

**BEFORE THE
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**In the Matter of the Petition of Qwest
Corporation for Arbitration with Eschelon
Telecom, Inc. Pursuant to 47 U.S.C. Section
252 of the Federal Telecommunications Act of
1996**

Docket No. UT-063061

EXHIBIT BJJ-8

TO THE

DIRECT TESTIMONY OF BONNIE J. JOHNSON

ON BEHALF OF ESCHELON TELECOM, INC.

SEPTEMBER 29, 2006

SUMMARY OF EXAMPLES FOR ISSUES 12-64, 12-65 AND 12-66.

Note: Supporting documents follow the Summary.

ISSUE 12-64 (ROOT CAUSE ANALYSIS)

Example 1. Qwest repair technician uses profanity and insults Eschelon's customer

- Eschelon submitted a repair ticket for customer's line 1.
- Qwest technician was dispatched to repair line 1 and took down line 2 (customer credit card machine).
- The next day Eschelon and Qwest had a vendor meet regarding line 2.
- Eschelon's customer told Qwest he was out \$110.00 for free food because the line for his credit card machine was out of service.
- The Qwest technician made a gesture to reach for his wallet and said "*not paying for <expletive>*".
- Eschelon requested root cause.
- Qwest gave the technician a written warning and covered him on code of conduct.

Example 2. Qwest CO technician refused to cut back an out of service customer

- A day of customer's cutover from Qwest to Eschelon an issue caused an out of service condition for a customer during a conversion to DS0 loops.
- Eschelon requested Qwest cut the service back to Qwest (standard process).
- Qwest's Coordinated Cutover Center ("QCCC") representative contacted the Qwest Central Office ("CO") technician. The Qwest CO tech refused to cut the customer back.
- Eschelon manager escalated the issue to QCCC manager who got the customer cut back after being out of service for 2 hours.
- Eschelon requested root cause.
- Qwest provided root cause and said Qwest was out of process. The people were trained.

Example 3. Qwest did not follow delayed order process and customer service was delayed

- Qwest did not follow its delayed order process by failing to send a notification of the customer-related jeopardy condition. As a result, customer jeopardy was cleared 6 days late.
- Eschelon requested root cause.
- Qwest provided root cause and said Qwest was out of process. The people were trained.

Example 4. Qwest tester refused to dispatch; problem in Qwest CO; customer sent to premise at 10 pm

- Eschelon opened repair ticket for busy Uptown restaurant.
- Qwest said it needed access to customer premises to repair the circuit.

- The customer's personnel responsible for telephone service agreed to go to the location at 10 PM at night. The Qwest technician never showed up.
- Qwest repaired a card in the CO so it never needed access.
- Eschelon requested root cause.

Qwest provided root cause and said Qwest was out of process. The people were trained.

ISSUES 12-64 (ROOT CAUSE ANALYSIS), 12-65 (WINBACK ATTEMPT/DISPARAGING REMARKS BY QWEST'S TECHNICIAN)

Example 5. Qwest repair attempted winback while at customer's location and said Qwest had superior service

- Eschelon opened a repair ticket.
- Qwest dispatched a technician.
- Qwest tech told Eschelon's customer Qwest had superior service and the customer would never have these problems if they came back to Qwest.
- Qwest tech said trouble is Customer Premise Equipment (CEMR notes state the cause was in F2 (feeder) but Qwest later clarified that system problem caused CEMR to show changed F2 and really the cause was CPE).
- Eschelon requested root cause.
- Qwest said "Qwest did interview the Qwest employee and appropriate action was taken. Qwest re-trained the employee on Qwest's process on interactions between Qwest employees and CLEC's end users. Additionally, this employee was informed that failure to follow Qwest's process could lead to discipline or the possibility to employee termination."

Example 6. Qwest repair technician makes disparaging remarks about Eschelon; attempts winback; brochures appear

- Eschelon opened a repair ticket.
- Qwest dispatched a technician.
- The Qwest technician told the customer how bad Eschelon was and tried to sell Qwest' service. Qwest's brochures appeared in the customer's mail 3 days later.
- The Qwest technician told the customer the cause of trouble was Customer Premise Equipment.
- Eschelon dispatched a technician and the lines worked (At Eschelon we call this CCBM (Came clear by magic).
- Eschelon requested root cause.
- Qwest took corrective action.

Example 7. Qwest engineer attempted winback while at premises to install NIU

- Eschelon submitted order to install demarcation equipment (Network Interface Unit, "NIU") and move existing service from NIU at one building to NIU at the next building.
- Qwest dispatched a Qwest field engineer.
- The Qwest field engineer told Eschelon's customer she should have ordered service from Qwest.

- The Qwest field engineer did return visit and bridged Eschelon's customer on with the Qwest retail sales office.
- Qwest told Eschelon's customer she needed to decide whether she was staying with Eschelon or going to Qwest before they could move the NIU.
- The customer left Eschelon a voice mail saying Qwest was "holding her hostage."
- Eschelon requested root cause.
- Qwest said it "took appropriate action."

Example 8. Conversion order: a Qwest technician gives inaccurate info, Qwest disconnects DSL 7 days early

- Eschelon submitted conversion order to Qwest.
- Qwest disconnected the customer's DSL in error, 7 days early.
- The customer contacted Qwest repair about the DSL outage because the conversion was not scheduled for one week (customer was still Qwest's retail customer).
- Problem 1: Qwest repair told the customer Qwest just did what Eschelon told them to do.
- Problem 2: Days prior to the conversion a Qwest technician told the customer the Eschelon order would be held because of lack of facilities upsetting the customer. (This information should have been shared only with Eschelon.)
- The order (1 DS1 loop and 5 analog loops) did not go held, and Qwest installed them on the due date.
- Eschelon requested root cause.
- Qwest did coaching and retraining in the field and centers.

ISSUES 12-64 (ROOT CAUSE ANALYSIS), 12-65 (WINBACK ATTEMPT/DISPARAGING REMARKS BY QWEST'S TECHNICIAN), 12-66 (WINBACK ATTEMPT DURING QWEST-CAUSED TROUBLE)

Example 9. Qwest repair referred customer to the Qwest business office while clearing Qwest caused trouble

- Eschelon submitted a repair ticket to Qwest.
- The trouble was Qwest caused outage.
- Repair ticket (CEMR) notes state that Qwest referred the customer to the Qwest business office for a winback.
- Eschelon requested root cause.
- Qwest reviewed, retrained and took appropriate action.

SUPPORTING DOCUMENTS

Example 1. Qwest repair technician uses profanity and insults Eschelon's customer

-----Original Message-----

From: Novak, Jean [CONTACT INFORMATION REDACTED]

Sent: Wednesday, November 23, 2005 10:50 AM

To: Boeke, Gerald A.; Offerdahl, Mike R.

Cc: Novak, Jean; Nielsen, Joshua; Johnson, Bonnie J.; Isaacs, Kimberly D.

Subject: Matrix: Qwest Employee Concerns - CO

Gerry, Mike, Bonnie and Kim,

Qwest visited your end user and apologized for any misconception which may have caused the end user displeasure. The end user appreciated the visit by Qwest. This occurred in the mid August timeline.

Qwest has given this technician a written warning and was recovered on Qwest's Technician Expectations and Code of Conduct.

Please accept our apology for the time to respond to this issue. Qwest does take these situation as serious issues and does take immediate action. As previously shared, my SPOC did have a heart attack and I was not aware until recently. Since that time Qwest is reviewing all email in the employee's mail box. The good news is she is recovering without any after affects and may be back to work shortly.

Thanks and have a great Turkey Day.

Jean Novak

Entry on shared issues log from weekly call with Qwest

11/21/05: Jean will check status and send issue status to Kim on 11-22-05

Entry on shared issues log from weekly call with Qwest

10/24/05 Bonnie requested escalation again. Bonnie told Jean she would escalate within Eschelon if Qwest does not provide a response

Entry on shared issues log from weekly call with Qwest

9/26/05 Jean said she received responses and will format responses. Jean will provide response by 9/20/05.

Entry on shared issues log from weekly call with Qwest

9/14/05 Jean has escalated within compliance.

Entry on shared issues log from weekly call with Qwest

9/7/05 Bonnie asked Jean to provide a response. Bonnie said that it is difficult to revisit this issue with the customer when 60 to 90 days has past before Qwest sends a response. Jean will get status.

From: Novak, Jean [CONTACT INFORMATION REDACTED]
Sent: Wednesday, August 03, 2005 9:11 AM
To: Boeke, Gerald A.; Isaacs, Kimberly D.; [CONTACT INFORMATION REDACTED]
Cc: Johnson, Bonnie J.
Subject: RE: [CUSTOMER IDENTIFYING INFORMATION REDACTED] - Qwest ticket 0388217

[I have forwarded to our compliance group](#)

From: Nielsen, Joshua [CONTACT INFORMATION REDACTED]
Sent: Tuesday, August 02, 2005 6:12 PM
To: Offerdahl, Mike R.
Cc: Peterson, Pete; Johnson, Bonnie J.; Isaacs, Kimberly D.; Novak, Jean
Subject: RE: [CUSTOMER IDENTIFYING INFORMATION REDACTED] - Qwest ticket 0388217

Thank you Mike for bringning this to my attention. Jean Novak and I will address this issue.

Josh

From: Offerdahl, Mike R.
Sent: Tuesday, August 02, 2005 6:08 PM
To: 'joshua.nielsen [CONTACT INFORMATION REDACTED]
Cc: Peterson, Pete; Johnson, Bonnie J.; Isaacs, Kimberly D.
Subject: [CUSTOMER IDENTIFYING INFORMATION REDACTED] - Qwest ticket 0388217
Importance: High

Josh-

I wanted to bring an issue to your attention regarding this trouble ticket. TN in question is [CUSTOMER IDENTIFYING INFORMATION REDACTED]. Qwest tech was out to work on this issue yesterday and took the customer's credit card line down in the process. We had a vendor meet today with our tech and the Qwest tech. the Qwest tech immediately began complaining that he doesn't like to dispatch on repeat tickets and questioned why he was there in the first place. While both techs were on site for the meet the customer questioned them as to why his credit card line was down and advised them that he was out \$110.00 for free food that he gave away due to his credit card line being down. The Qwest tech advised the customer that he was out at the crossbox and advised the customer that he would pay the \$110.00 that the customer was owed. He made a gesture to reach for his wallet and then advised the customer that he was "not paying for <expletive>". Our tech, Paul Ware, basically made the Qwest technician leave at that point after verifying the line good to the dmarc. He then had to apologize profusely for the Qwest technician's behavior and then called me to report the issue. The Qwest technician's name is Ron Runsted. Please look into this issue and let us know your

findings, and please let us know what you plan on doing to make sure this does not happen again. Our technician, our customer, and now myself all agree that this kind of behavior is absolutely unacceptable.

