

Formal Escalation PC032801-4-E03

Qwest responds with the following:

- A document (SB CLEC Rate Change Notification Process) describing triggers for rate changes and billing corrections in Qwest systems, and notification processes.
- A diagram of the newly implemented process flow (CLEC Notification-Rate Validation) for rate validation efforts.
- Template documents including a cover letter (Rate Change Notification Letter) and spreadsheet for the newly implemented process.

# **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.

## ➤ **Bill Errors/Disputes**

When a CLEC reports a rate discrepancy, the Billing SDC investigates the claim and will amend the bill as appropriate to reflect the correct rate. In addition the SDC 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 SDC once the necessary changes are complete and reflected on the bill.

If Qwest discovers that a CLEC is being charged the wrong rate Qwest's Billing SDC 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 SDC will notify a Contract Implementation Specialist to initiate a system rate change so that the correct rate is billed going forward.

# **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).

## ➤ **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. Notification will include the UNE or resale product affected, the current billed rates, the corrected rate in the billing system, and the effective date of the correction.

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.

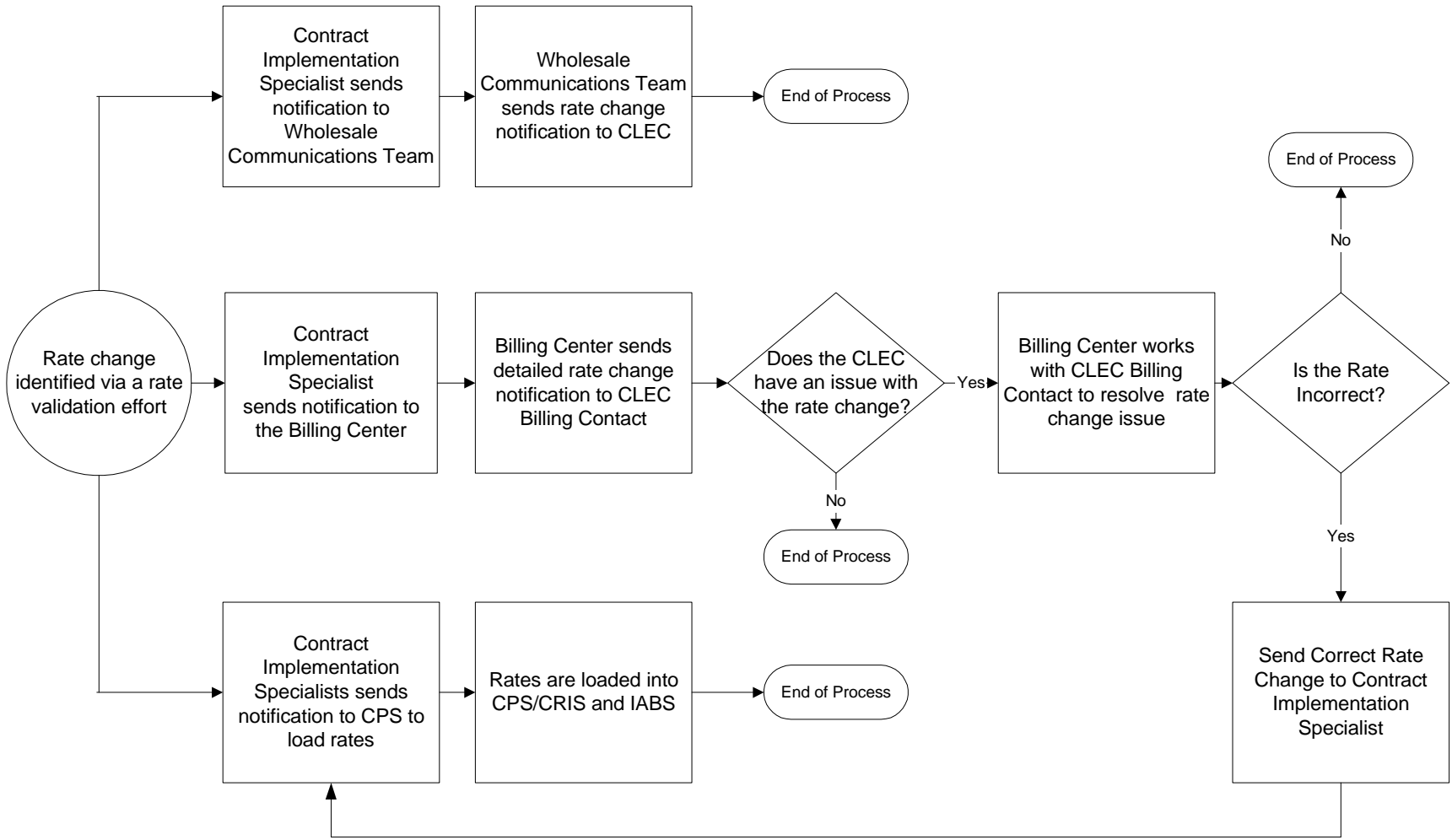
For all rate validation USOC changes completed as of December 2001, reports will be provided to each CLEC by state and by product. The report will include the previously billed rates and the corrected rates for each product ordered by the CLEC from September 2001 through January 2002. For all rate validation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

## ➤ **General**

If at any time a CLEC has a question about a specific product or rate, Qwest Billing Representatives are available to handle such inquiries.

**Rate Change Notification Process  
Rate Validation Efforts**





January 9, 2002

CLEC Billing Contact:

Upon review of your Interconnect Agreement and the rates that have been entered in Qwest systems, we have identified one or more rates that are being corrected within Qwest systems. Action is being taken to correct the rate(s) immediately. Attached is the detailed information regarding the correction(s). If you have any questions or issues with the rate change, please let me know as soon as possible.

Thank you,

Billing Center Contact



Rate Change Notification					
CLEC NAME					
State	USOC/Category	Existing Rate	New Rate	Rate Change Effective Date	Estimated Month Rate Will Be Reflected On Bill