

cdickinson@att.com on 01/23/2002 11:00:44 AM

To: cdickinson@att.com

cc:

Subject: AT&T --- CR#SCR090601-1 --- Development

Escalation

Company: AT&T

CR#: SCR090601-1

Status Code: Development

Qwest Action Requested:

no action selected

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Description:

Request that Qwest utilize CABS billing systems for UNE-P bills.

History of Item:

SCR090601-1 was initially submitted on 9/6/01. It was declined without a clarification meeting on 9/18/01. The reason it was declined - it was explained that this CR was identical to a CR submitted by Rhythms in January 2001. However, AT&T's request was very different than how Qwest was developing the Rhythms request. After further discussion in the October CMP Systems meeting, Qwest indicated it would work on this CR but that it was tee shirt sized extra large, with no indication of when CABS billing would be implemented by Qwest.

Reason for Escalation / Dispute:

The AT&T billing department is experiencing many problems with the billing system Qwest uses, i.e. CRIS. The level of detail is completely insufficient. Furthermore, CABS billing systems were negotiated in the 1997 interconnection agreements.

Business Need and Impact:

AT&T does not have the level of detail needed to resolve outstanding billing disputes. Unusual charges are appearing on the bill without the level of detail needed to determine what the charge is specifically. AT&T cannot electronically process CRIS bills, so using a paper bill is an extremely inefficient process for AT&T, requiring additional resources for billing purposes.

Desired CLEC Resolution:

Qwest to implement CABS billing systems as soon as possible.

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Lead Submitter:

Name: Carla Pardee

Title: LSAM Manager

Phone Number: 303-298-6101

E-mail Address: cdickinson@att.com

Joint Submitters:

Date/Time Submitted: Wed Jan 23 09:26:32 MST 2002

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