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Mark S. Reynolds
Senior Director – Regulatory
Policy and Law

October 14, 2004

Ms. Carole Washburn, Executive Secretary
Washington Utilities and Transportation Commission
P.O. Box 47250
Olympia, Washington 98504-7250

Attn: Kathy Folsom

RE: WAC 480-146-350 Affiliated Interest Agreement

Dear Ms. Washburn:

In accordance with WAC 480-146-350, Qwest Corporation is filing notification of the enclosed affiliated interest agreement between Qwest Corporation ("QC") and Qwest Communications Corporation ("QCC"). This is Amendment 4 to the Agreement for the Provision of Billing and Collection Services that was previously filed under Docket No. UT-021467.

Please call Joyce McDonald on 206-345-1514 if you have any questions or require any additional information.

Very truly yours,

for Mark Reynolds

Enclosure

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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

AMENDMENT #4 TO THE AGREEMENT FOR THE PROVISION OF BILLING AND COLLECTION SERVICES

The Parties acknowledge that this Amendment #4 contains commercially confidential information that may be considered proprietary by either or both Parties, and agree to limit the distribution of the Amendment to those individuals in their respective organizations with a need to know the contents of the Amendment.

This Amendment is made a part of the Agreement for the Provision of Billing and Collection Services (hereinafter "Agreement"), dated September 1, 2003, by and between Qwest Corporation, a Colorado corporation, (hereinafter "Qwest"), and Qwest Communications, Corporation, a Colorado Corporation (hereinafter "QCC"), acting through their authorized representatives, is effective the 1st day of December, 2004, except that: this Addendum shall not be effective with respect to the state of Washington until it is filed with the Washington Utilities and Transportation Commission ("WUTC")

WHEREAS, the Agreement provides that it may be amended by the Parties pursuant to Section 20;

NOW, THEREFORE, the Parties agree as follows:

1. Exhibit B (Description of Services), Section I (Message-Based Billing Services), Item B (Inquiry-Plus Service) is hereby replaced as follows:
 - B. **Inquiry Service** is an optional Service that QCC has elected for Qwest to provide on its behalf, whereby Qwest representatives handle telephone calls or correspondence from End Users who have questions/disputes about QCC's charges/credits billed through the Qwest bill, including, but not limited to, discussing QCC-specific rates.

Qwest shall perform Inquiry Service pursuant to the then current processes, as further described in Exhibit F.
2. Exhibit B (Description of Services), Section II (Message-Based Billing Services), Item B (Inquiry-Plus Service) is hereby replaced as follows:
 - B. **Inquiry Service** is an optional Service that QCC has elected for Qwest to provide on its behalf, whereby Qwest representatives handle telephone calls or correspondence from End Users who have questions/disputes about QCC's charges/credits billed through the Qwest bill, including, but not limited to, discussing QCC-specific rates.

Qwest shall perform Inquiry Service pursuant to the then current processes, as further described in Exhibit F.

Notice

The information contained herein should not be disclosed to unauthorized persons. It is meant for use by authorized representatives of Qwest and QCC only.

3. Exhibit C (Price Lists), Section I (Message-Based Billing Services Price List), Item B (Inquiry-Plus Service) is hereby replaced as follows:

Item	Service Name	Unit	Price Per Unit
B.	Inquiry Service	Per Message Billed	\$ 0.10

4. Exhibit C (Price Lists), Section I (Message-Based Billing Services Price List), Pricing Application and Provisioning Parameters, is hereby replaced as follows:

Inquiry Service

1. Inquiry Service is charged based on each Casual Message billed, per CIC/ABEC.

5. Exhibit C (Price Lists), Section II (Invoice Billing Services Price List), Item B (Inquiry-Plus Service) is hereby replaced as follows:

Item	Service Name	Unit	Price Per Unit
B.	Inquiry Service	Per Message Billed	\$ 0.10

6. Exhibit C (Price Lists), Section II (Invoice Billing Services Price List), Item B (Inquiry-Plus) is hereby replaced as follows:

Inquiry Service

1. Inquiry Service is charged based on each Invoice Message billed, per CIC/ABEC.

7. Exhibit H (Adjustments with Inquiry-Plus Service), is hereby replaced in total, pursuant to Attachment A of this Amendment #4.

Signature Page Follows

Notice

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IN WITNESS WHEREOF, the Parties hereto have caused this Amendment to be fully executed by their authorized representatives.

