

Examples of Qwest Employee Conduct Reported by Integra’s End User Customers¹

	Description of Event	Description of Qwest Response and Date
1	<p><i>End User reported that a Qwest representative called and told the customer they were an Integra employee</i></p> <p>The Integra customer reported that the Qwest representative said that Integra was referring the customer to Qwest for services. (8/23/10)</p>	<p>As of the date of this filing, Qwest has not responded.²</p>
2	<p><i>End User reported that a Qwest representative called and led the customer to believe it was Integra calling</i></p> <p>The Integra customer reported that the Qwest representative also said that Qwest was providing the service to the customer. (8/23/10)</p>	<p>As of the date of this filing, Qwest has not responded.</p>
3	<p><i>End User reported that a Qwest representative called and led the customer to believe he was from Integra and made disparaging remarks</i></p> <p>The Integra customer reported that they had a full disclosure conversation with the Qwest representative and even shared their latest bill before the customer realized he was representing Qwest. When the customer said no to the winback attempt the Qwest representative asked what it would take to get them to switch to Qwest, Integra going out of business? When the customer said probably, Qwest replied well, we'll do all we can to get them out of business and he hung up on the customer. (8/13/10)</p>	<p>Qwest Agreed-Qwest Response:</p> <p>The agent has been let go. This has been coached and we now have a meeting where we are observing together monthly with the Qwest business partner. The manager of Qwest business partner has been observing weekly to avoid future situations. (8/23/10)</p>

¹ Integra provides an issues log to Qwest service management regularly, and these examples are in the issues log, so Qwest has the supporting documentation.

² As of the preparation of this document for filing, Qwest had not yet responded to some of the examples included in this matrix. If Qwest responds after the document is finalized for filing, Qwest's last-minute responses will not be reflected in this matrix.

<p>4</p>	<p><i>End User reported that a Qwest representative called and said Integra is just a reseller and Qwest actually owns the lines</i></p> <p>The Integra customer reported that Qwest said that since Integra is just a reseller and Qwest actually owns the lines that the customer should just go back to Qwest.³ (8/10/10)</p>	<p>As of the date of this filing, Qwest has not responded.</p>
<p>5</p>	<p><i>End User reported that when they contacted Qwest engineering about installing a demarc, per Qwest’s process,⁴ and the Qwest employee said that there is no sense to stay with Integra because it will take longer</i></p> <p>The Integra customer told Integra that he was feeling badgered and was being told that Qwest can have this done in 10 days if he switches to Qwest and that it makes no sense to stay with Integra as it will take a lot longer, and also said that they can’t proceed unless they go through Qwest. Integra also understands the Qwest employee that contacted the customer was in Qwest Sales and not Qwest engineering. (8/3/10)</p>	<p>Qwest does not agree – Qwest response: Qwest has investigated the situation and the Qwest employee denies making these comments. Qwest continues to reinforce the Qwest policy on communicating with Wholesale customers. (8/10/10)</p> <p>On 8/5/10 Qwest provider a contact in the Developer Contact Group.</p>

³ In all of the examples provided in this attachment, Integra is providing services to the customer on the Integra switch, so Qwest representative claims that Integra is a third party billing agent or a reseller of Qwest’s services are inaccurate.

⁴ Qwest’s Ordering and Provisioning PCAT states that: “If your end-user requires extensive and complex facility rearrangement/relocation/replacement related to construction, demolition, planning and placement of conduit & NID, right-of-way, or other situations that will require engineering and special construction, the property owner/developer may contact the Developer Contact Group to obtain the Qwest engineer's name and telephone number for a consultation on their project. Contact information for the Developer Contact Group is located in [Wholesale Customer Contacts](#). (See <http://www.qwest.com/wholesale/clecs/provisioning.html>)

<p>6</p>	<p><i>End User reported that Qwest contacts them and leads the customer to believe they are calling from Integra and continues to get calls even though the customer asks to be removed from the calling list</i></p> <p>The Integra customer told Integra that they receive multiple calls a day and the caller starts the conversation by saying “We are calling about your Integra account” and then they try to sell Qwest services. The customer said they take the call because they believe it is Integra calling about their account. This customer has requested multiple times that they remove them from the list and said Qwest usually agrees or hangs up on them but Qwest continues to call sometimes several times a day. (7/28/10)</p>	<p>Qwest Agreed-Partial Qwest Response-Remains Open:</p> <p>The last time we attempted to contact this customer was on 7/28/10. He was put on our dnc list at that time. We have verified this tn was placed on the dnc list on 7-28-10. (8/26/10)</p>
<p>7</p>	<p><i>End User reported that a Qwest representative has contacted them multiple times and leads the customer to believe they are calling from Integra</i></p> <p>The customer told Integra that in the first two calls the customer said the agent represented to the customer that they were from Integra. In the third call prior to the customer finally blocking the number so they did not have to take the calls anymore, the Qwest agent told the customer that they wanted to speak to someone in charge because Integra was just a reseller. (7/27/10)</p>	<p>Qwest Agreed-Qwest Response:</p> <p>This agent did not comply & has been let go. (8/18/10)</p>

Examples 8-49 Below Were Provided as Attachment S-1 to Integra’s Motion for Prehearing Conference and Notice of Supplemental Exhibits filed on 7/8/10		
8	<p><i>End User reported that a Qwest representative called and said Integra was a subsidiary of Qwest</i></p> <p>The Integra customer reported that, during a Qwest winback attempt, a Qwest representative said that Integra is a subsidiary of Qwest. The Qwest representative also said that Qwest does all billing for Integra and that essentially it is the same as being with Integra. (7/8/10)</p>	<p style="text-align: center;">Qwest Agreed-Qwest Response:</p> <p>This agent did not comply & has been let go. (8/18/10)</p>
9	<p><i>End User reported that a Qwest representative called and said if the customer wants to keep their phone services the customer needs to switch to Qwest</i></p> <p>The customer reported that, during a winback attempt, a Qwest representative told the customer that Qwest is not going to be a partner with Integra anymore and if the customer wants to keep their phone service she needs to switch to Qwest. (7/8/10)</p>	<p style="text-align: center;">As of the date of this filing, Qwest has not responded.</p>
10	<p><i>End User reported that a Qwest representative called and said Qwest and Integra were all one company</i></p> <p>The Integra customer reported that, during a Qwest winback attempt, the Qwest representative said Integra and Qwest were one company and that Integra was upstairs and they (Qwest) was downstairs and that Integra just resells Qwest services. (7/7/10)</p>	<p style="text-align: center;">Qwest Agreed-Qwest Response:</p> <p>Victor is no longer with GDH, a Qwest Business Partner and this was prior to our process change: with regard to proper communication with customers. (8/26/10)</p>
11	<p><i>End User reported that a Qwest representative called and said Integra was a reseller of Qwest</i></p> <p>The Integra customer said in addition to Qwest’s stating that Integra was a reseller that, during a Qwest winback attempt, the Qwest representative also said Integra was only a third party billing agent. (6/30/10)</p>	<p style="text-align: center;">Qwest Agreed-Qwest Response:</p> <p>Chris has been coached that this is not appropriate pitch. TBI manager has documented & coached all internal reps at their company to not use this pitch. (8/18/10)</p>

