



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**