



Order Process Management Plan

For CenturyLink Services: Qwest Tex-An-NG Mailbox: texanng@CenturyLink.com

For Level 3 Affiliate Company Services: Mailbox: Tex-AN.006@centurylink.com

Price Quotes

E-mail request for price quotes can be sent to the CenturyLink TEX-AN-NG mailboxes, Account Director, Sales Engineer, or Client Support Manager. These price quotes will be provided in a timely manner back to DIR or its customers.

Standard Intervals

1. *Order Acknowledgement (OA)*: Client Support Manager will acknowledge an order within 2 business days.
2. *Order Confirmation (OC)*: An order confirmation will be sent out within 2 business days of the order acknowledgement.
3. *Firm Order Confirmation (FOC)*: Firm Order Confirmation notices from the LEC within 7 to 10 business days of an order being entered into the provisioning system. CenturyLink provisioning will escalate the issue with the LEC if it is taking too long for an FOC to be returned to
4. *Order Completion Notice*

CenturyLink will cite the applicable CKR on all correspondence and acknowledgements for each service instance throughout the ordering process. CenturyLink will make reasonable effort to update all DIR work orders at least twice per month via the DIR Remedy Work Order until order completion has been achieved.

For IQ and dedicated LD services, the due date intervals are as follows:

DS1: 25 business days

DS3: 45 calendar days

OC3: ICB

Oc12: ICB

Ethernet circuit: 90 calendar days

IPToll Free - 45 calendar days

ICB* *Individual Case Basis - service delivery date will be confirmed when FOC received from the LEC.



For dedicated Toll-free numbers, the standard interval is 7 to 10 business days whether they are newly reserved or ported from another carrier. This interval is if the port is not rejected by existing carrier which will add additional time to the installation depending on when the port is acceptable and the number is released to CenturyLink.

For switched Toll-free numbers, for new numbers, the interval is 72 hours from when the request has been received. For ported numbers, the interval would be 7 to 10 business days. This interval is if the port is not rejected by existing carrier which will add additional time to the installation depending on when the port is acceptable and the number is released to CenturyLink.

Managed PBX install requirements:

Due to the customization/options available the intervals vary depending on solution design. If customer has equipment in place, then the interval is shorter than if customer is ordering equipment for their solution. Its always our goal to get the customer installed as soon as possible. The normal range for installation is 60 - 120 days. CenturyLink works closely with the customer to create an agreed upon install date. CenturyLink also has an ASAP delivery which the customer agrees to accept the circuit as soon as CenturyLink delivers. Paid expedites are normally used when CenturyLink has to expedite with another provider for the last mile to rush the order to meet customer's desired due date.

5. *Order Completion Notice (OCN)*: See table below.
6. *Order Rejection Notice (ORN)*: If an order is rejected prior to be sent to provisioning, then the customer will be notified within 2 business days of the order acknowledgement; however, if the order is rejected by CenturyLink provisioning or the LEC, this notification can take 2 to 4 weeks depending on the service being ordered.
7. *Moves, Adds, Changes, Disconnects (MACD)*: See table below.
8. *Order cancellations*: Customer will be notified as soon as possible if their order is going to cancelled. The Account Consultant will work with the customer to help avoid cancellations.
9. *Escalation*: DIR and its customers can escalate the turn up of a circuit. Escalations will generate charges, but will not guarantee a quicker installation time frame. Instead of a formal escalation, the customer can request to have a service turned up ASAP. If the customer makes this request, then they will not be billed any fees. CenturyLink will work to install the service ASAP and billing will start the day the service is ready for the customer. If an expedite is required please see charges below.

New install expedites:

DS0 is \$ 952.00 w/ 12% CRF included

DS1 is \$ 1120.00 w/ 12% CRF included

DS3 is \$1680.00 w/ 12% CRF included

OC3, OC12 is \$ 2016.00 w/ 12% CRF included



All Ethernet Access is \$ 2800.00 w/ 12% CRF included
OC48 & above ICB

The pricing are loop expedite which requires LEC involvement

Non loop expedites for all levels is \$ 280.00 w/ 12% CRF included

MACD expedites:

- \$ 112.00 w/ 12% CRF included DS0
- \$ 448.00 w/ 12% CRF included DS1
- \$ 896.00 w/ 12% CRF included DS3
- \$ 1792.00 w/12% CRF included OC3
- \$ 4368.00 w/12% CRF included OC12

Anything higher is ICB.

