

## Attachment T: Chronology – Other Discrimination –

Integra lost a customer as a result of Qwest placing an Integra request for service on hold for lack of facilities and then Qwest installed service for itself (Qwest Retail) on the very facilities Qwest could have used to fulfill Integra's earlier order.

On July 20, 2009, Integra's customer contacted Integra and said it was moving to a new location. The chronology below outlines the sequence of events that, in the end, resulted in Integra's customer asking Integra to cancel the order Integra had placed with Qwest to move service to the new location. Integra's customer said that it was changing service providers, to Qwest, because Qwest retail could install the service. If Qwest retail could install the service, Qwest wholesale should have been able to do so for Integra.

7/23/09 - Integra submitted PON RH-2258258-DS0 LSR ID 28672705 requesting four new unbundled analog loops. Integra's customer was moving from one location to another. Integra requested a due date of 8/20/09.

7/23/09 - Qwest sent Integra a firm order commitment (FOC) confirming Integra's requested due date of 8/20/09. Qwest issued four separate internal service orders to install the unbundled loops and assigned a service order number for each of the unbundled loops. The service order numbers Qwest assigned for the four unbundled loops were: N44122417, N44122418, N44122419 and N44122420.

7/24/09 - Qwest sent Integra four separate facility jeopardies for each of the four Qwest service orders.<sup>1</sup>

7/27/09 - Qwest sent Integra an FOC releasing all of the orders from the facility hold status and said the due date was the original due date Integra requested (8/20/09).

8/20/09 – On the day Qwest was scheduled to deliver the service, Qwest sent Integra a facility jeopardy<sup>2</sup> for Qwest service order N44122417. Qwest did not send Qwest jeopardies for the other three unbundled loops and did not install the loops.

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<sup>1</sup> Qwest sent a K09 facility jeopardy on order number N44122417 and a K17 facility jeopardy on N44122418, N44122419 and N44122420. Qwest describes a K17 jeopardy is described as "Qwest Engineering local facility is not available" and describes the K09 jeopardy as "Qwest Engineering has identified a problem with a related order(s). Usually this occurs when multiple Qwest service orders are necessary to provision a single CLEC request. All facilities are not available. At least one of the service orders cannot be worked. All associated orders are in jeopardy until the service order(s) with the defined jeopardy is resolved." In both cases, the responsibility for the jeopardy states: "***Qwest will work to resolve the problem.***" (Emphasis added) See

[http://www.qwest.com/wholesale/downloads/2008/080602/Jeopardy\\_Data\\_Provisioning\\_June2008.doc](http://www.qwest.com/wholesale/downloads/2008/080602/Jeopardy_Data_Provisioning_June2008.doc)

<sup>2</sup> Qwest sent a K17 jeopardy.

8/20/09 - Integra contacted its customer and told the customer that Qwest did not deliver the service on the date Integra requested. Qwest missed the due date for installation.

8/21/09 - Qwest sent Integra jeopardies on all four of the Qwest service orders with a remark: "delayed order missed foc'd dd working to recover defective pairs update or foc will be sent as available".

8/21/09 - Qwest sent Integra another jeopardy for Qwest Order N44122417.<sup>3</sup> Qwest did not send Qwest jeopardies for the other three unbundled loops and not install the loops.

8/25/09 - Qwest sent Integra a jeopardy<sup>4</sup> for Qwest Order N44122417 and jeopardies (K17) for Qwest Orders N44122418, N44122419 and N44122420 with the remark: "orders delayed for cable placement est rfs date 9/04 dd 9/14."<sup>5</sup>

8/27/09– Integra's customer contacted Integra and said that they were not happy about the delay of the lines at the new location. The customer said they contacted Qwest retail for service and, that they were changing providers to Qwest. Integra's customer told Integra that Qwest retail said they could deliver service to the customer on 8/28/09,<sup>6</sup> which was within days of Integra's customer contacting Qwest. Qwest could deliver the service in a matter of days when it has now been more than a month since Integra submitted the order to Qwest on 7/23/09 for service.

