Scan Cover Sheet

Scan ~ _____ ~ # Pgs [_____]

Order Granting Intervention

~

Qwest Report on the Status of Change Management Process Redesign

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF SOUTH DAKOTA

IN THE MATTER OF THE ANALYSIS OF QWEST CORPORATION'S COMPLIANCE WITH SECTION 271(c) OF THE TELECOMMUNICATIONS ACT OF 1996	))))	ORDER GRANTING INTERVENTION TC01-165

On October 25, 2001, Qwest Corporation filed with the Commission a Petition for Commission Recommendation that the Federal Communications Commission Grant Qwest Corporation Entry into the In-Region InterLATA Market Under Section 271 of the Telecommunications Act Of 1996. Specifically, Qwest Corporation requests that this Commission find, based upon the record presented, that Qwest Corporation has met the competitive checklist and other requirements of 47 U.S.C. Section 271, which prescribe the mechanism by which Qwest Corporation may be found eligible to provide in-region interLATA services and rely upon that finding to provide a favorable recommendation to the Federal Communications Commission. In support of its petition, Qwest Corporation submitted 26 affidavits, a revised Statement of Generally Available Terms, and seven Reports submitted in the Seven-State Process.

On November 1, 2001, the Commission electronically transmitted notice of the filing and the intervention deadline of November 16, 2001, to interested individuals and entities. A Petition for Leave to Intervene was received from Black Hills FiberCom, L.L.C. (Black Hills) on November 7, 2001, a Petition to Intervene was received from Midcontinent Communications (Midcontinent) on November 9, 2001, and a Petition for Leave to Intervene was received from AT&T Communications of the Midwest, Inc. (AT&T) on November 15, 2001.

The Commission has jurisdiction in this matter pursuant to SDCL Chapter 49-31 and ARSD 20:10:01:15.05.

At a regularly scheduled meeting of November 27, 2001, the Commission found that the Petitions to Intervene demonstrated good cause to grant intervention. It is therefore

ORDERED, that the Petitions to Intervene of Black Hills, Midcontinent and AT&T are hereby granted.

Dated at Pierre, South Dakota, this 5th day of December, 2001.

CERTIFICATE OF SERVICE

The undersigned hereby certifies that this document has been served today upon all parties of record in this docket, as listed on the docket service list, by facsimile or by first class mail, in properly addressed envelopes, with charges prepaid thereon.

By: Delaine Kolbo

Date: 12/6/01

(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION:

JAMES A. BURG, Chairman

PAM NELSON, Commissioner

STOEL RIVES LLP

ATTORNEYS

December 6, 2001

Debra Elofson, Executive Director
SD Public Utilities Commission
500 East Capitol
Pierre, SD 57501

Re: IN THE MATTER OF THE INVESTIGATION INTO QWEST CORPORATION'S COMPLIANCE WITH SECTION 271 OF THE TELECOMMUNICATIONS ACT OF 1996 — Docket No. TC01-165

Dear Ms. Elofson:

Enclosed for filing please find an original and 10 copies of Qwest Corporation's Report on the Status of Change Management Process Redesign and supporting documents.

Sincerely yours,

Mary S. Hobson

MSH:cw
Enclosures
Cc: Steven Weigler
David A. Gerdes
Gregory J. Bernard
Colleen Sevold
Tom Welk

STOEL RIVES LLP
ATTORNEYS

101 SOUTH CAPITOL BOULEVARD
SUITE 1900
BOISE, IDAHO 83702-5958
Phone (208) 389-9000 Fax (208) 389-9040
Internet www.stoel.com

RECEIVED
DEC 07 2001
SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

December 6, 2001

MARY S. HOBSON
Direct Dial
(208) 387-4277
email mshobson@stoel.com

Steven H. Weigler
AT&T Communications of the Midwest
1875 Lawrence Street
Denver, CO

Black Hills Fiber Com
Gregory J. Bernard
Morrill, Thomas, Nooney & Braun
PO Box 8108
Rapid City, SD 57709

Midcontinent Communications
David A. Gerdes
May, Adam, Gerdes & Thompson LLP
503 S. Pierre St.
Pierre, SD 57501-0160

Re: IN THE MATTER OF THE INVESTIGATION INTO QWEST CORPORATION'S COMPLIANCE WITH SECTION 271 OF THE TELECOMMUNICATIONS ACT OF 1996 ---- Docket No. TC01-165

Dear Counsel:

Enclosed please find a copy of Qwest Corporation's Report on the Status of Change Management Process Redesign and supporting documents.

Sincerely yours,

Mary S. Hobson

MSH:cw
Enclosures

RECEIVED
DEC 07 2001
SOUTH DAKOTA PUBL
UTILITIES COMMISSIC

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA

IN THE MATTER OF THE INVESTIGATION INTO QWEST CORPORATION'S COMPLIANCE WITH SECTION 271 OF THE TELECOMMUNICATIONS ACT OF 1996	)	**Docket No. TC01-165**
	)	**CERTIFICATE OF SERVICE**

I, Mary S. Hobson, do hereby certify that I am a member of the law firm of Stoel Rives LLP, and on this 6th day of December, 2001, true and correct copies of Qwest Corporation's Report on the Status of Change Management Process Redesign and supporting documents were sent to the following intervenors:

Steven H. Weigler — **via E-mail**
AT&T Communications of the Midwest
1875 Lawrence Street
Denver, CO
Email: weigler@lga.att.com

Black Hills Fiber Com — **via Overnight Delivery**
Gregory J. Bernard
Morrill, Thomas, Nooney & Braun
PO Box 8108
Rapid City, SD 57709

Midcontinent Communications — **via Overnight Delivery**
David A. Gerdes
May, Adam, Gerdes & Thompson LLP
503 S. Pierre St.
Pierre, SD 57501-0160

Harlan Best, Staff Analyst — **via Overnight Delivery**
Public Utilities Commission
500 East Capitol Avenue
Pierre, SD 57501

Karen Cremer, Staff Attorney — **via Overnight Delivery**
Public Utilities Commission
500 East Capitol Avenue
Pierre, SD 57501

Mary S. Hobson
Attorney for Qwest Corporation

RECEIVED
DEC 07 2001
SOUTH DAKOTA PUBLI
UTILITIES COMMISSIO

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA

IN THE INVESTIGATION INTO QWEST CORPORATION'S COMPLIANCE WITH SECTION 271 OF THE TELECOMMUNICATIONS ACT OF 1996	)	Docket No. TC01-165

QWEST CORPORATION'S REPORT ON THE STATUS OF CHANGE MANAGEMENT PROCESS REDESIGN

Qwest Corporation hereby provides its second monthly status report regarding the meetings it has held with CLEC representatives regarding the redesign of Qwest's Change Management Process ("CMP").[1] Qwest proposes that CLECs and other parties to this proceeding be given a reasonable amount of time to file comments on this report, including comments regarding impasse issues identified in the report, if any.[2]

I. INTRODUCTION AND BACKGROUND

Qwest and the CLEC community are continuing to redesign the CMP to address key concerns regarding the process raised by CLECs in the CMP over time, as well as in the section

[1] Qwest's CMP was formerly known as the "Co-Provider Industry Change Management Process" or "CICMP." The CLECs participating in that process chose to change the name to "Change Management Process."

[2] Qwest circulated a draft of this report to the CLECs that participate in the CMP redesign effort to allow them to comment on its content. Eschelon provided extensive comments at a more granular level of detail than this report generally contains. WorldCom also provided some comments. Some of the Eschelon and WorldCom comments were incorporated into this report. The full text of the Eschelon and WorldCom comments is contained in the redlined version of the draft report that is attached as Exhibit D.

271 workshops regarding Qwest's change management process.[3] Qwest appreciates and commends the CLECs' continued active participation in these working sessions. CLEC representatives and Qwest have held eight full days of meetings since the last status report was filed. In addition, discussions about redesign issues have been held in separate conference calls.

As a general matter, the parties agreed to address systems issues first, then address product and process issues. The redesign process has resulted in the parties agreeing on interim solutions pending final approval on many issues. Further revisions may be made based on the interim implementation of processes.

In the first status report, filed October 10, 2001, Qwest noted that these issues included the scope of CMP, escalation and dispute resolution processes for the CMP, interim processes for change requests ("CRs") to be submitted by CLECs and Qwest for systems issues, and CRs to be submitted by CLECs relating to product and process issues. Since then, the parties have reached agreement on exception processing for OSS interfaces, product and process changes; OSS interface change request initiation process; process for introduction of a new OSS interface; process for changes to existing OSS interfaces; process for retirement of an OSS interface; and process for interface testing.

II. AGREEMENTS REACHED ARE TRACKED IN THE INTERIM DRAFT MASTER REDLINED DOCUMENT

The parties agreed to use the OBF's Issue 2233 version 1 as a starting point for discussion and a working document. However, Issue 2233 version 1 does not contemplate that changes relating to products and processes would be subject to the change management process and,

---

[3] Qwest has established a website where it has posted the redesign minutes and other materials. The website address is www.qwest.com/wholesale/cmp/redesign.

therefore, Issue 2233 version 1 relates to OSS changes only. Nonetheless, Qwest has agreed to develop change management processes for products and processes. Therefore, the CMP participants will create language in the working document to address product and process changes.

Qwest is tracking the parties' agreements in that document, which is entitled "Interim Draft Master Redlined CLEC-Qwest CMP Re-design Framework." A copy of this document, reflecting agreements reached through the November 27-29, 2001 meeting, is attached hereto as Exhibit A. The parties have not agreed to all of the text in the Interim Draft Master Redlined CLEC-Qwest CMP Re-design Framework. For ease of reference, the portions of this document that represent the parties' agreements are formatted in regular typeface, while the portions of the document that have not yet been discussed appear in italic font.

As noted previously, the terms "interim" and "draft" have special significance as they are used in the document title, "Interim Draft Master Redlined CLEC-Qwest CMP Re-design Framework." The agreements presented in the Interim Draft Master Redlined CLEC-Qwest CMP Re-design Framework are interim agreements in that the parties agreed that Qwest can implement those agreements as soon as practicable. At the same time, the agreements remain in draft form because they are subject to change throughout the redesign process. At the end of the redesign process, the parties will review the document as a whole and make necessary changes to ensure that the discrete agreements reached regarding different issues fit together into a cohesive and integrated whole. This review will include a comparison of the agreed language to existing CMP documentation, OBF's Issue 2233 version 1, the Colorado Issues List, and the redesign team's issue and action item log to ensure that all relevant issues have been addressed.

The parties have now reached agreement in principle on an OSS interface change request ("CR") initiation process, which provides that Qwest and CLECs both submit CRs to request changes to OSS interfaces. Both Qwest-initiated and CLEC-initiated OSS interface CRs follow the agreed process. The process provides that Qwest will hold a clarification meeting to ensure that the intent of the CR is clear. All OSS interface CRs will be discussed and modified, if necessary, at the monthly CMP meetings. This process is incorporated in Exhibit A.

The parties have also reached agreement in principle on processes for the introduction of a new OSS interface, changes to an existing OSS interface, and retirement of an OSS interface. Each of these processes sets forth an agreed timeline for advance notification to CLECs and the opportunity for CLECs to provide input regarding new OSS interfaces, changes to existing OSS interfaces, and retirement of OSS interfaces. These processes are incorporated in Exhibit A.

The agreed implementation timeline for changes to an existing application-to-application OSS interface provides, among other things, for Qwest to provide to CLECs draft technical specifications containing the information CLECs need to code the interface at least 73 calendar days prior to implementing a release, and affords the CLECs eighteen (18) calendar days from the initial publication of the draft technical specifications to provide written comments and/or questions relating to that documentation. Qwest will respond to CLEC comments and/or questions and sponsor a walk through meeting where CLECs' subject matter experts can ask questions of Qwest's technical team regarding specific requirements. Qwest will provide final release requirements at least forty-five (45) calendar days in advance of the implementation date. Qwest will also provide a thirty (30) day test window for any CLEC that desires to jointly test with Qwest prior to the implementation date.

The parties have also reached agreement on interface testing for application-to-application interfaces. Qwest will provide a separate CLEC test environment for testing of transaction-based application-to-application interfaces, in addition, test files for batch/file interfaces such as billing interfaces. CLECs may perform initial implementation testing and migration testing. Initial implementation testing allows a CLEC to test new transactions for which it has not been through testing prior to production. Migration testing affords a CLEC the opportunity to test the technical specifications of the latest release from the previous version before moving from one version to the next version.

III. ISSUES DISCUSSED IN CMP REDESIGN MEETINGS

In the meetings to date, the parties' discussions have touched on a wide range of issues. The redesign team maintains an issue and action item log that tracks issues that are raised to ensure that they are resolved. Copies of the meeting minutes from the July 11 through September 20, 2001 meetings were attached to the prior status report. Copies of the meeting minutes for the October 2, 3, 16, 30, 31 and November 1 and 13, 2001 meetings are attached hereto as Exhibit B. Specifically, the parties have addressed the following issues on the Colorado Issue Log for Workshop No. 6 (1st Session), Section 12, General Terms and Conditions, CICMP, BFR, June 19-22, 2001.

Clarity and accessibility of Qwest CICMP documents (Issue CM-1). The parties have discussed the need and ability to clarify and make available Qwest's CMP documents. Qwest has agreed to CLEC requests to enhance the design of the CMP website to increase ease of navigation and locating specific documents.

Definition and adequacy of Qwest's escalation and dispute resolution process (Issue CM-2). The parties have discussed and agreed upon an escalation and dispute resolution process for

the CMP. Those processes are set forth at pp. 64-68 of Exhibit A. As described above, these agreements will remain in draft form until the conclusion of the redesign process in order to allow for any necessary adjustments.

Five categories of changes in SBC documents (Issue CM-3). While the parties have not fully discussed or reached agreement on the categories of changes to be included in Qwest's CMP, Exhibit A includes four of the five categories of system changes included in SBC's documents. Those categories are listed in Exhibit A under the heading "Types of Change." Qwest has already implemented these four categories of changes in its OSS CMP process. The fifth category of changes, "Production Support," is not currently listed as a type of change in the Interim Draft Master Redlined CLEC-Qwest CMP Re-design Framework because the parties have not concluded discussions regarding Qwest's production support proposal. However, the parties made significant progress developing the process during the November 27 CMP redesign working session.

Performance measurements for change management (Issue CM-4). To date, the parties to the ROC TAG have agreed upon one new performance measurement, PO-16, which measures timeliness of release notifications.

Repair process subject to change management (Issue CM-5). Qwest has committed to including repair processes in CMP. The parties' agreement on the scope of the CMP reflects that commitment. *See* Exhibit A at pp. 5-7.

Frequency of scheduled CICMP meetings (Issue CM-6). The parties have agreed that CMP will be conducted on a regularly scheduled basis, at least on a monthly basis. At the CLECs' request based on the volume of issues to be addressed at these monthly forums, Qwest agreed to change the monthly forum format to include two separate full day meetings, with one

full day dedicated to system CMP issues and one full day dedicated to product and process CMP issues, to allow for more substantive discussion.

Qwest-generated CRs (Issue CM-7). Qwest has committed to submit Qwest-originated CRs for changes to OSS interfaces, which are defined in the Interim Draft Master Redline CLEC-Qwest CMP Re-design Framework as "existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users."

Proprietary CR (Issue CM-8). Exhibit A currently does not contain provisions for proprietary CRs. The parties have not discussed whether to include proprietary CRs in the process.

EDI draft worksheet availability (Issue CM-9). The parties have agreed to an implementation timeline for changes to an existing application-to-application OSS interface, which includes a requirement for Qwest to provide to CLECs draft technical specifications containing the information CLECs need to code the interface at least 73 calendar days prior to implementing a release, affords the CLECs an opportunity to provide written comments and/or questions relating to that documentation, and requires Qwest to provide final release requirements at least forty-five (45) calendar days prior to the implementation date. Qwest will also provide a thirty (30) day test window for any CLEC that desires to jointly test with Qwest prior to the implementation date.

Whether CLECs have had input into the development of the CMP (Issue CM-10). CLECs that are Core Team members are actively participating in the redesign meetings. Currently, the Core Team consists of Qwest and nine (9) CLEC entities that consistently and

actively negotiate changes to the CMP. The CLEC entities are: Allegiance Telecom, AT&T, Avista, Covad Communications, Eschelon Telecom, Integra, SBC Telecom, Sprint and WorldCom. Other CLEC participants occasionally join and participate in these meetings.

WCom not allowed to vote on EDI CRs (Issue CM-12). This issue has not yet been addressed in the redesign meetings.

Scope of CMP (Issue CM-13 and 16). The parties have reached agreement regarding the definition of the scope of the CMP, which is set forth in the Interim Draft Master Redlined CLEC-Qwest CMP Re-design Framework. *See* Exhibit A, Introduction and Scope, at pp. 5-7.

Whether Contents of Exhibit G should be included in SGAT (Issue CM-14). Qwest has conceded this issue, and the parties to the redesign effort have discussed revisions to SGAT Section 12.2.6. Qwest has made some changes to Section 12.2.6 at the request of CLECs, but the parties have not agreed upon the language in the entire paragraph. Qwest's proposal regarding Section 12.2.6 is attached as Exhibit C to Qwest Corporation's Report on the Status of Change Management Process Redesign filed on October 10, 2001.

Whether Contents of Exhibit H should be included in SGAT (Issue CM-15). Qwest has conceded this issue, and the parties to the redesign effort have discussed revisions to SGAT Section 12.2.6. Qwest has made some changes to Section 12.2.6 at the request of CLECs, but the parties have not agreed upon the language in the entire paragraph. Section 12.2.6 refers to just Exhibit G, because Exhibit H (the escalation process) is now included within Exhibit G. Qwest's proposal regarding Section 12.2.6 is attached as Exhibit C to Qwest Corporation's Report on the Status of Change Management Process Redesign filed on October 10, 2001.

Processes for notification of CLECs and adequacy of process (Issue CM-17). The parties have reached preliminary agreement regarding various notification processes, but have not

reached final agreement on all notification processes. The parties have also reached agreement on the basic categories of notifications and a naming convention for Qwest's CLEC notifications.

Documents described and as yet unidentified or unknown, which include the change request prioritization process and other links (Issue CM-18). Prioritization, which determines via the parties' ranking which CRs are implemented in a release, is currently being discussed to determine viable solutions. The redesign team has begun to discuss the change request prioritization process for systems, but has not yet reached final agreement.

IV. SCHEDULE FOR REMAINING REDESIGN DISCUSSIONS

The schedule of upcoming meetings, including proposed subjects, is attached as Exhibit C and is subject to change based on the progress made by the parties.

V. CONCLUSION

Qwest appreciates the time and effort the CLECs have devoted to participating in the redesign of Qwest's CMP. Qwest is confident that the collaborative redesign process will result in an effective CMP that meets CLEC needs and is consistent with industry practices.

Dated this 6th day of December, 2001.

RESPECTFULLY SUBMITTED,

Mary S. Hobson
Ted D. Smith
Stoel Rives LLP
101 S. Capitol Blvd., #1900
Boise, ID 83702

Thomas J. Welk
Boyce, Murphy, McDowell & Greenfield LLP
101 N. Phillips Avenue
Wells Fargo Center
Sioux Falls, SD 57117

Andrew Crain
Qwest Corporation
1801 California St., Suite 4900
Denver, CO 80202

Attorneys for Qwest Corporation

CHANGE MANAGEMENT PROCESS (CMP) FOR LOCAL SERVICES ~~ORDERING AND PROVISIONING~~

TABLE OF CONTENTS

INTRODUCTION AND SCOPE

TYPES OF CHANGE

~~I. Type 1 (Production Support) Change~~

II. ~~Type 2 (~~Regulatory~~)~~ Change

III. ~~Type 3 (~~Industry Guideline~~)~~ Change

IV. ~~Type 4 (Provider~~Qwest Originated~~)~~ Change

V. ~~Type 5 (Customer~~CLEC Originated~~)~~ Change

~~VI. Tracking Change Requests~~

CHANGE REQUEST INITIATION PROCESS

I. ~~Customer~~CLEC ~~Originated Requests~~CLEC-Qwest OSS Interface Change Initiation Process

II. ~~Provider Originated Requests~~Introduction of a New Graphical User Interface (GUI)

INTRODUCTION OF A NEW OSS INTERFACE

I. ~~Release Planning~~Introduction of a New Application-to-Application OSS Interface

II. ~~Customer~~CLEC ~~Responses/Comments~~Introduction of a New Graphical User Interface (GUI)

~~III. Provider Responses/Comments~~

~~IV. Final Release Announcement~~

CHANGE TO EXISTING INTERFACES

I. ~~Interface Change Process~~Application-to-Application OSS Interface

II. ~~Versioning of Type 1 Changes~~Graphical User Interface (GUI)

~~III. Versioning of Type 2 Changes~~

~~IV. Versioning of Type 3 Changes~~

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

V. Versioning of Type 4 and Type 5 Changes

RETIREMENT OF EXISTING OSS INTERFACES

I. Initial Retirement PlansApplication-to-Application OSS Interface

II. Final Retirement NoticeGraphical User Interface (GUI)

MANAGING THE CHANGE MANAGEMENT PROCESS 47873319

I. Change Management POC 47873319

II. Purpose of Change Management POC 47873319

III. Change Management POC List Creation 47883319

IV. Formal Method of Communication 48893320

V. Governing Body 48893420

MEETINGS 50923622

I. Agenda Items for Change Management MeetingMeeting Materials [Distribution Package] for Change Management Meeting 51943623

II.II. Change Management Meeting Action Log and Change Request Status

III. Meeting Minutes for Change Management Meeting 53973725

IV. Provider Change Management Process Qwest Wholesale CMP Web Site 54993726

REQUIREMENTS REVIEW 561023828

I. Draft Interface Release Requirements 561023828

II. Content of Draft Interface Release Requirements 561033828

III. Walk Through of Draft Interface Release Requirements 571043829

IV. CustomerCLEC's Comments on Draft Interface Release Requirements 571043829

V. Provider Response to Comments 571043829

VI. Final Interface Release Requirements 571053829

VII. Content of Final Interface Release Requirements 571053830

PRIORITIZATION 591073831

I. Prioritization Review 591073831

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

II. Prioritization Process 591083931

III. *Voting* 601093932

ESCALATION PROCESS 671214633

I. Guidelines 671214633

II. Cycle 671224633

INTERFACE TESTING 611114136

I. New Release & Production Support Testing in the ~~Customer~~CLEC Test Environment (CTE) 611124136

II. New Release Testing 631154136

III. Getting Ready for the New Release Testing 631154137

IV. *Production Support Testing* 631164237

PRODUCTION SUPPORT

TRAINING 661204538

ESCALATION PROCESS 6712146

I. Guidelines 6712146

II. Cycle 6712346

DISPUTE RESOLUTION PROCESS

DEFINITION OF TERMS 72130494141 40

GLOSSARY OF TERMS 7313250424241

APPENDIX A: CHANGE REQUEST FORM AND CHECKLIST 7413351434342

I. Appendix A-1: Change Request Form 7413351434342

II. Appendix A-2: Change Request Form Checklist 7814154474746

APPENDIX B: CHANGE REQUEST PRIORITIZATION FORM 80148565050 49

APPENDIX C: CMP PRIORITIZATION PROCESS EXAMPLE 8115057515150

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

Note Throughout this document italicized text represents OBF language not yet discussed by the CLEC Qwest Re-Design Team.

CHANGE MANAGEMENT PROCESS (CMP)
FOR LOCAL SERVICE ORDERING AND PROVISIONING

INTRODUCTION [Need to re-address at a later date]

Action Item #17

The Change Management Process (CMP) is the a formal method used by customersCompetitive Local Exchange Carriers (CLECs) and Qwest and a local service providers to initiate, communicate, prioritize, schedule, to communicate about and implement changes enhancements changes to Owest provider Operational Support Systems (OSS) interfaces which directly or indirectly impact a CLEC, used in connection with resold services and unbundled network elements. Changes include new functionality, enhancements to existing functionality, defect maintenance and introduction/retirement of interfaces, based on Local Service Ordering Guidelines (LSOG).

The change management process creates a framework for meetings in which changes to the provider's Qwest's OSSs and their business rules may be introduced or discussed. The CLECscustomer's Point Of Contact (POC) may request interface changes for future consideration by submitting a Change Request Form to the provider'sQwest's POC.

The FCC requires Incumbent Local Exchange Carriers to have processes for management of manual and electronic interfaces relative to order, pre-order, account maintenance, testing and billing. The scope of this document is to define only the processes for change management of manual and electronic interfaces relative to order and pre-order functions.

INTRODUCTION AND SCOPE [need to readdress at a later date]
Action Item 17

This document defines the processes for change management of ossOSS interfaces, products and processes (including manual) as described below. Cmp provides a means to address changes that support or affect pre-ordering, ordering, provisioning, maintenance/repair and billing capabilities and

* Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities ~~that are provided to CLECs~~ to their end users~~that are provided to CLECs~~.
* Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

enhanced documentation and production support issues for local services provided to eleeCLECs to their end users.

The empCMP is managed by eleeCLEC and qwestQwest representatives each having distinct roles and responsibilities. The eleeCLECs and qwestQwest will hold regular meetings to exchange information about the status of existing changes, the need for new changes, what changes qwestQwest is proposing, how the process is working, etc. The process also allows for escalation to resolve disputes, if necessary.

Qwest will track changes to ossOSS interfaces, products and processes. The empCMP includes the identification of changes and encompasses, as applicable, requirement definition, design, development, notification, testing, implementation and disposition of changes - revisit list]. Qwest will process any such changes in accordance with the empCMP described in this document.

~~manual and electronic interfaces relative to pre-order, and pre-order, provisioning, maintenance/repair, and billing functions. Interface impact is defined as changes to field content or format, or changes in the business rules used to govern field population. This includes national guideline changes, e.g., LSOG, as well as providerQwest-specific interface process and system changes. Changes include new functionality, enhancements to existing functionality, elimination/retirement of interfacesprocesses and systems and maintenance releases affecting production defects. Desired changes should be submitted to the appropriate ATIS Forum.~~

~~This scope includes any pre-order, order business rules, interface system testing and maintenance that impact ongoing and future technical and operational processes, and changes that alter the relationship in the manner in which the provider Qwest and customer a CLEC do business.~~

~~The CMP provides a means for changes to the provider's OSSs and their business rules. The customer's Point Of Contact (POC) may request interface changes for future consideration by submitting a Change Request Form to the provider's POC. These requests may include new functionality or changes to existing functionality.~~
~~The types of changes that will be handled by this process are:~~

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application to application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities ~~and~~ and network services provided by CLECs to their end usersthat are provided to CLECs.
[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."
Note: Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

- Software changes
- System Environment Configuration changes
- Changes resulting from new or changed Industry Guidelines / Standards
- Product and Services (e.g., new services available via the in-scope interfaces)
- Processes (e.g., electronic interfaces and manual processes relative to order and pre-order)
- Regulatory
- Documentation (e.g., business rules for electronic and manual processes relative to order and pre-order.
- Defect resolution
- Guidelines for provider-specific change management processes

The provider Qwest will track changes to the OSS interfaces as change requests and assign a tracking number to each change request. The CMP begins with the identification of the change request and encompasses requirement definition, design, development, notification, testing, implementation and decommissioning of the change request.

The CMP is managed by customer CLEC and provider representatives each having distinct roles and responsibilities. The customer CLEC and the provider Qwest will hold regular meetings to exchange information about the status of existing change requests, the need for new changes, what changes the provider Qwest is proposing, how the process is working, etc. The process also allows for escalation to resolve disputes, if necessary.

The CMP is dynamic in nature and, as such, is managed through the regularly scheduled meetings and is based on group consensus. The parties agree to act in Good Faith in exercising their rights and performing their obligations pursuant to this CMP. This document may be revised, through the procedures set forth by the procedures described in section (X) the OBF, as business and/or regulatory conditions dictate.

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for fixed services provided by CLECs to their end users that are provided to CLECs.

[2] Throughout this document, the terms "include(s)" and "...luding" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

TYPES OF CHANGE

The change request should fall into one of the following classifications:

I. Type 1 (Production Support) Change

A Type 1 change corrects problems discovered in production versions of an OSSapplication interface. Either the providerQwest or the customerCLEC may initiate the change request. Typically, this type of change reflects instances where a technical implementation is faulty or inaccurate such as to cause correctly or properly formatted data to be rejected. Instances where providersQwest or customerCLECs misinterpret interface specifications and/or business rules must be addressed on a case by case basis. All parties will take all reasonable steps to ensure that any disagreements regarding the interpretation of a new or modified business process are identified and resolved during the change management review of the change request. Type 1 changes will be processed on an expedited basis by means of an emergency release of software/documentation.

Additionally, once a Type 1 change is identified, the change management team (see the Managing The Change Management Process section) must determine the nature and scope of the maintenance. Type 1 changes are categorized in the following manner:

Severity 1: *Production Stopped: Interface Unusable – Interface discrepancy results in totally unusable interface requiring emergency action. CustomerCLEC Orders/Pre-Orders cannot be submitted or will not be accepted by the providerQwest and manual work arounds are not feasible. Correction is considered essential to continued operation. The providerQwest and customerCLECs should dedicate resources to expedite resolution.*

Acknowledgment Notification = 1 hour

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users that are provided to CLECs.

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

~~*Status Notification = bi-hourly*~~

~~**Severity 2:** *Production Degraded: Interface Affecting – An interface discrepancy that requires a work around(s) on the part of the customer*~~CLEC ~~*or the provider*~~Qwest. ~~*The change is considered critical to continued operation. It does not stop production, but affects key applications.*~~

~~*Acknowledgment Notification = 4 hours*~~
~~*Status Notification = weekly*~~
~~*Implementation time = 14 – 30 calendar days*~~

~~**Severity 3:** *Process Impacted: Pre-order / Order requests can be submitted and will be accepted through normal processes / interfaces. Clarification is considered necessary to ongoing operations.*~~

~~*Acknowledgment Notification = 7 calendar days*~~
~~*Implementation time = 30 – 60 calendar days*~~

~~II.~~1. ~~Type 2 (Regulatory) Change~~

A Type 2 change is mandated by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority, or state and federal courts. Regulatory changes are not voluntary but are requisite to comply with newly passed legislation, regulatory requirements, or court rulings. Either the ~~customer~~CLEC or ~~the provider~~Qwest may initiate the change request.

~~III.~~II. ~~Type 3 (Industry Guideline) Change~~

~~A Type 3 change implements telecommunications~~An ~~–~~Industry Gguideline Change implements Industry Guidelines~~–~~ using a national implementation timeline, if any. Either ~~the provider~~Qwest or the ~~customer~~CLEC may initiate the change request. These guidelines are industry defined by:

- Alliance for Telecommunications Industry Solutions (ATIS) Sponsored
- Ordering and Billing Forum (OBF)
- Local Service Ordering and Provisioning Committee (LSOP)

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs~~.

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

- Telecommunications Industry Forum (TCIF)
- Electronic Commerce Inter-exchange Committee (ECIC)
- Electronic Data Interface Committee (EDI)
- American National Standards Institute (ANSI)

~~IV.~~III. ~~Type 4 (Provider Originated) Change~~ Qwest Originated Change

~~A Type 4~~ A Qwest Originated change is originated by ~~the provider~~Qwest does not fall within the changes listed above and is within the scope of CMP ~~and affects interfaces between customers and the provider. These changes may involve system enhancements, manual and/or business processes~~].

~~V.~~IV. ~~Type 5 (Customer~~CLEC ~~Originated) Change~~ CLEC Originated Change

~~A Type 5~~ A CLEC Originated change is originated by the ~~customer~~CLEC does not fall within the changes listed above and is within the scope of CMP ~~and affects interfaces between customers and the provider. These changes may reflect a business process improvement that the customer~~CLEC ~~is seeking to implement and implies a change in the way in which the customer~~CLEC ~~wishes to interact with the provider~~Qwest.

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs~~.

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

VI.V. *Tracking Change Requests [move to CR initiation process]*

The providerQwest will assign a tracking number to each change request and track changes to each change request. Tracking will be accomplished via a change request log.

[4] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users ~~that are provided to CLECs.~~

[5] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

QWEST PROPOSED CLEC-QWEST OSS INTERFACE CHANGE REQUEST INITIATION PROCESS – REVISED 11-01-01

Change Request Initiation Process

The change request initiator will complete a Change Request Form (see Appendix X) as defined by the instructions on Qwest's CMP web site. The Change Request Form is also located on Qwest's CMP web site.

(WCOM COMMENT: WCOM WOULD LIKE IT NOTED THAT THE CMP REDESIGN TEAM HAS PROPOSED CHANGES TO THE CHANGE REQUEST FORM THAT WOULD CLARIFY THE CHANGE THAT IS BEING REQUESTED AND PROVIDE MORE GUIDANCE FOR QWEST TO ASSESS ABILITY TO SUPPORT AND LEVEL OF EFFORT. WCOM COMMENTS: WE NEED TO HAVE PARITY LANGUAGE FOR CHANGES MADE TO ALL INTERFACES AT THE SAME TIME INSERTED THROUGH OUT THIS DOCUMENT.)

