

-----Original Message-----

**From:** Novak, Jean [[SMTP:jlnovak@qwest.com](mailto:SMTP:jlnovak@qwest.com)]  
<<mailto:SMTP:jlnovak@qwest.com>>  
**Sent:** Tuesday, June 25, 2002 5:52 PM  
**To:** Johnson, Bonnie J.  
**Subject:** RE: Hot Issues

Bonnie,

I can assure you that we have had the right people involved. We are still working the issue. We also had been notified by another CLEC, so we have had focus on this.

I believe that we responded or are in the process of responding tomorrow to the issue regarding UNE-P migration.

Thanks,  
Jean

-----Original Message-----

**From:** Johnson, Bonnie J. [<mailto:bjjohnson@eschelon.com>]  
<<mailto:bjjohnson@eschelon.com>>  
**Sent:** Tuesday, June 25, 2002 5:22 PM  
**To:** [jlnovak@qwest.com](mailto:jlnovak@qwest.com)  
**Cc:** [plevene@qwest.com](mailto:plevene@qwest.com)  
**Subject:** Hot Issues

Jean,

I received your VM indicating you were working on the IMA problem. We are at a standstill for these CLEC to CLEC conversions when we want to reuse facilities. Just to confirm I would like the following Qwest personnel notified:

- Russ Urvig/Process Manager that developed the CLEC to CLEC process. He always states no one called him to ask questions from systems.
- Susie Bliss/I have complained about the "systems" people not sitting at the table with "Process" people to determine the impact to processes when systems changes are made. She wants all examples.
- Connie Winston/I was unaware this was an issue at CMP last week. She wants any issues communicated to her Team.

In addition, I am anxious for information on the IMA and switch flow through issues. If I cannot get a response by midday tomorrow I will need to escalate. We cannot continue to have our customers lose dial tone on a conversion.

Thanks for your help!

Bonnie