohesively and comprehensively manage your data network. (See the Integrated Management service description for a more detailed explanation.)

### **Qwest Business Protection Services**

Protecting your enterprise-wide communications has never been more important, or more challenging. Qwest has the dedication and expertise to recognize and minimize threats to your security—from hackers attempting to disrupt applications to attacks designed to halt your entire network. Qwest Business Protection Services can identify and minimize almost any threat to your communications security. Qwest makes it easy for security-conscious customers to deploy private IP networking solutions that are completely isolated from the public Internet. Your sensitive data will be protected from malicious Internet-borne attacks such as viruses, worms and denial of service attacks. Qwest Business Protection Services also provides you the option to deploy IP security (IPsec) to further protect your communication via encapsulation and encryption. Qwest offers a broad array of managed security services, including premises-based and network-based firewalls that guard your private information, supported by anti-spam/anti-virus filters that clean incoming e-mail prior to it reaching your network. Intrusion detection, vulnerability assessments and a host of customized professional security solutions help you identify and respond to threats against your business.

### **Network accessibility and availability**

- Select and implement a resilient solution for your organization.
- Qwest's domestic high-performance OC-192 infrastructure delivers 100 percent network availability, 50 millisecond network delay, and virtually zero percent packet loss.
- Interoperability can extend the reach and scale of legacy networks.
- A fully meshed infrastructure allows any-to-any networking—if one site loses connectivity all other sites are able to continue communicating.
- Optional failover solutions ensure a backup circuit for primary connection outages.
- Qwest's diversity options provision a secondary route to recover in the event of a network outage or disaster.

### **Resiliency and disaster recovery**

- Qwest CyberCenter™ facilities ensure that your data is secure and available in the event of a disaster.
- Restoration and recovery services range from "hot" to "cold" site recovery on both dedicated and shared platforms.
- Mobile recovery units offer workplace recovery, equipment quick-ship programs and business continuity or disaster recovery consulting services.

### **Security**

- Qwest offers one of the industry's most scalable support infrastructures with aggressive SLAs and highly competitive pricing.
- Qwest Security Services provides a broad selection of managed security services, including: subscription based vulnerability assessments, managed Internet services, managed virtual private network solutions, managed firewalls, anti-virus / anti-spam protection, denial of service protection and managed intrusion detection services.

### **Remote Access**

Qwest is redefining what remote access means, and how it enhances the way your employees do business. The driving force is that more and more employees are now mobile, working from outside their office. In addition, business operations are global, and employees need access capabilities wherever they may be located across the world.

Historically, remote access may have meant end users establishing a dial connection to check e-mail, do research, or download information. It may also have meant a secure dial and virtual private network (VPN) connection to your corporate network. Today, Qwest is in a position to build upon this foundation and expand what remote access means to your business. Technology progresses, new access methodologies are being adopted, such as wireless fidelity (Wi-Fi), and security requirements are evolving. Qwest is ready for this new remote access frontier.

ROVA<sup>®</sup>, the new Qwest client software, is consistent with our remote access vision and strategy. For end users, it takes the hassle and complexity out of securely connecting to your corporate VPN environment through a one-step client. Also, the client supports all access methods, including dial, DSL, cable, Ethernet and Wi-Fi. The supporting Web-based portal allows you to keep all the latest security, personal firewall, anti-virus and VPN software up to date on all your end-users' machines through a few easy keystrokes, as well as complete end-user grouping, messaging and management, phone book control, and enhanced reporting capabilities.

Features available within the Qwest Remote Access offering include:

- **Access flexibility**
  - Dial-up access from over 2,600 U.S. POPs, and global international dial coverage currently from more than 65 countries internationally
  - Wi-Fi access (802.11) from multiple business venues:
    - The complete Wi-Fi deployment will include extensive coverage in hotels, airports and other high-traffic business locations.
    - ROVA client software is needed for Wi-Fi capabilities.
- **End-user client options**
  - Standard dial-up client for basic dial-up access only.
  - For customers with enhanced remote access functionality needs, the ROVA software provides an integrated access and VPN client (customer-provided VPN, or Qwest-provided) in one single application. This enhanced client offers access flexibility (supports dial plus broadband), VPN security enablement, personal security and firewall integration, as well as end-user control, grouping, messaging, tracking and reporting.
- **Support services**
  - Web-based customer portals (Qwest Control<sup>®</sup> and premium administrative portal for customers choosing this option)
  - 24/7 end-user customer care
  - Multiple authentication options (RADIUS)

You can also integrate a Qwest-provided VPN solution based on Nortel<sup>®</sup> Contivity for IPsec-based secure remote access. These customers can combine the above access and client options for those solutions as well.

### Customer experience

Regardless of your chosen network service provider, the need for care-free implementation with responsive trouble resolution is critically important. Qwest iQ Networking<sup>®</sup> delivers on your terms. Our Spirit of Service<sup>®</sup> permeates the entire solution, all the way through to our responsive team of support professionals. This support model was designed by listening to your needs, and handling your concerns with an accountable, one-call, human-touch approach. Whether it is through one of our expertly-trained customer care professionals, or via online trouble ticket management, Qwest ensures your service-related issues are resolved, leaving you free to focus on your business.