<p>12</p>	<p><i>End User reported that a Qwest representative called and said that the End User Customer's contract with Integra had expired</i></p> <p>The Integra customer reported that, during a Qwest winback attempt, when they told the Qwest representative that it was not true that their contract had expired, the Qwest representative said that Qwest owns the lines and Integra will let the customer out of their contract after a year. (6/30/10)</p>	<p>Qwest Agreed-Qwest Response:</p> <p>This has been coached & the sub is no longer working for Qwest Business Partner. (8/23/10)</p>
<p>13</p>	<p><i>End User reported that a Qwest Representative said there would be no termination fees associated with porting back to Qwest</i></p> <p>The Integra customer reported that, during a Qwest winback attempt, Qwest said Integra would not charge the customer any termination fees and that Qwest works closely with Integra and Qwest would take care of it. (6/29/10)</p>	<p>Qwest Agreed-Qwest Response:</p> <p>We have discovered that the majority of these calls were from a sub agent of TBI that has been terminated. It was found that they were not providing the correct pitches, pricing & proposals. They have been out of the program now for 30 days. All vendors have been trained & know that they are not able to state anything about re-billing, bad mouthing competitors etc... (8/18/10)</p>
<p>14</p>	<p><i>End User reported a Qwest representative said that Integra was being bought</i></p> <p>The Integra customer reported that, during a Qwest winback attempt, Qwest said Integra was being bought and if the customer wanted to keep their phone service the customer would need to move to Qwest. (6/29/10)</p>	<p>Qwest Agreed-Qwest Response:</p> <p>This has been coached & the sub is no longer working for Qwest Business Partner. (8/23/10)</p>
<p>15</p>	<p><i>End User reported that a Qwest representative said Qwest and Integra are the same service</i></p> <p>The Integra customer reported that, during a Qwest winback attempt, Qwest said Integra and Qwest are the same service and that Integra is the middle man and the customer could save money if they got service directly from Qwest. (6/29/10)</p>	<p>Qwest Agreed-Qwest Response:</p> <p>This has been coached & the sub is no longer working for Qwest Business Partner. (8/23/10)</p>

<p>16</p>	<p><i>End User reported that a Qwest representative said Integra is the middle man</i></p> <p>The Integra customer reported that, during a Qwest winback attempt, Qwest said Integra is the middle man and Integra is only renting the lines from Qwest. (6/22/10)</p>	<p>Qwest Agreed-Qwest Response:</p> <p>Qwest has coached that we not use any language that could be disparaging to the CLEC. (8/18/10)</p>
<p>17</p>	<p><i>End User reported that Qwest contacts the customer sometimes multiple times a day</i></p> <p>The Integra customer reported that, during multiple Qwest winback attempts, Qwest says Integra is only a billing agent, Integra charges the customer too much money, that Qwest is really providing the service to the customer and owns the lines. The customer said Qwest will not stop calling even though the customer asks Qwest to stop calling. (6/22/10)</p>	<p>Qwest Agreed-Qwest Response:</p> <p>Qwest has coached that we not use any language that could be disparaging to the CLEC. (8/18/10)</p>

<p>18</p>	<p><i>End User reported that a Qwest representative said Qwest is taking over the billing on the customer's account</i></p> <p>The Integra customer reported that, during a Qwest winback attempt, Qwest said that Qwest is taking over Integra's billing the customer did not have to contact Integra about this. (6/22/10)</p>	<p>Qwest Agreed-Qwest Response:</p> <p>This has been coached & the sub is no longer working for Qwest Business Partner. (8/23/10)</p>
<p>19</p>	<p><i>Two Integra End User's reported comments during a Qwest winback attempt⁵</i></p> <p>Integra's customer said that, during a Qwest winback attempt, Qwest said Qwest is providing their service. Another Integra customer reported that, during a Qwest winback attempt, Qwest said it was taking over their billing. (6/18/10)</p>	<p>Qwest Agreed-Qwest Response:</p> <p>We have discovered that the majority of these calls were from a sub agent of TBI that has been terminated. It was found that they were not providing the correct pitches, pricing & proposals. They have been out of the program now for 30 days. All vendors have been trained & know that they are not able to state anything about re-billing, bad mouthing competitors etc... (8/18/10)</p>
<p>20</p>	<p><i>End User reported that a Qwest representative said Qwest was about to raise the rates it charges Integra</i></p> <p>The Integra customer reported that, during a Qwest winback attempt, Qwest said that Integra was going to raise the customer's rates because Qwest was raising Integra's rates. (6/17/10)</p>	<p>Qwest Agreed-Qwest Response:</p> <p>Response from agent advised 6-18-10 he will review & address the issue with the whole team & one on one coaching with Skylar. He gave his personal apology if the customer took anything ill willed of another service provider. Will make sure going forward this is not an issue. (8/18/10)</p>

⁵ This is the only example in the revised matrix when Integra was unable to provide Qwest with the Qwest representative name, number, fax, email or winback purchase order number (PON) that clearly identifies the Qwest caller. In this example, Integra asked Qwest to rely on any lists it provides to its employees and agents for winback efforts.

