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BEFORE THE ARIZONA CORPORATION COMMISSION

WILLIAM A. MUNDELL
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AZ CORP COMMISSION
DOCUMENT CONTROL

IN THE MATTER OF U S WEST
COMMUNICATIONS, INC.'S COMPLIANCE
WITH § 271 OF THE
TELECOMMUNICATIONS ACT OF 1996.

DOCKET NO. T-00000A-97-0238

**QWEST'S NOTICE OF FILING
LATE-FILED EXHIBITS FOR ESCHELON WORKSHOP**

Qwest Corporation ("Qwest") hereby provides the attached information in Exhibit A as a late-filed exhibit to the Eschelon workshop held July 30 and 31, 2002. Exhibit A sets forth Qwest's responses to action items that arose during the workshop. Qwest will file an exhibit addressing flow through issues relating to CCMS features tomorrow, August 9, 2002.

In addition, in accordance with Staff's request, Qwest submits draft Performance Indicator Definition ("PID") BI-5 as a late-filed exhibit. Exhibit B sets forth the draft BI-5, Billing Claims Processing, which will be discussed as part of long term PID administration.

RESPECTFULLY SUBMITTED this 8th day of August, 2002.

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filing this 8th day of August 2002 to:

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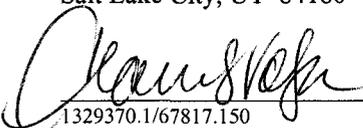
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Qwest's Action Items from Arizona 271/OSS Workshop regarding Eschelon Issues

1. Network outage process -- ANCR

ANCR is a system, not a process. When a network event is reported to the Network Management Center, a report is filed in the ANCR system. At this time, the system creates an email of the event details and sends it to a distribution list independent and in the background of the report. There is no human interface to the message since it is system generated.

2. CopperMax status

It is still Qwest's position that CopperMax does not fall within the scope of the CMP. However, a meeting has been scheduled on August 15 to further discuss this issue with the CLECs. If, after discussion with the CLECs, it is determined that CopperMax does fall within the CMP scope, the implementation of CopperMax will be handled via the CMP, and Qwest will send a notification to the CLECs regarding the associated implementation date.

3. SRP for activation of AIN features

The Optional Features section of the PCAT (<http://www.qwest.com/wholesale/pcat/unep.html>) will be updated to clarify the language to clearly provide links to the ICONN database, SRP PCAT, updates the downloadable 'USOCs Not Available with UNE-P' ('Features Unavailable with UNE-P'). This update will be completed by the end of August and will follow the CMP level 1 change guidelines.

Additional information is available in Attachment 1, entitled **USOCs Not Available with UNE-P Products.xls**

4. Features in the ICONN database

Features listed on the ICONN database are features currently available to Qwest retail subscribers and are listed by USOC. Some of these features are Qwest AIN services that mirror a switch base feature. In the cases where Qwest is using the AIN feature, what is listed in the

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ICONN database is the AIN feature USOC. Switch based features that mirror AIN services can be requested via the Special Request ("SR") process.

5. Meeting with McLeod to discuss participation in the mechanization of UNE Star billing process

This meeting will be conducted with McLeod by end of August to present options for mechanization. A tentative date has been set for August 19th, Qwest and McLeod are working to coordinate schedules.

6. Flow Through of 1FB w/CCMS

Qwest will file a separate exhibit addressing this issue.

7. Features not available for UNE-P

This information is contained in Attachment 2, entitled Features, Products, & Services Unavailable with UNE-P Products.

Regarding the features/services specifically mentioned by Eschelon at the workshop and in its exhibits: ENT, FLT, & NL1 are USOCs that are not available with UNE-P and are currently noted as such in the document. RCFVF & RCFVE are not features (they are market expansion lines) and are not available. This information will be added to this document on the same revision noted in question #3 above. Scan Alert, as noted by Eschelon in the workshop, is available with UNE-P and this language will be added stating such on the PCAT revision.

8. DSL Disconnect in Error Interval

The standard interval of 10 days for the cited instances of disconnecting in error (or omission of an ordered feature) was met.

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9. DPA in Central Region

Qwest was asked to clarify whether the Eschelon service manager requested that Eschelon, on orders for Centrex Plus & Centron, change the class of service to Centrex 21. This is not required in Qwest's proposed manual work-arounds for the DPA problem.

Qwest has researched with the Qwest service managers for Eschelon to determine if they instructed Eschelon to change the class of service to Centrex 21 for Centrex Plus and Centron orders. Qwest can find no instances where Qwest requested this of Eschelon. Additionally, it would not have allowed proper conversion.

As discussed in the workshop, Qwest has developed a manual workaround that will allow conversion of Centrex/Centron with DSL.

10. Qhost Outage

Qwest is working with the Qhost Center to ensure that when the Center is contacted and the contact identifies itself as a CLEC instead of an ISP, the representatives in the center ask clarifying questions to determine if indeed the contact is an ISP.

11. Collocation Issues Not Discussed at Workshop

a. Collocation Dust Contamination/Danger to Equipment

Qwest appreciates Eschelon's raising this issue as it has allowed Qwest to work with representatives across multiple organizations to ensure all employees and contractors with responsibilities for Central Office installation activities fully understand and adhere to the appropriate methods and procedures for conducting all work activities in a Qwest central office. Dust contamination affects everyone's equipment in the offices – CLECs and Qwest.

