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BEFORE THE ARIZONA CORPORATION COMMISSION

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Commissioner

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IN THE MATTER OF QWEST  
CORPORATION'S APPLICATION FOR  
APPROVAL OF LOCAL SERVICE FREEZE  
TARIFF

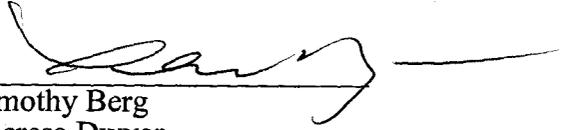
DOCKET NO. T-01051B-02-0073

QWEST'S NOTICE OF FILING  
REBUTTAL TESTIMONY

Pursuant to the Procedural Order dated March 26, 2002, Qwest Corporation provides notice of filing the attached Rebuttal Testimony of Scott A. McIntyre and exhibits.

Submitted this 28<sup>th</sup> day of May, 2002.

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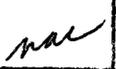
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MAY 28 2002

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**BEFORE THE ARIZONA CORPORATION COMMISSION**

**IN THE MATTER OF QWEST )  
CORPORATION'S APPLICATION FOR ) DOCKET NO. T-01051B-02-0073  
APPROVAL OF LOCAL SERVICE )  
FREEZE TARIFF )**

**REBUTTAL TESTIMONY  
OF  
SCOTT A. MCINTYRE  
DIRECTOR – PRODUCT AND MARKET ISSUES  
QWEST CORPORATION  
MAY 28, 2002**

REBUTTAL TESTIMONY OF SCOTT A. MCINTYRE  
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22

**I. IDENTIFICATION OF WITNESS**

**Q. PLEASE STATE YOUR NAME, PLACE OF EMPLOYMENT, AND  
OCCUPATION.**

A. My name is Scott A. McIntyre. I work for Qwest Corporation and my title is  
Director – Product and Market Issues.

**Q. ARE YOU THE SAME SCOTT A. MCINTYRE WHO FILED DIRECT  
TESTIMONY IN THIS PROCEEDING?**

A. Yes, I am.

**II. PURPOSE OF TESTIMONY**

**Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?**

A. The purpose of my testimony is to respond to the testimony of several intervenors  
in this case. AT&T, Cox, WorldCom, and the Commission Staff have submitted  
testimony responding to Qwest's local service freeze ("LSF") tariff filing. I will  
address each intervenor's testimony separately, although there are some  
recurring themes from each party. One of the issues raised by each intervenor

1 pertains to the processes to be used to establish and remove freezes.

2

3 **Q. WHAT IS THE PRIMARY CONCERN OF THE INTERVENORS RELATING TO**  
4 **THESE PROCESSES?**

5

6 A. The concern seems to center around whether the processes Qwest will employ to  
7 add or remove freezes will hinder a customer's ability to quickly and easily change  
8 to another local service provider.

9

10 **Q. HAS QWEST EFFECTED CHANGES IN ITS PROCESSES IN OTHER STATES**  
11 **WHERE LSF IS ALREADY EFFECTIVE WHICH WILL ALLEVIATE THIS**  
12 **CONCERN?**

13

14 A. Yes. Based upon feedback received from competitive local exchange carriers  
15 ("CLEC's") in other states where LSF is already available, Qwest has recently  
16 made several changes to the processes to be used when adding or removing a  
17 freeze. These changes include:

- 18 • Establishment of independent third party vendor to handle freeze removals  
19 Qwest contracted with an independent third party vendor who is handling all  
20 LSF removals initiated via phone call by the customer, rather than having  
21 Qwest service representatives process the removal. The vendor's personnel  
22 are fully trained to deal specifically with local service freeze removals. Not  
23 only has this resulted in faster processing times, but, because this specialized  
24 staff is devoted solely to processing freeze removals, it has also alleviated any

1 confusion which may have resulted when going through Qwest sales  
2 channels, where service representatives handle hundreds of products for  
3 fourteen states. Customers may contact the Qwest business office, in which  
4 case the service representative will transfer them immediately to the third party  
5 vendor upon learning of the desire to lift the freeze. No win-back or retention  
6 efforts are made.

7  
8 CLECs have been informed of a toll-free telephone number dedicated to this  
9 third party vendor to be used for freeze removals, and may completely bypass  
10 a Qwest representative by dialing the number with the customer on the line  
11 and having the customer request that the freeze be removed. The third party  
12 vendor is not authorized, trained, or equipped to conduct win-back or any  
13 customer retention marketing. In response to CLEC feedback that the three-  
14 way call with the end user was taking too long, the vendor increased the size  
15 of its staff. In April, 92% of the calls directed to this number were answered in  
16 twenty seconds or less.

17  
18 ● Development of standardized form for freeze removals

19 Qwest has developed a form designed to make it easy for customers to  
20 request in writing that a freeze should be removed from their account (See  
21 Exhibit SAM-1 for example). CLECs may provide this form to their prospective  
22 customers, obtain the customer-specific information required (including an  
23 authorizing signature), and fax or mail it to Qwest on behalf of the customer.

24 The form is available on Qwest's website,

25 [http://www.qwest.com/residential/customerService/loa\\_lift\\_form.html](http://www.qwest.com/residential/customerService/loa_lift_form.html) or

26 [http://www.qwest.com/smallbusiness/customerService/loa\\_lift\\_form.html](http://www.qwest.com/smallbusiness/customerService/loa_lift_form.html).

- 27  
28 ● Enabling CLECs' local service orders to be processed on the same day the  
29 LSF is removed from the end user's account

1 This was a systems issue wherein the customer service record is not updated  
2 for 2-3 days after a freeze is removed, which was causing some CLEC orders  
3 to be rejected. To work-around the constraint, Qwest has implemented a  
4 process by which CLECs may obtain an order number during the three-way  
5 call with the end user to remove the freeze. The CLEC may enter the order  
6 number on its service order, in which case Qwest will process the order on the  
7 same day the LSF is removed. CLEC orders submitted without the order  
8 number will be worked the day following the request for the removal of the  
9 LSF.

10  
11 • Putting escalation procedures in place

12 Qwest has established a point of contact for CLEC LSF escalations in its  
13 Interconnect Service Center. The Service Delivery Coordinators at that  
14 number have been trained to assist with LSF-related issues. CLEC's may also  
15 request escalation when working with the third party vendor to lift freezes.

16  
17 • Enhancing CLEC reference, training information

18 The product catalog used by CLECs to obtain information about Qwest  
19 processes and services has been enhanced to provide greater detail  
20 associated with the local service freeze option. The catalog section pertaining  
21 to local service freeze is available through Qwest's wholesale website at  
22 <http://qwest.com/wholesale/clecs/lsfreeze.html>.

23  
24 In addition, Qwest has set up an email address that retail customers can use to  
25 request that a freeze be added or removed from their account  
26 ([FreezeIT@Qwest.com](mailto:FreezeIT@Qwest.com)), and has developed electronic forms that customers can  
27 populate and send via the Internet to have a freeze added or removed.

28  
29 It's only been a little over two months since these issues were first brought to

1 Qwest's attention. Qwest listened to CLECs' concerns, investigated, developed  
2 solutions, and implemented improvements to existing processes. As some of  
3 these items involved multiple cross-functional systems, this was not an easy task  
4 to accomplish in such a short amount of time. However, Qwest is dedicated to  
5 responding to its customers' needs and making the local service freeze process  
6 as efficient and non-complex as possible without jeopardizing the consumer  
7 protection and control mechanism which the FCC and numerous state  
8 commissions have already found to be so important. If the Commission approves  
9 the LSF tariff, Arizona consumers will benefit from the process improvements  
10 already made.

11  
12 **Q. WERE THE CLECS INTERVENING IN THIS PROCEEDING INVOLVED IN**  
13 **BRINGING ABOUT SOME OF THESE PROCESS IMPROVEMENTS?**

14  
15 **A.** AT&T certainly was, as I explain later in my testimony, as was Cox to a limited  
16 extent. I don't believe WorldCom provided any feedback on the LSF processes in  
17 any of the states where LSF is already available. I will discuss other common  
18 themes raised by intervenors in the remainder of my testimony.

19  
20 **III. REBUTTAL OF AT&T WITNESS RUSSELL**

21  
22 **Q. WHAT TESTIMONY HAS BEEN FILED ON BEHALF OF AT&T?**

23  
24 **A.** Dawn Russell has filed on behalf of AT&T.  
25

1 **Q. WHAT IS THE FIRST KEY CONCERN RAISED BY MS. RUSSELL?**

2

3 A. On page 4 of her testimony, Ms. Russell discusses the process for a customer  
4 ordering service from a new provider. She states that the existence of a local  
5 service freeze adds significant complexity to this process.

6

7 **Q. DO YOU AGREE WITH HER DESCRIPTION OF THIS PROCESS AND THE**  
8 **COMPLEXITY ADDED BY A LOCAL SERVICE FREEZE?**

9

10 A. No. First of all, there are two perspectives that should be examined. From the  
11 perspective of customers, the local service freeze is an option they have  
12 specifically chosen. Contrary to Ms. Russell's testimony (page 4), not *every*  
13 customer is impacted by the local service freeze process. Only those customers  
14 who have chosen the added protection a local service freeze provides will  
15 encounter the additional step of removing a freeze before changing local carriers.  
16 This adds one small step to the process of changing providers, but customers  
17 have been fully informed of – and have agreed to - the process step that it adds.  
18 This one step is in addition to the sales contact itself, which is necessary and the  
19 third party verification required by FCC rules. If a three-way call is initiated by the  
20 prospective service provider to lift the LSF, all of these functions may be  
21 accomplished with the initial sales contact. In this sense, from the customer's  
22 perspective, it may not be an additional "step" at all.

1

2           Additionally, every carrier (CLEC or ILEC) is accustomed to processing new  
3 orders for and providing new services to new customers under a variety of  
4 circumstances. Carriers must take orders and verify such requests through a  
5 third party. The carrier must establish a new account, verifying the customer's  
6 credit and other requisite information (e.g. directory). Carriers must determine the  
7 availability of facilities, both from a switching and from a loop perspective.  
8 Installation dates must be arranged. A customer visit may be scheduled, if  
9 needed, and billing must be initiated. From this perspective, an LSF adds one  
10 small step, or semi-step in a multi-faceted process. From this perspective, one  
11 three-way call does not add much to the overall process.

12

13 **Q.    SO THE EXISTENCE OF A LOCAL SERVICE FREEZE DOES NOT ADD**  
14 **SIGNIFICANT COMPLEXITY AT ALL?**

15

16 **A.**    No. It adds one simple step from the customer's view and this step was created  
17 specifically at the customer's request. From the competitive provider's view, it  
18 adds one simple step in a process that has many steps already.

19

20 **Q.    PLEASE EXPLAIN WHY YOU CHARACTERIZE THIS STEP AS SIMPLE.**

21

22 **A.**    The removal of a local service freeze requires only that the customer contact

1 Qwest to have the freeze removed. As explained previously, this may be  
2 accomplished via phone call, contact via Qwest's website, or through e-mail,  
3 regular mail or fax. No third party verification is required to lift a freeze and the  
4 removal of a freeze may be accomplished in a 3-way call with the customer and  
5 the new provider on the line. This one simple step, which was established  
6 specifically at the request of the customer, cannot be construed as a complex  
7 process as described by Ms. Russell.

8  
9 **Q. DOES THIS CALL TO REMOVE A FREEZE CREATE A "THIRD ROUND OF**  
10 **CHECKS AND INQUIRIES" AS DESCRIBED BY MS. RUSSELL?**

11  
12 **A.** No. Most of the time, it's just a phone call. Phone calls are handled by a third  
13 party vendor, hired by Qwest specifically to lift local service freezes. The only  
14 verification required is that the customer state that she or he is the customer and  
15 is authorized to lift the freeze. The order is then processed. This is far less  
16 complex than the initial contact between the new provider and the customer  
17 wherein a new account has to be established with all the relevant detail. It is far  
18 less complex than arranging for the actual service itself. This is just a contact that  
19 has been requested by the customer as an insurance step.

20  
21 **Q. WHAT IS MS. RUSSELL'S NEXT CONCERN ABOUT LOCAL SERVICE**  
22 **FREEZES?**

1

2 A. She states that there is insufficient competition or evidence of slamming to  
3 warrant such consumer protection options.

4

5 **Q. IS THIS RELEVANT IN ARIZONA?**

6

7 A. The purpose of a local service freeze or long distance carrier freezes, for that  
8 matter, is to provide confidence in consumers that their accounts are safe from  
9 fraudulent behavior. If customers are concerned about slamming, they will gain  
10 confidence from the ability to freeze their accounts. Customers may be concerned  
11 even if there is no evidence yet of local service slamming. Customers are  
12 generally aware of slamming in the long distance markets and may have even  
13 experienced it themselves. They may be aware that competition exists, even if  
14 they don't know exact penetration rates or market shares or where exactly each  
15 competitor operates. This limited knowledge may be sufficient to cause concern  
16 and a local service freeze may resolve that concern.

17

18 **Q. DID THE FCC RECOGNIZE THAT CARRIER FREEZES SERVE AS A MEANS**  
19 **OF PROTECTING CONSUMERS AGAINST SLAMMING AS WELL AS**  
20 **PROVIDING CONSUMERS WITH MORE CONTROL OVER THEIR ACCOUNT?**

21

1 A. Yes. In its Second Report and Order and Further Notice of Proposed  
2 Rulemaking,<sup>1</sup> the FCC recognized that freezes are appropriate and provide an  
3 additional and beneficial level of protection and control for consumers to prevent  
4 misunderstandings, errors and possibly fraud:

5

6 While we are confident that our carrier change verification  
7 rules, as modified in this Order, will provide considerable  
8 protection for consumers against unauthorized carrier  
9 changes, we recognize that many consumers wish to utilize  
10 preferred carrier freezes as an additional level of protection  
11 against slamming....The Commission, in the past, has  
12 supported the use of preferred carrier freezes as a means of  
13 ensuring that a subscriber's preferred carrier selection is not  
14 changed without his or her consent. Indeed the majority of  
15 commenters in this proceeding assert that the use of preferred  
16 carrier freezes can reduce slamming by giving customers  
17 greater control over their accounts. Our experience, thus far,  
18 has demonstrated that preventing unauthorized carrier  
19 changes enhances competition by fostering consumer  
20 confidence that they control their choice of service providers.  
21 Thus, we believe that it is reasonable for carriers to offer, at  
22 their discretion, preferred carrier freeze mechanisms that will  
23 enable subscribers to gain greater control over their carrier  
24 selection. (14 F.C.C. Rcd. 1508, ¶114.)  
25

26 **Q. DOES IT APPEAR FROM QWEST'S LOCAL SERVICE FREEZE OFFERINGS**  
27 **IN OTHER STATES THAT CUSTOMERS ARE CONCERNED ENOUGH TO**  
28 **PARTAKE OF THIS OPTION?**

29

30 A. Yes. In Washington, where a local service freeze option was ordered by the  
31 Washington Utilities and Transportation Commission ("WUTC") in 2000 and

---

<sup>1</sup> Implementation of the Subscriber Carrier Selection Changes Provisions of the Telecommunications Act of 1996; Policies and Rules Concerning Unauthorized Changes of Consumers Long Distance Carriers, CC

1 implemented in March of 2001, customers have placed freezes on over 92,000  
2 wholesale and retail local lines. While this is still a relatively small percentage of  
3 lines in Washington (4%), it does demonstrate that a significant percentage of  
4 consumers are concerned and want this insurance step placed in the process of  
5 changing their local service.

6  
7 Additionally, consumers in the other seven Qwest states where the protection  
8 mechanism has been available have chosen this form of added slamming  
9 protection. Over 70,000 lines have been frozen since LSF was introduced late  
10 last year and early this year in those states, again demonstrating that customers  
11 desire this form of control and protection be placed on their accounts.

12  
13 **Q. WAS THERE SIGNIFICANT SLAMMING OF LOCAL SERVICE OCCURRING IN**  
14 **WASHINGTON BEFORE THIS OPTION WAS PROVIDED TO CONSUMERS**  
15 **THERE?**

16  
17 **A.** No. The Washington Public Utilities Commission ordered all carriers to offer local  
18 service freezes because they wanted to prevent slamming before it became a  
19 problem, rather than wait for the problem to develop.

