

		Report Line Number		20	
CR #	Title	Current Status	Organization	Area Impacted	Products Impacted
PC030802-1	Local Service Freeze - Process to remove LEFV from Qwest residential accounts (being executed under the exception process)	Presented 4/02/02	Wholesale ProdProc	Pre-Ordering, Ordering, Provisioning, Billing	LNP, Private Line, Unbundled Loop, UNE

Originator: Osborne-Miller, Donna

Originator Company Name: AT&T

Director: Burson, Susan

Owner: Berry, Harriett

CR PM: Mead, Todd

Description Of Change

VALIDATE THESE FOLLOWING BULLET ITEMS AS PART OF THE PROCESS:

- Caller must be a Qwest retail customer
- Customer must call business office and say they wish to "remove the freeze off of their local service"
- Do not instruct the customer to use the word "PIC". This is used for inter and intra lata services and causes confusion which can delay removing the LEFV
- CLEC can be a third party on the call to Qwest by the local customer
- Customer can call up to 7pm in his local service area to remove the freeze
- The LEFV resides in a repository that is worked overnight which means it will be removed off the customer's account that night and the LSR can be sent the next day without rejection
- Although updates to a CSR can take up 3-5 days, the removal of the freeze is not dependent on that CSR being updated.
- Qwest does not charge \$5 to remove the freeze
- A Communicator will be sent to the CLEC community when the PCAT is updated

The last 2 bullet points can be removed from the CR as per clarification call 03/18/02

Scope expanded to include business accounts as well (per CLEC request 03/20/20)

Status History

03/08/02 - CR Submitted by AT&T (03/08/02 reflects the date notification was sent advising the receipt of this CR at cmpcr@qwest.com and not the 03/05/02 submitted date shown on the CR.)

03/08/02 - CR acknowledged by P/P CMP Manager

03/08/02 - CLEC contacted (e-mail) to organize clarification meeting

03/14/02 - Clarification call cancelled by Qwest. Call rescheduled for Monday March 18th.

03/18/02 - Clarification call held with AT&T

03/19/02 - Clarification draft meeting minutes sent to AT&T by e-mail

03/19/02 - AT&T advised Qwest they would like this CR expedited (on letter dated March 18)

03/20/02 - March CMP Meeting: AT&T 'walked-on' this CR and requested the use of the exception process. CMP meeting participants agreed. AT&T also requested a call next week with Qwest SME's and the CLEC community. CR Status changed to "Evaluation." Meeting discussions will be set forth in the Product/Process Meeting Minutes to be posted on the CMP Web site

03/20/02 - AT&T e-mail requesting Qwest to work with them on specific customer issues related to removing local service freeze

03/20/02 - Reply e-mail from Judy Schultz stating she would be investigating the issue

03/21/02 - Notification CMPR.03.21.02.F.01239.CR_Meeting issued to CLECs informing them of a call on 03/26/02 to discuss this issue

03/26/02 - CR scope expanded to include business accounts

03/26/02 - General clarification call held

03/27/02 - Draft general clarification meeting minutes sent to participating CLECs via e-mail

03/28/02 - E-mail from AT&T seeking clarification on the IMA 9.0 edit

03/28/02 - Letter from AT&T expressing their disappointment with the general clarification call held on 03/26/02

03/29/02 - E-mail from AT&T asking for status and description of potential systems fix

04/01/02 - Minutes from general clarification call (03/26/02) updated to reflect AT&T's comments. Last bullet point modified to reflect AT&T's request to lift freeze until all issues addressed.

04/01/02 - E-mail from AT&T to Qwest with an example of rejected LSR

04/01/02 - Reply e-mail from Qwest with R-Order details

04/01/02 - Notification CMPR.04.01.02.F.01248.CR_Meeting issued to CLECs informing them of a call on 04/04/02 for a follow up discussion on this issue

04/01/02 - Reply e-mail from AT&T expressing their reservation about the effectiveness of the escalation process

04/02/02 - Draft response dated 04/02/02 sent to AT&T for discussion at Thursday's (04/04/02) general call. CR Status changed to "Presented"

04/02/02 - Notification PROS.04.02.02.F.00414.Local_Service_Freeze issued informing CLECs of PCAT update

