

Qwest[®] Self Healing Network Service

Applications

Voice, Video, and Data Applications

The speed and frequency with which your business operates dictates a need for constant availability to customers and suppliers. Self Healing Network Service dedicated rings make that access a reality by providing constant bandwidth allocated to voice, video and data applications with configurations to meet your specific needs.

e-commerce

Self Healing Network Service delivers the backbone network required to support growing Internet commerce opportunities. Eighty percent of Fortune 500 companies, and an increasing number of smaller ones, have established a Web presence to generate additional revenue from what analysts estimate to be a \$1.2 Trillion revenue stream by the year 2003.

Key components of Self Healing Network Service – speed, security and reliability – are the first step to executing a successful e-commerce strategy. Integrated communications via your dedicated Self Healing Network Service ring produce results to achieve:

- f* improved vendor relationships
- f* marketplace development
- f* evolving business standards and infrastructure

Self Healing Network Service gives you greater access to Internet commerce and increases your ability to:

- f* Realize cost savings and increased revenue
- f* Create trading partner communities and supply chain management
- f* Address key security issues

Secure Extranets

More companies realize that Extranet technology delivers a strategic advantage in their operations. The security and enhanced efficiency gained by sharing real-time data with suppliers and consumers allow you to create a sense of unified purpose or community around business opportunities. With the speed and guaranteed accuracy Self Healing Network Service delivers, you will have the tools necessary to overcome two of the biggest problems you face in closing sales or business deals – errors in data and lead time. Conducting business over secure Extranets facilitate your ability to complete volume transactions with confidence on a private SONET ring network designed to meet the specific needs of your business environment.

Today, there are entirely new e-strategy possibilities open because the functionalities of Internets and intranets are expanded by Extranets. Develop an e-strategy with Qwest Self Healing Network Service.

Take advantage of “Extranets” – the next generation in e-business:

- f* Integrated communication of price and inventory
- f* Enhanced negotiation ability
- f* Shortened sales cycles
- f* Increased overall efficiency

Digital PBX Connectivity

Utilize a portion of your Self Healing Network Service capacity for direct connectivity of your on premise Private Branch Exchange (PBX) equipment. The 24 voice-grade channels available in one or more 1.544 Mbps dedicated for this application ensures that sufficient capacity is there to handle calls when customers and suppliers need you. By maximizing the efficiency of call routing throughout your business you can realize cost savings, improved transmissions, and takes advantage of new growth opportunities along the way.

Call Center Management

Regardless of whether you are opening a new call center or replacing older technology at an existing center the key for you is enhanced accuracy, streamlining operations and safeguarding your network investment. The premium Self Healing Network Service service is designed around those specific deliverables...

- f* 100 percent security and 99.999 percent availability of transmissions

- f* Constant bandwidth to handle the CTI voice and data requirements of Call Center Operations, Helpdesk, Customer Service, E-Commerce, Order Entry, Service and Fulfillment
- f* Growth capability to handle new call center applications such as web telephony and computer telephony integration
- f* Experienced Qwest technicians monitoring your private Self Healing Network Service network 24 hours a day

Interexchange Carrier Connectivity

Qwest Self Healing Network Service delivers a clear connection to the long distance – interexchange carrier of your choice to complete the service you need to conduct business throughout the world.

Voice, Video, and Data Integration

The flexibility of Self Healing Network Service makes it possible to aggregate voice, video and data applications. Self Healing Network Service state-of-the-art design is the ultimate enhanced solution to expand your market reach, deliver the latest methods of maximizing communication with customers – while simultaneously managing the cost and security of your network.

Business Continuity

Putting a disaster recovery plan in place is an integral part of doing business in today's fast paced competitive market. Be prepared for the unexpected and avoid unnecessary risk associated with downtime that can quickly skyrocket into thousands or even millions of dollars in lost business. Self Healing Network

Service protects your mission critical voice and data with two concentric SONET rings, complete redundancy and a restoration interval of 50 – 245 milliseconds to eliminate business loss from costly outages in the event of a cable cut, power outage or natural disaster. Self Healing Network Service business continuity application

Bulk Data and File Transfer

It's fast and easy to transfer vital electronic information throughout your organization with a dedicated Self Healing Network Service Server to desktop connectivity is available to employees whenever they need the information to answer customer questions, prepare proposals or interface with suppliers.

Centralized Networking for Data Processing

Self Healing Network Service connects data centers at a company's headquarters to remote locations via two concentric SONET rings. The data center stores necessary information for billing and inventory systems. Remote locations can then retrieve information as needed to efficiently use computer memory and processing resources while adding to the accuracy of company records.

Qwest cannot provide interLATA long distance service originating, interLATA 8XX service terminating; or interLATA private line or data circuits with either end in the states of AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, and WY. Qwest provides Internet services in these states in conjunction with a separately billed, required Global Service Provider (GSP).