- **Custom-tailored design** – Qwest does not start with a predetermined technology, or try to force an off-the-shelf solution. We start by listening to you. Qwest tunes the solution to your specific requirements and networking goals. Then through a comprehensive, collaborative and consultative process, we analyze your present situation and application challenges. The end result is a custom-tailored solution that provides your enterprise a new, future-proofed way of building and/or expanding your WAN environment, while at the same time maximizing your current networking investment.
- **Simplified ordering** – Qwest iQ Networking provides a unified service delivery platform that simplifies your purchasing and ordering process. Qwest's experienced engineering personnel confirm

order configuration, correct network deployment specifications and ensure completeness of your network architecture.

- **Timely implementation** – The Qwest iQ Networking® service delivery model enables you to receive quick and accurate network implementations, regardless of the chosen technology or network size. Provisioning and implementation teams are empowered to effectively coordinate and manage the end-to-end implementation process, bringing a personal touch to the delivery experience.
- **Service experience** – Our innovative networking solutions and operational excellence are all delivered with a human touch. Qwest iQ Networking offers a unique, single-point-of-contact design that proactively addresses customer support from accountable professionals. From advanced frontline support teams that stay with you from start to finish, to escalation contacts that ensure meaningful and frequent communication, Qwest is with you every step of the way. And our technical assistance center is staffed by advanced technicians with technical expertise to resolve more complex issues.
- **You're in control** – Qwest Control® is a powerful Web-based tool enabling you to manage your network effectively and efficiently. You can adjust your security settings, manage remote access users and view network configurations and performance—24 hours a day. Qwest Control offers the ability to download usage reports and billing invoices and open trouble tickets easily. You can manage your Qwest iQ Networking services anytime from anywhere you have access to the Internet.
- **Accurate, easy-to-read billing** – You deserve a clear, concise bill. Your Qwest iQ Networking invoice delivers. Not only will you get your bill on time each month, but you'll see that it's accurate and provides a simple, easy-to-read format.

(See Service Delivery and Service Assurance service descriptions for more detailed explanation.)

### Qwest Control

Qwest can reduce or eliminate the need to build customized network management tools or to manage resources to perform network modifications. Now you can have direct control of network elements and service components via an easy-to-use, Web-based interface for network management. The primary management tool is Qwest Control.

Qwest Control is a proprietary Web-based application that provides you with complete management control over their billing, network and trouble management needs across a wide range of Qwest data, IP and voice services.

There is no cost to use Qwest Control. For Qwest iQ Networking solutions, the Qwest Control management tool provides you with online forms to configure their domestic services.

Additionally, new and existing Qwest iQ Networking customers can better manage their logical configuration connections via Qwest Control. It primarily gives you the ability to supply important information electronically via a dynamic order form that speeds up the provisioning of your IP service. It allows you to change/modify/delete aspects of their logical configuration service that were previously manual processes.

There are three main functions that you need to know that are available to you. These functions are as follows:

- Dynamic logical configuration order templates
- Database to review status of your logical configuration order
- Rich content to help assist you with understanding how to complete a logical configuration request

Qwest Control provides a comprehensive set of communications management tools, including:

- **eBilling Manager** – Centralize local and national billing information across your Qwest service offerings
- **Repair Manager** – Create and track status of trouble tickets
- **Inventory Manager** – View inventory and make configuration changes
- **Statistics Manager** – View historical and real-time network statistics and create detailed reports
- **Status Manager** – Stay informed of your network status and performance

- **Administration Manager** – Create and manage secure profiles for your enterprise users

For details regarding Qwest Control® support for specific Qwest iQ Networking® services please contact your dedicated Qwest representative.

### **Why Qwest?**

Qwest delivers value-driven performance, price and reliability. Your business will experience bottom-line benefits, maximum communications performance with industry-leading SLAs, dedicated account support and personal accountability. All supported by Qwest's Spirit of Service® in action.

### **Think outside of the box**

Start benefiting from Qwest iQ Networking today.

Contact your dedicated Qwest representative. Or visit us at [www.qwest.com/ig](http://www.qwest.com/ig).

**Qwest iQ Networking** is a suite of WAN services with domestic and international availability depending on services selected. Recurring fees vary depending on services ordered. Additional equipment may be required. Other restrictions may apply.

**Qwest OneFlex** is available to customers in select areas across the continental U.S., with new locations being added. Minimum 1-year term commitment required. Early termination charges may apply. Monthly charge and activation fee based on configuration selected. Long distance and local toll charges are additional. International charges are additional and vary. Separately purchased equipment and Internet access must be compatible with the service. Call for availability and complete details.

Qwest Remote Access Service is available throughout the domestic U.S. and internationally. Restrictions and/or additional fees may apply, including but not limited to fees for features such as Qwest Managed VPN Gateway, toll free, or international roaming. See your Qwest representative for complete details.

Qwest® Integrated Management is available to business customers throughout the U.S. and internationally. Minimum one year term of commitment required. Early termination fee may apply. Price varies depending on plan selected and number of devices covered. Listed prices do not include taxes, surcharges and other fees

Customers may use Qwest Control® to manage a broad range of Qwest services, including: Nationwide ATM and Frame Relay, Remote Access—including Qwest Managed VPN Gateway, Qwest iQ Networking®, Dedicated Hosting Collocation, Managed Firewall VPN, Wholesale Dial, Private Routed Network, Toll Free and Local Services. Availability of these services varies by product.

Business Protection Services—Disaster Recovery consists of three offerings. Availability varies, per offering. Your Qwest sales representative will keep you apprised of where the individual offerings are available. A contract is required. In addition to monthly recurring charges, other charges may apply. Additional restrictions may apply.

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