04/03/02 - Draft response dated 04/02/02 posted to the P&P Interactive report on the CMP web site at:

<http://qwest.com/wholesale/cmp/changerequest.html>

04/04/02 - Follow-up meeting held

04/05/02 - Letter from AT&T expressing their disappointment with Qwest's response presented in the follow-up meeting on 04/04/02

Action Items (AI) Associated with this CR:

AI Number **Date Initiated** 3/22/02 **Date Due** 4/17/02 **Date Complete**

Responsible Party Berry, Harriett **AI Status** Pending Closure

Short Title Where is this process documented?

Description During March's CMP Meeting AT&T asked whether the process to remove Local Service Freeze is currently documented on the Wholesale web site. AT&T reiterated that the PCAT had been updated on 3/14 but they do not believe it outlined the process. Qwest will take an action to communicate where this process is documented.

Resolution 04/02/02 - Notification PROS.04.02.02.F.00414.Local_Service_Freeze issued informing CLECs of PCAT update

Announcement Date: April 2, 2002

Effective Date: April 3, 2002

Document Number: PROS.04.02.02.F.00414.Local_Service_Freeze

Notification Category: Process Notification

Target Audience: CLECs, Resellers

Subject: Options to Remove Local Service Freeze

Beginning April 4, 2002, Qwest will issue updates to its Wholesale Product Catalog that includes new/revised documentation for Local Service Freeze.

The Local Service Freeze PCAT will be updated to outline the options of requesting the removal of the Local Service Freeze. The PCAT also lists the information the retail end-user needs to provide to have the Local Service Freeze removed.

Actual updates are found on the Qwest Wholesale Web site at this URL:

<http://www.qwest.com/wholesale/clecs/lfsfreeze.html>

Project Meetings

04/05/02 - Letter from AT&T expressing their disappointment with Qwest's response presented in the follow-up meeting on 04/04/02

1875 Lawrence St.
Denver, CO 80202-1847

April 5, 2002

Todd Mead
CMP Manager
Qwest Communications
1801 California Street
Denver, Colorado 80202

RE: Change Request PC 030802-1

Dear Todd:

This reconfirms AT&T's repeated request that Qwest suspend the local service freeze until a collaborative Qwest-CLEC process can ensure an effective, efficient and prompt way to remove the LEFV with no impact to the end customer. AT&T does not believe Qwest's draft response presented at the April 4th conference call meets our company's immediate needs.

AT&T is disappointed that Qwest cannot recognize the impact the LEFV has on our daily LNP operations. It is very disturbing when Qwest continues to fail to bring to the table a workable solution. It is discouraging when Qwest continues to ignore our requests to engage the appropriate Qwest subject matter experts to participate in discussions with AT&T to help resolve this issue quickly. Had the appropriate operational SMEs from Qwest participated on the call yesterday, we might have made progress resolving these issues. Unfortunately, once again such individuals were absent.

AT&T's expectations of the LEFV process is really quite simple. The end customer should be able to remove the LEFV with one call. AT&T Broadband should then be able to submit the LSR to port the customer immediately after the customer has taken the appropriate step to remove the LEFV without fear of an order rejection or a jeopardy condition being issued after the FOC. And last, if the process fails, there is a working escalation process to effectively handle the issue quickly.

Up to this point, Qwest has made minimal effort to work with AT&T to hammer out a workable solution. We view this as a dismal Qwest failure. First, it demonstrates Qwest's inability to perform a normal function adequately. Second, it clearly shows Qwest does not acknowledge nor recognize the urgency related to the CMP exception process. Third, it demonstrates Qwest's inability to effectively manage changes to its processes when they adversely impact CLECs.

AT&T will send to Qwest written comments embedded in Qwest's April 2, 2002, rough draft response to change request PC 030802-1. It will also include AT&T's proposed resolutions. In the meantime, AT&T will continue to direct the end customer to call AEGIS directly to remove the LEFV from his account. We are expecting at least a verbal response from Sue Burson by close of business today regarding AT&T's request to suspend LEFV until a workable process can be implemented. AT&T would expect Sue to then send a written response to AT&T. Please insure the minutes from the April 4th conference call reflect AT&T has officially escalated this to Sue Burson.

