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May 13, 2002

Via Overnight Mail

Blanco Bayo
Division of Commission Clerk &
Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Webnet Communications, Inc.
Docket No. 001109-T1

Dear Ms. Bayo:

This letter is Qwest Communications Corporation's response to the April 9, 2002 letter from the The Helein Law Group, P.C. on behalf of Webnet Communications. In that letter (which Qwest only recently obtained from this docket file), attorney Haddad states that Webnet, a Qwest reseller, has demanded that Qwest disconnect all of Webnet's Florida customers based on Webnet's loss of its Florida certificate to provide intrastate interexchange service. Attorney Haddad further states that Webnet has notified all of its Florida customers of the impending disconnection and has stopped billing them for service.

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Since January 2002, Qwest has been aware of Webnet's certificate loss, and Qwest Policy & Law Director Carol Kuhnaw has been working with Commission Staff in an effort to administer an orderly transition of the Webnet customers to other carriers. Staff told Ms. Kuhnaw that Staff questioned whether Webnet had sent notice to its customers that it would disconnect them -- as alleged in attorney Haddad's letter -- based on the extremely large number of customers who have not chosen another carrier and thus remain Webnet customers. Because of this, Qwest refrained, at Staff's request, from disconnecting these customers at the Qwest switch, and Ms. Kuhnaw attempted to work

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with Staff in reaching a solution for transferring the former Webnet customers that would not result in the disruption of service.

However, in light of attorney Haddad's statements in the April 9, 2002 letter that customer notice was sent and that instructions have been given to disconnect all Webnet customers from the Webnet account, Qwest believes that it should disconnect all customers at the Qwest switch. The alternative is to have the voice traffic of the remaining Webnet customers branded with the Qwest carrier identification code and billed to the customers at Qwest casual calling rates. (Indeed, this may have already occurred for some customers.) While this casual billing obviously does not constitute slamming, Qwest does not believe that it should further carry the traffic and bill the former Webnet customers -- and have to deal with the attendant customer questions and confusion -- while Staff tries to reach a solution that would avoid service disruption to these customers.

Accordingly, this letter is to inform the Commission that, effective May 20, 2002, Qwest will disconnect all former Florida Webnet customers at the Qwest switch. The effect of this will be that the affected customers will not be able to access the Qwest toll network on a 1+ dialing protocol. The affected customers will still be able to make local and emergency calls and will be able to make toll calls using 1010XXX+ protocol dialing. Please contact the undersigned with any questions.

Sincerely,

A handwritten signature in black ink, appearing to read 'T. Snyder', written in a cursive style.

Thomas W. Snyder

cc: Carol P. Kuhnow
Loubna Haddad, Esq.