



Announcement Date: September 20, 2001
Effective Date: Immediately

Document Number: PROD.09.20.01.F.00087.F.BFR SR. POA LOA. Expedites
Notification Category: Product Notification
Target Audience: CLECs

Subject: Updates to Product Catalog for Bona Fide Request and Special Request, Expedites and Escalations, Proof of Agency and Letter of Agency

TO:

Beginning September 22, 2001, Qwest will issue updates to its Wholesale Product Catalog on methods and procedures for Bona Fide Request (BFR) and Special Request (SR) Processes, Expedites and Escalations, and Proof of Agency (POA) and Letter of Authority (LOA.)

Qwest has enhanced sections of its Business Procedures site to provide a more efficient means for CLECs to obtain procedural information. You will find a summary of these updates on the attached Web Change Notification Forms. You will also find these procedural updates within the Qwest Wholesale Web Site at these locations:

- BFR SR <http://www.qwest.com/wholesale/preorder/bfrsrprocess.html>
- Expedites & Escalations <http://www.qwest.com/wholesale/clecs/exescover.html>.
- POA/LOA <http://www.qwest.com/wholesale/preorder/index.html>

Some modifications were made based on changes to the Statement of Generally Accepted Terms and Conditions (SGAT). You will the SGAT documents at: <http://www.qwest.com/about/policy/sgats/>.

You are encouraged to provide feedback to this notice through our web site. We provide an easy to use feedback form at <http://www.qwest.com/wholesale/feedback.html>. A Qwest representative will contact you shortly to discuss your suggestion.

Sincerely,

Qwest

Note: While these updates reflect current practice, it is important to note that there are additional changes that will be forthcoming as a result of ongoing regulatory activities e.g., collaborative workshops and state commission orders. As these changes are defined and implementation dates are determined, notice of additional updates will be provided accordingly.

The Qwest Wholesale Web Site provides a comprehensive catalog of detailed information on Qwest products and services including specific descriptions on doing business with Qwest. All information provided on the site describes current activities and process. Prior to any modifications to existing activities or processes described on the web site, wholesale customers will receive written notification announcing the upcoming change.

WEB CHANGE NOTIFICATION FORM:

Attention: Changes have been made to the Qwest Wholesale Markets Web Page URL
<http://www.qwest.com/wholesale/>

Product(s) Affected: Bona Fide Request (BFR) and Special Request (SR) Processes

Effective Date: September 21, 2001

The new Bona Fide Request (BFR) and Special Request (SR) Processes Product Catalog will be posted to the Wholesale Markets Web page at the following URL:

<http://www.qwest.com/wholesale/preorder/bfrsrprocess.html>.

If you do not see the following updates, hit the reload button on your Netscape Navigator, or refresh under view within Internet Explorer.

All updates are consistent with the information available in the Statement of Generally Available Terms (SGAT) URL <http://www.qwest.com/about/policy/sgats/>

Section	Sub Section	UPDATE / ACTIVITY
All Sections		<ul style="list-style-type: none"> The PCAT has been updated to reflect enhanced description and process information.
Product Description		<ul style="list-style-type: none"> The Bona Fide Request (BFR) and Special Request (SR) Processes PCAT has been updated to clarify information about the process.
Terms and Conditions		<ul style="list-style-type: none"> Provides information on when the BFR and SR processes should be used.
Pricing	Rates	<ul style="list-style-type: none"> Hyperlinks to the SGAT established.
Features/ Benefits		<ul style="list-style-type: none"> Explains the benefit derived from process use.
Implementation	Pre-Ordering	<ul style="list-style-type: none"> Identifies the requirements associated with the BFR process, hyperlink established to the BFR Application form. Identifies the requirements associated with the SR process, hyperlink established to the SR Application form.
Implementation	Ordering	<ul style="list-style-type: none"> The ordering process is explained.
Implementation	Provisioning	<ul style="list-style-type: none"> Processing intervals are addressed in the SGAT, hyperlinks to the SGAT established.
Billing		<ul style="list-style-type: none"> Identified the Billing system used and hyperlinks to the Billing and Receivable Tracking (BART) web page.
Training		<ul style="list-style-type: none"> Applicable training courses available to the CLEC.
Contacts		<ul style="list-style-type: none"> Hyperlink established to the CLEC and Reseller Center Contacts web page.