Qwest met with the contractor responsible for the first and second incidents in Minnesota. After learning of the first incident, Qwest initiated an investigation with its various vendors.

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However, before corrective action was taken to discuss the issues and re-clarify existing methods and procedures, another incident with the same job and same vendor occurred. Qwest has addressed this issue with the specific responsible contractor along with representatives from Qwest Real Estate.

Qwest took this CMP notification from Eschelon as an opportunity to reinforce existing methods and procedures with the Qwest Central Office Equipment installation group and Qwest's vendors responsible for the work in these offices. If Eschelon or any other CLEC experiences a problem like this, Qwest asks that it be notified so corrective action can be taken with the contractor. Qwest Real Estate group is responsible for contracting with vendors for this type of installation work and tracks these types of problems, which can result in removal of a vendor from Qwest's approved vendor list.

Eschelon also identified another issue where a Qwest contractor removed a door to gain access into a collocation site in order to perform central office work. This issue has been addressed with the contractor and other associated work groups that if access to a CLEC's caged collocation site is required, the CLEC must be contacted via the contact information noted on the physical cage itself and a meet time be negotiated. In short, Qwest removed copper piping above Eschelon's collocation equipment at the eight-foot level and placed adequate leak protection in the form of drip pans under the water piping. This same piping also runs above Qwest's electronics in the central office and is protected in the same manner.

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Qwest provided a response to Eschelon's CMP change request ("CR") dated April 9, 2002, which was accepted by Eschelon for CLEC test on April 17, 2002. This CR was closed without further discussion on May 15, 2002.¹

b. Preliminary APOT

Qwest cannot accept the language recommended by Eschelon for the following reasons. Qwest has a 90-day timeframe for completing a collocation. By providing the CLEC with a final APOT 15 days prior to the RFS date, Qwest has in essence given the CLEC the collocation in a reduced time frame. Qwest agreed to provide the preliminary APOT information to the CLEC 15 days prior to the Ready For Service ("RFS") date so that the CLEC can begin preparing its service orders. The CLEC can submit its service orders to Qwest for processing based on the preliminary APOT information. The fact is, in some limited instances, during the installation work the need arises to change the preliminary APOT to reflect different terminations and in that case, the CLEC will need to ensure the new APOT information is reflected in any service orders the CLEC has already submitted. Service orders may be placed and turned up concurrently with the collocation RFS if the final 50 percent of the non-recurring charges has been paid. Qwest is providing the preliminary APOT information before Qwest's installation work on the collocation space has been completed as a courtesy to the CLEC so that it can get a jump on processing its service orders. However, there may be instances where the final APOT information is different based on what is encountered during the installation.

¹ Eschelon's CMP CR (PC 021502-1) and Qwest's response is available at http://www.qwest.com/wholesale/downloads/2002/020723/CLEC_Change_RequestProductProcess_Archive_Reports.pdf

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c. Collocation Quote Preparation Fee

Eschelon is assessed a Quote Preparation Fee (“QPF”) when it submits a request for collocation – this rate is contained in Eschelon’s interconnection agreement which was amended with cageless collocation language in 2000. Once the first 50 percent has been paid to accept the quote and initiate the collocation work activities, subsequent requests would require submittal of a collocation application for an augment to the initial collocation request. All collocation augments require the payment of a QPF. However, the Arizona Rate Case established a reduced QPF when the CLEC requests a power augment or additional cable pair terminations. Qwest assessed the reduced rate for these forms of collocation augments effective June 12, 2002.

d. Reduction in Power

There appears to be a degree of confusion between Eschelon and Qwest on exactly what Eschelon was requesting as far as “reducing DC power”. Qwest has a product available today called DC Power Reduction that allows a CLEC to reduce DC power and reserve the capacity for future use. A contract amendment is required if a CLEC were to request the DC Power Reduction. After further investigation, it appears Eschelon is really asking for the secondary power feed to their collocation equipment to be totally removed from their collocation site - this does not fit the description of a DC Power Reduction.

Eschelon claims that there is no need for a contract amendment to reduce power when all that is really needed is for Qwest to merely remove the charge from its database. Qwest agrees with Eschelon that no contract amendment is required however, Eschelon will still have to submit a Collocation Augment request and the reduced augment QPF in Arizona in order for the secondary power feed to be removed from their collocation site.

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In either scenario noted above, there is more work than simply removing the charge from the database. Qwest Power Engineering will need to be involved in those instances where Eschelon has decided to disconnect the secondary DC power feed. Qwest will have to take action to physically remove the disconnected DC power cable between the Battery Distribution Fuse Board (BDFB) or main power panel and Eschelon's collocation equipment.

In the case of a DC Power Reduction, Qwest may need to reengineer the manner in which power is provided to Eschelon's collocated equipment. For example, if Eschelon initially ordered and Qwest installed 100 Amps, a reduction to 40 amps could prompt the physical movement of the power cable from the main power panel to a BDFB in order to free up capacity at the power board and comply with Qwest's standard power engineering practices. At a minimum, Qwest will have to re-fuse the power once the power engineers have determined where the feeds should originate from; this requires engineering work as well as a technician in the central office. An Interconnection amendment is required if Eschelon desires to obtain the terms and conditions for DC Power Reduction that will allow it to reduce and reserve DC power with the anticipation of utilizing the reserved capacity in the future.

e. Major / Minor Changes

Eschelon claims that some of the "changes" it requests on its collocation orders should not be considered as major changes. The one specific change Eschelon gives as an example is a decrease in the DC power cable, however, as noted above, a decrease in DC power cable is more complex than Eschelon is willing to acknowledge. For these reasons, Qwest considers a revision to an order for a DC power reduction as a major change.