Thank you in advance for your attention to this matter.

Regards,

Michael R. Offerdahl
Supervisor Repair Service Bureau
Eschelon Telecom, Inc
[CONTACT INFORMATION REDACTED]

Example 2. Qwest CO technician refused to cut back an out of service customer

-----Original Message-----

From: Novak, Jean [CONTACT INFORMATION REDACTED]
Sent: Friday, June 10, 2005 8:28 AM
To: Johnson, Bonnie J.
Cc: Novak, Jean; Nielsen, Joshua
Subject: Matrix: DS39.0 Qwest technician would not cut back on day of cut. N2167786 (Colorado)

Bonnie

I had the Network process staff review your example. The Qwest Field Technician was out of process and should have cut back at the direction of the QCCC. The Qwest Field Technician has been advise of correct process. Please provide examples if the occurs in the future Qwest will address immediately.

Thanks,
Jean

From: Johnson, Bonnie J.
Sent: Tuesday, May 17, 2005 1:50 PM
To: jlnovak[CONTACT INFORMATION REDACTED]
Cc: Isaacs, Kimberly D.; Johnson, Bonnie J.; Knudson, Ronda K.
Subject: Qwest technician refused to cut a customer back in an out of service condition

Jean,

A Qwest technician refused to do a cut back at the Qwest QCCC testers request. This caused an out of service condition for our customer. Eschelon had to escalate to get the customer cut back and Eschelon would like confirmation that this event been root caused and addressed internally at Qwest.

On Monday, May 2nd (scheduled cut date), Eschelon was working a cut for our customer with the QCCC. Eschelon requested a reuse of facilities on the LSR (noted below). Qwest did not reuse facilities as Eschelon requested on the LSR and Qwest did not add remarks on the FOC that Qwest did not reuse facilities as Qwest should have done per Qwest's documented process. Eschelon was not aware that Qwest was installing new loops for the conversion and Eschelon did not schedule an outside technician to do a cross connect because Qwest did not tell Eschelon

Qwest was not reusing facilities and was installing new loops for the conversion. Eschelon asked the QCCC tester (Rhonda) if the Qwest technician could do the cross connect. Qwest told Eschelon Qwest would charge so Eschelon asked the QCCC tester to cut the customer back because the customer was left with no dial tone. At this time our customer was out of service. Rhonda (the Qwest tester) told Eschelon she asked the Qwest technician to cut the service back, however, Rhonda said the Qwest technician refused to cut the customer back. After almost 2 hours, Ronda Knudson at Eschelon, escalated the issue to a QCCC Supervisor (at the QCCC tester's request). The QCCC Supervisor agreed this was not appropriate and escalated within Qwest network to get the Qwest technician to cut the lines back.

The escalation was successful, however, Eschelon should not have had to escalate with Qwest to get a customer cut back when the customer was without service. In the past, Qwest has told Eschelon that the Qwest tester is in control of the cut. This event is in conflict with Qwest's statements.

We appreciate your assistance with:

- Address training or compliance needs related to reuse of facilities when a CLEC requests such
- Determine why the Qwest technician refused to cut the customer back at the Qwest testers request
- Determine why the Qwest tester did not have the ability to escalate within the QCCC to get the support she needed on this issue. (please note that Eschelon does not take issue with Rhonda's actions and believe she did all she could, however, perhaps there is some gap that needs to be closed regarding the tester being in charge of the cut and when a Qwest tester should escalate internally).
- Verify Qwest took the appropriate corrective action to ensure this will not occur in the future and communicate that has been done to Eschelon.

N order N21637786
PON CO497418PBM7
LSR ID 14400809

Thanks,

Bonnie J. Johnson
Director Carrier Relations
Eschelon Telecom, Inc.
[CONTACT INFORMATION REDACTED]

Example 3. Qwest did not follow delayed order process and customer service was delayed

From: Nielsen, Joshua [CONTACT INFORMATION REDACTED]
Sent: Thursday, February 09, 2006 9:33 AM
To: Isaacs, Kimberly D.
Subject: RE: PON: AZ617631T1FAC LSR ID: 16726010 Root Cause

Kim,

I could have sworn that I responded to this one, but can't find it, so here is the RCA.

After reviewing the issue Qwest has found that this was a case of human error. Qwest has shared and discussed the delayed order process with this employee.

Joshua B. Nielsen
Qwest Communications
Service Manager
[CONTACT INFORMATION REDACTED]

From: Isaacs, Kimberly D.
Sent: Tuesday, January 31, 2006 2:37 PM
To: Josh Nielsen (E-mail)
Cc: Jean Novak (E-mail); Johnson, Bonnie J.; Jegtvig, Daniel E.
Subject: PON: AZ617631T1FAC LSR ID: 16726010 Root Cause

Hello Josh,
Could you please provide root cause on PON AZ617631T1FAC LSR ID 16726010 to determine why Eschelon did not receive a timely C29 jeopardy on this LSR. Eschelon lost 6 business days that we could have use to coordinate with our end user customer to resolve the C29 jeopardy. This type of delay is not acceptable. Eschelon is requesting root cause and the corrective action Qwest will be taking to ensure that customer jeopardies are sent in a timely manner. Thank you.

Order History:

PON: AZ617631T1FAC LSR ID: 16726010

- 1-23-06 Eschelon submitted PON AZ617631T1FAC for 1 EEL with a requested due date of 1-30-06
- 1-23-06 Qwest sent an FOC confirming the 1-30-06 due date.
- 1-24-06 Qwest sent a K17 Capacity Provisioning- Local Facility Not Available jeopardy
- 1-31-06 Eschelon opened escalation ticket # 25881196 because Qwest did not provide an FOC or additional jeopardy information with 72 hours of the original jeopardy. Russ with Qwest advised that the K17 jep was cleared and the order was in a C29 jep status. Eschelon reported that we never received the C29 jeopardy. Russ stated the C29 jep was missed and we should receive the jeopardy shortly.
- 1-31-06 Qwest sent C29 Customer-Pending Customer Status in RTT jeopardy with the following remarks: THIS IS HELD FOR CONDUIT INSPECTION...AS OF 1/23, CUST HAS NOT SCHEDULED INSPECT.

ACTION: Please provide root cause and corrective action.

Kim Isaacs
Eschelon Telecom, Inc.
ILEC Relations Process Specialist
[CONTACT INFORMATION REDACTED]

Example 4. Qwest tester refused to dispatch; problem in Qwest CO; customer sent to premise at 10 pm

From: Novak, Jean [CONTACT INFORMATION REDACTED]
Sent: Thursday, December 15, 2005 3:29 PM
To: Johnson, Bonnie J.; McAlpine, Tom W.; Jean Novak (E-mail)
Cc: Boeke, Gerald A.
Subject: DE478213/ [CUSTOMER IDENTIFYING INFORMATION REDACTED]

Qwest has identified that process was not followed. I had a call with Staff Process and Network Compliance as well as with the Center Leads (Omaha and Des Moines) and the Director.

I will be responding to the global issue of dispatching after additional review by Qwest.

Thanks
Jean

From: Novak, Jean [CONTACT INFORMATION REDACTED]
Sent: Thursday, December 15, 2005 9:12 AM
To: McAlpine, Tom W.; Jean Novak (E-mail)
Cc: Boeke, Gerald A.; Johnson, Bonnie J.
Subject: RE: DE478213/ [CUSTOMER IDENTIFYING INFORMATION REDACTED]

Sorry, I had gotten paged in the car and left it on the seat. Let me check on this one.

From: McAlpine, Tom W.
Sent: Thursday, December 15, 2005 8:35 AM
To: Jean Novak (E-mail)
Cc: Boeke, Gerald A.; Johnson, Bonnie J.
Subject: DE478213/ [CUSTOMER IDENTIFYING INFORMATION REDACTED]

Jean,

One of the Des Moines testers refused to dispatch on a ticket last night for a circuit in Minneapolis. I called your cell phone last night but got voicemail so left a message but didn't hear back from you.

DE478213
15HCFS116267NW
[CUSTOMER IDENTIFYING INFORMATION REDACTED]

Testers remarks at 2019 ticket time "ADV WE NO LONGER DO THAT ("do that" being dispatch w/o prem access)/JANET TO FOLLOW UP HER ACCOUNT REP". Ticket was the NA'd until morning. The customer returned Janets voicemail from earlier and agreed to provide access. Qwest took ticket out of NA status and dispatched. Problem found was "CARD WAS PULLED IN CO AT SONEPLEX SHELF".

As you can see the Des Moines testers are still telling us they do not dispatch after hours if there is no prem access. This one was especially bad because 1) they refused to dispatch, 2) the problem was in the CO, 3) we had the customer out at 10PM for no reason.

Jean we would appreciate some answers and some action. There does not appear to be any continuity between what you are telling us and what Des Moines is telling us.

Thanks,
Tom

Example 5. Qwest repair attempted winback while at customer's location and said Qwest had superior service

-----Original Message-----
From: Novak, Jean [CONTACT INFORMATION REDACTED]
Sent: Wednesday, August 02, 2006 11:25 AM
To: Johnson, Bonnie J.
Cc: Isaacs, Kimberly D.; Nielsen, Joshua
Subject: Matrix: QE 20.00

Bonnie
You are correct, I did get this mixed up with QE19.0. The outstanding issue on this was Qwest employee behavior. I finally found the email and here is the results:

Qwest take very serious any alleged misconduct in the interactions between Qwest employees and CLEC's end users. Qwest did interview the Qwest employee and appropriate action was taken. Qwest re-trained the employee on Qwest's process on interactions between Qwest employees and CLEC's end users. Additionally, this employee was informed that failure to follow Qwest's process could lead to discipline or the possibility to employee termination.

Thanks
Jean Novak

This communication is the property of Qwest and may contain confidential or privileged information. Unauthorized use of this communication is strictly prohibited and may be unlawful. If you have received this communication in error, please immediately notify the sender by reply e-mail and destroy all copies of the communication and any attachments.

Entry on shared issues log from weekly call with Qwest
7/24/06 Weekly Status Call: Jean has not had an opportunity to review this action item.

