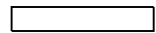


WHOLESALE



Products & Services

Local Business Procedures

- Local Business Procedures
- View More Local Resale Non-Facility Based Business Procedures
- View More Local Interconnection Facility Based Business Procedures

Billing Information - Dispute Process - V5.0

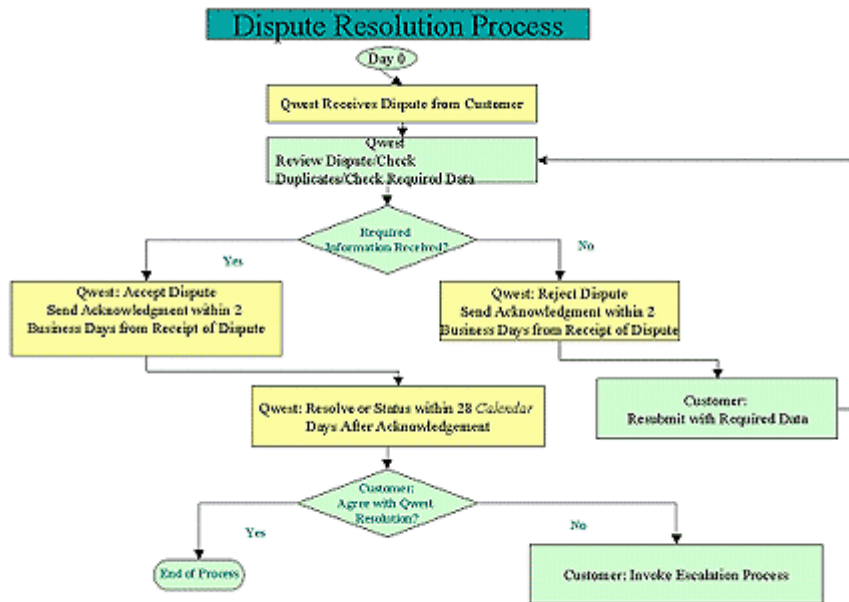
[History Log](#)

Description

The purpose of this process is to document requirements for submitting billing disputes to the Wholesale Billing Service Delivery Coordinator (SDC).

Once billing has occurred, and if you have a general question about your bill or charge on your bill, you should contact the Qwest Billing SDC assigned to your account. If the Qwest Billing SDC cannot resolve the billing type question, you may submit a dispute for the disputed amount.

Process Diagram



Implementation

Submitting a Dispute

Check individual state tariffs and/or your Interconnection Agreement for time limits for submitting a dispute.

Qwest offers two options for submitting disputes.

Click here to fill out the [Dispute Notification Form](#) (in WORD format).

Click here to fill out the [Dispute Notification Form](#) (in EXCEL format).

The following rules apply when filling out the Dispute Notification Form:

- One product per dispute (i.e. Resale, Unbundled, Collocation)
- One bill period per dispute (i.e. 10th bill period)
- Multiple bill months are allowed for the same bill period (i.e. 1-10-05, 2-10-05 etc.)
- If multiple bill months are disputed on one dispute form, Qwest will use the oldest bill month when entering the dispute
- If you copy and paste information from BillMate, provide the BillMate file name. (i.e. MONSERV, SOACTVTY, Toll, etc).

Example Dispute Supporting Information Format:

The following are only examples. You can attach dispute summary and detail information to the dispute form or attach detail spreadsheet information to the dispute form.

Example #1:

Sub Account	Dispute type/Description	Dispute Reason	Qty	Service Order	Billed Rate	Should bill	Difference
00000000000000	MRC G235M Qwest High-Speed Internet™	Rates does not match contract section 1000.0	1	C1234567	\$10.00	\$1.00	\$9.00
11111111111111	MRC G235M High-Speed Internet	"	1	C8910111	\$10.00	\$1.00	\$9.00
22222222222222	MRC G235M High-Speed Internet	"	1	C1213145	\$10.00	\$1.00	\$9.00
Total					\$30.00	\$3.00	\$27.00

Example #2:

Tab 1: Dispute Form

Tab 2: Main Account Number with Summary Information

- Dispute Type/Description (e.g. 3-way calling, Intralata toll, Tax)
- Dispute Reason

- Disputed \$ Amount Total per Dispute Type

Example Summary Tab:

Dispute Type and Description	Dispute Reason	Amount in Dispute
MRC on Long Distance Charges	Not in ICA Section 1000	\$30.00

Tab 3: Main Account Number with detailed explanation

- Detail (e.g. Sub Accounts, Circuit number)
- Dispute Description
- Amount in Dispute
- Total dispute amount should equal field 12 on the dispute form

Example Detail Tab:

Intralata TOLL	Description	Disputed Amount
801239XXXXCUS	Long Distance Charges	\$10.00
801239X1X1CUS	Long Distance	\$10.00
801239X2X2CUS	Long Distance	\$10.00
Total		\$30.00

Once the dispute submittal form is completed, submit your dispute by email, fax or U. S. Mail (or other written format jointly agreed upon between Qwest and you) to the assigned Qwest Billing SDC. If submitted by email, : Customer ACNA or RSID or ZCID or TRAK, Customer dispute ID # (if applicable), State and disputed bill month(s) should be included in the subject line as space permits.