A CLEC or Qwest ~~may requesting~~**(AT&T Comment) seeking to** a change ~~to~~ an existing OSS interface[1], **(AT&T Comment) to establish** a new OSS interface, or **(AT&T Comment) to**the ~~re~~**tirement of** an existing OSS interface must submit a change request (CR). **(WCOM COMMENT: WCOM BELIEVES THE TYPES OF CHANGES THAT CAN BE REQUESTED BY EITHER PARTY NEED TO BE SPECIFIED HERE. THE CMP REDESIGN TEAM AGREED THAT THE FOLLOWING CHANGE REQUEST TYPES CAN BE REQUESTED BY EITHER PARTY:**
TYPE 2 (REGULATORY), TYPE 3 (INDUSTRY GUIDELINE), AND DEPENDING ON THE PARTY EITHER TYPE 4 (QWEST INITIATED) OR TYPE 5 (CLEC INITIATED)) A CR originator clec e-mails a completed ~~change request~~ (CR) form to the Qwest sSystems CMP Manager within two (2) business days after Qwest receives a complete CR; **(WCOM COMMENT: THE WAY THIS READS, QWEST INITIATED CRS FOLLOW THIS SAME PROCESS, IS THAT THE INTENT? WCOM BELIEVES IT SHOULD BE.)**

- Qwest's CMP Manager assigns a CR number and logs the CR into the CMP database.
- The Qwest CMP Manager- forwards the CR to the CMP Group Manager.
- The Qwest CMP Manager- sends acknowledgement of receipt to the ~~submitter~~originator and updates the CR database.

Within two (2) business days after acknowledgement:

- The Qwest CMP Manager posts the complete CR to the CMP web site.
- The CMP Group Manager assigns a Change Request Project Manager (CRPM) and identifies the appropriate director responsible for the CR.
- The CRPM obtains ~~for~~rom the director the names of the assigned subject matter expert(s) (SME).
- The CRPM will provide a copy of the detailed CR report to the CR originator which includes the following information:
  - description of CR
  - originating clec

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users[2] ~~are provided to CLECs~~.

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

- ~~assigned~~ CRPM
- ~~assigned~~ CR number
- ~~designated~~ Qwest SMEs and associated director(s)

Within eight (8) business days of receipt of a complete CR, the CRPM will coordinates and holds a clarification meeting with the originator~~ting elec~~ and Qwest's SMEs. Iif the ~~originating elec~~originator is not available within the above specified time frame, then the clarification meeting will be held at a mutually agreed upon time. Qwest ~~will~~ may not provide a response to a CR until a clarification meeting has been held.

At the clarification meeting, QQwest and the originat~~ingor elec~~ will review the submitted CR, validate the intent of the originat~~ingor's elec's~~ CR, clarify all aspects, identify all questions to be answered, and determine deliverables to be produced. After the clarification meeting has been held, the CRPM will document and issue meeting minutes within five (5) business days. Qwest's SME will internally identify options and potential solutions to the CR.

CRs received three (3) weeks prior to the next scheduled CMP meeting will be presented at that CMP meeting. Aat least one (1) week prior to that scheduled CMP meeting, the CRPM will have the response posted to the web, added to CMP database, and will notify all CLECs via email. CRs that are not submitted by the above specified cut-off date may be presented at that CMP meeting as a walk-on item with current status. Qwest may not provide responses to these walk-on requests until the next months CMP meeting. Tthe originator~~ing elec~~ will present its CR and provide any business reasons for the CR. Items or issues identified during the previously held clarification meeting will be relayed. Pthen, participating ~~elecs~~CLECs will then be given the opportunity to comment on the CR and subsequent clarifications. Celarifications and/or modifications related to the CR will be incorporated. Qwest's SME will present options and potential solutions to the CR if applicable. Ceonsensus will be obtained from the participating ~~elecs~~CLECs as to the appropriate direction/solution for Qwest's SME to take in responding to the CR if applicable.

on a monthly basis, qQwest will reviews the ~~receive~~d ~~cr~~CRs received prior to the cut off date and evaluates whether ~~qwest~~Qwest can implement them. qQwest's responses will be one of the following:

- "aAccepted" (qQwest will implement the ~~elec~~CLEC request) with position stated. or If the ~~cr~~CR is accepted, qQwest will provide the following in its response:
  - Ddetermination and presentation of options of how the ~~cr~~CR can be implemented

[4] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs~~.

[5] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

- Identification of the preliminary level of effort (Ss, Mm, Ll, XLxl) required to implement the erCR. **(WCOM COMMENT: WCOM WOULD LIKE IT NOTED THAT A REQUEST WAS MADE AS TO WHAT IS MEANT BY PRELIMINARY LEVEL OF EFFORT AND IS TO BE DEFINED BY QWEST.)**
  - Ssmall – requires changes to only one subsystem of a single system
  - Mmedium – requires changes to 2 or more subsystems of a single system
  - Llarge – requires changes to 2 or more systems or complex changes in multiple subsystems of a single system
  - Eextra Llarge – requires extensive redesign of at least one system.

- "dDenied" (qQwest will not implement the eleeCLEC request) with basis for the denial, including reference to substantiating material. **(WCOM COMMENT: AGAIN THE WAY THIS READS, QWEST INITIATED CRS MAY BE DENIED AS WELL. THIS IS APPROPRIATE GIVEN THAT THE CMP REDESIGN TEAM AGREED THAT QWEST AND CLEC ORIGINATED CRS GO THROUGH THE SAME PROCESSES.)**

~~If the cr can be implemented, qwest will evaluate the cr and provide the following:~~
~~determination and presentation of options of how the cr can be implemented~~
~~identification of the preliminary level of effort (s, m, l, xl) required to implement the cr~~

~~If eleesCLECs do not accept qQwest's response, they may elect to escalate or dispute the erCR in accordance with the agreed upon cmpCMP escalation or dispute resolution procedures. If the originating eleeCLEC does not agree with the determination to escalate or pursue the dispute resolution, it may withdraw its participation from the erCR and any other eleeCLEC may become responsible for pursuing the erCR upon providing written notice to the qQwest cmpCMP mManager. If the eleesCLECs do not accept qQwest's response and do not intend to escalate or dispute at the present time, they may request qQwest to status the erCR as deferred. Tthe erCR will be statused deferred and eleesCLECs may activate or close the erCR at a later date.~~

~~wAt the monthly cmpCMP meeting, the erCR originator will provide an overview of itstheir respective erCR(s) and qQwest will present either a status or its response. ers that qwest has denied can be escalated in accordance with the agreed escalation procedures under cmp.~~

~~qQwest or eleeCLEC originated erCRs for changes to an existing ossOSS interface will then be prioritized by the eleesCLECs and qQwest resulting in the initial release candidate list. eleeCLEC or qQwest originated erCRs for introduction of a new interface or retirement of an existing interface are not subject to prioritization and will follow the introduction or retirement processes outlined in Ssections x and x, respectively.~~

~~Based on the initial release candidate list, Qwest will begin its development cycle which includes the following milestones:~~

- ~~Business and systems requirements: Qwest engineers define the business and functional specifications during this phase. The specifications are completed on a per candidate basis in priority order.~~

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs~~.

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

- (AT&T Comment) *Packaging: Qwest and CLECs will discuss grouping candidates with affinities may be addressed more efficiently if taken together.[AT&T comment: this may not be exactly the right description. We just wanted to add this to this list of steps.]*
- Design: Qwest engineers define the architectural and code changes required to complete the work associated with each candidate. The design work is completed on a per candidate basis in priority order.
- Code & Test: Qwest engineers will perform the coding and testing required to complete the work associated with each candidate. The code and test work is completed on a per candidate basis in priority order.

Uusing the initial release candidate list, qQwest will begin business and system requirements. dDuring the business and systems requirement efforts, CRs may be modified or new CRs may be generated (by eleecsCLECs or qQwest), with a request that the new or modified CRs be considered for addition to the release candidate list (late added CRs). **(*WCOM COMMENTS:CHANGE "INITIAL RELEASE CANDIDATE LIST TO "RELEASE CANDIDATE LIST.)*** Iif the empCMP body grants the request to consider the late added erCRs for addition to the release candidate list, qQwest will size the erCR's requirements work effort. Iif the requirements work effort, for the late added erCRs, can be completed by the end of system requirements, the initial release candidate list and the new erCRs will be prioritized by eleecsCLECs in accordance with the agreed upon pPrioritization pProcess (see sSection xx). Iif the requirements work effort, for the late added erCRs, cannot be completed by the end of system requirements, the erCR will not be eligible for the release and will be returned to the pool of erCRs that are available for prioritization in the next ossOSS interface release.

~~using the initial release candidate list, qwest will begin business and system requirements. during the business and systems requirement efforts, new crs may be generated (by clecs or qwest), with a request that the new crs be considered for addition to the release candidate list. if the cmp body grants the request to consider the new crs for addition to the release candidate list, the initial release candidate list and the new crs will be prioritized by clecs in accordance with the agreed upon prioritization process (see section xx).~~

~~crs which are introduced during business and system requirements phase will be reviewed by qwest to size the requirements effort. if the requirements work effort cannot be completed by the end of system requirements, the cr will not be eligible for the release and will be returned to the pool of crs that are available for prioritization in the next oss interface release.~~

aAt the monthly empCMP meeting following the completion of the business and system requirements, qQwest will conduct a packaging discussion, which may include packaging options based on any affinities between candidates on the release candidate list. Tthe newly packaged list of erCRs will be used as the release candidate list during the design phase of a release. aAt the monthly empCMP meeting following the completion of design, qQwest will commit to a final list of erCRs for inclusion in the release. **(WCOM COMMENT: PLEASE CLARIFY? IT SOUNDS LIKE QWEST CANNOT PACKAGE CRS UNTIL THE BUSINESS AND SYSTEM REQUIREMENTS PHASE IS COMPLETE WHICH IS AFTER PRIORITIZATION HAS TAKEN PLACE...THUS IT IS CONCEIVABLE THAT CRS THAT MAY HAVE BEEN CONSIDERED LOW PRIORITIZE COULD HAVE AFFINITY WITH A HIGH PRIORITY CANDIDATE AND BY ASSOCIATING THE TWO, A HIGHER PRIORITY CANDIDATE MAY**

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users[1b] ~~are provided to CLECs.~~

[2] Throughout this document, the terms "include(s)" ~~.d~~ "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

NOT MAKE IT TO THE DESIGN PHASE BECAUSE OF THE PROCESS THAT WOULD BE IN PLACE WHICH LOOKS AT PRIORITY ORDER. QUESTION: IS IT POSSIBLE FOR QWEST TO PACKAGE CRS PRIOR TO THE PRIORITIZATION PHASE? IF SO, WE COULD AVOID THE ABOVE POSSIBILITY.)

If, in the course of the code and test effort, qQwest determines that it cannot complete the work required to include a candidate in the planned release, qQwest will **(AT&T Comment) discuss advise** the eleeCLECs, in the next empCMP meeting, **(AT&T Comment) either of** the removal of that candidate from the list **(AT&T Comment) or a delay in the release date to incorporate that candidate**. **If the candidate is removed from the list,** Qqwest will also advise the eleesCLECs as to whether or not the candidate could become a candidate for the next point release, with appropriate disclosure as part of the current major release of the essOSS interface. Aalternatively, the candidate will- be returned to the pool of erCRs that are available for prioritization in the next essOSS interface release.

wWhen Qqwest has completed development of the essOSS interface change, qQwest will release the essOSS interface functionality into production for use by the eleesCLECs.

qUpon implementation of the essOSS interface release, the erCRs will be presented for closure at the next empCMP monthly meeting.

From Master Redline 10-03-01

The CLEC will submit the Change Request Form to the appropriate Qwest CMP Manager electronically as defined in the CR Form instructions. Qwest will review the submitted change request for completeness. Within two (2) business days of receipt, Qwest will either request information to ensure a complete request or will return a tracking number for the change request. This will be done via email to the originator. Within ex (x) business days after the CR Tracking number has been assigned, Qwest will contact the CR originator to schedule clarification discussions if necessary.
Qwest will provide a response notification to the CLECs within X business days via email and will be posted on the CMP web site. The CR originator may request a conference call before the next scheduled CMP Meeting to discuss the provided response
Change requests that have been assigned a tracking number fourteen (14) calendar days prior to the next prioritization meeting will be included on the spreadsheet of change requests pending initial rating.

Within twenty one (21) calendar days after the change request is submitted, Qwest will provide a preliminary assessment indicating one of the following:

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end usersthat are provided to CLECs.

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

~~The change request is accepted and is a candidate for prioritization (see Prioritization section).~~
~~The change request is rejected, and the reason for rejection.~~

~~All valid change requests and the change request log will be posted on Qwest's web site.~~

~~CLECs may submit a formal request to Qwest to re-rate a change request no later than fourteen (14) calendar days prior to the next prioritization review. The request must include a reason for requesting the re-rate. This will normally be done via e-mail to Qwest with a copy to all Change Management team members.~~

~~CLEC initiated requests are Type 5, except when the proposed change has an impact on a regulatory mandate, e.g. metrics. Change requests that have impact on regulatory mandates are Type 2.~~

~~Provider Originated Requests~~

~~Provider initiated requests are Type 4, except when the proposed change has an impact on a regulatory mandate, e.g. metrics. Change requests that have impact on regulatory mandates are Type 2.~~

~~Type 4 requests will be made available to CLECs at least fourteen (14) calendar days prior to a scheduled prioritization review. The Type 4 change requests, except those that are related to new products or services, are prioritized by CLECs with Type 5 change requests (see Prioritization section).~~

~~If Qwest announces a new interface before applicable guidelines are finalized at the appropriate industry forums, Qwest will review the final guidelines when they are issued. The review will determine any alterations that may be necessary for compliance with the finalized requirements and will work the changes within the guidelines of the CMP. Qwest will review its system requirements and provide known exceptions to industry guidelines.~~

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs~~.
[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."
Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

~~□The change request is accepted and is a candidate for prioritization (see Prioritization section).~~
~~□The change request is rejected, and the reason for rejection.~~

~~All valid change requests and the change request log will be posted on Qwest's web site.~~

~~CLECs may submit a formal request to Qwest to re-rate a change request no later than fourteen (14) calendar days prior to the next prioritization review. The request must include a reason for requesting the re-rate. This will normally be done via e-mail to Qwest with a copy to all Change Management Team members.~~

~~CLEC initiated requests are Type 5, except when the proposed change has an impact on a regulatory mandate, e.g. metrics. Change requests that have impact on regulatory mandates are Type 2.~~

~~Provider Originated Requests~~

~~Provider initiated requests are Type 4, except when the proposed change has an impact on a regulatory mandate, e.g. metrics. Change requests that have impact on regulatory mandates are Type 2.~~

~~Type 4 requests will be made available to CLECs at least fourteen (14) calendar days prior to a scheduled prioritization review. The Type 4 change requests, except those that are related to new products or services, are prioritized by CLECs with Type 5 change requests (see Prioritization section).~~

~~If Qwest announces a new interface before applicable guidelines are finalized in the appropriate industry forums, Qwest will review the final guidelines when they are issued. The review will determine any alterations that may be necessary for compliance with the finalized requirements and will make the changes within the guidelines of the CMP. Qwest will review its system requirements and provide known exceptions to industry guidelines.~~

[1] Throughout this document, OSS Interfaces are defined as electronic or non-electronic including application-to-application interfaces and Graphical User Interfaces, connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users that are provided to CLECs.

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

CLEC PRODUCT/PROCESS CHANGE REQUEST INITIATION PROCESS

If a CLEC wants Qwest to change a Product/Process the CLEC e-mails a completed Change Request (CR) Form to the Qwest Product/Process CMP Manager. Within 2 business days Qwest's Product/Process CMP Manager reviews CR for completeness, and requests additional information from the CRer originator, if necessary. within two (2) business days after Qqwest receives a complete CR:

- The Qqwest CMP manager assigns a CR Number and -logs the CR into the CMP Database.
- The Qwest CMP Manager forwards the CR to the CMP Group Manager.
- Tthe Qqwest CMPemp manager sends acknowledgment of receipt to the CR submitter and updates -the CMPemp -Database.

Wwithin two (2) business days after ACKNOWLEDGMENT,

- The Qwest CMP Manager posts the complete CR to the CMP Web site
- The CMP Group Manager assigns a Change Request Project Manager (CRPM) and identifies the appropriate Director responsible for the CR.
- The CRPM obtains from the Director the names of the assigned Subject Matter Expert(s) (SME).
- the CRPMerpm will provide a copy of the detailed CR report to the CRer originator which includes the following information:
  - Description of CRer
  - originating CLECleec
  - assigned CRPMerpm
  - assigned CRer number
  - designated Qqwest SMEsmes and associated director(s)

Within eight (8) business days after receipt of a complete CRer, the CRPM Coordinates and holds a Clarification Meeting with the Originating CLEC and Qwest's SMEs. Iif the originating eleeCLEC is not available within the above specified time frame, then the clarification meeting will be held at a mutually agreed upon time. Qqwest will not provide a response to a CRer until a clarification meeting has been held.

At the Clarification Meeting, Qwest and the Originating CLEC review the submitted CR, validate the intent of the Originating CLEC's CR, clarify all aspects, identify all questions to be answered, and determine deliverables to be produced. after the clarification meeting has been held, The CRPM will document and issue meeting minutes within five (5) business daysBUSINESS DAYS. Qwest's SME will internally identify options and potential solutions for the CR

CRs received three (3) weeks prior to the next scheduled CMP meetingTHREE (3) WEEKS PRIOR TO THE NEXT SCHEDULED cmp mEETING will be presented at that THAT CMP Meeting. CRers that are not submitted by the above specified cut-off date may be presented at that empCMP meeting as a walk-on item with current status. The Originating CLEC will present its CR and provide any business reasons for the CR. Items or issues identified during the previously held Clarification Meeting will be relayed. Then, participating CLECs will be given the opportunity to comment on the CR and subsequent clarifications. Clarifications and/or modifications related to the CR will be incorporated. Qwest's SME will present options and potential solutions to the CR. consensus will be obtained from the participating CLECs as to the appropriate direction/solution for Qwest's SME to take in responding to the CR.

Subsequently, Qwest will develop a draft response based on the discussion from the Monthly CMP Meeting. Qwest's Responses will be:

- "Accepted" (Qwest will implement IMPLEMENT the CLEC request) with position stated, or
- "Denied" (Qwest will not implement the CLEC request) with basis for the denial, including reference to substantiating material.

Aat least one (1) week prior to the next scheduled empCMP meeting, The CRPM will have the response posted to the Web, added to CMP Database, and will notify all CLECs via email

All Qwest Responses will be presented at the next scheduled empCMP meeting by Qwest, who will conduct a walk through of the response. Participating CLECs will be provided the opportunity to discuss, clarify and comment on Qwest's Response

Based on the comments received from the Monthly Meeting, Qwest' may revise its response and issue a modified response at the next monthly CMP meeting, within ten (10) business days after the empCMP meeting. Qqwest will notify the eleeCLECs of Qqwest's intent to modify its response.

If the CLECs Ddo not accept Qwest's response, any eleeCLEC can elect to escalate the CR in accordance with the agreed upon empCMP Escalation or

dispute resolution Procedures. If the originating CLEC does not agree with the determination to escalate or pursue the disputeDISPUTE resolution, it may withdraw its participation from the CR and any other CLEC may become responsible for pursuingPURSUING the CR upon providing written notice to the Qqwest empCMP manager.

If the CLECs do not accept Qwest's response and do not intend to escalate or dispute at the present time, they may request Qwest to status the CR as deferred. The CR will be statused Deferred and eleeCLECs may activate or close the CR at a later date.

Tthe CLECs' acceptance of Qwest's response may result in:

- The response answered the CR and no further action is required;
- The response provided an implementation plan for a product or process to be developed;
- Qwest Denied the CLEC CR and no further action is required by CLEC.

If the eleeCLECs have accepted Qqwest's response, Qwest will provide notice of planned implementation in accordance with time frames defined in the empCMP. If necessary, Qwest may request that CLECs provide input during the development stage. Qwest will then deploy the Qwest recommended implementation plan.;

;

Aafter Qwest's revised/new product or process is placed into production, CLECs will have no longer than 60 calendarCALENDAR days to- evaluate the effectiveness of Qwest's revised/new product, or process, provide -feedback, and indicate whether further action is required. Ceontinual process improvement will be maintained.

Finally, the CR will be closed when eleeCLECs determine that no further action is required for that CRer.

From Master Redline 10-03-01

INTRODUCTION OF A NEW INTERFACE

Qwest Proposed Introduction of an OSS Interface Process – Revised 11-01-01

INTRODUCTION OF A NEW OSS INTERFACE

The process for introducing a new interface will be part of the CMP. Introduction of a new OSS interface may include an application-to-application or a Graphical User Interface (GUI)-.

It is recognized that the planning cycle for a new interface, of any type, may be greater than the time originally allotted and that discussions between CLECs and Qwest may be held prior to the announcement of the new interface.

With a new interface, CLECs and Qwest may define the scope of functionality introduced as part of the OSS Interface.

I. Introduction of a New Application-to-Application InterfaceRelease Planning (See Appendix XX: Timeline)

At least nine (9) months in advance of the target implementation date of a new application-to-application interface, Qwest will issue a Release Announcement, post the Preliminary Interface Implementation Plan on Qwest's web site, and may host a design and development meeting. ~~share the new interface plans via web site posting and CLEC notification.~~

I.1 Release Announcement

Where practicable, the Release Announcement and Preliminary Interface Implementation Plan will include: ~~Qwest will share preliminary plans for the new interface, including:~~

- Proposed functionality of the interface including whether the interface will replace an existing interface
- Proposed ~~detailed~~ implementation time line (e.g., milestone dates, CLEC/~~provider~~ Qwest comment cycle~~/response turnaround dates~~)

- Proposed meeting date to review the Preliminary Interface Implementation Plan

~~Provider constraints~~

- Exceptions to industry guidelines/standards, ~~etc.~~ if applicable

~~Proposed CLEC/provider meeting plans~~

~~Requirements~~

~~Design & Development~~

~~Connectivity and Firewall Rules~~

~~Test Planning~~

~~Planned Implementation Date~~

~~•~~

~~Change Control~~

1.2 CLEC Comments/Qwest Response Cycle and Preliminary Implementation Plan Review Meeting

CLECs have fourteen (14) calendar days from the initial release announcement to provide written comments/questions on the documentation. Qwest will respond with written answers to all CLEC issues within twenty-one (21) calendar days of the Initial Release Announcement. Qwest will review these issues and its implementation schedule at the Preliminary Implementation Plan Review Meeting approximately twenty-eight (28) calendar days after the Initial Release Announcement.

1.32 Initial Interface Technical Specifications

Qwest will provide draft technical specifications at least one hundred twenty (120) calendar days prior to implementating the release, ~~unless the CMP Exception Process (see Section xx) has been invoked~~. In addition, Qwest will confirm the schedule for the walk-through of technical specifications, and CLEC comments and Qwest response cycle.

1.32.1 Initial Notification Content

This notification will contain:

- Purpose
- Logistical information (including a conference line) for walk-through
- Reference to draft technical specifications, or web site
- Additional pertinent material
- CLEC Comment/Qwest Response cycle
- Draft Connectivity and Firewall Rules

- Draft Test Plan

1.43 Walk Through of Draft Interface Technical Specifications

Qwest will sponsor a walk through, including the appropriate internal subject matter experts (SMEssmes), beginning one-hundred and ten (110) calendar days prior to implementation **(AT&T Comment)** ***and ending one-hundred and six (106) calendar days prior to implementation***. A walk through will afford CLEC SMEs the opportunity to ask questions and discuss specific requirements with Qwest's technical team. CLECs are encouraged to invite their technical experts, systems architects, and designers, to attend the walk through.

1.43.1 Conduct Walk-through

Qwest will lead the review of technical specifications. Qwest technical experts will answer the CLEC SMEs' questions. Qwest will capture action items such as requests for further clarification. Qwest will follow-up on all action items. ~~and notify CLECs of responses 100 calendar days prior to implementation.~~

1.54 CLEC's Comments on Draft Interface Technical Specifications

If the CLEC identifies issues or requires clarification, the CLEC must send a ~~written response~~ comments/concerns to the Systems CMP Manager no later than one-hundred and four (104) calendar days prior to implementation.

1.65 QwestWEST Response to Comments

Qwest will review and respond with written answers to all CLEC issues, comments/concerns and action items captured at the walk through, no later than one hundred (100) calendar days prior to implementation. The answers will be shared with all CLECs, unless the CLECs question(s) are marked proprietary. Any changes that may occur as a result of the responses will be distributed to all CLECs in the final notification letter. The notification will include the description of any change(s) made as a result of CLEC comments. The change(s) will be reflected in the final technical specifications.

I.76 Final Interface Technical Specifications

Generally, no less than one hundred (100) calendar days prior to the implementation of the new interface, Qwest will issue the Final Release Requirements to CLECs via web site posting and a CLEC notification. **(WCOM COMMENT: WHY IS THE TERM "GENERALLY" INSERTED HERE? THERE SHOULD BE SPECIFIED RELEASE NOTICE DATES FOR INTERFACE TECHNICAL SPECIFICATIONS.)**

Final Release Requirements will include:
Detailed requirements
Connectivity and Firewall Rules
Test Plan

- Final Notification Letter, including:
  - Summary of changes from Qwest response to CLEC comments on Draft Technical Specifications
  - If applicable, Indication of type of change (e.g., documentation change, business rule change, clarification change)
- Purpose
- Reference to final technical specifications, or web site
- Additional pertinent material
- Final Connectivity and Firewall Rules
- Final Test Plan (including Joint Testing Period)
- Release date

I.7 Content of Final Notification Letter

The Final Release will include the following:

Summary of changes from Qwest response to comments
Indication of type of change (e.g., documentation change, business rule change, clarification change)
Changed requirements pages from initial notice, or reference to web site for final technical specifications
Testing period
Release date

Qwest's planned implementation date will not be sooner than one hundred (100) calendar days from the date of the final release requirements, unless the

exception process has been invoked. The implementation time line for the release will not begin until final specifications are provided. Production Support type Emergency changes within the thirty (30) calendar day test window can occur without advance notification but will be posted within 24 hours of the change.

II.I.2 CLEC and Qwest Comments/Responses/Comments

Upon review of the preliminary plans for the interface if the CLEC wishes to provide feedback the CLEC must send a written response to Qwest. These responses must be provided no later than seven (7) calendar days prior to the first scheduled meeting. The CLEC's response will specify the CLEC's questions, issues and any alternative recommendations.
CLECs may provide feedback to Qwest during CLEC/provider meetings. Additional CLEC feedback may be provided in accordance with the dates outlined in the detailed implementation time line.

III. Provider Responses/Comments

Qwest will maintain both a proprietary and non proprietary issue log containing CLEC comments and Qwest responses. This non proprietary issue log will be posted to Qwest's web site upon receipt of CLEC feedback. Qwest will respond to the CLEC feedback in accordance with the dates outlined in the detailed implementation time line. Qwest will also communicate its base line interface development plans via web site posting and CLEC notification in accordance with the dates outlined in the detailed implementation time line.

IV.I.4 Final Release Requirements Announcement

CLECs via web site posting and a carrier CLEC notification.
Qwest will provide a Final Release Announcement to the CLECs via web site posting and a carrier notification.

II. Introduction of a New GUI

Qwest will issue a Release Notification forty--five (45) calendar days in advance of the Release Production Date. This will include:

- Proposed functionality of the interface including whether the new interface will replace an existing interface.
- Implementation time line (e.g., milestone dates, CLEC/Qwest comment cycle, Interface overview date)

- ~~Implementation date~~
- ~~Logistics for GUI Interface Overview~~

~~At least twenty-~~ eight ~~(six (28) 26)~~ calendar days in advance of the target implementation date of a new GUI interface, Qwest will issue a Release Announcement, ~~post the Interface Overview on Qwest's web site and may host a design and development meeting.~~ At a minimum, the Release Announcement will include:

~~:~~

- ~~Draft User Guide~~

~~Proposed functionality of the interface~~
~~Implementation time line (e.g., milestone dates, CLEC/Qwest comment cycle)~~

~~Proposed CLEC/Qwest meeting to review the Interface Overview.~~
~~Initial CLEC implementation requirements (e.g., hardware, software, connectivity, firewall rules, etc.)~~

- How and When Training will be administered

~~Implementation date~~ **(WCOM COMMENT: WHAT ABOUT IMPLEMENTATION DATE AND INTERFACE OVERVIEW SCHEDULE?)**

~~II.1~~ Interface Overview

~~The Interface Overview meeting should be held no later than twenty--seven (27) calendar days prior to the Release Production Date. At the meeting, Qwest will present an overview of the new interface.~~

II.21 CLEC Comments and Qwest Response

~~At least twenty--five (25) No more than four (4)~~ calendar days prior to the ~~Release~~ Production Date ***[AT&T Comment: we should define this in the Master Redline. If it is already on the list as a term we need to define, that's fine.]***~~following the Release Announcement~~ CLECs must forward their written comments and concerns ~~questions~~ to Qwest. Qwest will consider ~~the~~ CLEC comments and may address them ~~Qwest will respond to CLEC comments with the release of the Final Notification, at the Interface Overview Meeting.~~

~~II.2~~ Interface Overview

~~The first scheduled meeting should be held no less than seven (7) calendar days following Qwest's notice issuance. At the meeting, Qwest will share an overview of the new interface, including:~~
~~Response to CLEC Comments~~
~~Proposed implementation timeline~~

II.3 Final Notification

Qwest will issue a final notice no less than twenty--one (21) cCalendar ~~14~~ days prior to the Release Production implementation date. The final notice will include:

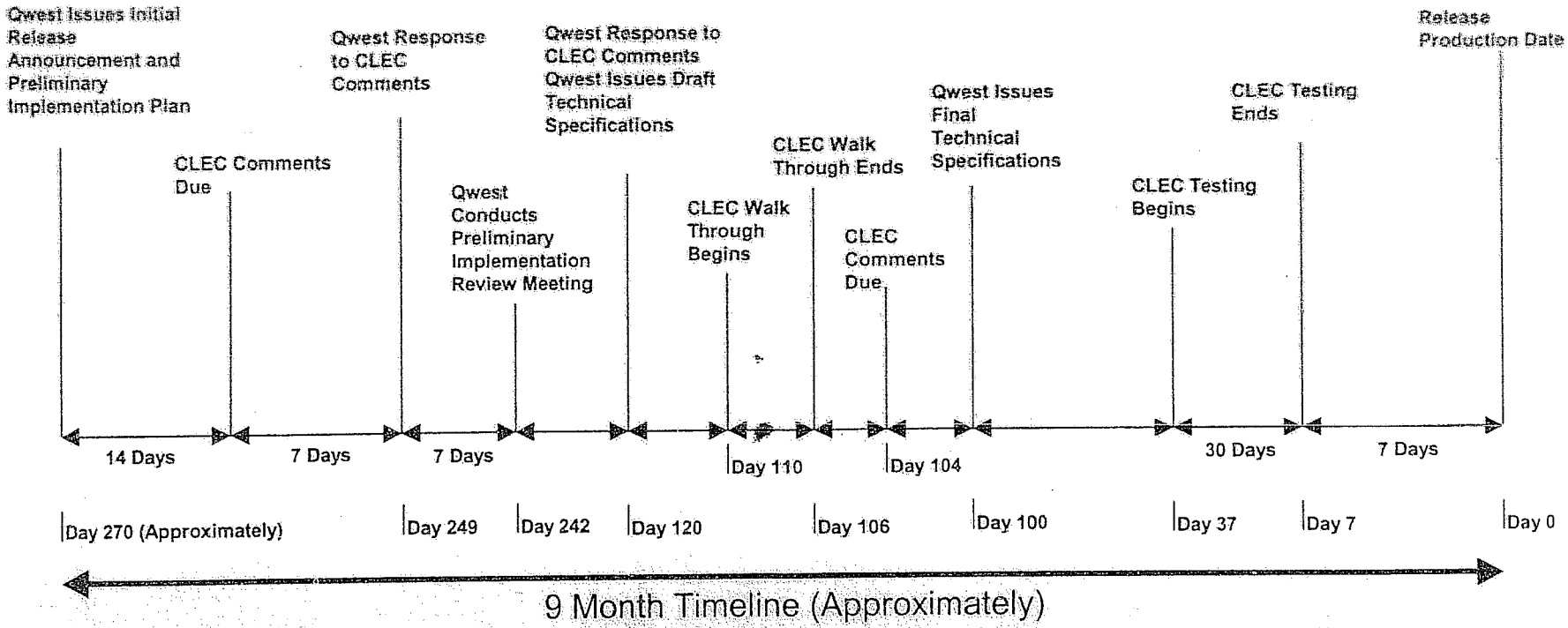
- A summary of changes from the initial notice, including type of changes (e.g., documentation change, clarification, business rule change).
- Final User Guide
- Final Training information
- Final Implementation date.