From: Johnson, Bonnie J.
Sent: Thursday, June 22, 2006 3:16 PM
To: Johnson, Bonnie J.; 'jlnovak [CONTACT INFORMATION REDACTED]
Cc: Isaacs, Kimberly D.
Subject: RE: Confusion on QE issues log

Jean,
[Have you looked at this one?](#)

Bonnie Johnson
Director Carrier Relations
Eschelon Telecom Inc.

[CONTACT INFORMATION REDACTED]

Entry on shared issues log from weekly call with Qwest
5-15-06 Jean will look at this week

From: Johnson, Bonnie J.
Sent: Thursday, May 11, 2006 8:58 AM
To: jlnovak [CONTACT INFORMATION REDACTED]
Cc: Isaacs, Kimberly D.; Johnson, Bonnie J.
Subject: Confusion on QE issues log

Jean,

In your response you have confused two different issues. You named the subject line QE20.0 when this response below was in fact the response to QE19.0 on the log. Qwest never did respond to the Qwest technician portion of issue. Qwest did respond to Qwest's inconsistency in the CEMR ticket. I will attach the last email and add this back on the log and add this email note.

Please provide a response to the Qwest technician issue.

To avoid this confusion in the future, it would be helpful for you to respond to the issue on the email I originally sent you rather than creating a new email and adding the log number in the subject line. These QE issues are so close in nature it is easy to confuse them.

The 1/5/06 note here is not accurate.

QE20.0	12/14/2005	OR	Qwest technician attempts winback to Qwest on Eschelon repair call	12/14/05 Bonnie wrote ":A customer told Eschelon that a Qwest technician Qwest dispatched to repair a trouble on Eschelon's behalf, tried to winback the customer. Per the customer, the Qwest technician used an
				opportunity to tell the customer that Qwest service is superior to Eschelon's service when the customer was already upset about the service outage. When Qwest is dispatched to the customer premise representing
				Eschelon, it is not appropriate for a Qwest technician to try to sell Qwest retail service. On 12/11/05, Qwest dispatched Qwest technician Shannon (per the attached Qwest CEMR ticket) to clear a trouble
				Eschelon reported to Qwest. The customer was very upset when he contacted Eschelon to tell Eschelon that the Qwest technician told him ""If you had Qwest service I could guarantee that you would not have service
				issues like this. If you are interested I can get you in contact with a Qwest rep and we can have your service converted within one week." These events are particularly disturbing to Eschelon because when the customer

				told the Qwest technician he just wanted the Qwest technician to fix trouble, the Qwest technician told the customer Qwest could not fix the problem because it appeared to be an inside wire problem.
				This raises yet another concern. If you review the ticket, Qwest notes the change in cable and pair but coded the ticket to CPE. Action Required: Tell Eschelon what steps Qwest will take to prevent
				this from recurring. Tell Eschelon why Qwest changed cable and pair but coded the ticket to CPE I am attaching the repair ticket below."
				12/14/05 Jean wrote "checking"
				12/14/05 Jean wrote "I am going to respond on this issue in two email because of the two separate issues. I can immediately respond to ticket closure and have sent for review the issue on tech behavior. #1 Ticket Closure"
				"The Field technician provided a Disposition and cause code in the wrong field. By not using the correct field when inputting the Disposition and cause code it drives errors in the WFA system,
				which is what has happened here. If Eschelon remembers, there have been previous discussions on previously on this issue. This has been reported to the Process Staff for the outside technician. The outside
				technician will be re-trained on the appropriate field to populate. Qwest considers this a performance issue and will deal with it appropriately. The ticket closed to CPE is correct. Qwest did not make any
				changes to the cable or pair. If Eschelon finds any other examples please provide to Qwest for corrective action"
				12/14/05 Jean wrote "I had another service manager pull from TIRKS the design of this circuit to check the cable and pair. If this would have been changed it would be reflected in TIRKS. This circuit is still designed to cable 22 pair 1702."
				12/14/05 Bonnie wrote "We will wait for the response on the technician then. Gerry will attempt to provide examples, however, this is information
				Qwest already has and should notice when doing quality checks. I assume that it is currently being addressed when found."

				1/5/06 Jean wrote "Qwest has reviewed and taken appropriate action on this issue. Any information where Eschelon is not the customer of record will not be provided to Eschelon or any other customer, wholesale or retail." Closed
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From: Johnson, Bonnie J.
Sent: Wednesday, December 14, 2005 11:34 AM
To: 'Novak, Jean'; [CONTACT INFORMATION REDACTED]
Cc: Boeke, Gerald A.; Isaacs, Kimberly D.; Johnson, Bonnie J.
Subject: RE: Qwest technician attempts winback to Qwest on Eschelon repair call

Jean,
Thanks,
We will wait for the response on the technician then. Gerry will attempt to provide examples, however, this is information Qwest already has and should notice when doing quality checks. I assume that it is currently being addressed when found.

Bonnie Johnson
Director Carrier Relations
Eschelon Telecom, Inc.
[CONTACT INFORMATION REDACTED]

From: Novak, Jean [CONTACT INFORMATION REDACTED]
Sent: Wednesday, December 14, 2005 10:53 AM
To: Novak, Jean; Johnson, Bonnie J.; [CONTACT INFORMATION REDACTED]
Cc: Boeke, Gerald A.; Isaacs, Kimberly D.
Subject: Qwest technician attempts winback to Qwest on Eschelon repair call

Bonnie
I had another service manager pull from TIRKS the design of this circuit to check the cable and pair. If this would have been changed it would be reflected in TIRKS. This circuit is still designed to cable 22 pair 1702.

From: Novak, Jean [CONTACT INFORMATION REDACTED]
Sent: Wednesday, December 14, 2005 10:49 AM
To: Novak, Jean; Johnson, Bonnie J.; [CONTACT INFORMATION REDACTED]
Cc: Boeke, Gerald A.; Isaacs, Kimberly D.
Subject: Qwest technician attempts winback to Qwest on Eschelon repair call

Bonnie
I am going to respond on this issue in two email because of the two separate issues. I can immediately respond to ticket closure and have sent for review the issue on tech behavior.

#1 Ticket Closure

The Field technician provided a Disposition and cause code in the wrong field. By not using the correct field when inputting the Disposition and cause code it drives errors in the WFA system, which is what has happened here. If Eschelon remembers, there have been previous discussions on previously on this issue.

This has been reported to the Process Staff for the outside technician. The outside technician will be re-trained on the appropriate field to populate. Qwest considers this a performance issue and will deal with it appropriately.

The ticket closed to CPE is correct. Qwest did not make any changes to the cable or pair.

If Eschelon finds any other examples please provide to Qwest for corrective action.

Thanks

Jean Novak

Regional Service Director

12/11/05 1051 DO SDC FIX OMAHNENWA09 PTLDOR69 PTLDOR74A01 Z CMP ESC

12/11/05 10:51 537 12/11/05 10:40

T D 0910 C 600 F1 F2 F3 CTTN 83661

RET JOB NARR: SCREEN = DOCTC

TRBL FOUND: GD TO DMARC

ACTN TAKEN: GD TO DMARC

DEFECTIVE FOUND CABLE 22 FOUND PAIR 1702

12/11/05 1051 S2H CUS *****CUSTOMER STATUS*****

WE HAVE TESTED AND PROVED THERE IS NO TROUBLE IN

OUR QWEST NETWORK. SO IF YOU ARE STILL

EXPERIENCING A PROBLEM,WE BELIEVE THE PROBLEM IS

IN YOUR NETWORK OR YOUR END USER. WE WILL BE

12/11/05 1048 S2H CUS FIX OST SHANNON CALLED TO REPORT THAT HAS DIAL TONE Bonnie

GOOD TO DEMARC - DEMARC IS ON 2ND - OST TAGGED CKT

- VERIFIED GOOD TO DEMARC AS OF 1040A - END USER

STIL HAS NDT SO IS A CPE ISSUE SHERI [CONTACT INFORMATION REDACTED]

From: Novak, Jean [CONTACT INFORMATION REDACTED]
Sent: Wednesday, December 14, 2005 10:31 AM
To: Johnson, Bonnie J.; jlnovak [CONTACT INFORMATION REDACTED]
Cc: Boeke, Gerald A.; Isaacs, Kimberly D.
Subject: RE: Qwest technician attempts winback to Qwest on Eschelon repair call

Thanks, I sent for review.

From: Johnson, Bonnie J.
Sent: Wednesday, December 14, 2005 10:24 AM
To: 'Novak, Jean'; jlnovak [CONTACT INFORMATION REDACTED]
Cc: Boeke, Gerald A.; Isaacs, Kimberly D.; Johnson, Bonnie J.
Subject: RE: Qwest technician attempts winback to Qwest on Eschelon repair call

Jean,
In the body of the word doc.

DATE TIME ID FCT EVNT ACTIVITY DESCRIPTION

12/11/05 1051 S2H CUS **DEFECTIVE FOUND CABLE 22 FOUND PAIR 1702**
*****CUSTOMER STATUS*****
WE HAVE TESTED AND PROVED THERE IS NO TROUBLE IN
OUR QWEST NETWORK. SO IF YOU ARE STILL
EXPERIENCING A PROBLEM,WE BELIEVE THE PROBLEM IS
IN YOUR NETWORK OR YOUR END USER. WE WILL BE
CLOSING OUR TICKET AS SUCH (CPE OR IEC).Y
12/11/05 1050 S2H CUS *****TEST RESULTS*****
TECH= SHANNON
LOOP CURRENT= NA
1004=-5.0
C-MSG (NOISE)= 0
POWER INFLUENCE= NA
BALANCE= 100

Bonnie Johnson
Director Carrier Relations
Eschelon Telecom, Inc.
[CONTACT INFORMATION REDACTED]

From: Novak, Jean [CONTACT INFORMATION REDACTED]
Sent: Wednesday, December 14, 2005 9:45 AM
To: Johnson, Bonnie J.; jlnovak[CONTACT INFORMATION REDACTED]
Cc: Boeke, Gerald A.; Isaacs, Kimberly D.
Subject: RE: Qwest technician attempts winback to Qwest on Eschelon repair call

Bonnie
Can you point to me in the ticket attached where it states Qwest changed cable and pair. I am not finding and maybe I am just not understanding where Eschelon reads these notes.

