



0000013103

T-04257204.0335

28 DL

From: "jim beaver" <jbeaver@livewirephone.com>
To: "Adam Lebrecht" <ajl@util.cc.state.az.us>
Date: 11/5/2004 5:46:09 PM
Subject: jim

ORIGINAL

Hi Adam,

We took a class in Phoenix that Qwest mandates as our first class for completion. The class is called "Qwest 101, Doing Business with Qwest." The class was a 2 day instructor led class that familiarizes us, as a CLEC, on how to do business with Qwest. Its basically a general overview of their products, services, an overview of billing, support, and service request information.

There are other course offered by Qwest that we will all attend before starting business. Some are instructor led and some we take on-line. We have a POTS resale class which is more detailed reviewing the product, ordering processing through IMA, provisioning, billing, and maintenance/repair. U-nep pots is another instructor led class that we are going to take with Qwest which covers the product, order processing, billing, maintenance.....the same kinds of items as the POTS class. There is a service request/billing class that we have to attend. Qwest has a wholesale class, their new IMA 16.0 release class, directory listing class, and a number portability class to name a few.

Thanks, Jim Beaver

=====
This footnote confirms that this email message
has been scanned to detect malicious content.

If you experience problems, please contact
postmaster@ccsd.cc.state.az.us UT

Arizona Corporation Commission
DOCKETED

NOV - 8 2004

DOCKETED BY	KAR
-------------	-----

AZ CORP COMMISSION
DOCUMENT CONTROL

2004 NOV - 8 A 10: 45

RECEIVED