CONTINUATION

[21] 1

Scan ~ ~ # Pages [ ]

Qwest-CLEC Change Management Process
Introduction of A New Application-to-Application OSS Interface



~~Exhibit A Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-29-01~~~~Exhibit A Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-29-01.doc~~~~Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-30-01~~~~Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-29-01~~~~Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-29-01~~~~Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-16-01 updated 11-28~~~~Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-16-01~~~~Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-16-01~~~~Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-8-01-01~~

Qwest-CLEC Change Management Process
Introduction of A New Graphical User Interface (GUI)
Timeline

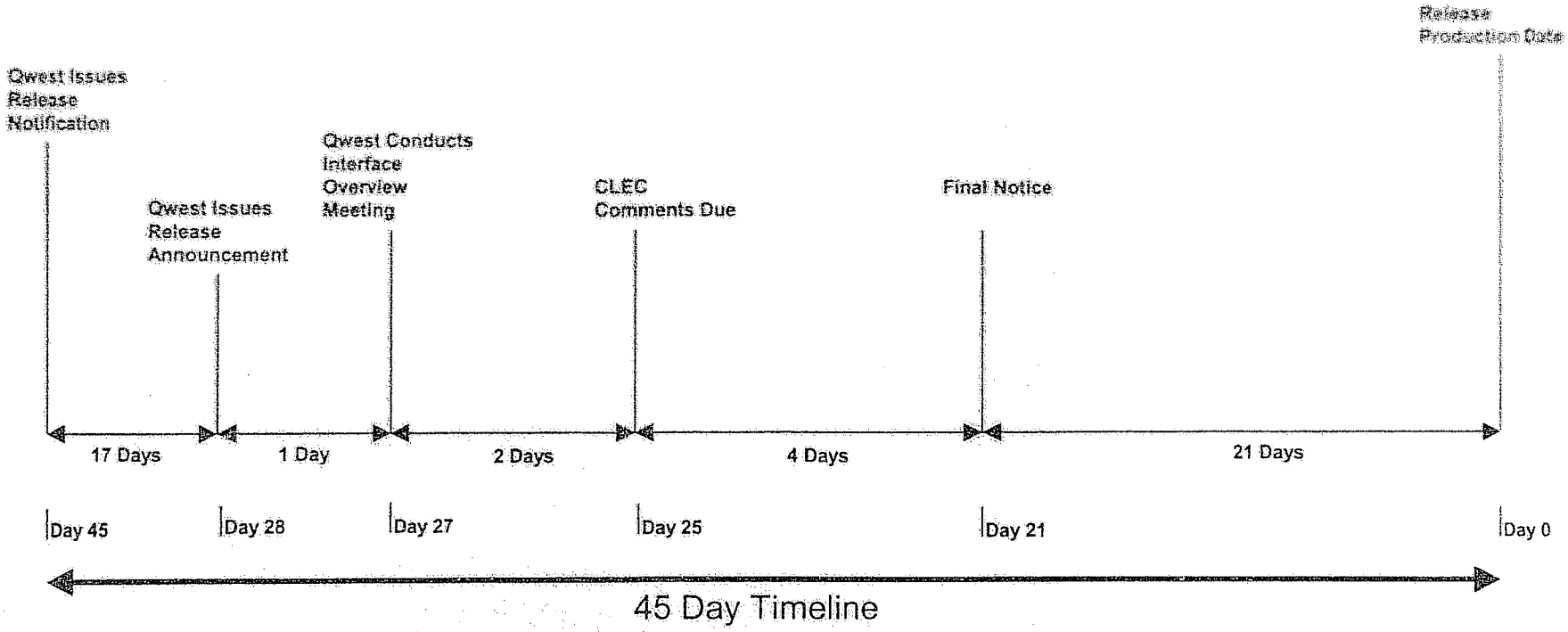


Exhibit A_Master Redlined CLEC-Qwest CMP Re-design Framework - Revised_11-29-01~~Exhibit A_Master Redlined CLEC-Qwest CMP Re-design Framework - Revised_11-29-01.doc~~~~Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-30-01~~Master Redlined CLEC-Qwest CMP Re-design Framework - Revised_11-29-01~~~~Master Redlined CLEC-Qwest CMP Re-design Framework - Revised_11-29-01~~~~Master Redlined CLEC-Qwest CMP Re-design Framework - Revised_11-16-01 updated 11-28~~Master Redlined CLEC-Qwest CMP Re-design Framework - Revised_11-16-01~~Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-16-01~~Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-8-01-01

CONTINUATION

[2]

Qwest's Proposed Changes to Existing OSS Interfaces Language--10-09-01REVISED 10-16-01 10-30-01

CHANGE TO EXISTING OSS INTERFACES

~~The order, Order/application-to-application Change Process **(Action item#)**~~
~~As part of its development view, Qwest will prepare a preliminary package of the required changes and will share these plans at scheduled change management meetings.~~
~~At the first comCMP CMP systems monthly meeting of each quarter, qQwest will also provide a rolling twelve [(12) month tbd view of its ossOSS interface development schedule. **[AT&T Comment)** ***(including proposed new releases, new interfaces and, to the extent possible, retirement of existing interfaces).[AT&T Comment: If there is another place where the rolling 12 month view is discussed, we could put this clarifier there, but this is the only place I have seen it so far.]***~~

~~Qwest standard~~ operating practice is to implement 3 major releases and 3 point releases (for IMA only) within a calendar year. Unless mandated as a ~~Regulatory Change~~, Qwest will implement no more than four (4) releases per **[AT&T Comment)** IMA OSS Interface **(AT&T Comment) [and no more than two [2] released for other OSS Interfaces.]~~[AT&T to check -- action item]~~** ~~requiring~~ coding changes to the CLEC interfaces within a calendar year. The ~~three~~ release changes should occur no less than three (3) months apart. **[WCOM COMMENT: IF THIS CLAUSE IS REQUIRED FOR IMA RELEASES ONLY, THERE SHOULD BE LANGUAGE TO ADDRESS THE RELEASE CYCLES OF OTHER OSSs INCLUDED IN THIS DOCUMENT.) [AT&T Comment: Qwest was to determine whether it can agree to 2 releases on interfaces other than the IMA.]**

~~1.~~ Application-to-Application OSS Interface
~~Qwest should make available two (2) versions of an interface between the service and sunset dates.~~ Qwest will support the previous major ~~Interconnect~~ Mediated Aaccess (~~ima~~IMA) ~~ima~~--EDI release for six (6) months after the subsequent major ~~ima edi~~IMA EDI release has been implemented.

that version of ima ediIMA EDI will only be modified as a result of production support changes. **(AT&T Comment) *When such production support changes are made, Qwest will also modify the related documentation.*** Will be implemented in past versions of ima edi. All these changes become candidates for future ima ediIMA EDI releases.

Qwest makes one version of the Eelectronic Bbonding-Ttrouble Aadministration (ebtaEBTA) and billing interfaces available at any given time, and will not support any previous versions. **(WCOM COMMENT: BECAUSE QWEST DOES NOT SUPPORT VERSIONING FOR EBTA OR BILLING INTERFACES, THE REDESIGN TEAM NEEDS TO MAKE SURE THAT THE RELEASE NOTIFICATIONS FOR THESE INTERFACES ARE PROVIDED TIMELY ENOUGH THAT REQUIREMENTS CAN BE IMPLEMENTED BY CLECS PRIOR TO THE IMPLEMENTATION OF THE NEWEST RELEASE.)**

Unless mandated, Qwest will implement no more than four (4) releases requiring coding changes to the CLEC interfaces within a calendar year. These changes should occur no less than three (3) months apart.

I.I. Versioning of TYPE 1 Changes

For TYPE 1 changes, the version number will not be incremented and will not cause the oldest dot version of the current version to be retired as a result of the implemented fix.

II.II. Versioning of TYPE 2 Changes

For TYPE 2 changes that must occur between regularly scheduled releases, Qwest will not retire the oldest version in order to implement the TYPE 2 change. The TYPE 2 change will be implemented as either a dot release or a sub-dot release of all versions (except a retired version), unless the structure of the old version could not accommodate the TYPE 2 change or the old version is scheduled to be retired within the next six months.

If the TYPE 2 change results in an interface implementation, before applicable industry guidelines are finalized at the appropriate industry forums, dot release

versioning is issued. An example of dot versioning of A PROVIDER'SQWEST'S LSOG Issue 5 implementation is V5.1.

If the TYPE 2 change results in an interface implementation that is in line with industry guidelines, sub-dot release versioning is issued. An example of sub-dot release of A PROVIDER'SQWEST'S LSOG Issue 5 implementation is V5.0.1.

TYPE 3 changes that occur at the time of a regularly scheduled release will be made in all versions (except a retired version). If the structure or intent of the old version cannot accommodate the change then, via the Prioritization process a joint PROVIDERQWEST/CLEC decision is made that the mandate should not be implemented in an old version.

III. Versioning of TYPE 3 Changes

For TYPE 3changes, the base version identity should follow the LSOG issue identity. For example, the first release of A PROVIDER'SQWEST'S LSOG Issue 5 implementation should be V5.0.

IV. Versioning of TYPE 4 AND TYPE 5 Changes

TYPE 4 AND TYPE 5 changes will be implemented as a sub-dot release of all versions, unless the structure of the old version could not accommodate THE TYPE 4 OR TYPE 5 change.

If the TYPE 4 OR TYPE 5 change results in an interface implementation, before applicable industry guidelines are finalized at the appropriate industry forums, dot release versioning is issued. An example of dot versioning of A PROVIDER'SQWEST'S LSOG Issue 5 implementation is V5.1.

If the TYPE 4 OR TYPE 5 change results in an interface implementation that is in line with industry guidelines, sub-dot release versioning is issued. An example of sub-dot release of A PROVIDER'S LSOGQWEST'S Issue 5 implementation is V5.0.1.

ii. Graphical User Interface (GUI)
Qwest makes one version of a guiGUI available at any given time and will not support any previous versions. **(WCOM COMMENT: WOULD IT NOT BE FAIR TO SAY THAT QWEST CANNOT SUPPORT VERSIONS OF ITS**

IMA GUI INTERFACE BECAUSE IT IS A INTERNET CONNECTION? THUS THERE IS A DIFFERENCE WHEN YOU CONSIDER THE ABILITY TO SUPPORT VERSIONS (EBTA & BILLING) AND THE INABILITY TO SUPPORT VERSIONS. WCOM BELIEVES THIS NEEDS TO BE MADE CLEAR.]

~~Interconnect mediated access (ima) ima gui~~IMA GUI changes for a pre-order or ordering gui will be implemented at the same time as ~~in conjunction~~ with an IMA EDI release.

Requirements Review—Application-to-Application Interface (AT&T Comment) (also see attached timeline)

~~This section describes~~ the timelines that Qwest, and any CLEC choosing to implement on the Qwest Release Production Date [date the Qwest release is available for use **(AT&T Comment) by CLECs**], will adhere to in changing existing interfaces. [1]For any CLEC not choosing to implement on the Qwest Release Production Date, Qwest and the CLEC will negotiate a ~~mutually agreed to~~ CLEC implementation time line, including testing.

V.III. Draft Interface Release Requirements Technical Specifications [make sure CR process and this process are linked properly in final document]

~~Prior to Qwest~~ implementing ~~a new interface or~~ a change to an existing interface, Qwest will notify CLECs of the draft ~~release requirements~~Ttechnical ~~specifications~~Specifications. **(WCOM COMMENT: LANGUAGE SHOULD BE ADDED THAT INDICATES ANY CLEC AFFECTING CHANGE QWEST WILL HAVE FORMALLY SUBMITTED THROUGH THE CR PROCESS.)**

~~Notification and confirmation time lines for TYPE 1 are determined on an individual case basis based on the severity of the problem.~~

~~Notifications for TYPE 2 changes are based on applicable law and / or regulatory rules.~~

~~TYPE 3 time lines are based on CLEC / PROVIDER QWEST agreement in conjunction with the rollout of national guidelines, subject to any overriding regulatory obligations.~~

---

[1]For a CLEC converting from a prior release, the CLEC implementation date can be no earlier than the weekend after the Qwest Release Production Date, if production LSR conversion is required.

~~Generally, a Type 4 and Type 5 change notification will occur at least 73 calendar days prior to implementing the change. Draft business rules / technical specifications will be produced and distributed to CLECs 66 calendar days prior to implementation. CLECs have fifteen (15) calendar days from the initial publication of draft documentation to provide comments / questions on the documentation. Change confirmation will occur 45 calendar days prior to implementation through publication of final business rules / technical specifications.~~

Qwest will provide draft technical specifications at least seventy-three (73) calendar days prior to implementing the release unless the exception process (see Section xx) has been invoked. Technical specifications are documents that provide information the CLECs need to code the interface. CLEClees have eighteen (18e) calendar days from the initial publication of draft technical specifications to provide written comments/questions on the documentation.

~~For TYPE 4 OR TYPE 5 change requests more or less notification may be provided based on severity and the impact of the change. For example, Qwest can implement the change in less than 45 calendar days.~~

~~Documentation of new or revised error messages associated with Type 4 or Type 5 change requests will be provided no later than 30 calendar days prior to implementation date.~~

~~VI.~~IV. ~~Content of Draft Interface Release Requirements~~Technical Specifications

The Notification letter will contain:

- Written summary of change(s)
- Target time frame for implementation
- Draft **(AT&T Comment) Technical Specifications** documentation, or instructions on how to access **(AT&T Comment) the draft Technical Specifications** documentation on the Web site.~~Any cross-reference to updated documentation such as the Users Guide. This type of documentation should also include a summary of changes made to the~~

~~document~~DRAFT DOCUMENTATION, OR INSTRUCTIONS ON HOW TO ACCESS DOCUMENTATION ON THE WEB SITE. **(WCOM COMMENT: NEED TO ADD DRAFT TECHNICAL SPECIFICATIONS DOCUMENT.)** ***[AT&T Comment: weren't we going to say "Technical Specifications" here and explain what they include, e.g., such as mapping? or were we to define "Technical Specifications" in the term section of the Master Redline?]***

VII.V. Walk Through of Draft Interface ~~Release Requirements~~Technical Specifications

~~If requested by one or more CLECs within fourteen (14) calendar days of receiving the initial Release Requirements, Qwest will sponsor a walk through with the appropriate internal subject matter experts. Qwest will hold this walk through no later than thirty (30) calendar days prior to the scheduled implementation.~~ Qwest will sponsor a walk through, including the appropriate internal subject matter experts (SMEs), beginning sixty-eight (68) calendar days prior to implementation and ending no ~~later~~less than fifty-eight (58) calendar days prior to implementation. A walk through will afford CLEC SMEs the opportunity to ask questions and discuss specific requirements with Qwest's technical team. CLECs are encouraged to invite their technical experts, systems architects, and designers, to attend the walk through.

III.1 Walk through Notification Content
This notification will contain:

- Purpose
- Logistical information (including a conference line)
- Reference to draft technical specifications, or **(AT&T Comment) reference to a** web site **(AT&T Comment) with draft specifications**
- Additional pertinent material

III.2 Conduct the Walk-through
Qwest will lead the review of technical specifications ~~and technical specifications~~. Qwest technical experts will answer the CLEC SMEs' questions. Qwest will capture action items such as requests for further clarification. Qwest will follow-up on all action items and notify CLECs of responses 45 calendar days prior to implementation.

~~VIII.~~VI. CLEC's Comments on Draft Interface ~~Release~~ RequirementsTechnical Specifications

If the CLEC identifies issues or requires clarification, the CLEC must send written comments ~~a written response~~ to ~~Qwest and the CLEC's Account Manager QWEST AND THE CLEC'S ACCOUNT~~ the Ssystems CMP Manager no ~~sooner~~later~~less~~ than fifty-five (55)8 calendar days prior to implementation. ~~Qwest must receive the CLEC's response seven (7) calendar days prior to the date of the Initial Release Requirements. The response will specify the CLEC's questions, issues and any other alternative recommendations for implementation.~~

~~IX.~~VII. ~~PROVIDER~~ Qwest~~WEST~~ Response to Comments

Qwest will review and respond with written answers to all CLEC issues, comments/concerns ~~WITHIN SEVEN (7)~~ no ~~later~~less than forty-five (45) calendar days prior to implementation. The answers will be shared with all CLECs, unless the CLECs question(s) are marked proprietary. Any changes that may occur as a result of the responses will be distributed to all CLECs in the same notification letter. The notification will include the description of any change(s) made as a result of CLEC comments. The change(s) will be reflected in the final technical specifications.

~~X.~~VIII. Final Interface ~~Release Requirements~~Technical Specifications

The notification letter resulting from the CLEC's ~~response~~ comments from the Initial Release Notification will constitute the Final Release ~~Requirements~~Technical Specifications. ***[AT&T Comment: We discussed that after the final specifications, there may be other changes made to documentation or the coding that is documented in the form of addenda. Is there another place in the Master redline where this will be addressed since it probably relates to new releases as well as new interfaces?]***

~~XI.~~IX. Content of Final ~~Interface Release Requirements~~Notification Letter

~~In addition to the content of interface initial release requirements,~~ Tthe Final Release will include the following:

- Reference to Final Technical Specifications, or web site
- Summary of changes from Qwest response to comments
- Qwest response to CLEC comments
- Summary of changes from the prior release, including any changes made as a result of CLEC comments on Draft Technical Specifications
- Indication of type of change (e.g., documentation change, business rule change, clarification change)
- Changed requirements pages
- Final Test Plan including transactions which have changed
- Joint Testing PeriodJOINT TESTING PERIOD
- Release date
- Interval before implementation of release

Qwest's planned implementation date will not be at least sooner than forty-five (45) calendar days from the date of the final release requirements, unless the exception process has been invoked. Qwest will post notification to provider's web site to inform the CLECs of possible impact to CLEC ordering ability. Qwest will post this information forty five (45) calendar days prior to the scheduled implementation of such changes, if possible, but not less than thirty (30) calendar days prior to implementation. The implementation time line for the release will not begin until all related documentation is final specifications are provided. Production Support type of Emergency changes that occur within the thirty (30) calendar day test window can that occur without advance notification but will be posted within 24 hours of the change.

X. Joint Testing Period

Qwest will provide a thirty (30)- day test window for any CLEC who desires to jointly test with Qwest prior to the Release Production Date. **(WCOM COMMENT: WHEN SATE IS EMPLOYED BY A CLEC JOINT TESTING IS NOT REQUIRED, THUS PLEASE ADD CLARIFYING LANGUAGE TO DISTINGUISH BETWEEN JOINT TESTING AND AVAILABILITY TO TEST PRIOR TO IMPLEMENTATION. WE NEED TO ALSO BE CONSISTENT WITH THE USE OF CLEC COMMENTS / CONCERNS.)**

Requirements Review—Graphical User Interface (GUI) (AT&T Comment) *(also see attached timeline)*

XI. Draft GUI Release Notice

Prior to implementation of ~~of a new interface or a change to an existing~~ interface, Qwest will notify CLECs of the draft release notes and the planned implementation date.

Notification will occur at least twenty-~~one~~eight (2~~1~~8) calendar days prior to implementing the release unless an exception process has been invoked. This notification ~~may~~will -include draft user guide information if necessary.

CLECs must ~~may~~ provide comments/questions on the documentation no ~~later~~less than ~~17~~twenty-five (25) calendar days prior to implementation.

Final notice for the release will be published at least twenty-~~one~~ fifteen (2~~1~~5) calendar days prior to production release date ~~implementation~~.

XII. Content of Draft Interface Release Notice

The notification will contain:

- Written summary of change(s)
- Target time frame for implementation
- Any cross-reference to draft documentation such as the user guide or revised user guide pages.

~~In addition to the content of Interface Initial Release Requirements, the Final Release will include the following:~~

~~□Summary of changes from Qwest response to comments~~
~~□Indication of type of change (e.g., documentation change, business rule change, clarification change)~~
~~□Changed requirements pages~~
~~□Release date~~
~~Interval before implementation of release~~

XIII. CLEC Comments on Draft Interface Release Notice

Any CLEC comments must be submitted in writing to the Ssystems CMP Manager. **(WCOM COMMENT: WHEN ARE THESE COMMENTS DUE?)**

XIV. Qwest Response to Comments

Qwest will consider ~~clec~~CLEC comments and may address them revise and respond with written answers to all clec issues, comments and concerns regarding in the initial final GUI release notice within fourtwo (42) calendar days **(AT&T Comment) after receipt of CLEC comments**. The answers will be shared with all clecs, unless the clec question (s) are marked proprietary. Any changes that may occur as a result of the responses will be distributed to all clecs in the same final notification letter.

~~FINAL INTERFACE RELEASE NOTICE~~

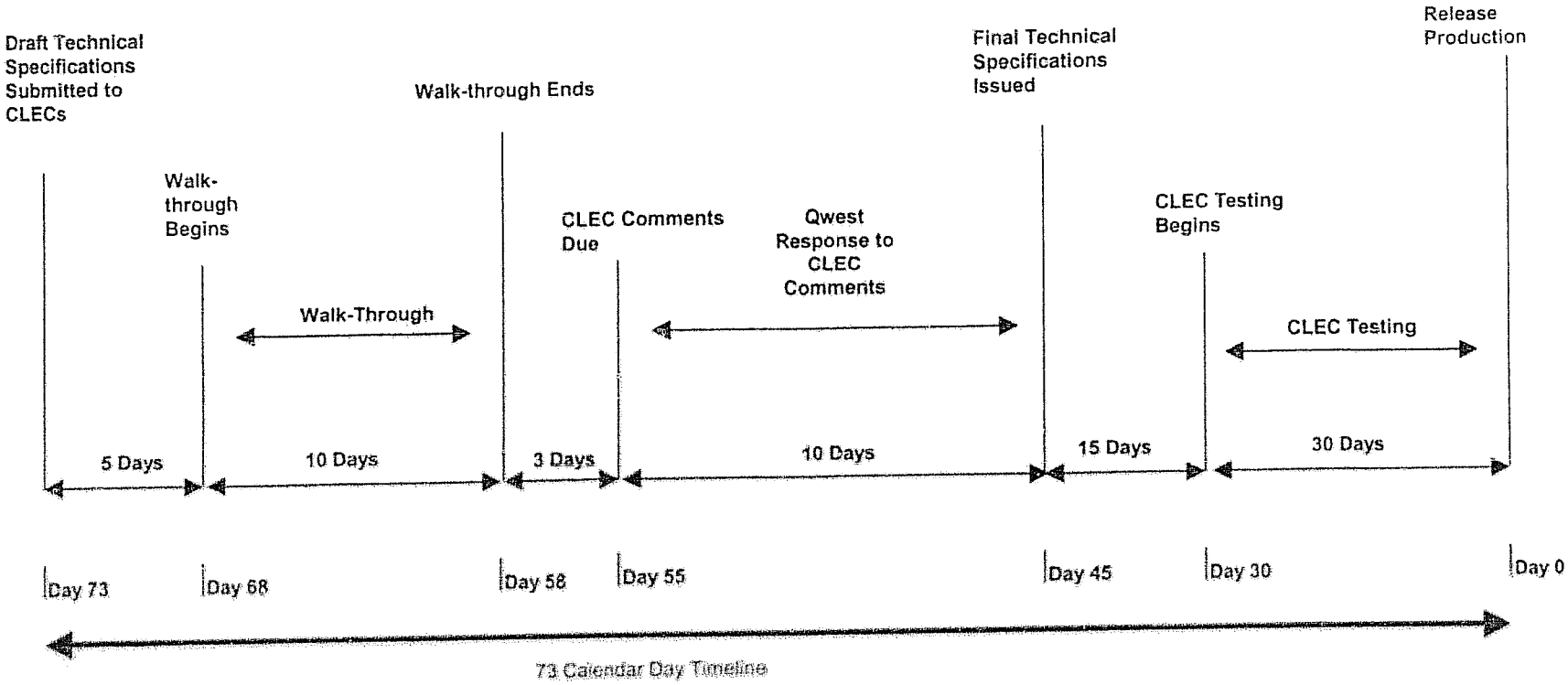
~~THE FINAL NOTIFICATION LETTER WILL CONSTITUTE THE FINAL RELEASE NOTICE.~~

XV. Content of Final Interface release Notice

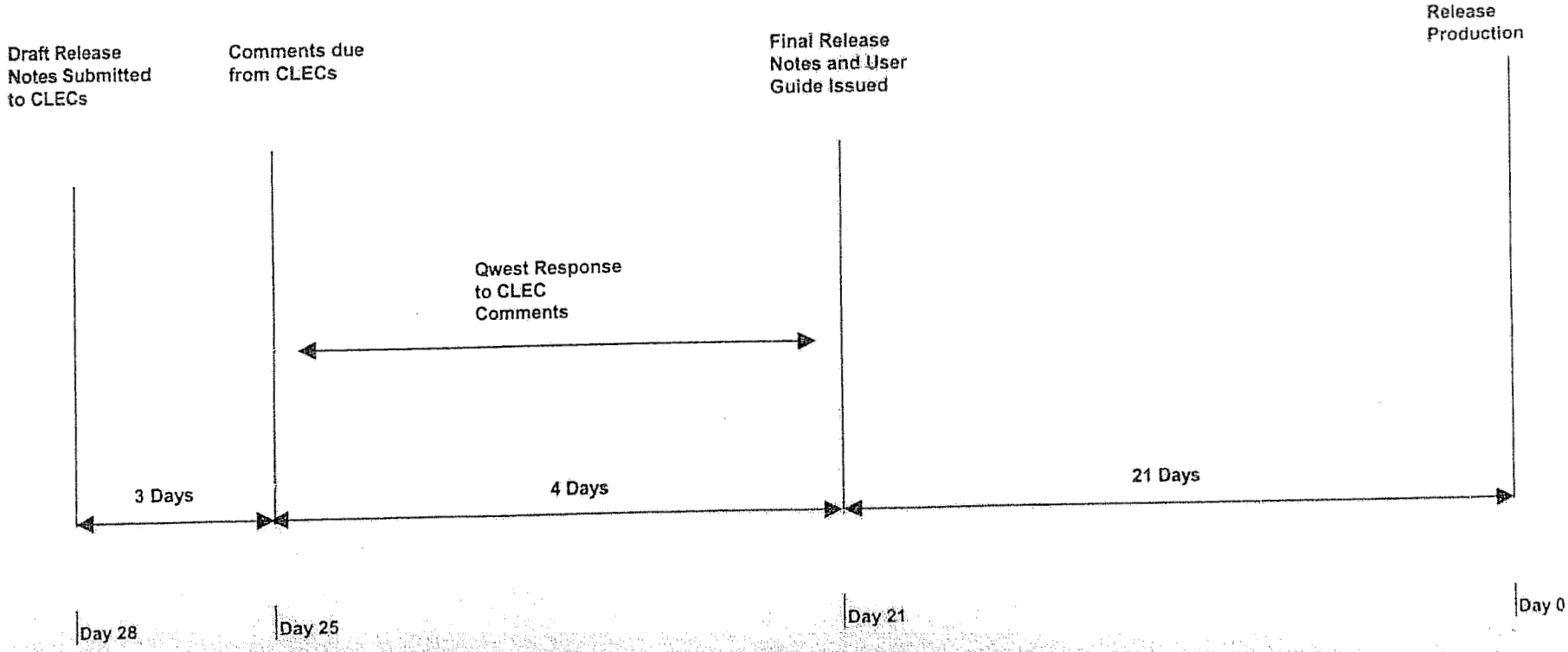
- CLEC comments to the draft notice may be incorporated into the final notice, which shall include
- Final notification letter
- Summary of changes from draft interface release notice
- Final user guide (or revised pages)
- Release date

Qwest's planned implementation date will ~~not~~ be no later sooner than twenty-one ~~fifteen~~ (21~~15~~) calendar days from the date of the final release notice. Qwest will post this information on the CMP web site. Production support type ~~emergency~~ changes that occur without advance notification will be posted within 24 hours of the change. The implementation time line for the release will not begin until all related documentation is provided.

Qwest-CLEC Change Management Process
Changes to An Existing Application-to-Application OSS Interface



Qwest-CLEC Change Management Process
Changes to An Existing Graphic User Interface (GUI)



~~Qwest proposed changes to~~ **RETIREMENT OF EXISTING OSS INTERFACES** ~~language revised 10-31-01 (reformatted)~~ 11-01-01

The retirement of an existing OSS Interface occurs when Qwest ceases to accept transactions using a specific OSS Interface. This may include the removal of a Graphical User Interface (GUI) or a protocol transmission of information (Application-to-Application) interface.

Application-to-Application OSS Interface

~~XVIII.~~**Initial Retirement Plans**~~—Application-to-Application Interface~~

At least nine (9) months before the retirement date of Application-to-Application interfaces, Qwest will share the retirement plans via web site posting and CLEC notification. The scheduled new interface is to be in a CLEC certified production release prior to the retirement of the older interface.

Alternatively, Qwest may choose to retire an interface if there is no CLEC usage of that interface for the most recent three (3) consecutive months. Qwest will provide thirty (30) calendar day notification of the retirement via web posting and CLEC notification.

~~XIV.~~XVI. **Initial Retirement Notice to CLECs:**

Initial Retirement Notices will include:

- The rationale for retiring the OSS Interface
- Available alternative interface options for existing functionality
- The proposed detailed retirement time line (e.g., milestone dates, CLEC-Qwest comment and response cycle)
- Targeted retirement date

CLEC Comments to Initial Retirement Notice

CLEC comments to the Initial Retirement Notice are due to Qwest no later than fifteen (15) calendar days following the Initial Retirement Notice.

Comparable Functionality

Unless otherwise agreed to by Qwest and a CLEC user, when Qwest announces the retirement of an interface for which a comparable interface does or will exist, a CLEC user will not be permitted to commence building to the retiring interface. CLEC users of the retiring interface will be grandfathered until the retirement of the interface.

Qwest will ensure (AT&T Comment) that an interface with Ccomparable fFunctionality is available no less than six months prior to retirement of an Application-to-Application interface.

Final Retirement Notice

The Final Retirement Notice will be provided to CLECs no later than two-hundred and twenty-eight (228) calendar days prior to the retirement of the application-to-application interface. The Final Retirement Notice will contain:

- The rationale for retiring the OSS Interface (e.g., no usage or replacement)
- If applicable, where the replacement functionality will reside in a new interface and when the new interface has been certified by a CLEC
- Qwest's responses to CLECs' comments/concerns
- Actual retirement date

Graphical User Interface (GUI)

~~XX.~~XVII. Initial Retirement Plans--~~Graphical User Interface~~

At least two (2) months in advance of the target retirement date of a GUI, Qwest will share the retirement plans via web site posting and CLEC notification. The scheduled new interface is to be in a CLEC certified production release prior to the retirement of the older interface.

Alternatively, Qwest may choose to retire an interface if there is no CLEC usage of that interface for the most recent three (3) consecutive months. Qwest will provide thirty (30) calendar day notification of the retirement via web posting and CLEC notification.

~~XXI.~~XVIII. Initial Retirement Notice to CLECs:

Initial Retirement Notices will include:

- The rationale for retiring the OSS Interface
- Available alternative interface options for existing functionality
- The proposed detailed retirement time line (e.g., milestone dates, CLEC-Qwest comment and response cycle)
- Targeted retirement date

CLEC Comments to Initial Retirement Notice

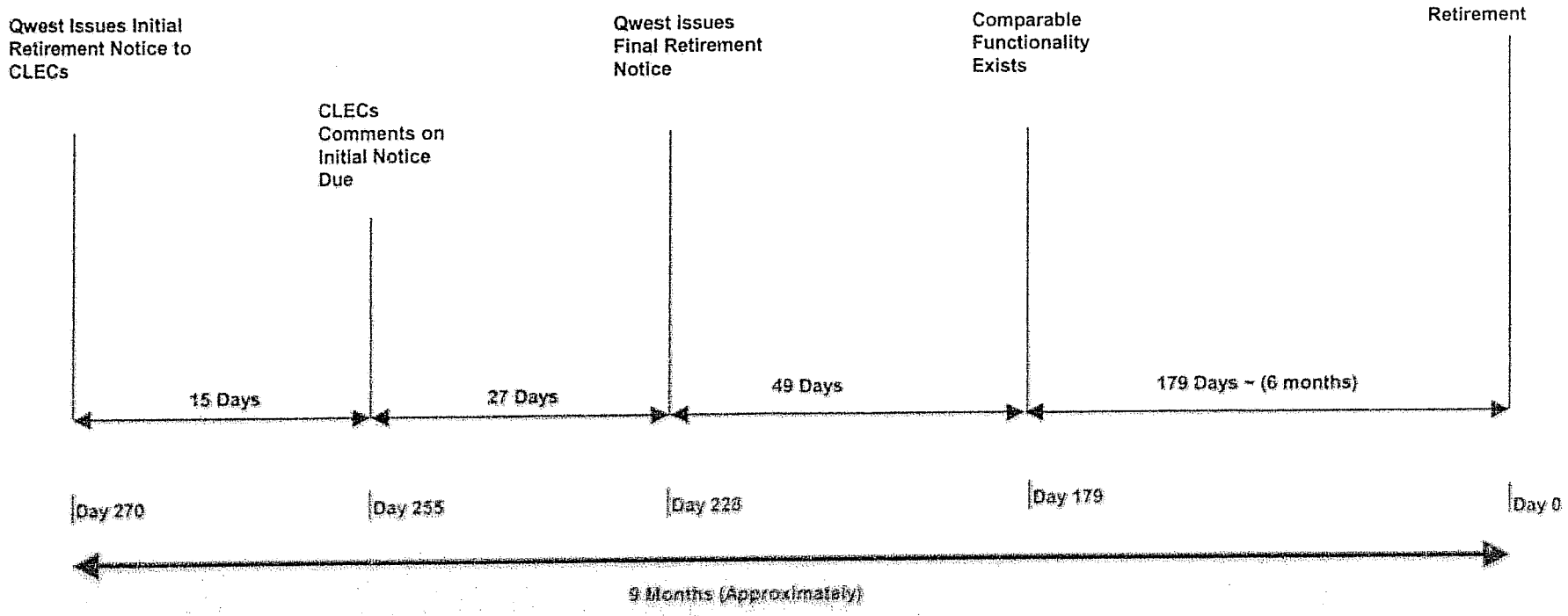
CLEC comments to the Initial Retirement Notice are due to Qwest no later than fifteen (15) calendar days following the Initial Retirement Notice.

Comparable Functionality
Qwest will ensure comparable functionality no less than thirty-one (31) days before retirement of a GUI.

