

## Table of Contents

|   |        |
|---|--------|
| Regulatory overview.....                      | Tab 1  |
| PICC customer categories.....                 | Tab 2  |
| Qwest PICC billing process.....               | Tab 3  |
| PICC workflow diagram.....                    | Tab 4  |
| PICC Support documentation.....               | Tab 5  |
| PICC billing discrepancies.....               | Tab 6  |
| Disconnecting Inactive CICs.....              | Tab 7  |
| Letter of Agency Guidelines.....              | Tab 8  |
| PICC Liability Termination Process.....       | Tab 9  |
| PICC Liability Termination Certification..... | Tab 10 |
| RSS changes and PICC.....                     | Tab 11 |
| Names, addresses, phone numbers.....          | Tab 12 |
| FCC Tariff References.....                    | Tab 13 |
| Glossary.....                                 | Tab 14 |