Network Disclosure Announcement No. 577

Public Notice of Network Change(s), Pursuant to CFR 47, subsections 51.325 - 51.335. Qwest's Internet address: http://www.qwest.com/disclosures.

Operator Services – Automatic Call Distribution Service (OS-ACD)

First Implementation Date: **October 16, 2006**

Original Date Posted: August 31, 2006

Summary: This disclosure announces Qwest's plan to deploy Nortel's Traffic Operator Position System (TOPS™) to provide Operator Services-Automatic Call Distribution (OS-ACD) Service. OS-ACD Service will provide operator distribution functionality to customers who deliver calls to the Company's network. The Company will queue, route, and manage calls to customer-provided operator terminals that are compatible with Nortel's Open Position Protocol (OPP). The number of positions served and the call processing capacity of OS-ACD Service is engineered based on the customer's requirements and the Company's available capacity.

The customer is responsible for transport facilities required to transport calls to the designated OS-ACD switch and interconnecting facilities between the designated OS-ACD switch and the customer's Operator Service Position (OSP).

Locations and Timing of Deployment: OS-ACD Service is available at switch locations listed below and as identified in National Exchange Carrier Association (NECA) Tariff F.C.C. No. 4. Additional switch locations will be added, and will be published in the NECA Tariff F.C.C. No. 4, as facilities become available.

State	TOPS™ Switch	Switch ID	Switch Type	Availability Date
AZ	Phoenix	PHNXAZMA04T	DMS200	October 16, 2006
AZ	Tucson	TCSNAZMA04T	DMS200	October 16, 2006
CO	Denver	DNVRCOMA3GT	DMS100/200	October 16, 2006
NM	Albuquerque	ALBQNMMA05T	DMS200	October 16, 2006
OR	Portland	PTLDOR131GT	DMS200	October 16, 2006
UT	Salt Lake City	SLKCUTMA03T	DMS200	October 16, 2006
WA	Seattle	STTLWA061GT	DMS200	October 16, 2006

Additional switch locations will be added as facilities become available and will be published in here in addition to the NECA Tariff F.C.C. No. 4.

™ TOPS is a Nortel registered trademark

Interface Requirements: Technical information about Qwest's Operator Services-Automatic Call Distribution (OS-ACD) Service. is contained in the following references:

Open Position Protocol (OPP) Specification, Issue 15.0 - Preliminary
Reference Number: NIS Q214-1
Date: September 6, 2000
Contact: Richard Dennis
Nortel Networks / MS D15010B6
35 Davis Drive
RTP, NC 27709

The OPP Interface specification is for the interworking between the DMSTOPS switch and a position supporting a human operator.

The primary objective of this protocol is to provide a logical interface between the DMSTOPS and the position. This requires the protocol to:
1. Allow the position operators to log on and off.
2. Identify calls to the position.
3. Provide the position with a call description which is updated, on a real time basis, as call characteristics change.
4. Allow the position to request function execution.
5. Provide non-call information updates on a real time basis.
6. Provide an audit capability.
In accomplishing these objectives the protocol exhibits the following traits:

Additional Information: Equipment vendors/manufacturers or enhanced services providers desiring technical information in conjunction with this notification may contact:

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