Sincerely,

Terry Bahner
Supervisor
AT&T Local Services Access Management
Western Region
303-298-6149

Cc: Tim Boykin
Sharon Van Meter
Donna Osborne-Miller
Judy Schultz
Mike Mason

04/02/02 - Notification PROS.04.02.02.F.00414.Local_Service_Freeze issued informing CLECs of PCAT update

Announcement Date: April 2, 2002

Effective Date: April 3, 2002

Document Number: PROS.04.02.02.F.00414.Local_Service_Freeze

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CR #

PC030802-1

Notification Category: Process Notification
Target Audience: CLECs, Resellers
Subject: Options to Remove Local Service Freeze

Beginning April 4, 2002, Qwest will issue updates to its Wholesale Product Catalog that includes new/revised documentation for Local Service Freeze.

The Local Service Freeze PCAT will be updated to outline the options of requesting the removal of the Local Service Freeze. The PCAT also lists the information the retail end-user needs to provide to have the Local Service Freeze removed.

You will find a summary of these updates on the attached Web Change Notification Form. Actual updates are found on the Qwest Wholesale Web site at this URL: <http://www.qwest.com/wholesale/clecs/lstfreeze.html>

You are encouraged to provide feedback to this notice through our web site. We provide an easy to use feedback form at <http://www.qwest.com/wholesale/feedback.html>. A Qwest representative will contact you shortly to discuss your suggestion.

03/28/02 - Letter from AT&T expressing their disappointment with the general clarification call held on 03/26/02

1875 Lawrence St.
Denver, CO 80202-1847

March 28, 2002

Todd Mead
CMP Manager
Qwest Communications
1801 California Street
Denver, Colorado 80202

RE: Change Request PC 030802-1

Dear Todd:

AT&T is greatly disappointed with the conference call Qwest facilitated March 26, 2002 to discuss the expedited CR PC 030802-1. Qwest stated at the March 20, 2002 Product and Process CMP monthly meeting they understood the urgency of this change request regarding the local service freeze (LEFV). There was no need for a second clarification call. A clarification call had already been held on March 18, 2002.

We believed Qwest was willing to resolve the issue expediently, Todd, when you indicated you would have your subject matter experts available on the March 26th call. I then indicated to you that I was expecting my AT&T Broadband subject matter experts to also be available to help resolve the issue in the e-mail I sent March 22, 2002 (RE: CR # 5582295 - Updated Matrix). I suggested, in order getting to immediate resolution, that you include operational subject matter experts. I was very clear about AT&T's expectations for the March 26th conference call.

AT&T also believes Qwest implied a resolution would be forthcoming by indicating the temporary 800 telephone number was directly dependent on the outcome of the March 26th meeting. If Qwest was not ready to problem solve the issue then there should never have been a question about keeping the 800 number available. While AT&T appreciates Qwest extending the use of the 800 telephone to help ease the burden of this issue, we should not have had to explain why we needed the extended use of it.

AT&T once again reminds Qwest of the negative impact the LEFV has imposed on our ability to port a customer. It continues to affect our daily ability to port a customer who wants our local service. This truly is unacceptable to us. AT&T has identified and shared with Qwest some of the most basic obstacles in a letter sent March 18, 2002 (RE: Change Request PC 030802-1).

Since Qwest has indicated a formal response will be issued to the CLEC community on April 3rd without a collaborative effort between Qwest and the CLEC community, AT&T clearly expects Qwest to be open to additional suggestions on the follow up conference call scheduled April 4th. AT&T expects that conference call to resolve outstanding issues and the appropriate decision-making individuals from Qwest will attend.

We believe going forward explicit timelines should be provided and adhered to by Qwest for an expedited CR. It should mirror the expedited CR Qwest presented as a walk on at the same March 20 meeting. Qwest clearly defined the timeframe and expectations of the CLEC community during that presentation. It should not be any different for an expedited CLEC CR.

