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January 17, 2002

The Honorable Christine O. Gregoire  
Attorney General of Washington  
1125 Washington St. SE  
Olympia, Washington 98504

Dear Attorney General Gregoire:

Thank you for your letter concerning our recent bill insert. That bill insert notified customers that Qwest intends to share "customer proprietary network information" as defined in Section 222 (h)(1) in the Telecommunications Act of 1996, which we generally refer to as customer account information.

Customer service and customer confidence are absolutely critical at Qwest. We have spent billions of dollars improving customer service, and we do not intend to undermine customer confidence by mishandling or improperly utilizing customer account information. I am sorry that some of our customers came away with a different impression and I apologize for any anxiety that they experienced.

We are aware of your long-standing positions on consumer privacy issues, and know that these issues are important to you and your office. We share your belief that customers should be able to exercise control over the use of customer account information. That is why we sent the detailed bill insert notice informing our customers of our plan to use customer account information and offering them an opportunity to decline to permit us to use the information in that way.

The bill insert, and subsequent media coverage, have generated interest among our customers. Some of our customers have called us, concerned about what Qwest intends to do with customer account information, particularly with respect to sharing information with third parties. That concern has created a higher volume of calls than we originally expected, in a shorter time frame. Accordingly, we have taken a number of steps to further explain how we use account information and to assure that customers can reach us to ask questions or to opt out, as I describe below.

First, we are going to send out a second notice to Washington customers. We want to provide them with a reminder of our policy and their options, especially given the fact that we will not be sharing customer account information inside the company until after March 29 (as discussed below). We will also use the opportunity to explain to customers how seriously we take our responsibility to protect customer account information.

Second, we have added an additional 290 specially trained customer representatives to take customers' calls. We have extended the hours that people can speak with a Qwest representative to include Saturdays and Sundays. As of this afternoon, customers were holding less than 20 seconds to speak with a service representative.

Third, we've improved the web site so that more customers can submit their requests simultaneously. Next week we also will have links to the text of the CPNI notice, Frequently Asked Questions about customer account information, and to our privacy policy.

Page 2  
Attorney General Gregoire  
January 17, 2002

Fourth, we now have an automated voice response system – available 24 hours a day, seven days a week – set up on our 877 number. That means customers who want to notify us that they don't want Qwest to share customer account information inside the company or with authorized representatives can do so without waiting to speak to a customer representative.

Finally, we will not begin sharing customer account information with the Qwest family of companies or their authorized representatives until after March 29, 2002. Of course, if a customer contacts us after that date, we will promptly stop sharing this information. We will also follow up with all customers who contact us to confirm their decision that we not share customer account information in this way. This is essentially the 90-day period that you requested in your letter, since the bill insert began being provided in December 2001 bills.

Let me be clear, Qwest shares customer account information only with its family of companies and others authorized to help customers get Qwest services. We do not share this information with anyone else, except we may share customer account information where required by law, to prevent the unlawful use of services or if we sell that part of our business.

There is an even more detailed explanation of our policy concerning the use of customer account information for commercial purposes in the attached Customer Privacy Policy. You, and any other Qwest customer, can find this policy on the Qwest web site at <http://www.qwest.com>. Click on the "Privacy" button at the bottom of the screen and the Customer Privacy Policy will appear.

Qwest values its customers and respects their judgment with regard to the use of customer account information. That is why Qwest has taken the additional steps described in this letter. And it is why we are going to send out a second notice to Washington customers. In fact, we have begun drafting a reminder notice – one that we are confident will accomplish our objectives and yours. We will be in discussions with your Staff as we implement the changes we have described in this letter.

If you have further questions, I would be more than happy to talk with you anytime. Please call me at (206) 345-2002.

Sincerely,



cc: Jeff Goltz, Deputy Attorney General  
Robert Cromwell, Assistant Attorney General