With regard to making revisions to collocation orders after submittal, the FCC's rules require that the CLEC submit a complete collocation application since the standard 90-day

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provisioning interval is based on the receipt date.² In the 271 workshops, there was considerable discussion of “material” and “non-material” changes to orders. Qwest agreed to allow subsequent changes to the collocation order with the recognition that a material change would impair Qwest’s ability to provision the requested collocation within the applicable intervals and could potentially result in Qwest incurring financial penalties. Thus, Qwest has a right to expect that the collocation application is complete and accurate when it is received. The complexity of the change requested and the timing of requested change (e.g., receiving a change to the order at the end of the installation interval for work that may have already been completed) may affect Qwest’s ability to meet the provisioning interval and Qwest should not be expected to also incur financial penalties. As stated previously, the collocation application should be complete and accurate when it is received, however, Qwest is willing to accommodate changes. After much discussion, the language describing this, Section 8.4.1.2 of the SGAT, was agreed to in all states’ 271 workshops.

f. Timely Assignment of Collocation Space

Eschelon assumes that just because space is vacant near their collocation space that Qwest should, if requested, make that space available to Eschelon in a “timely” manner. There are several issues that may inhibit Qwest’s ability to make this unused space available including but not limited to bankruptcy or space abandonment. Each scenario requires Qwest to treat the space in a different manner. For example, space involved in bankruptcy proceedings are managed by the trustee and otherwise may be held up in the court for an undetermined period of time while a CLEC attempts to reorganize and may resume its business operations. Space

² 47 C.F.R. § 51.323(1)(2).

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abandoned by a CLEC does not just automatically revert to Qwest either. Once Qwest is aware of abandoned space, attempts to contact the CLEC are made, there may need to be an attempt to reclaim the space through a legal proceeding, the space must be reviewed for working circuits and notification made to the end users, and equipment in use within the space must be considered for disposal.

The processes for decommissioning collocation space and transfers of responsibility for collocation space have been addressed through a subcommittee of the CMP. Agreement has been reached on those processes and documented through the CMP. In addition, Qwest initiated a change request through the CMP for the posting of available previously provisioned collocation space that is no longer being used by a CLEC on Qwest's web site. Qwest has been working through CMP on the details of the posting of this available pre-provisioned collocation space and expects to begin posting the information in the September time frame.

g. Quotes for Undefined Rate Elements

Eschelon also raised an issue around a quote for cageless (2-bays) at the Thunderbird central office. In its brief description of the issue, Eschelon stated that Qwest had based the estimate on SGAT rates and when compared to a past cageless collocation quote, the nonrecurring charges were dramatically higher. In researching the issue, it appears that there were some rate elements associated with the cageless collocation that were not in Eschelon's interconnection agreement. Qwest provided a quote for this cageless collocation based on the approved Arizona SGAT for those rate elements.

h. Adjacent Off-Site Collocation

First and foremost, there is no legal requirement or FCC rule that requires Qwest to provide collocation in or on property owned by a third party. The 1996 Telecommunications Act

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requires: “. . . physical collocation of equipment necessary for interconnection or access to unbundled network elements at the premises of the local exchange carrier, . . .”³ Premises is very clearly defined in 47 C.F.R. § 51.5, as follows:

“Premises. Premises refers to an incumbent LEC’s central offices and serving wire centers; all building or similar structures owned, leased or otherwise controlled by an incumbent LEC that house its network facilities; all structures that house incumbent LEC facilities on public right-of-ways, including but limited to vaults containing loop concentrators or similar structures; and all land owned, leased, or otherwise controlled by an incumbent LEC that is adjacent to these central offices, wire centers, building, and structures.” [emphasis added]

Thus, there is no FCC requirement to offer a collocation product for equipment located on someone else’s property, “adjacent off-site collocation.” To the contrary, and as clearly stated by the FCC in its Advanced Services Order on Reconsideration regarding Adjacent Collocation: “This definition [premises] of course, *excludes* land and buildings in which the incumbent LEC has no interest. In that circumstance, the incumbent LEC and its competitors have an equal opportunity to obtain space within which to locate their equipment.”⁴ Thus, the FCC agrees that Qwest does not have any obligation to provide collocation in or on premises that are not its own or under its control.

In fact, the term “adjacent off-site collocation” itself is an oxymoron when considering how the FCC contemplated adjacent space collocation in the Advanced Services Order. The FCC defines adjacent collocation in 47 C.F.R. § 51.323(k)(3), as follows:

“Adjacent space collocation. An incumbent LEC must make available, where physical collocation space is legitimately exhausted in a particular incumbent LEC structure, collocation in adjacent controlled environmental vaults, controlled environmental huts, or similar structures

³ See Telecommunications Act of 1996, § 251(c)(6). [emphasis added]

⁴ See Advanced Services Order on Reconsideration, CC Docket No. 98-147 (rel. Aug. 10, 2000) ¶ 44.