AT&T looks forward to partnering with Qwest and the CLEC community to enhance the Interim Exceptions Process for OSS interfaces, Product and Process Changes (RE: Qwest Re-Design Web site) in future re-design CMP sessions. We believe use

of the process, as it now stands for this specific change request, clearly indicates its' lack of substance.

Sincerely,

Terry Bahner
Supervisor
AT&T Local Services Access Management
Western Region
303-298-6149

Cc: Tim Boykin
Sharon Van Meter
Donna Osborne-Miller
Judy Schultz
Mike Mason

03/27/02 - Draft general clarification meeting minutes sent to participating CLECs via e-mail

General Clarification Meeting

3:00 p.m. (MDT) / Tuesday 26th March 2002

1-877-564-8688
ID 626-5401 #

PC030802-1 Local Service Freeze - Process to remove LEFV from Qwest residential accounts

Attendees:

Terry Bahner / AT&T
Carla Dickinson-Pardee / AT&T
Sharon Van Meter / AT&T
Lindel Watkis / AT&T
Mike Mason / AT&T

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Leilani Hines / Worldcom
Susan Travis / Worldcom
Monica Avila / VarTec Telecom, Inc.
Judy Schultz / Qwest
Todd Mead / Qwest
Harriett Berry / Qwest
Pam DeLaittre / Qwest
Gay Abrahamson / Qwest
Joan Smith / Qwest
Connie Winston / Qwest

Introduction:

Qwest presented a brief history of the CR, (submitted 03/08/02, clarification call 03/18/02, AT&T expedite letter 03/19/02, AT&T walked-on @ CMP 03/20/02 and general notification to all CLECs advising them of this meeting 03/21/02) Note: Notification CMPR.03.21.02.F.01239.CR_Meeting issued on 03/21/02 to CLECs informing them of a call on 03/26/02 to discuss this issue. Standard P&P Redline guidelines of 5 business days for notifications to CLECs not followed due to expedited status of this CR.

Review Description of Change:
Terry Bahner read out the following from Change Request PC030802-1:
VALIDATE THESE FOLLOWING BULLET ITEMS AS PART OF THE PROCESS:

- Caller must be a Qwest retail customer
- Customer must call business office
- Do not instruct the customer to use the word "PIC". This is used for inter and intra lata services and causes confusion which can delay removing the LEFV
- CLEC can be a third party on the call to Qwest by the local customer
- Customer can call up to 7pm in his local service area to remove the freeze
- The LEFV resides in a repository that is worked overnight which means it will be removed off the customer's account that night and the LSR can be sent the next day without rejection
- Although updates to a CSR can take up 3-5 days, the removal of the freeze is not dependent on that CSR being updated.
- Qwest does not charge \$5 to remove the freeze *

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Report Name: 03 rptOpenDetailed_ProdProc

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- A Communicator will be sent to the CLEC community when the PCAT is updated *
- *Removed as per clarification meeting 03/18/02
- Terry also read out additional scope as per AT&T's expedite request (AT&T letter dated 3/19/02)
- Customer required to call Qwest multiple times to remove LEFV
- No established process to remove the LEFV at the Qwest retail offices
- No consistent confirmation number provided by the Qwest retail offices to note customer account
- Inconsistent information between the account team and the PCAT pertaining to submission of the LSR
- Inconsistent Quality Check process at the Sierra Vista Center
- Inconsistent escalation process at the Denver CSIE once confirmation has been received
- Qwest retail office confusing end customers by referring to the LEFV as a PIC freeze (Repeated above 3rd bullet)
- IMA 9.0 edit pulled and no notice sent to the CLEC
- IMA 9.0 edit to be implemented at a future date without CLEC notice
- Jeopardy condition codes issued after the FOC affecting CLEC due date
- Inconsistent Qwest retail process where CLEC can be a third party on the call with end customer
- Inconsistent process between removing the LEFV and the updating of the CSR
- Confusing reject /jeopardy condition message issued by Qwest
- AT&T reiterated they would like all of the above bullet points validated by Qwest and the process clearly documented in the PCAT
- AT&T confirmed they would like the CR scope expanded to include Business Accounts as per CLEC request at the March CMP meeting. Todd will adjust CR documentation.
- AT&T stated that 68% of all orders for removing LEFV in the Portland region had to be rescheduled last month. AT&T are seeking clarification on what exactly is the process for removing LEFV. AT&T also asked for an extension on the 800 number until the LEFV process is clarified and documented.
- Qwest reiterated that they are working as expeditiously as possible to resolve this issue, and they aim to present a written draft response to the CLECs next week.
- AT&T said they are willing to wait for the written response next week but need immediate 'relief' now. Immediate 'relief' was defined by AT&T as:
 - Keeping the 800 number live until next week (and include Saturday availability)
 - Someone in CSIE to take the lead on this issue and be nominated as the Single Point of Contact (SPOC)
- Qwest would confirm later in the day on the status of this request.
- AT&T also stated that they believe 100% of customers they talk too, insist they never asked for the freeze to be installed. AT&T would like to know what type of validation/questions Qwest ask to believe the customer has requested this product.
- AT&T also asked for clarification on the R-Number and whether the order number is sufficient as some LSRs are currently

