



Paulette Hauck
Director - Sales Operations
206-346-9855
phauck@qwest.com

TO: Emerging Markets Sales Executives
Major Markets Sales Executives
Wholesale Service Management

DATE: May 16, 2001

RE: Policy - CLEC customer complaints

CC: Ken Beck Sue Burson
Peggy Bissing Toni Dubuque
Deb Erickson Steve Gilstrap
Cindy Humphrey Pam Jenkins
Chris Rau Scott Schipper
Patty Snider Chris Rau
Brenda Waterhouse Bill Campbell
Cindy Buckmaster Phyllis Sunin
Joanne Beck

With our recent reorganization and job responsibility changes, Qwest would like to assure all sales executives and service managers are clearly aware of processes to employ if you should receive a complaint(s) from CLEC's regarding actions of Qwest employees.

When you receive this type of notice from our CLEC customer, please ask for the following detailed information:

- Qwest Employee Name
- Date & Time of occurrence
- Brief description of occurrence
- Order #, Circuit ID, etc. if appropriate
- Other factors of importance

Once you have documented this information, please refer this onto the individual's management team. Appropriate discipline will be the responsibility of the direct manager for the employee.

If you have any questions, regarding this policy, please contact your manager.