10. *Price quotes:* Once a scope of work is determined then the price quote can be generated. This will be completed on an ICB basis; however, the account team will work to get price quotes back to DIR or its customers within 2 business days for simple solutions or 10 business days for more complex solutions.

Please note that these due dates are calendar days. *ICB = Individual Case Basis

Service	Add	Changes	Disconnects
Private Line	30	10	30
iQ Networking DS1	30	10	30
Voice circuit	30	10	30
Toll Free	5	3	5
VoIP	45	1	1
DS3	45	20	30
OC3	45	30	30
OC12	60	30	30
OC48	90	45	30

Non-Standard (Escalation) intervals

DIR and its customers can escalate the due date for a circuit. Escalations may generate charges, but will not guarantee a quicker installation time frame. Instead of a formal escalation, the customer can request to have a service turned up ASAP. This request can be made with no charge to the customer. With this option, CenturyLink will work to install the service ASAP and billing will begin the day the service is ready to the customer.



**FOR LEVEL 3 Affiliate Company Services:
MAILBOX: Tex-AN.006@centurylink.com**

Standard Intervals

Level 3 provides the following standard intervals for the service order milestones. Standard intervals are calculated in business days from the time that a clean order is received by Level 3:

- | | |
|----------------------------------|---|
| 1. Order Acknowledgement (OA) | Day 2 |
| 2. Order Confirmation (OC) | Day 4 |
| 3. Firm Order Confirmation (FOC) | Day 7 |
| 4. Order Completion Notice (OCN) | Day 25 |
| 5. Order Rejection Notice (ORN) | Day 4 |
| 6. Order cancellations | Must be cancelled before FOC date or
cancellation fees may apply |
| 7. Moves, Adds, Changes | Same process as a new order |
| 8. Disconnects | Effective 30 days from receipt date of Disconnect
request |

Level 3 will adhere to DIR's requirements to respond to and update order job steps via Remedy per the Vendor Order Notifications guidelines.

Rejecting Services

Level 3 will quote only services it can provide under the CTSA. Level 3 will assist the DIR by rejecting services for the following reasons:

- Request does not provide both a CKR and a TSR
- Request contains one or more data elements that are known to be incorrect, incomplete, inaccurate, or insufficient data elements

Level 3 will inform DIR of rejected orders within the allowable Acceptance of Order timeframe and provide assistance in correcting details.



Service Standard Intervals

Setting appropriate expectations for installation of new services is a critical step in delivering an excellent customer experience for the DIR and its end users.

Exceptions to the Standard Intervals include:

1. Level 3 requires a facilities or capacity build to provide the requested service.
2. Customer not ready to accept service for any reason.

Level 3 Communications is committed to providing DIR with the highest levels of quality and service. In an effort to continue this commitment, Level 3 provides the following Standard Service Intervals in business days.

Services: Metro Ethernet

Private Line

Service Size	Standard Intervals
DS-1	25
DS-3	40
OC-3/OC-12	ICB
OC-48/OC-192	ICB

Service Size	Standard Intervals
Ethernet (GE/FE)	ICB
2.5G/1 0G Waves & Ethernet	ICB

ICB = Individual Case Basis

Services: Internet

MPLS

Service Size	Standard Intervals
DS-1	28
DS-3	43
OC-3/OC-12	ICB
OC-48/OC-192	ICB
Ethernet (GE/FE)	ICB
2.5G/1 0G Waves & Ethernet	ICB



ICB = Individual Case Basis

Important Items to Note:

- Level 3 calculates the Standard Intervals upon “Clean Order Receipt” into the Level 3 systems. Level 3 designs a customer’s service and customers will receive a Customer Commit Date (CCD). See Service Order Intervals below.
- All orders are subject to capacity availability, including off-net vendor capacity, if applicable.
- Major capacity builds take 40-60 days, the Capacity Verification Request (CVR) process will assist in setting the appropriate expectations for these situations.