8/28/09<sup>7</sup> – While Integra's request remained on hold for facilities, Qwest delivered three business lines (1FBs) and assigned the numbers 651-222-6275, 651-224-6289, 651-224-6297. Per a screen shot of Qwest's Interconnect Mediated Access (IMA) Pre-Order/Service Availability/Convert POTS to

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<sup>3</sup> Qwest sent Integra a K18 jeopardy on the service order. Qwest describes the K18 jeopardy as: "Qwest Engineering local facility is defective." the responsibility for the jeopardy states: "***Qwest will work to resolve the problem.***" (Emphasis added) See [http://www.qwest.com/wholesale/downloads/2008/080602/Jeopardy\\_Data\\_Provisioning\\_June2008.doc](http://www.qwest.com/wholesale/downloads/2008/080602/Jeopardy_Data_Provisioning_June2008.doc)

<sup>4</sup> Qwest sent Integra a K18 jeopardy.

<sup>5</sup> Est rfs in Qwest's remarks stands for estimated ready for service date and is not the due date that Qwest will meet. Qwest was stating in these remarks that the ready for service date was 9/04/09 and the date Qwest would deliver the service was 9/14/09, which is almost two weeks after Qwest installed service for itself on facilities Qwest could have used for the service Integra ordered almost a month before Qwest ordered the retail service.

<sup>6</sup> Integra is not certain of the exact date the customer contacted Qwest retail for service but it has been Integra's experience that Qwest will offer the first available due date. The Qwest interval for installing new analog business service (a Qwest business line or 1FB) is two business days so if that was the case and the service was installed on 8/28/09, the customer would have called Qwest on 8/26/09.

<sup>7</sup> The email Integra sent to Qwest requesting root cause noted that Qwest installed the lines on 8/31/09, however, after further review Integra believes the date Qwest installed service for itself was 8/28/09.

Unbundled function available in IMA,<sup>8</sup> these lines were delivered on a facility that could have been used to provide Integra's unbundled loops.<sup>9</sup>

8/31/09 - The customer contacted Integra and cancelled their service with Integra. The customer also asked Integra to cancel Integra's order with Qwest because they were porting their telephone numbers they used at the old location to Qwest to use on the new lines Qwest installed. Integra lost the customer.

9/2/09 – Integra sent the details to Qwest and requested Qwest perform root cause on how Qwest retail could provide service while Integra's service request was on hold.<sup>10</sup>

9/4/09 – Integra sent a supplement to the original LSR to cancel the request for the four new loops and Qwest responded that it had canceled the request.

9/28/09 – Qwest responded to Integra's request for root cause and said that the Qwest service was installed before Integra's service because the two technicians installing the service for Integra and Qwest had different skill levels and that Qwest did not do anything improper.<sup>11</sup>

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<sup>8</sup> See screen shot of IMA below.

<sup>9</sup> IMA is the interface CLECs use to submit local service requests to Qwest. IMA has a function that allows a CLEC to determine if the facilities the customer is served on can be converted and reused to serve the customer using an unbundled loop. This functionality is described in detail in the section titled "Checking whether a POTS loop can be unbundled." As you can see from the screenshot, the Qwest retail numbers are on copper and would require "no move" to convert them to a loop, so Qwest could have used these facilities for Integra's loops. *See*

[http://www.qwest.com/wholesale/downloads/2009/091016/IMAUG\\_260\\_101909.pdf](http://www.qwest.com/wholesale/downloads/2009/091016/IMAUG_260_101909.pdf)

<sup>10</sup> See September 2, 2009 Integra email to Qwest (below).

<sup>11</sup> See Qwest's response (below).

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From: Urevig, Rita [mailto:Rita.Urevig@qwest.com]  
Sent: Monday, September 28, 2009 2:42 PM  
To: Isaacs, Kimberly D.; Johnson, Bonnie J.  
Cc: Marquez, Matthew  
Subject: RE: Qwest Delivers Retail Service when Integra's Request are in QwestJeopardy Status Issue SD163.0

Kim,

Qwest investigated this issue.

There were two different types of technicians with different skill levels that worked the two different types of orders. While they worked them a little differently (because of their skill levels) they did not do anything improper. It was coincidental that the one got worked before the other because of all of the defective pair issues.

Thank you,

Rita M Urevig

Qwest Service Manager

Office 218-723-5801

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From: Isaacs, Kimberly D. [mailto:kdisaacs@integratelecom.com]  
Sent: Wednesday, September 02, 2009 9:01 AM  
To: Urevig, Rita  
Subject: RE: Qwest Delivers Retail Service when Integra's Request are in QwestJeopardy Status Issue SD163.0

Thank you Rita.