being rejected with this information.

- Worldcom and VarTec Telecom expressed their continued interest in this issue. Qwest restated that they are currently not aware of anything that was 'backed out' of IMA 9.0 and also reiterated that the only work currently pending for IMA is in the prioritization list for all CLECs to vote on.

- AT&T stated that since February 18th 2002, this process has not been working. They requested that in light of Qwest's inability to support the process and the fact that the freeze placed on accounts were questionable as far as customer approval to begin with. That the best and quickest way to fix this matter was to lift the freeze and go back to the way we were prior to February 18th and not go back until all the issues were properly addressed and good process was actually in place. Qwest stated that a number of States were 'turned-up' on Feb 18th so this may be a volume issue. AT&T believe their volume did not change on Feb 18th and asked for the freeze to be lifted until a working process is put in place by Qwest. Qwest replied they understood AT&T's concern and reiterated they are working as fast as possible on getting an accurate and workable solution for all CLECs.

Establish Action Plan:

Next Meeting: Thursday 4th April @ 11:30 am (MDT) - same bridge number as this call. Qwest will present written response. Qwest will investigate and report back to AT&T this afternoon on providing ongoing 'relief'

03/21/02 - Notification CMPR.03.21.02.F.01239.CR_Meeting issued to CLECs informing them of a call on 03/26/02 to discuss this issue

Qwest will host a general clarification meeting on CLEC Change Request (CR) PC030802-1 (Process to remove LEFV from Qwest residential accounts) on Tuesday March 26, 2002.

Date: Tuesday, March 26, 2002

Time: 3:00 p.m. MST

Conference Line: 1-877-564-8688 Passcode 626-5401 #

Details of the CR can be found in the Product/Process Interactive report at:
<http://qwest.com/wholesale/cmp/changerequest.html>

Sincerely,

Information Current as Friday, April 05, 2002

Todd Mead

03/19/02 AT&T advised Qwest they would like this CR expedited

1875 Lawrence St.
Denver, CO 80202-1847

March 18, 2002

Todd Mead
CMP Manager
Qwest Communications
1801 California Street
Denver, Colorado 80202

RE: Change Request PC 030802-1

Dear Todd:

AT&T is requesting Qwest to officially expedite PC 030802-1. The local service freeze (LEFV) is critically affecting AT&T Broadband's ability to port customers. This LEFV has presented multiple obstacles. We are requesting to have an immediate discussion between Qwest and AT&T Broadband subject matter experts to discuss the many problems associated with LEFV. What have been identified to date are the following:

- Customer required to call Qwest multiple times to remove LEFV
- No established process to remove the LEFV at the Qwest retail offices
- No consistent confirmation number provided by the Qwest retail offices to note customer account
- Inconsistent information between the account team and the PCAT pertaining to submission of the LSR
- Inconsistent Quality Check process at the Sierra Vista Center
- Inconsistent escalation process at the Denver CSIE once confirmation has been received
- Qwest retail office confusing end customers by referring to the LEFV as a PIC freeze
- IMA 9.0 edit pulled and no notice sent to the CLEC

- IMA 9.0 edit to be implemented at a future date without CLEC notice
- Jeopardy condition codes issued after the FOC affecting CLEC due date
- Inconsistent Qwest retail process where CLEC can be a third party on the call with end customer
- Inconsistent process between removing the LEFV and the updating of the CSR
- Confusing reject /jeopardy condition message issued by Qwest

It is critical Qwest establish a team to address the customer impact and at the same time improve the processes. As I have indicated both in e-mail and on the clarification call to Qwest, this is now a high profile issue between both companies. Mike Mason, Vice-President AT&T Broadband, has escalated this to Scott Shipper, Vice-President Qwest.