Thanks, Jean

From: Novak, Jean [CONTACT INFORMATION REDACTED]
Sent: Wednesday, December 14, 2005 9:23 AM
To: Johnson, Bonnie J.; jlnovak[CONTACT INFORMATION REDACTED]
Cc: Boeke, Gerald A.; Isaacs, Kimberly D.
Subject: RE: Qwest technician attempts winback to Qwest on Eschelon repair call

checking

From: Johnson, Bonnie J.
Sent: Wednesday, December 14, 2005 9:12 AM
To: jlnovak [CONTACT INFORMATION REDACTED]
Cc: Boeke, Gerald A.; Johnson, Bonnie J.; Isaacs, Kimberly D.
Subject: Qwest technician attempts winback to Qwest on Eschelon repair call

Jean,

A customer told Eschelon that a Qwest technician Qwest dispatched to repair a trouble on Eschelon's behalf, tried to winback the customer. Per the customer, the Qwest technician used an opportunity to tell the customer that Qwest service is superior to Eschelon's service when the customer was already upset about the service outage. When Qwest is dispatched to the customer premise representing Eschelon, it is not appropriate for a Qwest technician to try to sell Qwest retail service.

On 12/11/05, Qwest dispatched Qwest technician Shannon (per the attached Qwest CEMR ticket) to clear a trouble Eschelon reported to Qwest. The customer was very upset when he contacted Eschelon to tell Eschelon that the Qwest technician told him "*If you had Qwest service I could guarantee that you would not have service issues like this. If you are interested I can get you in contact with a Qwest rep and we can have your service converted within one week.*" These events are particularly disturbing to Eschelon because when the customer told the Qwest technician he just wanted the Qwest technician to fix trouble, the Qwest technician told the customer Qwest could not fix the problem because it appeared to be an inside wire problem. This raises yet another concern. If you review the ticket, Qwest notes the change in cable and pair but coded the ticket to CPE.

Action Required:

Tell Eschelon what steps Qwest will take to prevent this from recurring.

Tell Eschelon why Qwest changed cable and pair but coded the ticket to CPE

I am attaching the repair ticket below.

Thanks,

Bonnie Johnson
Director Carrier Relations
Eschelon Telecom, Inc.

[CONTACT INFORMATION REDACTED]

Attachment to e-mail -- File *Qwest ticket 2-14-05 Qwest employee.doc*:

```
COMMAND      D WFAC: WORK LOG (OSSLOG)          /FOR
GO TO PAGE   PRINTER          1 N PAGE 0001  12/12/05 06:55 PST
TRK/TR# OW046847  CKT S 5 /LXFU/492111 /PN
VIEW ALL DISPLAY G  CTR OMAHNENWA09  ORD
*****
DATE  TIME ID FCT  EVNT ACTIVITY DESCRIPTION

12/11/05 1300 CTL ESX  FIX MT /000  PTLDOR74A01
12/11/05 1058 NS1 DRP  FIX MT /NS1
12/11/05 1058 NS1 GRB  FIX MT /NS1
12/11/05 1058 NS1 UPT  FIX MT /000
ADV_NAME ADV_NUM ADV_D/T
12/11/05 1058 NS1 ADP  FIX MT /NS1
12/11/05 1058 NS1 EBV  FIX MT /NS1 12/11/05 10:45 RST-REQUEST
12/11/05 10:58 12/12/05 10:58
T D 0910 C 600 F1 F2 F3 CTTN 83661
TRBL CD: CPE AN CD: 09 S/CTR B
NDT=GD TO DMARC, IF STILL TRBL CHK CPE & IEC
NETWORK
12/11/05 1053 NS1 GRB  FIX MT /NS1
12/11/05 1051 CTL RMK  FIX /WFADOCOMP HANDOFF COMPLETED/TAKE APPROPRIATE
```

051211105131456

GSM0011 FIND SUCCESSFUL - MORE DATA ON NEXT PAGE(S)

```
COMMAND      D WFAC: WORK LOG (OSSLOG)          /FOR
GO TO PAGE   PRINTER          1 N PAGE 0002  12/12/05 06:55 PST
TRK/TR# OW046847  CKT S 5 /LXFU/492111 /PN
VIEW ALL DISPLAY G  CTR OMAHNENWA09  ORD
*****
```

```
DATE  TIME ID FCT  EVNT ACTIVITY DESCRIPTION

ACTION
12/11/05 1051 CTL NOL  FIX MT /000
12/11/05 1051 CTL PAS  FIX MT /000          /WFADOCOMP
FCT1=RMK , COMMAND1=NOL , COMMAND2=AVAIL
12/11/05 1051 CTL PIR  FIX MT /000
RULE 002 (SDC ) MET PROCESS /WFADOCOMP
CRITERIA MET: ANY
12/11/05 1051 CTL BER  FIX AUTO RESTORE NOT ENABLED FOR MC (RST CLS OPTIONS)
12/11/05 1051 DO SDC  FIX OMAHNENWA09 PTLDOR69  PTLDOR74A01 Z CMP ESC
12/11/05 10:51 537 12/11/05 10:40
T D 0910 C 600 F1 F2 F3 CTTN 83661
RET JOB NARR: SCREEN = DOCTC
TRBL FOUND: GD TO DMARC
ACTN TAKEN: GD TO DMARC
```

051211105131186

GSM0011 FIND SUCCESSFUL - MORE DATA ON NEXT PAGE(S)

```
COMMAND      D WFAC: WORK LOG (OSSLOG)          /FOR
GO TO PAGE   PRINTER          1 N PAGE 0003  12/12/05 06:55 PST
TRK/TR# OW046847  CKT S 5 /LXFU/492111 /PN
VIEW ALL DISPLAY G  CTR OMAHNENWA09  ORD
*****
```

```
DATE  TIME ID FCT  EVNT ACTIVITY DESCRIPTION

DEFECTIVE FOUND CABLE 22    FOUND PAIR 1702
12/11/05 1051 S2H CUS  *****CUSTOMER STATUS*****
WE HAVE TESTED AND PROVED THERE IS NO TROUBLE IN
OUR QWEST NETWORK. SO IF YOU ARE STILL
EXPERIENCING A PROBLEM,WE BELIEVE THE PROBLEM IS
IN YOUR NETWORK OR YOUR END USER. WE WILL BE
CLOSING OUR TICKET AS SUCH (CPE OR IEC).Y
12/11/05 1050 S2H CUS  *****TEST RESULTS*****
```

TECH= SHANNON
LOOP CURRENT= NA
1004=-5.0
C-MSG (NOISE)= 0
POWER INFLUENCE= NA
BALANCE= 100

051211105022454

GSM0011 FIND SUCCESSFUL - MORE DATA ON NEXT PAGE(S)
COMMAND D WFAC: WORK LOG (OSSLOG) /FOR
GO TO PAGE PRINTER 1 N PAGE 0004 12/12/05 06:55 PST
TRK/TR# OW046847 CKT S 5 /LXFU/492111 /PN
VIEW ALL DISPLAY G CTR OMAHNENWA09 ORD

DATE TIME ID FCT EVNT ACTIVITY DESCRIPTION

RINGBACK= 103

12/11/05 1050 S2H CUS RESISTANCE: T-R= 999
RESISTANCE: T-G= 999
RESISTANCE: R-G= 999
FOREIGN VOLTAGE: T-R=0 T-G=0 R-G=0
**WHEN DID OST START DRIVING ON TKT: 0934 **
**OST STOPPED WRKG TBL TKT: 1045 **
**TICKET RESTORAL TIME: **

12/11/05 1048 S2H CUS FIX **OST SHANNON CALLED TO REPORT THAT HAS DIAL TONE
GOOD TO DEMARC - DEMARC IS ON 2ND - OST TAGGED CKT
- VERIFIED GOOD TO DEMARC AS OF 1040A - END USER
STIL HAS NDT SO IS A CPE ISSUE SHERI [CONTACT INFORMATION REDACTED]**

12/11/05 0934 DO SDD FIX OMAHNENWA09 PTLDOR69 PTLDOR74A01 Z DSP ESC

051211093429658

GSM0011 FIND SUCCESSFUL - MORE DATA ON NEXT PAGE(S)
COMMAND D WFAC: WORK LOG (OSSLOG) /FOR
GO TO PAGE PRINTER 1 N PAGE 0005 12/12/05 06:55 PST
TRK/TR# OW046847 CKT S 5 /LXFU/492111 /PN
VIEW ALL DISPLAY G CTR OMAHNENWA09 ORD

DATE TIME ID FCT EVNT ACTIVITY DESCRIPTION

12/11/05 09:34 537

12/11/05 0932 NS1 CUS FIX THIS IS ON TECH LOAD FOR DSP LATE MORNING OR EARLY
AFTERNOON
12/11/05 0931 NS1 RMK FIX EXTEND TIMER FOR DSP
12/11/05 0931 NS1 ESC FIX MT /000 PTLDOR74A01 Z
12/11/05 13:00 PTLDOR74A01
12/11/05 0930 CTL ESX FIX MT /000 PTLDOR74A01 PTLDOR69
12/11/05 0923 DO **SDL** FIX OMAHNENWA09 PTLDOR69 PTLDOR74A01 Z PRE ESC
12/11/05 09:23 **537**
12/11/05 0906 NS1 RMK FIX EXTEND TIMER FOR DSP
12/11/05 0906 NS1 ESC FIX MT /000 PTLDOR74A01 Z
12/11/05 09:30 PTLDOR74A01
12/11/05 0900 CTL ESX FIX MT /000 PTLDOR74A01 PTLDOR69
12/11/05 0811 NS1 RMK FIX EXTEND TIMER FOR DSP

051211081157682

GSM0011 FIND SUCCESSFUL - MORE DATA ON NEXT PAGE(S)
COMMAND D WFAC: WORK LOG (OSSLOG) /FOR
GO TO PAGE PRINTER 1 N PAGE 0006 12/12/05 06:55 PST
TRK/TR# OW046847 CKT S 5 /LXFU/492111 /PN
VIEW ALL DISPLAY G CTR OMAHNENWA09 ORD

DATE TIME ID FCT EVNT ACTIVITY DESCRIPTION

12/11/05 0811 NS1 ESC FIX MT /000 PTLDOR74A01 Z
12/11/05 09:00 PTLDOR74A01
12/11/05 0811 NS1 RMK CALLED LRAC SPOKE WITH KELLY, ADVSD THAT HAVE 4
TICKETS IN PORTLAND THAT NEED PRE, SHE WILL WORK
ON THEM THANKS, NICOLE
12/11/05 0800 CTL ESX FIX MT /000 PTLDOR74A01 PTLDOR69

