

Qwest[®] DSL[™] Services

Business challenges

In communications today, speed can deliver a crucial competitive edge. It's especially essential if your organization is seeking ways to enhance profitability and flexibility, conduct business faster, improve customer service and increase employee productivity and effectiveness.

Increasingly today, organizations are finding they need to integrate voice and data simultaneously on the same line, provide large file transfer capability for work-at-home employees and other off-site personnel, and attain much higher speeds and greater performance via their existing copper lines.

The Qwest solution

Qwest Digital Subscriber Line (DSL) supports online connections at speeds nearly 250 times faster than a standard, 28.8 Kbps analog modem. Qwest pioneered commercial availability of this technology, which delivers high-bandwidth data, voice, video and multimedia over existing telephone lines.

Qwest DSL employs digital subscriber line technology with special terminating devices at each end of the line. Voice and data are transported over the same line to the nearest Qwest Central Office.

Qwest DSL equipment and the Central Office splits the data and voice components of each call. Voice transmissions are sent on the public switched telephone network, with data transferred to a high-speed, fiber-optic network and delivered over "virtual" dedicated lines.

With data traffic routed off the public switched network, congestion and interference problems can be sharply reduced—and the speed at which the data can be sent can be greatly increased.

DSL technology is ideally suited to such cutting-edge applications as:

- Distance learning. Qwest DSL can readily provide the bandwidth required for point-to-point and multi-point, interactive instruction.
- Call center management. With Qwest DSL, call centers can enhance customer service levels and help you control costs by using part-time agents working at home.
- Large file transfer. Qwest DSL provides the bandwidth to move very large files (20 to 80 Mbps, for example) in a fraction of the time required by slower services.
- More efficient local area network (LAN). Multiple locations linked to a high-speed network provide almost instantaneous sharing of data files with simultaneous voice communications.

Benefits

- Fast, reliable, secure digital connections to your intranet or to the Internet over existing phone lines.
- Flexibility—choose bi-directional line speeds from 256 Kbps to one Mbps, or asymmetrical line speeds of four Mbps or seven Mbps downstream and one Mbps upstream. Add or remove locations without changing your entire network configuration.
- Enhanced productivity—much less time will be spent waiting for files to download.
- Support for remote and mobile working, telecommuting and other innovative workstyles.
- "Continuously on" connections to help eliminate waiting time for call setup.
- Ability to accommodate streaming video, desktop videoconferencing, training and other high bandwidth applications.

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The Qwest® advantage

Qwest was among the prime developers and is among the most prominent deployers of DSL technology to support Qwest DSL™. We make reliable, high-speed, integrated voice and data both

economical and easy—the service is delivered over the existing copper network. For security, Qwest DSL engineering offers dedicated, permanent virtual circuit connections.

Qwest DSL services are available within the contiguous United States where Qwest has DSL facilities available and where the customer's line successfully qualifies. Customers in the states of AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA and WY can obtain the Qwest DSL In-Region service. These customers have the option of choosing from Qwest.net or over 400 other ISPs for their connection to the Internet. Corporate customers also have the option of setting up a private connection to their corporation using the Qwest DSL products. Business customers located outside these states and within qualified cities can obtain DSL connectivity utilizing Qwest Business DSL service. This service includes Internet access from Qwest.net. Internet Service Provider fees, telephone line and modem are additional. Most Qwest Service Offices are DSL-equipped; availability depends on your distance from the Service Office and technical phone line qualifications. Distance from the Service Office, computer configuration or other technical phone line qualifications may prevent you from receiving the maximum speed. Services not available in all areas. Other restrictions may apply.

07/2002