Expedited Provisioning Intervals

Minimum Implementation Intervals for expedited requests and the Expedite Fee structure applied for implementation due dates requested less than Standard Interval are presented in the chart below (CRF is not included):

Service Size	On-Net Service		Off-Net Service	
	Minimum Implementation Interval in Business Days	Expedite Fee	Minimum Implementation Interval in Business Days	Expedite Fee (in addition to any on-net expedite fee)
DS-1	7	\$750	10	\$500
DS-3	10	\$750	15	\$1,000
OC-3	10	\$1,500	15	\$2,000
OC-12	10	\$1,500	15	\$2,000
OC-48	10	\$3,000	ICB	\$2,000
2.5G Wave	10	\$3,000	n/a	\$2,000
10G Wave	10	\$3,000	n/a	\$2,000

*ICB – Individual Case Basis

Important Items to Note:

- Orders submitted with an expedited interval will be prioritized above non-expedited orders, but expediting an order does not guarantee installation of services on a specified Customer Commit Date (CDD).
- Level 3 will provide DIR and its Customers with a “best effort” expedite at no cost. DIR understands this does not guarantee an expedited installation.
- The table below details how Level 3 will manage Customer Commit Date (CCD) according to the Standard Interval policy.



- Orders submitted with an expedited interval will be prioritized above non-expedited orders, but expediting an order does not guarantee installation of services on a specified Customer Commit Date (CDD).
- Level 3 will provide DIR and its Customers with a “best effort” expedite at no cost. DIR understands this does not guarantee an expedited installation.
- The table below details how Level 3 will manage Customer Commit Date (CCD) according to the Standard Interval policy.

Requested Interval	Requested CDD	Level 3 CDD Calculation
Standard	CDD ≥ Standard Interval	Level 3 will accept the requested CDD and process the order accordingly.
Standard	CDD < Standard Interval	Level 3 will apply the standard interval.
Expedite	CDD ≥ Minimum Interval	Level 3 will accept the requested CDD and process the order accordingly. Appropriate Expedite Fees will be applied to the order.
Expedite	CDD < Minimum Interval	Level 3 will apply the minimum implementation interval. Appropriate Expedite Fees will be applied to the order.

***All orders are subject to capacity availability, including off-net vendor capacity, if applicable.**

Level 3 will provide an OCN to DIR and the Customer only after all the components of an order are fully implemented, Level 3 has completed testing, the Customer has accepted the service, and the service is ready for the Customer’s use.

Level 3 will notify DIR or DIR’s customer (as applicable) when the service has been successfully installed and is available for use (“Service Date”). Unless DIR or DIR’s Customer notifies Level 3 by the close of business on the Service Date that the service is not operational, the Service Term will commence. If DIR or DIR’s Customer notifies Level 3, Level 3 will coordinate as necessary to resolve any operational issues and the Service Date will be adjusted to reflect the date that the service is available for use. The Service Date will not be delayed or postponed due to problems with DIR or DIR’s Customer equipment or lack of readiness to accept or use Service.

Telecommunications Service Priority (TSP)

As a Common Carrier registered with the FCC, Level 3 is a service provider that, if accepting an order with a TSP code, is required to act according to TSP regulations. This means if we receive an order with a TSP provisioning priority, Level 3 as a company is required by law to make every effort necessary to ensure the order is provisioned on the Customer Request Date.



Repair issues for any service instance having a TSP AUTH code should take priority over all other service outages, except over internal Level 3 owned control services or orderwires needed for provisioning, restoration, or maintenance.

TSP (Telecommunication Service Priority) is a program designed by the FCC to ensure all telecommunication service pertaining to national security and emergency preparedness (NS/EP) will receive top priority in both provisioning and restoration. TSP is governed by the Office of Homeland Security and must be proven to be related to NS/EP to receive a TSP code.