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located at the incumbent LEC premises to the extent technically feasible. The incumbent LEC must permit a requesting telecommunications carrier to construct or otherwise procure such an adjacent structure, subject on to reasonable safety and maintenance requirements. The incumbent must provide power and physical collocation services and facilities, subject to the same nondiscrimination requirements as applicable to any other physical collocation arrangement. The incumbent LEC must permit the requesting carrier to place its own equipment, including, but not limited to, copper cables, coaxial cables, fiber cables, and telecommunications equipment, in adjacent facilities constructed by the incumbent LEC, the requesting carrier, or a third party. If physical collocation space becomes available in a previously exhausted incumbent LEC structure, the incumbent LEC must not require a carrier to move, or prohibit a competitive LEC from moving, a collocation arrangement into that structure. Instead, the incumbent LEC must continue to allow the carrier to collocate in any adjacent controlled environmental vault, controlled environmental hut, or similar structure that the carrier has constructed or otherwise procured.” [emphasis added]

Qwest’s legal obligations as set forth in its Interconnection Agreements, as well as its practices, establish that it meets all FCC requirements in Arizona. For example, according to the August 2, 2002 Space Denial Report available on Qwest's web site, there is only one central office where a CLEC queue exists because space has been denied for caged physical collocation. Qwest need only make adjacent available when the specific CLEC has been denied physical collocation space in a Qwest premises. Adjacent collocation is clearly defined in the FCC rules 47 C.F.R. § 51.323(k)(3), as quoted above, to be required in those cases where “physical collocation space is legitimately exhausted.”

There is no legal requirement and no FCC requirement to make collocation available in or on premises that are not owned or controlled by Qwest and that house its network facilities.⁵

⁵ Eschelon refers to an SBC tariff as showing this to be technically feasible. First, it doesn’t fit the definition of “collocation” for sharing the incumbent LEC’s space. Second, it doesn’t meet the definition of “technical feasibility.” The FCC defined technical feasibility in 47 C.F.R. § 51.5 as “Interconnection, access to unbundled network elements, collocation, and other methods of achieving interconnection or access to unbundled network elements *at a point in the network* . . .” [emphasis added] In addition, 47 C.F.R. § 51.321(c) states, “A previously

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That being said, there is nothing that precludes the CLEC from leasing space in property adjacent to Qwest's property and locating its equipment there, but that process is not collocation. Simply put, "co-location" is the sharing of the incumbent LEC's premises, not some third party's.

i. ICDF Collocation

As an initial matter, ICDF Collocation is not a required type of collocation under the FCC's rules. ICDF Collocation is an optional product that Qwest has made available to CLECs. Qwest's ICDF Collocation is offered for the purpose of facilitating the combination of UNEs and ancillary services. In response to various requests, Qwest has initiated a change request through the CMP for the ICDF Collocation product to allow for the termination of Local Interconnection Services ("LIS"). The CR will be presented during the August CMP Product and Process meeting with the expectation of product availability by September 30, 2002. With this change, Qwest will allow the combination of finished services (i.e., LIS) with other elements at Eschelon's ICDF Collocation.

j. Unforecasted Collocation Intervals

Qwest is willing to agree to provide Eschelon with the same terms and conditions contained in Section 8.4.3.4.3 in the Arizona SGAT. Section 8.4.3.4.3. states:

Unforecasted Applications with Timely Acceptance – If a Premises is not included in CLEC's forecast at least sixty (60) calendar Days prior to submission of the Application, and if space is available and no special conditioning is required, and if CLEC provides a complete Acceptance within seven (7) calendar Days after receipt of the Qwest Collocation quotation, Qwest shall complete its installation of the Collocation arrangement within ninety (90) calendar Days of the receipt of the

successful method of obtaining interconnection or access to unbundled network elements *at a particular premises or point on any incumbent LEC's network* is substantial evidence that such method is technically feasible in the case of substantially similar network premises or points. A requesting telecommunications carrier seeking a particular collocation arrangement, either physical or virtual, is entitled to a presumption that such arrangement is technically feasible *if any LEC has deployed such collocation arrangement in any incumbent LEC premises.*" [emphasis added]

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complete Collocation Application. If a Premises is not included in CLEC's forecast at least sixty (60) calendar Days prior to submission of the Application, and if special conditioning is required, but not major infrastructure, and if CLEC provides a complete Acceptance within seven (7) calendar Days after receipt of the Qwest Collocation quotation, Qwest shall complete its installation of the Collocation arrangement within one hundred and twenty (120) calendar Days of the receipt of the complete Collocation Application.

This provision of the Arizona SGAT regarding unforecasted collocation intervals is in accordance with the Arizona Commission's order. Eschelon can amend its current agreement in order to include this language.

12. DSL Process described by Susie Bliss

Disconnect in Error Process: Effective June 21, 2002, Qwest reduced the standard provisioning interval for Qwest DSL with UNE-P and with resold lines, and for Qwest retail operations, from 10 business days to five business days. Additionally, effective July 11, Qwest covered the Center on the required process step: to type the ADSL FID after the access line USOC in order for the service order to get assignments and provisions.

Qwest found that without this FID the service order completes and the Resellers end user is without DSL service which results in DSL Disconnect in Error. From July 12-July 26, 133 orders flowed without any disconnects in error.