12/11/05 0708 NS1 RMK FIX EXTEND FOR LRAC TO LOAD AWARE OF TICKET
12/11/05 0708 NS1 ESC FIX MT /000 PTLDOR74A01 Z
12/11/05 08:00 PTLDOR74A01
12/11/05 0700 CTL ESX FIX MT /000 PTLDOR74A01 PTLDOR69
12/11/05 0601 A3S CUS FIX JANET CALLED AND ASKED IF I CAN MAKE ONE MORE CALL
TO LRAC TO MAKE SURE THIS GET'S WORKED AT 10 WHEN
ACCESS IS AVAILABLE. SPOKE TO JAN IN LRAC WHO
SAID THAT SHE WILL NOTE THE TICKET TO WORK @ THAT

051211060129855

GSM0011 FIND SUCCESSFUL - MORE DATA ON NEXT PAGE(S)
COMMAND D WFAC: WORK LOG (OSSLOG) /FOR
GO TO PAGE PRINTER 1 N PAGE 0007 12/12/05 06:55 PST
TRK/TR# OW046847 CKT S 5 /LXFU/492111 /PN
VIEW ALL DISPLAY G CTR OMAHNENWA09 ORD

DATE TIME ID FCT EVNT ACTIVITY DESCRIPTION

TIME

12/10/05 2019 J8S RMK FIX RELAYED INFO TO CLEC JANET OF NOTE FOR REQUEST TO
DPO 1ST AM, 121105. JIM S. [CONTACT INFORMATION REDACTED].
12/10/05 2017 J8S RMK FIX TALKED TO JIM IN LRAC. HE PUT A NOTE ON THE TICKET
TO GET LOADED FOR 1ST AM. JIM S. [CONTACT INFORMATION REDACTED].
12/10/05 2015 J8S RMK FIX CLEC JANET CALLED TO HAVE THIS TICKET LOADED FOR
1ST AM DPO. JIM S. [CONTACT INFORMATION REDACTED].
12/10/05 1715 J8S RMK FIX DPO FOR 121105. EXTEND TIME TILL 0700.
12/10/05 1715 J8S ADP FIX MT /J8S
12/10/05 1715 J8S ESC FIX MT /J8S PTLDOR74A01 Z
12/11/05 07:00 PTLDOR74A01
12/10/05 1715 J8S UPT FIX MT /J8S
SUM/RMK
12/10/05 1715 J8S CUS FIX DPO FOR 121105. CALL WITH QUESTIONS. JIM S.

051210171530395

GSM0011 FIND SUCCESSFUL - MORE DATA ON NEXT PAGE(S)
COMMAND D WFAC: WORK LOG (OSSLOG) /FOR
GO TO PAGE PRINTER 1 N PAGE 0008 12/12/05 06:55 PST
TRK/TR# OW046847 CKT S 5 /LXFU/492111 /PN
VIEW ALL DISPLAY G CTR OMAHNENWA09 ORD

DATE TIME ID FCT EVNT ACTIVITY DESCRIPTION

[CONTACT INFORMATION REDACTED].

12/10/05 1713 J8S RMK FIX JIM STRAUBE AT [CONTACT INFORMATION REDACTED] WORKING TICKET.
12/10/05 1713 J8S GRB FIX MT /J8S
12/10/05 1712 CTL HDX FIX MT /000 PTLDOR69 Z
12/10/05 1700 LG1 CUS *****INITIAL CONTACT*****
WE HAVE RECEIVED YOUR TICKET AND THE INFORMATION
MATCHES,THE COMMIT IS 24HOURS. WE ARE DISPATCHING
TO THE FIELD AND WILL KEEP YOU UPDATED.
HISTORY CHECKED:YES

MISC INFO:

12/10/05 1700 LG1 CUS THANKS LYNDA [CONTACT INFORMATION REDACTED]
12/10/05 1659 LG1 UPT FIX MT /000
REPORT

051210165935980

GSM0011 FIND SUCCESSFUL - MORE DATA ON NEXT PAGE(S)
COMMAND D WFAC: WORK LOG (OSSLOG) /FOR
GO TO PAGE PRINTER 1 N PAGE 0009 12/12/05 06:55 PST
TRK/TR# OW046847 CKT S 5 /LXFU/492111 /PN
VIEW ALL DISPLAY G CTR OMAHNENWA09 ORD

***** DATE TIME ID FCT EVNT ACTIVITY DESCRIPTION

12/10/05 1659 LG1 SUB FIX MT /000 12/10/05 16:59
RPT: NDT ; NDT [CUSTOMER IDENTIFYING INFORMATION REDACTED] A
LT09 X131 OPT=Y DSP=YTT 210859
12/10/05 1657 DO SDA FIX OMAHNENWA09 PTLDOR69 PTL

DOR74A01 Z PLD HANDOFF TO WFADO SUCCESSFUL
12/10/05 1657 CTL DRP FIX MT /DOT
12/10/05 1657 CTL RMK FIX NTP: NO TEST ACCESS,NO TEST
S PERFORMED;""""NO TEST ACCESS"""" TEST,ISOLATE
AND REPAIR - [CONTACT INFORMATION REDACTED] 12/10/05 1657 CTL HDD FIX MT /DOT PTLDOR69
Z 12/10/05 16:57 12/10/
05 17:12 12/10/05 1657 CTL FRC FIX MT /DOT
12/10/05 1657 CTL PAS FIX MT /000
/DOT FCT1=HDD , COMMAND1=
FORCE , COMMAND2=DROP 12/10/05 1657 CTL RMK FIX /DOT RECVD_D/T
UPDATED.

051210165758017
GSM001I FIND SUCCESSFUL - MORE DATA ON NEXT PAGE(

S)
COMMAND D WFAC: WORK LOG (OSSLOG) /FOR
GO TO PAGE PRINTER 1 N PAGE 0010 12/12/05 06:55 PST
TRK/TR# OW046847 CKT S 5 /LXFU/492111 /PN
VIEW ALL DISPLAY G CTR OMAHNENWA09 ORD

DATE TIME ID FCT EVNT ACTIVITY DESCRIPTION
12/10/05 1657 CTL PRL FIX MT /000
RULE 003 (A) MET PROCESS /DOT
CRITERIA MET: TESTCODE QOUT, SVC CODE
12/10/05 1657 OCU ATC FIX MT /000
12/10/05 16:57
RTT: 00 TC: OUT
ATT:
NO REMOTE TEST ACCESS-LX CKT
12/10/05 1657 MED FLE PERCEIVED TRBL SEVERITY = OUT OF SERVICE

PREFERRED PRIORITY - UNDEFINED

12/10/05 1657 MED FLE ----- ADDITIONAL TROUBLE INFO -----
ALT09 X131 [CUSTOMER IDENTIFYING INFORMATION REDACTED] AUTH OPT TESTING AND
DISPATC

051210165747187
GSM001I FIND SUCCESSFUL - MORE DATA ON NEXT PAGE(S)
COMMAND D WFAC: WORK LOG (OSSLOG) /FOR
GO TO PAGE PRINTER 1 N PAGE 0011 12/12/05 06:55 PST
TRK/TR# OW046847 CKT S 5 /LXFU/492111 /PN
VIEW ALL DISPLAY G CTR OMAHNENWA09 ORD

DATE TIME ID FCT EVNT ACTIVITY DESCRIPTION

H

12/10/05 1657 MED ATH FIX OMAHNENWA09/MT /000
APP AF-HR-RP;APP DISPATCH;APP DM;APP NA;APP TEST;
12/10/05 1657 MED UPT FIX MT /000
OSSTREB UPDATE ON THE FOLLOWING FIELDS, EB BU CUS
TR# CTSP CUS PRI LTERM DAY1 CKT_FROM CKT_TO
P1_FROM P1_TO, DAY2 CKT_FROM CKT_TO P1_FROM P1_TO,
DAY3 CKT_FROM CKT_TO P1_FROM P1_TO, CUST_Q2_NAME
CUST_Q2_ADDR CUST_Q2_TEL
12/10/05 1657 MED DIA FIX MT /000
END OF BACKGROUND TROUBLE ADD PROCESS (VOTABAD)
12/10/05 1657 MED AT FIX MT /000 AUTO-TEST
12/10/05 16:57 12/10/05 17:34

051210165741208
GSM001I FIND SUCCESSFUL - MORE DATA ON NEXT PAGE(S)
COMMAND D WFAC: WORK LOG (OSSLOG) /FOR
GO TO PAGE PRINTER 1 N PAGE 0012 12/12/05 06:55 PST
TRK/TR# OW046847 CKT S 5 /LXFU/492111 /PN
VIEW ALL DISPLAY G CTR OMAHNENWA09 ORD

DATE TIME ID FCT EVNT ACTIVITY DESCRIPTION

RTT: 00 SYS: INTASOMA
12/10/05 1657 CTL PGT FIX MT /000
THRESHOLD MET
MCN XX6JVZA20
12/10/05 1657 MED RMK FIX THIS TROUBLE REPORT CREATION WAS THROUGH THE
MEDIACC GATEWAY
12/10/05 1657 MED ADD FIX MT /000 12/10/05 16:57
TYPE= NDT
NAF/
NDT/NO DIAL TONE
/DETAILS IN OSSLOG
12/10/05 1657 MED RCV ENTR MT /000 12/10/05 16:57

SN [CUSTOMER IDENTIFYING INFORMATION REDACTED]

051210165741104
GSM001I FIND SUCCESSFUL - MORE DATA ON NEXT PAGE(S)
COMMAND D WFAC: WORK LOG (OSSLOG) /FOR
GO TO PAGE PRINTER 1 N PAGE 0013 L 12/12/05 06:55 PST
TRK/TR# OW046847 CKT S 5 /LXFU/492111 /PN
VIEW ALL DISPLAY G CTR OMAHNENWA09 ORD

DATE TIME ID FCT EVNT ACTIVITY DESCRIPTION

SA [CUSTOMER IDENTIFYING INFORMATION REDACTED]

000000000000000
GSM002I FIND SUCCESSFUL - - - - - LAST PAGE OF OUTPUT DISPLAYED

Example 6. Qwest repair technician makes disparaging remarks about Eschelon; attempts winback; brochures appear

-----Original Message-----
From: Novak, Jean [CONTACT INFORMATION REDACTED]
Sent: Friday, April 01, 2005 4:05 PM
To: Johnson, Bonnie J.
Cc: Novak, Jean; Nielsen, Joshua
Subject: Inappropriate Qwest technician comments
Importance: High

Bonnie

Corrective action has been taken for the incident described by Eschelon. Qwest has Customer Care Expectations and Guidelines for all employees to follow on how to appropriately handle a customer contact, in particular when the end-user is not a Qwest customer.