EMAIL Out of Office Message

If you receive an email "Out of Office" message, send the dispute to the Billing SDC backup in order for the dispute to be processed using the date you submitted the dispute. The Billing SDC out of office message will contain the following message:

"I will be out of the office from MM-DD-YYYY to MM-DD-YYYY. Any disputes received during that time will be acknowledged and reviewed upon my return. If your request is of an urgent nature, please contact my backup, (Billing SDC name) at (email address) and telephone number. Receipt of a dispute will be the date I am scheduled to return unless the dispute is sent to my backup."

If the dispute is sent to the SDC backup, the receipt of the dispute will be the date the dispute was sent to the SDC backup. If you do not receive an out of office message, the receipt of the dispute will be the day the dispute was sent to the SDC.

Receipt of Dispute

Billing days/hours for receipt of billing disputes are Monday through Friday, 8:00 AM to 5:00 PM (per Qwest Billing Office time zone), excluding Qwest Legal Holidays. Disputes for billing errors received outside these business hours shall be considered

received at 8:00 AM on the first business day thereafter.

Acknowledgment of a Dispute

Qwest will provide acknowledgment of your written documented dispute within two business days of receipt of dispute by email, fax or U. S. Mail (or other written format jointly agreed upon between Qwest and you pursuant to a written agreement). The acknowledgment will include:

Email Subject Line: Customer name, customer dispute ID # (if applicable), Qwest ID #, State, and disputed bill month will be included in the subject line as space permits. The acknowledgment will include:

- Qwest ID #
- Your company name
- Your company code (ACNA or RSID or ZCID)
- Bill Date
- Your own dispute (claim) number, if provided
- Date dispute received by Qwest
- BAN (including CUS code)
- State
- Total disputed \$ amount
- If dispute rejected, the reason for rejection (i.e. missing dispute reason)

At the time of acknowledgment, the dispute is considered one dispute. The entire dispute is rejected if missing any required information. At the time of resolution, the dispute is counted by "dispute type" (also known as reason code).

Examples how Qwest treats a dispute:

How Qwest counts Acknowledgment (ACK) and Resolution (Reso) Disputes:

Dispute Receive Date:	Bill PER	Disputed Bill Date	Billing Account Number	Dispute Type(s):	ACKCount:	ResoCount:
5-04-04	1st	01-01-04	303B040000000	1. NRC on a USOC	1	1
4/01/04	1st	3-10-04	6120000000000	1. TAX 2. LPC	1	2*

*Each dispute type counts as a dispute.

Rejected Dispute Examples

Rejected (or returned) means a Qwest Dispute ID number is assigned, but required information is missing. Qwest will send an acknowledgment response to you and identify why the dispute is rejected and communicate what information is missing. To resubmit the dispute, provide the original Qwest Dispute ID # and the missing information.

Rejection examples:

- If the dispute is missing required supporting information needed to process the dispute or dispute is not submitted following this Dispute Business Procedure.
- When Qwest receives your billing dispute prior to Qwest's Public Utilities Commission (PUC) ordered Cost Docket Implementation Date.
- Duplicate disputes of the same item more than once (i.e. disputing non recurring charges on the same order more than once)
- If double disputing (i.e. disputing the same time period more than once. .For example disputing March recurring charges and then send in another dispute for February, March and April recurring charges causing a double dispute for the March non recurring charges)
- When invoking escalation procedures on a dispute and you change the original disputed issue (i.e. the original resolved dispute was for non-recurring charges (NRC) dispute type and you added another dispute type and bill period on the escalation. This is considered a new dispute.)
- Disputing charges in advance of charges displaying on your bill

Carrier Access Billing System Bill Output Specifications (CABS/BOS) Format

If your account is in Carrier Access Billing System Bill Output Specifications (CABS BOS) Bill Data Tape Records (CABS/BOS) format, check the [Differences List](#). The BOS Bill Data Tape (BDT) Differences List is provided to inform customers, who choose the BDT option, of any instance where Qwest differs from the standards detailed in the current version of Telcordia's CABS/BOS documentation. The differences may be in the record outlay, the use of data elements, the use of phrase codes, or identifying the company's local calling plans.

Sub Accounts are not provided in CABS/BOS format. If Qwest provides a list of the Working Telephone Numbers (WTN) for UNE-P accounts and a list of the Circuit IDs for Unbundled Loop accounts, then your dispute must provide this level of supporting documentation.

Qwest's Dispute Resolution

Once the dispute is resolved, the Qwest Billing SDC will provide the results of the investigation in a dispute resolution notification letter. The dispute will be either resolved in customer favor or resolved in Qwest favor or partially resolved in Qwest and Customer favor.

