

From: Isaacs, Kimberly D.

Sent: Monday, June 04, 2007 4:39 PM

To: 'Dobesh, Mary'

Cc: Johnson, Bonnie J.; 'Saldivar, Jodi'

Subject: Qwest Retail Letter Sent To End User Converting to Eschelon - Issue SD115.0

[Hello Mary](#)

[An end user customer with a conversion to Eschelon Loop with LNP scheduled for 5/18/07 \(PON OR902636HGMS LSR ID: 21002938\) received the attached letter from Qwest retail on 5/16/07. Will you please determine if Eschelon's wholesale orders generated this letter? The customer reported that they did not place any orders with Qwest retail and they were very confused by the letter. Based on the customer's report and past experience, I am assuming Eschelon's wholesale order caused this letter to be auto-generated. Please determine why the letter was sent. If Eschelon's wholesale orders played a part in the generation of this letter, please take the appropriate steps to ensure this type of communication does not re-occur on other migration requests. Thank you.](#)

[*Kim Isaacs*](#)

[*Eschelon Telecom, Inc.*](#)

[*ILEC Relations Process Specialist*](#)

[contact information redacted]