



MEMORANDUM

DATE: May 24, 2001

FOR: All Local Network Employees

FROM: Augie Cruciotti - EVP Local Networks

SUBJECT: Policy – CLEC Customer Relations

As you know, Local Network is committed to doing its part to ensure successful long distance re-entry in the 14 local service states. To support this commitment, it is critical that we re-address previously communicated policies regarding our relationships with Competitive Local Exchange Carriers (CLECs), and their end-user customers. Because of the importance of this issue, it is my expectation that you share the information below in face-to-face meetings with your teams as soon as possible.

In today's environment we have both retail and wholesale customers. Both of these customer groups are extremely important to our success, and it is critical that all Local Network employees understand that both are to be treated with equal regard and levels of service. We in Local Network continue to be the primary delivery tool for both our Retail and Wholesale services. As we have in the past, Local Network most often leaves the final and most lasting impression of Qwest's commitment to service and quality.

Many of our Interconnect customers tell us that our employees do not give them the same respect or fair treatment our retail clients receive. Specific cited claims include:

- Making negative and/or disparaging comments about CLECs and/or their products and services to the CLEC's end-user customers
- Knowingly disconnecting CLEC circuits resulting in service outages for their end-user customers
- Proactively discussing the virtues of Qwest's products and services with the CLEC's customers
- Attempting to persuade the CLEC's customers to convert to Qwest

Please note that each of the above examples is a clear violation of Qwest's Code of Business Ethics and Conduct policies, and are subject to the appropriate discipline practices, up to and including dismissal.

It is the policy of Qwest to comply with the Telecommunications Act of 1996 and with all applicable Federal Communications (FCC) Regulations and Orders, and to lawfully compete in the marketplace. This commitment to fairness includes respecting the rights of our competitors and abiding by all applicable laws in the course of competing. It is Local Network's policy to treat all of our customers with respect regardless of the type or class of service provided, and to provide non-discriminatory levels of service to customers of all CLECs, as well as Qwest end-user customers.

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