

SUMMARY OF SECTION 272 AFFILIATE TRANSACTIONS
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WORK ORDER
RETAIL MARKETS
GENERAL SERVICES

 Original Summary of Services

 Amendment (#4)

For services provided from Qwest Corporation (QC) to Qwest LD Corp. (QLDC), a Section 272 affiliate.

Description of Services Provided: Qwest Corporation (QC) will perform miscellaneous general services for Qwest LD Corp (QLDC). Services may include:

General Services: QC may design, analyze and provide daily, weekly and monthly marketing metric and customer usage reports. These reports may include statistical results by order type by product; revenue tracking, call center volumes, service levels and usage. QC may train management and occupational personnel on methods and procedures for customer support care. QC may design and develop the methods and procedures guidelines for customer support care. QC may provide miscellaneous vendor payment support. QC may also provide overall project supervision and support for mechanization requests and system enhancement requests associated with non sales related support activities.

General Customer Support: QC may provide general customer assistance to QLDC customers which may include such functions as processing customer service change requests and processing billing adjustments. In addition, QC may manage in-region QLDC customer correspondence which may include investigation of Primary Interexchange Carrier (PIC) disputes, change requests, rerates and providing letters of information and bill copies to customers. Also includes placing billing notes on customer records.

Automated Call Processor Instruction: Upon customer request, the Regional QC Toll Agents will provide basic instructions to QC customers on how to bypass the automated call processor menu to reach a live QLDC Operator. There will be no charge for this service.

Effective Date: October 1, 2006

Termination Date:

 Specific termination date:

 Ongoing transactions until cancelled in accordance with Master Services Agreement provision

Special Equipment Used in Providing Service: None

Number of Personnel Used to Provide Each Service: See Pricing Addendum

Type/Title of Personnel Providing Each Service: See Pricing Addendum for Titles of Personnel

Estimated Length of Time to Complete Transaction (for specific projects only):

Expected Frequency of Services Provided: See Pricing Addendum

Pricing: See Pricing Addendum for the actual prices charged.

Approved By:

Qwest Corporation

Qwest LD Corp.

Signed: Maggie Barrington

Signed: Dan Willis

Printed Name: Maggie Barrington

Printed Name: Dan Willis

Title: Manager Finance

Title: Director Finance

Date: 9/26/06

Date: 9/27/06

Comments: Amendment 4 to the Retail Markets General Services Work Order replaces Amendment 3 and the related Pricing Addendum in their entirety. Amendment 4 updates the service description and prices.

OLDC
RETAIL MARKETS
GENERAL SERVICES

Addendum A –Pricing
Amendment #4
Effective: October 1, 2006

<i>Service/Acct</i>	<i>Grade Level/Wage Scale</i>	<i>Employee Title</i>	<i>Number of Qwest Corporation Employees</i>	<i>Rate/Unit</i>	<i>Pricing Methodology (Tariff, PFR, PCP, FDC/FMV)ⁱ</i>	<i>Frequency of Service (Daily, Monthly, Occasionally)ⁱⁱ</i>
Market Support-General Svcs.	I04	Sr. Commissions Analyst Sr. Fin/Business Analyst Sr. Marketing Professional Sr. Process Analyst Sr. Project Analyst	1-10	\$125.70 per hour	PCP	Daily
Market Support-General Svcs.	M01	Manager Product Mgmt Manager Prog/Project Mgmt. Manager Business Develop. Sr. Manager Marketing	1-5	\$128.65 per hour	PCP	Daily
Market Support-General Svcs.	WS-04	Service Delivery Coordinator	1-100	\$78.56 per hour	PCP	Daily

ⁱPricing methodologies include Tariff or Publicly Filed Rate (PFR); Prevailing Company Price (PCP); and higher/lower of Fully Distributed (FDC) or Fair Market Value (FMV). FDC includes the costs of materials (unless they were paid for by the affiliate) and all direct and indirect miscellaneous and overhead costs for goods and services provided.

ⁱⁱ As indicated on Cost Allocation Manual (CAM).