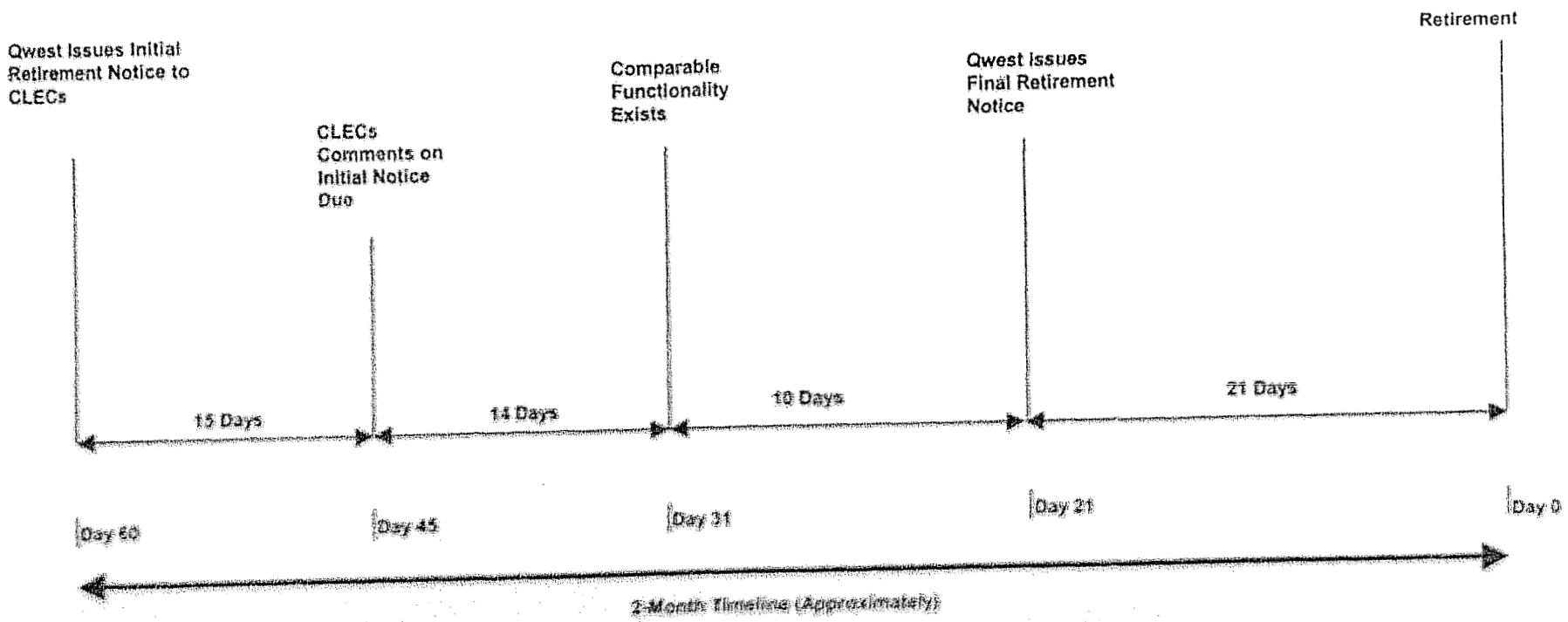
Final Retirement Notice
The Final Retirement Notice will be provided to CLECs no later than twenty-one (21) calendar days following the initial retirement notice for GUI retirements. The Final Retirement Notice will contain:

- The rationale for retiring the OSS Interface (e.g., no usage or replacement)
- If applicable, where the replacement functionality will reside in a new interface and when the new interface has been certified by a CLEC
- Qwest's responses to CLECs' comments/concerns
- Actual retirement date

Qwest-CLEC Change Management Process
Retirement of An Existing Application-to-Application OSS Interface



Qwest-CLEC Change Management Process
Retirement of An Existing Graphic User Interface
Timeline



ADMINISTRATION
MANAGING THE CHANGE MANAGEMENT PROCESS
FROM AUGUST 8, 2001 REDLINED FRAMEWORK

I. Change Management POC

~~The provider~~ Qwest and each ~~customer~~CLEC will designate primary and secondary change management POC(s) who will serve as the official designees for matters regarding this CMP. The primary POC is the official voting member, and a secondary (alternate) POC can vote in the absence of the primary POC for each CLEC.~~.~~

~~II.Purpose of Change Management POC~~

~~The change management POC will serve as the official designee for all matters regarding change management, including:~~

- ~~Submission of change request forms~~
- ~~Notification of critical matters, such as Type 1 errors~~

~~The customers~~CLECs and Qwest will exchange POC information including items such as: ~~must provide the following information to the provider's change management POC:~~

- Name
- Title
- Company
- Telephone number
- E-mail address
- Fax number
- Cell phone/Pager number

III.Change Management POC List Creation
II.

~~The provider will create a distribution list and publish this list.~~ Primary and secondary CLEC POCs should be included in the Qwest maintained distribution list.~~ At least a primary customer POC and secondary customer POC should be included in the distribution list.~~ It is the CLECs responsibility

to notify Qwest of any POC changes. ~~It is the provider's responsibility to maintain and update the information on the list with the assistance of the customer. This list will be used to update customers on change management issues.~~ The list will be made available to all participating CLECs with the permission of the POCs.

~~IV.~~III. Formal Preferred Method of Communication

~~The standard methods of communication are mail, e-mail, web site, telephone, and fax. Critical matters will be communicated using the distribution list.~~ The preferred method of communication is e-mail with supporting information posted to the web site

~~V.~~IV. *Governing Body*

The change management organizational structure must support the CMP. Each position within the organization has defined roles and responsibilities as outlined below.

CMP Team: Representatives are from the ~~customer~~CLECs (or their authorized agents) and ~~the provider~~Qwest. This team meets monthly to review, prioritize, and make recommendations for change management requests. The change management requests are used as input to internal change management processes.

CMP Steering Committee: The CMP Steering Committee consists of representatives from the ~~customer~~CLECs and ~~the provider~~Qwest who will be responsible for managing compliance to the CMP document. The responsibilities of the CMP Steering Committee are:

- *On-going commitment*
- *Participation in change management meetings/conference calls*
- *Reviewing changes/suggestions to the CMP document for submittal to OBF*
- *Process improvements*
- *Managing meeting schedule/logistics*

A standing agenda item at the regular change management meetings will provide an opportunity for the ~~provider~~Qwest and ~~customer~~CLECs to assess the effectiveness of the CMP. Both the ~~customer~~CLECs and the

~~provider~~Qwest will use this opportunity to provide feedback of instances of non-compliance and commit to taking appropriate action(s).

Provider POC: ~~The provider~~Qwest POC is responsible for managing the CMP. The ~~provider~~Qwest POC will be responsible for maintaining the integrity of the change requests, preparing for and facilitating review meetings, presenting change requests to ~~the provider~~Qwest's internal CMP, and ensuring that all notifications are communicated to the appropriate parties.

~~Customer~~CLEC POC: The ~~customer~~CLEC POC will serve as the official designee for all matters regarding CMP, including:

- *Submission of ~~customer~~CLEC change request forms*
- *Notification of critical matters, such as Type 1 errors*

Release Management Team: A team of ~~customer~~CLEC and provider representatives who manage the implementation of scheduled releases.

MEETINGS

~~Change Management meetings will be conducted monthly.~~
FROM AUGUST 8, 2001 REDLINED FRAMEWORK

Change Management meetings will be conducted on a regularly scheduled basis, at least on a monthly basis. Meeting participants can choose to attend meetings in person or participate by conference call.

Meetings are held to review, prioritize, manage the implementation of process and system changes and address change management requests. Qwest will review the status of all applicable change requests. The meeting may also include discussions of Qwest's development view.

CLEC's request for additional agenda items and associated materials should be submitted to Qwest at least five (5) business days by noon (MST) in advance of the meeting. Qwest is responsible for distributing the agenda and associated meeting materials at least three (3) business days by noon (MST) in advance of the meeting. Qwest will be responsible for preparing, maintaining, and distributing meeting minutes . Attendees with any walk-on items should bring materials of the walk-on items to the meeting.

All attendees, whether in person or by phone, must identify themselves and the company they represent.

Additional meetings may be held at the request of Qwest or any qualified CLEC (as defined in this document). Meeting notification must contain an agenda plus any supporting meeting materials. These meetings should be announced at least five (5) business days prior to their occurrence. Exceptions may be made for emergency situations.

~~The provider is responsible for notifying customers and distributing agendas and other meeting materials to include, but not limited to, actual change requests received from the customers and documentation of industry guidelines and regulatory changes at least seven (7)calendar days in advance of the meeting.~~

~~Customers can choose to attend meetings in person or participate by conference call. The provider must make a conference bridge available for meetings. The agenda will include the dial-in number and the access information.~~

~~The provider will be responsible for preparing, maintaining, and distributing minutes following the meeting. The draft version of the minutes must be distributed no later than seven (7) calendar days after the meeting and must contain the name of each attendee and the company they represent. All attendees, whether in person or by phone, must identify themselves and the company they represent. The provider will also update the status of change requests after the meeting and distribute it following the meeting as part of the meeting minutes.~~

~~Emergency or special meetings may be held at the request of the provider or any qualified customer (as defined in this document). Emergency meeting notification must contain an agenda plus any supporting meeting materials. These meetings should be announced at least two (2) business days prior to their occurrence.~~

Meeting Materials [Distribution Package] for Change Management Meeting
FROM AUGUST 8, 2001 REDLINED FRAMEWORK

Meeting materials should include the following information:

- Meeting Logistics
- Minutes from previous meeting
- Agenda
- Change Requests and responses
  - New/Active
  - Updated
  - Log
- Issues, Action Items Log and associated statuses
- Release Summary12 Month Development View
- Monthly System Outage Report
- Any other material to be discussed

Qwest will provide Meeting Materials (Distribution Package) electronically by noon 3 business days prior to the Monthly CMP Meeting. In addition, Qwest

will provide hard copies of the Distribution Package at the Monthly CMP Meeting.

Agenda Items for Change Management Meeting

Agenda items should include but are not limited to, the following:

- Change Request discussions
- Issues/Actions
- Release Notice/12 Month Development View
- Effectiveness of change management Process
- Specifications for regulatory or industry originated change requests

II. Change Management Meeting Action Log and Change Request Status

The provider will maintain and distribute at the change management meeting an Action Item Log containing action items from previous meetings and status. Additionally, during the change management meetings, the provider will review status of the customer change requests. The meeting will include discussions of the provider's development view, as well as any customer's suggested development to the provider Operations Support Systems (OSSs).

III. Meeting Minutes for Change Management Meeting
FROM AUGUST 8, 2001 REDLINED FRAMEWORK

- Qwest will take minutes.

Qwest will summarize discussions in meeting minutes and include any revised documents such as Issues, Action items and statuses.

Minutes should be distributed to meeting participants for comments or revisions no later than five (5) business days by noon (MST)after the meeting. CLEC comments should be provided within two (2) business days by noon (MST). Revised minutes, if CLEC comments are received , should be distributed within nine (9) business days by noon (MST) after the meeting.

The provider will take minutes during the meeting. Meeting minutes should include, but are not limited to, the following:

- Current status of change requests and Release Notices
- Issues/Action items and status
- Attendees/Company

A draft version of the minutes should be distributed to meeting participants for comments or revisions no later than seven (7) calendar days after the meeting. Customers need to respond to the provider with any modifications to the draft version within two (2) business days. Revisions and comments will be incorporated into the final minutes. The final minutes will be distributed within eleven (11) calendar days after the meeting.

~~IV.~~V. ~~Provider~~Qwest ~~Change Management Process~~ Wholesale CMP Web Site[Need to re-visit – ACTION ITEM #17G]

~~FROM AUGUST 8, 2001 REDLINED FRAMEWORK~~

To facilitate access to CMP documentation, ~~the provider~~Qwest will maintain CMP information on its web site. The web site should be easy to use and updated in a timely manner. The Web site should be a well organized central repository for CLEC notifications and CMP documentation. Active documentation including meeting materials (Distribution Package), should be maintained on the website. Change Requests and release notifications should be identified in accordance with the agreed upon naming convention, to facilitate ease of identification. [action item #] Qwest will maintain closed and old versions of documents on the web site's Archive page for 18 months before storing off line. Information that has been removed from the web site can be obtained by contacting the appropriate Qwest CMP Manager. ~~-~~At a minimum, the CMP web site will ~~contain~~ include:

- Current version of ~~the provider~~Qwest CMP document describing CMP's purpose and scope of setting forth the CMP objectives, procedures, and timelines, including release life cycles.
- Calendar of release dates
- OSS hours of availability
- Links to related web sites, such as IMA EDI, IMA GUI, CEMR, and Notices
- Current CMP escalation process
- CMP prioritization process description and guidelines
- Change Request form and instructions to complete form
- Submitted and open Change Requests and the status of each
- Responses to Change Requests and written responses to CLEC inquiries
- Meeting (formal and informal) information for CMP monthly meetings and interim meetings or conference calls, including descriptions of meetings and participants, agendas, sign-up forms, and schedules
- ~~Joint Release Test Plan Template~~
- A log of ~~customer~~ CLEC and ~~provider~~ Qwest change requests and associated statuses

- ~~Issue/Action items and statuses~~Meeting materials(distribution package)
- Meeting minutes
- Release announcements and other CLEC notifications and associated requirements
- Directory to CLEC notifications for the month
- Business rules, SATE test case scenarios technical specifications, and user guides will be provided via links on the CMP web site. ~~based on the LSOG and provider's specific requirements~~
- Contact information for the CMP POC list, including CLEC, Qwest and other participants (with participant consent to publish contact information on web page).

REQUIREMENTS REVIEW

I. Draft Interface Release Requirements

Prior to implementing a new interface or a change to an existing interface, the providerQwest will notify customerCLECs of the draft release requirements.

Notification and confirmation time lines for Type 1 are determined on an individual case basis based on the severity of the problem.

Notifications for Type 2 changes are based on applicable law and / or regulatory rules.

Type 3 time lines are based on customerCLEC / provider agreement in conjunction with the rollout of national guidelines, (See Issue 1714: New Issue Life Cycle Process) subject to any overriding regulatory obligations.

Generally, a Type 4 and Type 5 change notification will occur at least 73 calendar days prior to implementing the change. Draft business rules / technical specifications will be produced and distributed to customerCLECs 66 calendar days prior to implementation. CustomerCLECs have fifteen (15) calendar days from the initial publication of draft documentation to provide comments / questions on the documentation. Change confirmation will occur 45 calendar days prior to implementation through publication of final business rules / technical specifications.

For Type 4 or Type 5 change requests more or less notification may be provided based on severity and the impact of the change. For example, the providerQwest can implement the change in less than 45 calendar days.

Documentation of new or revised error messages associated with Type 4 or Type 5 change requests will be provided no later than 30 calendar days prior to implementation date.

II. Content of Draft Interface Release Requirements

The Notification letter will contain:

- *Written summary of change(s)*

- Target time frame for implementation
- Any cross-reference to updated documentation such as the Users Guide. This type of documentation should also include a summary of changes made to the document

III. Walk Through of Draft Interface Release Requirements

If requested by one or more customerCLECs within fourteen (14) calendar days of receiving the initial Release Requirements, the providerQwest will sponsor a walk through with the appropriate internal subject matter experts. The providerQwest will hold this walk through no later than thirty (30) calendar days prior to the scheduled implementation.

IV. CustomerCLEC's Comments on Draft Interface Release Requirements

If the customerCLEC identifies issues or requires clarification, the customerCLEC must send a written response to the providerQwest and the customerCLEC's Account Manager. The providerQwest must receive the customerCLEC's response seven (7) calendar days prior to the date of the Initial Release Requirements. The response will specify the customerCLEC's questions, issues and any other alternative recommendations for implementation.

V. Provider Response to Comments

The providerQwest will review and respond with written answers to all customerCLEC issues, comments/ concerns within seven (7) calendar days. The answers will be shared with all customerCLECs, unless the question (s) are marked proprietary. Any changes that may occur as a result of the responses will be distributed to all customerCLECs in the same notification letter.

VI. Final Interface Release Requirements

The notification letter resulting from the customerCLEC's response from the Initial Release Notification will constitute the Final Release Requirements.

VII. Content of Final Interface Release Requirements

In addition to the content of Interface Initial Release Requirements, the Final Release will include the following:

~~*Summary of changes from the providerQwest response to comments*~~
~~*Indication of type of change (e.g., documentation change, business rule change, clarification change)*~~
~~*Changed requirements pages*~~
~~*Release date*~~
~~*Interval before implementation of release*~~

~~*The providerQwest's planned implementation date will not be sooner than forty five (45) calendar days from the date of the final release requirements. The providerQwest will post notification to provider's web site to inform the customerCLECs of possible impact to customerCLEC ordering ability. The providerQwest will post this information forty five (45) calendar days prior to the scheduled implementation of such changes, if possible, but not less than thirty (30) calendar days prior to implementation. Emergency changes that occur without advance notification will be posted within 24 hours of the change. The implementation time line for the release will not begin until all related documentation is provided.*~~

PRIORITIZATION

I. *Prioritization Review*

The prioritization review provides the forum for reviewing and prioritizing Type 4 and Type 5 change requests. ~~The provider~~Qwest will facilitate the meeting. Both ~~customer~~CLECs and ~~providers~~Qwest should have appropriate subject matter experts in attendance. Meetings will be held monthly, or more frequently if needed, and are open to all ~~customer~~CLECs. The prioritization review objectives are to:

- *Introduce newly initiated ~~customer~~CLEC and provider change requests.*
- *Allow ~~customer~~CLECs to prioritize new change requests and re-rate existing change requests by providing specific input as to the relative importance that ~~customer~~CLECs, as a group, assign to each such change request.*
- *Provide status on outstanding ~~customer~~CLEC and provider change requests.*
- *~~The provider~~Qwest will distribute all materials fourteen (14) calendar days prior to the prioritization review. The materials will include:*
  - *Agenda*
  - *Prioritized spreadsheet of Type 4 and Type 5 change requests*
  - *Spreadsheet of change requests pending initial rating and re-rating (see Appendix B)*
  - *New change requests as submitted by initiating ~~customer~~CLEC or provider*

II. *Prioritization Process*

During the review, the initiators will present their new change requests and any requests for re-rate. This will be followed by a question and answer session. After all presentations are complete, the voting of change requests will begin.

Re-rate requests will only be accepted from ~~customer~~CLECs who participated in the initial voting. Once a re-rate is requested, all ~~customer~~CLECs participating at the subsequent meeting can submit a rating.

~~Customer~~CLECs may request and rate a modification to a new change request at the prioritization review, if agreed to by the originating ~~customer~~CLEC(s). The originating ~~customer~~CLEC must update the change request with the agreed upon modification.

III. *Voting*

Voting should be conducted according to the following guidelines:

- *A ~~customer~~CLEC must either be using the interface impacted by the change request or have a Letter of Intent to use the interface on file with the ~~provider~~Qwest to participate in the vote.*
- *Each ~~customer~~CLEC is allowed one vote per change request and should have one representative responsible to provide a rating. Each ~~customer~~CLEC can only assign a rating to a change request at the prioritization review. A rating will not be accepted outside of the prioritization review.*
- *~~Customer~~CLECs may only provide a rating at the meeting where the new change request is introduced. ~~Customer~~CLECs that were not present at that meeting may not submit ratings at subsequent meetings, unless there is a request to re-rate.*
- *A ~~customer~~CLEC may delegate its vote to an authorized agent acting on its behalf by providing a Letter of Authority.*
- *Each participating ~~customer~~CLEC ranks each change request by providing a rank from 1 (low) to 5 (high). Votes will be averaged to determine order of ranking and results (see Appendix C) will be provided prior to the close of the prioritization review.*
- *~~Customer~~CLECs can defer/pass on voting. A rating of defer or pass will not be averaged in the overall rating.*

~~*Qwest Proposed Interface Testing Language Updated 11-13-01, Proposed Action Item Language – 11-20-01 – revised 11/27/01*~~APPLICATION - to - APPLICATION INTERFACE TESTING

~~Qwest will~~ provides a separate Customer Test Environment (CTE) for the testing of transaction based application-to-application interfaces for pre-order, ~~and~~ order, and maintenance/repair. The CTE will be developed for each major release and updated for each point release that has changes that were disclosed but not implemented as part of the major release. Qwest will provide test files for batch/file interfaces (e.g. billing). The CTE for Pre-order and Order currently includes:

- Stand Alone Test Environment (SATE)
- Interoperability Testing
- Controlled Production Testing

The CTE for Maintenance and Repair currently includes:

- CMIP Interface Test Environment (MEDIACC)

~~Qwest will provide test files for . Billing.~~ ~~There are two types of testing:~~ Qwest provides initial implementation~~new release~~ testing [intended for those CLECs that are not currently in production or that want to test new ordering or pre-ordering transactions for which they have not been through testing – move to Terms], and migration testing (from one version to the next) for all types of OSS Interface change requests. Controlled Production Testing is also provided for Pre-Order and Order. [see action item #182 TERMS]~~production support for all types of change requests~~. ~~New release~~ Such testing provides the opportunity to test the code associated with ~~releases for Types~~those OSS Interface~~2 through 5~~ change requests. The CTE will also provide the opportunity for regression testing of OSS Interface functionality. ~~Production support testing allows CLECs and Qwest to test changes made as a result of Type 1 change request implementation.~~

~~1.1.1 New Release & Production Support Testing Processin the CLEC Test Environment (CTE)~~

Qwest will send an industry notification, including testing schedules (see section X – Changes to Existing Interfaces), to CLECs so they may determine their intent to participate in the test. CLECs wishing to test with Qwest ~~migrate to the new release~~ must participate in at least one joint planning session and determine:

- Connectivity (required)
- Firewall and Protocol Testing (required)
- Controlled Production (required)
- Production Turn-up (required)
- Test Schedule (required)

~~should make arrangements with Qwest.~~ When applicable, CLECs and Qwest will perform interface testing, as mutually agreed upon and documented in a migration project plan. A joint CLEC-Qwest test plan may also include some or all of the following based on type of testing requested:

- Requirements Review
- Test Data Development
- Progression Testing Phase

~~Each testing CLEC will meet with Qwest and agree on its own set of test scenarios that will be included in the test and the test schedule.~~ Qwest will communicate~~publish~~ any agreed upon changes to the test schedule. CLECs are responsible for establishing and maintaining connectivity to the CTE. ~~Provided a CLEC uses the same connectivity option as it uses in production, the CLEC should, in general, experience response times similar to production. However, tThe CTE environment is not intended for volume testing.~~

~~This section provides information regarding the CTE and the procedures for new release and Production Support testing.~~

~~The CTE is a separate environment that contains the application-to-application interface and gateway applications for preordering and ordering. This environment is used for CLEC testing – both new release testing and new entrant testing. CLECs are responsible for establishing and maintaining connectivity into the CTE.~~ Provided a CLEC uses the same software components and similar connectivity configuration ~~connectivity option~~ as it uses in production, the CLEC should, in general, experience response times similar to production. However, this environment is not intended for volume testing. The CTE contains the appropriate applications for pre-ordering and Local Service Request (LSR) ordering up to but not~~and~~ including the service

order processor. Qwest intends to include the service order processor as part of the SATE component of the CTE by the end of 2002. ~~(Action #185)~~

~~*Any special procedures required due to geographical or system differences will be reviewed with the participating CLEC prior to the implementation of their testing phase.*~~

~~***II.New Release Testing***~~

~~*New release testing is the process CLECs use to test an upcoming Qwest systems release that impacts the interface and business rules between CLECs and Qwest.*~~

~~***III.Getting Ready for the New Release Testing***~~

~~*CLECs should be notified of the content of the release through the change management process. CLECs should review the content of the release and determine if they want to participate in the test and what transactions they would like to submit as part of the test.*~~

~~*Qwest will send an industry notification, including testing schedules, to CLECs so they may determine their intent to participate in the test. CLECs wishing to participate in the test should make arrangements with Qwest testing coordinator. Qwest will publish any changes to the schedule.*~~

~~***IV.Production Support Testing***~~

~~*Production Support testing occurs in a production like environment used in support of new entrant testing. New entrant testing is intended for those CLECs that are not currently in production or that want to test new ordering or pre-ordering transactions for which they have not been through testing.*~~

PRODUCTION SUPPORT
TYPES OF CHANGE

IV. Production Support Change

A Type 1 change corrects problems discovered in production versions of an OSS interface. Either Qwest or the CLEC may initiate the change request. Typically, this type of change reflects instances where a technical implementation is faulty or inaccurate such as to cause correctly or properly formatted data to be rejected. Instances where Qwest or CLECs misinterpret interface specifications and/or business rules must be addressed on a case-by-case basis. All parties will take all reasonable steps to ensure that any disagreements regarding the interpretation of a new or modified business process are identified and resolved during the change management review of the change request. Type 1 changes will be processed on an expedited basis by means of an emergency release of software/documentation.

Additionally, once a Type 1 change is identified, the change management team (see the Managing The Change Management Process section) must determine the nature and scope of the maintenance. Type 1 changes are categorized in the following manner:

Severity 1: *Production Stopped: Interface Unusable – Interface discrepancy results in totally unusable interface requiring emergency action. CLEC Orders/Pre-Orders cannot be submitted or will not be accepted by Qwest and manual work-arounds are not feasible. Correction is considered essential to continued operation. Qwest and CLECs should dedicate resources to expedite resolution.*

Acknowledgment Notification	*= 1 hour*
Status Notification	*= bi-hourly*

Severity 2: *Production Degraded: Interface Affecting - An interface discrepancy that requires a work-around(s) on the part of the CLEC or Qwest. The change is considered critical to continued operation. It does not stop production, but affects key applications.*

Acknowledgment Notification	*= 4 hours*

Status Notification = *weekly*
Implementation time = *14 - 30 calendar days*

Severity 3: *Process Impacted: Pre-order / Order requests can be submitted and will be accepted through normal processes / interfaces. Clarification is considered necessary to ongoing operations.*

Acknowledgment Notification = *7 calendar days*
Implementation time = *30 - 60 calendar days*

TRAINING

All changes to existing interfaces, as well as the introduction of new interfaces, will be incorporated into CLEC training.

~~Providers~~Qwest —may conduct ~~customer~~CLEC workshops. Customer CLEC workshops are organized and facilitated by ~~the provider~~Qwest and can serve any one of the following purposes:

- *Educate ~~customer~~CLECs on a particular process or business function*
- *Collect feedback from ~~customer~~CLECs on a particular process or business function*
- *Provide a forum for ~~providers~~Qwest or ~~customer~~CLECs to lobby for the implementation of a particular process or business function*

ESCALATION PROCESS

FROM SEPTEMBER 20, 2001 REDESIGN SESSION

I.V. Guidelines

- The escalation process will include items that are defined as within the CMP scope.
- The decision to escalate is left to the discretion of the ~~customer~~CLEC, based on the severity of the missed or unaccepted response/resolution
- Escalations may also involve issues related to CMP itself, including the administration of the CMP ~~can involve issues related to the CMP, itself~~
- ~~Escalations involving change requests,~~ the expectation is that escalation should occur only after ~~normal~~ change management procedures have occurred per the CMP

~~Three (3) levels of escalation shall be available. They are:~~

~~1. The customer's change management director (or designated agent) to provider's change management director~~

~~2. The customer's change management director to provider's account director~~

~~3. The customer's vice president to provider's vice president~~

~~Each level of escalation will go through the same cycle, as follows:~~

II.VI. Cycle

Item must be formally escalated as an e-mail sent to the Qwest CMP escalation e-mail address [URL to be established] ~~the appropriate provider escalation level.~~

- Subject line of the escalation e-mail must include:
  - CLEC Company name
  - "ESCALATION"
  - Change Request (CR) number and status, if applicable
- Content of e-mail must enclose appropriate supporting documentation, if applicable, and to the extent that the supporting documentation does not include the following information, the following must be provided :
  - Description of item being escalated
  - History of item
  - Reason for Escalation
  - Business need and impact
  - Desired CLEC resolution

- CLEC contact information including Name, Title, Phone Number, and e-mail address
- CLEC may request that impacted activities be stopped, continued or an interim solution be established.

- Qwest will acknowledge receipt of the complete escalation e-mail with an acknowledgement of the e-mail no later than the close of business of the following business day. If the escalation email does not contain the following specified information Qwest will notify the CLEC by the close of business on the following business day, identifying and requesting information that was not originally included. When the escalation email is complete, the acknowledgement email will include:
  - Date and time of escalation receipt
  - Date and time of acknowledgement email
  - Name, phone number and email address of the Qwest Director, or above, assigned to the escalation.

- ~~Subject of e-mail must be customer (Customer Name) ESCALATION (CR# if applicable) Level of Escalation~~
- ~~Content of e-mail must include~~
  - ~~Definition and escalation of item~~
  - ~~History of item~~
  - ~~Reason for escalation~~
  - ~~Desired outcome of customer~~
- Qwest will post escalated issue and any associated responses on the CMP web site within 1 business day of receipt of the complete escalation or response. [see action item]
- Qwest will give notification that an escalation has been requested via the Industry Mail Out process [in a time frame to be determined – Jarby]
- Any other CLEC wishing to participate in the escalation must submit an e-mail notification to the escalation URL within one (1) business day of the mail out. The subject line of the e-mail must include the title of the escalated issue followed by "ESCALATION PARTICIPATION"
- ~~Impact to customer of not meeting the desired outcome or item remaining on current course of action as previously discussed at the prioritization review (if escalation is associated with a change request)~~
- ~~Impact to customer of a rejected change request~~
- ~~Contact information for appropriate level including Name, Title, Phone Number, and e-mail ID~~
- ~~It is not necessary to repeat information for level 2 and 3 escalations. However, the e-mail submission should include any additional information~~

since the last distribution, including the reason that the matter could not be resolved at previous level

- The provider will reply to the escalation request with an acknowledgement of receipt within 1 business day
- Within seven (7) calendar days of receipt, the appropriate provider change management executive (Level 1-2: Director or Level 3: Vice President) will reply through provider change management with provider position and explanation for that position
- Qwest will respond with a binding position e-mail including supporting rationale aAs soon as practicable, but no later than:
  - For escalated CRs, seven (7) fourteen (14) calendar days of sending the acknowledgement e-mail, Qwest will respond with a binding position e-mail including supporting rationale.
  - For all other escalations, fourteen (14) calendar days of sending the acknowledgment e-mail.
- The escalating customer should CLEC will respond to the provider Qwest within seven (7) calendar days with a binding position e-mail, as to whether escalation will continue or the provider response has been accepted as closure to the item
- If the provider's position suggests a change in the current disposition of the item, a conference call will be held within 1 business day of the provider's decision in order to arrive at consensus with the appropriate executives
- The provider will publish the outcome of the conference call via e-mail
- For escalations associated with Type 1 changes, the provider has a one day turnaround rather than 5 for each cycle of escalation
- When the escalation is closed, the resolution will be subject to the CMP

3.4.2.1 Flow of Escalation Table

Dispute Resolution Process
FROM SEPTEMBER 20, 2001 REDESIGN SESSION

- CLECs and Qwest will work together in good faith to resolve any issue brought before the CMP [define Good Faith]. In the event that an impasse issue develops, is not resolved through the Escalation Process described in Section xx has been followed without resulting in a resolution, a party may pursue the dispute resolution processes set forth below the dispute shall be resolved by either method set forth below. Item must be formally noticed via an e-mail sent to the Qwest CMP Dispute Resolution e-mail address [URL to be established] Subject line of the e-mail must include:
  - CLEC Company name
  - "Dispute Resolution"
  - Change Request (CR) number and status, if applicable
- Content of e-mail must enclose appropriate supporting documentation, if applicable, and to the extent that the supporting documentation does not include the following information, the following must be provided:
  - Description of item
  - History of item
  - Reason for Escalation
  - Business need and impact
  - Desired CLEC resolution
  - CLEC contact information including Name, Title, Phone Number, and e-mail address
  - Qwest will acknowledge receipt of the complete Dispute Resolution e-mail within one (1) business day

- Qwest or any CLEC may suggest that the issue be resolved through an Alternative Dispute Resolution (ADR) process, such as arbitration or mediation using the American Arbitration Association (AAA) or other rules. If the parties agree to use an ADR process and agree upon the process and rules to be used, including whether the results of the ADR process are binding, the dispute will be resolved through the agreed upon ADR process.

- Qwest or any CLEC affected by the dispute, may request mediation by a third party. If mediation is requested, parties shall participate in good faith.

~~Qwest and the CLECs affected by the dispute must agree to the terms of the mediation, including the payment of costs and fees. If the mediation results in the resolution of the dispute, that resolution shall apply to all CLECs affected by the dispute. If mediation is not successful in resolving the issue, Qwest or any CLEC may use the process set forth below [action item for proposed language]~~

- Without the necessity for a prior ADR Process~~[contingent on first bullet]~~, Qwest or any CLEC may submit the issue, following the commission's established procedures, with the appropriate regulatory agency requesting resolution of the dispute. This provision is not intended to change the scope of any regulatory agency's authority with regard to Qwest or the CLECs.

~~However,~~ Tthis process does not limit ~~any~~ party's right to seek remedies in a regulatory or legal arena at any time.

