



MIGRATING YOUR NETWORK TO QWEST

At Qwest® we understand changing the network your company depends on is a major endeavor. It is our comprehensive understanding of how critical a company's network is to their livelihood that made us dig deeper and strive harder, diligently creating processes and establishing teams of the right people, in the right places, to support you every step of the way through your migration. After all, your migration isn't just another project for us; it's an opportunity for us to prove the value of choosing Qwest and the attention we place on your business.

What if your network is ready for migration before you are?

Relax. You're not alone. We know moving mission-critical sites and applications from a legacy network to a new network can be worrisome. We know this because we've listened and learned from the 95% of Fortune 500 companies that have trusted their business service to Qwest. Our experienced teams of employees, with specialized training and technical certifications, are standing by ready to help you define and implement every aspect of your network solution.

Qwest delivers reliable, scalable data and voice networking solutions across one of the largest fiber footprints in the U.S., with industry leading SLAs, up to 100% availability with Qwest iQ™ Networking and world-class customer service.



PREPARING FOR YOUR MIGRATION

Experienced members of the Qwest Network Engineering team and the Qwest Project Management team will work with you and your team to define a network solution that best supports your company's needs.

When it comes to designing your network solution, based on your specific objectives, we:

- Design your new network to solve complexities of managing connections, equipment, configurations and maintenance in a way that will improve your bottom line using solutions that are scalable from 1.5 Mbps to 10 Gbps to enable improved performance of applications and end-user experience.
- Can add services like Quality of Service (QoS), to prioritize your performance-sensitive applications (e.g voice, video), or advanced routing protocols and configurations, to ensure redundancy, or long distance (LD) voice, to create a seamless, comprehensive solution.

Qwest network solutions improve on communication investments in a variety of ways, including:

- Integrating the benefits of Internet protocol (IP)—any-to-any connectivity, flexibility, and ubiquity—with a similar level of reliability, quality, and security as legacy services at a considerably lower cost
- Connecting sites together via VPN or Ethernet solutions—satisfying the need to support high-end routing protocols, such as BGP
- Enabling protocol transparency and additional security through GRE and IPsec tunneling
- Eliminating long distance charges between company offices

We Don't Stop There

Our IT and Network engineers design your network with growth in mind. Your flexible network design will account for expanding business locations with more connections, applications, employees, customers, suppliers and partners. Regardless of the route your business takes on it's road to success, you can count on Qwest's scalable networking to deliver the reliable technology to help you navigate it.

TRANSITIONING FROM YOUR LEGACY NETWORK

Qwest does more than just work with you on designing the right architecture; our resources are an extension of yours throughout the migration—allowing you to put the power of our resources to work for you. During your migration, there will be a brief period of time when you will be running two networks. This is not unique to your migration. It is an essential component of any network migration to ensure network uptime as system integration and complete end-to-end test plans are put into action. Once your new network is confirmed as fully functional and tested for reliability, the sun-setting of your legacy network will begin. This period of time is commonly referred to as the “transitional period.” Rest assured as with all phases of your migration, Qwest resources will be working right along side you and your team.

In addition to the physical network transition of your migration, your dedicated Qwest migration team will work closely with you to help you understand and successfully navigate migration costs and logistical nuances unique to your migration.

Once your new network architecture is up and running, there is a testing period when you will still be using your legacy network. During this period you will be incurring charges for both networks. To help alleviate these charges you may be eligible to have billing suppressed for the initial month(s) of your network implementation. Couple this with the potential process improvements that can be gained from applications running better and being more accessible; you can be confident you're making changes that will directly impact your bottom line.

“ The people at Qwest are excellent at giving you ideas and opening up new worlds of thought to you that will allow you to review more than just one option. We looked at three or four different things, and no matter how many things we proposed and talked about, the folks from Qwest were very amenable to changing their proposals, to giving us the pluses and minuses, to telling us what we would have from an expense and from a reliability standpoint. And so if there was one piece of advice that I could give, it would be spend the time up front doing the consulting with a company like Qwest that has the capability of being a consultant as well as a phone company.”

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MANAGING YOUR NEW NETWORK

We recognize learning to manage a new IP-based technology like your new network won't happen overnight. So, as you learn to make the most of your new network, we'll be right beside you with the resources and tools you need. Our skilled IT and network teams are at your service to deliver professional help to manage and maintain network and premise-based services (e.g., firewalls, routing, CPE).

Because we know there are times when you just want to manage your network yourself, our network management resources go beyond our people.

Managing your new network effectively means having the business insight today to make informed business decisions tomorrow. To help enable this insight you, as a valued Qwest business customer have access to QControl®, a robust online service management and reporting tool that can help improve your operation by delivering useful knowledge and greater insight into your business. It's an easy to use, business-friendly resource that helps you answer your largest—and sometimes your smallest—data and network questions. It's just what you'd expect from a service developed by a leader in the telecommunications industry. All you need to get started is your computer and Internet access.

You may use QControl to manage a broad range of Qwest services, including: Qwest iQ™ Networking for Internet and MPLS Service, Secure Access—including our new Secure IP Gateway “firewall in the cloud” for MPLS, Dedicated Hosting Collocation, Toll Free and Local Services. Availability of these services varies by product.

“Implementation was excellent. Honestly, I wasn't really sure what to expect. I had a certain level of expectation, but I wasn't sure how Qwest's project management team was going to stack up to my expectations, and throughout the deployment they met my expectations and in some cases exceeded my expectations. I don't think the implementation process could have been better. We had a great project manager, the field resources that they used did the job exactly the way it needed to be done.

Using Qwest's Integrated Management Group, the response to any issue is immediate. It doesn't matter what time of day it is. Utilizing their Integrated Management Group has really alleviated substantial work load. 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.”

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WE'RE ALWAYS HERE TO HELP

When you have an issue, help is just a call or click away. If you experience trouble with your service knowledgeable Qwest representatives are standing by ready to help you find a resolution. Our top priority is to provide you with quick issue resolution so we make it easy to reach a Qwest service professional to get your service back on track—fast.

You can reach out to us directly by phone or by utilizing our online reporting tool. Either way, your issue will receive prompt attention by a Qwest employee ready to troubleshoot and make repairs.

This powerful combination of Qwest solutions and exceptional service provides the peace-of-mind that lets you focus on improving your company's productivity. You can rest easy knowing your new robust network delivers the increased performance and advanced functionality necessary to give you a competitive advantage in the marketplace.

“ 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

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 team for applicability.

Network Design Center teams with you and your sales engineers, researches equipment, addresses capital funding and coordinates with project managers.

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

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.

“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

“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