AT&T's account team has declined to work directly with AT&T to resolve this issue and has instructed AT&T to move all discussion to CMP. In addition Todd, you stated on the clarification call held March 18, 2002, Qwest would not provide a resolution to this CR until the monthly CMP forum in May. This is unacceptable to AT&T.

AT&T requests Qwest to expedite PC 030802-1 immediately. AT&T will present this CR as a "walk on". Please inform Jim Beers. Under the Interim Exception Process for OSS Interfaces, Product and Process Changes (RE: Qwest Re-Design Web site) this can be addressed at Wednesday's monthly CMP meeting and voted on as an expedited issue by the CLEC community.

Sincerely,

Terry Bahner
Supervisor
AT&T Local Services Access Management
Western Region
303-298-6149

Cc: Tim Boykin
Sharon Van Meter
Donna Osborne-Miller
Judy Schultz

- IMA 9.0 edit to be implemented at a future date without CLEC notice
- Jeopardy condition codes issued after the FOC affecting CLEC due date
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- Confusing reject /jeopardy condition message issued by Qwest

It is critical Qwest establish a team to address the customer impact and at the same time improve the processes. As I have indicated both in e-mail and on the clarification call to Qwest, this is now a high profile issue between both companies. Mike Mason, Vice-President AT&T Broadband, has escalated this to Scott Shipper, Vice-President Qwest.

AT&T's account team has declined to work directly with AT&T to resolve this issue and has instructed AT&T to move all discussion to CMP. In addition Todd, you stated on the clarification call held March 18, 2002, Qwest would not provide a resolution to this CR until the monthly CMP forum in May. This is unacceptable to AT&T.

AT&T requests Qwest to expedite PC 030802-1 immediately. AT&T will present this CR as a "walk on". Please inform Jim Beers. Under the Interim Exception Process for OSS Interfaces, Product and Process Changes (RE: Qwest Re-Design Web site) this can be addressed at Wednesday's monthly CMP meeting and voted on as an expedited issue by the CLEC community.

Sincerely,

Terry Bahner
Supervisor
AT&T Local Services Access Management
Western Region
303-298-6149

Cc: Tim Boykin
Sharon Van Meter
Donna Osborne-Miller
Judy Schultz

Clarification Meeting

11:00 a.m. (MDT) / Monday 18th March 2002

1-877-564-8688

ID 626-5401 #

PC030802-1 Local Service Freeze – Process to remove LEFV from Qwest residential accounts

Attendees:

Terry Bahner / AT&T
Donna Osborne-Miller / AT&T
Cynthia Linenberger / AT&T
Lindel Watkis / AT&T
Mike Harggett / AT&T
Harriett Berry / Qwest
Chris Quinn-Struck / Qwest
Pete Budner / Qwest
Todd Mead / Qwest

Review Requested (Description of) Change:

Terry read out the change request:

VALIDATE THESE FOLLOWING BULLET ITEMS AS PART OF THE PROCESS:

- * Caller must be a Qwest retail customer
- * Customer must call business office and say they wish to "remove the freeze off of their local service"
- * Do not instruct the customer to use the word "PIC". This is used for inter and intra lata services and causes confusion which can delay removing the LEFV
- * CLEC can be a third party on the call to Qwest by the local customer
- * Customer can call up to 7pm in his local service area to remove the freeze
- * The LEFV resides in a repository that is worked overnight which means it will be removed off the customer's account that night and the LSR can be sent the next day without rejection
- * Although updates to a CSR can take up 3-5 days, the removal of the freeze is not dependent on that CSR being updated.
- * Qwest does not charge \$5 to remove the freeze
- * A Communicator will be sent to the CLEC community when the PCAT is updated

- AT&T asked for more clarification around the 6th Bullet as the updated PCAT indicated the LSR can be submitted

immediately after the LEFV is removed (not the next business day).