20  
21 **Q. IS THIS PHILOSOPHY OF PREVENTING PROBLEMS BEFORE THEY OCCUR**

1           **ALSO FOLLOWED IN ARIZONA?**

2

3    A.   Typically, yes. The Arizona Commission is currently pursuing new rules on  
4       slamming and cramming that are also intended to prevent problems that have not  
5       yet arisen. There is currently little evidence of cramming in Arizona, yet, after  
6       dealing with the issue for three years, as Commission Chairman Mundell has  
7       stated<sup>2</sup>, the Commission has opened a docket and has presented stringent  
8       proposed rules on slamming and cramming so they will have rules to deal with  
9       such events should they occur. Offering a consumer protection mechanism such  
10      as a local service freeze before local service slamming becomes a problem is  
11      consistent with the Commission's approach to consumer protection. For example,  
12      in the open meeting on the proposed slamming and cramming rules, held May 8,  
13      2002, Commissioner Irvin stated: "...the Commission is charged with the  
14      responsibility, we have the consumer protection responsibility."<sup>3</sup> During the same  
15      meeting, Commissioner Spitzer, in referring to the problems the rules are  
16      intended to address, commented: "If it doesn't exist today in Arizona, let's not  
17      start. And if it does exist, if a company is doing it, let's stop it and let's stop it  
18      now."<sup>4</sup> These comments demonstrate the Commission's resolve to taking a  
19      proactive approach to consumer protection in the state. The LSF is one more tool  
20      the Commission may use to benefit Arizona consumers in that regard.

---

Report)

<sup>2</sup> Transcript of Special Open Meeting, Docket No. RT-00000J-99-0034, In the Matter of Rules to Address Slamming and Other Deceptive Practices, May 8, 2002, Page 4.

<sup>3</sup> Id., Page 55.

1

2 **Q. WILL QWEST'S LOCAL SERVICE FREEZE OPTION, AS PROPOSED IN THE**  
3 **TARIFF FILING, COMPLY WITH THE RULES ULTIMATELY RESULTING**  
4 **FROM THE CURRENT RULE MAKING PROCESS?**

5

6 A. Yes. Although the language has not yet been finalized, Qwest will comply with the  
7 rules when they are finalized.

8

9 **Q. ON PAGE 5 OF HER TESTIMONY, MS. RUSSELL OPINES THAT A LOCAL**  
10 **SERVICE FREEZE OPTION IS UNNECESSARY IN AN ENVIRONMENT**  
11 **WHERE "LOCAL COMPETITION IS NOT PREVALENT." IS THERE ROBUST**  
12 **COMPETITION IN ARIZONA?**

13

14 A. First, Qwest believes that the specific level of competition existing in Arizona is  
15 irrelevant. The local service freeze option should be available to customers to  
16 address their concerns about maintaining control over their local service  
17 accounts. This concern may or may not be directly attributable to the actual level  
18 of competition that exists. Contrary to Ms. Russell's assertions however,  
19 competition has been growing steadily for several years.

20

21 The level of competition continues to grow and demonstrates Arizona consumers

---

<sup>4</sup> Id., Page 208.

1 have a choice in local service providers. This is evidenced by Qwest data  
2 reflecting March 2002 wholesale volumes:

- 3 ● There were 149 approved interconnection agreements in place,
- 4 ● There have been 509 collocations completed for competitors, and
- 5 ● CLECs were serving Arizona consumers through over 33,000 resold lines,  
6 over 29,000 unbundled loops, and over 30,000 UNE-P services, in addition to  
7 their own facilities.

8  
9 Additionally, Staff issued a report in May of this year in the 271 proceeding that  
10 demonstrates the existence of robust competition in Arizona.

11  
12 **Q. WHAT IS MS. RUSSELL'S NEXT CONCERN?**

13  
14 A. She asserts that the FCC and other regulatory agencies have determined that  
15 local service freezes are anti-competitive.

16  
17 **Q. DO YOU AGREE THAT THE FCC SUPPORTS MS. RUSSELL'S OPINION AS**  
18 **SHE STATES ON PAGE 6 OF HER TESTIMONY?**

19  
20 A. Clearly not. Ms. Russell relies on a comment offered by the FCC in the discussion  
21 section of the Second Report and Order, but ignores the FCC's conclusion. The  
22 conclusion of the FCC is more relevant than their discussion in the Second Report

1 and Order. At paragraph 136, the FCC stated:

2 Indeed, we remain **convinced** (emphasis added) of the value of  
3 preferred carrier freezes as an anti-slamming tool. We do not  
4 wish to limit consumer access to this consumer protection  
5 device because we believe that promoting consumer confidence  
6 is central to the purposes of section 258 of The Act.  
7

8 **Q. MS. RUSSELL POINTS TO SOME STATES THAT HAVE PROHIBITED LOCAL**  
9 **SERVICE FREEZES. HAVE MORE STATES AUTHORIZED OR REQUIRED**  
10 **LSF'S TO BE OFFERED?**

11

12 A. Yes. LSF protection is available to consumers in the majority of states within the  
13 Qwest region, specifically, Colorado, Oregon, South Dakota, North Dakota,  
14 Washington, Idaho, Utah, and Wyoming. In addition, the LSF option is available  
15 to consumers in at least 21 other states across the nation. This means that  
16 consumers in more than half of the country have been afforded the greater ability  
17 to control their accounts that LSF provides. Similarly, it is in the best interest of  
18 Arizona consumers to have the LSF available in the event they choose to use it.  
19 Again, LSF is a discretionary option, not a mandate, and is only applied at the  
20 consumer's request. To give consumers choice and greater control over their  
21 accounts should be a primary concern of this Commission.

22

23 **Q. DOES MS. RUSSELL MAKE IMPLICATIONS AGAINST QWEST THAT YOU**  
24 **FIND PARTICULARLY OFFENSIVE?**

25

1 A. Yes. She states on page 8 of her testimony that Qwest might find itself unable to  
2 resist the "unavoidable temptation" to improperly apply freezes and "lock in" its  
3 market share. Without any evidence to support this claim, she asserts that Qwest  
4 will violate FCC rules and applicable state rules in order to freeze customers  
5 unfairly. Qwest will continue to operate within FCC and Arizona rules for local  
6 service freezes as it does for long distance freezes.

7

8 **Q. DOES MS. RUSSELL PRESENT A COMPLETE PICTURE OF THE CURRENT**  
9 **ISSUE OF AT&T'S COMPLAINT WITH THE WASHINGTON UTILITIES AND**  
10 **TRANSPORTATION COMMISSION?**

11

12 A. No. While I hesitate to attempt to litigate a Washington case in this proceeding, I  
13 have attached my rebuttal testimony, filed with the WUTC on May 22, 2002, to  
14 provide this Commission with a complete and accurate understanding. It is  
15 attached as Exhibit SAM-2.

16

17 **Q. WHAT IS YOUR POSITION ON AT&T'S COMPLAINT IN WASHINGTON?**

18

19 A. AT&T has claimed to have experienced some problems with the process of  
20 establishing and removing local service freezes even though these processes  
21 were in compliance with FCC and WUTC rules. AT&T requested changes in the  
22 processes through the Wholesale Change Management Process ("CMP"). Before

1 the CMP process was allowed to fully address the issues, AT&T filed a complaint  
2 with the Commission.

3

4 **Q. WHAT HAS BEEN QWEST'S RESPONSE TO THE PROCESS CHANGES**  
5 **REQUESTED BY AT&T?**

6

7 A. Working cooperatively with AT&T and other CLECs, Qwest has instituted a  
8 number of changes to the processes to add and remove LSFs. Many of them  
9 have been discussed previously in this testimony. These changes were made to  
10 be responsive to Qwest's wholesale and retail customers, and have introduced  
11 additional competitive neutrality to the LSF process.

12

13 **Q. DID AT&T CLAIM THAT SOME ACCOUNTS WERE IMPROPERLY FROZEN?**

14

15 A. Yes, AT&T makes broad, unsubstantiated allegations about "the majority of new  
16 AT&T customers" not knowing of the freeze. Rest assured, however, that Qwest  
17 conforms fully with FCC and WUTC rules and requirements around the solicitation  
18 and imposition of preferred carrier freezes, including obtaining appropriate  
19 customer authorization and verification.

20

21 **Q. DOES THE NEW PROCESS FOR LIFTING FREEZES MITIGATE MS.**  
22 **RUSSELL'S CONCERNS AS DESCRIBED ON PAGE 9 OF HER TESTIMONY?**

1

2 A. It should, absent AT&T's goal of eliminating the offering to consumers altogether.  
3 The process has been made even simpler with the addition of the dedicated toll-  
4 free telephone number managed by the independent third party and the fax, email  
5 and web applications which are available for customers to use to remove freezes,  
6 referred to at the beginning of my testimony. The concerns expressed by Ms.  
7 Russell around difficulty in getting a freeze removed have been addressed and  
8 solutions are in place.

9

10 **Q. HOW WOULD YOU ASSESS MS. RUSSELL'S CLAIM AT THE BOTTOM OF**  
11 **PAGE 9 OF HER TESTIMONY THAT 20% OF AT&T'S POTENTIAL**  
12 **CUSTOMERS DECLINED TO PURSUE AT&T'S SERVICE WHEN THEY**  
13 **REALIZED THEY MUST LIFT THEIR LOCAL SERVICE FREEZE FIRST?**

14

15 A. This is an interesting but unimpressive statistic. The current penetration of local  
16 service freezes in Washington is currently about 4% of basic exchange lines. This  
17 means that AT&T must encounter local service freezes very rarely. If one  
18 customer in five changes his or her mind when faced with lifting the freeze as Ms.  
19 Russell asserts, this is less than 1% of the available market. The fact that one  
20 person in five may decide to rethink changing their local service is not  
21 unreasonable.

22

1 **Q. MIGHT SOME CUSTOMERS HAVE GOOD REASONS TO STOP A SWITCH TO**  
2 **AT&T OTHER THAN THE FREEZE LIFTING PROCESS ITSELF?**

3

4 A. Yes, and this is one of the benefits offered by local service freezes. Perhaps a  
5 husband is unaware that his wife has placed a local service freeze on their  
6 account. If he receives a marketing call from AT&T or any other provider, he may  
7 agree to switch his service. When he encounters the freeze on his service, he  
8 may wish to discuss it with his wife before he proceeds. A desire for such a  
9 discussion may be the reason the freeze was initiated in the first place. This step  
10 of the process may also provide a good excuse to back out when customers feel  
11 they have been led down a path by an aggressive telemarketer. They may just  
12 want some additional time to think about the competitor's proposal. They may, in  
13 fact, still shift to the CLEC after they think about it. Ms. Russell does not say how  
14 many of AT&T's customers call back to complete the service change at a later  
15 time.

16

17 **Q. FINALLY, MS. RUSSELL CITES AN ORDER BY THE MONTANA STATE**  
18 **COMMISSION THAT SUPPORTS THE IDEA THAT THE LOCAL FREEZE**  
19 **PROCESS INHIBITS COMPETITION. PLEASE COMMENT.**

20

21 A. Unfortunately, the Montana Commission did not allow for a complete investigation  
22 on this issue and Qwest is pursuing reconsideration of the order. Some of the

1 process concerns expressed by the Montana Commission in reaching its decision  
2 are no longer valid. As explained previously, Qwest has been working diligently  
3 with AT&T and other CLECs to make the process more efficient. The Montana  
4 Commission issued their order prior to the process improvements taking effect. I  
5 believe that upon learning of these significant changes, the Montana Commission  
6 will rescind their order establishing a moratorium on local service freezes, and will  
7 allow them to become effective immediately.

8

9 **Q. WERE THESE PROCESS CHANGES IN PLACE WHEN THIS ISSUE WAS**  
10 **CONSIDERED IN NEBRASKA AND IOWA?**

11

12 A. No. These changes are very recent and are a result of working with AT&T and  
13 other CLECs through the CMP process. Qwest has appealed the Iowa Utilities  
14 Board order denying local service freezes and is currently contemplating its next  
15 course of action in response to the Nebraska Commission's order.

16

17 **Q. DOES THIS CONCLUDE YOUR REBUTTAL OF MS. RUSSELL'S**  
18 **TESTIMONY?**

19

20 A. Yes. I will now address the testimony of Mr. Douglas Garrett, for Cox.

21

22

23

#### IV. REBUTTAL OF COX WITNESS GARRETT

1 **Q. WHAT ARE MR. GARRETT'S ARGUMENTS THAT THIS TARIFF PROPOSAL**  
2 **IS ANTI-COMPETITIVE?**

3

4 A. His main concern seems to be the need for the customer to contact Qwest to  
5 remove a local service freeze. He views this as an opportunity for Qwest to  
6 convince the customer not to switch service.

7

8 **Q. IS HIS CONCERN VALID?**

9

10 A. No. A third party provider handles the lifting of local service freezes. This vendor  
11 is paid to process requests. They are not paid, trained, or equipped to market  
12 anything to customers, nor are they able to make offers designed to retain  
13 customers.

14

15 **Q. DOES QWEST'S WINBACK TARIFF IN ARIZONA IN ANY WAY AFFECT THE**  
16 **LOCAL SERVICE FREEZE ISSUE?**

17

18 A. No. The Winback tariff addresses customers that have already been lost.  
19 Customers with a freeze on their account are current customers and are not  
20 affected by Winback. Customers who lift their local service freeze are current  
21 customers and are not affected by Winback. The only customers affected by  
22 Winback are those who have already left Qwest's service, whether they ever had

1 a freeze, or not.

2

3 **Q. WHAT IS MR GARRETT'S NEXT MAIN CONCERN?**

4

5 A. He states that there is little local service competition in Arizona, and that there are  
6 insufficient incidents of slamming to warrant allowing Qwest, or any other  
7 company to offer this option to customers.

8

9 **Q. IS THERE SUFFICIENT COMPETITION TO BELIEVE THAT SLAMMING**  
10 **COULD OCCUR?**

11

12 A. Yes. As I have already explained, competition in Arizona exists and is growing.  
13 Additional details concerning the actual levels of competition have been  
14 discussed extensively in the 271 proceedings. More importantly, however, is that  
15 customers may be concerned about protecting their local service accounts  
16 regardless of the actual levels of competition. If there is insufficient competition to  
17 warrant customer concern, then they simply won't be interested in a freeze on  
18 their account.

19

20 **Q. ARE CUSTOMERS SIGNING UP FOR LOCAL SERVICE FREEZES IN OTHER**  
21 **STATES WHERE IT IS AVAILABLE?**

22

1 A. Yes. As I addressed above in my rebuttal of Ms. Russell, customers are  
2 ordering local service freezes in significant numbers. While these customers do  
3 not represent a large percentage of customers, they are obviously concerned  
4 about maintaining control of their local service accounts.

5

6 **Q. DOES QWEST PLAN TO "SCARE" CUSTOMERS IN ARIZONA INTO**  
7 **FREEZING THEIR ACCOUNTS, AS MR. GARRETT SUGGESTS?**

8

9 A. No. Qwest offers information about the local service freeze option in a neutral  
10 way. It is offered in the same manner we offer information about long distance  
11 freezes and is consistent with FCC rules.

12

13 **Q. DO YOU FIND QWEST'S PROPOSED BILL INSERT ALARMING?**

14

15 A. No. All it does is provide customers with information about how to prevent  
16 unwanted changes to their accounts. You cannot offer protection from an  
17 unwanted act without mentioning what the protection is for. Slamming may  
18 concern some customers enough to seek this option. Customers need enough  
19 information to contemplate what impact slamming may have on their lives.

20

21 **Q. IS QWEST OPEN TO HAVING SUCH NOTIFICATION REVIEWED BY THIS**  
22 **COMMISSION?**

1

2 A. Yes. The only concern on Qwest's part is that we have many states to deal with  
3 and to the degree that each Commission wants different wording, such variations  
4 have some cost and logistical impacts.

5

6 **Q. WHAT ABOUT MR. GARRETT'S CONTENTION THAT A CUSTOMER MIGHT**  
7 **BE ON HOLD FOR AN HOUR WAITING TO LIFT A LOCAL SERVICE**  
8 **FREEZE?**

9

10 A. This sounds like Mr. Garrett is using scare tactics of his own. The third party  
11 vendor that handles the lifting of local service freezes is staffed handle the load.  
12 As I noted above, recent performance has been 92% of calls were answered in 20  
13 seconds.