DEFINITION OF TERMS

Term	*Definition*
CUSTOMER CLEC	*Party originating a request (LSR)*

INTERFACE	*A mechanism to communicate between ~~customer~~CLEC/provider or trading partners (e.g., paper, GUI, gateway)*
	• *A new interface is ~~the provider~~Qwest's introduction of paper, GUI, gateway, etc., to all ~~customer~~CLECs for the first time.*
	• *A change to an interface may include:*
	  ◦ *Paper to GUI*
	  ◦ *Changes of EDI to CORBA*

ISSUE	*The specific OBF LSOG Issue (e.g., Local Services Ordering Guidelines (LSOG) document, Issue 5, August 2000)*
PROVIDER	*Party receiving request (LSR)*
RELEASE	*Implementation of version (Type 3 change) using a particular interface. A release may include enhancements or customization (Type 1,2,4 or 5 change) to an LSOG version by a provider as well as ~~customer~~CLEC/provider business requirements.*
VERSION	*The supported OBF LSOG Issue (e.g., Local Services Ordering Guidelines (LSOG) document, Issue 5, August 2000)* *(Type 3 change)*

GLOSSARY OF TERMS

ANSI	*American National Standards Institute*
ATIS	*Alliance for Telecommunications Industry Solutions*
CMP	*Change Management Process*
ECIC	*Electronic Communications Implementation Committee*
EDI	*Electronic Data Interchange*
FCC	*Federal Communications Commission*
GUI	*Graphical User Interface*
ITU	*International Telecommunications Union*
LOI	*Letter of Intent*
LSR	*Local Service Request*
NRIC	*Network Reliability and Interoperability Council*
OBF	*Ordering and Billing Forum*
OIS	*Outstanding Issue Solution*
OSS	*Operational Support Systems*
POC	*Point Of Contact*
RN	*Release Notification*
TCIF	*Telecommunications Industry Forum*

APPENDIX A: CHANGE REQUEST FORM AND CHECKLIST

I. Appendix A-1: Change Request Form

(1) Internal Reference # _____ (2) Date Change Request Submitted __/__/__

(3) ☐ **TYPE 1 (EMERGENCY)** (4) ☐ **TYPE 2 (REGULATORY)** (5) ☐ **TYPE 3 (INDUSTRY)**
- ☐ Severity 1 (stops production)
- ☐ Severity 2 (impacts production)
- ☐ Severity 3 (major w/work around)

(6) ☐ **TYPE 4 (PROVIDER)** (7) ☐ **TYPE 5 (CUSTOMERCLEC)**

(4) ~~Custemer~~CLEC _____

(5) Originator_____ (6) Phone_____

(7) Originator's Email Address _____ (8) Fax_____

(9) Alternate Contact _____ (10) Alt Phone # _____

(11) Title of Change _____

(12) **Category** ☐ Add New Functionality ☐ Change Existing

(13) **Interfaces Impacted**
- ☐ Pre-Ordering
- ☐ Ordering
- ☐ Maintenance
- ☐ Manual
- ☐ Billing
- ☐ Business Rules
- ☐ Other

(14) Description of requested change including purpose and benefit received from this change. (Use additional sheets, if necessary.)

_____
_____
_____
_____

(15) Known dependencies

_____
_____
_____
_____

(16) List all business specifications and/or requirements documents included (or Internet / Standards location, if applicable)

~~Exhibit A Master Redlined CLEC-Qwest CMP Re-design Framework Revised 11-29-01Master Redlined CLEC-Qwest CMP Re-design Framework Revised 11-29-01Master Redlined CLEC-Qwest CMP Re-design Framework Revised 11-29-01Master Redlined CLEC-Qwest CMP Re-design Framework Revised 11-29-01Master Redlined CLEC-Qwest CMP Re-design Framework Revised 11-16-01 updated 11-28Master Redlined CLEC-Qwest CMP Re-design Framework Revised 11-16-01Master Redlined CLEC-Qwest CMP Re-design Framework Revised 11-16-01~~

Exhibit A_Master Redlined CLEC Qwest CMP Re-design Framework - Revised 11-29-01Exhibit A_Master Redlined CLEC Qwest CMP Re-design Framework - Revised 11-29-01Master Redlined CLEC Qwest CMP Re-design Framework - Revised 11-29-01Master Redlined CLEC Qwest CMP Re-design Framework - Revised 11-29-01Master Redlined CLEC Qwest CMP Re-design Framework - Revised 11-16-01 updated11-28Master Redlined CLEC Qwest CMP Re-design Framework - Revised 11-16-01Master Redlined CLEC Qwest CMP Re-design Framework - Revised 11-16-01Master Redlined CLEC Qwest CMP Re-design Framework - Revised 11-8-01

This Section to be completed by Provider ONLY

(17) Change Request Log #_____ (18) Clarification ☐ Yes ☐ No

(19) Clarification Request Sent __/__/__ (20) Clarification Response Due __/__/__

(21) Status _____

(22) Change Request Review Date __/__/__ (23) Target Implementation Date __/__/__

(24) Last Modified By _____ (25) Date Modified __/__/__

(26) **Change Request Activity**

(27) **Rejected Change Request**

- ☐ Cost/benefits
- ☐ Resource commitments
- ☐ Industry or regulatory direction
- ☐ Provider direction
- ☐ Other

(28) Cancellation Acknowledgment Customer/CLEC _____ Provider _____ Date __/__/__

(29) **Request Escalation** ☐ Yes ☐ No

(30) **Escalation Considerations**

(31) **Agreed Release Date** __/__/__

This section to be completed by Provider – Internal Validation of Defect Change Request.
(32) Defect Validation Results:

Exhibit A Master Redlined CLEC Qwest CMP Re-design Framework - Revised 11-25-01Exhibit A Master Redlined CLEC Qwest CMP Re-design Framework – Revised 11-25-01Master Redlined CLEC Qwest CMP Re-design Framework – Revised 11-16-01Master Redlined CLEC Qwest CMP Re-design Framework – Revised 11-9-01Master Redlined CLEC Qwest CMP Re-design Framework – Revised 11-1-01Master Redlined CLEC Qwest CMP Re-design Framework – Revised 10-3-01Master Redlined CLEC Qwest CMP Re-design Framework – Revised 11-16-01 updated 11-28Master Redlined CLEC Qwest CMP Re-design Framework – Revised 11-16-01Master Redlined CLEC Qwest CMP Re-design Framework – Revised 11-16-01Master Redlined CLEC Qwest CMP Re-design Framework – Revised 11-16-01

II. *Appendix A-2: Change Request Form Checklist*

All fields will be validated before Change Request is returned for clarification.

Field	Checklist	Description	Instructions	Action Required
1	Optional	Optional field for the initiator to use for internal tracking. The request may be generated prior to submission into the ProviderQwest's change control process.	No action	
2	Mandatory	Date Change Request sent to Provider.	Return to Sender	Date entry required
3	Mandatory	Indicate type of Change Request: CustomerCLEC or Provider Initiated Industry Standard or Regulatory.	Return to Sender	Company designation required
4	Mandatory	Enter company name for the Change Request.	Return to Sender	Company name required
5	Mandatory	Enter originating company's Change Control Initiator's name.	Return to Sender	Initiator's name required
6	Mandatory	Enter originating company's Change Control Initiator's phone number.	Return to Sender	Initiator's phone number required
7	Mandatory	Enter originating company's Change Control Initiator's Email address.	Return to Sender	Initiator's Email address required
8	Mandatory	Enter originating company's Change Control Initiator's fax number.	Return to Sender	Initiator's fax number required
9	Mandatory	Enter originating company's alternate contact name.	Return to Sender	Alternate contact name required
10	Mandatory	Enter originating company's alternate contact phone number.	Return to Sender	Alternate contact number required
11	Mandatory	For the purpose of referencing the Change Request, assign a short, but descriptive name.	Return to Sender	Title required – maximum length 40 characters
12	Mandatory	Identify request category for the Change Request.	Return to Sender	Category required
13	Mandatory	Identify originating company assessment of impact.	Return to Sender	Entry required
14	Mandatory	Describe the proposed Change Request, indicating the purpose and benefit of request. If additional space is needed, use additional sheet.	Return to Sender	Description of Change Request required
15	Mandatory	Indicate any known dependencies relative to the Change Request. If none are known, enter "None known".	Return to Sender	Entry required

Field	Checklist	Description	Instructions	Action Required
16	Mandatory	Indicate whether additional information accompanies/supports the proposed Change Request. If yes, list all documents attached or reference where they can be found, including internet address and standards reference, if applicable.	Return to Sender	Supporting documentation must accompany request
17	Mandatory Provider	A Change Request Log Number generated by the "Change Request Logging system" upon receipt of the Change Request. The number should be sent back to the initiator on the acknowledgment receipt. This # will be used to track the Change Request.	Return to Sender	Log number – system generated
18	ConditionalProvider	Indicates whether clarification is needed on the Change Request.	Return to Sender	
19	ConditionalProvider	Date clarification request sent to Initiator.		
20	ConditionalProvider	Date clarification due back from Initiator.	Return to Sender	
21	Mandatory Provider	Indicate status of proposed Change Request (i.e., clarification, validation, pending, etc)		
22	Mandatory Provider	Assign date when Change Request will appear on agenda.	Return to Sender	
23	Mandatory Provider	A soft date for implementation. Updated based on Candidate Release Package info.		
24	Mandatory Provider	Field that communicates who last updated the request.		
25	Mandatory Provider	Field that communicates when the last update occurred.		
26	Mandatory Provider	Change Request results captured from the Change Review meeting.		
27	Conditional Provider	Cancelled Change Request reasoning.	Return to Sender	
28	Conditional Provider	Concurrence with Change Request originating company. Show date of concurrence.	Return to Sender	
29	Conditional Provider	Change Request Escalation indication.		
30	Conditional Provider	Detailed description of the escalation considerations.		
31	Mandatory Provider	Indicate agreed release date from Project Release Plan.		
32	Mandatory Provider	Results of Internal Defect Validation.		

Exhibit A Master Redlined CLEC Qwest CMP Re-design Framework - Revised 11-16-01 updated 11-26-01Master Redlined CLEC Qwest CMP Re-design Framework - Revised 11-16

APPENDIX B: CHANGE REQUEST PRIORITIZATION FORM

Item #	*Change Request #*	*Description of Change Request*	*CustomerCLEC Rankings*	*Comments*
		Title: *Description:* *Process:* *System:* *Primary Area:* *LSOG Version:* *Initiator/Date:*	*Overall =* *Cust #1 =* *Cust #2 =* *Cust #3 =* *Cust #4 =* *Cust #5 =* *Cust #6 =*	
		Title: *Description:* *Process:* *System:* *Primary Area:* *LSOG Version:* *Initiator/Date:*	*Overall =* *Cust #1 =* *Cust #2 =* *Cust #3 =* *Cust #4 =* *Cust #5 =* *Cust #6 =*	
		Title: *Description:* *Process:* *System:* *Primary Area:* *LSOG Version:* *Initiator/Date:*	*Overall =* *Cust #1 =* *Cust #2 =* *Cust #3 =* *Cust #4 =* *Cust #5 =* *Cust #6 =*	

APPENDIX C: CMP PRIORITIZATION PROCESS EXAMPLE

Example: *Change Request E2 is prioritized highest. Since E3 and E5 are tied, they will be re-ranked and prioritized according to the re-ranking.*

Pre-order	CustomerCLEC #1	CustomerCLEC #2	CustomerCLEC #3	TOTAL	Average
E1	5	5	5	15	5
E2	1	2	1	4	1
E3	3	1	5	9	3
E4	5	3	4	12	4
E5	2	5	2	9	3
E6	4	4	3	11	4

FINAL MEETING MINUTES

CLEC-Qwest Change Management Process Re-design
Tuesday, October 2 and Wednesday, October 3, 2001 Working Session

200 South 5th Street, 1st Floor, Multi-purpose Room, Minneapolis, MN
1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Conference Bridge: 1-877-847-0304, pass code 7101617#

NOTE: These FINAL meeting minutes were circulated to the CMP Re-design Core Team Members in attendance for their review and comments. Comments are included as attachments to the minutes.

INTRODUCTION

The Core Team (Team) and other participants met October 2 and 3 to continue with the Re-design effort of the Change Management Process. Following is the write-up of the discussions, action items, and decisions made in the working session. The attachments to these meeting minutes are as follows:

ATTACHMENTS

- Attachment 1: CMP Redesign Oct 2-3 Attendance Record
- Attachment 2: October 2 & 3 CMP Re-Design Meeting Notice and Agenda - Revised 09-28-01
- Attachment 3: Schedule of CMP Re-design Working Sessions-Revised 10-03-01
- Attachment 4: CMP Re-design Issues and Actions Log - Revised 10-5-01
- Attachment 5: Written Summary Regarding Qwest's Proposed Process for Qwest Changes to Product, Process, and Technical Documentation - 09-25-01
- Attachment 6: Web Release & Notice Schedule 10-02-01
- Attachment 7: INTERIM QWEST PRODUCT-PROCESS CMP - Revised 10-3-01
- Attachment 8: Qwest Documentation Assessment Matrix - 10-03-01
- Attachment 9: Interim_EXCEPTION_Process - Revised 10-3-01
- Attachment 10: Interim CMP CLEC Originated CR Work Flow Product Process-Revised 10-3-01
- Attachment 11: CLEC Redesign votes - 10-3-01
- Attachment 12: Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 10-03-01
- Attachment 13: *ATT Comments CMP Re-design 10-10-01*
- Attachment 14: *Oct 2-3 Meeting Minutes Eschelon Comments 10-29-01*

MEETING MINUTES

The meeting began with introductions of the meeting attendees. Judy Lee reviewed the two day agenda and asked if there were any revisions from the attendees. It was agreed that there were several team members that had not made travel arrangements for the Re-design meeting in Minneapolis on October 30, 31, and Nov 1. Karen Clauson-Eschelon requested that a vote be taken to determine whether the Re-design meeting location be changed from Minneapolis to Denver for Oct 30,31, and Nov 1. A vote was taken and it was a tie vote of 4 to 4 to change the location. Sandy Evans-Sprint asked if there were other options that could be explored for managing the meeting at remote locations since it was difficult to hear what was said on the conference bridge. There was discussion regarding the use of video conferencing, but Judy Sinclair-Qwest stated that the Qwest videoconferencing facilities were small and wouldn't be able to accommodate a group the size of the Re-design team. The team agreed to review the meeting

schedule and location at the end of the Re-design session on Oct 3rd. Discussion then moved to the Re-design Meeting Minutes for Sept. 5-6 and Sept 18 and 20. It was agreed to by the team that CLEC revisions to both sets of minutes would be provided to Jim Maher-Qwest by close of business on Wednesday Oct 10th. Maher-Qwest agreed to have Final Meeting minutes posted to the CMP Re-design website by close of business on Friday October 12th. Karen Clauson-Eschelon asked how the agenda that was on the Working Sessions schedule was developed, and when the team had discussed that. Clauson-Eschelon stated that the working sessions that had been scheduled through the end of the year carried specific agenda items that had not been agreed to by the team. Judy Lee stated that the Working Session schedule was a roadmap for addressing the items associated with CMP, and that the team should determine when the agenda items were addressed. Sandy Evans-Sprint stated that she was confused with some of the discussions and pointed out that the agenda seemed to get changed at every meeting and that she was unclear who drove those changes. Karen Clauson-Eschelon stated that the team had agreed to address systems CMP first, and then address product/process CMP. Judy Lee stated that the team does need to discuss the timeframes that will be used to address product/process issues. Lee stated that a placeholder should be created that addresses product/process at the Nov 1st Re-design meeting. The team agreed with this approach.

Andy Crain-Qwest then began to review the status report Qwest would file with the Colorado Commission on October 10th. Crain stated that filing would include the Master Redline document as it is following this session, the Re-design Session schedule, Re-design Meeting Minutes, Proposed SGAT CMP language and other items that had been discussed in the Re-design session, and Re-design efforts completed to date. Crain stated that he was open to any comments from the CLECs and agreed to distribute the filing to the Re-design team. It was determined by the team that CLEC comments would be provided to Crain by close of business Friday Oct 5th, and that Crain would distribute the revised status report with the CLEC comments to the team by the end of day Monday Oct 8th. Crain also stated that CLECs could make comments through Tuesday Oct 9th, with the filing to the Colorado Commission on Oct 10th. Bill Littler-Integra asked how Qwest was going to delineate items that had been discussed in the Re-design session from those that had not. Crain explained that Qwest would indicate what language had been discussed in the Master Redline versus the language that had not been discussed. Crain explained that the Master Redline carries footnotes that identify what language has been reviewed, and what language has not been reviewed. Littler stated that the status report did not clearly indicate that CMP Re-design efforts were addressing only systems. Lynne Powers-Eschelon stated that the Re-design team had agreed to address all items associated with systems, and that the team would then address product/process once that work was completed. Judy Schultz-Qwest stated that the CLECs had submitted a request (See Attachment 5, Written Summary) requesting that the Re-design team immediately address product/process issues and that time at this Re-design session had been set aside to develop interim product/process procedures in response to that written request.

Judy Schultz-Qwest then began to review Qwest procedures pertaining to retail parity and corporate compliance. Schultz stated that Qwest does have a checklist in place that is used by employees to ensure compliance to Qwest procedures. Andy Crain-Qwest stated that all Qwest employees receive annual training on Qwest compliance requirements. Lynne Powers-Eschelon asked if there were disciplinary measures taken when Qwest employees were found violating parity requirements. Crain stated that there are disciplinary measures that Qwest follows when an employee violates compliance requirements. Terry Wicks-Allegiance asked if the parity processes would be documented. Judy Schultz-Qwest stated that she would provide information that could be shared at the next Re-design session on Oct 16th. Megan Doberneck-Covad stated the documentation should include the Qwest Employee Code of Conduct issue Covad raised at a 271 workshop. Powers asked if Qwest was comfortable that parity issues be included in scope of CMP. Schultz responded that parity could be addressed in the scope discussion that was scheduled for later in the day. Mitch Menezes-ATT asked how retail processes were reviewed to determine parity implications. Schultz stated that the retail side of Qwest does the determination of whether there is a CLEC impact from a retail product or process that is being developed, and

[illegible] Qwest and then notifies Qwest wholesale of the change. Doberneck asked if it was the Qwest process of going through a checklist that determined whether a Qwest change was CLEC impacting or not. Schultz stated that she would determine what checklists were in place and how they were used. Sharon Van Meter-ATT asked if there is a retail notification process that is non-proprietary. Van Meter stated that if there are such notices, Qwest should consider sending those out to the CLECs since there was a perception that Qwest was not identifying all retail process changes that affected the CLECs. Lynne Powers--Eschelon stated that there was a lot of information that Qwest was already sending and that the volume of information might become overwhelming. Clauson asked if it was Qwest's understanding that parity was within the scope of CMP. Powers stated that her understanding was that Qwest would identify in a notification when a particular notification addressed parity issues. Judy Lee stated that in the previous discussion she had heard two things that needed to be determined; 1.Doberneck's question regarding the Qwest checklist and how it was used by Qwest to determine parity implications, and 2. that Judy Schultz had committed to providing the documentation that would identify all disclosable material that described Qwest's process of managing retail parity and associated issues. Lynne Powers-Eschelon stated that there were four items that should be identified including any employee training materials that were used within Qwest, the checklist used by Qwest for determining retail parity implications, the criteria for the checklist, and an example of retail notices. Van Meter-ATT stated that seeing an example of a retail notice would help ATT determine whether there other notices that they would want to receive.

The team then began a review of the Master Redline document. Judy Schultz-Qwest reviewed the proposed Qwest introduction and Scope language. Karen Clauson-Eschelon stated that the Scope language still included the wording " ...that are provided to CLECs.", and that the team had stated in the previous session that there would be OSS Interfaces and Product/Process capabilities that the CLECs would request that were not currently being provided to the CLECs. Tom Dixon-WorldCom stated that the Colorado Commission had issued an order that included processing of special services relative to interconnection, and the term "for local services" was too limiting. Andy Crain-Qwest stated that the team needed to close the scope of CMP because CMP was not the right forum to address access issues that affected the IXCs and other carriers. Dixon again pointed out that some special access could be included in scope given the Colorado Commission order. Becky Quintana-PUC concurred with Dixon. Lynn Powers-Eschelon asked how the scope language could incorporate Dixon's comments regarding special access. Andy Crain-Qwest stated that CMP scope should be worded such that special access available to IXCs that was covered by the ASOC would not be considered as part of CMP scope. Schultz then asked if adding language " for local services" would resolve the previous discussion. Liz Balvin-WorldCom stated that it had been recommended earlier that the language " provided to CLECs" be removed. Andy Crain-Qwest then asked if crafting language such as " for local services provided to CLECs" would clarify the scope. The team then began to review the footnote and agreed upon the following language; **"Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users".**

The team then moved back to the scope and introduction language. Karen Clauson-Eschelon stated that the proposed scope language did not address production defects, which were to be addressed at a later session. Tom Dixon-WorldCom stated that when the Re-design work was completed the team would need to readdress scope to determine if the language supported all aspects of CMP that had been developed by the team. Clauson stated that she agreed, but that the team had to come to a fundamental understanding of scope in order to move forward with the Re-design effort. Clauson stated that even though the exact language did not need to be crafted, an understanding and agreement on the content of scope was needed. Clauson again asked if "production support" would be included as a type of change. Jeff Thompson-Qwest stated that production support would be addressed, but that it was not feasible to treat production support as a type of change given the need to resolve production support problems as quickly as possible. Clauson stated that her concern was that production support needed to be identified as a category

[illegible] scope. Dana Filip-Qwest asked if there could be a placeholder established for production support. Clauson asked if the placeholder implied that production support was within the scope of CMP. Terry Eves-Sprint stated that production support definitely needed to be included within CMP. Dana stated that the scope language included several terms that had not been defined within the document. He stated that words that needed definition be identified and that the definitions needed to be developed by the team to ensure a common understanding and agreement on CMP. Liz Balvin-WorldCom asked if the team all agreed that the wording the team was working on for scope included product and process since redesign had not addressed those items specifically. Clauson stated that scope should include product and process and that the team could come back as had been recommended earlier and readdress scope once the Re-Design effort was completed. The team then continued the work on CMP scope and introduction, and incorporated the language into the Master Redline document.

The team then addressed the Written Summary (See Attachment 5) that was submitted by several CLECs. Terry Wicks-Allegiance provided a brief overview of the intent of the document. Wicks stated that the CLECs thought they had an understanding of how Qwest was communicating changes in PCATs and technical documentation, but that there process changes being implemented by Qwest that were not understood by the CLECs. The CLECs also had significant concerns that Qwest was implementing major changes that had not been addressed in Re-design or that were being implemented without little or no advance notification to the CLECs. Becky Carlson-PUC asked Wicks if Qwest changes were discussed in advance with the CLECs. Wicks responded that Qwest had made some presentations but that these were understood as Qwest proposals and not as processes that would be implemented immediately. Karen Clauson-Eschelon stated that there had been presentations, but some of the CLECs expressed concerns on the Qwest process changes which were still implemented. Judy Schultz-Qwest stated that it was not Qwest's intention to stop work efforts, and that Qwest was trying to implement processes that would improve the management of document changes to PCATs and Tech Pubs. Lynne Powers-Eschelon stated that the CLECs had no idea of the magnitude of the work that was on the immediate horizon, and what the impacts of those changes were to the CLECs. Powers asked how many PCATs and Tech Pubs would be changed, and how the CLECs would assess the size of the items associated with document changes. Susie Bliss-Qwest stated that there were approximately 30 PCATs that would be affected in the short term. Powers asked if Qwest had a list of the documentation changes that would be submitted. Bliss responded that Jarby Blackmun-Qwest maintains a schedule list for document changes. Powers stated that the Blackmun list had more than 30 items. Bliss stated the Blackmun list covered more than just PCATs, and included other documents such as the Tech Pubs. Powers asked if the Blackmun list could be provided to all CLECs so that they could determine the amount of changes that would affect them. Discussion then took place regarding how changes would be reflected in the documentation and how these changes would be presented to the CLECs. Judy Schultz-Qwest stated that when the document is brand new, such as a change from an IRRG to a PCAT, the entire document would have to be redlined since it was a total format change. Karen Clauson-Eschelon stated that the changes needed to be identified or highlighted because of internal training the CLECs would need to do when processes changed. Powers agreed and stated that they needed to see what had changed in order to determine how it affected their business. Dana Filip-Qwest stated that Qwest would assess the size of the changes and estimate the impacts to the CLECs of the document changes that were pending in the near future. Terry Wicks-Allegiance asked if Qwest had a proposal for managing an interim process for document changes. Judy Schultz-Qwest stated that Qwest would propose changes at the CMP Monthly meeting, and would implement a CLEC comment cycle. After the comment cycle, Qwest would distribute a final draft and implementation plan. Megan Doberneck-Covad asked what the comment process meant. She asked if Qwest planned to incorporate all comments into the final draft. Clauson asked why the process would be a notification at the monthly meeting, and not a CR. Sharon Van Meter-ATT asked if the process Schultz was describing was to be finalized in Re-design so that everyone had a clear understanding of the interim process and the details. Schultz answered that Qwest wanted to develop the interim process in the Re-design team. Liz Balvin-WorldCom stated that she agreed with Clauson that Qwest should manage changes to documentation as CRs, and not as a

discussion at the CMP Monthly meeting. Filip stated that she had concerns that bringing in all document changes as CRs would substantially slow down the progress of the work that needed to be completed. Filip stated that a more flexible process needed to be developed by the team since there was such a large volume of work pending. Powers stated that the CLEC did not have any information on the size and impact of the work that was pending, and that it was impossible to develop a processes without having an understanding of the volumes and potential impacts to the CLECs. Clauson pointed out that the CLECs were aware that Qwest had a large backlog of work, but an approved process to deal with the backlog needed to be developed since the CLECs were speculating on the impacts and the processes to address them. Filip committed that the Qwest team would pull together the necessary information to assess the document activities scheduled by October 15th. Becky Quintana-PUC stated that the Commission would want to be aware of any new processes that were being developed, since the Commission understood that Qwest would use CMP processes for changes. Andy Crain-Qwest stated that Qwest wrote stipulations for submitting documentation to the CLECs, but there were no stipulations that document changes would be managed through the CMP CR process. Crain further stated that the documentation changes being discussed could include changes that affect product and processes and changes that had no effect on processes or products. Quintana stated that a notification process would not work for substantive issues, and in those cases, the CR process should be used. Balvin pointed out that comments WorldCom made regarding line splitting had never been responded to. Powers stated that Qwest needed to help the CLECs by providing a list of the pending documentation changes, and by identifying any substantive issues associated with those changes. Powers further stated that the CLECs did not want to slow down Qwest's work, but that the CLECs needed to understand the scope and impacts of the changes. Doberneck stated that bringing changes to documents such as the tech pubs through the CMP process would result in developing a final document incorporating all CLEC comments, a process which should benefit Qwest and the CLECs. Dixon reviewed several items that needed clarification or development including CLECs knowing in advance of notification activity what notifications were planned, how the volumes would change with the 45 day stipulation, CLECs reviewing what will be issued before notifications are sent, having CLECs help set comment periods, and increasing CLEC involvement to improve the process. Donna Osborne-Miller agreed with Dixon's comments and stated that CMP is the forum that should be used to develop clearly defined processes. Mitch Menezes-ATT stated that much of the discussion had revolved around document changes going forward, but that Qwest had made a commitment to highlight changes on past documentation. Schultz responded that Qwest would determine how past documentation would be addressed and that the team agree on a process moving forward. Filip reiterated that the team should focus immediate efforts on developing the interim process that could be used going forward so that the volume of pending work could be most effectively managed. Bliss then reviewed the Web Release and Notice Schedule (See Attachment 6). Dixon stated the information was helpful, but that additions should be made to assist the CLECs in assessing impacts of the document changes. Mitch Menezes-ATT stated that there should be a column added that provided the reason or source for the change. Clauson stated that the Schedule could be used as a tool, however there needed to be additional information that identified the potential impact of the change to the CLECs. Clauson recommended two processes; one for identifying documentation that did not impact CLECs, and the other for documentation that did impact CLECs. Clauson stated that document changes that affected the CLECs should become a CR and be brought to the monthly meeting. Terry Wicks-Allegiance stated there had been cases when a notification affected CLEC operating procedures, and that those notifications and document changes needed to be presented as CRs. Clauson stated that the Schedule did not give an indication of what were just changes in documentation, and what were substantive changes that could affect the CLECs. Bill Liao-Integra stated that the Schedule did not indicate the number of pages or paragraphs changed in each document, and that this information was important to assess the potential impact of the change. Filip asked the team if criteria for CLEC affecting had been developed, and stated that Qwest might not know when a document change or notification was CLEC affecting without knowing that criteria. Lynne Powers-Eschelon stated that any change, which affects the way a CLEC does business, was a CLEC affecting change. Clauson stated that the CLECs did not need Qwest to issue CRs for document changes that were cosmetic. Dixon stated that Qwest had an

effective date for document revisions in the way Qwest manages tariff changes. Clauson commented that although the Schedule might include the number of pages for a document, that the real requirement was understanding what was being changed and the number of pages being changed. Menezes asked how far in advance Qwest would know what the document change schedule was, and asked if the document changes being discussed included all documentation sent to the CLECs. Filip stated that Qwest has a comprehensive list of document changes identified 45 days in advance of the change, and that Qwest was trying to funnel all external communications through a single process. Filip stated the priority was to develop a process that could be implemented quickly that met the needs of the CLECs and Qwest. Powers asked if Qwest would stop all notifications until the process had been developed because the CLECs had not been able to assess the impacts to the CLECs for notifications that had already been sent out. Andy Crain-Qwest stated that Qwest would review the notifications and document changes that were going to be sent through October and bring that information back to the team on Oct 3rd. Clauson asked if Qwest was planning to stop all notifications. Bill Littler-Integra stated that there had been no answer to the questions regarding stopping notices until a process was developed and agreed to. Crain stated the team should address stopping notifications at the Oct 3rd meeting, and that Qwest would bring an interim process back to the team on October 3rd.

The following day, the Redesign meeting began with a review of two handouts Qwest developed the previous evening. One handout contained recommended language for an interim process Qwest would put in place for product/process notifications (See Attachment 7), and the other was an assessment of the notifications that were being provided by Qwest to the CLECs during the first half of October (See Attachment 8). Judy Schultz-Qwest reviewed the notification matrix and described the information that had been developed by Qwest regarding notifications that were being sent to the CLECs. Schultz reviewed the columns with the team and stated that the information covering over 30 notifications that were being sent between Oct 1 and Oct 15. Susie Bliss-Qwest stated that Qwest had assessed the notifications to determine how many would be considered CLEC affecting based on Qwest criteria, but that Qwest would like to develop criteria with the CLECs to better identify CLEC affecting changes. Dana Filip-Qwest explained that Qwest had looked carefully at all notifications and that it had been determined almost all the notifications were not CLEC affecting. Filip continued by stating that there were two notifications with substantive changes. Bill Littler-Integra asked if the analysis included the notifications that were sent on Oct 3rd. Bliss stated those notifications were included. Andy Crain-Qwest then reviewed the "Interim Product/Process" language that had been provided to the team by Qwest. Crain explained that there were two categories of notifications; one being those that changed CLEC operating procedures, and the other being those that did not change CLEC operating procedures. For those changes that did change CLEC operating procedures, Qwest would initiate a CR and that CR and the document changes would be presented to the CLECs at the CMP monthly meetings. For those notifications that did not change CLEC operating procedures, CLECs would receive the notification with the document changes and a summary of the changes. Mitch Menezes-ATT asked what would happen if Qwest's assessment of CLEC affecting was wrong. Becky Quintana-PUC asked if the team could receive a written summary of the criteria Qwest used to determine what was CLEC affecting. Filip stated that Qwest might have difficulty identifying all the criteria, and asked if the team could help Qwest in identifying what should be considered when making an assessment of what was CLEC affecting, and what was not. Clauson stated that a definition would be helpful to all parties involved. Filip stated that Qwest still needed to review what processes could be implemented for historical documentation. Filip explained that in some cases Qwest may not have access to the historical documentation to identify exactly what changes had been made, and that Qwest would work to provide a summary whenever possible of the changes that were made. Menezes stated that there had been discussion of both highlighting and redlining, and that the two were not the same. Filip stated that Qwest wanted to implement the solution the team wanted, and asked for input. Liz Balvin-WorldCom stated they would prefer receiving a summary page with the changes highlighted. Menezes pointed out that redlining was more effective because the change that had been made would be in red, with the removed language struck through for reference. Sandy Evans-Sprint stated that the summary page with the changes would be needed in either case. The team

redlining was the first preference. Discussion then turned to the fact that, in some cases, there may not have been adequate historical documentation for redlining. Filip stated that Qwest would look at the historical documentation and make an analysis of what was required to determine what could be changed. Menezes asked when the team would know what Qwest planned to request documentation. Judy Schultz-Qwest stated that Qwest would present a plan at the Oct 16th Re-design session. The team then reviewed the rest of the proposal and made modifications to the language that are reflected in the attachment. Those changes included adding language to the Exception process (See Attachment 9), identifying the document change process, and referring to the CMP Master Redline (See Attachment 12) for Escalation procedures. The team then reviewed the notification list (Attachment 8) and asked if a sample of the notifications could be reviewed in the afternoon to create a better understanding of how Qwest had assessed CLEC impacting. Susie Bliss-Qwest stated that Qwest had arranged for a conference call on Friday to develop definitions for CLEC affecting and provided the call-in numbers to the CLEC team members that would participate in the call to identify criteria that affect CLEC operating procedures. The team then began a review of the Interim Exception Process (See Attachment 9). The team agreed to modify the process to include a notification of five business days prior to an Exception meeting. The Exception process is to be used by Qwest or CLECs when normal CMP processes could not be followed.

Qwest then made presentations on several notifications that were to be mailed in October. Cindy Buckmaster-Qwest reviewed the notification regarding intervals for Quick Loop and LNP. This notification had been rated as affecting the CLECs, and Buckmaster explained that the notification was to explain that Qwest was changing the intervals to be consistent since the interval for Quick Loop was 3 days, and the interval for LNP was 4 days. Buckmaster explained that the reason Qwest had rated it as a high for CLEC affecting was because a new interval of 3 days had been established by both services, and that the CLECs would need to train their personnel on the changes. Cliff Dinwiddie-Qwest then reviewed a notification regarding Line Sharing that had been determined by Qwest as not affecting CLEC operating procedures. Dinwiddie explained that Qwest was implementing an additional testing process that would be transparent to the CLECs and that would help ensure that the facilities were provisioned correctly. Becky Quintana-PUC stated that although Qwest may not think the additional testing was CLEC affecting, it may reduce the amount of testing the CLEC needed to perform. Andy Crain-Qwest stated that this was a change but the CLECs could still comment on, but that the testing was an improvement that the CLECs would want. Nova Jennings Fader-PUC asked Dinwiddie if the changes he was discussing would result in a rate change. Dinwiddie stated there would be no rate change. Freddi Pennington-Qwest then reviewed two additional notifications regarding Non-loaded Two Wire Loops and Analog Loops. Pennington explained that all changes were to correct typographical errors, and that there were no impacts to the CLECs with these changes. The team had no further questions on the examples provided.