- The last two bullet points can be removed from the original CR. Todd will adjust the CR documentation.
- AT&T asked for clarification around the edit that is going into IMA
- AT&T asked for Qwest to explain the role and also train the duty pager on the Local Service Freeze process. AT&T have experienced significant problems with issues they have escalated to the duty pager
- AT&T also asked Qwest to provide clarification on what remarks to expect in the remarks section of the jep notification re: Joan Wells

Confirm Areas & Products Impacted:

Products: LNP, Private Line, Unbundled Loop & UNE

Areas: Pre-ordering, Ordering & Provisioning - Billing was added

Confirm Right Personnel Involved:

Harriett confirmed she is the correct person to be the Qwest SME in relation to this CR.

Identify/Confirm CLEC's Expectation:

AT&T want to see a clear and concise process around removing the Local Service Freeze, verified and documented in PCAT.

Establish Action Plan (Resolution Time Frame):

General clarification – April CMP meeting. Qwest's initial response presented at May CMP meeting. AT&T will send Change Management a letter this afternoon requesting Qwest expedite this CR. AT&T will 'walk-on' this CR at Wednesday's CMP meeting.

Qwest Response

Draft Response for Discussion on General Clarification Call to be held April 4th

April 2, 2002

Terry Bahner

Supervisor

AT&T Local Services Access Management

1875 Lawrence St.

Denver, CO 80202-1847

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CR # PC030802-1

SUBJECT: Qwest's Change Request Response - CR # PC 030802-1 "Local Service Freeze Removal for Residence and Business Customers"

Following are responses to your list of issues and questions from CR #PC030802-1, your additional list of issues dated March 19, as well as questions from our March 26, 2002 conference call.

1. Caller must be a Qwest retail customer
This is a true statement. The Qwest Retail end user may contact their Qwest Retail business office to have their local service freeze removed. Their new CLEC may be on the phone with them at the same time (Three-way call).
2. Customer must call business office and say they wish to "remove the freeze off of their local service"
This is a true statement. When the end user customer contacts the Qwest Retail business office, they should ask to have their local service freeze removed. If the end user customer simply states that they are moving to AT&T, there may be some confusion as to whether this is a PIC change or the customer is moving their local service to AT&T.
3. Do not instruct the customer to use the word "PIC". This is used for inter and intraLATA services and causes confusion which can delay removing the LEFV
This is true. It is helpful in guiding the end user customer through the process since they may have a PIC, LPIC, and Local Service Freeze. The Sales Consultants have been provided training and job aids to help determine the customer's need.
4. CLEC can be a third party on the call to Qwest by the local customer
See question #1
5. Customer can call up to 7pm in his local service area to remove the freeze
Qwest has customers across three different time zones.

The Residence end user customer may call their Qwest Retail business office until the close of business in the Pacific time zone.

- Central time zone until 9:00 PM (they will be routed to a center in the Mountain or Pacific time zones after 7:00 PM local time)
- Mountain time zone until 8:00 PM (they will be routed to a center in the Pacific time zone after 7:00 PM local time)
- Pacific time zone until 7:00 PM

The hours for the Business, Federal Government, Education, Public Access Lines business offices are listed in the April 3,

2002 update to the PCAT.

6. The LEFV resides in a repository that is worked overnight which means it will be removed off the customer service record. Qwest has a Local Freeze Repository where all frozen phone numbers are stored. That repository is updated on a daily basis as orders are issued to add or remove local freeze. When an order is issued to remove the freeze, the telephone number is removed from the Repository that night. The LEFV will not be removed from the CSR for 3-5 days.

See further explanation in response to question 7.

7. Although updates to a CSR can take up 3-5 days, the removal of the freeze is not dependent on the CSR being updated. The Customer Service Record does not update for 3-5 days after the R order is issued to add or remove the Local Service Freeze.

