

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

From: Stephen P Sheahan [email redacted]
Sent: Wednesday, June 27, 2001 10:38 AM
To: Clauson, Karen L.
Subject: Request for InfoBuddy Access

Karen,

I have had a chance to research your inquiry regarding the differences between InfoBuddy, a Qwest internal system database and the Resale Product Database (RPD), a CLEC accessible database.

InfoBuddy is a system that contains all of Qwest's Methods, Practices and policies regarding ordering processes. In addition to that Qwest also has information within the system that is proprietary. In order to comply with the Telecommunications act of 1996 Qwest developed a redaction process which allows CLEC's access to the retail product methods and procedures contained in InfoBuddy that are available for Resale. That information is formatted into a WEB based application known as RPD. The redaction process removes only the proprietary information found in InfoBuddy that Qwest is not mandated via the Act to provide to CLEC's.

For the reason stated above, Qwest is unable to process your request for access to the InfoBuddy system. I previously provided to you information on how to obtain access to the RPD. Should you desire to gain access to the RPD follow the instructions I outlined to you in my June 18, 2001 email and I will process your request.

Respectfully,
Steve Sheahan
Senior Service Manager
Qwest Wholesale Customer Service Operations