Improved Escalation Process - Scenario: Qwest refined the escalation process based on the status of the order. If the order is pending, the SDC executes one set of steps, and if the order is completed, another set of steps is followed. The Qwest internal methods documentation (Call Handling Procedures Supporting Resale/UNE-P DSL Orders) did not contain these details prior to July 16, 2001. The modifications include the following details:

The Service order is in "Pending" status, the SDC will utilize the Poll DSLAM tool to determine if the order has been 'untranslated'. If the order has been translated, then Qwest

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determines if it is a Central Office (CO) or Remote Terminal (RT) based order and depending upon that we take the following path:

- For CO based orders, the SDC will need to do further investigation with the CO. The SDS will contact the CORAC, and for RT based orders, the SDC will call the LRAC to send a Field Tech out to check the cross connects at the RT. The LRAC can be reached at 1-888-496-3549, enter area code, option 3. Advise the LRAC Load Specialist that this is an escalation and provide the order number and request that a Field Technician go and verify the cross connects at the RT as the End User is out of service.
- If the order has NOT been translated or the DSL telephone number does not come up in Poll DSLAM, the SDC will call the Des Moines Translations Group (DSLTMG). The DSLTMG will work the translations. If there are system issues and the DSLTMG is unable to translate the order upon request, they will advise the SDC representative of an ETR (Estimated Time to Repair) which could be up to 24 hours depending on the system issue.
- If the Service order has been "Completed" (CP'd), the SDC will call the Qwest DSL Technical Support Center. The SDC must provide the Qwest DSL Technical Support Center Screener with the following information:
 - Identify themselves as a Qwest Wholesale Employee
 - Request that a Repair Ticket be opened
 - Provide the Service Order number, due date of order, when order completed, circuit id (telephone number), Internal call back telephone number
 - End User problem if known (for example: can't train, slow speed, etc)

13. Effective Dates for SGAT Rates -- Provide the effective date for the most current SGAT rates.

Qwest's wholesale web site indicates the following effective dates at URL

<http://www.qwest.com/about/policy/sgats/AZ.html>:

AZ 11th Revised, filed 03.29.02

AZ 12th Revised, filed 05.31.02

AZ 13th Revised, filed 06.28.02

Qwest is working to implement the currently ordered AZ cost docket rates. Rate mapping is estimated to complete August 26, 2002.



USOCs Not Available with UNE-P Products

This document is intended to be used in conjunction with other USOC/FID availability resources described in the UNE-P General Information and individual UNE-P Product Information PCATs. The UNE-P General Information PCAT may be found at the following URL: www.qwest.com/wholesale/pcat/une-p.html

USOC	Description
ADCLS	Call Data Collection and Transmission
ADCTS	Call Data Collection and Transmission 10
AFD/AFM	Remote Access Forwarding
ATF	Scheduled Forwarding
C2RDX	Call Redirect-Per Digital Fcilty
C2RLX	Call Redirect-Analog Trk/Line
C7QPA	Qwest Call Queuing
C7RVM	Credit voice Messaging-USOC not currently mapped to product catalog
D7T	Do Not Disturb
E8CDX	Speed Calling 8#, Used with packaged service
EM6	E-Mail Listing
ENT	Automatic Reversal of Toll Charge Service - Enterprise
ER3	Custom Calling, 2 Feature Package - 8#, CF
ER4	Custom Calling, 2 Feature Package - 30#, CF
ER5	Custom Calling, 2 Feature Package - CF, 3W
ER6	Custom Calling, 2 Feature Package - 8#, 3W
ER7	Custom Calling, 2 Feature Package - 30#, 3W
ER9	Custom Calling, 2 Feature Package - CW, 3W
ES3	Custom Calling, 4 Feature Package - 8#, CF, CW, 3W
ES5	Custom Calling, 4 Feature Package - 30#, CF, CW, 3W
ES6	Custom Calling, 2 Feature Package - 8#, CW
ES7	Custom Calling, 2 Feature Package - CW, CF
ESA	Custom Calling, 3 Feature Package - 8#, CF, CW
ESB	Custom Calling, 3 Feature Package - 30#, CF, 3W
ESG	Custom Calling, 3 Feature Package - 30#, CF, CW
ESR	Custom Calling, 3 Feature Package - 8#, CF, 3W
ESW	Custom Calling, 2 Feature Package - 30#, CW

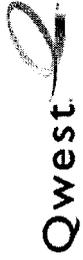
ET3	Custom Calling, 3 Feature Package - 30#, CW, 3W
ET8	Custom Calling, 3 Feature Package - 8#, CW, 3W
ETC	Custom Calling, 3 Feature Package - 3W, CF, CW
EWY29	Home/Buss Recep Privacy Pkg
EZL	Custom Calling, 2 Feature Package - 8#, 30#
EZN	Custom Calling, 3 Feature Package - CW, 8#, 30#
EZO	Custom Calling, 3 Feature Package - CF, 8#, 30#
EZP	Custom Calling, 3 Feature Package - 3W, 8#, 30#
EZQ	Custom Calling, 4 Feature Package - CF, CW, 8#, 30#
EZR	Custom Calling, 4 Feature Package - CW, 3W, 8#, 30#
EZS	Custom Calling, 4 Feature Package - CF, 3W, 8#, 30#
EZT	Custom Calling, 5 Feature Package - CW, CF, 3W, 8#, 30#
FLS	Free Line Service-USOC not currently mapped to products in catalog
FLT	Free Foreign Listing
FPAAH	Advanced Billing Reduced Rate-USOC not currently mapped to product catalog
HME	One Number Service-Wireline
HMP	One Number Service-Advanced
L96	Wireless Patron Listing
LMS	Wireless Radio or Cellular Unit Listing
MBB	Voice Messaging MDS/DID English Mailbox
MBBXA	Voice Mailbox with Spanish Mailbox
MBJ	Voice Mailbox Discounted
MNXPX	Voice Mailbox Network-Value Partner Program-BYMS
MSA	WATS Listings-Not currently mapped in product catalog
MUMMK	Centrex Billing - Primary Station Line Multimedia Service
MUMML	Centrex Billing - Primary Station Line Multimedia Service
MUMMM	Centrex Billing - Primary Station Line Multimedia Service
N/A	Continuous Redial Deluxe
N6S	Caller ID with Privacy +
N6SD1	Caller ID with Privacy +
NL1	URL Listing
NLE	Non-Listed Service at No Charge
NPAPL	NON PAYMENT - PARTIAL SUSPENSION; PERMITS LOCAL CALLING ONLY
NR9E3	Select Call Routing
NR9E9	USOC not found
NR9EE	Single Number Service Change Charge
NR9EU	Select Call Routing Service Cahnge Charge

