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BRIAN C. McNEIL  
EXECUTIVE SECRETARY

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ARIZONA CORPORATION COMMISSION 2002 MAY 23 A 11: 11

AZ CORP COMMISSION  
DOCUMENT CONTROL

May 23, 2002

*T-01051B-99-0105*

Ms. Maureen Arnold  
Qwest Corporation  
3033 North 3rd Street, Room 1010  
Phoenix, Arizona 85012

Dear Ms. Arnold:

On April 23, 2002, I sent a letter (enclosed) to you asking that you provide me with a report to verify compliance with Arizona Corporation Commission (Commission) Decision No. 63487, dated March 30, 2001.

As I indicated in my letter, Decision No. 63487, ordered Qwest Corporation, as a condition of its approval of the "Second Settlement Agreement", to invest an additional "\$3 million in the first year and \$1 million in each of the remaining two years" of the Price Cap Plan in training for Arizona employees with respect to new technologies and service improvements. This compliance was to be accomplished by March 30, 2002.

Further, in my letter, I requested that you provide me with a detailed report within 30 days of the date of my letter describing how the \$3 million was expended. To date, I have not received a response from you. If I do not receive a report within ten (10) days from the date of this letter, I will be forced take this matter to the Commissioners at an open meeting.

Arizona Corporation Commission  
**DOCKETED**

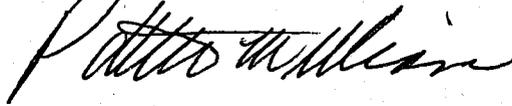
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Ms. Arnold  
May 23, 2002  
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If you have any questions, I may be contacted at 602-542-0818.

Sincerely,



Patrick C. Williams  
Manager, Compliance and Enforcement  
Utilities Division

:pcw

enclosure

cc: Del Smith  
Steve Olea  
Docket Control

WILLIAMS A. MUNDELL  
CHAIRMAN  
JIM IRVIN  
COMMISSIONER  
MARC SPITZER  
COMMISSIONER



BRIAN C. McNEIL  
EXECUTIVE SECRETARY

ARIZONA CORPORATION COMMISSION

April 23, 2002

Ms. Maureen Arnold  
Qwest Corporation  
3033 North 3rd Street, Room 1010  
Phoenix, Arizona 85012

Dear Ms. Arnold:

This is being written to verify compliance with Arizona Corporation Commission (Commission) Decision No. 63487, dated March 30, 2001.

In Decision No. 63487, the Commission ordered Qwest Corporation, as a condition of its approval of the "Second Settlement Agreement", to invest an additional "\$3 million in the first year and \$1 million in each of the remaining two years" of the Price Cap Plan in training for Arizona employees with respect to new technologies and service improvements. This compliance was to be accomplished by March 30, 2002.

In order to verify compliance, please provide me with a detailed report describing how the \$3 million was expended. The report should contain, at a minimum, a breakdown of each individual item. I realize it may be difficult to account for any minor investment, therefore, please categorize items accordingly. This report should be filed within thirty (30) days from the date of this letter.

If you have any questions, I may be contacted at 602-542-0818.

Sincerely,

A handwritten signature in black ink that reads "Patrick C. Williams".

Patrick C. Williams  
Manager, Compliance and Enforcement  
Utilities Division

:pcw

cc: Del Smith  
Steve Olea