

Examples of Qwest position when it will not provide requested documentation.

**Example #1**

-----Original Message-----

From: Novak, Jean [Qwest - Contact information redacted]  
Sent: Wednesday, September 01, 2004 3:43 PM  
To: Johnson, Bonnie J.; McAlpine, Tom W.  
Cc: Boeke, Gerald A.; mjgone1[Contact information redacted]; Tolman, Donald; Beck, Ken; Tietz, Jeff  
Subject: RE: Qwest/Des Moines Ticket Escalations

[Bonnie, Bonnie, Bonnie](#)

[You know that we do not document our internal processes. The documentation on escalations is already in the PCAT.](#)

[Thanks,](#)  
[jean](#)

**From:** Johnson, Bonnie J.  
**Sent:** Wednesday, September 01, 2004 3:39 PM  
**To:** 'Novak, Jean'; McAlpine, Tom W.  
**Cc:** Johnson, Bonnie J.; Boeke, Gerald A.; mjgone1[Qwest - Contact information redacted]; Tolman, Donald; Beck, Ken; Tietz, Jeff  
**Subject:** RE: Qwest/Des Moines Ticket Escalations

[Good information. When will Qwest document this information for CLECs so we know what to expect?](#)

[Bonnie J. Johnson](#)  
[Director Carrier Relations](#)  
[Eschelon Telecom, Inc.](#)

[Contact information redacted]

-----Original Message-----

From: Novak, Jean [Qwest - Contact information redacted]  
Sent: Wednesday, September 01, 2004 3:02 PM  
To: McAlpine, Tom W.  
Cc: Johnson, Bonnie J.; Boeke, Gerald A.; mjgone1@qwest.com; Tolman, Donald; Beck, Ken; Tietz, Jeff; Novak, Jean  
Subject: Qwest/Des Moines Ticket Escalations

Tom,

The Des Moines Center has reviewed your concern. I believe the confusion is between "internal" and "external" escalations. When Qwest is working on a trouble, our testers

escalate to the organization the trouble is isolated to (i.e. central office, field, etc.). This is considered external escalations because it is outside of the Center.

At any time, the Customer can request an internal escalation to the Center management. However, the Center would still be going to whatever organization the trouble has been handed off to for trouble resolution.

On the trouble ticket OC051822 when the Customer requested to speak to the 2nd level that this trouble had been escalated to, our center tester paged the duty field manager that was involved. This was not meant to be any indication that the trouble could not be escalated to our duty supervisor, but rather going directly to the manager in the Qwest field organization that was working the trouble.

When escalating a trouble that would go from one organization to another, we would not skip from a 1st level to a 3rd level on the actual escalation, but would indicate to the manager being escalated to what level of escalation the ticket was currently at (i.e. at a 1st, 2nd or 3rd level).

On OC051822, when Victor called in at 2046 wanting to be bridged on with the 2nd level receiving the escalation. The center tester paged the duty field manager that had been involved in the escalations. This would be the appropriate action to be taken.

According to Qwest's internal process these tickets were handled appropriately. It is Qwest process to escalate to the point where the ticket is "being handled" and not add additional layers. If Omaha feels a need to contact the Omaha duty manager as well as the organization that has the ticket, as long as the call was made to the other organization process was followed. It appears that Omaha is giving a courtesy call to the Omaha duty manager but still following the Qwest documented process.

Additionally, I believe we need to determine if the escalation request was made and action was being taken and not focus on what organization was receiving the escalation. Therefore, please share with me if the request was denied and no action was taken indicating Qwest process was not followed.

Please let me know if you have further questions.

Jean Novak  
Sr. Service Manager

**Example #2**

**From:** Novak, Jean [Qwest - Contact information redacted]

**Sent:** Tuesday, November 07, 2006 12:48 PM

**To:** Isaacs, Kimberly D.; Johnson, Bonnie J.

**Cc:** Dobesh, Mary

**Subject:** Agenda Item for Next Month's Network Meeting - Please Invite SME if needed.

Bonnie and Kim

- As previously shared with Eschelon, Qwest does not provide to external customer's Qwest's internal processes. Based on the questions below, Eschelon is asking for Qwest's internal processes. Additionally, it would be difficult to discuss every variable when testing to resolve a trouble report. Qwest believes the better way to address repair issues to to understand what issues Eschelon is experiencing with the resolution of repair on the circuit types below.

- Please provide to Qwest a full overview with examples of issues Eschelon is experiencing when Qwest is working to resolve a repair on the circuit types below. Qwest will review and then be able to discuss with Eschelon a course of action to resolve any repair issues, if applicable. It would be helpful to Qwest if Eschelon shared with Qwest what Eschelon does to isolate to the trouble to the Qwest network, such as, dB loss, noise, etc.

- As far as commitment on MTTR is remains the same; designed services are benchmarked at 4 hours and non design services are benchmarked at 24 hours.

- Qwest will not have a SME on our call on Wednesday, November 8, to discuss Qwest's internal processes. However, we will meet with Eschelon when Qwest has had an opportunity to review Eschelon's repair issues and discuss a plan of correction, if applicable.

- Thanks

Jean Novak

Regional Service Director

Qwest Communications

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**Example #3**

From: Cmp, Comment [email redacted]  
Sent: Friday, June 03, 2005 12:56 PM  
To: Isaacs, Kimberly D.  
Cc: Harlan, Cynthia; Lorence, Susan  
Subject: RE: Product Notice: Resale: GN: CMP - FNL  
ResaleV54\_UNE-PV46:Effective: 6-10-05 (CH)

Kim,

Qwest is unable to honor the request that further information regarding DSL repair processes be added to the Qwest DSL PCATs for the following reasons:

The purpose of the DSL Product Catalogs is to provide general product, process and ordering information. It is not feasible for each PCAT to go into extensive process information due to the volume of information that would entail.

The Loop Qualification Tool is simply that; it is a tool to assist in determining if certain types of products are available to end-users. Qwest is unable to guarantee 100% accuracy of the Loop Qualification Tool for a variety of reasons, two of which are noted in the following documentation:

Technical Publication 77392:

"At the time the customer requests a Qwest DSL service, the customer will be advised to the class of service speeds their loop will support. The customer may then select the service speed they desire. The selected service speed will be used to software provision the central office modem for the maximum downstream and upstream line rates to be supported on the customer's line. These software settings will determine how the two (2) modems train or synchronize  
Note: Although the customer's line may have been provisioned for a particular maximum line rate, the modems may train up at a rate lower than the maximum due to either impairments on or characteristics of the customer's loop."

Loop Qualification and Raw Loop Data - CLEC Job Aid

"Note: A response to a Facility Availability or Loop Qualification query does not reserve facilities nor does it guarantee that they will be available at the time a request for service is processed by the Service Center Representative."

In the event the DSL Technical Support Center determines that the DSL speed needs to be permanently lowered for an end-user and the Loop Qualification Tool does not match the speed you are requested to reduce you end-user to, please contact your Service Manager and they can investigate the reason for the discrepancy.

Thanks, Cindy Harlan  
Cindy Harlan  
Wholesale Change Management  
Qwest  
[contact information redacted]