

RA-18R VCI COMPANY --- CR#SCR061405-01 --- Denied.txt

From: amandas@vcicompany.com  
Sent: Thursday, October 20, 2005 12:04 PM  
To: amandas@vcicompany.com  
Subject: VCI COMPANY --- CR#SCR061405-01 --- Denied

Dispute  
Company: VCI COMPANY  
CR#: SCR061405 01  
Status Code: Denied

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Description:  
VCI Company disagrees with the escalation request response recieved to implement a "Provisioning Report to View and Export Into Excel. Quantity of LSR's and Order Activity Submitted by User"

History of Item:  
6/20 Clarification Meeting Held  
7 20 Discussed at Jusly CMP  
8/10 VCI Company sent a request to CMP to add CR as Late Adder in IMA 19.0. 8/10 Qwest resonse: LOE to be determined  
8 23 Qwest stated needs another month to give LOE  
9/15 Qwest changed CR to Denied  
10/5 Escalation Sent to Qwest  
10/10 Internal VCI CMP Discussion  
10/13 Qwest Denial for CR-No Demonstrable Business Benefit

Reason for Escalation / Dispute:  
Qwest does not provide anything close to what is being requested on this CR. The denial for No Demonstrable Business Benefit to Qwest and CLECs was an unfair decision. Other CLECs were not allowed to agree on this decision or give feedback; even when they joined VCI Company in the escalation and expressed interest in this change.

Business Need and Impact:  
The need for this change would allow CLECs to view a summary of orders provisioned daily. CLECs would benefit in knowing what States and Users produce an abundant amount of orders. This would benefit Qwest in knowing where more technicians are needed and what types of orders are being produced daily. In addition CLEC's would be able to recognize, on a daily basis, which provisioners produce a high volume of order activity.

Desired CLEC Resolution:  
VCI Company is requesting this dispute be handled through the American Arbitration Association (AAA). Our goal is to seek a fair and just decision for the implementation of this change.

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Lead Submitter:  
Name: Amanda Silva  
Title: Carrier Relations  
Phone Number: 253 219-3437  
E-mail Address: amandas@vcicompany.com

Joint Submitters:

Date/Time Submitted: Thu Oct 20 10:16:58 PDT 2005