<p>21</p>	<p><i>End User reported that Qwest said if the customer switched back to Qwest, Integra would no charge a termination fee</i></p> <p>The Integra customer reported that, during a Qwest winback attempt, Qwest said Integra would not charge a termination fee. The customer said when they discovered that Qwest’s information was false, the customer contacted Qwest to cancel the request to change their service. Qwest did not send Integra a cancelation for the port request upon the customer’s request and the customer was converted to Qwest. (6/17/10)</p>	<p>Qwest Agreed-Qwest Response:</p> <p>Richard has been coached by TBI manager about the severity of offering items that they have no control over & are not true. Richard agreed & documented this will not happen again. (8/18/10)</p>
<p>22</p>	<p><i>End User reported that Qwest said Integra was no longer handling their billing</i></p> <p>The Integra customer reported that, during a Qwest winback attempt, Qwest said that Integra was no longer handling the customer’s billing and that the customer had already been changed to Qwest last winter and that this was only an informational call. The customer said they contacted Qwest to cancel the change to Qwest and Qwest did not send a cancelation of the port request to Integra so the customer was converted to Qwest. (6/15/10)</p>	<p>Qwest Agreed-Qwest Response:</p> <p>We have discovered that the majority of these calls were from a sub agent of TBI that has been terminated. It was found that they were not providing the correct pitches, pricing & proposals. They have been out of the program now for 30 days. All vendors have been trained & know that they are not able to state anything about re-billing, bad mouthing competitors etc... (8/18/10)</p>
<p>23</p>	<p><i>End User reported that Qwest said if they switched to Qwest the only thing that changes is the billing</i></p> <p>The Integra customer reported that, during a Qwest winback attempt, Qwest said that the only thing that changes is the billing and Qwest also said that Integra would not charge the customer a termination fee. (6/14/10)</p>	<p>Qwest Agreed-Qwest Response:</p> <p>Qwest business partner has been coached that this is not appropriate. (8/18/10)</p>

<p>24</p>	<p><i>End User reported that Qwest said Integra was using Qwest's lines and since everything the customer has is from Qwest, why not get the bill from Qwest</i></p> <p>The Integra customer reported that, during a Qwest winback attempt, Qwest said Integra was using Qwest's lines and since everything the customer has is Qwest why not get the bill from Qwest. The customer reported that Qwest also said none of the services would change just who the customer gets the bill from, and that the customer asked Qwest not to contact them again, but Qwest continues to call. (6/11/10)</p>	<p>Qwest Agreed-Qwest Response:</p> <p>We have reviewed & discussed with agent. This was escalated internally within TBI reminding of way to approach a customer with another vendor. We have added the customers tn's to dnc for calls going forward. (8/18/10)</p>
<p>25</p>	<p><i>End User reported that Qwest said Qwest bought Integra's lines</i></p> <p>The Integra customer reported that, during a Qwest winback attempt, Qwest said it had bought Integra's lines. Qwest sent a fax (Integra provided the fax to Qwest) which said: "Remember, all we are doing is bringing your bill direct to Qwest, and saving you money every month". The customer contacted Integra and said Qwest was harassing them and said they asked Qwest to stop calling. The customer also requested an acknowledgment of mistake. (6/4/10)</p>	<p>Qwest Agreed-Qwest Response:</p> <p>As of June 4, 2010 Qwest business partner has directed any Rep calling on their behalf to discontinue any reference to "middle man" or "Integra reselling Qwest service", or "going out of business". Enclosed is acknowledgement. (6/10/10)</p>
<p>26</p>	<p><i>End User reported that Qwest said Integra is a middleman</i></p> <p>The Integra customer said Qwest sent the customer a proposal, which the customer provided to Integra and Integra provided to Qwest, that stated; "Since you are already on our network this eliminates the middle man". (6/2/10)</p>	<p>As of the date of this filing, Qwest has not responded.</p>

27	<p><i>End User reported that Qwest said the phones they have are owned by Qwest</i></p> <p>The Integra customer said Qwest said, during a Qwest winback attempt, Qwest said the phones they have are owned by Qwest and the dial tone they hear comes from the Qwest network. The customer asked Qwest if they had to leave Integra and Qwest said no you are already on the Qwest network. Qwest said the customer was using Qwest services right now and that Integra was the middle person and resells to the customer. (6/1/10)</p>	<p>Qwest Agreed - Qwest Response:</p> <p>This rep Sudan has not been with TBI in 3 months and this was prior to our process changes with regard to proper communication with customers. This agent is no longer with Qwest Business partner, TBI or any sub agents. (8/26/10)</p>
28	<p><i>End User reported that Qwest said Qwest provides the dial tone</i></p> <p>The Integra customer said that, during a Qwest winback attempt, Qwest said that Qwest is providing their dial tone and that Qwest also said why not cut out the middle man. (5/26/10)</p>	<p>As of the date of this filing, Qwest has not responded.</p>

<p>29</p>	<p><i>End User reported that Qwest calls two to three times a week even though the customer requested Qwest stop calling</i></p> <p>The Integra customer reported that, during the Qwest winback attempts, Qwest said why pay Integra for Qwest’s service when they can pay Qwest directly. The customer told Integra that the customer wanted Integra to know because the customer saw Qwest sales tactics as unethical. Integra told Qwest the customer identified the Qwest agent (TBI) as the caller and told Qwest there had been other examples regarding this agent. (5/21/10)</p>	<p>Remains Unresolved-Qwest Response:</p> <p>Qwest asked for the number at TBI the calls were coming from. Integra responded that the customer spoke with his Qwest representative and that Qwest employee said he knew which TBI agent was making the calls. (5/21/10)</p> <p>Qwest asked to confirm with the customer if the calls had stopped because Qwest added the customer to an internal do not call list. Integra asked the customer to confirm the calls had stopped and the customer said they had received a call only 10 minutes before Integra contacted them. (6/24/10)</p> <p>Qwest confirmed the customer has been placed on our internal do not call list. (8/23/10)</p>
<p>30</p>	<p><i>End User reported that Qwest sent the customer an email saying Integra leases the lines from Qwest</i></p> <p>The Integra customer provided Integra with an email and attachment, which Integra in turn provided to Qwest, that states; “As I had mentioned Integra Telecom leases the lines from Qwest and resells it back to the customer at higher rate. We are trying to eliminate the middle man.” (5/21/10)</p>	<p>Qwest Agreed - Qwest Response:</p> <p>As of June 4, 2010 Qwest business partner has directed any Rep calling on their behalf to discontinue any reference to "middle man" or "Integra reselling Qwest service", or "going out of business". Michael Zarb has been removed from the Qwest program by the business partner. (6/10/10)</p>