NR9VA	BVMS Admin Charge-St of WA
NR9VB	BVMS PBX Integr Chg-St of WA
NR9VC	Nonrecurring Charge Voice Mail-USOc not currently mapped in product catalog
OC4	Dial Lock
R4X	Station Line - Centrex 21/MegaBit
R5C3G	Recurring Charge Credit Promo Voice Mailbox 1 month
R5C3H	Recurring Charge Credit Promo Voice Mailbox Pkg 3- 2 month credit
R5C4A	Recurring Charge Credit Voice Mailbox Pkg 4- 1 month credit
R5C4B	Recurring Charge Credit Voice Mailbox Pkg 4- 2 month credit
R5CBM	Credit BVMS-30 Day
R5CCR	Credit-Voice Mail Call Routing 1 month credit
R5CEE	Recurring Charge Credit Mailbox Partitioning 2nd Rate Level
R5CEM	Recurring Charge Credit Mailbox Partitioning
R5CHR	Recurring Charge Credit Voice Mailbox CFBL/DA
R5CJA	Recurring Charge Credit Call Answer Mailbox
R5CKN	Recurring Charge Credit RC Call Answer Mailbox
R5CM1	Recurring Charge Credit BVMS 30 Day
R5CM2	Recurring Charge Credit BVMS 60 Day
R5CMB	Recurring Charge Credit VMS- Valu Partner
R5CMM	Recurring Charge Credit VM 2 Months
R5CMN	Recurring Charge Credit Message Notification
R5CN3	Recurring Charge Credit Message Notification/Waiting Notification 2 months
R5COP	Recurring Charge Credit Programmed Lata Calling Plan
R5CRN	Recurring Charge Credit Call Route Program 1 Month
R5CSG	Recurring Charge Credit Scheduled Greeting 30 Day
R5CVC	Discontinued
R5CVM	Recurring Charge Credit voice Messaging
R6X	Station Line - Centrex 21/MegaBit
R7F	Prompt & Connect Feature
R7M	Destination TN-SNS Time of Day/Day of Week Routing
R8B1C	Caller Recog Actv Chrg-Custom
R8B1X	Caller Recog Actv Chrg-STD
R8BAX	Caller Recog Rt'g Addn Nbr
R8GPG	Select Call Routing Cahrg-STD
R8PPN	Pct Route Activation-Per Nbr
R8SAX	Select Call Routing Per PBX Account
R8SBX	Select Call Routing Per Line or Non DID Trunk

R8SCX	Select Call Routing Custom Estab Charge
R8SPN	Select Call Routing Per DID Number
R8SSX	Select Call Routing Standard Estab Charge
R8T	Select Call Routing TOD/DOW Per Line or Non DID Trunk
R8TAC	Select Call Routing TOD/DOW Per PBX
R8TPN	Select Call Routing TOD/DOW Per DID Number
R8YPG	Select Call Routing Per Group Charge-Custom
RCFVF	Market Expansion Line - Remote Call Forwarding
RCFVE	Interstate Number Termination
RCU	Call Curfew
RCU2X	Restricted Calling Incoming/Outgoing Customer Controlled
REAE3	BYMS Add Mailbox Charge
REAE4	BYMS Order Charge St of WA
REAHD	Non Recurring Charge for Additions, Changes, Deletions
REAKY	Business Continuation Routing Estab/Change Telephone number
REANK	Caller Recog Ring Reargmt Charge
REAVD	BYMS Add Change Charge
RLH1X	Single Number Service Destination Location ANI Routing 1 Location
RLH2X	Single Number Service Destination Location ANI Routing 2 Locations
RLH3X	Single Number Service Destination Location ANI Routing 3 Locations
RV1	Security Screen
RZP5X	Ani Routing Per 5 Digit Zip Code
RZP9X	Ani Routing Per 5-9 Digit Zip Code 2nd Group of Zips
RZPMX	Ani Routing Per 5-9 Digit Zip Code 1st Group of Zips
S8V	Spanish Mailbox
SB5	No Solicitation - AIN
SBAXA	Business Continuation Routing Activatin Charge
SCG1X	SELECTIVE CARRIER DENIAL SERVICE - PER LINE - COMPANY INITIATED
SCG2X	SELECTIVE CARRIER DENIAL SERVICE - PER LINE - COMPANY INITIATED
SCG3X	SELECTIVE CARRIER DENIAL SERVICE - PER LINE - COMPANY INITIATED
SCG4X	SELECTIVE CARRIER DENIAL SERVICE - PER LINE - CARRIER ADVISED BY TELCO SERVICE FEATURES SHOULD BE DENIED - FOR EXPANDED SPECIALIZED SERVICES AND PRODUCTS
SCG9X	SELECTIVE CARRIER DENIAL SERVICE - PER LINE - CARRIER ADVISED BY TELCO SERVICE 900 SERVICE SHOULD BE DENIED
SCGER	SELECTIVE CARRIER DENIAL SERVICE - PER LINE - END USER CHARGED ON BEHALF OF CARRIER
SEPCS	Business Continuation Routing Service Establish Charge
SEPCU	Business Continuation Routing Establish Subsequent Groups
SEPRE	Select Call Routing Per Service Request Charge
SEPV5	Call router Traffic Only