When a LSR is issued and there is LEFV on the CSR, the Wholesale Service Delivery Coordinators are checking system notations to determine if an order has been issued to remove the local service freeze. If there is a notation, they will process the LSR. In addition, if the LSR contains the R order number (of the freeze removal) the SDC will allow the order to be processed.

The following questions were submitted by AT&T in a letter to Qwest dated 03/19/02

8. Customer required to call Qwest multiple times to remove LEFV
The customer should be able to accomplish removal of the local service freeze in one call to Qwest.

9. No established process to remove the LEFV at the Qwest retail offices
Qwest has had established processes in place for local service freeze removal since March 10, 2001 when Local Service Freeze was first implemented.

10. No consistent confirmation number provided by the Qwest retail offices to note customer account
Qwest Sales Consultants are currently providing the R order number to any end user customer or CLEC (on 3-way call) who requests it. We have determined that a specific work group has been providing 'confirmation numbers' instead of the R order numbers. That situation has been corrected by the issuance of internal memo (MCC) and managing the performances of the involved individuals. Do not hesitate to request the R order that is being issued to remove the freeze.

11. Inconsistent information between the account team and the PCAT pertaining to submission of the LSR

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The PCAT is the Qwest official source for CLEC information.

12. Inconsistent Quality Check process at the Sierra Vista Center Calls and orders are monitored on a regular basis to ensure quality.
 13. Inconsistent escalation process at the Denver CSIE once confirmation has been received There are several determining factors as to how the escalation is handled. Each escalation is reacted to on an individual case basis.
 14. IMA 9.0 edit pulled and no notice sent to the CLEC Qwest did not remove any IMA 9.0 edits; therefore, notification to the CLECs was not necessary. There was a non-IMA edit in place that was checking the CSRs for LEFV which was relaxed so LSRs could flow through and allow the Service Order Processors to check the Freeze Repository and edit for a freeze at that point in the process.
 15. IMA 9.0 edit to be implemented at a future date without CLEC notice All planned CLEC Impacting changes to IMA are currently being presented to the CLECs for prioritization. There are no plans to implement a 9.0 edit pertaining to Local Service Freeze.
 16. Jeopardy condition codes issued after the FOC affecting CLEC due date Qwest has listened to the concerns raised by AT&T on this issue and has taken steps to fortify existing processes to alleviate this problem.
 17. Inconsistent Qwest retail process where CLEC can be a third party on the call with end customer See question #1
 18. Inconsistent process between removing the LEFV and the updating of the CSR See question #6
 19. Confusing reject /jeopardy condition message issued by Qwest The reject/jeopardy message currently being used is the only existing message that fits the local service freeze situation. Requests for new reject messages go through the CMP CR process.
- LSRs received to change lines/accounts with a local service freeze are rejected with the error message "Features on account are not compatible with requested features." In the Customer Comments section of the Reject Notice Qwest will include the

following: "Please have end user contact current local service provider to have local service freeze removed."

20. AT&T reiterated they would like all of the above bullet points validated by Qwest and the process clearly documented in the PCAT. The PCAT will be updated April 3, 2002.

21. What kind of questions does Qwest ask a Retail end user customer before adding a local service freeze?
Upon initial contact with the end user customer, the Qwest Sales Consultant informs the customer of the availability of the freeze as follows: "We offer free protection to ensure that your provider of local service, long distance service, and local long distance service cannot be changed unless you contact us directly. You may remove this protection from your account at any time by contacting Qwest directly with a verbal, written, or electronically signed authorization. Would you be interested in setting that up now?"

If the end user customer indicates they would like a freeze established, they are transferred to a Third Party Verifier (TPV) who asks the customer for the Billing Name on the account, Billing Address, the last four digits of their Social Security Number, and their date of birth. In addition, they ask if the caller is over 18 years old and is responsible for the account, and if they have permission to place the local service freeze on each specific line of the account.

22. What changes have been made in the Local Service Freeze Removal process since 02/18/02? The process was working well before that date.

Qwest has had established processes in place for local service freeze since March 10, 2001 when Local Service Freeze was first implemented. The only changes made to the process have been made within the past two weeks as a result of this CR.

Sincerely,

Harriett Berry
Senior Process Analyst
Qwest

Cc: Sue Burson, Director Process Management, Qwest

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