31	<p><i>End User reported that Qwest said Integra is providing them with Qwest's service</i></p> <p>The Integra customer reported that, during a Qwest winback attempt, Qwest said that Integra is providing the customer with Qwest service and then charging its own rates. (5/24/10)</p>	<p>Qwest Agreed – Qwest Response:</p> <p>We have discovered that the majority of these calls were from a sub agent of TBI that has been terminated. It was found that they were not providing the correct pitches, pricing & proposals. They have been out of the program now for 30 days. All vendors have been trained & know that they are not able to state anything about re-billing, bad mouthing competitors etc...(8/18/10)</p>
32	<p><i>End User reported that Qwest said Qwest owns the telephone numbers they use at their business</i></p> <p>The Integra customer received a Qwest proposal, which Integra in turn provided to Qwest, which said that Qwest; "...owns the telephone numbers you use at your business, Integra is simply re-billing you for Qwest services" (5/12/10)</p>	<p>Qwest Agreed-Qwest Response:</p> <p>As of June 4, 2010 Qwest business partner has directed any Rep calling on their behalf to discontinue any reference to "middle man" or "Integra reselling Qwest service", or "going out of business". (6/10/10)</p>
33	<p><i>End User reported that Qwest said it was Integra's parent company</i></p> <p>The Integra customer reported that, during a Qwest winback attempt, Qwest said that Qwest was Integra's parent company. (5/7/10)</p>	<p>Qwest Agreed-Qwest Response:</p> <p>Qwest business partner removed Dan Beuder from the Qwest program effective Friday, June 4, 2010. (6/10/10)</p>

<p>34</p>	<p><i>End User reported that Qwest said Qwest provides the lines and dial tone</i></p> <p>The Integra customer reported that, during a Qwest winback attempt, Qwest said that Qwest provides the physical lines and dial tone and that means that Qwest leases the lines and the numbers to Integra. The Qwest representative also told the customer that Qwest bills Integra every month and then Integra bills the customer. Qwest said it is doing a campaign right now to bring back everyone who is using Qwest's lines, numbers and network and going through a 3rd party provider and that Qwest would offer service to the customer at the wholesale rates that Integra pays. (4/28/10)</p>	<p>Qwest Agreed-Qwest Response:</p> <p>We have spoken with the director of the call center and have been guaranteed that all agents have been covered on the Telesales Guidelines and have been coached to these specific issues and allegations. We continue to monitor calls and resolve items as they may occur. The partner also conducts quality control checks every Friday and they listen to random calls to make sure proper procedures are being followed. (5/5/10)</p>
<p>35</p>	<p><i>End User reported that Qwest said Integra was going under</i></p> <p>The Integra customer reported that, during a Qwest winback attempt, Qwest said that Integra was going under and the customer would not have service if they stayed with Integra. In this case Qwest was successful because the business owner was traveling in China and the customer's wife thought if she did not change their service to Qwest they would lose their business service. (4/27/10)</p>	<p>Qwest Agreed-Qwest Response:</p> <p>We have eliminated this particular Master Agent and are continuing to develop processes and procedures to eliminate this type of event in the future. We are continuing to obtain information and remain involved in this particular case, so there may be further updates. (4/28/10)</p>

<p>36</p>	<p><i>End User reported that Qwest said Integra was becoming part of Qwest soon and that he had to port his numbers to Qwest</i></p> <p>The Integra customer reported that, during a winback attempt to Qwest. Qwest said Integra was becoming a part of Qwest and based on Qwest's comments, the customer agreed to switch to Qwest. When the customer learned that Qwest's comments were false, the customer contacted Integra and asked Integra to stop the winback (port) to Qwest. Integra referred the customer to Qwest to cancel the request. (4/23/10)</p>	<p>Qwest Agreed-Qwest Response:</p> <p>Qwest has thoroughly investigated these issues and learned that all five of these events originated from a Qwest business partner authorized to make outbound telemarketing calls. Qwest will not tolerate misrepresentation or disparaging competition from representatives. In addition, they have provided supplemental training as it relates to these issues to all personnel in customer contact. They continue to monitor and coach their personnel to insure that issues are addressed and corrected as they happen. (5/5/10)</p>
<p>37</p>	<p><i>End User reported that Qwest said Integra was a small department of Qwest</i></p> <p>The Integra customer reported that, during a Qwest winback attempt, Qwest said that Integra was a small department of Qwest and they could lower the rate for the customer's service. Qwest also said that Qwest & Integra Telecom had merged and that Integra is a division of Qwest. (4/21/10)</p>	<p>Qwest Agreed-Qwest Response:</p> <p>Qwest has thoroughly investigated these issues and learned that all five of these events originated from a Qwest business partner authorized to make outbound telemarketing calls. Qwest will not tolerate misrepresentation or disparaging competition from representatives. In addition, they have provided supplemental training as it relates to these issues to all personnel in customer contact. They continue to monitor and coach their personnel to insure that issues are addressed and corrected as they happen. (5/5/10)</p>

<p>38</p>	<p><i>End User reported that Qwest said the customer should change to Qwest because Integra will be selling the lines back to Qwest</i></p> <p>The Integra customer reported to Integra that they are receiving unsolicited and unwanted calls from a Qwest representative almost daily. The customer said that they are getting harassing phone calls from Qwest Representatives stating that they should switch to Qwest because Integra would be eventually selling the lines back to Qwest. (4/21/10)</p>	<p>Qwest Agreed-Qwest Response:</p> <p>We have spoken with the director of the call center and have been guaranteed that all agents have been covered on the Telesales Guidelines and have been coached to these specific issues and allegations. We continue to monitor calls and resolve items as they may occur. The partner also conducts quality control checks every Friday and they listen to random calls to make sure proper procedures are being followed. (5/5/10)</p>
<p>39</p>	<p><i>End User reported that Qwest said that Qwest and Integra had merged</i></p> <p>The Integra customer contacted Integra and wanted to discuss the merger between Qwest and Integra. The Integra customer reported that, during a Qwest winback attempt, Qwest said that there was a merger between Qwest and Integra and, as a result. Qwest could offer a reduction in rates. (4/21/10)</p>	<p>Qwest Agreed-Qwest Response:</p> <p>Qwest has thoroughly investigated these issues and learned that all five of these events originated from a Qwest business partner authorized to make outbound telemarketing calls. Qwest will not tolerate misrepresentation or disparaging competition from representatives. In addition, they have provided supplemental training as it relates to these issues to all personnel in customer contact. They continue to monitor and coach their personnel to insure that issues are addressed and corrected as they happen. (5/5/10)</p>