SZS	Additional Listing in Another Directory - WATS
TFM	Transfer Mailbox
VBS	Extension Mailbox
VFG	Guest Mailbox
VFMAX	Rotational Mailbox
VFN	Message Notification
VFS	Message Send
VFZ3X	Discontinued
VG	Scheduled Greeting
VHF	Security code & Hands Free Key Prompt Bypass
VJBXX	Basic Minimum Mailbox
VJMXB	Simon- BVMS Listen Only Mailbox
VJMXC	Simon- BVMS Listen & Reply Mailbox
VJMXD	Automated Attendant Mailbox
VJMXF	Simon- BVMS Extension Mailbox Feature
VJMXK	Distribution Mailbox
VJMXL	Callers Menu Mailbox
VJMXR	Voice Forms Mailbox
VJMX	Transcriber Mailbox
VJMXU	Call Routing to Number Spanish Unsupervised
VJMXV	Call Routing to Number Spanish
VJMXW	BVMS Listen Only
VJMX	Contributor Mailbox
VMC1X	Addl Message Capacity-50
VMC2X	Addl Message Capacity-100
VMJRA	Qwest Basic Voice Mail
VMJRB	Qwest Basic VM Audible/Visual
VMJXA	Voice Messaging Residence- CFBLDA & Audible
VMJXB	Voice Messaging Residence-CFBLDA Audible/Visual
VMJXX	Voice Messaging Residence
VPH	Voice Message Call Routing
VPN	Not found or new assigned
VR2	Dedicated Voice Response Unit VRU port-Not currently mapped in product catalog
VSHSX	Discontinued
VTL	Number Forwarding Service
VVMAD	BVMS Choice-CFBL/DA & MWI-A
VVMAE	BVMS Choice-CFBL/DA & MWI-AV

VMAF	BVMS Choice-CF/DA & MWI-A
VMAG	BVMS Choice-CF/DA & MWI-AN
VYMXJ	Parent Teacher Exch Inof Center/Listen Only
VYMXK	Parent Teacher Mailbox/Listen/Reply
VYMXL	Teachers Mailbox
WH2	Call Planner-CFBL/DA
ZZYCR	Pay Per Call Blocking - Obsolete
ZZYCT	Pay Per Call Blocking - Obsolete
ZZYLC	Pay Per Call Blocking - Obsolete



Features, Products, & Services Unavailable with UNE-P Products*

*Qwest Voice Messaging Service (VMS) and Advanced Intelligent Network (AIN) Services are not available with UNE-P Products

Revised 11.15.01

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R8B1X	Caller Recog Actv Chrg-STD
R8BAX	Caller Recog Rt g Addn Nbr
R8GPG	Select Call Routing Cahrge-STD
R8PPN	Pct Route Activation-Per Nbr
R8SAX	Select Call Routing Per PBX Account
R8SBX	Select Call Routing Per Line or Non DID Trunk
R8SCX	Select Call Routing Custom Estab Charge

R8SPN	Select Call Routing Per DID Number
R8SSX	Select Call Routing Standard Estab Charge
R8T	Select Call Routing TOD/DOW Per Line or Non DID Trunk
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RLH2X	Single Number Service Destination Location ANI Routing 2 Locations
RLH3X	Single Number Service Destination Location ANI Routing 3 Locations
RV1	Security Screen
RZP5X	Ani Routing Per 5 Digit Zip Code
RZP9X	Ani Routing Per 5-9 Digit Zip Code 2nd Group of Zips
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SB5	No Solicitation - AIN
SBAXA	Business Continuation Routing Activatin Charge
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VFMAX	Rotational Mailbox
VFN	Message Notification
VFS	Message Send
VFZ3X	Discontinued
VGT	Scheduled Greeting
VHF	Security code & Hands Free Key Prompt Bypass
VJBXX	Basic Minimum Mailbox
VJMXB	Simon- BVMS Listen Only Mailbox
VJMXC	Simon- BVMS Listen & Reply Mailbox
VJMXD	Automated Attendant Mailbox
VJMXF	Simon- BVMS Extension Mailbox Feature
VJMXK	Distribution Mailbox
VJMXL	Callers Menu Mailbox
VJMXR	Voice Forms Mailbox
VJMXT	Transcriber Mailbox
VJMXU	Call Routing to Number Spanish Unsupervised
VJMXV	Call Routing to Number Spanish
VJMXW	BVMS Listen Only
VJMXZ	Contributor Mailbox
VMC1X	Addl Message Capacity-50
VMC2X	Addl Message Capacity-100
VMJRA	Qwest Basic Voice Mail
VMJRB	Qwest Basic VM Audible/Visual
VMJXA	Voice Messaging Residence- CFBLDA & Audible
VMJXB	Voice Messaging Residence-CFBLDA Audible/Visual
VMJXX	Voice Messaging Residence
VPH	Voice Message Call Routing
VPN	Not found or new assigned
VR2	Dedicated Voice Response Unit VRU port-Not currently mapped in product catalog
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VTL	Number Forwarding Service
VWMAD	BVMS Choice-CFBL/DA & MWI-A
VWMAE	BVMS Choice-CFBL/DA & MWI-AV
VWMAF	BVMS Choice-CF/DA & MWI-A
VWMAG	BVMS Choice-CF/DA & MWI-AV
VYMXJ	Parent Teacher Exch Inof Center/Listen Only