Thanks
Jean

-----Original Message-----
From: Johnson, Bonnie J. [CONTACT INFORMATION REDACTED]
Sent: Friday, March 04, 2005 3:08 PM
To: jlnovak [CONTACT INFORMATION REDACTED]
Cc: Johnson, Bonnie J.
Subject: Inappropriate Qwest technician comments

Jean,
A Qwest technician Qwest dispatched to the customer's premise on a repair ticket made very disturbing comments about Eschelon to our customer. The customer called to report that while a Qwest repair technician was at the customer's location, the Qwest technician told our customer how "bad Eschelon service was". The customer also told Eschelon the Qwest technician tried to sell the customer Qwest service, then 3 days later Qwest brochures describing Qwest services, showed up in the customer's mail. Both Eschelon and our customer find the Qwest's technicians comments very disturbing. I will attach the associated trouble ticket information below.

Action Required:

- * Tell Eschelon what Qwest has done about the comments the Qwest technician made to our customer
- * Tell Eschelon what steps Qwest will take to prevent future occurrences
- * Tell Eschelon what generated the brochures the customer received 3 days after the Qwest technician was at the location
- * Tell Eschelon what other Eschelon trouble tickets this Qwest

technician has worked on. Eschelon will need to contact these customers.

* Qwest closure indicates the trouble was in the customers CPE, however, based on Qwest's report, Eschelon dispatched a technician after the Qwest technician left the location. When the Eschelon technician arrived, the Eschelon technician tested the lines clear. The service worked after the Qwest technician left without any action for the customer or the Eschelon technician. Verify that Qwest closed the ticket to the correct code.

Thanks,

Bonnie J. Johnson
Director Carrier Relations
Eschelon Telecom, Inc.
[CONTACT INFORMATION REDACTED]

DLETH EC 666 TN [CUSTOMER IDENTIFYING INFORMATION REDACTED]
DPA 0 LD 01-01-69 HD 03-04-05
PRTR

LN RBA07(OATD) [CUSTOMER IDENTIFYING INFORMATION REDACTED]

SA [CUSTOMER IDENTIFYING INFORMATION REDACTED]

LOC

---HIST---

NO	REPORT	S	CLEARED	CLOSED	TST	RPM	SWK	RSL	T
D									
C									

--
--

1 02-24-05 901A 1 02-24-05 1246P 02-24-05 1253P 843 899 0 900 303
1230
230

LN - RBA07(OATD) [CUSTOMER IDENTIFYING INFORMATION REDACTED]; CAT 1

01 DTR=02-24-05 901A COM=02-24-05 1258P RSA=666 O/S=N EXC=N

CALLED-NO= - - CATEGORY=1 VER=LU CVER=

NAR TRAN MED ESCHELON@@ALPHS SOL ALCLS TIC-NO ADL * ALL LINES* MED
EMERG LTO * NAR EDICAL FAC, CLBK W/TST RESULTS,DO *

NAR A B JEFFREY J BELLIN [CONTACT
INFORMATION REDACTED]

02 DNT=02-24-05 901A EC=666 ST=PSM RTE=00000000 WP=NWP RSL=LU

NAR DATMED1

03 DNT=02-24-05 905A EC=299 ST=PSH RTE=00000299 WP=NWP RSL=LU

NAR DATMED1 765AVLUT100-499,600-899N
DLETH EC 666 TN [CUSTOMER IDENTIFYING INFORMATION REDACTED]
DPA 0 LD 01-01-69 HD 03-04-05
PRTR

04 DNT=02-24-05 906A EC=256 ST=PS RTE=00000990 WP=NWP RSL=000

NAR WHOLESALE LINE TEST ONLY/TIC-NO-PS

05 DNT=02-24-05 921A EC=843 ST=TST RTE=00000843 WP=SCR RSL=

NAR CIERICK CANDACE STPAUL [CONTACT INFORMATION REDACTED]

06 DTR=02-24-05 1006A COM=02-24-05 1258P RSA=843 O/S=N EXC=N
CALLED-NO= - - CATEGORY=6 VER=LU CVER=

NAR UPDATE TRAN MED ESCHELON@@ALPHS SOL ALCLS TIC-Y/PER RICK ADL * ALL
LINES* M
NAR D EMERG RCEPROD1

NAR A B RICK/ESCH [CONTACT
INFORMATION REDACTED]

07 DNT=02-24-05 1006A EC=843 ST=PDB RTE=00000997 WP=TST RSL=900

NAR CIERICK CROSS TO WORKING PAIR HRD BATT R-G TRAN SOL ALL LINES

08 DNT=02-24-05 1007A EC=843 ST=PDB RTE=00000843 WP=NWP RSL=900

NAR CIERICK CROSS TO WORKING PAIR HRD BATT R-G TRAN SOL ALL LINES

09 DNT=02-24-05 1009A EC=899 ST=PRD RTE=00000899 WP=NWP RSL=
NAR GDS PREASSIGNED FOR WORK TODAY 02-24-05 1027A

10 DNT=02-24-05 1009A EC=899 ST=DPO RTE=00000899 WP=NWP RSL=
NAR GDS JOB DISPATCHED BY DO 02-24-05 1144A

11 DNT=02-24-05 1144A EC=899 ST=DPO RTE=00000899 WP=DO RSL=
NAR GDS DO-PROVIDED DISPATCH START TIME
DLETH EC 666 TN [CUSTOMER IDENTIFYING INFORMATION REDACTED]
DPA 0 LD 01-01-69 HD 03-04-05
PRTR

12 DNT=02-24-05 1246P EC=899 ST=CCA RTE=00000899 WP=CRO RSL=

NAR GDS TRBL IN CPE TT ESCHLON

13 DNT=02-24-05 1246P EC=899 ST=CLO RTE=00000899 WP=NWP RSL=

NAR GDS TRBL IN CPE TT ESCHLON

NAR CLEC = A07 REBUNDLE QWEST RESALE/INTE

LAST CLIP DATE 08-17-97

* Denotes required field

Example 7. Qwest engineer attempted winback while at premises to install NIU

-----Original Message-----

From: Novak, Jean [CONTACT INFORMATION REDACTED]
Sent: Wednesday, May 21, 2003 1:00 PM
To: Johnson, Bonnie J.; Novak, Jean
Subject: Matrix: Qwest field engineer

Bonnie,
As part of the Security investigation, the Qwest Retail person was also part of the reveiw. The detailed report was provided to Qwest Compliance for review and appropriate action has been taken.
thanks jean

-----Original Message-----

From: Johnson, Bonnie J. [CONTACT INFORMATION REDACTED]
Sent: Wednesday, May 21, 2003 7:52 AM
To: jlnovak[CONTACT INFORMATION REDACTED]
Cc: Johnson, Bonnie J.
Subject: Follow up

Hi Jean,
After you updated me on the Colorado Engineer item yesterday, we realized that you did not address the Qwest Retail employee. Though the Qwest field engineer initiated the call, the Qwest BO rep was well aware of the situation at hand and that this involved an Eschelon customer and order.

Eschelon believes the Qwest BO rep should have communicated that he could not discuss the customers service under the circumstances. Can you confirm that has been covered as well and the appropriate action was taken?

Bonnie Johnson
Sr. Manager ILEC Relations
Eschelon Telecom, Inc.
[CONTACT INFORMATION REDACTED]

Entry on shared issues log from weekly call with Qwest
5/20/03 Security completed inverstigation. Meeting was held with the field engineer. Did discuss conduct rules and appropriate action was taken.

Entry on shared issues log from weekly call with Qwest
5/13/03 Security completed investigation and supplied to compliance. Jean will follow up with compliance.

From: Johnson, Bonnie J.
Sent: Tuesday, May 06, 2003 1:06 PM
To: Johnson, Bonnie J.; 'Novak, Jean'

Cc: Clauson, Karen L.; Burgess, Galen J.; Larson, Laurie A.
Subject: RE: Inappropriate Qwest Contact With Wholesale Customer

Hi Jean,
After our discussion this morning, I requested information on the building owner. Here is the information I received.

[CUSTOMER IDENTIFYING INFORMATION REDACTED] is the owner of the buildings and of [CUSTOMER IDENTIFYING INFORMATION REDACTED], which is the parent company of [CUSTOMER IDENTIFYING INFORMATION REDACTED]. Contact is [CUSTOMER IDENTIFYING INFORMATION REDACTED] for all accounts.

Customer did not initiate contact with Qwest. Order # C275242TIH requested move of 4 lines and installation of DMARC at 2101. This order was jepp'd and referred to Qwest Engineering for installation of DMARC. At that time Eschelon provided Qwest with [CUSTOMER IDENTIFYING INFORMATION REDACTED] contact information and the Qwest engineer contacted both [CUSTOMER IDENTIFYING INFORMATION REDACTED]
Bonnie Johnson
Sr. Manager ILEC Relations
Eschelon Telecom, Inc.
[CONTACT INFORMATION REDACTED]

From: Johnson, Bonnie J.
Sent: Monday, May 05, 2003 5:15 PM
To: 'Novak, Jean'; Johnson, Bonnie J.
Cc: Clauson, Karen L.; Burgess, Galen J.; Larson, Laurie A.
Subject: RE: Inappropriate Qwest Contact With Wholesale Customer
Importance: High

Jean,
As of this morning Qwest is still pursuing this customer. In the customers words "Qwest is basically holding me hostage". Qwest told the customer that Qwest can provide her service by the end of this week if she orders Qwest service, however, the service will be delayed due to the demarc installation if she orders her service with Eschelon. The customer said Qwest is calling this a winback even though Qwest never provided service at this location.

How can Qwest install service by the end of the week but Eschelon's will be delayed because there is no demarc.

Thanks,

Bonnie Johnson
Sr. Manager ILEC Relations
[CONTACT INFORMATION REDACTED]

-----Original Message-----
From: Novak, Jean [CONTACT INFORMATION REDACTED]
Sent: Monday, May 05, 2003 2:55 PM
To: Johnson, Bonnie J.
Subject: Inappropriate Qwest Contact With Wholesale Customer

Bonnie,
I sent this on. thanks,

From: Johnson, Bonnie J.
Sent: Friday, May 02, 2003 3:25 PM
To: jlnovak[CONTACT INFORMATION REDACTED]
Cc: Larson, Laurie A.; Knudson, Ronda K.; Clauson, Karen L.; Johnson, Bonnie J.
Subject: Inappropriate Qwest Contact With Wholesale Customer

Jean,
Please review the following information for Eschelon and communicate what action will be taken.