40	<p><i>End User reported that Qwest said Integra gave them their account information because Integra did not want them as a customer anymore</i></p> <p>The Integra customer reported that, during a winback attempt by Qwest, Qwest told Integra’s customer that Integra provided Qwest with their account information and told Qwest to call the customer because the customer is too small Integra doesn’t want to service them anymore. (4/14/10)</p>	<p>Qwest Agreed-Qwest Response:</p> <p>Qwest has thoroughly investigated these issues and learned that all five of these events originated from a Qwest business partner authorized to make outbound telemarketing calls. Qwest will not tolerate misrepresentation or disparaging competition from representatives. In addition, they have provided supplemental training as it relates to these issues to all personnel in customer contact. They continue to monitor and coach their personnel to insure that issues are addressed and corrected as they happen. (5/5/10)</p>
41	<p><i>End User reported that a Qwest technician made disparaging remarks to a customer when dispatched to the customer’s premise</i></p> <p>Integra opened a repair ticket in a newly installed circuit for a customer. During that same timeframe, the customer’s Qwest retail lines went out of service. Integra was scheduled to convert the lines that were out of service on 4/8/10. The customer reported the outage to a Qwest technician on site and the Qwest technician said; “This is what happens when you switch over to idiot companies like Integra”. Based upon the comments of the Qwest technician, the end user customer refused to call Qwest retail repair about the Qwest retail outage because Qwest led the customer to believe that the outage was Integra’s issue. Integra had to call Qwest repair on behalf of the end user. Qwest resolved the trouble in the Qwest network. (4/2/10)</p>	<p>Qwest Denies Making Comments to the customer-Qwest Response:</p> <p>The Qwest technician denies making any disparaging comments about Integra. Qwest continues to reinforce the Qwest policy on communicating with Wholesale customers. (4/5/10)</p>

42	<p><i>End User reported that Qwest said the phone lines were Qwest lines</i></p> <p>The Integra customer reported that, during a Qwest winback attempt, Qwest said that Integra was simply acting as a third party agent in billing them for their phone lines and that the lines were actually Qwest lines. She told the customer that Qwest wanted to begin billing them. (4/2/10)</p>	<p>Qwest Agreed-Qwest Response:</p> <p>Qwest has thoroughly investigated these issues and learned that all five of these events originated from a Qwest business partner authorized to make outbound telemarketing calls. Qwest will not tolerate misrepresentation or disparaging competition from representatives. In addition, they have provided supplemental training as it relates to these issues to all personnel in customer contact. They continue to monitor and coach their personnel to insure that issues are addressed and corrected as they happen. (5/5/10)</p>
43	<p><i>End User reported that Qwest represented themselves as an Integra associate and Qwest owns the network</i></p> <p>The Integra customer reported that in a letter Qwest sent the customer and during phone calls when Qwest called the customer, the Qwest representative said that Qwest “owns the network” and “you are being billed through a 3rd party reseller”. Integra provided the letter Qwest sent the customer to Qwest. (3/25/10)</p>	<p>Qwest Agreed-Qwest Response:</p> <p>In a phone conversation with Qwest, Qwest said the issue regarding comments in the letter has been addressed. (4/7/10)</p>

<p>44</p>	<p><i>Three Integra End User Customer's reported that the same Qwest representative said Integra is going bankrupt and Qwest will not lease lines to Integra any longer</i></p> <p>The Integra customer's reported that, during Qwest winback attempts, the same Qwest representative said Integra is going bankrupt and Qwest is no longer leasing lines to Integra after April 1 (2010). Qwest said the customer will lose numbers if they don't switch now. The Qwest representative telemarketer then said they would bring on the FCC to third party verify the information. (3/10/10)</p>	<p>Qwest Agreed-Qwest Response:</p> <p>Qwest has identified the agent representing Qwest contacting customers in Montana and making false statements regarding resellers in an attempt to win them over to Qwest. The agent has been removed from all Qwest campaigns and the partner company has been advised of proper procedures with review of our telemarketing guidelines. Additionally a process to register sub-agents of master agents has been implemented with sales operations to assure more timely response to future issues. Of the three accounts noted below, no orders have been placed to move to Qwest and any orders in process have been cancelled or revoked. (3/18/10)</p>
<p>45</p>	<p><i>End User reported that a Qwest technician made disparaging remarks during a repair</i></p> <p>Qwest originally delivered Integra's new loops to the incorrect demarc. Integra's end user reported that when the Qwest technicians came to move the circuits to the correct demarc, the Qwest technician told Integra's customer that Integra cannot provide the same level of service as Qwest because Qwest owns the copper facility and Integra does not. Integra provided two trouble ticket numbers to Qwest because there were two Qwest technicians. (2/4/10)</p>	<p>Qwest Technicians Deny Making Comments to the Customer-Qwest Response:</p> <p>While both technicians deny making disparaging comments to the end user about the reseller, Qwest has assured that both technicians understand their responsibility when dealing with reseller end users and have been covered on the Code of Conduct which prohibits such behavior. (2/12/10)</p>