14

15 **Q. WHAT IS YOUR ASSESSMENT OF MR. GARRETT'S DISCUSSION OF THE**  
16 **COMPARISON BETWEEN LONG DISTANCE FREEZES AND LOCAL**  
17 **SERVICE FREEZES?**

18

19 A. He makes a couple of interesting points. He discusses the fact that long distance  
20 slamming can occur via computer manipulation alone while local service  
21 slamming, at least in Cox's case, is rare. This is not a true picture of the  
22 competitive environment.

1

2 **Q. CAN FACILITY-BASED COMPETITORS SLAM CUSTOMERS OF LOCAL**  
3 **SERVICE?**

4

5 A. Yes. A cable TV technician could shift a customer over to cable phone service  
6 during a routine cable TV visit. The customer could be billed on the cable account  
7 without realizing it. In multiple dwelling units many customers could be slammed  
8 during a single visit. Without freeze protection, the cable company could serve  
9 Qwest with a request to transfer service and Qwest would process the order to  
10 transfer the customer's phone number to the cable company.

11

12 **Q. DOES THIS TYPE OF SLAM CREATE MORE CONCERN THAN LONG**  
13 **DISTANCE SLAMMING?**

14

15 A. Yes, because once the slam is identified and the customer desires to switch  
16 service back to the original provider, it is conceivably possible that the customer  
17 could have no local service at all for some period of time. At least when long  
18 distance slamming occurs, customers can still make calls, even if the customer  
19 has no designated carrier for a while.

20

21 **Q. DOES LOCAL SERVICE SLAMMING ALWAYS REQUIRE A VISIT BY A**  
22 **TECHNICIAN?**

1

2 A. No. Many competitors resell Qwest's service or purchase Unbundled Network  
3 Elements (UNEs) to provide service. These competitors may also slam a  
4 customer using computers alone, as is the case in the long distance environment.  
5 In fact, there have been cases of local service slamming using this method.<sup>5</sup>

6

7 **Q. MR. GARRETT CLAIMS THERE WILL NEVER BE ANY RESIDENTIAL**  
8 **COMPETITION VIA RESALE IN ARIZONA DUE TO THE LOW DISCOUNTS**  
9 **AVAILABLE. DO YOU AGREE?**

10

11 A. No. As demonstrated previously in my testimony, resellers are active in Arizona  
12 and are serving residence as well as business customers. In addition, none of the  
13 parties in this docket opposed retaining the current discount in Docket No.  
14 00000A-00-0194, the investigation into Qwest's compliance with wholesale pricing  
15 for unbundled network elements and resale discounts.

16

17 **Q. DOES MR. GARRETT AGREE WITH MS. RUSSELL, FOR AT&T, THAT THE**  
18 **LACK OF EVIDENCE FOR LOCAL SERVICE SLAMMING INDICATES NO**  
19 **SUCH PROTECTION IS REQUIRED?**

20

---

<sup>5</sup> For example, there were approximately 35 local service slamming complaints filed against one reseller in Montana between 1/1/2001 and 1/1/2002.

1 A. Yes. They both think the Commission should wait for a problem to develop before  
2 they address it, which, as I explained previously in my rebuttal of Ms. Russell's  
3 testimony, runs contrary to the philosophy of the Commission in dealing with  
4 slamming and cramming issues.

5

6 **Q. IN TERMS OF PROCESS, MR. GARRETT INDICATES THAT COX'S INABILITY**  
7 **TO ACCESS QWEST'S CUSTOMER ACCOUNT INFORMATION MAY LEAD**  
8 **TO ADDITIONAL PROCESS STEPS FOR COX. IS THIS CONCERN VALID?**

9

10 A. No, it is not. All CLECs have access to non-proprietary customer information,  
11 including whether a local service freeze is on the account, as part of the  
12 wholesale pre-ordering process. This customer information may be obtained  
13 through a variety of means – verbally, via fax or email, or by accessing Qwest's  
14 IMA database. The pre-ordering process occurs before the CLEC actually issues  
15 its local service order, such as for porting a telephone number, and is designed to  
16 minimize delays in the CLEC ordering process. Mr. Garrett's contention that Cox  
17 is disadvantaged because it cannot access customer service records is  
18 inaccurate.

19

20 **Q. MR. GARRETT DOES NOT SEEM SATISFIED WITH THE "QWEST FREEZE**  
21 **REMOVAL GROUP" AND THE PROCESS INVOLVED. WOULD YOU PLEASE**

---

1           **COMMENT?**

2

3    A.    Yes. This third party vendor has been specifically put in place in response to  
4           concerns from CLECs about Qwest's opportunity for retention marketing, and  
5           their concern about wanting quick access to a third party administrator for this  
6           activity. The most efficient way for a competitor to handle customers wishing to  
7           change local service providers is to have the customer and the CLEC marketing  
8           representative place a three-party call to the 800 number provided by Qwest. This  
9           efficiently and quickly lifts the freeze. It also means that the customer does not  
10          have to "remember and communicate" any order number to the new service  
11          provider. It also means that the local service request ("LSR") may be transmitted  
12          immediately. Qwest service representatives are instructed to make no retention  
13          attempts, if contacted directly by customers to lift a freeze. If Cox truly wishes to  
14          be efficient and avoid their perceived problem, all they have to do is place a three-  
15          way call with the customer to lift the freeze. The customer needs to be involved  
16          because the customer is the one who requested the freeze in the first place and  
17          because it is an FCC requirement.<sup>6</sup>

18

19    **Q.    IS MR. GARRETT STILL CONFUSED ABOUT WHEN THE LIFTING OF**  
20    **FREEZES ACTUALLY OCCURS?**

21

---

<sup>6</sup> 47 CFR Section 64.1190 (e)

1 A. He attempts to make it more confusing than it is. Instructions for lifting freezes  
2 have been placed on Qwest's website, where CLECs obtain information about  
3 various service processes. When the customer asks that the freeze be lifted, the  
4 order is processed later that evening in the overnight processing of orders. LSR's  
5 issued the next day will reflect that the freeze has been lifted. While it is true that  
6 the official customer record is not updated for a few days, this should be of no  
7 consequence to the process. If the customer or the CLEC has requested a record  
8 order number in asking to lift the freeze, this number will allow for the immediate  
9 processing of LSR's even if they are issued before the freeze is removed.  
10 Transferring customers between local service providers requires much more than  
11 just the initial phone call. In the overall process of establishing new accounts,  
12 billing, customer visits, etc., this is a very minor step.

13  
14 **Q. IS IT POSSIBLE THAT OFFICES WHICH PROCESS FREEZE REMOVAL**  
15 **REQUESTS MAY BE CLOSED WHEN COX IS ATTEMPTING TO CONTACT**  
16 **CUSTOMERS IN ATTEMPTS TO SOLICIT NEW CUSTOMERS?**

17  
18 A. It is possible; however Qwest centers and specifically the third party vendor that  
19 processes the lifting of freezes is open from 7am to 9pm Central Time Monday  
20 through Friday. These hours seem perfectly reasonable and extend beyond  
21 normal business hours. In addition, customers may send through a freeze  
22 removal request any time via email or through Qwest's website. All on-line

1 requests submitted before 3pm Central Time Monday through Friday will be  
2 processed the same business day. On-line requests submitted after 3pm Central  
3 Time Monday through Friday will be processed the next business day.  
4

5 **Q. MR. GARRETT RELIES ON AN OLD SITUATION IN COLORADO AS PROOF**  
6 **THAT THREE-WAY CALLS DO NOT ALWAYS WORK AS PLANNED. IS THIS**  
7 **CASE RELEVANT?**

8  
9 **A.** No. Except for the fact that three-way calls were involved, the Colorado situation  
10 was completely different. That situation had to do with the implementation of  
11 equal access in the long distance market. The problem had to do with notification  
12 to the Colorado Commission about implementing the Local PIC option for  
13 customers. The end result was thousands of customers calling in a very short  
14 time-frame to change carriers. This resulted in an overload of the ability of Qwest  
15 to handle the call volume. Since that time, the process has worked properly and  
16 there has been no repeat of that problem. It was a one time event that occurred in  
17 early 1999.

18  
19 **Q. MR. GARRETT ALSO CITES THE COMPLAINT FILED IN WASHINGTON**  
20 **STATE BY AT&T CONCERNING LOCAL SERVICE FREEZE ISSUES. WOULD**  
21 **YOU PLEASE COMMENT?**

22

1 A. My comments on this matter appear in the rebuttal of Ms. Russell's testimony  
2 incorporated herein.

3

4 **Q. DOES MR. GARRETT HAVE ANY OTHER CONCERNS ABOUT LOCAL**  
5 **SERVICE FREEZES?**

6

7 A. Most of his other points are restatements of previous concerns. He states that  
8 LSF will provide a barrier to competitive entry into local markets. He seems to  
9 believe that many customers will sign up for local service freezes even though  
10 they don't want them and later decide not to switch providers because they have  
11 a freeze in place.

12

13 **Q. DO YOU BELIEVE CUSTOMERS ARE MORE RESPONSIBLE IN THEIR**  
14 **CHOICES?**

15

16 A. Yes. I believe customers can decide about local service freezes with the same  
17 insight as with long distance freezes. These options have been available for  
18 several years now and seem to offer protection for those who choose them. I also  
19 think customers will be able to change local service providers, even if they have  
20 frozen their local accounts. If customers are easily tricked into freezing their  
21 accounts when they don't really want to, as Mr. Garrett suggests, perhaps they  
22 are the customers who really need the protection of a freeze so they are not

1           tricked into changing their local service, when they don't really want to.

2

3   **Q.   WHAT ARE MR. GARRETT'S FINAL ARGUMENTS AGAINST THE LOCAL**  
4   **SERVICE FREEZE TARIFF?**

5

6   A.   He points out that other states have ruled against such an offering.

7

8   **Q.   IS THIS ARGUMENT COMPELLING?**

9

10  A.   No. As I explained earlier in my testimony, LSF's are available in the majority of  
11  states.

12

13  **Q.   MR. GARRETT MAINTAINS THAT THE LOCAL SERVICE FREEZE COULD**  
14  **HAVE SOME IMPLICATION ON QWEST'S APPLICATION FOR PROVISION**  
15  **OF IN-REGION INTERLATA SERVICES IN ARIZONA. DO YOU AGREE?**

16

17  A.   No, I do not. Nor do I agree that this proceeding is the appropriate forum for Cox  
18  to raise issues and concerns it may have with Qwest's 271 application. There is  
19  an entirely separate proceeding for that, in which Cox has been an active  
20  participant. This immediate docket pertains specifically to local service freeze and  
21  discussion should be restricted to that.

22

1 **Q. DOES THAT CONCLUDE YOUR DISCUSSION OF MR. GARRETT'S**  
2 **TESTIMONY?**

3

4 **A.** Yes. I will now address the testimony of Mindy J. Chapman, on behalf of  
5 WorldCom, Inc.

6

7 **V. REBUTTAL OF WORLDCOM WITNESS CHAPMAN**

8

9

10 **Q. HOW DOES MS. CHAPMAN APPROACH HER CONCERNS ABOUT THIS LSF**  
11 **TARIFF PROPOSAL?**

12

13 **A.** Ms. Chapman begins with the same arguments about FCC concerns about local  
14 service freezes. She cites the same language in the FCC Second Report and  
15 Order as mentioned by Ms. Russell and Mr. Garrett. As did the others, she cites  
16 from the discussion, rather than the conclusion which supports the local service  
17 freeze concept as favoring competition in the long run by building consumer  
18 confidence in fair competition.

19

20 **Q. DOES MS. CHAPMAN ALSO RELY ON OTHER JURISDICTIONS FOR**  
21 **CONCLUSIONS ABOUT THE COMPETITIVE IMPACTS OF LOCAL SERVICE**  
22 **FREEZES?**

23

24 **A.** Yes. She discusses some other state jurisdictions where PIC freezes have been

1           problematic.

2

3   **Q.    CAN YOU COMMENT ON THESE EXAMPLES?**

4

5   A.    I have no details, but it appears that these cases are old. She cites language from  
6           1996 and 1997, that implies that the problem activity occurred in 1994, or 1995,  
7           perhaps. This means that these cases predate the FCC's Second Report and  
8           Order and many other rules and guidelines surrounding preferred carrier freezes.  
9           These cases involve PIC freezes, not local service freezes, at a time when carrier  
10          slamming was rampant. I don't see how these cases can be considered relevant  
11          in Arizona at the present time.

12

13   **Q.    WHAT IS MS. CHAPMAN'S NEXT ARGUMENT?**

14

15   A.    She claims that 91% of customers who decide to switch service to WorldCom  
16          don't follow through with the switch because they have a freeze in place.

17

18   **Q.    IS HER EXPLANATION OF THIS EXPERIENCE CLEAR?**

19

20   A.    No. She claims that customers don't switch service because of the freeze, but the  
21          example she cites is a case where the customer seemingly doesn't know of the  
22          freeze. Orders will not be rejected if the customer has lifted the freeze or even if

1 an order has been placed to lift the freeze. Typically, re-contacting the customer  
2 would be unnecessary, so she must be citing a specific scenario. It is unclear  
3 whether the scenario she cites represents the total number of customer contacts  
4 or just that one specific example. The example she cites gives the impression that  
5 the customer is not very committed to changing service providers.

6

7 **Q. DOES HER EXAMPLE REFLECT RECENT CHANGES IN THE PROCESS FOR**  
8 **CHANGING SERVICE PROVIDERS?**

9

10 A. No. Recent changes should reduce the overall impact and streamline the process,  
11 especially when it comes to lifting freezes.

12

13 **Q. WHAT IS MS. CHAPMAN'S NEXT SUGGESTION?**

14

15 A. On page 10 of her testimony, she suggests that Qwest's use of the words "free"  
16 and "protection" are merely "bait" for consumers and that this is somehow  
17 misleading.

18

19 **Q. DO YOU AGREE?**

20

21 A. No. I think telling customers what a service offers and its price are fundamental to  
22 any information offered. If we only used two words to describe what a local

1 service freeze offers, those would have to be the words. Leaving out those two  
2 words would cause nothing but confusion. Furthermore, FCC rules require that  
3 carriers offering preferred carrier freezes provide customers with an explanation  
4 and charge description.<sup>7</sup> As local service freezes provide "protection" against  
5 slamming and are "free" of charge to consumers, Qwest is merely complying with  
6 federal requirements and is not misleading consumers.

7

8 **Q. DOES MS. CHAPMAN OFFER A SUGGESTION BASED ON THIS "BAIT"**  
9 **CONCEPT?**

10

11 A. Yes. She suggests that customers only be offered a local service freeze after they  
12 have been slammed or after they have heard about LSF from some other source  
13 and specifically request it.

14

15 **Q. WOULD THIS PROVIDE GOOD CONSUMER PROTECTION?**

16

17 A. No. As I described in my direct testimony, the effects of local service slamming  
18 can be significant, time consuming and costly for consumers. Waiting for a  
19 customer to be slammed before offering protection is like disallowing burglar  
20 alarm service until a customer can prove they have been robbed.

21

---

<sup>7</sup> 47 CFR Section 64.1190 (d)

1 **Q. WHAT ABOUT HER SUGGESTION THAT ONLY UNSOLICITED REQUESTS**  
2 **FOR LSF BE ALLOWED?**

3

4 A. If I were a customer who got slammed and I found out that there was a simple  
5 protection mechanism available, but I was not told about this protection because it  
6 seemed unfair to the very competitor who did the slamming, I would be quite  
7 furious. This would not be offering complete service to consumers.

