

PICC Disconnect CIC Process:

Qwest has established procedures for the disconnection of a CIC when the PICC charges are not paid. Usually, the CIC involved has gone out of business and failed to notify Qwest and/or the End User.

Because there is a PICC liability in each of these cases, it is necessary to disconnect the CIC from our systems and notify the End User of the upcoming charge on their monthly billing statement.

The Company will try to interface with the CIC Owner. When no response is forthcoming, Qwest will take measures to insure the End User is notified that their chosen PIC is no longer valid. The Company will then change End User's carrier to PIC NONE and begin assessing PICC directly to the End User's monthly statement.

Established procedures regarding the disconnect of a CIC due to non-payment will follow regular disconnect procedures established in FCC 1. Charges to remove the CIC will be billed to the facility provider as stated in the Letter of Agency on file.

Step/Action

- 1 Carrier, Account Executive, or Carrier Center notifies Subscription Team of carrier disconnect.
- 2 Carrier is changed to "Not Listed" so business office cannot issue orders to select the disconnecting CIC.
- 3 Subscription team pulls 2414 report to identify all accounts currently on the disconnecting CIC.
- 4 CBSC sends postcards to all accounts on 2414 so End Users may select new carrier, BOSS/CARS noted.

- 5 At the end of 35 day window, Subscription Team pulls a second 2414 report to identify any accounts still on the disconnecting CIC.
- 6 Any accounts still on the disconnecting CIC are changed via RSS to NO (not NOXX).
- 7 CIC removed from all Qwest databases.
- 8 Carrier Center notified to ensure all trunks have been pulled down.