

**From:** Novak, Jean [Contact information redacted]  
**Sent:** Thursday, August 31, 2006 10:32 AM  
**To:** Isaacs, Kimberly D.; Nielsen, Joshua  
**Cc:** Johnson, Bonnie J.  
**Subject:** Immediate Action Required - Qwest Retail Letters Sent to End User's Converting to Eschelon.

Kim

I can not remember if I responded to this fully so if I have please forgive the redundancy.

Eschelon PON CO724206DSLNLK

LSR 18451981

Eschelon requested on LSR 18451981 Version 4 to convert 1 line (CUSTOMER-IDENTIFYING INFORMATION REDACTED) to Eschelon and maintain 1 line (CUSTOMER-IDENTIFYING INFORMATION REDACTED) with Qwest. This end user had subscribed to Qwest's 2-line package.

Qwest's contracted employee incorrectly issued the C order. The order should have changed the 2-line package to no package, which would have converted 1 line (CUSTOMER-IDENTIFYING INFORMATION REDACTED) to Eschelon and retained 1 line (CUSTOMER-IDENTIFYING INFORMATION REDACTED) with Qwest. By issuing the order incorrectly, a letter was automatically generated by the system because the end user's account had changed from a Qwest 2-line package to a Qwest 1 line package.

Qwest Retail did not issue the letter to be sent to this customer on August 10, 2006. The letter was generated automatically by the system because of the C order being incorrectly issued by Qwest Wholesale. The original LSR 18411855 was sent by Eschelon on 8/4/06 with a due date of 8/9/06. The last LSR 18451981 as issued on due date 8/9/06 to change the due date to 8/29/06. Because the LSR was issued on due date the incorrectly written order had already been processed and waiting for due date. The system had automatically generated to coincide with the original due date of 8/9/06.

Qwest has requested retraining of the contracted employee and all contracted employees have been advised of the correct process and also shown where the process is documented. The situation has addressed.

Please provide to me immediately and further examples so Qwest can take immediate action to correct.

Thanks,

Jean Novak

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