8

9 **Q. ON PAGE 12 OF HER TESTIMONY, MS. CHAPMAN IS CONCERNED**  
10 **ABOUT THE HOURS AVAILABLE FOR LIFTING LOCAL SERVICE FREEZES.**  
11 **HAVE YOU ADDRESSED THIS CONCERN PREVIOUSLY IN THIS**  
12 **TESTIMONY?**

13

14 A. Yes, I address this issue under my rebuttal of Mr. Garrett's testimony.

15

16 **Q. MS. CHAPMAN SUGGESTS ON PAGE 14 OF HER TESTIMONY THAT AN**  
17 **INDEPENDENT THIRD PARTY MIGHT BE ABLE TO MANAGE LOCAL**  
18 **SERVICE FREEZES. IS THIS FEASIBLE?**

19

20 A. No. Local service freezes must be administered by the local service provider.  
21 They have the customer records wherein the information is kept. A third party

---

1 provider would need access to all local providers' customer bases in order to  
2 process the placing and lifting of freezes. This offers problems for competitors for  
3 marketing reasons, but it also has logistical problems. Data systems vary and  
4 service order processing could be very complex. The cost would be another  
5 issue. It is possible, however, for a third party entrepreneur to come forward with a  
6 proposal at some time in the future. Qwest has already introduced independent  
7 third party vendors into the existing process to a large degree. As described  
8 previously, independent third party vendors verify that a customer wishes to have  
9 a freeze placed on their account, and another third party vendor handles all  
10 freeze removals for Qwest. These steps, which are already in place, address the  
11 concerns expressed by Ms. Chapman around competitive neutrality. Also, any  
12 CLEC may choose to offer LSF protection to its customers, and indeed, at least  
13 two other CLECs *are* offering this option to Arizona customers (see Exhibit SAM-  
14 10 to my direct testimony filed in this docket on April 11, 2002).

15

16 **Q. WHAT TESTIMONY DO YOU ADDRESS NEXT IN YOUR REBUTTAL?**

17

18 **A.** I will address the testimony of Wilfred M. Shand Jr., for the Commission Staff.

19

20 **VI. REBUTTAL OF STAFF WITNESS SHAND**

21

22 **Q. HOW IS MR. SHAND'S TESTIMONY LAID OUT?**

23

1 A. He offers a comprehensive background that has led to the current situation and  
2 an overview of the FCC's discussion and conclusions about local service freezes.

3

4 **Q. WHAT IS MR. SHAND'S MAIN CONCERN ABOUT QWEST'S FILING?**

5

6 A. He states on page 3 of his testimony that "Staff believes that the biggest concern  
7 with the proposed LSF tariff is that it makes it difficult for potential CLEC  
8 customers to change service providers."

9

10 **Q DO YOU AGREE THAT AN LSF MAKES IT DIFFICULT FOR CUSTOMERS TO**  
11 **SWITCH PROVIDERS?**

12

13 A. No, however I do agree that it puts an extra step in the process. As stated  
14 previously, Qwest has worked diligently with CLECs to improve the process to  
15 remove freezes so that customers are not negatively impacted. We believe this  
16 step is now simple and efficient, yet necessary to effect the protection requested  
17 by customers desiring greater control over their accounts. Customers who  
18 specifically ask that this step be put in place should not be negatively impacted  
19 when they do decide to change providers.

20

21 **Q. ON PAGE 7 OF HIS TESTIMONY, MR. SHAND DESCRIBES THE PROCESS**  
22 **FOR LIFTING A FREEZE. IS HIS DESCRIPTION COMPLETE?**

1

2 A. No. In addition to the customer contacting Qwest, a three-way call may be  
3 initiated with the customer, the new service provider and Qwest's third party  
4 vendor for lifting freezes. This method eliminates the need to talk with a Qwest  
5 service representative and can be handled on the initial contact between the  
6 customer and the new service provider.

7

8 **Q. IS MR. SHAND'S PORTRAYAL ON PAGE 12 OF HIS TESTIMONY OF WHERE**  
9 **LOCAL SERVICE FREEZE IS AVAILABLE ACCURATE?**

10

11 A. No, he mistakenly stated that the freeze is not available in Oregon and Wyoming.  
12 As stated previously, customers in eight of the fourteen states in Qwest's region  
13 may choose to have the local service freeze protection placed on their account.

14

15 **Q. DOES MR. SHAND HAVE OTHER CONCERNS WITH THE TARIFF FILING?**

16

17 A. He states on page 12 of his testimony that he believes the tariff lacks sufficient  
18 detail on how Qwest will administer the tariff offering.

19

20 **Q. IS QWEST WILLING TO AUGMENT THE TARIFF WITH MORE DETAIL ON**  
21 **HOW THE SERVICE WILL BE OFFERED?**

22

1 A. Yes, however, we would not want to put too much process detail into the tariff.  
2 Processes are always under review to improve efficiency and provide better  
3 service. Putting specific details in the tariff may restrict and/or delay changes that  
4 are beneficial. Qwest believes that putting references in the tariff to the applicable  
5 federal or state rules which ultimately govern how freezes are offered would  
6 adequately address Staff's concerns.

7

8 **Q. DOES MR. SHAND BELIEVE THE PROPOSED BILL INSERT IS NEUTRAL IN**  
9 **TERMS OF LANGUAGE?**

10

11 A. No. He believes it is too strong.

12

13 **Q. IS QWEST WILLING TO ADJUST THE BILL INSERT TO SATISFY STAFF'S**  
14 **CONCERNS?**

15

16 A. Yes. It is Qwest's intent to offer this service in compliance with FCC and state  
17 rules. Clear and neutral language is certainly subject to individual interpretation,  
18 but Qwest is willing to submit proposed bill inserts to the Staff for their review.

19

20 **Q. WHAT IS MR. SHAND'S OVERALL POSITION ON LOCAL SERVICE**  
21 **FREEZES?**

22

1 A. He states that LSFs should be available to customers as long as they are  
2 implemented in such a way as to minimize potential problems to CLECs.

3

4 **Q. DO YOU BELIEVE QWEST'S OFFERING OF LSF IN ARIZONA WILL COMPLY**  
5 **WITH MR. SHAND'S POSITION?**

6

7 A. Yes. With the current methods and procedures in place to process requests for  
8 freezes and especially procedures for the removal of freezes, I believe we are in  
9 compliance with Staff's position.

10

11 **Q. DOES THIS CONCLUDE YOUR REBUTTAL TESTIMONY?**

12

13 A. Yes.

**BEFORE THE ARIZONA CORPORATION COMMISSION**

**IN THE MATTER OF QWEST )  
CORPORATION'S APPLICATION FOR ) DOCKET NO. T-01051B-02-0073  
APPROVAL OF LOCAL SERVICE )  
FREEZE TARIFF )**

**REBUTTAL EXHIBITS  
OF  
SCOTT A. MCINTYRE  
DIRECTOR – PRODUCT AND MARKET ISSUES  
QWEST CORPORATION  
MAY 28, 2002**



### REQUEST TO LIFT FREEZE(S) OF A PREFERRED SERVICE PROVIDER(S)

Subscriber's Name \_\_\_\_\_  
(Must be exactly as it appears on current bill)

Subscriber's Address \_\_\_\_\_  
(Must be exactly as it appears on current bill)

City \_\_\_\_\_ State \_\_\_\_ Zip \_\_\_\_\_

The undersigned Subscriber requests Qwest to "lift" the following described freeze(s).

**LEF**  
Local Service  
(Dial tone Service)

**LPIC**  
Local Long Distance or Toll Service  
(1+ IntraLATA service, Local In-state Long Distance)

**PIC**  
Long Distance Service  
(1+ InterLATA service, State to State)

Marking the box adjacent to the identified Service(s) is a separate request from, and authorization by, the undersigned Subscriber to Qwest to lift the freeze of the Preferred Service Provider of the service(s) for the telephone number(s) below. The Subscriber may choose to remove one, two, or all of the freezes.

**Only the telephone numbers listed below are covered by this "Freeze Removal" Authorization.**

Subscriber's Main Telephone Number: LEF  LPIC  PIC  (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Additional Telephone Numbers:

LEF  LPIC  PIC  (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

The phone number(s) listed on this Authorization are listed in my name and/or I am authorized to lift the freeze(s) for the phone number(s) set forth above. There is no charge for lifting a freeze.

Signature: \_\_\_\_\_

Date (MM/DD/YY): \_\_\_\_\_

Printed Signature: \_\_\_\_\_

Title: \_\_\_\_\_

PLEASE MAIL COMPLETED FORM TO: QWEST % Richard Lundy  
7880 Mesquite Bend Dr.  
Irving, TX 75063

OR FAX TO: (800) 236-6992

<b>Qwest Internal Use Only</b>		Date Received: _____
Order # _____	SLS Code: <u>LS1XLF3 (Bus only)</u>	Date Processed: _____
Representative: _____	TN: _____	

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION  
COMMISSION

AT&T BROADBAND PHONE OF  
WASHINGTON, LLC.,

Complainant,

v.

QWEST CORPORATION,

Respondent.

DOCKET NO. UT-020388

**DIRECT TESTIMONY**

**OF**

**SCOTT A. MCINTYRE**

**DIRECTOR – PRODUCT AND MARKET ISSUES**

**QWEST CORPORATION**

**MAY 23, 2002**

INDEX OF TESTIMONY

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**I. INTRODUCTION**

**Q. PLEASE STATE YOUR NAME, TITLE AND ADDRESS.**

A. My name is Scott A. McIntyre. I am employed by Qwest Corporation ("Qwest") as Director - Product and Market Issues. My business address is 1600 7th Avenue, Room 3009, Seattle, Washington, 98191.

**Q. PLEASE REVIEW YOUR WORK EXPERIENCE, PRESENT RESPONSIBILITIES AND EDUCATION.**

A. I earned a Bachelor of Science degree in Electrical Engineering at the University of Washington in 1974. I have worked for Qwest (formerly U S WEST Communications, Inc., and before that, Pacific Northwest Bell) since 1970. In the past 32 years, I have held many positions that have given me a broad understanding of the telecommunications business. I have experience in the installation and repair of local residence and business telephone services. I also have experience in analyzing and planning new central office equipment and interoffice network facilities. I have performed cost analyses on many aspects of the business and analyzed departmental budgets in great detail. From 1987 to 1999, I managed private line voice and data products. This included the development, pricing and marketing for a wide range of products serving business customers across Qwest's fourteen-state region.

1 Since July 1999, I have been in my current position, representing Qwest on issues  
2 involving various services. I also represent Qwest on issues concerning competition  
3 and performance measures. This wide range of experience has provided me with an  
4 understanding of how services are provided, and the pricing and marketing  
5 necessary for these services to be successful.

6

7 **Q. HAVE YOU PREVIOUSLY TESTIFIED BEFORE**

8 **TELECOMMUNICATIONS REGULATORY COMMISSIONS?**

9 A. Yes. I provided testimony in Docket UT-991292, AT&T's complaint against  
10 U S WEST regarding provision of access services. In addition, I have served as an  
11 expert witness in various dockets in Oregon, Arizona, Colorado, New Mexico,  
12 Utah, Wyoming, Nebraska, Iowa, and Minnesota.

13

14 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?**

15 A. The purpose of my testimony is to address representations by AT&T Broadband  
16 ("AT&T") in this proceeding, through the testimony of Jonathon Wolf, concerning  
17 the manner in which Qwest is administering local service freezes. I will explain the  
18 processes and procedures Qwest follows in adding and removing local service  
19 freezes in response to issues raised by AT&T, and will demonstrate that Qwest is in  
20 full compliance with the Washington Administrative Code ("WAC") and FCC  
21 rules. In addition, I will describe local service freeze process improvements  
22 instituted by Qwest to be responsive to the needs of its wholesale and retail

1 customers. Based on the information provided herein, I request the Commission  
2 reinforce that the continued availability of local service freezes ("LSFs") is in the  
3 best interest of Washington consumers and dismiss AT&T's complaint.

4  
5 **II. THE WUTC AND THE FCC HAVE ALREADY REJECTED**  
6 **ARGUMENTS THAT A LSF IS ANTI-COMPETITIVE**

7 **Q. AT&T RECOMMENDS THAT LSFs BE PROHIBITED "UNTIL**  
8 **EFFECTIVE COMPETITION HAS DEVELOPED IN LOCAL EXCHANGE**  
9 **MARKETS IN WASHINGTON" (DIRECT TESTIMONY OF JONATHAN**  
10 **WOLF, PAGE 11, LINES 22 to 25). PLEASE COMMENT.**

11 **A.** Qwest's offering of LSF for its Washington customers is in full compliance with  
12 Washington Utilities and Transportation Commission (WUTC) and FCC rules.  
13 AT&T's argument that LSFs should be prohibited until such time that "effective"  
14 local competition develops must fail, in light of both the WUTC's and the FCC's  
15 decisions, orders, and rules, which establish stringent standards for the solicitation,  
16 implementation, and lifting of LSFs.<sup>1</sup>

17  
18 The process by which a freeze may be imposed and removed is for the protection of  
19 the customer, not to create confusion or delay any change from one provider to  
20 another. The WUTC and FCC rules specifically prohibit the imposition of LSF  
21 unless the carrier obtains appropriate verification. Thus, so long as Qwest complies  
22 with the rules, as it has, its offer of LSF cannot be detrimental to competition.

1

2 **Q. HAS THE FCC REJECTED CLAIMS THAT PREFERRED CARRIER**  
3 **FREEZES ARE "ANTI-COMPETITIVE"?**

4 A. Yes. In a Further Notice of Proposed Rulemaking released in 1997, the FCC  
5 "sought comment on whether it should adopt rules to address preferred carrier  
6 freeze practices."<sup>2</sup> Numerous parties filed comments, including incumbent LECs,  
7 CLECs, state commissions, and consumer groups.<sup>3</sup> In its Second Report and Order,  
8 the FCC concluded that preferred carrier freezes are lawful and actually "enhance  
9 competition":

10 [W]e recognize that many consumers wish to utilize preferred  
11 carrier freezes as an additional level of protection against  
12 slamming....The record demonstrates that LECs increasingly have  
13 made available preferred carrier freezes to their customers as a  
14 means of preventing unauthorized conversion of carrier selections.  
15 The Commission, in the past, has supported the use of preferred  
16 carrier freezes as a means of ensuring that a subscriber's preferred  
17 carrier selection is not changed without his or her consent. Indeed,  
18 the majority of commenters in this proceeding assert that the use of  
19 preferred carrier freezes can reduce slamming by giving customers  
20 greater control over their accounts. Our experience, thus far, has  
21 demonstrated that preventing unauthorized carrier changes  
22 enhances competition by fostering consumer confidence that they  
23 control their choice of service providers. Thus, we believe it is  
24 reasonable for carriers to offer, at their discretion, preferred carrier  
25 freeze mechanisms that will enable subscribers to gain control over  
26 their carrier selection.<sup>4</sup> (Emphasis added)  
27

---

<sup>1</sup> 47 C.F.R. § 64.1100 et seq., WAC 480-120-139

<sup>2</sup> FCC Further Notice of Proposed Rulemaking, CC Docket No. 94-129, ¶1.

<sup>3</sup> Second Report and Order and Further Notice of Proposed Rulemaking, (Second Report), CC Docket No. 94-129, App. C.

<sup>4</sup> Id., ¶114. See also Id. at ¶81.

1 In its Order, the FCC carefully "balance[d] several factors, including consumer  
2 protection, the need to foster competition in all markets, and [its] desire to afford  
3 carrier flexibility in offering their customers innovative services such as preferred  
4 carrier freeze programs. Moreover, in so doing...[the FCC] facilitate[s] customer  
5 choice of preferred carrier selections and adopt[s] and promote[s] procedures that  
6 prevent fraud."<sup>5</sup> The FCC concluded that the most effective way to ensure that  
7 preferred carrier freezes are used to protect consumers, rather than as a barrier to  
8 competition, was not to prohibit them, but "to ensure that subscribers fully  
9 understand the nature of the freeze including how to remove a freeze if they choose  
10 to employ one."<sup>6</sup> The FCC designed its preferred carrier freeze rules "to ensure the  
11 fair and efficient use of preferred carrier freezes for intrastate and interstate services  
12 to protect customer choice and, correspondingly, to promote competition."<sup>7</sup>

13  
14 **Q. HAS THE WUTC ALSO REJECTED ARGUMENTS THAT PREFERRED**  
15 **CARRIER FREEZES ARE "ANTI-COMPETITIVE"?**

16 **A.** Yes. In formulating preferred carrier freeze rules, the WUTC considered comments  
17 from various parties. As indicated in its Order adopting these rules, the WUTC

---

<sup>5</sup> Id., ¶113.

<sup>6</sup> Id., ¶121.

<sup>7</sup> Id., ¶118.

