

From: Urevig, Rita [mailto:Rita.Urevig@qwest.com]
Sent: Monday, November 23, 2009 12:15 PM
To: Herbold, Matthew
Subject: RE: Service Interfering Bridged Tap – [CUSTOMER INFO REDACTED] - QW TT
OW166931, OW166932 - TMS TT 1061714

Matt,

The Circuits are testing within specification of the loops ordered. Qwest considers this issue closed.

Best regards,

Rita M. Urevig
Qwest Service Manager
218-723-5801



From: Herbold, Matthew [mailto:Matthew.Herbold@integratelecom.com]
Sent: Monday, November 23, 2009 2:06 PM
To: Urevig, Rita
Cc: Isaacs, Kimberly D.; Johnson, Bonnie J.
Subject: RE: Service Interfering Bridged Tap - [CUSTOMER INFO REDACTED] -QW TT
OW166931, OW166932 - TMS TT 1061714

Rita,

You are our service manager for Qwest. I send these to you, because end user customers are being impacted, and you are our point of contact for resolving such service-impacting issues. It is my job to escalate these issues to your Tier, and Qwest may not dictate who at Integra escalates issues. If you want to escalate these internally, you may do so. Regardless, our expectation is that Qwest should remove the bridge taps and restore service. Our request for service restoration is ongoing.

Matt



Matt Herbold | Escalations Manager, Oregon Operations
desk 503-953-7407 | cell 503-810-5895
825 NE Multnomah St. | Suite 1400 | Portland, OR 97232

From: Urevig, Rita [mailto:Rita.Urevig@qwest.com]
Sent: Monday, November 23, 2009 10:35 AM
To: Herbold, Matthew
Cc: Urevig, Rita
Subject: RE: Service Interfering Bridged Tap - [CUSTOMER INFO REDACTED] -QW TT
OW166931, OW166932 - TMS TT 1061714

Matt,

Please have your GM/VP of Network contact Ken Beck for this type of request and approval consideration.

Ken's contact information is: Ken.Beck@qwest.com or Direct tn 303-896-8805.

Best regards,

Rita M. Urevig
Qwest Service Manager
218-723-5801



From: Herbold, Matthew [mailto:Matthew.Herbold@integratelecom.com]
Sent: Monday, November 23, 2009 10:19 AM
To: Urevig, Rita
Cc: Isaacs, Kimberly D.; Johnson, Bonnie J.; Clauson, Karen L.
Subject: Service Interfering Bridged Tap - [CUSTOMER INFO REDACTED] -QW TT OW166931,
OW166932 - TMS TT 1061714

Rita:

I have new xDSL circuits to report to you that Qwest TTs failed to resolve for service interfering Bridged Tap.

OW166931, OW166932.
[CUSTOMER INFO REDACTED]
4/LXFU/975861/PN, 4/LXFU/975862/PN

Issue is impacted speed on DSL. 1st loop detected 124' of BT, 388' from demarc. 2nd loop detected 1850' of BT, 720' from demarc.

Thank you,



Matt Herbold | Escalations Manager, Oregon Operations
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