<p>46</p>	<p><i>End User reported that Qwest said Integra was a third party billing agent</i></p> <p>The Integra customer reported that, during a winback attempt by Qwest, Qwest said Integra was a third party billing company for Qwest. Qwest told the customer that the check they write to Integra is the same as writing it to Qwest, because then Integra has to write Qwest a check. The customer asked a few more questions, and Qwest finally admitted that Integra was their provider, not a third party billing company for Qwest. The customer said they have received many other calls when the Qwest representative represented that Integra is Qwest, however, did not have the Qwest representative specific information for those calls. (1/29/10)</p>	<p>Qwest Agreed-Qwest Response:</p> <p>The agent in question has been removed from any Qwest campaign. The Business Partner has been advised of their obligation to properly train employees to adhere to the Qwest agreement which includes prohibition from disparaging Qwest resellers. (2/17/10)</p>
<p>47</p>	<p><i>End User reported that Qwest said it will bill the customer but leave the services with Qwest</i></p> <p>The Integra customer reported that, during a winback attempt by Qwest, Qwest said that Integra resells Qwest's service and that Qwest wants to bill the customer directly and leave the services as is with Integra. (12/15/2009)</p>	<p>Qwest Agreed-Qwest Response:</p> <p>Qwest determined the agent likely worked for a partner called ABS. ABS has been suspend and is no longer calling business customers on our behalf. (2/17/10)</p>
<p>48</p>	<p><i>End User reported that Qwest made disparaging remarks and provided false information during a winback attempt</i></p> <p>The Integra customer reported that, during a winback attempt by Qwest, Qwest, (who knew they had recently signed a contract with Integra) said Integra's product was worse than the current connection he had with a different carrier, Integra was charging him for lines that the customer didn't have to be charged for it, the customer was not under any obligation to Integra's contract and that Qwest would take care of everything for the customer to get out of the contract with no penalties. The Qwest representative also said that Integra would be charging the customer thousands for the services because of all the fees Integra charges and that Qwest had cancelled his contract with Integra and there was nothing further the customer needed to do. (12/14/09)</p>	<p>Qwest Agreed-Qwest Response:</p> <p>Qwest determined the agent likely worked for a partner called ABS. ABS has been suspend and is no longer calling business customers on our behalf. (2/17/10)</p>

<p>49</p>	<p><i>End User reported that a Qwest representative attempting a winback had knowledge of a wholesale repair ticket</i></p> <p>The Integra customer reported that, during a Qwest winback attempt, The Qwest representative person knew of the trouble ticket Integra opened (specifically the customer said Qwest told them they saw an open “work order”) and asked the customer to change their service to Qwest because of Integra network issues. (11/30/09)</p>	<p>Qwest Agreed-Qwest Response:</p> <p>The specific individual is no longer employed by our vendor. Qwest has initiated coverage of the entire staff employed by the vendor to assure they are aware of the rules of engagement when contacting business customers. I want to assure you that this vendor does not have access to wholesale information. (1/28/10)</p>
<p>Examples 50-64 Below Were Provided as Attachment S to Comments submitted by Joint CLECs in this Proceeding on 11/24/09</p>		
<p>50</p>	<p><i>Two End Users reported that a Qwest representative called and said Qwest did not have to lease lines to Integra any longer:</i></p> <p>Two different Integra customers reported to Integra that a Qwest representative contacted them and said that Integra leases the lines from Qwest and due to a new federal Act Qwest is not required to lease the lines anymore and that Qwest can now save the customer a great deal of money. (10/19/09)</p>	<p><i>Qwest said it was unable to provide a response:</i></p> <p>Qwest said it did not have enough information (name or callback number of caller) to find out information but Qwest said “Qwest was not able to locate a calling campaign in Minnesota. Be assured that Qwest continues to reinforce the Qwest policy on communicating with Wholesale customers.” (10/22/09)</p>
<p>51</p>	<p><i>End User reported Qwest technician made disparaging remarks about Integra and quoted rates Integra would charge them for work:</i></p> <p>Customer reported to Integra that a Qwest technician told the customer that the trouble was in its jack and said that the technician told the customer Integra would charge \$350 to fix the jack. The Qwest trouble ticket confirmed the trouble was Qwest caused due to a broken jumper in the Qwest central office and not the customer’s jack. Qwest fixed the jumper and restored the service. The customer also said the Qwest technician told the customer that Integra was nothing but trouble. The customer reported</p>	<p><i>Qwest denied the Qwest technician made any comments:</i></p> <p>Qwest said it reviewed the trouble tickets with the Qwest technicians involved and provided its overview, which was in conflict with what the customer told Integra. Qwest said” “At no time did the OST⁶ quote her a price to fix the jack or make derogatory commits about Integra.” Qwest also said that Integra canceled the second trouble</p>

⁶ “OST” refers to an outside technician.

	<p>the next day they were out of service again. Integra dispatched a technician and found that the customer's wire was disconnected at the demarc with no explanation. (9/24/09)</p>	<p>ticket. Integra canceled the trouble ticket because the Integra technician repaired the wire that was disconnected at the demarc, and restored the customer's service. (9/29/09)</p>
<p>52</p>	<p><i>End User reported a Qwest technician said that Qwest repairs Qwest circuits in 4 hours but not for contracted wholesale customers (i.e., Integra):</i></p> <p>An Integra customer asked why they were having Qwest cable issues and its tenant (which is a Qwest customer) did not have an issue. The customer said that the Qwest technician dispatched for a repair on the circuit said that Qwest has a 4 hour turn around time for Qwest customers but not for contracted Qwest customers. (11/10/09)</p>	<p><i>Qwest denied there was any evidence of wrong doing:</i></p> <p>Qwest responded to Integra that it found no evidence of wrong doing. Integra asked Qwest for clarification of whether the response meant the technician denied making the comment or whether Qwest's response was intended to mean that Qwest believed the comment was appropriate. Qwest did not provide the clarification Integra requested and stated again it had found no evidence of wrong doing. (11/12/09)</p>
<p>53</p>	<p><i>End User reported that a Qwest Technician doing a repair made disparaging remarks about Integra:</i></p> <p>An Integra customer reported that while a Qwest technician was at the customer's location to repair its circuit, the technician found trouble on a second circuit. Integra's customer said that the Qwest technician said he would not touch this second circuit without a ticket. Integra opened a ticket on the second circuit and told the customer Integra would attempt to have the second ticket assigned to the Qwest technician while he was still onsite. The customer told Integra the Qwest technician said that would not happen and it was likely the second repair ticket would take a couple of days to resolve. The customer said the Qwest technician then said this is what happens when you have an alternate provider. (8/3/09)</p>	<p><i>Qwest agreed – Qwest said it addressed this with the manager and had taken the appropriate action:</i></p> <p>Qwest responded and said it took the appropriate action. (8/18/09)</p>