Kim Isaacs | ILEC Relations Process Specialist  
NEW ph. 763-745-8463 | fax 763-745-8459  
6160 Golden Hills Dr | Golden Valley, MN 55416

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From: Urevig, Rita [mailto:Rita.Urevig@qwest.com]  
Sent: Wednesday, September 02, 2009 9:00 AM  
To: Isaacs, Kimberly D.; Marquez, Matthew  
Cc: Johnson, Bonnie J.  
Subject: RE: Qwest Delivers Retail Service when Integra's Request are in QwestJeopardy Status Issue SD163.0

Kim,

Qwest will investigate and get back with you.

Rita M Urevig

Qwest Service Manager

Office 218-723-5801



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From: Isaacs, Kimberly D. [mailto:kdisaacs@integratelecom.com]  
Sent: Wednesday, September 02, 2009 8:57 AM  
To: Urevig, Rita; Marquez, Matthew  
Cc: Johnson, Bonnie J.  
Subject: Qwest Delivers Retail Service when Integra's Request are in QwestJeopardy Status Issue SD163.0

Hello Rita,

Integra is requesting that Qwest promptly investigate and explain why it appears that Qwest delivered retail 1FB service for an end user when Integra's request for the same end user was held for Qwest facilities.

**Background:**

- 7/23/09 Integra submitted PON RH-2258258-DS0 LSR ID 28672705 requesting 4 new unbundled loops at 225 University Ave W, Suit 121A, St Paul, MN, 55103 to fulfill our customer's request to move their service. The LSR was flagged as a new location within an existing address because IMA was unable to validate the suite number.
- 7/23/09 Qwest sent an FOC confirming a due date of 8/20/09.
- 7/24/09 Qwest sent 3 K17 jeopardies (Qwest Orders N44122418 – N44122420) and a K09 jeopardy (Qwest Order N44122417)
- 7/27/09 Qwest sent an FOC releasing the orders with a due date of 8/20/09
- 8/20/09 Qwest sent a K17 jeopardy for Qwest Order N44122417
- 8/20/09 Integra contacted our end user customer to inform them that the due date for the service at their new location had been missed.
- 8/21/09 Qwest sent 4 - K18 jeopardies on Qwest Orders N44122417 - N44122420 with the remark: delayed order missed foc'd dd working to recover defective pairs update or foc will be sent as available
- 8/21/09 Qwest sent a K18 jeopardy for Qwest Order N44122417
- Week of 8/24/09 – Integra's end user customer contact Qwest retail – Qwest retail indicated they could deliver service to the customer on 8/31/09
- 8/25/09 Qwest sent a K18 jeopardy for Qwest Order N44122417 and 3 - K17 Jeopardies for Qwest Orders N44122418 – N44122420 with the remark: orders delayed for cable placement est rfs date 9/04 dd 9/14
- 8/31/09 Qwest delivered 3 -1FBs (651-222-6275, 651-224-6289, 651-224-6297). Per the IMA Pre-Order/Service Availability/Convert POTS to Unbundled, these 1FBs were delivered on copper and appear to be suitable facilities for unbundled loops.
- 8/31/09 The end user contacted Integra and cancelled their account and indicated they would be porting their existing TNs to Qwest.

Based on the details available to Integra, it appears that Qwest provided a discriminatory level of service to Integra. Integra submitted our request well in advance of the Qwest retail order and while Integra's orders remained held for Qwest facility issues, Qwest delivered service for itself on facilities that could have been used to complete Integra's requests. Integra lost a customer as a result of Qwest apparent discrimination in service delivery. Integra is requesting a root cause investigation of this incident. Integra is also requesting a full and detail explanation, that we can share with the end user if we choose to do so. Thank you.



**Kim Isaacs** | ILEC Relations Process Specialist  
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Unbundled Loop Qualification Facility Availability Request Wizard

Convert FOTS to Unbundled Loop Response

Number of Lines: 6

Circuit	Served On	Loading	Can be Moved to
15-4089-211425-JKV	Copper	NONE	No Move Required
051-222-027	Copper	NONE	No Move Required
051-222-038	Copper	NONE	No Move Required
051-222-039	Copper	NONE	No Move Required
051-795-955	Copper	NONE	No Move Required
051-795-725	Copper	NONE	No Move Required

Print > view    Email    Start Over    << Previous    Finish

JavaAppletWindow