Qwest Communications, Corporation

Teresa Taylor
Signature

Teresa Taylor
Printed Name

EVP - Wholesale
Title

10/4/04
Date

Qwest Corporation

Rodney L. Miller
Signature

Rodney L. Miller
Printed Name

VP Finance
Title

9/30/04
Date

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QCC ADDENDUM #4 - ATTACHMENT A

EXHIBIT H

ADJUSTMENTS WITH QWEST-PROVIDED INQUIRY SERVICE

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ADJUSTMENTS WITH INQUIRY SERVICE

1. General

This Exhibit sets forth a general overview of End User Adjustment activities performed by Qwest on QCC's behalf as a service to its End Users. All Inquiry and Adjustment activities shall be governed by the regulatory rules required by the appropriate jurisdiction. Qwest may, in its sole discretion, modify the operational procedures described in this Exhibit. All changes required by regulatory authorities will be made in accordance with the rulings of the regulatory authority. Any additional Adjustment Services not described below may constitute a Custom Request, as described in Exhibit B, Section III.

2. Election of Qwest-Provided Inquiry Service

- A. QCC has elected for Qwest to provide Inquiry Service on its behalf for its MTS End User billing, as designated in the matrix below:

Type	Provided by Qwest	Not Provided by Qwest
Inquiry Service	X	

- B. When Inquiry Service is provided, a toll free number, terminating to a Qwest representative, will be printed on the QCC portion of the End User bill.

3. Adjustments with Qwest-Provided Inquiry Service

- A. The following dispute procedures shall apply, where allowable by state regulatory rules, when Qwest provides Inquiry Service on QCC's behalf. All such Adjustments will be charged at the rates described in Exhibit C, Sections I and II.
1. At such time as an End User contacts Qwest to dispute charge(s) on QCC's portion of the bill, Qwest will make every attempt to explain and sustain the charge. If the End User refuses to pay such charge(s), Qwest will adjust the charge(s), including Qwest calculated taxes, as appropriate.
 2. When such Adjustments are issued, the End User will be advised the adjusted charges may not be forgiven by QCC and QCC has the right to block the End User's access to QCC's network of services or pursue other types of collection activity (i.e. through a collection agency). Qwest will continue to pursue collection action on the remaining treatable QCC balance of the End User Account.
 3. In the event an End User disputes only a portion of a charge billed by QCC, Qwest may negotiate a partial Adjustment, including Qwest-calculated taxes, as appropriate, on behalf of QCC.
 4. In the event an End User disputes the rate they were charged by QCC, due to incorrectly applied discounts or rates, and such dispute results in Qwest issuing an Adjustment to re-rate the Message, such Adjustments will be issued with an Adjustment reason of incorrect rate ("INR").

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5. In the specific case of charges billed by QCC to an End User that fall into one of the following categories, an Adjustment will be issued with an Adjustment reason of improper toll presentation ("ITP"):
 - a) Messages, which violate the Qwest MTS Billing Policy;
 - b) Messages, which are billed in the wrong section of QCC's bill;
 - c) Messages which appear on the End User bill that do not identify all a telephone numbers actually dialed by the End User to complete the call, i.e. 8XX service platforms;
 - d) International Audiotext or Pay-Per-Call Messages accessed via 900 or non-900 NPA/NXXs;
 - e) Messages that violate Section 1.B of the Agreement; and
 - f) Messages which are adjusted to satisfy a federal or state requirement (for a limited period of time).
 6. In the case of obvious fraud or abuse by the End User, Qwest reserves the right to refuse to adjust the charge(s) and to treat the End User on an individual case basis, up to and including denial.
 7. In the case of Unauthorized Charges billed by QCC, Qwest reserves the right to adjust the charges.
 8. At such time as Qwest initiates an Adjustment of a QCC charge for a temporary period of time, such Adjustments will be input through BATC, until such time as such Adjustments can be issued through Qwest's BOSS/CARS systems. Upon receiving the Adjustment request, QCC will immediately issue an Adjustment for the full value of the amount negotiated and requested by the Qwest representative.
 9. All Qwest-initiated Adjustments of QCC charges issued through BOSS/CARS will be reported to QCC via EMI category 45 records, via a mutually agreed upon medium. Adjustments issued through BATC will not have EMI category 45 records generated.
4. Charges for Services

The application of charges associated with Inquiry and Adjustment Services are described in Exhibit C, Sections I and II.

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