1 heard from participants in the docket who maintained that the requirement (that  
2 companies offer a preferred carrier freeze) would promote anti-competitive  
3 behavior. Others argued that the rules would present a barrier to entry and effective  
4 competition. Still others posited that the rules would allow incumbent companies  
5 the opportunity to mislead customers. **The Commission rejected these**  
6 **arguments.**<sup>8</sup> It is under the auspices of the Commission's rules, as well as the  
7 FCC's rules, that Qwest is offering the LSF option. AT&T's inference that LSFs  
8 are anti-competitive should not be afforded any credibility in this proceeding, as  
9 these arguments have already been heard and acted upon by this Commission and  
10 the FCC. To attempt to revisit this issue now, in the form of a Complaint  
11 proceeding, is inappropriate.

12  
13 **Q. DO THE WASHINGTON AND FCC RULES WHICH ADDRESS THE**  
14 **MEANS BY WHICH CUSTOMERS MAY BE INFORMED OF PREFERRED**  
15 **CARRIER FREEZES ENSURE THAT THEY DO NOT IMPEDE**  
16 **COMPETITION?**

17 **A.** Yes. In addition to rejecting CLEC claims that preferred carrier freezes should be  
18 banned, the FCC likewise rejected requests that it prohibit the "solicitation" of  
19 orders for freezes: "[w]e decline those suggestions that we prohibit LECs from  
20 taking affirmative steps to make consumers aware of preferred carrier freezes  
21 because we believe that preferred carrier freezes are a useful tool in preventing

---

<sup>8</sup> See Order Amending and Adopting Rules Permanently re WAC 480-120-139, Docket No. UT-980675,

1 slamming.<sup>9</sup> The FCC adopted a number of specific rules governing the solicitation  
2 of orders for preferred carrier freezes, and "decline[d]" the suggestions of CLECs  
3 that it "prohibit incumbent LECs from soliciting or implementing preferred  
4 carrier freezes for local exchange or intraLATA services until competition  
5 develops in a LEC's service area."<sup>10</sup> The FCC reiterated its expectation that its  
6 rules governing the solicitation and implementation of preferred carrier freezes "will  
7 reduce customer confusion and thereby reduce the likelihood that LECs will be able  
8 to shield their customers from competition," and that it "remain[ed] convinced of  
9 the value of preferred carrier freezes as an anti-slamming tool."<sup>11</sup>

10  
11 Likewise, the WUTC reinforced the requirement that companies notify customers of  
12 the preferred carrier freeze option when it adopted its rules: "The Commission  
13 believes that the availability of a carrier freeze is not an effective consumer  
14 protection tool if consumers are not aware that it exists. The Commission believes  
15 that if the only consumers who find out about this option are customers who have  
16 already been slammed, the value is diminished considerably, since damage has  
17 already been done. Further, the Commission believes the purpose of a carrier freeze

---

January 20, 2000, Page 3.

<sup>9</sup> Id., ¶124. See also Id. at ¶81 ("With the advent of competition in the provision of local exchange and intraLATA toll services, ... we anticipate an even greater incidence of slamming generally if effective rules are not put into place. State commissions are already receiving complaints concerning local service slamming.")

<sup>10</sup> Id., ¶135.

<sup>11</sup> Id., ¶136.

1 is to allow consumers the choice of protecting themselves from the slamming before  
2 it occurs."<sup>12</sup>

3

4 **III. QWEST HAS IMPLEMENTED LSF IN ACCORDANCE WITH STATE**  
5 **AND FEDERAL REQUIREMENTS.**

6 **Q. WHAT SPECIFIC REQUIREMENTS DID THE COMMISSION MANDATE**  
7 **IN WAC 480-120-139 RELATIVE TO ADDING PREFERRED CARRIER**  
8 **FREEZES TO A CUSTOMER'S ACCOUNT?**

9 A. WAC 480-120-139(5) outlines the following requirements for local exchange  
10 carriers ("LEC's") offering preferred carrier freezes:

- 11 • All local exchange companies must offer preferred carrier freezes.
- 12 • Such freezes must be offered on a non-discriminatory basis to all customers.
- 13 • In offering or soliciting such freezes, LECs must clearly distinguish among  
14 telecommunications services subject to a freeze (e.g., local exchange,  
15 intraLATA/intrastate Toll, interLATA/interstate Toll, and international Toll)
- 16 • The carrier offering the freeze must obtain separate authorization for each service  
17 for which a preferred carrier freeze is requested.

18

19 WAC 480-120-139(5)(c) specifies that before a freeze can be added to a customer's  
20 account, the request must first be confirmed through written authorization from the

---

<sup>12</sup> Order Amending and Adopting Rules Permanently (re WAC 480-120-139), Docket No. UT-980675, January 20, 200, Page 3.

1 customer, or by use of an automated, electronic telephone menu system from the  
2 telephone number for which the freeze is requested, or through the use of an  
3 independent third party verifier. Confirmation is to be obtained from the customer  
4 for each service sold.

5

6 **Q. WHAT REQUIREMENTS WERE PLACED ON LECs FOR REMOVING A**  
7 **PREFERRED CARRIER FREEZE?**

8 A. WAC 480-120-139(5)(d) indicates that LECs must obtain a written and signed  
9 authorization from the customer, stating his or her intent to lift the freeze.

10 Alternatively, the customer may provide oral authorization to lift the freeze and  
11 such authorization may occur via a three-way call with the customer and another  
12 LEC. Oral authorization must include appropriate verification data. LECs are not  
13 allowed to change a customer's preferred carrier until the customer removes the  
14 freeze.<sup>13</sup>

15

16 **Q. DID THE FCC MANDATE SPECIFIC STANDARDS WITH WHICH ALL**  
17 **TELECOMMUNICATIONS CARRIERS OFFERING LSF MUST**  
18 **COMPLY?**

19 A. Yes. FCC rules specify:

---

<sup>13</sup> WAC 480-120-139(5)(e).

- 1 • An LSF must be offered on a non-discriminatory basis to all customers
- 2 regardless of carrier selection. 47 C.F.R. §64.1190(b).
- 3 • All LSF solicitations must include clear and neutral language, describing what a
- 4 freeze is and what services are subject to LSF. 47 C.F.R. §64.1190(d)(1)(i).
- 5 • The offer must clearly distinguish among the services to which any freeze is
- 6 applied (i.e., local, intraLATA, interLATA and international services), and a
- 7 separate authorization is required for each. 47 C.F.R. §64.1190(c).
- 8 • Any solicitation must also explain the procedures for lifting the freeze and that the
- 9 carrier cannot be changed unless the subscriber lifts the freeze. 47 C.F.R.
- 10 §64.1190(d)(1)(ii); see also, 47 C.F.R. §64.1150(a).

11

12 **Q. DO THE FCC RULES ENSURE THAT THE CUSTOMER'S SELECTION**  
13 **OF A CARRIER FREEZE IS VERIFIED?**

14 A. Yes. The customer's decision to establish an LSF must be verified in accordance  
15 with 47 C.F.R. §64.1190(d)(2)(i) through (iii) and 47 C.F.R. §64.1190(d)(3)(ii)(A)  
16 through (D). The FCC requires that any written or electronically signed  
17 authorization from the customer must: (1) be in clear and legible format; (2) include  
18 certain customer information; and (3) include a specific request for each service to  
19 be frozen. 47 C.F.R. §64.1190(d)(3)(ii)(A) through (D). Electronic authorization  
20 must be initiated from the customer's telephone number to receive the LSF and  
21 include specific authorization data, via automatic number identification or recorded,  
22 oral verification. 47 C.F.R. §64.1190(d)(2)(ii) and (iii). Oral LSF verification may

1 only occur through a qualified, independent third party, who receives no financial  
2 incentives and operates in a physically separate location. 47 C.F.R.

3 §64.1190(d)(2)(iii). Again, these mandated procedures ensure that an LSF cannot  
4 be established unless a customer clearly wants and chooses to initiate such a freeze.

5  
6 The verification process does not include the carrier's marketing or advertising; it  
7 simply clearly verifies the customer's decision.<sup>14</sup>

8  
9 **Q. DO FEDERAL RULES ALSO ESTABLISH METHODS FOR LIFTING A**  
10 **PREFERRED CARRIER FREEZE?**

11 A. Yes. The FCC designed the methods for lifting a freeze to be "simple, easily  
12 understandable, but secure," in order to avoid concerns about untimely lifting of  
13 freezes.<sup>15</sup> These methods allow a customer to lift an LSF by either: (1) calling  
14 Qwest directly; (2) calling Qwest while the new carrier is on the line; or (3)  
15 providing written or electronically signed authorization. 47 C.F.R. §1190(e)(1) and  
16 (2). Nothing in the LSF prohibits or even limits the customer's ability to change his  
17 or her preferred provider; it simply ensures that the customer, not another carrier,  
18 makes that choice. Importantly, the three-way call allows the new carrier to conduct  
19 the conference call to lift the freeze during the initial telemarketing session with the

---

<sup>14</sup> Second Report, at ¶72.

<sup>15</sup> Id., ¶127

1 customer.<sup>16</sup> Also, the call to lift the freeze simply requests information to ascertain  
2 the identity of the customer and his or her intention to lift the freeze.<sup>17</sup>

3

4 **Q. DOES QWEST'S LSF PROGRAM COMPLY WITH WAC 480-120-139(5)**  
5 **AND THE FCC RULES CITED ABOVE?**

6 A. Yes, Qwest complies fully with these rules in administering its LSF program, as  
7 explained in more detail in the testimony that follows.

8

9 **IV. QWEST HAS PROVIDED ADEQUATE NOTICE TO CLECS AND RETAIL**  
10 **CUSTOMERS CONCERNING LSF**

11 **Q. WHEN DID QWEST IMPLEMENT LOCAL SERVICE FREEZES IN**  
12 **WASHINGTON?**

13 A. Qwest began offering local service freezes in Washington in March, 2001.

14

15 **Q. MR. WOLF CONTENDS THAT AT&T FIRST BECAME AWARE THAT**  
16 **QWEST WAS OFFERING LSFs IN FEBRUARY 2002 (DIRECT**  
17 **TESTIMONY OF JONATHAN WOLF, PAGE 6, LINES 2 to 5). WHEN**  
18 **WERE COMPETITIVE LOCAL EXCHANGE CARRIERS ("CLECs"),**  
19 **INCLUDING AT&T, FIRST INFORMED OF QWEST'S INTENT TO**  
20 **COMPLY WITH THE WUTC'S DIRECTIVE TO OFFER LSFs?**

---

<sup>16</sup> Id., ¶129.

<sup>17</sup> Id., ¶132.

1 A. On March 2, 2001, Qwest provided notification to all CLECs, including AT&T,  
2 concerning the implementation process for the state of Washington. Employees at  
3 AT&T who were sent the notification included: Carla Dickinson  
4 ([cdickinson@att.com](mailto:cdickinson@att.com) – see page 2 of Exhibit SAM-2), [dosborne@att.com](mailto:dosborne@att.com) (see page  
5 2 of Exhibit SAM-2), [martinsu@att.com](mailto:martinsu@att.com) (see page 4 of Exhibit SAM-2) , and Pam  
6 Benjamin ([pbenjamin@att.com](mailto:pbenjamin@att.com) – see page 4 of Exhibit SAM-2). The notification is  
7 attached as Exhibit SAM-2. Prior to that, AT&T Communications of the Pacific  
8 Northwest filed a Petition for Waiver of WAC 480-120-139(5) which was approved  
9 by the WUTC on April 26, 2000 (Docket UT-000441). As part of the Petition of  
10 AT&T for Extension of Waiver filed on March 7, 2001, AT&T included a copy of  
11 the March 2, 2001 Notice. Thus, by its own admission, AT&T was well aware that  
12 Qwest was offering LSF to its Washington customers prior to February 2002.

13

14 **Q. MR. WOLF RECOMMENDS THAT THE COMMISSION ENSURE THAT**  
15 **CUSTOMERS ARE FULLY AND ACCURATELY INFORMED BEFORE**  
16 **THEY AUTHORIZE A LOCAL SERVICE FREEZE (DIRECT**  
17 **TESTIMONY OF JONATHAN WOLF AT PAGE 12, LINES 18 to 19).**  
18 **HASN'T THE WUTC ALREADY TAKEN THE STEPS NECESSARY TO**  
19 **ENSURE THAT CUSTOMERS ARE MAKING AN INFORMED**  
20 **DECISION?**

21 A. Indeed, the WUTC requires that all carrier-provided material is to include "an  
22 explanation, in clear and neutral language, of what a preferred carrier freeze is, and

1 what services may be subject to a freeze; a description of the specific procedures to  
2 lift a preferred carrier freeze; an explanation that the customer will be unable to  
3 make a change in carrier selection unless he or she lifts the freeze; and an  
4 explanation of any charges incurred for implementing or lifting a preferred carrier  
5 freeze."<sup>18</sup>

6  
7 **Q. HAS QWEST COMPLIED WITH THESE COMMISSION**  
8 **REQUIREMENTS?**

9 A. Yes. Exhibit SAM-3 is a copy of a mailing that was distributed to Qwest residential  
10 and business customers in Washington in August 2001. Exhibit SAM-4 is a copy of  
11 a bill insert that was sent to Washington residential customers in January 2002.  
12 Exhibit SAM-5 is a direct mail piece that was sent in April 2002. These mailings  
13 fully explain local service freezes, and meet the Commission-established parameters  
14 outlined above, in addition to FCC requirements.

15  
16 Customers are also informed of local service freeze, local long distance freeze, and  
17 interLATA long distance freeze options when they contact Qwest business offices  
18 to order new service, move existing service to a new location, or add new lines.<sup>19</sup>

19 The script used by Qwest service representatives when offering a freeze is as  
20 follows:

---

<sup>18</sup> WAC 480-120-139(5)(b)

1 We offer free protection to ensure that your provider of local service,  
2 long distance service and local long distance service cannot be  
3 changed unless you contact us directly, even if another carrier gives us  
4 a written or a third party verified order. You may remove this  
5 protection from your account at any time by contacting Qwest directly  
6 with a verbal, written or electronically signed authorization. Would  
7 you be interested in setting that up now?  
8

9 If the customer indicates to the Qwest service representative that they would like the  
10 freeze(s) added to their account, the service representative will advise the customer  
11 as to the purpose and nature of the third party verifier ("TPV"). Once that  
12 discussion takes place, the customer will be transferred to the TPV. Customers will  
13 also have the option of completing a written Letter of Authorization ("LOA") in lieu  
14 of third party verification. Businesses with many lines to be transferred typically  
15 use the written method of verification, as do some residential customers who want a  
16 written record of the transaction. In fact, Qwest's policy is that a written LOA must  
17 be completed on any business accounts with more than sixty lines. This is done to  
18 reduce the potential for error on multi-line accounts. Exhibit SAM-6 contains a  
19 copy of Qwest's LOA form.  
20

21 The processes Qwest has established comply fully with federal and state  
22 requirements designed to ensure that customers are making a fully informed  
23 decision when requesting that a local service freeze be added to their account.

24 Contrary to AT&T's suggestions, no further Commission oversight is necessary.

---

<sup>19</sup> Customers who contact the business office for the sole purpose of establishing a carrier freeze will be advised as to the purpose of third party verification and will then be transferred directly to the independent

1

2 **V. QWEST HAS WORKED COOPERATIVELY WITH AT&T TO RESOLVE**  
3 **UNIQUE IMPLEMENTATION ISSUES**

4 **Q. MR. WOLF OUTLINES A PROBLEM WHEREIN AT&T ORDERS FOR**  
5 **LOCAL NUMBER PORTABILITY ("LNP") WERE REJECTED**  
6 **BEGINNING IN FEBRUARY 2002. CAN YOU PROVIDE INFORMATION**  
7 **AS TO THE NATURE OF THIS PROBLEM?**

8 A. Yes. It is quite possible that AT&T may have begun experiencing more rejections  
9 during the week of February 25, 2002 than AT&T had experienced in the past. This  
10 may have been due in part to a backlog of orders to add a local freeze that were  
11 worked by Qwest's vendor in mid-February. Qwest's arrangement with this vendor  
12 was that freeze orders would be processed real-time. However, Qwest discovered in  
13 early February 2002 that this vendor was significantly behind in issuing orders  
14 applying freezes to customer accounts. A concerted effort was expended to get the  
15 orders issued, beginning February 16. By February 22, all backlogged orders had  
16 been worked.<sup>20</sup> As a high volume of orders establishing local service freezes were  
17 issued in a short amount of time, it is quite possible that CLECs attempting to  
18 process LNP orders were prevented from doing so, as AT&T described, and the  
19 incidents of rejection may have appeared higher during that time period. However,

---

third party verifier.

