



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**