



QWEST PCI-COMPLIANT HOSTING AND CONTACT CENTER SOLUTIONS

Qwest Helps Businesses Meet PCI Data Security Requirements

The Payment Card Industry Data Security Standard (PCI DSS), a set of comprehensive requirements for enhancing payment account data security, was developed by the founding payment brands of the PCI Security Standards Council, including American Express, Discover Financial Services, JCB International, MasterCard Worldwide and Visa Inc., to help facilitate the broad adoption of consistent data security measures on a global basis. Merchants, service providers and processors must have PCI compliance in place if they are involved in handling or processing payment cards.

Qwest PCI-Compliant Solutions

Qwest follows industry-leading network security standards and best practices to ensure the integrity and confidentiality of customer and company information. Qwest offers multiple PCI-compliant solutions that can help businesses secure their customer payment card data and achieve PCI compliance for the following products and services:

Hosted IVR: A highly customizable, network hosted interactive voice response (IVR) solution that enables full featured caller self service, caller prompting functionality, call recording and detailed caller data and call flow reporting. Hosted IVR can be used stand-alone or integrated with existing contact management equipment.

Q Routing: A network-hosted intelligent, inbound and outbound, multi-media contact routing solution that enables virtual agent pools, call recording, skills based routing for voice, email and web chat. The application includes powerful agent, admin and supervisor desktop tools and cradle to grave reporting. Q Routing can be used stand alone or integrated with existing contact management equipment.

Managed Backup and Storage: Qwest's fully-managed, flexible portfolio of state-of-the-art storage and backup products and services includes a managed dedicated storage solution, utility solution on a pay-for-what-you-use (utility) basis, point-in-time copy service, and a variety of backup solutions.

Managed Firewall-VPN: Managed Firewall-VPN Service is a management platform that integrates third party firewall products with Qwest monitoring, management, and administration capabilities.

Hosting Services*: Qwest provides a full range of CyberCenter® Hosting services to meet any business need. Each CyberCenter facility is connected to Qwest's OCI 92 backbone, offering customers a fully redundant solution to ensure that critical data needs are met.

About Qwest's PCI-Compliance

Qwest has achieved PCI compliance for the above mentioned products and services. Qwest's overall security standards and practices either meet or exceed PCI Data Security Standard.

To learn why Qwest is the choice of 95% of Fortune 500 companies, contact your Qwest representative or visit www.qwest.com.

Note: Qwest customers are still responsible for PCI compliance of payment card data handling and storage at their systems and facilities.
*Qwest's 275,000 square foot CyberCenter facilities are located in 11 metro areas. Sites included in this PCI Compliance assessment are Denver 1, 2 and 3; Sterling 1 and 2; Newark; Columbus; Chicago; Seattle; Burbank; Sunnyvale 1 and 2; and Tampa. SS090898 5/09