If Qwest sends a resolution saying Qwest resolves in customer favor, Qwest will identify on the resolution letter the credit from and through dates. In this example, you are not required to continue to send in disputes each month saying the rate is wrong. The credit will automatically apply usually within two billing cycles for the time the adjustment was issued.

Example:

Dispute Receive Date:	Bill PER	Disputed Bill Period/Year submitted on dispute:	Dispute Type(s):	Resolution Letter Sent Date:	Effective Date:
5-04-04	1st	01-01-04 to 4-1-04	1. MRC on a USOC	5-30-04	01-01-04

In the example above, the charges are corrected from your January 1, 2004 bill and

going forward. You received Qwest Resolution Letter on May 30, 2004 stating you should see a credit within the next two billing cycles. If today is June 2, 2004 and you see the exact rate is wrong on your June 1, 2004 bill, you would not need to submit another dispute.

Note: If a Commission final cost docket order has been issued, but not implemented by Qwest, Qwest will provide you with a final resolution letter describing whether Qwest is resolving in Qwest favor or Customer favor or partial Qwest and customer favor. Qwest will notify you when rates will be implemented and the true up adjustment effective dates per the Commission.

The following will be entered on the resolution:

Email Subject Line: Customer name, Qwest Dispute ID #, Customer dispute ID # (if applicable), State and disputed bill month will be included in the subject line as space permits.

- Your Contact Name:
- Your Address (unless dispute sent via email)
- City, State, Zip code (unless dispute sent via email)
- BAN
- Bill Date
- Customer Dispute #, if available
- Qwest ID #:
- Total \$ Amount disputed
- Dispute Type
- Status
- \$ Amount resolved Qwest favor, Customer Favor or Partial (Qwest favor and customer favor)
- If multiple dispute types are included on one dispute, you will also receive a status of unresolved items.

The following additional fields could appear on the Resolution Notification Letter if resolved in Qwest Favor:

- Final Commission Cost Docket number will be included, if available
- Service order will be included, if available
- Trouble Ticket number will be included, if available
- Interconnection Agreement (IA) or Tariff or SGAT section
- Reason why resolved in Qwest Favor

The following additional fields could appear on the Resolution Notification Letter if resolved in Customer Favor:

- Credit from and through dates: m/d/yyyy to m/d/yyyy
- Credit will appear within two billing cycles

Spreadsheet attachments or other documentation that details the resolution for each Dispute Type/Description, including how or why the conclusion was reached may also be included.

[Download Sample Resolved Customer Favor Dispute Resolution Letter \(](#)

[Download Sample Resolved Customer/Qwest Favor Resolution Letter](#)

[Download Sample Resolved Qwest Favor Resolution Letter](#)

Qwest's Dispute Status

If the Qwest Billing SDC is unable to resolve the dispute within 28 calendar days after acknowledgment of the dispute, a status update per dispute type/reason will be provided to you in writing on a Qwest status notification letter. The follow-up date will be no later than 28 calendar days from the receipt of the dispute or sooner if dispute is resolved.

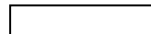
Escalations

If you do not agree with Qwest's Resolution Letter provide, in writing, the reason why you disagree and the original Qwest Dispute ID #. Submit via email, fax or U. S. Mail (or other written format jointly agreed upon between Qwest and you) to the assigned Qwest Billing SDC.

If the SDC is unable to resolve the problem or provide the requested information to your satisfaction, you may initiate an escalation for any issue, at any time, and at any escalation point. Resolution of the dispute is expected to occur at the first level of management resulting in a recommendation for resolution of the dispute.

Prerequisites

If you are a new CLEC and are ready to do business with Qwest, view [Getting Started as a Facility-Based CLEC](#). If you are an existing CLEC wishing to amend your Interconnection Agreement or New Customer Questionnaire, additional information is located in the [Interconnection Agreement](#).

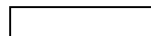


Billing

Customer Records and Information System (CRIS) billing is described in [Billing Information - Customer Records and Information System \(CRIS\)](#).

Integrated Access Billing System (IABS) billing is described in [Billing Information - Integrated Access Billing System \(IABS™\)](#).

Billing and Receivable Tracking (BART) billing is described in [Billing Information - Billing and Receivable Tracking \(BART\)](#).



Training

Local Qwest 101 "Doing Business With Qwest"

- This introductory web-based training course is designed to teach the Local CLEC and Local Reseller how to do business with Qwest. It will provide a general overview of products and services, Qwest billing and support systems, processes for submitting service requests, reports, and web

resource access information. [Click here to learn more about this course and to register.](#)

View additional Qwest courses by clicking on [Course Catalog](#)

Contacts

Qwest contact information is located in [Wholesale Customer Contacts](#).

Frequently Asked Questions (FAQs)

This section is being compiled based on your feedback.



Last Update: November 6, 2006

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