Discussion then turned to the Escalation Process. Judy Schultz-Qwest presented a proposal for the changes to Escalations. Schultz stated that Qwest could commit to a 7 day turnaround time for Escalations related to CRs since Qwest had the information on the CR and would have updated the CR responses with Qwest executives. Schultz stated that Qwest would need 14 days for resolution of an escalation not related to a CR. The team agreed to the modifications and updated the language in the Master Redline (See Attachment 12). It was also determined that there needed to be a definition of good faith. Tom Dixon-WorldCom and Andy Crain-Qwest agreed to provide the language at the next CMP Redesign meeting.

Judy Schultz-Qwest then began to review the Work Flow for CLEC Initiated Product/Process CRs (See Attachment 10). There was discussion regarding how clarification calls should be handled. Discussion followed that the clarification call should only be held with the CR originator, and that there should be no discussion of solutions in that meeting. Lynne Powers-Eschelon stated that there were 12 CRs that had been recently issued, and Eschelon did not have the time to be on all clarification calls. Sharon Van Meter-ATT stated that the clarification calls should be open to all CLECs that wished to participate to ensure that all CLECs had an opportunity to provide input into

[illegible] The group decided to take a vote on the decision to hold clarification [illegible] with only the originating CLEC, or with all interested CLECs. It was determined by a vote of [illegible] that the clarification call would be held with only the originating CLEC. The team agreed to [illegible] that were updated in the document. Becky Quintana-PUC asked why the [illegible] was being discussed was being considered "interim". Quintana asked why the [illegible] being developed by the team were not considered as agreed to processes that could [illegible]. Lynne Powers-Eschelon stated that Eschelon preferred keeping [illegible] as interim until they were addressed at a later date. Quintana stated that this [illegible] appeared to be a duplication of work and that the processes discussed could be [illegible] were determined that they did not work. Judy Schultz-Qwest stated Qwest supported [illegible] the process as permanent and that CMP, in general, would be subject to continuous [illegible]. Bo Lahey-Onvoy stated that the intent was not to discard the work that had been [illegible], and that the team could try out the processes that were developed and if they did not work [illegible] to them. Tom Dixon-WorldCom stated that this might be a matter of semantics, [illegible] the reason the term interim was used was due to the fact that these processes were [illegible] while the team was developing the Master redline document. It was then [illegible] for the CLECs caucus and vote on whether the language the team had [illegible] to for CLEC Originated Product/Process CRs should be incorporated into the Master [illegible] document. Tom Dixon-WorldCom stated concerns that the voting procedures did not [illegible] agreed to language on Voting and Impasse Issues, but the team determined that the [illegible] could be addressed and updated at a later Re-design session. Liz Balvin-WorldCom [illegible] that when processes could be implemented as soon as possible, and that interim should be defined to make that clear. The CLECs caucused and the results of the voting and procedures [illegible] Re-design sessions were determined (See Attachment 11). The team then reviewed [illegible] which was updated following this Re-design session (See Attachment 4).

[illegible] Action Items

OPEN	CLOSED
[illegible]	#38: Notifications
[illegible]	#60: CLEC Questionnaire
[illegible]	#63: CMP Re-design
[illegible]	#66 and 67: 271Workshop SGAT
[illegible]	#72: CR Process
[illegible]	#73: Account Management
[illegible]	#74: Cancelled—duplicative of #72
[illegible]	#80 and 81: Escalation
[illegible]	#83-86: Dispute Resolution
[illegible]	#87: Re-design Impasse Resolution
[illegible]	#96: Introduction and Scope
[illegible]	#97: Types of Changes
[illegible]	#101: Schedule of Working Sessions
[illegible]	#113: Interim Exception Process
[illegible]	#117: CMP Re-design Location
[illegible]	#122: Source of Change

CONTINUATION

[3]

Scan ~ ~ # Pages [ ]

Attachment 1

CLEC Qwest Change Management Process Re-design

October 2 and 3, 2001 Working Sessions

ATTENDANCE RECORD

Core Team Members

10/2	10/3	Company	Last Name	First Name	Email	Phone	Comments
		Accenture	Powell	Mark			
X	X	Allegiance Telecom	Wicks	Terry	terry.wicks@algx.com	469-259-4438	
X	X	AT&T	Bahner	Terry	Tbahner@att.com	303-298-6149	
		AT&T	Hydock	Mike	mkydock@att.com	303-298-6053	
		AT&T	McCue	Bill		Pager 888-858-7243 pin 108884	
X	X	AT&T	Menezes	Mitch	mmenezes@att.com	303-298-6493	
X	X	AT&T	Osborne-Miller	Donna	dosborne@att.com	303-298-6178	
X	X	AT&T	Van Meter	Sharon	svanmeter@att.com	303-298-6178	
X		Avista	Thiessen	Jim	jthiessen@avistacom.net	509-444-4089	
		CapGemini	Ferris	Robyn			
X	X	Covad Communications	Doberneck	Megan	mdoberne@covad.com	720-208-3636	
X	X	Covad Communications	Gindlesberger	Larry	Lgindles@covad.com	330-209-5499	
		Electric Light Wave	Gunderson	Peder	peder_gunderson@eli.net	360-816-3429	
X	X	Eschelon Telecom	Clauson	Karen	klclauson@eschelon.com	612-436-6026	
X	X	Eschelon Telecom	Powers	Lynne	flpowers@eschelon.com	612-436-6642	
		Eschelon Telecom	Stichter	Kathy	klstichter@eschelon.com	612-436-6022	
X	X	Integra	Littler	Bill	blittler@integratelecom.com	503-793-5923	
		McLeod	Sprague	Michelle	msprague@mcleodusa.com	319-790-7402	
X	X	Qwest	Bliss	Judy	Sbliss@qwest.com	402-422-8006	
X	X	Qwest	Crain	Andy	Acrain@qwest.com	303-672-2926	
X	X	Qwest	Filip	Dana	Dana.filip@qwest.com	303-992-2819	
	X	Qwest	Green	Wendy	Wteepe@qwest.com	303-382-8124	
		Qwest	LeMon	Lynne	Llemon@qwest.com	303-965-6321	
X	X	Qwest	Maher	Jim	Jxmaher@qwest.com	303-896-5637	Scribe
X	X	Qwest	McDaniel	Paul	prmcdan@qwest.com	303-896-4552	

CLEC-Qwest Change Management Process Re-design

October 2 and 3, 2001 Working Session

ATTENDANCE RECORD

X	X	Qwest	Rossi	Matt	mrossi@uswest.com	303-896-5432	
X	X	Qwest	Routh	Mark	mrouth@uswest.com	303-896-3781	

CLEC-Qwest Change Management Process Re-design

October 2 and 3, 2001 Working Session

ATTENDANCE RECORD

Core Team Members (continued)

10/2	10/3	Company	Last Name	First	Email	Phone	Comments
X	X	Qwest	Schultz	Judy	jmschu4@qwest.com	303-965-3725	
X	X	Qwest	Thompson	Jeff	jlthomp@qwest.com	303-896-7276	
X	X	Qwest	Woodcock	Beth	woode@perkincoie.com		
	X	SBC Telecom	Lees	Marcia	Marcia.lees@sbc.com	314-340-1131	
		Scindo Networks	DeGarlais	Vince	vcedegarlais@scindonetworks.com	720-528-4207	
		Scindo Networks	Gavrilis	George	Gtgavrilis@scindonetworks.com	720-528-4193	
X	X	Sprint	Evans	Sandy	sandra.k.evans@mail.sprint.com	913-433-8499	
X	X	Sprint	Neis	Ellen	Ellen.neis@mail.sprint.com		
X	X	Sprint	Young	Barbara	Barbara.c.young@mail.sprint.com	541-387-9850	
		Telcordia	Thompson	Nancy			
X	X	WorldCom	Balvin	Liz	liz.balvin@wcom.com	303-217-7305	
X	X	WorldCom	Dixon	Tom	Thomas.f.Dixon@wcom.com	303-390-6206	
X	X	WorldCom	Hines	LeiLani	LeiLani.Jean.Hines@wcom.com	303 217-7340	
X	X	WorldCom	Travis	Susan	susan.a.travis@wcom.com	303-390-6845	

Other Participants

10/2	10/3	Company	Last Name	First	Email	Phone	Comments
	X	Colorado PUC	Jennings-Fader	Mana	mana.jennings@state.co.us	303-866-5267	
X	X	Colorado PUC	Quintana	Becky	Becky.Quintana@dora.state.co.us	303-894-2881	
		KPMG Consulting	Nobs	Christian	cnobs@kpmg.com	415-831-1323	
X	X	KPMG Consulting	Yeung	Shun (Sam)	shunyeung@kpmg.com	212-954-6351	

Facilitator

X	X	XTel Solutions, Inc.	Lee	Judy	soytofu@pacbell.net	650-743-8597	

CONTINUATION

[4]

Scan ~ ~ # Pgs [ ]

Announcement Date: September 28, 2001
Effective Date: **October 2, 2001**

Document Number: GENL.
Notification Category: General
Target Audience: CLECs, Resellers

Subject: Agenda for October 2 and 3, 2001 CLEC-Qwest Working Session to Modify the Change Management Process

TO:

The agenda for the October 2 and 3, 2001 Change Management Process Re-design working session with the Core Team are attached for your reference. Please note the earlier start time for Tuesday and the new Minneapolis location.

Date: October 2 and 3, 2001
Locations: 1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO (you will be greeted at the door) and
200 South 5th Street, 1st Floor, Multi-purpose Room
Minneapolis, Minnesota
Time: Both days will begin at 9:00 am and end by 5:00 pm Mountain Time

Conference Bridge: 1-877-847-0304 passcode: 7101617 (hit #)

Meeting material will be emailed to you or you may access the CMP Re-design web site on Friday, September 28: http://www.qwest.com/wholesale/cmp/index.html However, the agenda is attached for your review. Please contact Jim Maher (303-896-5637) to confirm your participation in-person or via the conference line and what location.

Sincerely,
Qwest
Attachments

Meeting material on the CMP Re-design web site
- October 2 & 3 CMP Re-Design Meeting Notice and Agenda - Revised 09-28-01
- CMP Re-design Issues and Action Items Log - September 20
- CMP Re-design Procedures for Voting and the Impasse Resolution Process - Revised 09-20-01
- Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 09-20-01
- Qwest Table of Contents-Issues List - 09-20-01
- Schedule of CMP Re-design Working Sessions - Revised 09-20-01
- Written Summary Regarding Qwest's Proposed Process for Qwest Changes to Product, Process, and Technical Documentation - 09-25-01

Working Session to Negotiate A Modified Change Management Process
0Tuesday, October 2, 2001 and Wednesday, October 3, 2001
19:00 am to 5:00 pm Central Time
1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
200 South 5th Street, 1st Floor, Multi-purpose Room, Minneapolis, Minnesota
Conference Bridge: 1-877-847-0304 Passcode: 7101617 (hit #)

AGENDA – Tuesday, October 2

C. TOPIC	LEAD
Introduction (9:00 am – 9:15 am CT)	Judy Schultz, Qwest
• Review Core Team Membership	
• Review Agenda	Judy Lee, Facilitator
Discussion and Status (9:15 am – 5:00 pm CT)	All

9:15 am – 9:45 am
- Qwest's Status Report for 271 Filing (Action #69) (Andy Crain, Qwest)

9:45 am – 10:30 am
- What is the process for discovering retail parity issues? (Action #95)

10:30 am – 2:00 pm
- Introduction and Scope (Action #17A, 91 good faith, 96)
  (Includes 30 minute break for lunch)

2:00 pm – 4:50 pm
- CLEC Summary Issues
  (Time period is not restrictive. Discussion may continue Oct 3, as needed)

Closing Remarks (4:50 pm to 5 pm CT) Judy Schultz
Adjourn

Working Session to Negotiate A Modified Change Management Process
2Tuesday, October 2, 2001 and Wednesday, October 3, 2001
39:00 am to 5:00 pm Central Time
1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
200 South 5th Street, 1st Floor, Multi-purpose Room, Minneapolis, Minnesota
Conference Bridge: 1-877-847-0304 Passcode: 7101617 (hit #)

AGENDA – Wednesday, October 3

TOPIC	LEAD
Introduction (9:00 am – 9:15 am CT)	
• Review Agenda	Judy Lee, Facilitator
Discussion and Status (9:15 am – 5:00 pm CT)	All

9:15 am – 11:15 am
- Review and Discuss
  - SGAT Language (Action #42, 66, 67) (Andy Crain, Qwest)
  - Escalation and Dispute Resolution Process (Action #72, 78, 79, 82-87)

11:15 am – 12:15 pm
- Service Managers (Toni Dubuque, Qwest)
  - Roles and responsibilities (Action #38, 73)

12:15 pm – 12:45 pm
- Break

12:45 pm – 1:45 pm
- Change Initiation Process (Action #72, 80, 81, 92, 94, 97, 98, 99)

1:45 pm – 4:15 pm
- Change to an Existing Interface (Action #51, 52, 53)
  - Application-to-Application
  - Graphical User Interface

4:15 pm – 4:30 pm
- Determine discussion items for next working session
  - Start time for first day of working session (Action #101)
  - Net-meeting capability (Action #102)
- Determine what supporting material is needed for the session

Quick Hit Implementation (4:30 pm to 4:50 pm CT) Judy Schultz

Closing Remarks (4:50 pm to 5 pm CT) Judy Schultz
Adjourn

CONTINUATION

[5]

Scan ~ ~ # Pages [ ]

Attachment 3

CLEC-Qwest Change Management Process Re-design
SCHEDULE OF WORKING SESSIONS
Revised--October 3, 2001

UPCOMING WORKING SESSIONS

Dates/Time	Location	Element
DATE: Tues., Oct 16 **TIME:** 9 am-5 pm **MT** 10 am-6 pm **CT** Conference bridge line: 1-877-847-0304 (Passcode 7101617#)	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• Change Request Initiation (CLEC and Qwest) • Changes to an Existing Interface – Application-to-Application – Graphical User Interface • Prioritization of OSS Change Requests—begin discussion
DATE: Tues., Oct 30, Wed., Oct 31, and Thurs, Nov 1 **TIME:** 10 am-6 pm **CT** Conference bridge line: 1-877-847-0304 (Passcode 7101617#)	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• Prioritization of OSS Change Requests—continue discussion • Introduction of a New Interface • Retirement of an Existing Interface • Interface Testing • Exception Process
DATE: Tues., Nov 13 **TIME:** 9 am-5 pm **MT** 10 am-6 pm **CT** Conference bridge line: 1-877-847-0304 (Passcode 7101617#)	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• Production Support • Training • Re-visit the CMP Web Site section • Managing the CMP • Determine elements for Product and Process CMP discussions (future sessions)
DATE: Tues., Nov 27- Thurs. Nov 29 **TIME:** 9 am-5 pm **MT** 10 am-6 pm **CT** Conference bridge line: 1-877-847-0304 (Passcode 7101617#)	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• Continue CMP discussion on OSS interfaces or begin discussion on Product/Process
DATE: Mon., Dec 10 and Tues., Dec 11	1801 California Street 23rd Floor, Executive Conf	• Continue CMP discussion on OSS interfaces or begin discussion on Product/Process

Attachment 3

CLEC-Qwest Change Management Process Re-design
SCHEDULE OF WORKING SESSIONS
Revised—October 3, 2001

Dates/Time	Location	Element
TIME: 9 am-5 pm **MT** 10 am-6 pm **CT** Conference bridge line: 1-877-847-0304 (Passcode 7101617#)	Rm. Denver, CO	

CLEC-Qwest Change Management Process Re-design
SCHEDULE OF WORKING SESSIONS
Revised—October 3, 2001

WORKING SESSIONS ALREADY HELD

Dates/Time	Location	Element
Thursday, July 11— COMPLETED	1801 California Street, Denver, CO	• Kickoff
Thursday, July 19— COMPLETED	1801 California Street Denver, CO	• Introduction • Scope • Administration—Managing the Change Management Process
Tuesday, August 7 and Wednesday, August 8— COMPLETED	1801 California Street Denver, CO	• Performance Measurements (informational) • Notification Process • Distribution List • Web Site • Tracking (e.g., CR and RN status definition, naming convention)
Tuesday, August 14 and Thursday, August 16— COMPLETED	1005 - 17th Street, 1st Floor, Junior Board Room Denver, CO	• Managed Changes—Existing (including Types of Change)—to be continued • Prioritization—re-scheduled • Exception Process (added by Qwest after 7/19 meeting)—re-scheduled
Wednesday, Sep 5 and Thursday, Sep 6—COMPLETED	1801 California Street 25th Floor, Executive Conference Room, Denver, CO	• Interim Exception Process • Managed Changes—Existing (including Types of Change)—re-scheduled • Prioritization—re-scheduled • Exception Process—re-scheduled

CLEC-Qwest Change Management Process Re-design
SCHEDULE OF WORKING SESSIONS
Revised—October 3, 2001

WORKING SESSIONS ALREADY HELD (continued)

Dates/Time	Location	Element
Tuesday, Sep 18 and Thursday, Sep 20—COMPLETED	1801 California Street 23rd Floor, Executive Conference Room, Denver, CO	• Escalation and Dispute Resolution Process • Re-visit Introduction and Scope (continuing on Oct 2) • Managed Changes—Existing (including Types of Change)—to be continued • Release Requirements (e.g., Initial, Walk-through, Comment Cycle, Final, Release Testing)—re-scheduled due to agenda changes • Prioritization—re-scheduled due to agenda changes • Exception Process—re-scheduled due to agenda changes
Tuesday, Oct 2 and Wednesday, Oct 3—COMPLETED	200 South 5th Street, 1st Floor, Multi-purpose Room, Minneapolis, Minnesota and 1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• Qwest's 271 Status Report to CO PUC • Introduction and Scope • Change Request Initiation (continue on Oct 16) • Changes to an Existing Interface (rescheduled)

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
13G	Action	August 8 Meeting	CMP Web Site	Re-visit the redlined CMP framework element, "Qwest Wholesale CMP Web Site" at a later working session.	Core Team	~~Sep 20~~ Extended to Nov 13	Re-visit this element to insure all items are addressed in the re-designe CMP framework.
24	Action	August 8 Meeting	CMP POC List	Establish a CMP POC list (primary and alternate POC) and post on web site	Qwest—Judy Schultz	~~Sep 5~~ Extended to ~~Oct 2~~ Oct 17	Response is quite slow from the CLEC community, therefore Qwest is calling ar asking CLECs to respond with contact information. In addition, Qwest to publicize the need for POC informatic at the Qwest sponsored CLEC Forums. 10/3:Per Jim Maher—90% complete–will go on web
40	Issue	August 14 Meeting	Notifications	Are Call Center outages included in the "outages" sub-category – should they be?	Qwest – Judy Schultz	~~Sep 6~~ Extended to ~~Sep 20~~ Oct 15	Qwest will provide notice or the process via mail-out
42	Action	August 14 Meeting	Notification	Investigate how notifications are done for Network outages, including a paging broadcast capability. 9/5: Does the SOAT language pertaining to method of notification for Network outages need to revised based on Qwest	Qwest – Jim Maher Andy Crain	~~Sep 6~~ Extended to ~~Sep 14~~ ~~Sep 20~~ ~~Oct 2~~ Oct 16	Related to Item #66

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				practice?			
51	Action	August 16 Meeting	Types of Changes – OBF V.1	Obtain SGAT language for versioning release language	Qwest – ~~Judy Schultz~~ Andy Crain	~~Sep 5~~ Extended to ~~Sep 20~~ ~~Oct 2-3~~ Oct 16	Pull language on OSS versioning currently in SGAT
52	Action	August 16 Meeting	OBF V. 1	Create language in OBF version 1 in Change to Existing Interfaces section VII. Also address 'defects.'	Qwest – Judy Schultz	~~Sep 5~~ Extended to ~~Sep 20~~ ~~Oct 2-3~~ Oct 16	
53	Action	August 16 Meeting	Qwest CMP Process Document	Revise Qwest CMP process document to incorporate added language and proposed changes/improvements to the overall process to provide a basis for comparison and discussion with the CMP Re-Design Core Team.	Qwest – Judy Schultz	~~Sep 5~~ Extended to ~~Sep 20~~ ~~Oct 2-3~~ Ongoing	Qwest to use redlined CMP format for its proposed language
68	Action	Sep 6 Meeting	271 Workshop 18 COIL Items	Review the 18 items and verify that they will be addressed in the CMP re-design	Core Team	On-going	
69	Action	Sep 6 Meeting	Qwest Status Report	Review red lined document and Qwest status report	Core Team	On-going	Andy Crain to distribute documents no later than Sep 27 for re-

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				prior to scheduled filing. 9/18: Qwest to provide documents to participants no later than Sep 27 for review.			design team review prior t Oct 2 meeting. Will visit at each meeting.
70	Issue	Sep 6 Meeting	CLEC Review of Tech Pubs and PCAT Changes	What is Qwest's proposal for CLECs to review and provide comments to notices on Tech Pub and PCAT changes – what is the role of the CMP group (monthly) in these proposed changes?	Qwest – Judy Schultz	~~Sep 18~~ Extended ~~Sep 20~~ ~~Oct 2-3~~ Oct 16	Susie Bliss will provide overview of the process at Sep 19 CMP product/proc meeting. Defer until discussion on Scope is scheduled. Scheduled call October 5 – Susie Bliss.
76	Action	Sep 18 Meeting	Escalation URL	Create URL for Escalated issues to be submitted	Qwest – Schultz	To be determin ed	Should include issue and proposed solution
78	Issue	Sep 18 Meeting	Escalation Posting on Web Site	What is a reasonable time frame for posting an escalation issue and response (e.g., within one business day)?	Qwest – Judy Schultz	~~Sep 20~~ Extended ~~Oct 3~~ Oct 16	Language under Escalation
79	Issue	Sep 18 Meeting	Escalation Mail-out	Can a mail-out process be established for Escalated items (issue and response)?	Qwest – Judy Schultz	~~Sep 20~~ Extended ~~Oct 3~~ Oct 16	

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
88	Action	Sep 18 Meeting	CMP Process	Propose language for "proprietary CR"	Qwest—Judy Schultz	~~Sep 20~~ Extended ~~Oct 3~~ Oct 16	
89	Issue	Sep 18 Meeting	CMP Process	What is the process for a CLEC-originated CR deemed proprietary?	Core Team	~~Oct 3~~ Extended Oct 16	
91	Action	Sep 18 Meeting	Introduction and Scope	Define "good faith" ~~and "normal CMP process"~~ (3.4.1)	Tom Dixon Andy Crain	~~Sep 20~~ Extended ~~Oct 3~~ Oct 16	
92	Action	Sep 18 Meeting	CR Process	Include in the CR Process a step for CLECs to discuss the CR after clarification process and before prioritization.	Core Team	~~Sep 20~~ Extended ~~Oct 3~~ Nov 1	Sub-committee to create language and distribute to Core Team by Sep 27. Oct 3: Qwest to put languag around these issues
93	Action	Sep 18 Meeting	Exception Process	What is the process for an Exception item during prioritization?	Core Team	~~Sep 20~~ Extended Oct 30	
94	Issue	Sep 20 Meeting	CR Process	How will the CR Process address 'draft' industry guideline changes?	Core Team	~~Oct 3~~ Extended Oct16	
95	Issue	Sep 20 Meeting	Parity	What is the process for discovering retail parity issues after the conclusion of the 271 workshops?	Qwest—Judy Schultz	~~Oct 2-3~~ Extended Oct 16	Qwest to provide checklist used by Retail to screen change proposals for potential CLEC impacting

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
98	Issue	Sep 20 Meeting	CR Process	How many days after receipt of the CR will Qwest contact the originator to clarify CR if necessary?	Qwest—Judy Schultz	~~Oct 2-3~~ Extended Oct 16	Language for CR Initiation
99	Action	Sep 20 Meeting	CR Process	Qwest to provide language on Production Support. Also address severity levels and defects.	Qwest—Judy Schultz	~~Oct 31~~ Extended Nov 13	
100	Action	Sep 20 Meeting	Schedule Working Sessions	Determine the elements for CMP Product/Process	Core Team	~~Oct 16~~ Extended Nov 13	
103	Action	Sep 20 Meeting	CMP Re-design Web Site	Clean up the CMP Re-design Web Site to house the latest version of documents.	Qwest—Jim Maher	Oct 16	
104	Action	Oct 2 Meeting (Meagan – Covad)	Parity in changes	Who has responsibility for determining whether or not a change in retail is CLEC impacting and requires notification via the CMP process	Qwest – Judy Schultz	Oct 16	
105		Oct 2 Meeting (Dixon – WCom)	Parity	Provide training package and check list used by Qwest to train retail in identifying changes that impact CLECs	Qwest – Judy Schultz	Oct 16	This replaces # 95 Option 1 – Qwest sends everything Option 2 – Qwest screens notification to only CLEC impacting changes

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				Provide sample mail outs for retail changes – (Retail only change and Retail CLEC impacting change) Code of Conduct – what is the disciplinary action when guidelines – (includes compliance) are not adhered to			
106	Action	Oct 2 Meeting	Definition of terms	Define terms used in Paragraph 2 in the body of the document (scope and introduction) and in the glossary of terms table on page 41 of the Master Red lined document. What is OBF's definition?	Core Team	Ongoing	Terms: Design, Development, Notification, Testing, Implementation and Disposition
107	Action	Oct 2 Meeting	Scope—Roles and Respon.	Define "Roles and Responsibilities" of Qwest and CLEC representative/s as it appears on Paragraph 3 of the Scope	Core Team	Oct 30	Reference language under Administration per OBF structure

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
108	Action	Oct 2 Meeting	PCAT – Tech Pub Notification	Research tech pubs and PCAT changes that have been released thus far as they relate to 271 workshop commitments Provide a list of notifications that are to be released	Qwest – Judy Schultz	Oct 16	Also present at the Oct 17 CMP Product/Process meeting
109	Action	Oct 2 Meeting	PCAT – Tech Pub Notification	Put together snapshot view of notifications to be released going forward in order to formulate and implement an adequate interim process for CLEC notification for PCAT and Tech Pub changes.	Qwest – Judy Schultz (Susie Bliss)	~~Oct 3~~ Extended Oct 16	Presented during Oct 3 re-design Conference call scheduled for Oct 5 to discuss.
110	Action	Oct 3 Meeting	CLEC Operating Procedures	Define" CLEC operating procedures "	Qwest – Andy Crain (Susie Bliss)	Oct 16	Will be discussed offline on Oct 5 – Susie Bliss (develop checklist)
111	Issue	Oct 3 Meeting	Document	CLEC consensus on "red lining" document changes and to include a running log in front of the document highlighting the changes	Core Team	Oct 16	CLECs need to see sample of red-lined document and historical change log

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
112	Issue	Oct 3 Meeting	Document	Provide determination on whether or not Qwest can go back and "red line" as per the committed to going forward process for document change notification and if so – how far back	Qwest – Judy Schultz (Dana)	Oct 16	
114	Issue/ Action	Oct 3 Meeting	CLEC Impacting Check Sheet	Put together internal check sheet to assist Qwest in assessing whether a change is CLEC impacting Susie to set up a meeting with the CLECs to discuss on Oct 5.	Qwest – Judy Schultz (Susie Bliss)	Oct 16	Attendees include – but are not limited to: Allegiance WCom Eschelon AT&T
115	Action	Oct 3 Meeting	SGAT Language	Revisit proposed SGAT language at the conclusion of the Re-Design process	Core Team	On-going	
116	Issue	Oct 3 Meeting	New Product Offerings	Are new product offerings brought to CMP as a Change Request?	Core Team	TBD	Will address later during CMP discussion on Product/Process.
118	Action	Oct 3 Meeting	Criteria for Deny	State the criteria for Deny (reasons why) for the CR process.	Qwest—Judy Schultz	Oct 16	Criteria examples: Specific regulatory ruling Qwest Policy Business (e.g., Cost)

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
119	Action	Oct 3 Meeting	Video Conference	Can Qwest provide video conferencing capability for the CMP redesign meetings?	Qwest—Judy Schultz	Oct 16	
120	Action	Oct 2 Meeting	Qwest's Status Report Filing	Determine what should be 'highlighted' in the Master Redline framework to show element/s discussed.	Core Team	Oct 16	
121	Action	Oct 2 Meeting	Qwest's Status Report Filing	Timeframe for CLEC review of Qwest's Status Report CLEC comments to Andy no later than close of business Fri, Oct 5 Andy Crain issues revised document by Mon, Oct 8 COB Additional CLEC comments to Andy by Tues, Oct 9 5pm MT Qwest files Wed, Oct 10	Core Team Andy Crain	Oct 5 Oct 8 Oct 9	Oct 2: Andy Crain shared draft Status Report with redesign Core Team
123	Issue	Oct 3 Meeting	Interim Process	Do we agree to adopt the Proposed Interim CMP CR work flow for Product and Process as language included (but not limited to) in the Master Redlined	Core Team	Oct 16	Andy Crain to provide a redlined document proposal for Core Team review

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				framework. Want a final review of proposed redlined language			
124	Issue	Oct 3 Meeting	Qwest's Status Report Filing	CLECs request Qwest to refer in the Status Report that the entire redlined document is an interim draft (not final but operational) until final approval by all parties has been completed.	Qwest—Andy Crain	Oct 16	

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

CLOSED ISSUES and ACTION ITEMS (items in BLUE were closed at the last working session)

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
1A	Issue	July 11 Meeting	3rd Party Provider Role	What role do 3rd Party Providers play in this re-design effort? a) 3rd Party Providers are part of the core team to re-design the process, however no 'voting' rights on behalf of themselves or the CLEC-client [Process=Yes, Vote=No] b) 3rd Party Providers are allowed to 'voice' and 'vote' as any CLEC in this re-design effort [Process and Vote=Yes] c) 3rd Party Providers are excluded from the core team [Process and Vote=No] d) 3rd Party Providers are part of the core team to re-design the process, however no 'voting' rights on behalf of themselves, but can vote on behalf of the CLEC client with an LOA	Core Team	CLOSED July 19	DECISION: d) 3rd Party Providers are part of the core team to re-design the process; however no 'voting' rights on behalf of themselves, but can vote on behalf of the CLEC client if a Letter of Authorization is in effect. The LOA must be provided to Judy Schultz.

