

Sue Burson  
02/21/2002 06:45 PM

To: klclauson@eschelon.com, flpowers@eschelon.com  
cc: Peter Wirth/Mass/USWEST/US@USWEST, filipdx@qwest.com,  
acrain@qwest.com, Judith Schultz/Mass/USWEST/US@USWEST

Subject: Response-- Escalation of CR#PC032801-4 (Advance Notice of  
Profile and Rate Changes)

Karen--This note is in reference to your February 12, 2002, e-mail to  
me.

Regarding the CLEC Notification Process, Qwest has worked with the CLECs  
to develop a CLEC notification process that addresses their major concerns.  
The initial process provided notification and detail of rate changes.  
Based on Eschelon's January 16, 2002 feedback the process was modified  
to provide ten day advance notification for rate changes due to rate  
validation efforts (attached word doc clarifies start of ten days).  
Also, the authority to correct the rate was added to the notification per  
Eschelon's suggestion.

Upon receiving notice of a rate or profile change, should the CLECs need  
additional information they can contact their Qwest Billing SDC. For  
any rate changes that the CLEC does not agree with, the CLEC can contact  
their Billing SDC and work the dispute through the standard dispute process  
(the dispute process is outlined on the Qwest website  
([www.qwest.com/wholesale/clecs/bart.html](http://www.qwest.com/wholesale/clecs/bart.html),  
[www.qwest.com/wholesale/clecs/cris.html](http://www.qwest.com/wholesale/clecs/cris.html),  
[www.qwest.com/wholesale/clecs/iabs.html](http://www.qwest.com/wholesale/clecs/iabs.html)) as well as in the CLEC's  
Interconnect Agreement). Use of the dispute process is an industry-wide  
practice (attached documents clarify use of dispute process).

Regarding the specific rate notification referenced in your e-mail, in  
accordance with the process, on February 3, 2002 a high-level  
notification was sent to Eschelon. The detailed notification was sent to Eschelon on  
February 14, 2002 and provided the resale product affected, the current  
billed rates, the corrected rate in the billing system, the effective  
date of the correction, the month(s) during which the correction will appear  
on the bill, and the authority by which the rate was being corrected, per  
the process. The ten day timeframe started when the detailed notification  
was sent. Eschelon responded to the Qwest Billing Representative on  
February 15, 2002 (during the ten day timeframe); providing specific questions  
For each of the detailed rate changes and requesting that the changes not be  
implemented. Qwest answered Eschelon's questions on February 19, 2002.  
Should Eschelon continue to disagree with the changes, the dispute process can be  
utilized.

Regarding your question concerning the next step for this escalation, Qwest has provided its final binding response. At this point, Eschelon may elect to either accept Qwest's binding response or invoke the Dispute Resolution Process described in Section 14.0 of the Master Red-lined CLEC-Qwest CMP Re-design Framework Interim Draft document - Revision 02-07-02 (provided below.)

---

## DISPUTE RESOLUTION PROCESS

CLECs and Qwest will work together in good faith to resolve any issue brought before the CMP. In the event that an impasse issue develops, a party may pursue the dispute resolution processes set forth below: Item must be formally noticed as an e-mail sent to the Qwest CMP Dispute Resolution e-mail address, [http://www.qwest.com/wholesale/cmp/escalations\\_dispute.html](http://www.qwest.com/wholesale/cmp/escalations_dispute.html). Subject line of the e-mail must include:

- CLEC Company name
- "Dispute Resolution"
- Change Request (CR) number and status, if applicable
- Content of e-mail must enclose appropriate supporting documentation, if applicable, and to the extent that the supporting documentation does not include the following information, the following must be provided:

Description of item

History of item

Reason for Escalation

Business need and impact

Desired CLEC resolution

CLEC contact information including Name, Title, Phone Number, and e-mail address Qwest will acknowledge receipt of the complete Dispute Resolution e-mail within one (1) business day

- Qwest or any CLEC may suggest that the issue be resolved through an Alternative Dispute Resolution (ADR) process, such as arbitration or mediation using the American Arbitration Association (AAA) or other rules. If the parties agree to use an ADR process and agree upon the process and rules to be used, including whether the results of the ADR process are binding, the dispute will be resolved through the agreed-upon ADR process.

· Without the necessity for a prior ADR Process, Qwest or any CLEC may submit the issue, following the commission's established procedures, with the appropriate regulatory agency requesting resolution of the dispute. This provision is not intended to change the scope of any regulatory agency's authority with regard to Qwest or the CLECs.

This process does not limit any party's right to seek remedies in a regulatory or legal arena at any time.

