

R. Hance Haney
Executive Director – Federal Regulatory

1020 19th Street NW, Suite 700
Washington, DC 20036

202 429 3125
202 293 0561 fax
Email hhaney@qwest.com



September 9, 2002

Ex Parte

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, S.W., TW-B204
Washington, D.C. 20554

Re: Application of Qwest Communications International, Inc.
To Provide In-Region InterLATA Services in the States of Colorado,
Idaho, Iowa, Nebraska and North Dakota, WC Docket No. 02-148

Application of Qwest Communications International, Inc.
To Provide In-Region InterLATA Services in the States of Montana,
Utah, Washington & Wyoming, WC Docket No. 02-189

Dear Ms. Dortch:

Qwest hereby responds to a request from the Wireline Competition Bureau for information to supplement Qwest's August 13th ex parte concerning multiple CSRs.

Specifically, the Bureau requested the occurrence rate for CSR transactions that resulted in a multiple CSR response for May through June 2002.

Via EDI 8.0:	3.2%
Via EDI 9.0:	0.8%
Via EDI 10.0:	0.0%
Via GUI 9.0/10.0:	4.2%

The Bureau sought clarification concerning the availability of EDI and GUI data for IMA 9.0 and IMA 10.0. IMA 10.0 was the only GUI version available between July 1 and August 4, 2002. GUI data for 9.0 is attached for May 1 through June 14, and GUI data for 10.0 is attached for June 15-30, 2002.

The Bureau also requested a description of how an account is reviewed to resolve multiple CSRs. As described in the IMA User's Guide, when the CLEC receives a multiple CSR response, a list of the accounts is returned. For each account, IMA provides the following fields: Listed name, Account status, Billing Telephone Number, Customer code and several address fields (e.g. House number, Street Name and City). In some instances the CLEC can use this information, with or without additional fact finding with the customer,

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to determine which is the correct CSR. The CLEC would then select the correct account by clicking on the appropriate account and then clicking the "Next" button. The full CSR is then displayed.

If a CLEC is still unable to resolve the CSR multiple match with the immediate information returned, a CLEC can also review the full CSR for each account. A CLEC can use a variety of fields returned on the full CSR to resolve the multiple match (e.g. the Reseller ID to determine account ownership, or the Billing tab to determine billing responsibility).

The twenty-page limit does not apply as set forth in DA 02-1390 and DA 02-1666.

Sincerely,

Hance Haney

cc:	M. Carowitz	P. Baker	J. Stanley
	E. Yockus	C. Post	S. Vick
	G. Remondino	P. Fahn	J. Orchard
	R. Harsch	B. Smith	C. Washburn
	J. Jewel	J. Myles	S. Oxley