



YOUR QWEST TEAM

Choosing a telecommunications provider can be complicated, let alone knowing which services and features your business really needs. That's why Qwest's team approach takes ownership of your needs and concerns and helps you make the right decisions.

When you choose Qwest®, you're choosing a team of highly-skilled, highly-specialized professionals. Your account team will be responsible for arranging and implementing custom solutions that can truly make a difference for your business.

And it doesn't end there. Once you're a Qwest customer, you'll have a team that's dedicated to creating and supporting nimble solutions for your business, both now and in the future.



YOUR QWEST TEAM

Part of what you get with Qwest are people who know and personally care about your business – professionals who are able to convert your real needs into specific solutions for your business.

“Qwest really hit the mark as far as I'm concerned managing this project. It went as smoothly as it possibly could. You know when the higher ups are looking down and saying 'Gosh, you know, that project really went well', you've got the right people on the job.”

BUCA RESTAURANT GROUP

ACCOUNT MANAGER

Your dedicated Account Manager fosters a strategic business relationship between you and Qwest. Our Account Managers give your business end-to-end support from people who get to know your company and cares about your needs—no more contacting an anonymous call center for the next available operator.

Your Account Manager will:

- Ensure closure of any contract negotiations, including contract signature by all parties
- Participate in the evaluation of your network topology, diversity and connectivity issues
- Provide you with simple, detailed pricing information
- Maintain the overall responsibility for sales, support and operations

SALES ENGINEER

Your Sales Engineer will guide you through various design options and technologies so that you will be able to choose the right services for your business. Your Sales Engineer will work closely with other vendors that may be involved to ensure a well-designed solution and a smooth transition. This consulting service is part of Qwest's commitment to bring the most advanced technology available to you.

Your Sales Engineer will:

- Lead technical discovery with a focus on your applications
- Provide detailed network drawings and diagrams
- Participate in your network planning, and provide training on emerging technology and trends that may be important to you
- Perform site surveys (in some situations based on design aspects) to secure analysis and design requirements necessary for crafting the best solution for your business
- Update you on Qwest enhancements and perspective on trends

QWEST CUSTOMER SERVICE

We know you have a choice when deciding on a provider. When you decide on Qwest, we feel the most important job of earning your trust has only just begun. Although we can provide some of the world's most advanced communication solutions, we know it means nothing without the availability of highly-skilled personnel to support your service.

“ Qwest service providers have been very friendly and attentive and caring; there has been no issue there with receiving bad service. They take ownership right away, they get back to us right away. The technical competence has been very high. ”

CLEVELAND STATE UNIVERSITY

PROJECT MANAGER

Your Project Manager oversees the entire implementation of your new services, including project planning development, project execution and change control. This lead position serves as the main customer point of contact, ensuring that your objectives are incorporated throughout every phase of the project.

The Project Manager works towards the following objectives:

- Maintain overall responsibility for meeting the customer's timelines and objectives
- Build a comprehensive implementation team, provide overall direction and coordinate network implementation
- Schedule and conduct a project kick-off meeting to review the scope, introduce team members and outline the steps needed to successfully complete the project
- Act as the primary liaison between Qwest and your organization
- Host project status calls and/or face to face meetings in the format and frequency dictated by you; track the daily status of implementation activities and provide you with weekly reports
- Drive program issues to resolution and escalate as necessary
- Review and analyze the reporting documentation (i.e. project plan, timeline, change management plan, quality control and risk management plan)
- Maintain an implementation database of your information, including site locations, points of contact, hours of operation, access requirements, equipment inventory, physical plant, and site-specific conditions or constraints that may impact the implementation
- Ensure key stakeholder policies, procedures and standards are in place for successful, continuous operation of the network after delivery

QWEST SERVICE ASSURANCE

Each and every Qwest professional will take ownership of your care and work hard to provide great service. And because great service cannot rely on any one individual, we rely on a team approach as the core of our Spirit of Service®. This allows our employees to excel in roles suited for them and helps guide you to solutions that improve your business.

“They really do want your business to succeed because it directly affects whether their business succeeds. So they truly buy into the Spirit of Service.”

RADIO FRAME NETWORKS

CUSTOMER CARE & ADVOCACY

Your Customer Care & Advocacy Consultants ensure adherence to Qwest's Spirit of Service with measurable results, including 90% of issues resolved in one contact and 99.9% accurate billing.

SERVICE MANAGER

The Service Manager will identify potential service problems, 24/7, and will manage the overall service resolution process.

In addition, the Service Manager will:

- Ensure Qwest meets all contractual SLAs and meets or exceeds Mean Time to Repair (MTTR)
- Escalate service issues within Qwest on your behalf and work with the responsible departments to assist in the timely resolution of performance issues
- Analyze network outages for chronic issues and initiate action to remedy recurrences
- Coordinate and deliver the Request for Outage (RFO) explanations if required
- Assist the account team with future assessment of your communications needs
- Provide Qwest performance status to Qwest account team and executive management
- Produce and present Monthly/Quarterly Operational Service Reviews
- Prepare contingency plans for your Qwest products and services in the areas of diversity and disaster recovery

DISASTER PREPAREDNESS TEAM

Qwest's Disaster Preparedness includes Qwest's 14 Emergency Operations Centers, 12 Emergency Teams and Homeland Security Partnerships so you know your business will be secure from any harm due to natural, man-made or Internet-based attacks.

