

# Qwest Wholesale Broadband

High Speed Internet and ISP Solutions For Your End Users

## Description

Qwest Wholesale Broadband (QWB) offers CLECs, Resellers, ISPs, system integrators, enhanced service providers, service management companies, and *all* other wholesale customers access to Qwest stand alone Broadband service.

- Qwest will provide a fast and reliable broadband connection on a stand-alone loop to your residential or business end users
- Service is billed to you at compelling wholesale rates.
- With QWB, Qwest will provide ISP Services and internet access.

## Broadband Service Availability

- Service is available wherever Qwest facilities exist throughout the 14-state local service territory on loops that meet specific conditions, e.g., distance from the CO.
- QWB is a month-to-month service only.
- No term commitments are required.

## QWB BENEFITS

- **Offered** to *all* Qwest wholesale customers
- **Speeds** blazing up to 12Mbps
- **Priced** at competitive rates based on your volumes
  - **Option A** requires no volume commitment
  - **Option B** allows you to pick your volume commitment and corresponding discount
- **Residential Rates** 18-30% off retail rates
- **Business Rates** 30-35% off retail rates
- **A Commercial Contract** with simple terms and conditions under a 1-year Term
- **Ordering** is simple and fast
- **Available** wherever Qwest provides Broadband service

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Option A: No Volume Commitment	Option B: Volume Commitment
<p><b>With the No Volume Commitment option, your QWB monthly recurring charge (“MRC”) discount is based entirely on your new in-service QWB volumes. The more lines you sell each month, the greater your discount!</b></p> <ul style="list-style-type: none"> <li>• No minimum volume commitment.</li> <li>• MRC % Discounts can change monthly as you grow!</li> <li>• Each month during the term of your Agreement, Qwest will determine which ‘MRC % Discount’ you’ve earned for that month based on the Number of QWB Lines you have in service at the end of the month. The appropriate discount will apply to your QWB Services</li> <li>▪ Billing example: If you have 5050 1.5Mbps residential end users and 100 1.5Mbps business end users in December 2008, Qwest will credit your summary bill the following amount in January 2009:           <math display="block">\{5050 * (\\$42.99*21\%)\} + \{100 * (\\$55.50*31\%)\} = \\$47,311.40</math> </li> <li>▪ Your discounted Activation Fee will be \$50.</li> </ul>	<p><b>Under this option, you commit to installing a selected certain volume of QWB services during the term of your contract. Your QWB MRC discount is based on the Tier you select.</b></p> <ul style="list-style-type: none"> <li>▪ You choose your discount and volume commitment when you execute your Agreement.</li> <li>▪ From month and line 1, you’ll receive the MRC % Discount you selected at Agreement execution.</li> <li>▪ Billing Example: If you select Discount Tier Level 1 (with an In-Service Volume Commitment of 5000 lines) and at the end of a given month have only 1000 1.5Mbps residential end users and 250 1.5Mbps business end users in service, Qwest will credit your summary bill the following amount:           <math display="block">\{1000 * (\\$42.99*21\%)\} + \{250 * (\\$55.50*31\%)\} = \\$13,329.15</math> <p>Note that your MRC % Discount is determined by your initially selected Discount Tier Level regardless of the actual line count.</p> </li> <li>▪ Your discounted Activation Fee will be \$29.99.</li> <li>▪ Volume Commitment Shortfall Charge. If on the final day of the Term of the Contract you have fewer total Broadband lines in service than is required by the selected Annual Volume Commitment, Qwest will bill a Volume Commitment Shortfall Charge. The Shortfall Charge will be calculated as follows: The Number of Lines below the selected Annual Volume Commitment (“Volume Shortage”) * 12 months * \$42.99</li> </ul>

- Rates provided in this document are subject to change or correction. Basic rates for the service are provided in Rate Cards at <http://www.qwest.com/legal> and will be incorporated into the QWB Agreement by reference.
- Rates for any other associated Services purchased by Customer are provided under Terms and Conditions and Rates of a separate Agreement or Tariff
- Miscellaneous order activities, e.g. Speed changes, deny/restore, etc. are available at the standard Qwest retail rate
- Equipment will be provided at the standard retail rate

The information contained herein does not constitute an offer by Qwest to provide services, equipment or materials. Any such services and items will be provided only pursuant to an effective Qwest Wholesale Services Agreement, or similar agreement, between Qwest and customer. Additional Terms and Conditions apply. Please contact your Qwest Wholesale sales representative to understand all of the rates, terms and conditions associated with this program.