WEB CHANGE NOTIFICATION FORM:

Attention: Changes have been made to the Qwest's Wholesale Markets Web Page URL <http://www.qwest.com/wholesale/>

Product(s) Affected: All Wholesale Products and Services

Effective Date: September 21, 2001

The new Expedite and Escalation Overview will be posted to the Wholesale Markets Web page at the following URL: <http://www.qwest.com/wholesale/clecs/exesclover.html>.

If you do not see the following updates, hit the reload button on your Netscape Navigator, or refresh under view within Internet Explorer.

All updates are consistent with the information available in the Statement of Generally Available Terms (SGAT) URL <http://www.qwest.com/about/policy/sgats/>

Section	Sub Section	UPDATE / ACTIVITY
Product Description	Introduction	Improve communications with Wholesale customers doing business with Qwest providing them an overview of how to interface with Qwest for Expedites and Escalations.
Introduction	Expedites	Defines an expedite as a request for an improved standard interval, Individual Case Basis (ICB) or committed to ICB (Ready for Service (RFS) + Interval) date, outlines Qwest's expedite process explaining that internal approval is required, to ensure resource availability, the valid expedite reasons and who to contact if an expedite situation occurs.
Introduction	Escalations	Defines an escalation is a request for status or intervention around a missed critical date. Explains Qwest pro-actively escalates critical dates in jeopardy and who to contact for an escalation, if our Wholesale customers find it necessary to initiate an escalation. Summarizes Qwest's escalation flow, from Service Delivery Coordinator to Senior Director/Vice President level, to resolve an escalation.
Escalations	Escalations - Maintenance and Repair	Links Wholesale customers to Maintenance and Repair web page providing an overview of Qwest's Maintenance and Repair process flow.
Contacts		Identifies contact phone numbers for LSR and ASR expedites and escalations as well as Maintenance and Repair.

WEB CHANGE NOTIFICATION FORM:

Attention: Changes have been made to the Qwest's Wholesale Markets Web Page URL <http://www.qwest.com/wholesale/>

Product(s) Affected: All Wholesale Products and Services

Effective Date: September 21, 2001

The new Proof of Authorization / Letter of Agency Overview will be posted to the Wholesale Markets Web page at the following URL <http://www.qwest.com/wholesale/preorder/index.html>

If you do not see the following updates, hit the reload button on your Netscape Navigator, or refresh under view within Internet Explorer.

All updates are consistent with the information available in the Statement of Generally Available Terms (SGAT) URL <http://www.qwest.com/about/policy/sgats/>

Section	Sub Section	UPDATE / ACTIVITY
Product Description		Enhance description of Proof of Authorization (POA) / Letter of Agency (LOA) combining requirements and impact to improve communication with Wholesale customers doing business with Qwest.
Product Description		Defines methods for obtaining a Letter of Agency, also called a Letter of Authorization (LOA) and contents required within the LOA document.
Product Description		Provides examples of an end-user and a CLEC to CLEC LOA.
Product Description		Outlines POA requirements and impact should a conflict exist between end-user's designation and CLEC/Reseller's written evidence. Qwest honors end-user's designated, changing them back to previous provider and, if applicable, charging the CLEC/Reseller a Customer Transfer Charge slamming fee.
Product Description		Explains Qwest follows these same POA/LOA requirements with the same impacts.

<http://www.qwest.com/wholesale/cnla/uploads/PROD%2E09%2E20%2E01%2EF%2E00087%2EF%2EBFRSR%2Edoc>