Your Disaster Preparedness Team will:

- Treat your emergency as an emergency of Qwest
- Resolve your issues with speed and treat them with urgency
- Keep you informed of progress in addressing issues

NETWORK TECHNICIANS

Your Network Technicians review and discuss service order requirements and equipment requests with you, evaluate your telecommunications needs and suggest additional/alternative services as appropriate.

Your Network Technician will:

- Remotely coordinate installation, maintenance and troubleshooting of fiber optic terminal equipment
- Respond to escalated trouble reports by isolating the problem, mobilizing resources and resolving your problem with as little disruption as possible

ACCOUNT CONSULTANT

The Account Consultant is a responsive, personal contact for support – no more waiting for the next available operator. Your Account Consultant is not only responsible for ensuring that you receive your first invoice, but also that it makes sense.

Once the project is complete, the Account Consultant will continue to support you by:

- Working in tandem with the Account Manager to provision any additional Qwest services
- Resolving billing issues, trouble escalations, moves, adds and changes
- Providing proactive contract and billing audits
- Hosting Quarterly Service Reviews to review Qwest's performance in meeting Service Level Agreements (SLAs), introducing new products and services, reviewing your inventory and any other service issues

ORDER ENTRY & BILLING SPECIALISTS

Order Management is a proven Qwest tactic that has reduced held orders by 33% and decreases provisioning time. Your dedicated Order Managers and Billing Specialists are the people that move your order to the Qwest network with as little disruption and as much accuracy as possible.

Order Managers and Billing Specialists will:

- Bill with 99.9% accuracy
- Provide less complex projects to reduce hold orders

“ Keeping our clients safe is our number one priority, so an outage in our emergency response center would be devastating. Qwest has all the services we need and provides a superior redundancy plan. I haven't had to open a repair ticket since the installation. Plus, the great Qwest people have really impressed me. Our local Qwest account team has taken the time to understand our business, and I know exactly where to find them if I need help. ”

Toni Taylor, Senior Telecom Engineer, 3E Company



QWEST SERVICE ASSURANCE

Qwest's world class service underscores every aspect of your communications experience. With award winning customer service, expert support and customized solutions, we strive to provide peace-of-mind every step of the way. Consult with your Qwest sales representative on applicability.

YOUR TEAM

From educated sales engineers to custom design, Qwest will ensure your communications solution is built right for you.

Account Managers extend your team with end-to-end support from someone you know and who cares about your needs.

Sales Engineers provide you with expert consultation and advice from the very start for all your communications questions.

Account Consultants are your on-going personal contacts who work in tandem with the Account Manager to resolve issues, address escalations and host service reviews.

Service Managers actively identify potential service problems, manage the overall service resolution process, ensure SLA compliance and escalate service issues.

Network Technicians coordinate installation, maintenance and are always available to help solve issues.

TRANSITION & IMPLEMENTATION MANAGEMENT

Qwest can ease your transition with project and order management professionals to keep your business on track.

Order Management manages your orders and as a team, has reduced orders being held by 33% leading to decreases in provisioning time.

Project Managers are your single point-of-contact for complex projects to help transition your business to new Qwest services.

MPLS Transition Management helps offset the cost of transitioning from legacy to MPLS when both networks are in service at the same time.

Qwest's Migration Program for non-MPLS transitions, provides migration credits for qualifying services. Always check with your account manager for applicability.

Network Design Center teams with you and your sales engineers, researchers build custom designed networks specifically for your business based on your needs.

AdaptiveBuild is an award-winning, customer-centric process that helps build custom designed networks specifically for your business based on your needs.

“Qwest has been rock solid in terms of the technology services it provides, the people, the responsiveness, the service and the overall partnership.”
- Will Wise, INTEROP Director of Sales

SERVICE SUPPORT

Experience Qwest's award winning customer service and you'll see why we're the choice of 95% of the Fortune 500.

Customer Care & Advocacy Group ensures adherence to Qwest's Spirit of Service with measurable results including 90% of issues resolved in one contact and 99% accurate billing.

Network Reliability & Operations Centers strive to exceed your expectations by ensuring the health and reliability of the Qwest local network. Our team of highly trained, motivated professionals watches over the network and responds to issues.

Ticket Reporting provides several ways issues can be reported and to ensure quick response times, Qwest professionals stand ready to troubleshoot and make repairs.

QControl is a free, secure self-service Web portal that provides access to critical tools which enables easy, safe and fast management of invoices, network configuration and statistics and trouble reporting.

Qwest's Disaster Preparedness includes Qwest's 14 Emergency Operations Centers, 12 Emergency Teams and Homeland Security bulletins and updates to help prevent natural, manmade or Internet-based attacks from harming your business.

“We've built a relationship, a partnership out of it - and that's what we were looking for when we started down this path.”
- Dusty Williams, Outback Steakhouse CIO