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log--CLOSED

Revised--October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				[Process=Yes, and Vote=Yes for CLEC client, Vote = No for themselves]			
1B	Action	July 11 Meeting	3rd Party Provider	Core Team to conclude discussion and participants to decide on one of the above scenarios	Core Team	CLOSED July 19	COMPLETED in July 19 meeting.
1C	Issue	July 19 Meeting	Voting	Can a CLEC represent another CLEC on Voting for CMP re-design process?	Core Team	CLOSED July 19	DECISION: Yes, if a Letter of Authorization is in place for a specific session and on specific issues. The LOA must be provided to Judy Schultz.
1D	Issue	July 19 Meeting	Voting	If a CLEC or core team member is absent, how do we handle the vote?	Core Team	CLOSED July 19	DECISION: It is a CLEC's responsibility to have a same CLEC backup, or a LOA in place with an alternate.
1E	Action	July 19 Meeting	Voting	Create a standard voting form	Qwest -- Mark Routh	CLOSED August 7	COMPLETED: Voting form created and will be included in the draft meeting minutes for 8/7-8/8 session

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
1F	Action	July 19 Meeting	LOA	Create a standard for LOA for topic, meeting, and date to be used during the re-design sessions.	Qwest - Judy Schultz	CLOSED August 7	COMPLETED: LOA presented, discussed and agreed upon during the 8/7 Meeting.
1G	Action	July 19 Meeting	Voting	Define rules for a quorum when a 'vote' is required	Core Team	CLOSED August 7	DECISION: - Quorum is defined as 51% of the present Core Team Members - Majority vote by present Core Team Members carries the decision
1H	Action	July 19 Meeting	Voting	Seek written permission from July 19 participants if 3rd Party Provider voting results can be posted on the web site as part of the FINAL meeting notes.	Qwest—Mark Routh	CLOSED August 16	Participating CLECs (SBC Telecom not available) provided permission for Qwest to include voting results as part of the FINAL 7/19 Meeting Minutes COMPLETED: SBC Telecom gives permission to publish its 7/19 voting result.
2	Action	July 11 Meeting	Baseline Docume	Create a single document that inserts CLEC comments	Judy Lee	CLOSED July 19	COMPLETED: A tool for the working

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
			nt	on areas for improvement in Qwest's CMP into the appropriate sections of the OBF 2233 version 2 framework			session is posted on the wet site
3	Actio n	July 11 Meeting	Agenda Items	Schedule agenda items/elements for future working sessions	Core Team	CLOSED July 19	COMPLETED: See schedule of working sessions on the web site
4	Actio n	July 11 Meeting	Working Session Location	Decide the location for September working sessions	Core Team	CLOSED July 19	COMPLETED: All sessions will be hosted b Qwest and held in Denver, CO
5	Actio n	July 11 Meeting	CMP Redesign Web Site	Enhance the CMP web site to include the CMP Redesign information	Qwest—Mark Routh	CLOSED July 19	COMPLETED. See CMP web site for "CMP Redesign"
6	Issue	July 19 Meeting	CMP Redesign Material	What is the process to share CMP redesign material with the CLEC community?	Qwest—Judy Schultz	CLOSED July 19	COMPLETED: Draft minutes and material will be shared with the core team participants for input. Afterwards, Qwest will finalize the minutes and pos on the web site. CLECs will be notified about the posting. DECISION: Participants decided that Qwest should issue a notice referring CLECs to the web site for meeting minutes, handouts and agenda for

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							next meeting. The handouts will not be attached to the notice.
7A	Action	July 11 Meeting	Post CLEC Comments on Web Site	CLEC requested that Qwest post all CLEC comments on the CMP Re-design web site.	Qwest—Mark Routh	CLOSED July 19	COMPLETED: Matrix is posted on the web site
7B	Action	July 11 Meeting	Written Permission to Post CLEC Comments	Seek clearance in writing from individual CLECs to post their comments on the CMP Redesign web site.	Qwest—Mark Routh	CLOSED July 13	COMPLETED: CLECs that provided comments allowed Qwest to post on web site
8	Action	July 19 Meeting	Notice and Distribution Lists	Provide guidelines for CLEC notifications and distribution list - Ease-of-use - Comment/Reply process including web site option to comment - Contact information - Identify limitations on contact information: proprietary, open-to-participant, or open-to-all	Core Team	CLOSED August 7	COMPLETED: Established four categories for notices to facilitate notification efficiency.
9	Action	July 19 Meeting	Re-name	Do we need to rename ~~CMP to CMP~~ CMP to CMP? Rename co-provider to CLEC?	Core Team	CLOSED August 16	DECISION (7/19): Qwest will rename co-provider to CLEC and provider to Qwest

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							DECISION (8/7): Recommendation to rename from CMP to CMP will be presented at 8/15 CMP Meeting DECISION: (8/15) CLECs agreed to change CMP to CMP
10	Action	July 19 Meeting	ATIS	Research what ASOG activities are being worked on at ATIS.	Qwest—Judy Schultz	CLOSED August 7	COMPLETED: ATIS is not developing a Change Management process that includes ASRs. Related to Issue #17B.
11A	Action	July 19 Meeting	CMP Meeting Distribution Package	Determine what to include in the CMP meeting distribution packages.	Core Team	CLOSED August 8	COMPLETED: REDLINED CMP re-design framework will reflect results of discussion.
11B	Action	August 8 Meeting	CMP Meeting Distribution Package	Qwest to provide a sample of the "report" containing information for CMP meeting.	Qwest—Judy Schultz	CLOSED August 14	COMPLETED: Judy Schultz presented example report and CLECs accepted the 'report' concept.
11C	Action	August 8 Meeting	CMP Meeting Distribution Package	CLECs have a need to see one document/report containing all information (single point of reference). For example, CR/RN Logs need to include originator,	Qwest—Judy Schultz	CLOSED Sep 5	DECISION: Rollout to CLEC community at the 9/19 Monthly CMP meeting. COMPLETED:

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				title, description, history and status, so that individual CRs and RNs do not need to be included in Monthly Meeting package. CRs also need to include actual response/s and decision. Present a sample distribution package for review with updated tracking documents			Qwest presented mockup at the 9/5 re-design meeting.
12	Action	July 19 Meeting	Walk-On Agenda Items	Add walk-on item to the end of each CMP meeting agenda.	Qwest—Mark Routh, Matt Rossi	CLOSED July 19	DECISION: Qwest will add walk-on items to the end of each agenda, as appropriate, starting with the August 15 meeting
13A	Action	July 19 Meeting	CMP Web Site	Review CMP web-site and suggest potential changes and guidelines	Core team	CLOSED August 7	COMPLETED: Included in 8/8 redlined CMP framework
13B	Action	August 7 Meeting	CMP Web Site	Can Qwest display new naming convention on the CMP web site (CRs and RNs)—e.g., Ability to click category and receive next sub category?	Qwest – Judy Schultz/ Core Team	CLOSED August 14	COMPLETED: Closed on proposals for sub-category under the 4 categories (Systems, Product, Process and Network). Qwest is able to display naming convention on web site

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
13C	Action	August 7 Meeting	CMP Web Site	Provide location (link) where all notification documents are kept – Wholesale web site	Qwest – Judy Schultz	CLOSED Sep 20	Jarby Blackmun shared proposed screen shots with Core Team on 9/5. Related to Items #13F, 37, 44, and 61.
13D	Action	August 7 Meeting	CMP Web Site	Add English title to all new and existing CRs posted on the CMP web site	Qwest – Mark Routh Matt Rossi	CLOSED Sep 5	COMPLETED: Matt and Mark have updated the web sites to add the requested information.
13E	Action	August 8 Meeting	CMP Web Site	Qwest to determine how to time-stamp each web site page (whenever the page is updated on the web site)	Qwest—Judy Schultz	CLOSED August 14	COMPLETED: Qwest is currently doing this today and will continue on all updated pages
13F	Action	August 8 Meeting	CMP Web Site	Develop timeframe to roll-out web site and mail-out process	Qwest – Judy Schultz	CLOSED Sep 20	Per Jarby Blackmun, Qwest is targeting early November to deploy modifications to CMP web site.
14A	Action	July 19 Meeting	Notification Process	Discuss guidelines for the notification process at the next session.	Qwest—Judy Schultz	CLOSED August 7	Refer to re-worded Action #14C.
14B	Action	August 7 Meeting	Notification Process	Explore functionality and capability of the "mail out" tool used for Product/ Process notifications.	Qwest – Judy Schultz	CLOSED August 8	COMPLETED: "Mail-outs" are not on the web site—pending closure on the categories and sub-categories from Core Team (see Item #13E)
14C	Action	Updated	Notificati	Using proposed	Qwest –	CLOSED	COMPLETED

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
	n	August 7 Meeting (7/19)	on Process	naming convention, build a matrix of possible combinations for RN titles.	Judy Schultz	August 14	CLECs provided upgrades to Judy Schultz' proposal. As a result of this discussion, opened Item #14D
14D	Actio n	August 7 Meeting	Notificati on Process	Take existing system, product and process notification and modify to match proposed naming convention to obtain one single naming convention for all notifications	Qwest – Judy Schultz	CLOSED Sep 5	DECISION: Qwest will adopt a single naming convention for notifications. Progress will be monitor at the Monthly CMP meetings.
14E	Issue	August 8 Meeting	Notificati on Process	What category (i.e., 4 category) should be used to notify CLECs of the introduction of a new product? Should Qwest send one notice addressing product and process, or two separate, but redundant notices (i.e., one for Product and another for Process but with the same content)?	Core Team	CLOSED August 8	DECISION: Qwest to send a Product notice and a separate Process notice with the same content information—redundant notices with different category and name on the subject line.
14F	Actio n	August 8 Meeting	Notificati on Process	Provide proposals for sub-categories (e.g., Product Family) under each	Qwest—Judy Schultz	CLOSED August 14	COMPLETED: Web Site modification rollout is dependent on proposal for sub-categories—see item

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				notice category (Systems, Product, Process and Network) and links.			14C. Presented and closed during 8/14 Re-Design meeting
16	Action	July 19 Meeting	Qwest Comments on MATRIX	Include Qwest comments on the MATRIX (OBF Issue 2233 with CLEC Comments)	Qwest—Judy Schultz	CLOSED August 14	COMPLETED: Included Qwest's proposal on the MATRIX.
15	Action	July 19 Meeting	Notice	Research source and readability of event notifications (software applications)	Qwest—Mark Routh	CLOSED August 7	COMPLETED: System outages and event notifications are now being released in a "doc" format.
17A	Issue	July 19 Meeting	Scope	Qwest expressed concern that the Scope needs further clarification. Qwest will propose language to re-visit the Scope at a future session.	Qwest—Judy Schultz	CLOSED Oct 2	Element revisited on Sep 18 and 20 with action taken by Core Team and Qwest to further discuss on Oct 2 and 3.
17B	Issue	August 7 Meeting	Scope	Describe Qwest's position for systems and functionality supported in the current CMP process (i.e., EXACT, HEET)	Qwest – Judy Schultz	CLOSED Sep 5	August 14 discussion provided a definition for OSS Interfaces that includes system functionality.
17C	Action	August 7 Meeting	Scope	Dialogue on introduction and scope to seek input from CLECs to prepare for Qwest's proposal on September 20th	Qwest – Judy Schultz	CLOSED Sep 5	DECISION: Qwest will provide proposal on Sep 20 for discussion.
18	Action	July 19 Meeting	PIDs	WorldCom will	WorldCom	CLOSED August 7	COMPLETED: Liz Balvin sent PIDs on July

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				provide the Core Team members with the latest PIDs for Change Management.	Liz Balvin		20th
19	Issue	July 19 Meeting	Contact Information	Eschelon requested that contact information for all participant be included on the CMP Re-design web site	Qwest—Judy Schultz	CLOSED August 7	Request from review of 7/19 DRAFT meeting notes and material COMPLETED: All contact information now included on the Re-Design page on the CMP web site
20	Action	July 19 Meeting	Discussion Items under Issues/ Action Item Log	Eschelon requests to include on the agenda topics for discussion under Issues and Action Items Log	Qwest—Judy Schultz	CLOSED August 7	Request from review of 7/19 DRAFT meeting notes and material COMPLETED: Updated 8/7-8/8 agenda
21A	Action	August 7 Meeting	Core Team	Establishing CMP Re-Design Core Team Membership	Qwest – Judy Schultz	CLOSED August 7	COMPLETED: Reviewed Core Team membership
21B	Action	August 7 Meeting	Core Team—Meeting Quorum	Establish Core Team Quorum at the beginning of each working session	Qwest – Judy Schultz	CLOSED August 7	DECISION: Quorum determination will be added to the agenda and be determined by attendance at each working session
22	Issue	August 7 Meeting	Core Team—	Define Expectations of Core Team	Core Team	CLOSED August 7	DECISION: Core Team Expectations/

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
			Expectations	Membership			Responsibilities: - Dedicated resource to negotiate a new CMP process. - Core Team Members can be added at any time understanding the roles and responsibilities of a Core Team Member. - Core Team Members must commit to participate either in person, via conference call, or by LOA in each working session. - Core Team Membership will be revoked if 3 consecutive working sessions are missed. - Core Team member will not be allowed to vote on any issue in which they did not participate.
23	Action	August 7 Meeting	Upcoming Event Calendar	Provide an "up coming" events page on the CMP web site that includes all monthly meetings, re-design meetings and any other interim ad hoc meetings/calls	Qwest – Mark Routh, Matt Rossi	CLOSED Sep 5	COMPLETED: Calendar is on the web site.
25	Issue	August 8	Quick	How should Qwest	Core	CLOSED	DECISION:

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	Hit Fix	introduce some Change Management Process changes ahead of completing the re-design CMP effort?	Team	August 8	Qwest will review any proposals with the CMP re-design Core Team members before communicating at a Monthly CMP Meeting. During the Monthly CMP Meeting, Qwest will let meeting attendees know who participated in designing the Quick Hit proposal. "Quick Hit Fix" will be a standing item for the Monthly CMP Meeting agenda.
26	Action	August 8 Meeting	Meeting Minutes Review	What is the timeline for DRAFT and FINAL 8/7-8/8 Meeting Minutes and material?	Qwest—Judy Schultz	CLOSED August 8	DECISION: - DRAFT Meeting Minutes and materials (by Fri, 8/10 9am MT) - Distribute DRAFT to 8/7-8/8 re-design session participants for review (by Fri, 8/10 Noon MT) - Participants provide Matt Rossi with corrections/additions (Mon, 8/13 Noon MT) - FINAL Meeting Minutes and materials to be distributed and posted on CMP Re-design web site

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							(by Tuesday, 8/14)
27	Action	August 8 Meeting	CMP Re-design Location	Determine location for the October, November and December re-design working session.	Core Team	CLOSED August 16	Qwest has tentatively reserved meeting rooms in Denver, Colorado DECISION: (8/16) October sessions will be held in Minneapolis, except for CMP week; November and December sessions will be held in Denver
28	Action	August 8 Meeting	Monthly CMP Meeting	Move December meeting to 12/12	Qwest—Mark Routh, Matt Rossi	CLOSED August 16	COMPLETED: Monthly CMP meeting is moved to 12/12.
29	Action	August 8 Meeting	Exception Process	Share other ILEC Exception Process with 8/14 working session participants to be used as a base.	Sprint—Sandy Evans	CLOSED August 14	COMPLETED: Sprint and AT&T brought samples.
30	Action	August 14 Meeting	CMP Web Site	Add Meeting Agenda, material, dates to web site CMP category	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Began with August 14 and 16 meeting minutes
31	Action	August 14 Meeting	CMP Web Site	Change category Ordering to Ordering/Provisioning and Repair to Repair/Maintenance	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
32	Action	August 14 Meeting	CMP Web Site	Add Raw Loop Data Tool to the IMA GUI section of web site categories for Systems	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
33	Actio n	August 14 Meeting	CMP Web Site	Add another sub-category of "Other" for systems with possible expansion later after re-visit of the scope discussion.	Qwest— Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
34	Actio n	August 14 Meeting	CMP Web Site	Investigate adding back end systems to the sub categories of the Systems notifications on the web site (WFA, TIRKS, etc)	Qwest— Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
35	Actio n	August 14 Meeting	CMP Web Site	Add "procedures" as a sub category (2) to the Process section	Qwest— Judy Schultz	CLOSED Sep 5	COMPLETED: This is to include any joint procedures that involve both the CLEC and Qwest – e.g., repair and exchange of CLEC owned equipment
36	Actio n	August 14 Meeting	CMP Web Site	Add "Tariffs" as a main category in the proposed matrix	Qwest— Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
37	Actio n	August 14 Meeting	CMP Web Site	Investigate the possibility of housing all RNs, CRs and Training information in one location and providing multiple methods in which this information is accessed on the web site. Example, this can be a search by number or search by category	Qwest – Judy Schultz	CLOSED Sep 20	Jurby Blackmun provided overview on CMP web site with search capabilities. Demo is available for CLECs on CMP web site.
38	Issue	August 14	Notificati	Identify designated owner of	Qwest –	CLOSED	Qwest will continue to refer

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	ons	point of contact for the mail outs to contact with problems – example web sites listed with in-active URLs. 9/5: Is there flexibility in the process to support CLECs on notices (e.g., Help Desk, Sales Manager)?	Judy Schultz	Oct 2 (Extended to Oct 17 regular CMP)	a CLEC to their respective Service Manager if there are questions pertaining to a notification. 9/5: CLECs need to work with their respective Service Manager, and if necessary, speak with the Service Manager's boss to clarify questions pertaining to a specific notice. 9/18: Toni Dubuque will join Oct 3 session to discuss DECISION: Toni Dubuque to discuss this issue with the CLECs at the Oct 17 CMP Product/Process Meeting.
39	Issue	August 14 Meeting	CMP Web Site	Provide screen shots of the web site to give visual representation	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: See Jarby Blackmun's Qwest Wholesale CLEC "Notices On-Line" presentation, dated Sep 4, 2001 on the CMP Re-design web site.
41	Action	August 14 Meeting	CMP Web Site	Add the Re-Design page on the CMP section of the Proposed Release Notification matrix	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
43	Actio	August 14	CMP	Investigate possibilities for	Qwest –	CLOSED	COMPLETED:

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
	n	Meeting	Web Site	displaying (posting) and sorting Sub-category 3 of the web site	Judy Schultz	Sep 5	Jarby Blackmun informed the team that search capabilities will include category, sub-category and document number.
44	Actio n	August 14 Meeting	Notificati on	Create instructions for access to web site notification	Qwest - Judy Schultz	CLOSED Sep 20	DECISION: Per Core Team, not required due to simplicity of using the modified CMP web site.
45	Actio n	August 14 Meeting	Voting Tally Form	Incorporate Qwest's position on the Voting Tally Form	Qwest – Judy Schultz	CLOSED August 16	COMPLETED: See Procedures for A Vote and Impasse Resolution Process (includes Voting Tally Form) on the CMP Re-design web site
46	Actio n	August 14 Meeting	Voting	Draft a proposal for a voting procedure and contingency dispute resolution process for dead-lock	Judy Lee	CLOSED August 16	COMPLETED: See proposed Procedures for A Vote and Impasse Resolution Process (includes Voting Tally Form) on the CMP Re-design web site
48	Actio n	August 14 Meeting	Voting	Determine how to reach resolution within the CLEC community if impasse were to occur – present draft proposal	AT&T - Terry Bahner	CLOSED Sep 5	DECISION: CLECs will hold a conference call to achieve consensus to resolve an impasse issue.
49	Actio n	August 16 Meeting	Types of changes - OBF	Look at other industry bodies that need to be included in type 3 changes	Core Team	CLOSED Sep 20	COMPLETED: Types of Changes discussed on Sep 20

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
			V.1	(e.g., ANSI and ATIS)			
50	Action	August 16 Meeting	Types of Changes – OBF V.1	Present change request flow chart, form, and procedures for CR handling	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: Flow chart of change request process was discussed with modifications. Qwest to make modifications (add Denied, Escalated, Deferred and Withdrawn) and present flow chart to the CLEC community at the Sep 19 Monthly CMP meeting.
54	Action	August 14 Meeting	Meeting Minutes	Add action item verbiage to the meeting minutes as opposed to referencing the action items document	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: Began with the August 14 and 16 meeting minutes
55	Action	August 16 Meeting	Meeting Minutes Review	What is the timeline for DRAFT and FINAL 8/14 and 8/16 Meeting Minutes and material?	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: – DRAFT Meeting Minutes and materials (by ~~Tues, 8/21~~ Fri, 8/24) – Distribute DRAFT to 8/14 and 8/16 re-design participants for review (by ~~Tues, 8/21~~ Fri, 8/24 COB) – Participants provide Mark Routh with corrections/additions (~~Thurs, 8/23~~ Tues, 8/28 COB) – FINAL Meeting Minutes and materials to be

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							distributed and posted on CMP Re-design web site (by ~~Monday, 8/27~~ Fri, 8/31) Qwest extended timeline on 8/21.
56	Action	August 14 Meeting	Meeting Minutes Update	Revise August 7-8 Final Meeting Minutes to: - Change "CLEC" to "Co-Provider" in the word CMP on page 3, paragraph 4 - Correct name to "Wicks" - Correct Evans-Sprint comments to "responses to CRs are sent to the originator via email, not posted on the web site."	Qwest—Jim Maher	CLOSED Sep 5	COMPLETED: Refer to CMP Re-design web site for revised final meeting minutes.
57	Action	August 14 Meeting	Meeting Minutes Update	Revise July 19 Final Meeting Minutes to include the voting results on the 3rd Party Provider issue—on August	Judy Lee	CLOSED August 21	COMPLETED: Revised Final July 19 Meeting Minutes are posted on the CMP Re-design web site.

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				14, the last voting CLEC has given Qwest permission to publish its result.			
58	Action	August 14 Meeting	Core Team Expectations	Update the document to: "New Core Team member will not be allowed to reopen a vote on any issue that has been decided on."	Judy Lee	CLOSED August 16	COMPLETED: Revised guidelines are posted on the CMP Re-design web site.
59	Action	August 16 Meeting	OBF August, 2001 Framework	Share with the re-design team the results of OBF Issue 2233 subcommittee proposal—a2v2	Judy Lee	CLOSED August 21	COMPLETED: Sent via email to all re-design participants.
60	Action	Sep 5 Meeting	CLEC Question-naire	Verify if there is an entry on the CLEC questionnaire for contact information (POC). Does the questionnaire need to include primary and secondary point-of-contact?	Qwest – Matt Rossi	CLOSED Oct 2 (Moved to general Oct 17 CMP)	Promote the importance for CLECs to provide accurate contact information at the Qwest sponsored CLEC Forum. Primary and Secondary POC information is not entries in the questionnaire. DECISION: Address this issue at the October 17 CMP Product/Process meeting.

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
61	Actio n	Sep 5 Meeting	CMP Web Site	Provide an Archive on the CMP web site.	Qwest – Judy Schultz	CLOSED Sep 18	COMPLETED: Archive will remain on the CMP web site
62	Actio n	Sep 5 Meeting	Re-design Location	Provide location, directions and names of nearby hotels for Minneapolis meetings.	Qwest – Judy Schultz	CLOSED Sep 10	COMPLETED: Information provided to all CMP re-design participants
63	Actio n	Sep 5 Meeting	CMP Re-design	Provide examples at the Qwest sponsored Sep CLEC Forum of what has been changed as a result of the CMP re-design effort	Qwest – Judy Schultz	CLOSED Oct 2 (Extende d to Oct 17 CMP)	The Qwest sponsored CLEC Forum on September 12-13 was postponed due to the national crisis. This needs to be scheduled around the CMP re-design and monthly CMP meetings. DECISION: Toni Debuque will address at Oct 17 CMP Product/Process meeting
64	Actio n	Sep 5 Meeting	Denied Change Request	Allegiance to re-introduce a previously denied CR that is still needed so that Qwest can assess and CLECs to prioritize.	Qwest – Mark Routh	CLOSED Sep18	DECISION: Closed as an action item for the re-design effort, but tracked on the OSS Interface CMP action item list
65	Actio	Sep 5	Re-	Obtain feedback	Core	CLOSED	COMPLETED:

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
	n	Meeting	design Impasse Resolution Process	from individual organizations on the draft proposed CLEC-Qwest Impasse Resolution Process for the re-design effort.	Team	Sep 20	See "CLEC-Qwest CMP Re-design Procedures for Voting and Impasse Resolution Process_09-20-2001" on CMP web site.
66	Action	Sep 6 Meeting	271 Workshop SGAT	Qwest to make presentation regarding the SGAT language and how it relates to the process structured by the Core Team.	Qwest – Andy Crain	CLOSED Oct 3	Including Item #42 Discussion held on Sep 18 and 20 with more discussion on Oct 2-3 (re-visit Scope) and prior to the November filing. COMPLETED: Qwest presented language with CLEC discussion on Oct 3
67	Issue	Sep 6 Meeting	271 Workshop SGAT	Do exhibits G (CMP framework) and H (escalation process) need to be in the SGAT?	Core Team	CLOSED Oct 3	Related to Item #66 Discussion held on Sep 18 and 20 with more discussion on Oct 2-3 DECISION: Qwest will include Exhibit G (formerly known as Exhibits G and H) in the SGAT – red lined as it evolves with the re-design
71	Action	Sep 6 Meeting	Production	What is the current process for CLECs	Qwest – Wendy	CLOSED Sep 18	COMPLETED: Notification distributed and

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
			Support Process	to report and Qwest to notify CLECs on production problems—what is the production support process and timeline? Where is the CLEC documentation pertaining to this information?	Green		posted by Tina Hubis on Sep10. Defer to Scope and Section 12 Production Support discussions according to the re-design schedule
72	Issue	Sep 6 Meeting	CR Process	What is the process if the CLEC-originator does not agree with Qwest's reply or the CR is rejected?	Core Team	CLOSED Oct 3	Addressed on Sep 18, 20 during Escalation Process and the Dispute Resolution Process with further discussion during Oct 2-3 session. COMPLETED Escalation and Dispute Resolution Process
73	Issue	Sep 5 Meeting	Account Manage ment	Clarify roles and responsibility of Service Managers and Sales Managers. What is the internal notification process (e.g., advanced notice before CLEC) for Service Managers on CLEC notices?	Qwest – Judy Schultz	CLOSED Oct 3 (Address at Oct 17 CMP meeting)	Subsequent to the Sep 5-6 session, Qwest requests to address this item at the Oct 3 meeting to allow the Service Management Director to participate in-person in Minneapolis. DECISION Will address at the Oct 17

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							Product/Process CMP meeting
~~74~~	~~Issue~~	~~Sep 5 Meeting~~	~~CR Process Dispute~~	~~What is the process if the CLEC originator does not agree with reply or rejected CR~~	~~Core Team~~	~~Oct 2~~	Duplicative of #72
75	Actio n	Sep 18 Meeting	Redlined Framewo rk	Review the Red-lined working document for successive working sessions	Bahner, Clauson, Maher, Wicks	CLOSED Sep 18	COMPLETED: Jim Maher restructured the MASTER REDLINED CMP Re-design Framework based on input from Core Team members.
80	Actio n	Sep 18 Meeting	Escalatio n	Draft proposed language regarding time frames for Qwest to provide binding position on an escalated issue (e.g., 7 or 14 calendar days). Also include binding authority language.	Qwest – Judy Schultz	CLOSED Oct 3	COMPLETED: CLEC and Qwest agreed to a 7-day interval for escalated CRs and 14 days for other non-CR issues. Language reflected in the Master Redline framework.
81	Issue	Sep 18 Meeting	Escalatio n	During "14-day" response cycle, will Qwest continue efforts (e.g., CR) or will activity stop?	Qwest – Judy Schultz	CLOSED Oct 3	DECISION: Requestor may ask that activity stop or continue. Language reflected in the Master Redline framework

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
82	Issue	Sep 18 Meeting	Escalation	How are CLECs notified that an issue has been escalated between monthly CMP meetings?	Core Team	CLOSED Sep 20	DECISION: CLECs will be notified via formal notice to access web site for information.
83	Issue	Sep 18 Meeting	Dispute Resolution	Does an issue have to go through the escalation process before it is goes through the dispute resolution process?	Core Team	CLOSED Oct 3	DECISION: No
84	Action	Sep 18 Meeting	Dispute Resolution	Propose language around dispute resolution ADR process. Do we want to sight specific organizations??	Andy Crain and CLEC Attorneys	CLOSED Oct 3	COMPLETED: Language reflected in Master Redline framework
85	Issue	Sep 18 Meeting	Dispute Resolution	What is the process for CLEC-CLEC consensus and the Dispute Resolution Process?	Core Team	CLOSED Oct 3	COMPLETED: Language reflected in Master Redline framework
86	Issue	Sep 18 Meeting	Dispute Resolution	~~When can~~ Why would Qwest invoke	Qwest—Andy Crain	CLOSED Oct 3	Andy can't think of anything – we should leave in anyway. Tom Dixon: Close, but keep

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				the Dispute Resolution Process?			in mind that Qwest will probably never use it
87	Action	Sep 18 Meeting	Re-design Impasse Resolution	Propose language around the CMP re-design impasse resolution process/dispute resolution process.	Qwest—Andy Crain	CLOSED Oct 3	COMPLETED: Refer to CMP Redesign Procedures on Voting and Impasse Resolution Process document on the CMP Redesign web site.
90		Sep 18 Meeting	Network outage notification	Distribute notification of CLEC questionnaire with Network Outage notification option for pager notification.	Matt Rossi	CLOSED Sep 18	DECISION: An action item for the monthly CMP Product/Process
96	Action	Sep 20 Meeting	Intro – Scope	Draft proposed language for introduction and scope for the October 2 meeting	Core Team	CLOSED Oct 2	All Core Team members to share proposed language by Sep 27 with rest of member Karen Clausen is the lead fo CLEC language. DECISION: Re-visit during Product/Process CMP discussions.
97	Action	Sep 20 Meeting	Types of Changes	Have legal personnel verify the intent with the proposed	Qwest—Judy Schultz	CLOSED Oct 3	Language for Types of Changes under Regulatory

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				language around types of changes (contractual agreement) for the red lined document.			DECISION: Qwest agree to remove "contractual agreement" language.
101	Action	Sep 20 Meeting	Schedule Working Sessions	Review the start time of the first day for future working sessions.	Core Team	CLOSED Oct 2	DECISION: Begin at 9am MT—refer to schedule on CMP redesign site
102	Action	Sep 20 Meeting	Schedule Working Sessions	Can Qwest provide net-meeting capability at its location to limit Core Team member travel?	Qwest—Matt Rossi	CLOSED Sep 27	DECISION: Yes – only at Qwest locations
113	Issue	Oct 3 Meeting	Interim Exception Process	How do you call a special CMP meeting outside of the general CMP meeting? Re-visit interim exception process.	Core Team	CLOSED Oct 3	DECISION: Refer to Interim Exception Process on CMP redesign web site.
117	Issue	Oct 3 Meeting	CMP Re-design Location	Should the team re-check the location for the Oct 30, 31	Core Team	CLOSED Oct 3	DECISION: Eschelon, Integra and Allegiance will meet in Denver (originally planned

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				and Nov 1 redesign meeting? Does it make sense to move the meeting to Denver?			for Minneapolis). Sprint may join in Denver or via phone.
122	Issue	Oct 2 Meeting	Source of Change	How should Qwest display 'source of change' in documents?	Core Team	CLOSED Oct 3	DECISION: Show SOURCE as a identifier on mail-out letters and include all sources with details in the historical change log.
125	Issue	Oct 3 Meeting	Interim Process	Do the CLECs agree to adopt the Proposed Interim CMP CR work flow for Product and Process as the "interim" CMP process for CLEC originated CRs?	Core Team	CLOSED Oct 3	DECISION: Yes, and to be implemented ASAP.

CONTINUATION

[ط]

WRITTEN SUMMARY REGARDING QWEST'S PROPOSED PROCESS FOR QWEST CHANGES TO PRODUCT, PROCESS, AND TECHNICAL DOCUMENTATION

SUBMITTED TO CMP & CMP RE-DESIGN TEAM

BY CMP PARTICIPANTS ALLEGIANCE, AT&T, COVAD, ESCHELON, INTEGRA, SPRINT, AND WORLDCOM

September 25, 2001

Allegiance, AT&T, Covad, Eschelon, Integra, Sprint, and WorldCom (the "Joining CLECs") submit this Summary to the CMP and CMP Re-Design Team for consideration and in preparation for additional discussions of changes to Qwest's proposed process for Qwest changes to product, process, and technical documentation and publications. At the September 19th Change Management Process ("CMP") meeting, Qwest reviewed with Competitive Local Exchange Carriers ("CLECs") a presentation relating to its proposed process for changes to its documentation. At the meeting, Qwest was asked to temporarily stop its unapproved activities until a process was established that reflected CLEC comments. Qwest was also asked, when re-commencing with an established process, (i) to start over with the changes made to date to ensure that changes are properly submitted to CMP, (ii) that all changes (including those already discussed on calls) be highlighted (in green) in documentation, (iii) that proper procedures be applied to the communications, and (iv) that technical publications and other documentation be included in the process (in addition to the Product Catalog). We believe that Qwest had agreed to this approach and would focus on creating an interim process to meet CLEC needs. On September 24th, however, Qwest distributed a mailout[1] in which it scheduled a meeting to discuss this issue in October and said: "In the meantime, Qwest will continue to publish documents ***using the current processes in place***" (emphasis added). The fact is that there is no "current process." Qwest made a proposal and CLECs want it improved before it is implemented. Qwest should reconsider its statement, stop the approach that it has implemented on its own, and create an interim process collaboratively with CLECs before proceeding with changes to the Product Catalog, technical publications, or other documentation. Qwest's current approach is inconsistent with the Stipulation that Qwest entered into in several states in the 271 workshops (the "Stipulation").[2] For example, as discussed below, Qwest has suggested (and is, in effect, maintaining) a self-imposed 30-day deadline for receipt of CLEC input that is not contained in the Stipulation. Because Qwest's

---

[1] Despite discussion of this issue in the September 19th CMP meeting, the mailout was not distributed to the entire CMP distribution list.

[2] WorldCom provided the Stipulation to the other participants of the CMP Re-Design Team during the September 5-6, 2001, Re-Design session. The Stipulation provides: "Qwest agrees that, within 45 days of closing a workshop, it will update its technical publications, product catalog (also known as the IRRG), and product documentation for CLECs to reflect the agreements made in the workshop and to make Qwest's documentation consistent with its SGAT. Qwest will then submit the updated technical publications, product catalog, and product documentation to the Change Management Process (CICMP). When Qwest submits the documents to CICMP, Qwest will file a notice in this proceeding indicating that the documents have been updated and how to obtain copies. Qwest will take affirmative action following the close of a workshop to communicate to appropriate personnel and to implement the agreements made in such workshop. Qwest acknowledges that any commission order or report recommending that Qwest meet a checklist item will be conditioned on Qwest's compliance with this commitment."

proposed process is inadequate for all of the reasons discussed in this Summary, the joining CLECs will not agree to any particular review period at least until an effective process is collaboratively developed.

Insufficient Notice and Documentation

On July 18, 2001, Bill Campbell of Qwest reviewed a 7-page bullet-point presentation with CLECs at the CMP meeting on the topic of changes to Qwest's Product Catalog and technical publications. The presentation was not listed on the agenda, and the written presentation was not included in the CMP Distribution Package that was distributed before the meeting. Other than the high level, 7-page presentation, Qwest provided no methods and procedures or other written documentation for the proposed process. CLECs did not have adequate notice of the subject or content of the September 19th CMP discussion. Such notice is useful for ensuring that the proper CLEC representatives are present and have had an opportunity to prepare for the discussion. At the meeting, Mr. Campbell asked for CLEC opinions about the best manner in which to proceed with communicating information about changes in the Qwest Product Catalog and technical publications. Although CLECs did not have an opportunity to prepare to comment, they attempted to address Mr. Campbell's request. It has become clear since then, however, that CLECs were given insufficient information to realize the context and meaning of the changes and the request for input, the volume of information to be distributed, and the effect of the comments they were asked to provide at that meeting. Mr. Campbell's presentation was at a high level. Rather than communicate the specifics of a process to be implemented, Mr. Campbell conveyed a general message that Qwest would work with CLECs to produce a consensus-driven process. Such a process has not developed.