<p>54</p>	<p><i>End User provided a copy of an email from Qwest which had disparaging remarks about Integra:</i></p> <p>Integra’s customer sent Integra an email that Qwest sent to the customer. In the email, a Qwest Business Partner who said he worked closely with Qwest Corporate told the customer that Integra was a billing agent that was reselling Qwest service. The email said you are already on Qwest lines simply paying someone else to utilize them. (5/11/09)</p>	<p><i>Qwest agreed - Qwest addressed the situation with its employee and contacted the partner that sent the email to cease the distribution:</i></p> <p>Qwest responded and said it had addressed the issue with its employee (the email was sent from a Qwest partner working with Qwest Corporate-see the email in attachment #5) and that Qwest had also contacted the partner and asked that the partner cease distribution. (8/25/09)</p>
<p>55</p>	<p><i>End User reported that a Qwest technician intentionally brought the service down because the customer asked Qwest to move its van that was taking customer’s parking spots:</i></p> <p>Integra’s customer said that Qwest technicians had been working in the area for several days and were occupying parking spaces reserved for his customers. The customer said he asked the Qwest technicians to move the vans, and a Qwest technician said let’s see how long it takes to get lines fixed if your service goes down. The next morning the customer told Integra the customer saw a Qwest technician climb the pole, and his service went down. The customer said the tech came down the pole and said good luck getting that fixed and left. Integra verified the customer was without service and opened a trouble ticket. Qwest closed the trouble ticket as no trouble found and said the service was good to the demarc. After Qwest closed the trouble the customer said the service started working again. (5/6/09)</p>	<p><i>Qwest said it the network organization had been coached but also said it could not locate the crew working at that location:</i></p> <p>Qwest said that without a description it was not able to find the Qwest crew working in that area, even though Integra provided very detailed information including an address and the times of day. (5/20/09)</p>

<p>56</p>	<p><i>End User reported that, during a winback attempt, Qwest made disparaging remarks about Integra:</i></p> <p>Integra’s customer said that Qwest came to the customer’s location and attempted to win the customer’s service back to Qwest. While at the customer’s location, the customer said Qwest told the customer that Integra was a 3rd party vendor and in 15 months Integra will raise the customer’s rates and you will have no control over it. (4/15/09)</p>	<p><i>Qwest agreed – Qwest said that it addressed the issue:</i></p> <p>Qwest responded and said, “Qwest identified the agent selling on behalf of our company and addressed the issue with the vendor contractor to correct the behavior. Qwest has eliminated the program that was the source of the complaint and will no longer be marketing to this segment of customers in this market in this manner.” (6/9/09)</p>
<p>57</p>	<p><i>End User ordered Qwest service to get a network interface device (NID) installed because a Qwest engineer provided inaccurate information:</i></p> <p>Integra ordered new service for one of its customers. The customer also needed a NID installed. The Qwest engineer told the customer that Integra’s orders were not sufficient to get the NID installed and, if the customer wanted the NID installed, the customer would have to order service from Qwest. Upon the direction of the Qwest engineer, the customer ordered and paid to install service from Qwest when that was not required to install the NID. Integra’s service requests were sufficient to move forward with the installation of the NID. (11/4/08)</p>	<p><i>Qwest said it reiterated process:</i></p> <p>Qwest responded and said, “Qwest has investigated and has reiterated process. Qwest continues to reinforce the Qwest policy on communicating with Wholesale customers.” (1/9/09)</p>
<p>58</p>	<p><i>End User requested assistance because Qwest Retail refused to cancel a pending port:</i></p> <p>Integra’s customer called and asked for help because, after several attempts, the customer was unable to cancel a request to port from Integra to Qwest. Qwest retail said it would not cancel the port request until the customer provided Qwest with a copy of the contract the customer had with Integra. (12/6/08)</p>	<p><i>Qwest canceled the port:</i></p> <p>Qwest did not provide what action was taken with Qwest employees, although Qwest did send a cancelation for the pending port which resolved the issue for Integra’s customer. (12/17/08)</p>

<p>59</p>	<p><i>End User reported that a Qwest technician took its service down while on a repair and was rude when the customer requested the technician restore his service:</i></p> <p>Integra customer said a Qwest repair technician was onsite and disconnected all of its circuits. Integra spoke with the customer and reviewed the customer's records. Integra told the customer it did not see any pending repair tickets or pending orders that would explain why the Qwest technician disconnected Integra's customer's circuits. The customer then told the Qwest technician that it believed Qwest had disconnected the circuits in error. The customer asked the technician to reconnect the circuits and investigate the source of the error. The Qwest technician's only reply was it is not that easy. When the said they were going to contact Qwest management the customer told Integra the Qwest technician said go ahead. The customer requested an acknowledgement of Qwest's mistake from Integra. Qwest provide a response on 9/3/08, however, the response did not meet the terms required in Integra's ICA. Integra asked Qwest to provide an acknowledgement it could share with its customer. Qwest responded on 9/4/08, however, the response did not meet the terms required in Integra's ICA. Qwest provided a response on 9/16/08.⁷ (8/13/08)</p>	<p><i>Qwest agreed - Qwest provided a response regarding the Qwest technician behavior and an acknowledgement of the mistake:</i></p> <p>Qwest responded that "The customer's service was disconnected in error by a Qwest technician while provisioning other services in the same end-user terminal location. The Qwest technician restored the services as requested, but did not contact the end-user to advise them of the status, because of the previous encounter with the individual."</p> <p>This is different than the final acknowledgement Qwest sent to share with Integra's customer which said "Qwest acknowledges its mistake. The error was not made by the other service provider." (9/16/08)</p>
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⁷ Although the letter was dated 9/15/09, the Qwest service manager did not provide the letter to Integra until 9/16/09. See ICA §12.1.4.