VYMXK	Parent Teacher Mailbox/Listen/Reply
VYMXL	Teachers Mailbox
WH2	Call Planner-CFBL/DA
ZZYCR	Pay Per Call Blocking - Obsolete
ZZYCT	Pay Per Call Blocking - Obsolete
ZZYLC	Pay Per Call Blocking - Obsolete

Draft PID BI-5

BI-5 Billing Claims Processing 02 Aug 02 Draft

Purpose:

Evaluates the promptness with which Qwest acknowledges and resolves CLEC billing adjustment claims processed in the Service Delivery Center.

Description:

Measures the percentage of billing adjustment claims for Resale, UNE (RSID, ZCID) billed accounts and LIS interconnection usage and local facility accounts acknowledged and resolved within specified timeframes.

BI-5A – Measures the number of billing adjustment claims acknowledged during the month that are acknowledged within two business days after receipt, as a percentage of the total number of billing adjustment claims acknowledged during the month.

- Time interval for acknowledging claims is measured from the date of receipt to date of acknowledgement.
- Date of receipt is the date Qwest receives the claim, subject to business hours defined below.

BI-5B – Measures the number of billing adjustment claims resolved during the month that are resolved within 28 calendar days after acknowledgement, as a percentage of total number of billing adjustment claims resolved during the month.

- Time interval for resolving claims is measured from date of acknowledgement to date of resolution.
- Date of resolution is the date on which Qwest sends an e-mail, facsimile, or mailed response to the e-mail address, facsimile number, or mailing address designated by the CLEC. As a minimum, this communication of resolution either 1) denies the claim and provides a reason; or 2) grants the claim and informs the CLEC that a credit will be provided whether or not the communication provides the specific amount of the credit to be issued; or 3) denies the claim in part and grants the claim in part.
- If the 28th calendar day falls on a weekend or Qwest Legal Holiday, resolution will be considered timely if returned on the next business day.
- Date of acknowledgement is the date on which Qwest sends the claim number (if provided) via an e-mail, facsimile, or mailed response to the e-mail address, facsimile number, or mailing address designated by the CLEC, thus acknowledging the claim, or, if the claim cannot be processed, a message so informing the CLEC, to the e-mail address, facsimile number, or mailing address designated by the CLEC.
- This measurement includes only CLEC claims that are submitted within 60 calendar days of the bill date subject to the business rules listed in this description and exclusions listed below.
- Business days/hours for receipt of billing claims are Monday through Friday, 8:00 AM to 5:00 PM, excluding Qwest Legal Holidays.
 - CLEC claims for billing errors received outside these business hours shall be considered received at 8:00 am on the first business day thereafter.
- To qualify for inclusion in this measurement, claims must be submitted by e-mail to the CLECs assigned Service Delivery Coordinator or by another format jointly agreed upon between Qwest and the CLEC. All requested information must be provided, whichever format is used.
- Claims that are the subject of this measurement are those with the following reason codes: USG (disputed usage from an Interexchange Carrier on the Qwest bill), TOLL (Itemized calls or pay per use charges on a Qwest bill), DA (directory advertising), LIST (incorrect billing for listings), LPC (late payment charges), NRC (non-recurring charges), NRES (non-resellable products/services), RATES (customer claim that rates on the bill are incorrect), RC (recurring charges), RSD (resale discount), or TAX (taxes incorrectly billed to account).
- Qwest will consider a returned claim as no further action required on our part, and when additional information needed is provided acknowledge the claim as a new claim and work on resolving the claim.

<ul style="list-style-type: none"> • Each reason code will count as a separate claim. 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate, individual CLEC	Disaggregation Reporting: Region-wide level.
<p>Formula:</p> <p>BI-5A = [(Number of billing adjustment claims acknowledged during the month that are acknowledged within two business days after receipt) ÷ (Total number of billing adjustment claims acknowledged during the month)] x 100</p> <p>BI-5B = [(Number of billing adjustment claims resolved during the month that are resolved within 28 calendar days after acknowledgement) ÷ (Total number of billing adjustment claims resolved during the month)] x 100</p>	
<p>Exclusions:</p> <ul style="list-style-type: none"> • CLEC claims for incentive regulation credits, credits for performance remedies, out of service, and special promotional credits. • CLEC claims that involve service order inquiries or account structure, or that are matters of contract or tariff interpretation. Service order inquiries include, but are not limited to; those on the attached form that request PON numbers. Account structure inquiries include, but are not limited to, those for independent bills, summary bill transfers, and unknown lines. • CLEC claims related to bill media or technical issues. • CLEC claims that are in fact for items enumerated above as excluded, but are referred to with different terminology. 	
Product Reporting: None	<p>Standard:</p> <p>BI-5A: 95% within two business days after receipt. BI-5B: 95% within 28 calendar days (after acknowledgement.)</p>
<p>Availability:</p> <p style="text-align: center;">Under Development</p>	<p>Notes:</p>