<sup>20</sup> Qwest no longer employs that particular vendor as a third party verifier for adding local service freezes to Qwest customer accounts.

1 the protection afforded by LSFs was working, in that carriers were prevented from  
2 changing a customer's account without the end user first removing the freeze.

3  
4 Furthermore, as indicated previously, Qwest has offered local service freezes in  
5 Washington in accordance with the requirements of WAC 480-120-139 for some  
6 time and did not begin doing so in February 2002, as AT&T contends.

7  
8 **Q. MR. WOLF MAINTAINS THAT QWEST'S PROCESSES TO REMOVE A**  
9 **LSF FRUSTRATE CUSTOMER CHOICE AND MAY BE USED BY QWEST**  
10 **TO WIN BACK CUSTOMERS (DIRECT TESTIMONY OF JONATHAN**  
11 **WOLF AT PAGE 13, LINES 9 to 13). DO YOU AGREE?**

12 A. No. Qwest adheres to the WUTC and FCC rules regarding lifting of freezes. As  
13 stated previously, WAC 480-120-139(5)(d) indicates that LECs must obtain a  
14 written and signed authorization from the customer, stating his or her intent to lift  
15 the freeze. Alternatively, the customer may provide oral authorization to lift the  
16 freeze and such authorization may occur via a three-way call with the customer and  
17 another LEC. Oral authorization must include appropriate verification data.

18  
19 Similarly, FCC rules specify that a customer may lift an LSF by either: (1) calling  
20 Qwest directly; (2) calling Qwest while the new carrier is on the line; or (3)  
21 providing written or electronically signed authorization. 47 C.F.R. §1190(e)(1) and  
22 (2).

1

2 Qwest will accept a customer request to remove a freeze via any of the means  
3 outlined above. Qwest has established a form designed to make it easy for  
4 customers to request in writing that a freeze should be removed from their account  
5 (see Exhibit SAM-7). Qwest has also set up an email address that customers can  
6 use to request that a freeze be added or removed from their account,<sup>21</sup> and it has  
7 developed electronic forms that customers can populate and send via the Internet to  
8 have a freeze added or removed.<sup>22</sup>

9

10 For those customers who desire to lift their freeze orally, Qwest has contracted with  
11 an independent third party vendor to handle all oral LSF removals. Customers may  
12 contact the Qwest business office, in which case the service representative will  
13 transfer them immediately to the third party vendor upon learning of the desire to  
14 lift the freeze. No win-back or retention efforts will be made. CLECs have been  
15 informed of the telephone number dedicated to this third party vendor to be used for

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<sup>21</sup> [FreezeIT@qwest.com](mailto:FreezeIT@qwest.com)

<sup>22</sup> See [http://www.qwest.com/residential/customerService/loa\\_lift\\_form.html](http://www.qwest.com/residential/customerService/loa_lift_form.html) for an example of the form to lift a freeze available to Washington residential customers.

1 freeze removals, and may completely bypass a Qwest representative by dialing the  
2 number with the customer on the line and requesting that the freeze be removed.  
3 The third party vendor is not authorized to conduct win back or any retention  
4 marketing.

5  
6 In sum, Qwest has established a myriad of ways for customers to remove freezes –  
7 all of which comply with this Commission's and the FCC's rules. AT&T's  
8 complaint concerning the processes Qwest customers may use to remove a freeze  
9 paints an inaccurate and incomplete picture and as such, the complaint is baseless.

10

11 **Q. MR. WOLF RECOMMENDS THAT CUSTOMERS WHO AUTHORIZE A**  
12 **LOCAL SERVICE FREEZE DO SO SEPARATELY FROM ANY LONG**  
13 **DISTANCE PROVIDER FREEZE (DIRECT TESTIMONY OF JONATHAN**  
14 **WOLF AT PAGE 12, LINES 21 to 25). DO YOU AGREE?**

15 **A.** Yes. In fact, this is how Qwest has always administered local service freezes. Once  
16 the customer has indicated they are interested in placing a freeze on their account,  
17 they are advised of the purpose and the nature of the third party verifier (TPV).  
18 Once that discussion has taken place, the customer is transferred to the TPV where a  
19 representative explains why they are involved in the customer's decision. They  
20 request the customer's billing telephone number, the billing name on the account,  
21 the billing address, and identification of the person to whom they are speaking. The  
22 TPV representative confirms that there is no charge for establishing a freeze, or for

1 lifting a freeze. The customer is then asked to identify the specific service(s) for  
2 which they want a freeze (i.e., local service, local long distance, out-of-state long  
3 distance). The customer must separately identify each service and is required to  
4 confirm that each service is the service for which a freeze has been authorized or  
5 requested. The customer is then asked to state each telephone number to which the  
6 freeze is to apply. If the customer has identified multiple services or multiple  
7 telephone numbers, the TPV representative is to repeat each service and each  
8 associated number and confirm that for each, a freeze is authorized or requested.

9  
10 As indicated previously, customers also have the option of completing a written  
11 Letter of Authorization (LOA) in lieu of third party verification. The LOA form,  
12 attached as Exhibit SAM-6, provides a place for the customer to separately mark,  
13 and therefore separately authorize, each specific service, identified on the form as  
14 Local Service (LEF), Local Long Distance or Toll Service (LPIC), and Long  
15 Distance Service (PIC) for which a freeze is desired.

16  
17 These procedures comply fully with the requirements outlined in WAC 480-120-  
18 139(5).

19  
20 **Q. AT&T MAINTAINS THAT SOME CUSTOMERS DESIRING TO SWITCH**  
21 **TO AT&T DID NOT AUTHORIZE A LOCAL SERVICE FREEZE BE**  
22 **PLACED ON THEIR ACCOUNT. PLEASE COMMENT.**

1 A. Mr. Wolf's testimony contains broad allegations with very little specifics to back  
2 them up. For example, on page 10, lines 9 to 10 of Mr. Wolf's testimony, AT&T  
3 claims that 95% of the 234 "affected customers" deny authorizing a local service  
4 freeze be placed on their account. AT&T has provided no specifics, and did not  
5 even provide sufficient information in its direct case to allow Qwest to verify these  
6 allegations, or even identify any of the 234 customers. Thus, Qwest cannot provide  
7 a more specific response. However, Qwest has worked diligently with AT&T to  
8 resolve problems and will continue to do so when it is provided with adequate  
9 information.

10

11 **Q. IS IT POSSIBLE THAT THERE HAVE BEEN MISCOMMUNICATIONS**  
12 **AND MISUNDERSTANDINGS BETWEEN CONSUMERS AND QWEST**  
13 **SERVICE REPRESENTATIVES PERTAINING TO LOCAL SERVICE**  
14 **FREEZES?**

15 A. Yes, this is possible, and may explain why some consumers who called in to  
16 Qwest's business offices to determine whether a local service freeze had been  
17 applied to their account were told it had when the customer did not recall  
18 authorizing one, as AT&T supposedly found. I am aware that, despite repeated  
19 instruction and training on local service freeze implementation, Qwest service  
20 representatives may have confused a customer's request pertaining to the relatively  
21 new local service freeze with long distance freezes which have been in place for  
22 years. This may have led to inaccurate information being provided to the customer

1 (e.g., the customer who was allegedly told that it would cost \$5.00 to remove a  
2 freeze – the \$5.00 applies to changing presubscribed long distance carriers).  
3 However, again, since no specifics were provided in AT&T's testimony, it is  
4 difficult to respond with any certainty.  
5

6 **Q. AT&T CONTENDS THAT QWEST DOES NOT HAVE PROCESSES IN**  
7 **PLACE IN ITS RETAIL OFFICES TO LIFT LOCAL SERVICE FREEZES**  
8 **(DIRECT TESTIMONY OF JONATHAN WOLF AT PAGE 8, LINES 25 to**  
9 **26). IS THIS ACCURATE?**

10 A. No. Confidential Exhibit SAM-C8 contains examples of "communicators" that  
11 have been distributed to Qwest's service representatives over time, informing them  
12 on the proper procedures to add and remove local service freezes. In addition,  
13 Confidential Exhibit SAM-C9 contains the methods provided to Qwest retail  
14 channels concerning administration of local service freezes, including processes to  
15 be followed when removing a local service freeze at a customer's request. As is  
16 apparent from the communicators included in Confidential Exhibit SAM-C8, Qwest  
17 has taken steps to improve these processes as necessary. A specific example is the  
18 communicator dated May 3, 2002 which indicates Qwest retail service  
19 representatives will no longer be involved in the lifting of a freeze, other than to  
20 transfer the customer to the third party vendor who is handling all freeze removals  
21 for Qwest, as explained previously. Qwest has well-defined processes in place for  
22 adding, as well as removing, local service freezes on retail customers' accounts

1

2 **Q. HAS QWEST ALREADY TAKEN STEPS TO ADDRESS CONCERNS**  
3 **RAISED IN THIS PROCEEDING BY AT&T RELATIVE TO THE LIFTING**  
4 **OF LOCAL SERVICE FREEZES FROM RETAIL CUSTOMERS'**  
5 **ACCOUNTS?**

6 A. Yes. Prior to filing its complaint with this Commission, AT&T approached Qwest  
7 through the Wholesale Change Management Process (CMP), with a formal request  
8 to address several issues surrounding removal of LSFs. AT&T first submitted a  
9 Change Request (CR) through the CMP on March 8, 2002. At AT&T's request,  
10 Qwest expedited the CR through the CMP process and has responded to AT&T's  
11 issues in a conscientious, forthright manner. Many of these same issues were raised  
12 in AT&T's complaint in the immediate proceeding, despite the fact that Qwest has  
13 already taken steps to improve existing processes and address AT&T's concerns.  
14 Following are specific examples of problems AT&T raised through the CMP, the  
15 cite to the same issue raised in Mr. Wolf's testimony, and a description of steps  
16 Qwest has taken to resolve the issue:

17

18 **LSRs Were Rejected After the Freeze Was Removed** (Direct Testimony of  
19 Jonathan Wolf at page 7, lines 20 to 22)

20 **Qwest Resolution:** This is a systems issue wherein the customer service record is  
21 not updated for 2 to 3 days after a freeze is removed. To work around the  
22 constraint, Qwest has implemented a process by which CLECs, including AT&T,

1 may obtain an order number during the three-way call with the end user to remove  
2 the freeze. The CLEC may enter the order number on its LSR, in which case Qwest  
3 will process the LSR on the same day the LSF is removed. LSRs submitted without  
4 the order number will be worked the day following the request for the removal of  
5 the LSF. (See April 11, 2002 Letter to AT&T from Qwest re Qwest's Change  
6 Request Response - CR # PC 030802-1, attached as Exhibit SAM-10.)

7  
8 **Three Way Call with End User Took Too Long (Removed)** (Direct Testimony  
9 of Jonathan Wolf at page 8, lines 10 to 12)

10 **Qwest Resolution:** On March 20, 2002, Qwest established a permanent, dedicated  
11 telephone number to which all freeze removal requests may be directed. (See April  
12 11, 2002 Letter to AT&T from Qwest re Qwest's Change Request Response - CR #  
13 PC 030802-1, attached as Exhibit SAM-10) The number, 1-877-719-4294, was  
14 originally designed as a temporary measure to expedite removal orders for CLECs,  
15 in response to complaints from AT&T. Qwest has now staffed the number with  
16 sufficient personnel so that any CLEC, with the end user on the line, may call to  
17 remove the LSF without going through regular Qwest business offices. In April,  
18 92% of the calls directed to this number were answered in twenty seconds or less.

19  
20 Staff manning this number are fully trained to deal specifically with local service  
21 freeze removals. Not only will this result in faster processing times, but because  
22 this specialized staff is devoted solely to processing freeze removals, it will

1 alleviate any confusion which may have resulted when going through Qwest sales  
2 channels, where service representatives handle hundreds of products for fourteen  
3 different states.

4  
5 **Qwest Should Have Escalation Procedures in Place** (Direct Testimony of  
6 Jonathan Wolf at page 16, lines 19 to 20)

7 **Qwest Resolution:** Qwest has established a point of contact for CLEC LSF  
8 escalations in its Interconnect Service Center. The Service Delivery Coordinators at  
9 that number have been trained to assist with LSF-related issues. (See April 11,  
10 2002 Letter to AT&T from Qwest re Qwest's Change Request Response - CR # PC  
11 030802-1, attached as Exhibit SAM-10.)

12  
13 It has only been a little over two months since these issues were first brought to  
14 Qwest's attention. Qwest has listened to AT&T's concerns, investigated them,  
15 developed solutions, and implemented them. As some of them involved multiple  
16 cross-functional systems, this was not an easy task to accomplish in such a short  
17 amount of time. These examples demonstrate that much can be accomplished by  
18 entities working cooperatively to resolve issues, rather than unnecessarily imposing  
19 upon the regulatory process. Qwest suggests that the Commission consider the  
20 steps the company has already taken to address AT&T's concerns through the CMP  
21 when evaluating the validity of the complaint.

22

1 **Q. WERE THERE SOME REQUESTS SUBMITTED BY AT&T THROUGH**  
2 **THE CMP AND REPEATED IN MR. WOLF'S TESTIMONY WHICH**  
3 **WERE NOT RESOLVED AS AT&T REQUESTED?**

4 A. Yes. For instance, on page 13, lines 19 to 22 of Mr. Wolf's testimony, he  
5 recommends that Qwest should take customer calls to remove a LSF on evenings  
6 and Saturdays. AT&T raised this same issue through the CMP. As indicated to  
7 AT&T in Qwest's response to AT&T's CR, Qwest has made a business decision as  
8 to the hours it will receive calls from customers to affect a freeze removal. In  
9 Washington, those hours are Monday through Friday, from 5 a.m. to 7 p.m. With  
10 these lengthy hours of operation, there has not been a demand for Saturday hours,  
11 nor has it been deemed an efficient use of company resources. Therefore, Qwest  
12 has not agreed to make personnel available during Saturdays to remove freezes as  
13 AT&T has requested. (See April 11, 2002 Letter to AT&T from Qwest re Qwest's  
14 Change Request Response - CR # PC 030802-1, attached as Exhibit SAM-10.)

15

16 **Q. AT&T MAINTAINS THAT QWEST SHOULD REMOVE THE LSF**  
17 **IMMEDIATELY WHILE THE CUSTOMER IS ON THE LINE (DIRECT**  
18 **TESTIMONY OF JONATHAN WOLF AT PAGE 13, LINES 22 to 23). IS**  
19 **THIS POSSIBLE?**

20 A. No, it is not. An order is issued immediately while the customer is on the line, but  
21 it takes time for the order to be processed and to update the various systems and

1 customer records. The freeze will be removed the same day the removal request is  
2 received and the customer will be notified of this during the call.

3

4

## VI. CONCLUSION

5 **Q. PLEASE SUMMARIZE YOUR TESTIMONY.**

6 A. Washington consumers have a right to avail themselves of the protection that exists  
7 to prevent slamming from happening to them – for all aspects of their  
8 telecommunications services, i.e., local, local long distance, and interLATA long  
9 distance. Qwest has done its part to effect methods and procedures that conform to  
10 WUTC and FCC rules. Qwest has made a good faith effort to respond to its  
11 wholesale and retail customers and improve existing processes where necessary, yet  
12 many of the concerns raised by Mr. Wolf in his testimony are the same concerns  
13 AT&T has already raised – and had resolved - through the Wholesale Change  
14 Management Process. AT&T's complaint in this docket should be seen for what it  
15 is – a dialog of broad, unsubstantiated allegations against Qwest concerning issues  
16 that have already been resolved or that are simply frivolous. As such, the complaint  
17 should be dismissed.

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION  
COMMISSION

AT&T BROADBAND PHONE OF  
WASHINGTON, LLC.,

Complainant,

v.

QWEST CORPORATION,

Respondent.