(See attached file: SB CLEC Rate Change Notification

Process\_02-21-02.doc)

(See attached file: CLEC Notification-Rate Validation V.6.ppt)

# CLEC Rate Change and Billing Correction Notification Process



The purpose of this document is to describe the different factors that cause rate changes and billing corrections, as well as outline the process by which Qwest will notify CLECs of these changes and corrections. Qwest will continue to adhere to individual contract obligations, in addition to following the guidelines outlined below.

Qwest has identified four main categories of items that drive rate changes and billing corrections - interconnect agreements and amendments, bill errors/disputes, cost docket changes and validation efforts. Brief descriptions of these categories and the process by which the CLECs are notified are found below:

## ➤ **New/Existing Interconnect Agreements**

Interconnect agreements typically establish billing rates for all products included in the agreement. Amendments are used to either add a new product to an interconnect agreement or change the rate of an existing product or element.

The signed agreement or amendment provides detail all of the products and rates so a formal notification of those rates is not necessary. However, the Service Manager will notify the CLEC when all systems are updated to indicate to the CLEC that ordering can begin.

If at any time a CLEC has a question about their new or existing interconnect agreement, Qwest Billing Representatives or Qwest Service Managers are available to handle such inquiries.

## ➤ **Bill Errors/Disputes**

When a CLEC Billing Representative identifies a rate discrepancy while reviewing the bill and reports that rate discrepancy, the Qwest Billing Representative investigates the claim and will amend the bill as appropriate to reflect the correct rate. In addition the Qwest Billing Representative will notify a Contract Implementation Specialist to initiate a system rate change so that the correct rate is billed going forward. Formal written notification of the dispute resolution will be sent by the Qwest Billing Representative once the necessary changes are complete, and the changes are validated on the bill.

If a Qwest Billing Representative discovers a rate discrepancy while reviewing the bill, the Qwest Billing Representative will notify the CLEC as to the necessary billing correction, amend the bill to reflect the correct rate, and notify the CLEC in writing of the change to its bill. In addition the Qwest Billing Representative will notify a Contract Implementation Specialist to initiate a system rate change so that the correct rate is billed going forward.

If at any time a CLEC has a question about any bill errors or disputes, Qwest Billing Representatives are available to handle such inquiries.

# CLEC Rate Change and Billing Correction Notification Process



## ➤ **Cost Dockets**

Cost dockets can result in rates ordered by the Public Utilities Commission (PUC) for a state. Qwest currently provides to CLEC notification of cost docket rate changes. Qwest is implementing a new process by which CLECs will receive an additional notification of cost docket rate changes.

The first notification to the CLEC occurs when the rates in a specific interconnect agreement are updated in Qwest's interconnect agreement repository. At this point, the CLEC is notified of the cost docket rate changes and can request a copy of the updated interconnect agreement from its Service Manager. By March 1, 2002 Qwest will develop a process for a second notification to occur at least 15 days prior to the implementation of the new rates in the billing system (assuming sufficient time is provided by the State PUC in the Cost Docket Order).

If at any time a CLEC has a question about Cost Dockets, Qwest Billing Representatives are available to handle such inquiries.

## ➤ **Rate Validation Efforts**

Qwest has implemented a process for future validation efforts. Qwest will provide notification to a CLEC of any correction of the billed rate at the time Qwest determines that a correction is necessary. The CLEC will be notified by their Qwest Billing Representative at least 10 days prior to the correction being made in the billing system. The 10-day window will begin when the Qwest Billing Representative sends the detailed rate change notification to the CLEC. Notification will include the UNE or resale product affected, the current billed rates, the corrected rate in the billing system, the effective date of the correction, the approximate month during which the correction will appear on the bill, and the authority by which the rate is being corrected.

Qwest recently completed an extensive rate validation effort to verify that bills properly reflect rates ordered by the State Commissions and/or the appropriate interconnection contract rates.

For all rate validation USOC changes completed as of December 2001, reports will be provided to each CLEC by state and by product. The report will include the previously billed rates and the corrected rates for each product ordered by the CLEC from September 2001 through January 2002. For all rate validation usage changes completed as of December 2001, reports will be provided to each CLEC by state and by product. The report will include all usage corrections and the corrected usage resale discount or rate.

In late December 2001, a Resale USOC validation effort was conducted. As a result of this effort, Resale and UNE-P USOCs that needed to be added to the billing systems were identified. The USOCs that were identified will be included in a report that will detail the USOC additions along with the rates. This report will be provided to each CLEC by state, by product.

If at any time a CLEC has a question about Rate Validation Efforts, Qwest Billing Representatives are available to handle such inquiries.

As noted in the categories above, if a CLEC needs additional information they can contact their Qwest Billing Representative. For any changes that the CLEC does not agree with, the CLEC can contact their Billing Representative and work the dispute through the Dispute Process.

## Rate Change Notification Process Rate Validation Efforts