Background: Business customer owns two buildings. The addresses are [CUSTOMER IDENTIFYING INFORMATION REDACTED] and [CUSTOMER IDENTIFYING INFORMATION REDACTED]. Per the customer there was never a demarc installed at the 2101 address and all services for 2101 were terminated at the 2107 address demarc and run to the 2101 address. There will now be different owners for the two buildings. The 2101 building can no longer share a demarc with the 2107 building. A new demarc needs to be installed at the 2101 location.

Sequence of events:

New Service

- Eschelon customer moved into the 2101 building and needed new service.
- Eschelon submitted LSR ID 6341914 on 3/13 to install new service. Qwest installed the new service on 3/20 at the 2107 demarc, even though Eschelon requested the 2101 address on the LSR.

Move request

- Eschelon submitted LSR ID 6549891 to move the 4 lines from the 2107 address to the 2101 address. Qwest issued C14136886 to move the service. Qwest jepp'd the order and communicated to Eschelon that the move cannot be completed until a new demarc is installed.
- Eschelon opened ticket 25083171 with the delayed order group to start the process of getting a demarc installed. Qwest told Eschelon that our LSR to move the customer needed to be cancelled until the demarc was installed. Eschelon did not cancel the LSR. ***Why would Eschelon be required to cancel the order. Wouldn't the held order drive the demarc install?***

Qwest contact

- During the week of 4/21 a Qwest engineer was on-site speaking to our customer regarding the demarc install. The Qwest engineer told the customer they should have ordered service from Qwest (Eschelon does not know if this was the same engineer noted below)
- The Qwest engineer was on-site speaking to our customer again on 4/28. The field engineer (Kim Sorento [CONTACT INFORMATION REDACTED]) bridged on a Qwest Retail Sales representative (David Good) and the Qwest Retail Sales rep quoted the customer rates for 4 CTX21 lines @ \$31.38 + installation charges and DSL charges of \$48.90 for 256K and \$54.00 for 640K.
- Qwest told the customer she needs to decide whether she is staying with Eschelon or going to Qwest before they can move forward with the DMARC install.

Please handle appropriately.

Thanks,

Bonnie Johnson
Sr. Manager ILEC Relations
Eschelon Telecom, Inc.
[CONTACT INFORMATION REDACTED]

Example 8. Conversion order: a Qwest technician gives inaccurate info, Qwest disconnects DSL 7 days early

-----Original Message-----

From: Novak, Jean [CONTACT INFORMATION REDACTED]
Sent: Wednesday, April 21, 2004 3:36 PM
To: Johnson, Bonnie J.
Cc: Brolsma, Patrick W.; Bonnie Johnson; Karen Clauson; Kimberly Isaacs; Raymond Smith; Novak, Jean; Tietz, Jeff
Subject: Matrix: [CUSTOMER IDENTIFYING INFORMATION REDACTED] Root Cause Analysis/Action required

Bonnie,

The Director level management at Qwest has thoroughly investigated both issues. Coaching and re-training on technician conduct with CLECs and CLEC customers has been done both in the repair centers and in the field. Appropriate action has been taken individually with each employee.

Regards,
Jean Novak

-----Original Message-----

From: Novak, Jean [CONTACT INFORMATION REDACTED]
Sent: Wednesday, April 07, 2004 11:48 AM
To: Johnson, Bonnie J.
Cc: Brolsma, Patrick W.; Clauson, Karen L.; Isaacs, Kimberly D.; Smith, Raymond L
Subject: RE: [CUSTOMER IDENTIFYING INFORMATION REDACTED] Root Cause Analysis/Action required

This is being investigated by corporate compliance. I will check to see what time line they will give me. Jean

From: Johnson, Bonnie J.
Sent: Wednesday, April 07, 2004 11:37 AM
To: Johnson, Bonnie J.; 'jlnovak[CONTACT INFORMATION REDACTED]
Cc: Brolsma, Patrick W.; Clauson, Karen L.; Isaacs, Kimberly D.; Smith, Raymond L
Subject: RE: [CUSTOMER IDENTIFYING INFORMATION REDACTED] Root Cause Analysis/Action required

Jean,
Eschelon sent this to Qwest over two weeks ago. Will Qwest be providing a response soon?

Bonnie J. Johnson
Director Carrier Relations
Eschelon Telecom, Inc.
[CONTACT INFORMATION REDACTED]

-----Original Message-----

From: Novak, Jean [CONTACT INFORMATION REDACTED]
Sent: Wednesday, March 31, 2004 3:59 PM
To: Johnson, Bonnie J.

Cc: Brolsma, Patrick W.; Bonnie Johnson; Karen Clauson; Kimberly Isaacs; Raymond Smith
Subject: [CUSTOMER IDENTIFYING INFORMATION REDACTED] Root Cause Analysis/Action required

Bonnie

I spoke with my contact. Qwest has not concluded our investigation. I will keep you updated.

Thanks,
Jean

-----Original Message-----

From: Novak, Jean [CONTACT INFORMATION REDACTED]
Sent: Thursday, March 25, 2004 8:29 AM
To: Johnson, Bonnie J.
Subject: RE: [CUSTOMER IDENTIFYING INFORMATION REDACTED] Root Cause Analysis/Action required

Yes, we are researching.

From: Johnson, Bonnie J.
Sent: Thursday, March 25, 2004 6:41 AM
To: Johnson, Bonnie J.; 'jlnovak[CONTACT INFORMATION REDACTED]
Cc: Brolsma, Patrick W.; Clauson, Karen L.; Isaacs, Kimberly D.; Smith, Raymond L
Subject: RE: [CUSTOMER IDENTIFYING INFORMATION REDACTED] Root Cause Analysis/Action required

Jean,
Did you receive this? I had not heard from you that it was forwarded on.

Thanks,

Bonnie J. Johnson
Director Carrier Relations
Eschelon Telecom, Inc.
[CONTACT INFORMATION REDACTED]

From: Johnson, Bonnie J.
Sent: Wednesday, March 24, 2004 6:58 AM
To: jlnovak[CONTACT INFORMATION REDACTED]
Cc: Brolsma, Patrick W.; Bonnie Johnson; Karen Clauson; Kimberly Isaacs; Raymond Smith
Subject: [CUSTOMER IDENTIFYING INFORMATION REDACTED] Root Cause Analysis/Action required

Eschelon requests Qwest's prompt assistance on an End User Customer conversion issue. This issue involves 1.) A Qwest technician making inappropriate comments to our customer and 2. Qwest taking down our customers DSL and then the Qwest repair center blaming the early disconnection on Eschelon.

The customer is a National Account/multi-location customer for Eschelon. This is the first of 8 total locations the customer was to convert to Eschelon and means over \$200,000 or almost a quarter of a million dollars in revenue for Eschelon. Because this is the first of 8 locations to convert, Qwest needs to deal with this issue before the other 7 locations are converted to avoid similar problems with those conversions.

I have attached a chronology of these events.

Qwest Action required:

- 1.) Qwest will takes measures to address comments made by the Qwest technician. The Qwest technician told our customer that the customer would not receive facilities even though facilities were available by the due date. Qwest employees dispatched to the customers', premises on behalf of the CLEC, should only be sharing information related to the LSR with the customer of record (Eschelon). In the end, none of the orders went held and Qwest delivered all services requested (One DS1 capable loop and 5 analog loops) on the due date Eschelon requested. The Qwest technician unnecessarily upset the customer about a non issue.
- 2.) Qwest will take measures to address the Qwest repair agent telling the End User Customer that "Qwest was just doing what Eschelon asked us to do" without first reviewing the Qwest service order or CLEC LSR. The repair center should refer the customer to Eschelon. In any event the repair center had no basis for their statement because Qwest had obviously not reviewed the service order or LSR before making this statement. If Qwest had done so, it would have seen that the date was later. Instead, Qwest not only discussed issues with our customer that it should not be discussed but also provided false information to our customer. Eschelon asks what steps Qwest will take to prevent this from happening in the future.
- 3.) Qwest will determine why Qwest disconnected the customer's DSL 7 days early. Qwest will communicate what steps it will take to prevent early disconnect of DSL in the future.
- 4.) Qwest will determine if the DSL repair was recorded as a Retail repair. The repair problem was caused by a Qwest error in processing a CLEC Wholesale order.

Between the Qwest technicians comments, Qwest early disconnection of the customers DSL and the Qwest repair center blaming Eschelon in error, the End User Customer is understandably upset and concerned about the port for this order and conversion of the 7 remaining locations. Because Qwest created this upsetting situation for the customer through its errors, it is particularly important that Qwest process the remaining locations without incident.