<p>60</p>	<p><i>End User reported that a Qwest technician made disparaging remarks about Integra and also said the Qwest technician purposely removed bridge clips while working a trouble ticket for the customer:</i></p> <p>Integra’s customer said that a Qwest tech was at the premise on the date of the conversion to Integra and, when the technician left, the customer had heavy static on the line and the voice lines were ringing on the same line. Integra opened a trouble ticket. Qwest dispatched a technician and the Qwest Technician fixed the ringing into same line issue but there were other issues with outbound dialing and the amount of static was more pronounced. The Qwest technician spoke to Integra’s customer and said the problems were Integra's equipment. Integra’s customer also said that Qwest technician really bad mouthed Integra. Integra dispatched a technician and found the bridge clip missing and lines improperly connected. The customer said they believed that Qwest purposely removed the bridge clip during the conversion to Integra. (8/27/08)</p>	<p><i>Qwest responded that the Qwest technician denied making disparaging remarks about Integra and denied pulling the bridge clip:</i></p> <p>Qwest’s response said the Qwest technician denied making disparaging remarks about Integra, and denied pulling and leaving the bridge clips off. However, Qwest’s response did say that the Qwest technician did remove the bridge clip (but reattached it) and that “The Supervisor reaffirmed the Qwest policy with the technician to prevent this type of incident occurring in the future.” (9/18/08)</p>
<p>61</p>	<p><i>End User reported that a Qwest technician installing a new circuit provided misinformation:</i></p> <p>Integra’s customer said the Qwest technician who installed a circuit told Integra’s customer that Integra was changing its service from a traditional 4 wire circuit (for example a DS1 capable loop) to a 2 Wire Non-Loaded Loop. The Qwest technician said that this meant the end user would go from a 4 hour repair commit to a 24 hour repair commit when they were with Qwest if there is trouble on the circuit. (10/1/08)</p>	<p><i>Qwest technicians denied giving Integra’s customer any repair times:</i></p> <p>Qwest responded that the Qwest technician did provide information about the type of circuit and was coached to only provide the circuit ID in the future. However, Qwest said the Qwest technician denied that the technician provided repair commitment times. (10/10/08)</p>
<p>62</p>	<p><i>End User reported a Qwest technician made disparaging remarks about Integra:</i></p> <p>Integra opened trouble ticket for one of its customers. The trouble ticket status indicated that Qwest had a number of work force issues due to damaging storms that delayed Qwest’s dispatching a technician on this</p>	<p><i>Qwest agreed - Qwest said it took the appropriate action:</i></p> <p>Qwest responded and said “Qwest has investigated and appropriate action has been taken.” (10/22/08)</p>

	<p>ticket. When the Qwest technician was dispatched to the customer's premise, Integra's customer said that the Qwest technician told them that Qwest would have been out the day before but Integra refused to pay the \$95 service charge. (9/8/08)</p>	
<p>63</p>	<p><i>End User reports Qwest employee made disparaging remarks about Integra:</i></p> <p>Eschelon's customer told Eschelon that the customer had contacted Qwest to ask about a Qwest engineering job to complete cabling and pedestal installation for a newly constructed facility for its company. The Qwest employee told the customer that Qwest could not help her because she was not a Qwest customer. The customer said the Qwest employee also said "why would you go with Eschelon since they are out of business now since Integra bought them." (3/29/07)</p>	<p><i>Qwest agreed - Qwest responded that it was taking the appropriate action:</i></p> <p>In Qwest's response, Qwest said that the appropriate action was taking place and that "There is an internal process of steps that will be taken to ensure this type of behavior does not happen again." (4/17/07)</p>
<p>64</p>	<p><i>End User reported Qwest provided inaccurate information about Integra's order:</i></p> <p>Eschelon's customer is scheduled to convert to Eschelon on 10/4/07. The customer called Qwest retail on an unrelated technical issue. The Qwest retail representative told the customer that Qwest has a flag on the account indicating the service is converting to Eschelon. The Qwest representative told the end user customer that Qwest was going to disconnect the service on 9/26/07. The customer told Eschelon the customer was concerned because Eschelon said it would convert on 10/4/07 and not 9/26/07 (9/20/07)</p>	<p><i>Qwest said it was unable to find a flag or the Qwest employee that provided the misinformation to the customer:</i></p> <p>In its response Qwest said: "Based on Qwest records and interviews with the Qwest Retail employees that had access to this account on 9/20/07, we cannot identify the individual who may have made inappropriate comments to your end-user customer. However, all Qwest Retail employees involved with this end-user on 9/20/07 were coached and retrained on the Qwest policy for communicating with Wholesale customers." (10/19/07)</p>

EXAMPLE: ILEC IMPROPER MARKETING ACTIVITY

An end user customer of Integra in Oregon (Jenifer) reported to an Integra customer account manager (Erika) that the customer was contacted by a sales representative. The customer had a full disclosure conversation and shared her latest invoice with the representative before the customer realized that she was not speaking to someone from Integra. The customer said that the Qwest representative acted as if he were from Integra and indicated that Qwest could save the customer money. It was not until the very end of the conversation before the Qwest representative made clear that he was from Qwest and he said Qwest could beat Integra's pricing. The Integra customer account manager contacted the customer to obtain additional information, which resulted in following August 2010 email exchange confirming additional inappropriate marketing activity by the same Qwest representative:

At 04:05 PM 8/12/2010:

Hi Jenifer,

I hope this note finds you well. I'll have your pricing for you late tomorrow or first thing on Monday. However I have a question concerning the Qwest rep we discussed. You wouldn't have happened to have gotten that person's name would you?

I appreciate the help.
Take care in the heat

Erika [Integra Customer Account Manager - Contact Information Redacted]

From: Jenifer [Customer-identifying information redacted]
Sent: Friday, August 13, 2010 8:25 AM
To: Erika [Integra Customer Account Manager – contact information redacted]
Subject: Re: Qwest rep.

His name is Ross.
866-894-4408 - # to his department.

Later that day he called back to see if we were ready to switch over. I told him NO because ultimately we do not like Qwest (due to a cut line that cost us \$51,000 over a 4th of July weekend a few years ago). *He asked what it would take to switch over... "Integra going out of business?". I told him 'probably' to which he replied "Well, we'll do all we can to get them out of business" and he hung up.*

Keith called and talked to the supervisor who was suppose to get back to us after he listened to the tapes. We've heard nothing back.

(emphasis added)