



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 26<sup>th</sup> 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 26<sup>th</sup> 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 26<sup>th</sup> 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 3<sup>rd</sup> 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 4<sup>th</sup>. 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**