DOCKET NO. UT-020388

EXHIBITS

OF

SCOTT A. MCINTYRE

DIRECTOR – PRODUCT AND MARKET ISSUES

QWEST CORPORATION

MAY 23, 2002

EXHIBITS OF SCOTT A. MCINTYRE

DOCUMENT

EXHIBIT NUMBER

CLEC Notification	SAM-2
August 2001 Customer Mailing	SAM-3
January 2002 Bill Insert	SAM-4
April 2002 Customer Mailing	SAM-5
Letter of Authorization Form	SAM-6
Request to Lift Freeze Form	SAM-7
Multi Channel Communicator – LSF Processes <i>CONFIDENTIAL</i>	SAM-C8
Local Service Freeze - Methods <i>CONFIDENTIAL</i>	SAM-C9
April 11, 2002 Letter to AT&T from Qwest re Qwest Change Request Response – CR #PC 030802-1	SAM-10

ATTACHMENT I

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MIME-Version: 1.0

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Return-Path: <mrouth@uswest.com>  
Received: from egate-co4.uswc.uswest.com ([131.116.25.51]) by  
netmail9.uswc.uswest.com (Netscape Messaging Server 3.61) with ESMTF  
id AAA4754; Fri, 2 Mar 2001 13:23:30 -0700  
Received: from uswest.com (localhost [127.0.0.1]) by  
agate-co4.uswc.uswest.com (8.10.0/8.10.0) with ESMTF id I22KLu239866; Fri, 2  
Mar 2001 13:21:56 -0700 (MST)

Message ID: <3AA0C0E4.DC64CFFA@uswest.com>  
Date: Fri, 02 Mar 2001 13:21:56 -0700  
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 <jseymour@nightfire.com>, jsgear <jsgear@meaus.net> , jstetten  
 <jstetten@scginc.net> , jthiessen <jthiessen@vistacom.net> , Julie  
 Vavros <jvavros@atai.net> , jwithington <jwithington@dsl.net> , jxalle  
 <jxalle@uswest.com>, jxandel <jxandel@uswest.com> , jxhans  
 <jxhans@notes.nwac.uswest.com> , kackern <kackern@uswest.com>, Karen  
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 <Karl.Brosnan@verizon.com> , 'kathryn.d.depestel'  
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 <khchnd3@uswest.com> , kblock <kblock@talcardia.com>, kbrown  
 <kbrown@vistacom.net> , kcrice <kcrice@uswest.com> , kdevory  
 <kdevory@usa.cappemini.com> , kehenry <kahenry@uswest.com> , Kel  
 Winainger <kwinaing@covad.com> , kelly\_morris <kelly\_morris@eli.net>  
 , Ken Olson <krolson@uswest.com> , 'Kevin.Cassidy'  
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 <kavin.tollefson@sbc.com> , Kim Gillette-Hoskins  
 <kgillatte-hoskins@quintessent.net> , 'Kim.Anderson' <Kim.Anderson@ouvoy.com>  
 , 'KIMBERLY.SCHNEIDER' <KIMBERLY.SCHNEIDER@K2CONEX.COM> , kirk  
 <kirk@trvnet.net>, klclsuson <klclauson@eschelon.com> , kmurphy  
 <kmurphy@covad.com>, kmustar <kmustar@uswest.com> , kpedersen  
 <kpedersen@northpoint.net> , kschwartz <kschwartz@covad.com>, kspower  
 <kspower@uswest.com> , Larry Tierney <larry.tierney@cox.com> , Laura Fish  
 <lfish@excite.com> , Ldevries <Ldevries@mclmodusa.com> , ldinges  
 <ldinges@uswest.com>, lgreer <lgreer@blackfoot.net> , lgwood  
 <lgwood@uswest.com> , LYNETTE ZABOLOTNY <lzabo@blackhillsfiber.com>  
 , Lisa Ramma <lisa.amma@integratelecom.com> , 'Liz.Balvin'  
 <liz.Balvin@wcom.com> , ljbaron <ljbaron@nextlink.com> , lnotari  
 <lnotari@uswest.com> , 'Loretta A. wuff' <lahuff@qwest.com> ,  
 'Lorraine.mcdaniels' <lorraine.mcdaniels@aspire.net> , Louis Davidov  
 <ldavidov@ast.com> , louise\_c\_00 <louise\_c\_00@hotmail.com> , Lucks  
 <Lucks@blackfoot.net>, lsolive <lsolive@uswest.com> , lthias  
 <lthias@idaone.com>, lxpctel <lxpctel@uswest.com> , lylelec

<lylele@means.net> , "lynette.nickelson"  
 <lynette.nickelson@integratetelecom.com> , Lynn Califf <lynn\_califf@eli.net>  
 , Manuel <manuel@nightfire.com> , Margaret Carlock  
 <margaret\_carlock@commercelink.com> , Marilyn White <mw9133@tmail.sbc.com>  
 , Mark Coyne <mcoyne@uswest.com> , Martinsu <martinsu@att.com>  
 → Mary Johns <mary\_johns@ami.net> , Mary Schmitz  
 <mary\_elsnes@globalcrossing.com> , Mary Tee <mary\_tee@eli.net> , mcross  
 <mcross@fairpoint.com> , mavidson <mavidson@z-cal.com> , mengler  
 <mengler@uswest.com> , Michelle Spague <msprague@mcloocusa.com>  
 "michelle.l.scott" <michelle.l.scott@mail.sprint.com> , mjudd  
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 <midraper@nextlink.com> , moreno <moreno@extalktelephone.com> , moakley  
 <moakley@acginc.net> , mpapian <mpapian@newpathdxl.com> , mrossi  
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 <mthacke@uswest.com> , mwaldrop <mwaldrop@rhythms.net> , mxtcomp  
 <mxtcomp@uswest.com> , nestorinan <nestorinan@link-us.net>  
 → <leonardson@leonardson@mantis.com> , nataros <nataros@uswest.com>  
 , Pan Benjamin <phanjamins@att.com> , Pat Chrenek <pat.chrenek@gwr.ge.com>  
 , patricia\_campbell <patricia\_campbell@eli.net> , patty  
 <patty@staff.ctctel.com> , paul <paul@mainstreetatcom.com> , Peder Gunderson  
 <peder\_gunderson@eli.net> , Penny <Penny@ms.kallback.com>  
 "Peter.huce" <Peter.huce@onepointcom.com> , phahn <phahn@uswest.com>  
 "phil.jones" <phil.jones@algx.com> , pjkc <pjkc@iwb.com> , pjrobin  
 <pjrobin@uswest.com> , Rachelle Mistone <rmistone@z-tel.com> , rcferris  
 <rcferris@uswest.com> , RCOX <RCOX@mcloocusa.com> , rdixon  
 <rdixon@fairpoint.com> , reann <reann@staff.ctctel.com> , Regina  
 Wallace-Jones <rwallace@covad.com> , Relene <relene@mainstreetcom.com>  
 rkwhit2 <rkwhit2@uswest.com> , rthompson <rthompson@nextlink.com>  
 rmacgowan <rmacgowan@fairpoint.com> , "rob.reynolds" <rob.reynolds@cox.com>  
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 , "sarah.l.adams" <sarah.l.adams@mail.sprint.com> , sburns  
 <sburns@ptel.com> , sburson <sburson@uswest.com> , scowley  
 <scowley@uswest.com> , "sharon.arnett" <sharon.arnett@mail.sprint.com>  
 , sharon.stettinichs <sharon\_stettinichs@ami.net> , Sheryl Gelman  
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 , "sloane.bailey" <sloane.bailey@teligent.com> , smcna <smcna@uswest.com>  
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 sreynolds <sreynolds@avistacom.net> , srober <srober@kumtelecom.com> , sheana  
 <sheana@uswest.com> , smith <smith@stet.com> , "stanley.wildeboer"  
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 Lamb <slamb@vistacom.net> , Tamara Hillman <thillma@qwest.com>  
 "Tami.M.Swanson" <launch-new.notify@escoe.accennure.com> , thessey  
 <thessey@uswest.com> , Ted Washington <ted\_washington@icgcom.com>  
 Terry Wicks <terry.wicks@algx.com> , tgburns <tgburns@sulaen-thielcn.com>  
 , TRAI-AM ELLIS <TRAI@RECONEX.COM> , Theresa Bubis <tbubis@uswest.com>  
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 , tmontemayer <tmontemayer@mantis.com> , tubailey <tubailey@aticomm.com>

, "Tom.Friday" <Tom.Friday@wcom.com> , tom\_simmons <tom\_simmons@smi.net>  
 , "Tonya.Hall" <Tonya.Hall@espire.net> , tpfenna <tpfenna@uswest.com>  
 , Tracy Pledger <tracyp82-rc1.com> , tsewald <tsewald@dal.dnet.com>  
 tvercellonci <tvercellotti@mantiss.com> , twalter <twalter@uswest.com>  
 vcaywo <vcaywo@qwest.com> , "Vergie.Jennings" <vergie.jennings@espire.net>  
 , Vicki Stedman <vstadma@uswest.com> , vicky  
 <vicky@staff.cttel.com> , "vincent.jack" <vincent.jack@mail.sprint.com>  
 , vsakal <vsakal@uswest.com>, wcampit <wcampit@uswest.com> , wmarkert  
 <wmarkert@eschalon.com> , Wendy Green <wceope@uswest.com>, wmcamb  
 <wmcamb@uswest.com> , wsmalle <wsmalle@uswest.com> , yvonnegamble  
 <yvonnegamble@ourarsphere.com>  
 Subject: [Fwd: Local Service Freeze - Methods for Co-providers]  
 Content-Type: multipart/mixed; boundary="-----EDD3BF69DF413F53267A29FB"  
 X-Mozilla-Status2: 00000000

Return-Path: <smcna@uswest.com>  
 Received: from epate-co2.uswc.uswest.com ([151.119.214.10]) by  
 netmail4.uswc.uswest.com (Necscor Messaging Server 3.61) with ESMT  
 id AA45K21 for <mrouth@netmail4.uswc.uswest.com>: Fri, 2 Mar 2001  
 12:57:36 -0700  
 Received: from notes.uswc.uswest.com (localhost [127.0.0.1]) by  
 epate-co2.uswc.uswest.com (8.10.0/8.10.0) with SMTP id [22JvYV24347]; Fri, 2  
 Mar 2001 12:57:34 -0700 (MST)  
 Received: by notes.uswc.uswest.com (Lotus SMTP MTA v4.6.5 (863.2 5-20-1997))  
 id 00256A03.0073633F ; Fri, 2 Mar 2001 13:00:20 -0800  
 X-Lotus-FromDomain: USWEST  
 From: "Susan McN" <smcna@uswest.com>  
 To: thubis@uswest.com, jxalle5@qwest.com, mrouth@uswest.com, "Matthew Russi"  
 <mrussi@notes.uswc.uswest.com>, "Martha Phails"  
 <mphails@notes.uswc.uswest.com>, "Coleen Austin"  
 <cjausti@notes.uswc.uswest.com>, "Paulatte Mauck"  
 <pmauck@notes.uswc.uswest.com>, "Mary Riffle"  
 <mriffle@notes.uswc.uswest.com>  
 cc: "Merna Thane" <mthane@notes.uswc.uswest.com>  
 Message-ID: <00256A03.007357E1.008@notes.uswc.uswest.com>  
 Date: Fri, 2 Mar 2001 12:58:27 -0700  
 Subject: Local Service Freeze - Methods for Co-providers  
 Mime-Version: 1.0  
 Content-type: text/plain; charset=us-ascii  
 Content-Disposition: inline

There is a change in the date for the mechanical process --- it will be  
 effective April 23, 2001 rather than approximately April 15, 2001. The date  
 has  
 been changed in the methods that follow.  
 ----- Forwarded by Susan McN/COMP/KA/USWEST/US on 03/02/2001  
 12:53 PM -----

Susan McN  
 03/02/2001 07:53 AM

To: thubis@uswest.com, jxalle5@qwest.com, mrouth@uswest.com, Matthew  
Roosi/GROUPWARE/USWEST/US@USWEST, Martha  
Phells/GROUPWARE/USWEST/US@USWEST, Colleen  
Austin/GROUPWARE/USWEST/US@USWEST, Paulette  
Mauck/GROUPWARE/USWEST/US@USWEST, Mary Riffle/GROUPWARE/USWEST/US@USWEST  
cc: Merna Thane/COMPLEX/USWEST/US@USWEST

Subject: Local Service Freeze - Methods for Co-providers

The following methods bulletin should be distributed to co-providers and  
account  
teams.

----- Forwarded by Susan McNa/COMPLEX/USWEST/US on 03/02/2001  
07:48 AM -----

Merna Thane  
02/28/2001 03:27 PM

To: Susan McNa/COMPLEX/USWEST/US@USWEST  
cc:

Subject: Local Service Freeze - Methods for Co-providers

#### LOCAL SERVICE FREEZE METHODS FOR CO-PROVIDERS

##### BACKGROUND

Out of concern for slamming issues, the Washington Transportation and  
Utilities  
Commission has  
mandated that a local service freeze process be implemented in Washington  
state  
effective March  
10, 2001. This service is being made available beginning March 1, 2001  
through  
Qwest Interconnect  
Services, on the basis of an end-user request to their co-provider. The  
process  
will be manual until  
approximately April 23, 2001, when it will become mechanized through DMA.

##### ESTABLISHING A FREEZE UPON END-USER REQUEST (LOA IN PLACE)

1. Fax an LSR requesting a freeze on designated lines to Wholesale  
Interconnect  
Services.

The request is required to be in the Remarks section of the LSR.

2. Qwest Wholesale will issue an order on the account to add LEFV (Local Exchange Freeze - Voice) behind each line requested. A permanent Remark: LEFV will also be placed on the account. The end-user need not request all lines to be frozen. The LEFV entry will appear only behind those lines that are included in the request.

#### REJECTION OF A FREEZE REQUEST

If a request is made on an account and the lines in question are already frozen to another co-provider, the LSR will be rejected back to the requesting co-provider.

The requesting co-provider must instruct the end-user to call their old Local Service Provider (LSP) and have the freeze removed, after which a request to freeze can be received and processed. Allow sufficient time for the freeze to be removed before resubmitting a request.

#### REMOVING A FREEZE UPON END-USER REQUEST

1. Fax an LSR to Wholesale Interconnect Services requesting unfreezing of designated lines. The request is required to be in the Remarks section of the LSR.
2. Qwest Wholesale will issue an order on the account to remove LEFV behind lines requested to be unfrozen. The permanent Remark: LEFV will also be removed.

#### MECHANIZED CHANGES IN APRIL

Beginning approximately April 23, 2001, an entry of A (add) or R (remove) made on the LSR in the LSCF field will flow through DMA and add or remove a local service freeze, eliminating the need to fax requests to the Wholesale Interconnect Services group. More details on that will follow later.

 - mrossi.vcf

**Local Service Freeze  
Options Provide *Free*  
Protection for Washington  
Telephone Subscribers**

The Washington Utilities and Transportation Commission has ordered all Telecommunications Companies in Washington to provide a Local Service Freeze Option to prevent a change in a subscriber's preferred carrier selection unless the subscriber gives the carrier from whom the freeze was requested his or her express consent.

**Freezing Your  
Telecommunications Selection**

As a Qwest subscriber you have the right to freeze your preferred telecommunications selection at no charge for:

- local exchange service
- intraLATA Local Long Distance Service
- interLATA Long Distance Service



Subscribers may place a freeze on any one or more of these services. You can apply for this important protection by contacting Qwest at:

For Home	<b>1-877-589-8364</b>
Small Business	<b>1-800-603-6000</b>
Large Business	<b>1-800-549-5629</b>
Federal Service	<b>1-800-879-1023</b>
Government & Education	<b>1-866-221-6073</b>

### **Removing Your Telecommunications Freeze**

You may also remove a freeze from any of your carrier selections at no charge. To do so, an authorization must be provided to Qwest in the form of:

- A written or electronically signed authorization or;
- An oral authorization that includes appropriate verification.

Once a freeze is effective, to change the provider of a service that is subject to a freeze, you must contact Qwest directly, yourself, in one of the ways described.

If you have any questions or need additional information about the Local Service Freeze Options, please contact us at the toll free number listed at the top of your Qwest telephone bill.

## ***Protect Your Local Phone Service***



Communications is an important part of your everyday activities. That's why we want your service to be protected from slamming (switching of your phone service by another provider without your permission).

### **Get protection today from Qwest**

Now you can protect your local service and prevent any company from changing your local service provider (Qwest) by placing a freeze on your telecommunications account - at no charge. You also have the option to freeze your local long distance and long distance services.