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### Option A: No volume commitment

Your QWB discount is based entirely on your in-service QWB volumes. MRC % Discounts can change monthly as you grow so the more lines you sell each month, the greater your discount!

The following rates are subject to change or correction. Basic rates for the service are provided in Rate Cards at <http://www.qwest.com/legal> and will be incorporated into the QWB Agreement by reference.

QWB Business Service							
Number of QWB Lines in Service at the End of the Month	0-299	300 - 4,999	5,000- 7,499	7,500 – 9,999	10,000 – 14,999	15,000- 19,999	20,000+
<b>MRC % Discount</b>	0%	30%	31%	32%	33%	34%	35%
<b>Standalone Office Basic</b> Connection Speeds up to 1.5 Mbps downstream/up to 896Kbps upstream	\$55.50	\$38.85	\$38.30	\$37.74	\$37.19	\$36.63	\$36.08
<b>Standalone Office Basic</b> Connection Speeds up to 7 Mbps downstream/up to 896Kbps upstream	\$74.25	\$51.98	\$51.23	\$50.49	\$49.75	\$49.01	\$48.26
<b>Standalone Office Basic</b> Connection Speeds up to 12 Mbps downstream/up to 896Kbps upstream	\$124.25	\$86.98	\$85.73	\$84.49	\$83.25	\$82.01	\$80.76

QWB Residential Service							
Number of QWB Lines in Service at the End of the Month	0-299	300 - 4,999	5,000- 7,499	7,500 – 9,999	10,000 – 14,999	15,000- 19,999	20,000+
<b>MRC % Discount</b>	0%	18%	21%	24%	27%	29%	30%
<b>Qwest Connect® Silver with Internet Basic</b> Connection Speeds up to 1.5 Mbps downstream/up to 896Kbps upstream	\$42.99	\$35.25	\$33.96	\$32.67	\$31.38	\$30.52	\$30.09
<b>Qwest Connect Platinum with Internet Basic</b> Connection Speeds up to 7 Mbps downstream/up to 896Kbps upstream	\$52.99	\$43.45	\$41.86	\$40.27	\$38.68	\$37.62	\$37.09
<b>Qwest Connect Titanium with Internet Basic</b> Connection Speeds up to 12 Mbps downstream/up to 896Kbps upstream	\$62.99	\$51.65	\$49.76	\$47.87	\$45.98	\$44.72	\$44.09

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## Option B: Volume commitment

Under this option, you commit to installing a selected certain volume of QWB services during the term of your contract. You choose your QWB MRC discount based on your business. From month and line 1, you'll receive the MRC % Discount you selected at Agreement execution!

The following rates are subject to change or correction. Basic rates for the service are provided in Rate Cards at <http://www.qwest.com/legal> and will be incorporated into the QWB Agreement by reference.

QWB Business Service						
Number of New QWB Lines at the End of the Initial Term	Retail	Tier 1 5,000	Tier 2 7,500	Tier 3 10,000	Tier 4 15,000	Tier 5 20,000
<b>MRC % Discount</b>	<b>0%</b>	<b>31%</b>	<b>32%</b>	<b>33%</b>	<b>34%</b>	<b>35%</b>
<b>Standalone Office Basic</b> Connection Speeds up to 1.5 Mbps downstream/up to 896Kbps upstream	\$55.50	\$38.30	\$37.74	\$37.19	\$36.63	\$36.08
<b>Standalone Office Basic</b> Connection Speeds up to 7 Mbps downstream/up to 896Kbps upstream	\$74.25	\$51.23	\$50.49	\$49.75	\$49.01	\$48.26
<b>Standalone Office Basic</b> Connection Speeds up to 12 Mbps downstream/up to 896Kbps upstream	\$124.25	\$85.73	\$84.49	\$83.25	\$82.01	\$80.76