Let me know if you have any questions,

Bonnie J. Johnson
Director Carrier Relations
Eschelon Telecom, Inc.
[CONTACT INFORMATION REDACTED]

Attachment to e-mail -- File *T D C Root Cause Request 3-23-04.doc*:

LSR information

LSR (1) T1 Facility order

- Eschelon submitted PON: AZ379176T1FAC LSR ID: 9882814 to Qwest on 3/11/04 with a 3/18/04 DDD.
- Qwest sent Eschelon a K17 (local facility not available) jeopardy on 3/12/04. Qwest order number is N53132976
- ***Qwest dispatched a Qwest technician to resolve Qwest jeopardy on order on 3/16 and 3/17. The Qwest technician told the End User Customer that "there is no way Eschelon will get this T1 or the 5 analog loops they ordered installed because of facility problems."***

- Qwest sent Eschelon a FOC releasing the order with a 3/18/04 DD (Eschelon's original DD requested)
- Qwest delivered the T1 to Eschelon on 3/18/04 (Eschelon's original DD requested)

LSR (2) 5 analog UBL

- Eschelon submitted PON:AZ379180IBC LSR ID: 9908208 to Qwest on 3/15/04 with a DDD of 3/22/04
- Qwest sent Eschelon "K" jeopardy notices (local facility not available) on all 5 Qwest service orders (N53523842 – N53523846)
- Qwest sent Eschelon a FOC releasing all 5 orders from hold on 3/16/04 with a 3/22/04 DD (Eschelon's original DD requested)
- Qwest delivered all 5 loops to Eschelon on 3/22/04 (Eschelon's original DD requested)

LSR (3) LNP port order

- Eschelon submitted PON: AZ379180-2IBC LSR ID 9916087 to Qwest on 3/15/04 with a DDD of 3/24/04
- Qwest sent Eschelon an FOC on 3/16/04 confirming Eschelon's DD of 3/24/04. Qwest issued Qwest service order numbers D53926060, N53926061 through N53926079 and N54672724 through N54672729 (PSON showed 3/24/04 DD on all orders)
- ***The End User Customer contacted Qwest Retail Repair on 3/17/04 and told Qwest that the Qwest DSL on TN [CUSTOMER IDENTIFYING INFORMATION REDACTED] was no longer working. (Eschelon does not have the Qwest repair ticket number Qwest will need to find the ticket using the telephone number). Qwest Repair told the customer the reason the DSL was no longer working was because "Eschelon sent an order to disconnect your DSL and we are just doing what they told us to do." (Please note the customer had DSL on two lines. The DSL that Qwest disconnected early was CAP. The DSL that was not disconnected early was DMT.)***
- The customer contacted Eschelon on 3/17/04 upset because Qwest told her that Eschelon disconnected her DSL and she was concerned that she could not get service from Eschelon because the Qwest technician told her Qwest could not install the service Eschelon ordered.
- Eschelon told the customer that the DD Eschelon requested for disconnecting the DSL was not 3/17/04 but was 3/24/04. Eschelon also told her it had received confirmation from Qwest that the T1 service would be installed on 3/18/04 as Eschelon requested.
- The customer contacted Qwest repair on 3/18/04 to get status on the disconnected DSL. After the customer said Eschelon told her Eschelon did not disconnect the DSL on 3/17/04, The Qwest repair agent then admitted that this was a Qwest error.

Example 9. Qwest repair referred customer to the Qwest business office while clearing Qwest caused trouble

From: Novak, Jean [CONTACT INFORMATION REDACTED]
Sent: Friday, October 01, 2004 10:47 AM
To: Johnson, Bonnie J.
Cc: Novak, Jean; Tietz, Jeff
Subject: Matrix: QE7.0

Bonnie

Qwest had reviewed, re-trained and taken appropriate action with this employee.

Thanks,
Jean Novak

From: Johnson, Bonnie J.
Sent: Thursday, September 02, 2004 11:10 AM
To: jlnovak[CONTACT INFORMATION REDACTED]
Cc: Peterson, Pete; Boeke, Gerald A.; Bellin, Jeff J.; Bonnie Johnson; Karen Clauson; Kimberly Isaacs; Raymond Smith
Subject: Qwest Employee Referred Eschelon Customer to BO for Winback while working on Qwest caused repair

Jean,
A Qwest employee referred Eschelon's customer to the Qwest business office for a winback while clearing a Qwest caused outage Eschelon reported to Qwest. It is quite disturbing to think that a Qwest employee would use this situation as an opportunity to winback an Eschelon customer while repairing a Qwest caused problem on behalf of Eschelon.

In the CEMR ticket below notes say the technician "talked to [CUSOMTER IDENTIFYING INFORMATION REDACTED] ...referred to business office to get line changed to Qwest" (CEMR notes: TT [CUSOMTER IDENTIFYING INFORMATION REDACTED].REF'D TO BO TO GET LINE CHNGD TO QWEST).

Action required:

- 1.) Qwest will take measures to address the Qwest technician's actions
- 2.) Qwest will tell Eschelon what measures Qwest is taking to prevent future occurrences

DLETH EC 666 TN [CUSOMTER IDENTIFYING INFORMATION REDACTED]
DPA 0 LD 01-01-69 HD 08-31-04 PRTR

LN **RBA07**[CUSOMTER IDENTIFYING INFORMATION REDACTED]
SA [CUSOMTER IDENTIFYING INFORMATION REDACTED]
LOC
---HIST---
NO REPORT S CLEARED CLOSED TST RPM SWK RSL T D C

1 08-25-04 238P 1 08-26-04 225P 08-26-04 514P 999 899 0 100 407 910 600
LN - **RBA07**[CUSTOMER IDENTIFYING INFORMATION REDACTED] **CAT 1**
01 DTR=08-25-04 238P COM=08-25-04 700P RSA=666 O/S=Y EXC=N
CALLED-NO= - - CATEGORY=1 VER=LU CVER=

NAR CBC OOS MED ESCHELON@@CBC OG OK LINE TESTS OK ROLLS TO LINE
4 TIC-YES ALT P

NAR

NAR A B JIM OWENS [CONTACT INFORMATION REDACTED]

02 DNT=08-25-04 238P EC=666 ST=PSM RTE=00000000 WP=NWP RSL=LU

NAR

03 DNT=08-25-04 242P EC=299 ST=PSH RTE=00000299 WP=NWP RSL=LU

NAR 765AVLUT100-499,600-899N

DLETH EC 666 TN [CUSTOMER IDENTIFYING INFORMATION REDACTED]

DPA 0 LD 01-01-69 HD 08-31-04 PRTR

04 DNT=08-25-04 246P EC=256 ST=PS RTE=00000800 WP=NWP RSL=000

NAR TOK-OOS CALL SUB WHOLESALE-NO RECENT HISTORY-TDA

05 DNT=08-25-04 249P EC=611 ST=TST RTE=00000611 WP=SCR RSL=

NAR MTRITCH MIKE T [CONTACT INFORMATION REDACTED]

06 DNT=08-25-04 303P EC=611 ST=PD5 RTE=00000997 WP=TST RSL=100

NAR MTRITCH CHK 2 DMARC MLT TOK REQ DSP/VICKIE

07 DNT=08-25-04 303P EC=611 ST=PD5 RTE=00000611 WP=NWP RSL=100

NAR MTRITCH CHK 2 DMARC MLT TOK REQ DSP/VICKIE

08 DNT=08-25-04 305P EC=899 ST=PRD RTE=00000899 WP=NWP RSL=

NAR GDS PREASSIGNED FOR WORK TODAY 08-25-04 0647P

09 DNT=08-25-04 305P EC=899 ST=DPO RTE=00000899 WP=NWP RSL=

NAR GDS JOB DISPATCHED BY DO 08-25-04 0648P

10 DNT=08-25-04 648P EC=899 ST=DPO RTE=00000899 WP=DO RSL=

NAR GDS DO-PROVIDED DISPATCH START TIME

11 DNT=08-25-04 748P EC=899 ST=RMR RTE=00000899 WP=NWP RSL=

NAR GDS RET WILL CLS LATER

12 DNT=08-25-04 748P EC=899 ST=PRD RTE=00000899 WP=NWP RSL=

NAR GDS RET WILL CLS LATER

13 DNT=08-25-04 748P EC=899 ST=DPO RTE=00000899 WP=NWP RSL=

DLETH EC 666 TN [CUSTOMER IDENTIFYING INFORMATION REDACTED]

DPA 0 LD 01-01-69 HD 08-31-04 PRTR

NAR GDS JOB DISPATCHED BY DO 08-25-04 0841P

14 DNT=08-25-04 841P EC=899 ST=DPO RTE=00000899 WP=DO RSL=

NAR GDS DO-PROVIDED DISPATCH START TIME

15 DNT=08-25-04 925P EC=899 ST=NAS RTE=00000300 WP=RR RSL=

NAR GDS NO XX NO WF MUST BE IT RET FOR NEW DD TOMARROW

16 DTR=08-26-04 754A COM=08-26-04 700P RSA=379 O/S=Y EXC=N

CALLED-NO= - - CATEGORY=6 VER=LU CVER=

NAR CHNG APPT NAS'D CBC OOS CBC OOS MED ESCHELON@@CBC OG OK
LINE TESTS OK ROLL

NAR TO LINE 4 TIC-YES RCEPROD1

NAR A 1000A B 0200P JIM OWENS [CONTACT INFORMATION
REDACTED]

17 DNT=08-26-04 755A EC=999 ST=PD5 RTE=00000997 WP=TST RSL=100

NAR NO XX NO WF MUST BE IT RET FOR NEW DD TO

18 DNT=08-26-04 757A EC=999 ST=PD5 RTE=00000999 WP=NWP RSL=100

NAR NO XX NO WF MUST BE IT RET FOR NEW DD TO

19 DNT=08-26-04 758A EC=899 ST=PRD RTE=00000899 WP=NWP RSL=

NAR GDS PREASSIGNED FOR WORK TODAY 08-26-04 1125A

20 DNT=08-26-04 758A EC=899 ST=DPO RTE=00000899 WP=NWP RSL=

NAR GDS JOB DISPATCHED BY DO 08-26-04 1125A

21 DNT=08-26-04 1125A EC=899 ST=DPO RTE=00000899 WP=DO RSL=

DLETH EC 666 TN [CUSTOMER IDENTIFYING INFORMATION REDACTED]

DPA 0 LD 01-01-69 HD 08-31-04 PRTR

NAR GDS DO-PROVIDED DISPATCH START TIME
22 DNT=08-26-04 1138A EC=899 ST=RMR RTE=00000899 WP=NWP RSL=
NAR GDS PLD 4HCP RPR CD893932
23 DNT=08-26-04 1138A EC=899 ST=PRD RTE=00000899 WP=NWP RSL=
NAR GDS PLD 4HCP RPR CD893932
24 DNT=08-26-04 1138A EC=899 ST=DPO RTE=00000899 WP=NWP RSL=
NAR GDS JOB DISPATCHED BY DO 08-26-04 0224P
25 DNT=08-26-04 224P EC=899 ST=DPO RTE=00000899 WP=DO RSL=
NAR GDS DO-PROVIDED DISPATCH START TIME
26 DNT=08-26-04 225P EC=899 ST=CCA RTE=00000899 WP=CRO RSL=
NAR GDS SCREEN = DOCTC
27 DNT=**08-26-04 225P** EC=899 ST=CLO RTE=00000899 WP=NWP RSL=
NAR GDS **TT [CUSTOMER IDENTIFYING INFORMATION REDACTED]..REF'D TO**
BO TO GET LINE CHNGD TO QWEST /CTTN01510
NAR CLEC = A07 REBUNDLE QWEST RESALE/INTE
LAST CLIP DATE 04-28-02

Bonnie J. Johnson
Director Carrier Relations
Eschelon Telecom, Inc.
[CONTACT INFORMATION REDACTED]