(continued on back)

# ***FREE!***

It's quick and easy to get this FREE protection on one or more telephone lines. Contact Qwest at:

Consumer	<b>1-800-339-0188</b>
Business	<b>1-800-996-2512</b>
Large Business	<b>1-800-549-5629</b>
Federal Services	<b>1-800-879-1023</b>

You can remove the freeze at any time by contacting Qwest directly with a written or electronically signed authorization. To change your provider, you must lift the freeze in addition to other verification rules for service provider changes.

If you have any questions or need additional information about this *free protection*, please contact us at one of the toll free numbers listed here.



CO/UT/OR 01/02 **00**

**Protect your phone service  
from unwanted changes.**

**NOW QWEST PREFERRED CUSTOMERS CAN STOP UNWANTED  
CHANGES TO THEIR PHONE SERVICE - FREE.**



**KEY PAD IMAGE  
TO COME 3/26**

**PROTECT YOUR PHONE SERVICE FROM UNWANTED CHANGES. QWEST MAKES IT EASY.**

5090 N. 40th St., Rm. 325  
Phoenix, Arizona 85018

Presorted Standard  
U.S. Postage  
**PAID**  
Denver, CO  
Permit No. 141

**Qwest**  
*Preferred.*

*We're committed  
to providing our  
Qwest Preferred  
customers with  
the best service  
possible. And  
now, we'd like  
to offer you the  
peace of mind of  
knowing that your  
phone service  
is protected.*

Communication is an important part of your everyday activities. That's why you may want to protect your phone services from slamming (switching of your phone service provider without your permission). Get protection today, from Qwest. Now you can protect your local (dial tone), local long distance, and long distance service and prevent any company from changing your service provider(s) by placing a freeze on any or all of these services – at no charge. It's quick and easy to get this FREE protection for your telephone service(s).

**Contact Qwest at 1.800.339.0188. Customer service hours are from 7 a.m. to 7 p.m.**

A freeze does not prohibit you from making changes to your service(s)/provider(s) at any time, but you must contact us directly. You may remove a freeze at no charge by contacting Qwest directly with a verbal, written or electronically signed authorization. If you have any questions or need additional information, please contact us at the toll-free number listed at the top of your Qwest telephone bill.

**Call today**  
**1.800.339.0188**

qwest.com

**Qwest.**  
*ride the light*

**Broadband**

**Internet**

**Voice**

**Wireless**

Once a freeze is effective, authorization given to others, even in writing or verified by a third party, will not be enough to change the provider of that service. Local Service Provider Freeze may not be available in all states. © 2002 Qwest Communications International Inc.

Once a freeze is effective, authorization given to others, even in writing or verified by a third party, will not be enough to change the provider of that service. Local Service Provider Freeze may not be available in all states. © 2002 Qwest Communications International Inc.



LETTER OF AUTHORIZATION TO FREEZE PREFERRED SERVICE PROVIDER(S)

Docket No. UT-020388  
May 23, 2002  
Exhibit SAM-6  
Page 1

Subscriber's Name \_\_\_\_\_

Subscriber's Address \_\_\_\_\_  
(Must be exactly as it appears on current bill)

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

The undersigned Subscriber requests to "freeze" their Preferred Service Provider(s) for the following service(s):

**LEF** Local Service (Dial tone Service)

**LPLIC** Local Long Distance or Toll Service (1+ IntraLATA service, Local In-state Long Distance)

**PIC** Long Distance Service (1+ InterLATA service, State to State)

Subscriber's Main Telephone Number:	LEF	LPLIC	PIC	Additional Telephone Numbers:
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

Only the telephone numbers listed below are covered by this "Freeze" Authorization.

The phone number(s) listed on this Authorization are listed in my name and/or I am authorized to freeze the Preferred Service Provider for the phone number(s). My signature on this form authorizes Qwest to freeze the current preferred service provider for each designated service on each such designated phone number. I understand that I may lift this freeze: (a) by calling Qwest at the toll free number listed at the top of my Qwest telephone bill and orally authorizing Qwest to lift the freeze, including providing appropriate verification, or (b) sending Qwest a written or electronically signed authorization to lift the freeze. I understand there is no charge associated with implementing or lifting the freeze(s) included in this Authorization.

Signature: \_\_\_\_\_  
Printed Signature: \_\_\_\_\_  
Date (MM/DD/YY): \_\_\_\_\_  
Title: \_\_\_\_\_

PLEASE MAIL COMPLETED FORM TO: QWEST % Richard Lundy  
7880 Mesquite Bend Dr.  
Irving, TX 75063  
OR FAX TO: (800) 236-6992

Date Received:	_____	Order # _____	Representative: _____
Date Processed:	_____	SLS Code (Bus. Only): _____	TN: _____

*Qwest Internal Use Only*



**REQUEST TO LIFT FREEZE(S) OF A PREFERRED SERVICE PROVIDER(S)**

Subscriber's Name \_\_\_\_\_

Subscriber's Address \_\_\_\_\_

(Must be exactly as it appears on current bill)

(Must be exactly as it appears on current bill)

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

The undersigned Subscriber requests Qwest to "lift" the following described freeze(s).

**LEF** Local Service (Dial tone Service)

**LPIC** Local Long Distance or Toll Service (1+ IntraLATA service, Local In-state Long Distance)

**PIC** Long Distance Service (1+ InterLATA service, State to State)

Marking the box adjacent to the identified Service(s) is a separate request from, and authorization by, the undersigned Subscriber to Qwest to lift the freeze of the Preferred Service Provider of the service(s) for the telephone number(s) below. The Subscriber may choose to remove one, two, or all of the freezes.

**Only the telephone numbers listed below are covered by this "Freeze Removal" Authorization.**

**Subscriber's Main Telephone Number:** LEF  LPIC  PIC  ( ) \_\_\_\_\_

**Additional Telephone Numbers:**

- LEF  LPIC  PIC  ( ) \_\_\_\_\_

The phone number(s) listed on this Authorization are listed in my name and/or I am authorized to lift the freeze(s) for the phone number(s) set forth above. There is no charge for lifting a freeze.

Signature: \_\_\_\_\_

Date (MM/DD/YY): \_\_\_\_\_

Printed Signature: \_\_\_\_\_

Title: \_\_\_\_\_

PLEASE MAIL COMPLETED FORM TO: QWEST % Richard Lundy  
7880 Mesquite Bend Dr.  
Irving, TX 75063  
OR FAX TO: (800) 236-6992

*Qwest Internal Use Only*

Order # \_\_\_\_\_

Representative: \_\_\_\_\_

TN: \_\_\_\_\_

SLS Code: LS1XLF3 (Bus only)

Date Received: \_\_\_\_\_

Date Processed: \_\_\_\_\_

**Redacted**

Issue Date

Effective Date

Purge Date

**New or Changed Information Procedure**

**Multi Channel Communicator**

Direct Testimony of  
Scott A. McIntyre  
Docket No. UT-020388  
Confidential Exhibit SAM-8  
Page 1 of 5

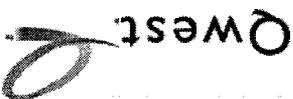
Ed

---

**Local Service Freeze - CO ID ND SD OR UT**  
**WA WY Bus Res**

Direct Testimony of  
Scott A. McIntyre  
Docket No. UT-020388  
Confidential Exhibit SAM-9  
Page 1

Redacted



April 11, 2002

Terry Bahner  
Supervisor  
AT&T Local Services Access Management  
1875 Lawrence St.  
Denver, CO 80202-1847

**SUBJECT: Qwest's Change Request Response - CR # PC 030802-1  
Local Service Freeze Removal for Residence and Business Customers**

Following is the response to the escalation on this CR.

**Escalation Description Presented**

The inability to remove the local service freeze from the customer's residential account has daily impacted AT&T Broadband's ability to port the number and to submit an LSR that will not be rejected nor issued a jeopardy condition after the FOC.

**Desired CLEC Resolutions:**

1. The end customer should make only one call to remove the local service freeze with the CLEC on the line.

The number 877-719-4294 will remain in place for the removal of Local Service Freezes. Qwest is adding people and processes so higher volumes of calls can be handled. The CLEC, with the end user on the line, may call this number to remove the Local Service Freeze, which will ensure efficiency in the process. The end user must be on the line. This means that Qwest will have a dedicated number, line, and staff for removal of Local Service Freezes.

2. The CLEC should be able to send the LSR immediately after the freeze has been removed without fear of rejection or a jeopardy condition issued after the FOC.

Qwest agrees to accept LSRs the same day the Local Service Freeze is removed as long as the submitting CLEC includes the R order number of the Local Service Freeze removal order in the Remarks field or in the RORD field.

As before, the CLEC can submit an LSR without the R order number the day following the request for the removal of the Local Service Freeze.

3. An escalation process should be in place to resolve LEFV issues.

Qwest has established a point of contact for CLEC Local Service Freeze escalations in the Interconnect Service Center at 888-796-9087 (option 1 for resale, option 2 for LNP). The Service Delivery Coordinators at that number have been trained to assist with Local Service Freeze related issue.

**Qwest**

4. Qwest should suspend the LEFV process in the remaining states it offers LEFV as a feature until a workable process is agreed upon by the CLEC community.

Qwest will not suspend Local Service Freeze. Qwest believes that its preexisting processes were sufficient. In any event, the new processes outlined in this letter will further assure compliance. Qwest also is committed to effecting reasonable processes on a continuing basis, as needed. Qwest's policies and procedures meet FCC and state-specific rules, and Qwest has and is responding to feedback from CLECs regarding its policies and procedures. For example,

- Qwest has established one telephone number with a staff dedicated to this function. A CLEC with the end user may use the (877) 719-4294 number to expedite removal of a Local Service Freeze, just as AT&T requested.
- Qwest will accept LSRs the same day the Local Service Freeze is removed as long as the submitting CLEC includes the R order number of the Local Service Freeze removal order in the Remarks field or in the RORD field.

Qwest will continue to effect reasonable processes to accommodate CLEC requests. Qwest agrees to do problem solving working sessions with AT&T if needed (and with other CLECs upon request).

Below are responses to issues brought up on the CLEC Change Request Follow-up Meeting on April 4, 2002.

Issue Presented - 2.2

*AT&T commented that using Aegis is currently their only option, as when they call the Qwest Business Offices they be on hold for long periods and the staff do not appear to be familiar with this process. AT&T asked that the 866-311-0222 number remain in effect. Qwest agreed that the Aegis number will remain in effect until this issue is resolved*

This issue has been resolved by continuing the 877-719-4294 number. The 866-311-0222 should not be used to remove Local Service Freezes.

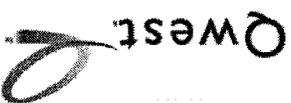
Issue Presented - 2.3

*AT&T stated that the Qwest web site states the Local Service Freeze can be removed immediately, which has not been their experience. Qwest reiterated that it is effective the same day, but the LSR has to be submitted the next day. AT&T then asked Qwest to reduce the process time by one business day. Qwest took an action to reply to this.*

The April 3, 2002 version of the PCAT states the order to add or remove a Local Service Freeze is issued and effective the same day the request is received.

Qwest agrees to accept LSRs the same day the Local Service Freeze is removed as long as the submitting CLEC includes the R order number of the Local Service Freeze removal order in the Remarks field or in the RORD field. A process was put into place on March 22, 2002, which allows the CLEC to include the R order number on their LSR. The Qwest Service Delivery Coordinator (SDC) will check for the R order and reject the LSR only if none exists.

As before, the CLEC can submit an LSR without the R order number the day following the request for the removal of the Local Service Freeze.

 Qwest

**Issue Presented - 2.4**  
*AT&T stated that their desire is for Qwest to lift the Local Service Freeze so the LSR can be submitted the same day.*

Qwest agrees to accept LSRs the same day the Local Service Freeze is removed as long as the submitting CLEC includes the R order number of the Local Service Freeze removal order in the Remarks field or in the RORD field.

As before, the CLEC can submit an LSR without the R order number the day following the request for the removal of the Local Service Freeze.

**Issue Presented - 2.5**  
*Eschelon asked if the LSR can be submitted using the R-Order number in the PON field? Qwest believed this would work. Qwest will investigate and report back.*

The R order number can be included in the Remarks field or in the RORD field.

**Issue Presented - 2.7**  
*Eschelon stated that Qwest could go to the State Commissions and seek a waiver on the Local Service Freeze. Eschelon also asked about a written process to remove the Freeze. Besides the presence of a form, Eschelon wanted to know whether there was a back end process in place to deal with this and what had been communicated to the CLECs? Qwest took an action to respond to this.*

Qwest will not seek a waiver on Local Service Freeze.

Qwest Retail end user customers may have their Local Service Freeze removed by contacting Qwest in writing. Since there is no direct customer contact (voice), the customer is not provided with a due date and R order number. We will include information regarding this process in the next PCAT update. Use of the web-based freeze removal (electronic signature) is currently being developed.

**Issue Presented - 2.8**

*AT&T reiterated they are seeking:*

*A. To only have to make one call*

*B. To send in their LSR without rejection*

*C. A clear and concise escalation process*

*D. Have the Aegis number available on Saturdays*

*A. The number 877 719 4294 will remain in place for the removal of Local Service Freezes, as set forth above.*

*B. Qwest agrees to accept LSRs the same day the Local Service Freeze is removed as long as the submitting CLEC includes the R order number of the Local Service Freeze removal order in the Remarks field or in the RORD field, as set forth above.*

As before, the CLEC can submit an LSR without the R order number the day following the removal of the Local Service Freeze.

C. Qwest has established a point of contact for CLEC Local Service Freeze escalations in the Interconnect Service Center at 888-796-9087 (option 1 for resale, option 2 for LNP). The Service Delivery Coordinators at that number have been trained to assist with Local Service Freeze related issues.

D. Qwest will not be providing access for Local Service Freeze removals on Saturdays. The timetransfers for adding or removing Local Freeze mirror the timetransfers for adding or removing PIC/LPIC freezes.

**Issue Presented - 2.9**

*AT&T also stated they continue to see large numbers of customers with the Freeze implemented, who believe they have never asked for it on their account. Qwest replied that they are continuing to investigate the AT&T examples and have already found most of the TPVs for the AT&T examples. AT&T replied they have heard this before but have yet to receive any validation from Qwest. AT&T stated the implementation of a freeze is not clear as too many customers are not aware of this action on their account. Qwest will provide validation to Terry Bahner (AT&T).*

AT&T has provided Qwest with a list of names and numbers they believe were improperly frozen to their local exchange carrier. AT&T has complained that Qwest has not provided the TPV or other proof that the local service freeze was properly imposed.

Qwest investigated and analyzed all of the affected accounts, and it has no reason to believe any account was frozen without the customer's request when the freeze was imposed.

Qwest's process to add a Local Service Freeze includes several steps to ensure the end user customer is aware of the freeze being added to their account, including the required third-party verification. If an end user indicates a desire to establish a freeze, they are transferred to a Third-Party Verifier (TPV) who asks the customer for the Billing Name on the account, Billing Address, the last four digits of their Social Security Number, and their date of birth. In addition, they ask if the caller is over 18 years old and is responsible for the account, and if they have permission to place the local service freeze on each specific line of the account.

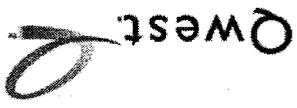
**Issue Presented - 2.10**

*AT&T also offered to support an application by Qwest to the commission to get a waiver on Local Service Freeze until this issue is resolved. (Qwest should voluntarily cease offering Local Service Freeze in all states where it is currently available until such time that policies and procedures are developed and implemented to apply and remove such freezes.)*

For the reasons stated above, Qwest will not seek a waiver on Local Service Freeze.

Since AT&T submitted this CR, Qwest has worked diligently on the Local Service Freeze process. We feel we have been responsive to AT&T and their requests.

In response to this CR, we have introduced an 800 number as a single point of contact for Local Service Freeze removal, included step-by-step process instructions in the PCAT, implemented a manual process for checking for R orders so the LSRs can be issued the same day the Local Service Freeze is removed, as well as reviewed training with employees. We are also doing weekly quality checks.



cc: Christi Doherty, Qwest, Vice President, Customer Service  
cc: Sue Burson, Qwest, Director Process Management

Harriett Berry  
Qwest Senior Process Analyst

Sincerely,

Please feel free to contact your Qwest Service Manager with any current examples or issues you need addressed.

