



April 2, 2002

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

**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

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,

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Cc: Sue Burson, Director Process Management, Qwest