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Qwest
Spirit of Service

April 21, 2006

Brian Bozzo
Compliance Manager
Arizona Corporation Commission
1200 W. Washington St.
Phoenix, AZ 85007

Re: Docket No. T-01051B-03-0454
Docket No. T-00000D-00-0672

Dear Mr. Bozzo:

Section 24 of the Settlement Agreement approved by the Commission on March 23, 2006 in Decision No. 68604 requires Qwest to develop training materials for customer service representatives to use in interfacing with customers in conjunction with the implementation of the Renewed Price Cap Plan. The order further requires Qwest to prepare copies of such training materials in a form, content and manner acceptable to the Commission's Utilities Division Staff.

In compliance with this requirement, Qwest has developed a training program for its customer service representatives. All company service representatives will receive this training once it has been approved by the Staff. I have attached a copy of the participant workbook and facilitators guide which will be used in conducting this training.

Please have Staff contact me with any input or feedback concerning these materials. Once we have your approval, we will commence with the training.

Sincerely,

Cc: Docket Control (letter only)
Ernest Johnson - Director, Utilities Division
Elijah Abinah - Assistant Director, Utilities Division
Matt Rowell - Utilities Division
Wilfred M. Shand, Jr. - Utilities Division

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