QWB Residential Service						
Number of New QWB Lines at the End of the Initial Term	Retail	Tier 1 5,000	Tier 2 7,500	Tier 3 10,000	Tier 4 15,000	Tier 5 20,000
<b>MRC % Discount</b>	<b>0%</b>	<b>21%</b>	<b>24%</b>	<b>27%</b>	<b>29%</b>	<b>30%</b>
<b>Qwest Connect® Silver with Internet Basic</b> Connection Speeds up to 1.5 Mbps downstream/up to 896Kbps upstream	\$42.99	\$33.96	\$32.67	\$31.38	\$30.52	\$30.09
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### Billing & Monthly Credits

- All Qwest billing will be to Customer on assigned Summary Bills and only Services included on these Bills will be eligible for the discount.
- The Summary Bill structure will be determined by Qwest, likely by state, by product, e.g. One (1) Summary Bill for Residential end users per state and one (1) Summary Bill for Business end users.
- In the event that Customer fails to pay Qwest for Service, Qwest can terminate and may transition end users to another provider, including Qwest.
- All services at the 'line item' (on the individual and summary bills) will be billed at the Qwest retail rate.
- On or about the final day of each month during the Term of the Contract, Qwest will review Customer's in-service Broadband Volumes at a Summary Bill level. Based on Customer's total in Service volumes, Qwest will calculate the appropriate discount.
- Appropriate earned discount will be applied as a credit to each summary bill.
- Partial month service will not be contemplated for discount. Only lines in service on the final day of each month will be contemplated in the monthly credit amount. (This concept is mutually beneficial: Lines that are installed on the 25th will receive a full month's credit. Conversely, lines that are disconnected on the 25th will not be included in the calculation and will receive no credit).
- Equipment will be at the standard retail rate.

### Contract, Terms and Conditions

- QWB discounts will apply only to end user customers that are new to the Qwest Broadband product. (Current Qwest retail broadband end users who are 'converted' are not eligible for discounts).
- The Contract will have a one (1) year Term. Upon expiration of the Initial Term, the Agreement will continue until terminated by either party upon 90 days notice.
- The Effective Date will be Date of Execution.
- Wholesale Customer and Customer's end users are subject to the Subscriber Agreement, Acceptable Use Policy (AUP) (located at [www.qwest.com/legal](http://www.qwest.com/legal)), and the Excessive Use Policy (EUP).
- QWB is available only via the General Exchange Tariff (GET) process and is not available under the Qwest wholesale Resale process.
- At Agreement execution, Customer will select a QWB Discount Structure: Option A has No Volume Commitment; or, Option B has a specified Annual Volume Commitment.
- "Annual Volume Commitment" is the number of Residential and Business Broadband lines that Customer commits to installing within 12 months of the Effective Date of the Contract.
- Retail promotions, including MRC, NRC, and CPE promotions are not available.

### Volume Forecasts Requirements & Ordering Requirements

- Customer must provide to Qwest order volumes estimate for resource planning and allocation purposes as requested.
- Address prequalification is necessary by location using Qwest.com. A Bulk pre-qual process is available.
- Customer must submit orders via email, or through an on-line ordering form, on a Qwest provided GET QWB ordering form(s) as stipulated by Qwest. Each order will include a required 'Click to Accept' electronic signature to register AUP, EUP, and Subscriber Agreement affirmation.

### Operations/Installation

- The Broadband "Installation Kit" (Quick connect CD/modem/credentials, all branded "Qwest"), if any, will be shipped to the Customer or end user valid U.S. address as stipulated by Customer.
- If Customer chooses, modems are available for purchase only.
- Any CPE purchased from alternative providers must be a current Qwest qualified modem.
- Customer will provide installation and subsequent CPE (modem) support to the end user customer. Customer must follow Qwest provided installation and troubleshooting steps before contacting Qwest for installation assistance.
- Qwest Technician dispatch for end user premises installation is available at the standard Qwest retail rate.
- Customer will provide "Tier .5" support to all end users. Customer must follow Qwest provided install steps before Customer contacts Qwest.

### Repair

- Customer will provide "Tier .5" support to all end users. Customer must follow Qwest provided troubleshooting steps before Customer contacts Qwest.
- Tier 1 & 2 support will be provided by Qwest.
- Click to Chat (CTC) Tier 2 service is not available.
- Miscellaneous Service Charges (MSCs, TICs, etc.) will be applicable, as appropriate unless service has line/data backer.

### Next Steps

Contact your Qwest Sales Manager to coordinate any SME discussion sessions to finalize any QWB product, process, billing, or operations questions and to move forward in the contract development process.