Repair issues for any service instance having a TSP Authorization code should take priority over all other service outages, except over internal Level 3-owned control services or orderwires needed for provisioning, restoration, or maintenance.

In the event that service outages occur that involve more than one service instance having a TSP Authorization code, the following sequence should be followed for repair and provisioning of those services:

- Restore TSP services with restoration priority 1.
- Provision Emergency TSP services with a provisioning priority E.
- Restore TSP services with restoration priority 2-5.
- Provision TSP services with provisioning priority 1-5.

Note: Priority levels E (the highest provisioning level), 1, 2, 3, 4, and 5 are assigned to TSP provisioning requests. Priority level "E" is assigned only to Emergency provisioning requests. Priority levels 1 (the highest restoration level), 2, 3, 4, and 5 are assigned to TSP restoration requests. A zero (0) in either priority-level position indicates no priority.

Portability Policy

DIR may on at least 30 days' prior written notice to Level 3, terminate its use of any Service (excluding Collocation Services) after the Service Commencement Date but prior to the end of the initial Service Term, without the payment of any applicable termination liability if:

- i. DIR contemporaneously places and Level 3 accepts an Order for a new, replacement On-Net Service of the same Service type with equal or greater capacity with a Service Term of not less than the greater of (a) the remaining Service Term of the Service being terminated, or (b) one (1) year;
- ii. DIR pays all non-recurring charges applicable to the replacement Service;
- iii. DIR pays any actual termination liability payable to any third party applicable or related to the Service being terminated; and
- iv. The monthly recurring charges applicable to the replacement Service are not less than the monthly recurring charges payable for the Service being terminated."



Incentives

Level 3 will waive all early termination charges under the following circumstances:

- **Business downturn:** In the event that a business downturn beyond Customer's control significantly reduces the size or scope of Customer's operations (e.g., no less than a 50% reduction in force or 50% year-over-year reduction in revenue unrelated to activity involving mergers, acquisitions, divestitures or business combinations) and the volume of Contributory Services required by Customer (notwithstanding Customer's best efforts to avoid such a shortfall), Level 3 and Customer will cooperate in efforts to develop a mutually agreeable alternative proposal that will address the concerns of both parties and comply with all applicable legal and regulatory requirements and restrictions. By way of example and not limitation, such alternative proposal may include changes in discounts, credits, revenue and/or volume commitments, the multi-year service period, and other provisions. If the parties reach mutual agreement regarding such an alternative proposal, the parties will execute a contractual amendment to implement any mutually agreeable alternative proposal, subject to all applicable legal and regulatory requirements. This Section shall not apply to a change resulting from a decision by Customer to: (i) reduce its overall use of the Contributory Services; (ii) alter its communications architecture; or (iii) transfer portions of its communications traffic or projected growth to carriers other than Level 3. Nothing in this Section shall in any way alter the terms and conditions of the Agreement unless and until both parties agree to and execute an amendment to the Agreement.
- **Technology upgrade:** If, during the Service Term associated with the Relevant Customer Order, Customer wishes to replace the Service identified in the Relevant Customer Order ("Relevant Service") with a new, replacement On-Net Service of the same Service type and equal or greater capacity ("Replacement Service"), then Customer may request that Level 3 provide Customer with a quote for such Replacement Service. Level 3 agrees to waive any early termination liability associated with the Relevant Service provided:
 - Customer places (and Level 3 subsequently accepts) a Customer Order for the Replacement Service with a Service Term of not less than the greater of (i) the remaining Service Term of the Relevant Service, or (ii) one (1) year;
 - Customer pays all non-recurring charges applicable to the Replacement Service;
 - Customer pays any actual termination liability payable to any third party applicable or related to the Relevant Service being terminated, and
 - The monthly recurring charges applicable to the Replacement Service are not less than the monthly recurring charges payable for the Relevant Service.
- **Service upgrade (increased bandwidth):** Level 3 will not penalize DIR when moving from a lower bandwidth to a higher bandwidth service.