Problems With Implementation of Current Approach and Proposal

After the July 18th CMP meeting, Qwest proceeded with conference calls during which Qwest has described changes to its Product Catalog. There are no conference calls to discuss changes to technical publications. Although the conference calls to discuss the Product Catalog were described as informational (to describe changes being made), some notices for the calls have indicated that CLECs must comment on the proposed changes within 30 days. In the meantime, the changes appear to go into effect. If there is a process for addressing and incorporating CLEC comments (other than to simply receive such comments), it was not communicated to, or documented for, CLECs.

The current approach and Qwest's proposal are insufficiently organized and coordinated to handle the sheer volume of changes that Qwest is attempting to address in an insufficient amount of time. To illustrate the problem, one of Qwest's recent mailout notices is attached as Exhibit A. The notice indicates that a technical publication has been updated. No information is given in the notice regarding the nature of the "updates." The notice refers CLECs to Qwest's wholesale web site, where the technical publication is posted. The posted document is 288 pages long and very technical in nature. There is no highlighting or other indication anywhere in the document as to what "updates" have been made. The source or reason for any changes is not given.[3] Instead, the mailout states that "these updates reflect current practice." This

[3] As Qwest knows, the request to provide a source and explanation was made before any of the recent changes were made and related conference calls held. AT&T and WorldCom point out that Qwest agreed to provide this information in 271 workshops in Washington in April and July. Nonetheless, Qwest has proceeded with distributing product and technical publication changes without this promised information. The work that now needs to be re-done, which will cause delay and unnecessary resource expenditures for all, could have been avoided if Qwest had provided the agreed upon information as changes were being distributed, and worked with

statement suggests that substantive changes to practices that CLECs have been accustomed to using have not been made, when that may not be the case. This 258-page document is only one of those to which CLECs are supposed to respond within overlapping 30-day time periods. When CLECs are being inundated with such information, in apparent random order, this is insufficient time. This is particularly true because CLECs need to not only understand the changes but train their employees on them as well.

The mailout notice in Exhibit A also provides insufficient notice as to the process, the need for comments, and the effect of any failure to comment. The notice states that "Your comments . . . are very important to QWEST prior to the issuance of any tariff actions." It is unclear what this means. The statement implies, however, that the next step is the filing of a tariff by Qwest, rather than submission of the issues to CMP. Qwest "reserves the right to revise this document for any reason, including but not limited to, conformity with standards by various governmental or regulatory agencies; utilization of advances in the state of the technical arts; or to reflect changes in the design of equipment, techniques, or procedures described in the technical publication." Again, there is no indication that Qwest will submit such revisions to CMP, and the language implies the changes will be unilateral. The mailout goes on to state that "there are additional changes that will be forthcoming as a result of ongoing regulatory activities." The mailout also states that, with respect to future changes, "wholesale customers will receive written notification announcing the upcoming change." Because it states that the changes will simply be "announced," rather than submitted to CMP for consideration, the language again suggests that the changes are unilateral changes that will be made and distributed as is. In addition, the mailout states: "Effective Date: Immediately." Together, these statements, without further explanation, discourage CLEC feedback, because it appears that changes will be made to the documentation anyway with little or no opportunity for CLECs to affect the result. Consistent with that impression, the mailout states that "Customers ***will*** be able to receive a ***final*** published technical publication after November 12, 2001" (emphasis added). This date is only seven days after the deadline for CLECs to submit comments on the updates. The time frame does not suggest any substantive review or serious consideration of CLEC comments submitted in the intervening seven days. CLECs cannot obtain changes to Qwest's documentation by sending a notice to the CMP distribution list and "announcing" a change, to be effective within 45 days, even when the change has been ordered by a regulatory agency. The CMP has processes in place to deal with regulatory orders, and the Re-Design Team is also reviewing and re-designing those processes. Qwest's notice does not even state that the changes that are the subject of the mailout are required by a regulatory order, and it does not cite to any other source for the particular changes.[4] Even assuming the changes were required by a regulatory order, the CMP deals with the procedures for making such changes. The process outlined by Qwest in its mailout is completely inadequate, as well as inconsistent with the Stipulation's requirement to submit such changes to CMP.

> *The mailout in Exhibit A is a typical example of the pressures that Qwest places on CLECs because of the timeline that Qwest has imposed on itself (for obtaining 271 approval). In doing so, the process to change documentation is not truly collaborative. When Qwest issues a product notification today, Qwest requires CLECs to adhere to the process within 30 or 45 days, or less, but it provides no documented process for obtaining and incorporating input from CLECs. There is no guarantee from Qwest that it will take into account CLEC input before product or process rollout. As an example, WorldCom submitted*

CLECs **in advance** to establish a collaboratively agreed upon process for making and distributing changes to documentation. Given that Qwest committed to providing this information and establishing a process for documentation changes approximately five months ago, there is no reason that an effective process could not have been fully developed earlier.

[4] *See* footnote 3.

comments by email regarding Qwest Line Splitting Product Notification PDRN051801-2 on July 12, 2001. More than two months have passed, and Qwest has not responded. Meantime, the product changes appear to have gone into effect without consideration or modification in light of WorldCom's comments.

In addition to comments on the notices themselves, CLECs have conveyed Qwest with feedback on Qwest's approach to documentation of the change process. Qwest indicated, at its September 19th CMP meeting, that some of the CLEC representatives not present have provided positive feedback about the Product Catalog conference calls. Eschelon believes that some of its representatives have indicated that they have learned new information on the calls, and they appreciate the information. The standard, however, should not be whether any information at all was gained (i.e., something is better than nothing). An effective process is needed not only for communicating information but also for ensuring that the information is complete and reaches all interested parties with adequate notice and for addressing and incorporating feedback about the proposed changes.

Eschelon has contacted Mr. Campbell directly (as well as notified the CMP Director) about its concerns about the manner in which the changes have been addressed. After an initial conversation, Eschelon followed up with written concerns, to which Mr. Campbell did not respond. Eschelon had to request a schedule of conference calls, so that it could plan which of its employees needed to participate in each call. Only after some effort did Qwest provide such a schedule. Even then, Qwest sometimes changes the agenda for a particular call, so that the correct CLEC personnel are not on the calls. Notice is too short to react appropriately to such changes. Eschelon also pointed out that the notices regarding the conference calls are buried in numerous mailouts about other issues, so that it is difficult to identify them. The Product Catalog calls appear to be in random order, and it is unclear how many total calls or changes are anticipated. Generally, only one call at one time and date, which is unilaterally scheduled by Qwest, is scheduled for each subject matter. If a CLEC representative is not available, that person does not have another opportunity to participate. Qwest does not provide detailed agendas or identify the Qwest participants and their roles before the calls, nor does it routinely provide minutes after the calls. To date, Qwest has not even highlighted the changes in the documentation, so CLECs cannot readily discern which of the information provided has changed. Eschelon has had difficulty opening some of the documentation provided. Qwest indicated that it was an Eschelon-specific problem, but Eschelon's Service Manager at Qwest was also unable to access the information before the applicable conference call. If the documentation was provided earlier, such issues could be addressed before the calls. Eschelon asked Qwest to provide a firm schedule for all upcoming conference calls to discuss changes to documentation and to publish and circulate the documentation for the calls at least two weeks before each call.

At recent CMP Re-Design Meetings, Allegiance, AT&T, Covad, Eschelon, Integra, Sprint and WorldCom asked about the process being used by Qwest for changes to documentation, such as the Product Catalog and technical publications. CLECs pointed out that the need for an improved process was urgent, because many of the conference calls and notices relating to such changes are already being distributed, without Qwest-CLEC consensus on the appropriate process to address such changes. Qwest said that Susie Bliss of Qwest would provide a presentation, at the September 19th CMP meeting, regarding Qwest's proposed interim process (to be used until the CMP Re-Design Team can develop a long-term process). Although Qwest knew of this plan before the Distribution Package for the September 19th meeting was distributed to CLECs, Qwest did not include the presentation on the written agenda. Qwest handled it as a "walk on" item, which means there is no notice in the written agenda that the issue will be addressed at the meeting. Although CLEC concerns had been raised before the September 19th meeting, the "proposed" process described by Qwest was simply the one already

in place (with the exception of a plan to begin highlighting the changes in green in the documentation, on a going forward basis).

The Qwest 4-Page "CLEC Documentation Proposed Beta Test" Presentation (September 19, 2001, CMP Walk-On Item)

At the September 19th CMP meeting, Susan Bias of Qwest covered a 4-page, high level presentation with CLECs. The 4-page document was not included in the December 6 package in advance of the meeting but was sent separately by email to the CMP distribution list on the day of the meeting. The subject line of the email referred to the document as a "handout" with no indication of the subject matter of the handout. Other than the 4-page presentation, Qwest provided no methods and procedures or other written documentation for the proposed process.

At the September 19th CMP meeting, Qwest asked whether it was meeting the needs of CLECs. Eschelon said that it was not. At the meeting, Eschelon then listed the problems it identified in the Qwest presentation. AT&T and Allegiance indicated that they agreed with Eschelon's concerns. No CLEC at the meeting took the position that Qwest's approach and proposal are adequate without revision. Since then, all of the CLECs joining in this Stipulation have indicated that they also agree with the concerns raised at the meeting. These problems are (in order of the 4-page presentation):

Title ("CLEC Documentation Proposed Beta Test"). If the title of the document and the subject line of the email distributing it had referred to Proposed Process for Changes to documentation such as Product Catalog and Technical Publications, CLECs would have had better notice of the subject matter of the discussions. More importantly, it is inaccurate to describe this process as a "Beta Test." No consensus has been reached on a process to be tested. At least some CLECs have recognized that an interim process may be needed until the CMP Re-Design Team has time to develop a long-term process for these changes. The need for an interim process is due to the volume of changes that are already being discussed and the problems encountered to date. Although an interim process, if agreed upon, could be viewed as a test for a long-term process (in the sense that successful elements could be adopted on a long-term basis), the process described by Qwest on September 19th was too flawed and contained insufficient detail to serve as such a test.

"Proposed" process. Qwest refers to its "Beta Test" as a "Proposed" process. Qwest has unilaterally implemented the process, however, without waiting for adoption of its "proposal." Changes are going into effect even before comment, much less approval, is obtained. The Stipulation provides that Qwest will "submit" the documents to CMP. The Stipulation is not limited to "notice" of changes to documentation, and it requires submission to CMP. This makes sense, given the manner in which this issue has developed. Qwest's initial draft SGATs included language essentially incorporating, by reference, outside documents (such as the Product Catalog and technical publications). CLECs argued that Qwest should not be able to incorporate in a contract documents that Qwest could unilaterally change. By making such changes, Qwest could, in effect, unilaterally change the terms of the interconnection agreement. Submission of the proposed changes to CMP was seen as a compromise between attaching all such documents for addressing all such issues and allowing Qwest to simply refer to them. It was viewed as at least some check on Qwest's ability to change contract terms without CLEC agreement. Thus, the Stipulation requires Qwest to "submit" changes to documentation to CMP. If merely notifying CLECs of a change, without any approval process, can meet that Stipulation, then the underlying need to prevent unilateral changes to contract terms has not been met. Therefore, the Stipulation must require that ***Qwest must submit changes to the CMP, rather than simply using the CMP distribution list as a mailing list for virtually unilateral changes.***

"One size fits all" and "Beta Test" versus "Interim" Process. Ms. Ellis said that Qwest was attempting to develop a "one size fits all" approach. The Staff and some CLECs said the process should be used for all types of changes and Ms. Ellis has also agreed to move toward this[5]. There may be differences in the appropriate process, depending on whether a Change Request is initiated by CLECs, Qwest, industry organizations, regulatory bodies, etc. The ***Interim*** process is established for changes to documentation, it will be established to complete a current, unusually high volume and pressing need. Such an interim process should be used ***only*** for regulatory mandated changes, which are the changes currently during the regular TP an interim process. Qwest should identify the source of the regulatory-mandated changes[6] and a process should be established in the event that CLECs dispute that the change has been ordered by a regulatory agency. By allowing CLEC input on the interpretation of the applicable order before the change is made, all parties will avoid delays in implementing the applicable regulatory order. If Qwest is requiring other changes to its documentation, those changes should be submitted as written Change Requests, just as CLEC-initiated Change Requests must be submitted to CMP. Although it is likely that regulatory changes will also ultimately be submitted as Change Requests under the process being developed in CMP, to date the CLECs have been willing to discuss an interim process to recognize the current volume of changes and regulatory orders stemming from pending 271 proceedings. Although CLECs have been willing to discuss accommodating Qwest's desire to make such changes expeditiously to assist in gaining 271 approval, these changes cannot be made unless proper safeguards are at the expense of CLECs.

Purpose of the September 19th Interim/Technical Publications. Ms. Ellis indicated that the process described in her presentation addressed changes to the Qwest product documentation but not technical publications. CLECs rely upon technical publications to validate appropriate ordering requirements created by Qwest. As such, a collaborative process is needed for technical publications as well. As discussed above, the approach being used for technical publications today (per Exhibit 4) is unworkable. A collaboratively developed process is needed to avoid such problems.

Clarity as to what is changed. To date, the discussions of changes to the Product Catalog have been confusing because it is unclear what has changed and the source of the change. Ms. Ellis said that Qwest would begin to show changes in the language on documentation by adding green highlighting to the documents when changes have been made. Qwest was asked to go back to the changes previously released to confirm what has already occurred and provide those changes in green as well and then have only the changes when it is clear what has changed. Qwest should not only highlight the change in green but also reference the source of the change.[7]

Posting of changes on the Qwest web site. Qwest offers, in the last bullet on page 4 of the presentation, simply to a web posting to communicate changes to the Product Catalog. Because the changes are not being distributed on any kind of regular schedule, CLECs have no notice as to when to look on the web site for such postings. Some notification, with more advance notice of a complete, final schedule of definite subjects, would reduce some of this uncertainty. Even then, adequate result notice, with prompt posting announced to the CLECs in the subject matter, may be required to ensure that CLECs are aware of relevant communications.

Commitment to presentations and discussions in CMP meetings (i.e., when not relying on conference calls). The presentation indicates, on page 5, that "Changes to existing Product or Process documentation (known as the Product Catalogue - PCAT) to be developed and posted to the Qwest Change Management web site for 30 day notice by CLECs." The

---

[5] *See* footnote 3.

[6] *See* footnote 3.

presentation does not mention either the ongoing controversy with Qwest on currently using bills to disseminate information or Qwest's submission to the CMP process. Instead, the presentation states only that "significant changes will be prepared through the CMP process." The document does not define "significant," nor does it indicate who decides whether the changes are significant enough for submission to CMP. Qwest should add a Section 4 to Exhibit A that states in which it agreed to the following: "Qwest will then submit the updated Wholesale publications, product catalog, and product documentation to the Change Management Process (CMP)." The stipulation is not limited to "significant" changes. To date, such changes have not been submitted to CCMP from CMP. Using the CMP could distinguish bill inserts or announcements from CCMP. Using a CLEC requires a change, it must submit a Change Request. **Qwest needs to follow the CMP process as well.** If expedited treatment is needed because of regulatory requirements, a process should be established to deal with that.

> Qwest had indicated that the number of issues and amount of time needed to discuss the proposed changes were too great for handling in 4-hour CMP meetings. Therefore, CLECs had requested such calls (assuming the calls would be properly noticed and managed), in addition to the written materials, to encourage discussion and understanding of changes. CLECs did not understand, at the time, that Qwest intended that the calls would replace submission of changes to CMP. Given the number of separate calls and difficulties to date in managing them, the calls have not worked as a means for properly addressing changes. The conference calls, as managed to date, provide inadequate notice of changes that have been unilaterally made.

The changes should be dealt with in CMP. Now that the parties have agreed to expand the CMP process to 2-day monthly sessions, adequate time should be available to discuss the changes in the meetings. Qwest should present the proposed changes using Change Request, and genuine discussion should occur at the issues and are needed from there. If a process is established to deal with some issues in separate conference calls, any such calls should be better managed. This includes establishing protocols for notice and other steps, providing adequate, meaningful notice of any agenda items or calls (such as sending the notice sufficiently in advance of the call to allow review of the materials, using clear, timely conversions in the email to indicate the call's subject matter, and not changing the agenda shortly before the call), providing a firm schedule of any upcoming calls so that CLECs have a bigger picture view and not merely separate notices of a call now and then, providing prior notice of the agenda and the issues and role of Qwest attendees, including appropriate subject matter personnel in any discussions, providing clear CLEC use time to discuss information, providing working access to documents with sufficient time to correct problems, and maintaining and distributing meeting documentation of the discussions. If conference calls will be used, written documentation of these kinds of procedures should be provided.

CLEC review and feedback. Qwest's written description of the proposed process for CLEC review and feedback of changes is contained in two bullet points on page 3 of the presentation. As brief as it is, Qwest's description raises several issues.

> **30-day limit on review.** In the first bullet point on page 3 of the presentation, Qwest indicates that CLECs will have 30 days for review of changes to the Product Catalog after posting of those changes on the web site. The bullet adds that, after 30 days, Qwest would be moving the changes to "live" status. Qwest provides no basis for the 30-day limitation. Qwest was allowed a longer period of time to provide periodic updates to the Internet publications than Qwest is providing to CLECs in

substantively review them. In addition to all of the time during which Qwest has negotiated and prepared for changes to date, the Stipulation provided that Qwest would receive 45 days to "update its technical publications, product catalog (also known as the IRRG), and product documentation for CLECs to reflect the agreements made in the workshop and to make Qwest's documentation consistent with the SGAT." ***After*** that 45-day period, per the Stipulation, "Qwest will ***then*** submit the updated technical publications, product catalog, and product documentation to the Change Management Process (CICMP)" (emphasis added). The only time limitation in the stipulation applies to Qwest and its preparation of the updates. There is no basis in the Stipulation for limiting CLECs to 30 days for review of the voluminous information that is being provided to CLECs in a piecemeal fashion today. CLECs recognize that they may benefit from many of these changes, and they do want to establish an effective process to make those changes as quickly as possible. The process established by Qwest, however, does not do so effectively or with adequate opportunity for CLEC input.

Form of CLEC comments and Role of CDOC: In the second bullet point on page 3 of the presentation, Qwest states that: "CLEC comments/questions will be forwarded via email through the Qwest Project Management Organization (PMO) to a CLEC Documentation Oversight Committee (CDOC) for review and determination of next steps." Although discussions are or should occur during the CMP meeting (or, when necessary, separate conference calls), this language anticipates written comments. If comments are made during a conversation and noted in minutes, it is unclear why an additional email submission is necessary. Also, Qwest provided no definition or documentation relating to the CDOC, its role, its membership, its processes and procedures, any criteria it would use for consideration of comments and "determination of next steps," notification of decisions, or any other information. It also appears from this language that Qwest anticipates being the sole decision maker with respect to CLEC comments and "determination of next steps." The presentation contains no standards for decision making and no procedures for voting.

"Minor" modifications: In the third bullet point on page 3 of the presentation, Qwest states that "Minor modifications/corrections will be completed within 15 days of the end of the 30 day comment cycle." As with the term "significant" in the next bullet point, Qwest provides no definition or criteria relating to its use of "minor," nor does it state who decides whether a change is minor or how it will be implemented. An expedite process could be used for minor changes, but it should contemplate some presentation to CLECs and concurrence that the change is minor and should be made.

Conclusion

Qwest should work with CLECs to develop a workable, consensus-driven process for submitting changes to documentation, including the product, processes, and technical documentation, to CMP. The CLECs joining in this Summary are willing to discuss an interim process to assist with handling regulatory-initiated Change Requests, but the process needs to consist of genuine submission to CMP and address the concerns raised by CLECs to date. Until such a process is developed, the joining CLECs expect Qwest to honor its commitment to cease the current unworkable process. Continuing along this process will simply create more work that will need to be re-done. Qwest needs to implement new procedures for changes that it has announced in the past few weeks, as well as for changes on a going forward basis. The joining CLECs have already devoted substantial resources to assisting Qwest in starting to re-design CMP, and they are committed to continuing to do so. But, responsiveness from Qwest is needed to ensure that a mutually satisfactory and beneficial process can be developed. Qwest can begin by ceasing its current approach to these changes, on a temporary basis, while an established, improved process is developed.

EXHIBIT A

-----Original Message-----
From: mailouts@qwest.com [SMTP:mailouts@qwest.com]
Sent: Friday, September 21, 2001 11:57 AM
To: [...]
Subject: Tech Pub: Update to #77386-G Interconnections & Collocation: Effective 9-21-01 Interim

4.A <http://www.geocities.com/lchuck78/logo.gif>

September 21, 2001

Qwest All Notices
Eschelon Telecom Inc.
730 Second Ave S #1200
Minneapolis, MN 55402
qwest.all.notices@eschelon.com

To: Qwest All Notices

Announcement Date: **September 21, 2001**
Effective Date: **Immediately**
Document Number: **TECH.09.20.01.F.77386-G**
Notification Category: **Product, Network**
Target Audience: **CLEC, Reseller, IXC, Wireless**
Subject: **Update to Technical Publication**
QWEST has completed a "Final Draft" of Technical Publication 77386, Issue, and titled "Interconnections and Collocation For Transport and Switched Unbundled Network Elements and Finished Services." Your comments to this "Final Draft" technical publication are very important to QWEST prior to the issuance of any tariff actions. You may view the technical publication on the Internet at <http://www.qwest.com/wholesale/notices/techPub.html>. We recommend using Adobe Acrobat version 4.0 or newer. Click on PUB 77386.

QWEST requests that comments or correspondence on this technical publication be **completed prior to, November 5, 2001** and be directed to the following:

QWEST Corporation

Attn: Jeff Farra
700 W. Mineral Ave. MN-G14.27
Littleton, CO 80120

(303) 707-7117 voice or (303) 707-9498 fax

QWEST reserves the right to revise this document for any reason, including but not limited to, conformity with standards promulgated by various governmental or regulatory agencies; utilization of advances in the state of the technical arts; or to reflect changes in the design of equipment, techniques, or procedures described in the technical publication.

Customers will be able to receive a final published technical publication after November 12, 2001 from QWEST by going to URL http://www.qwest.com/techpub <http://uswest.com/techpub> and downloading the PDF file.

If you have any questions or would like to discuss this notice please contact your Qwest Service Manager, Pat Levene on 6126636265 or your may call Jeff Farra on 303-707-7117. Qwest appreciates your business and we look forward to our continued relationship.

Sincerely,

Qwest
[...]

Note: While these updates reflect current practice, it is important to note that there are additional changes that will be forthcoming as a result of ongoing regulatory activities e.g., collaborative workshops and state commission orders. As these changes are defined and implementation dates are determined, notice of additional updates will be provided accordinlgy.

The Qwest Wholesale Web Site provides a comprehensive catalog of detailed information on Qwest products and services including specific descriptions on doing business with Qwest. All information provided on the site describes current activities and process. Prior to any modifications to existing activities ol r processes described on the web site, wholesale customers will receive written notification announcing the upcoming change.

CONTINUATION

[7]

Scan ~ ~ # Pages [ ]

Wholesale Markets - Web Release/Update Schedule for Publication/Notification - Including PCATs and other Content Revision Work

Last Published Revision:
September 19, 2001



Denotes Changes from previously published schedule

Denotes Expedited PCAT (all other PCATs are enhanced)

Denotes new PCAT resulting form Impasse/Resolution

Grey Type Face Indicates a completed task

Purple Type indicates a URL web update

New Categories of Web Work | New Column | New Column | New Column

	Planning Data						Used for HTML Planning		Web Development and Notification Timeline						
Completed	Product/PCAT Updates Process Updates URL Changes Web Site Additions	New Or Revised	Update Version	Redirect to other URL or Retire/Replace current URL or Doc	Requires Notice		Estimated Number of Pages in Document	Estimated Number of Download Docs within Document	COMPLETED PACKAGE TO Erin Wysong with cc: to Jarby Blackmun BY NOON MDT	Quality Review & Revisions To Webmaster (Carrie Bell/PEAK)	Internal Notice	External Notice	Web Site Post and Turn Up	Live Site Verification & Sign Off (completed by Document Owner)	Scheduled for CLEC Conference Call Series
x	General - Loops	New	V.1		Y		8						07/03/01	July 3 - 5	8/23
x	Analog Loops	new	V.1		Y		8						07/05/01	07/05/01	8/23
x	Non Loaded Loops	new	V.1		Y		8						07/05/01	07/05/01	8/23
x	DS1 Loops	new	V.1		Y		8						07/03/01	July 3-5	8/23
x	DS3 Loops	new	V.1		Y		8						07/03/01	July 3-5	8/23
x	ADSL Loops	new	V.1		Y		8						07/03/01	July 3-5	8/23
x	xdsl Loops	new	V.1		Y		8						07/05/01	07/05/01	8/23
x	ISDN Loops	new	V.1		Y		8						07/05/01	07/05/01	8/23
x	IDCN Loops	new	V.1		Y		8		07/10/01				07/23/01	07/23/01	8/23
x	NIDs (expedited)	new	V.1		Y		7		07/10/01	07/11/01	07/16/01	07/16/01	07/17/01	July 17 - 20	8/23
x	General	new	V.1		Y				07/19/01	07/17/01	07/20/01	07/26/01	07/27/01	July 27 -30	8/16
x	Pre Order	new	V.1		Y		10		07/20/01	07/23/01	07/26/01	07/26/01	07/27/01	July 27 -30	8/16
x	Ordering	new	V.1		Y		11		07/20/01	07/23/01	07/26/01	07/26/01	07/27/01	July 27 -30	8/16
x	Provisioning	new	V.1		Y		12		07/20/01	07/23/01	07/27/01	07/27/01	07/27/01	July 27 -30	8/16

x	LNP	new	V.1		Y		30	5 attach 7 pg ea	08/13/01	08/14/01	08/15/01	08/16/01	08/17/01	Aug 17 - 20	10/4
x	Trialing	new	V.1		Y				08/20/01	08/21/01	08/22/01	08/23/01	08/24/01	08/24/01	

ATTACHMENT 6

x	Resale PLTS DS1	new	V.1		Y				08/31/01	09/04/01	09/05/01	09/06/01	09/10/01	09/10/01	
x	Resale PLTSDS3	new	V.1		Y				08/31/01	09/04/01	09/05/01	09/06/01	09/10/01	09/10/01	
x	Resale - ATM	new	V.1		Y				08/31/01	09/04/01	09/05/01	09/06/01	09/10/01	09/10/01	
x	Resale Centrex Plus & Centron	new	V.1		Y				08/31/01	09/04/01	09/05/01	09/06/01	09/10/01	09/10/01	
x	Resale Centrex Prime	new	V.1		Y				08/31/01	09/04/01	09/05/01	09/06/01	09/10/01	09/10/01	
x	Resale CCMS	new	V.1		Y				08/31/01	09/04/01	09/05/01	09/06/01	09/10/01	09/10/01	
x	Resale DSL	new	V.1		Y				08/31/01	09/04/01	09/05/01	09/06/01	09/10/01	09/10/01	
x	Resale DSS	new	V.1		Y				08/31/01	09/04/01	09/05/01	09/06/01	09/10/01	09/10/01	
x	Resale FRS	new	V.1		Y				08/31/01	09/04/01	09/05/01	09/06/01	09/10/01	09/10/01	
x	Resale 2-Wire FRS	new	V.1		Y				08/31/01	09/04/01	09/05/01	09/06/01	09/10/01	09/10/01	
x	Resale Local Exchange Access	new	V.1		Y				08/31/01	09/04/01	09/05/01	09/06/01	09/10/01	09/10/01	
x	Resale - PAL	new	V.1		Y				09/10/01	09/11/01	09/12/01	09/13/01	09/14/01	09/14/01	
x	UNE -C	new	V.1		Y				09/10/01	09/11/01	09/12/01	09/13/01	09/14/01	09/14/01	
x	USOCs/FIDs (all)	new	V.1		Y				09/10/01	09/11/01	09/12/01	09/13/01	09/14/01	09/14/01	
x	Directory Assistance	new	V.1		Y				09/10/01	09/11/01	09/12/01	09/13/01	09/14/01	09/14/01	
x	DS7 & Datacomm Interconnection	new	V.1		Y				09/10/01	09/11/01	09/12/01	09/13/01	09/14/01	09/14/01	
x	Tech Pub Changes	new	V.1		Y				09/10/01	09/11/01	09/12/01	09/13/01	09/14/01	09/14/01	
x	UNE-P POTS	new	V.1		Y				09/10/01	09/11/01	09/12/01	09/13/01	09/14/01	09/14/01	
x	Conversion - migration	new	V.1		Y				09/10/01	09/11/01	09/12/01	09/13/01	09/14/01	09/14/01	
	Bonafied & Special Request - Inclusive	new	V.1		Y				09/17/01	09/18/01	09/19/01	09/20/01	09/21/01	09/21/01	
	POA's & CA								09/17/01	09/18/01	09/19/01	09/20/01	09/21/01	09/21/01	
	Expedites & Escalations	new	V.1		Y				09/17/01	09/18/01	09/19/01	09/20/01	09/21/01	09/21/01	
	Directory Listings	new	V.1		Y				09/24/01	09/25/01	09/26/01	09/27/01	09/28/01	09/28/01	
	[illegible]			Redlines	N				09/24/01	09/25/01	09/26/01	09/27/01	09/28/01		
	[illegible]														
	[illegible]	Revised	V.2		Y				09/24/01	09/25/01	09/26/01	09/27/01	09/28/01	09/28/01	
	[illegible]	Revised	V.2		Y				09/24/01	09/25/01	09/26/01	09/27/01	09/28/01	09/28/01	
	[illegible]	Revised	V.2		Y				09/24/01	09/25/01	09/26/01	09/27/01	09/28/01	09/28/01	
		new	V.1		Y				09/24/01	09/25/01	09/26/01	09/27/01	09/28/01	09/28/01	
	[illegible]	new	V.1		Y				09/24/01	09/25/01	09/26/01	09/27/01	09/28/01	09/28/01	
	[illegible]	new	V.1		Y				09/24/01	09/25/01	09/26/01	09/27/01	09/28/01	09/28/01	
	[illegible]	Revised	V.2		Y				09/24/01	09/25/01	09/26/01	09/27/01	09/28/01	09/28/01	
	[illegible]	Revised	V.2		Y				09/24/01	09/25/01	09/26/01	09/27/01	09/28/01	09/28/01	
	[illegible]	Revised	V.2		Y				09/24/01	09/25/01	09/26/01	09/27/01	09/28/01	09/28/01	

Ordering	Rvsd	V.2		Y				09/24/01	09/25/01	09/26/01	09/27/01	**09/28/01**	09/28/01		
Resale ISDN PRI	Rvsd	V.2		Y				09/24/01	09/25/01	09/26/01	09/27/01	**09/28/01**	09/28/01		
Resale PBX	Rvsd	V.2		Y				09/24/01	09/25/01	09/26/01	09/27/01	**09/28/01**	09/28/01		
PSP PBI	New	V.1		Y				09/24/01	09/25/01	09/26/01	09/27/01	**09/28/01**	09/28/01		
wholesale/clecs/orderprocess/html			Redirect	N				09/24/01	09/25/01	09/26/01	09/27/01	**09/28/01**	09/28/01		
wholesale/clecs/manualinterfaces/html			Redirect	N				09/24/01	09/25/01	09/26/01	09/27/01	**09/28/01**	09/28/01		
Sub Loop	Rvsd	V.2		Y		2 to 3	0	09/24/01	09/25/01	09/26/01	09/27/01	**09/28/01**	09/28/01		
	New	V.1		Y		10 to 12	0	09/24/01	09/25/01	09/26/01	09/27/01	**09/28/01**	09/28/01		
Servlet URL's that will need redirection (clean up work)			Redirect									**10/05/01**			
Conversions Marketplace	new	V.1		Y				10/01/01	10/02/01	10/03/01	10/04/01	**10/05/01**			
Telecommunications Associations	new	V.1		Y				09/24/01	09/25/01	09/26/01	09/27/01	**09/28/01**	09/28/01		
Consent Decree	new	V.1		Y				09/24/01	09/25/01	09/26/01	09/27/01	**09/28/01**	09/28/01		
Collocation Information	new	V.1		Y				09/24/01	09/25/01	09/26/01	09/27/01	**09/28/01**	09/28/01		
Change Control Process	new	V.1		Y				09/24/01	09/25/01	09/26/01	09/27/01	**09/28/01**	09/28/01		
Publications	new	V.1		Y				09/24/01	09/25/01	09/26/01	09/27/01	**09/28/01**	09/28/01		
Servlet URL's that will need redirection (clean up work)			Redirect									**10/12/01**			
	Rvsd	V.2		Y				10/15/01	10/16/01	10/17/01	10/18/01	10/19/01	10/19/01		
	Rvsd	V.2		Y				10/15/01	10/16/01	10/17/01	10/18/01	10/19/01	10/19/01		
			Redirect					10/15/01	10/16/01	10/17/01	10/18/01	10/19/01	10/19/01		
	Rvsd	V.2		Y				10/15/01	10/16/01	10/17/01	10/18/01	10/19/01	10/19/01		
			Redirect					10/15/01	10/16/01	10/17/01	10/18/01	10/19/01	10/19/01		
	Rvsd	V.2		Y				10/15/01	10/16/01	10/17/01	10/18/01	10/19/01	10/19/01		
	Rvsd	V.2		Y				10/15/01	10/16/01	10/17/01	10/18/01	10/19/01	10/19/01		

LS - Local Service	Rvsd	V.2		Y				10/15/01	10/16/01	10/17/01	10/18/01	**10/19/01**	10/19/01
LSNP - Local Service Number Portability	Rvsd	V.2		Y				10/15/01	10/16/01	10/17/01	10/18/01	**10/19/01**	10/19/01
NP - Number Portability	Rvsd	V.2		Y				10/15/01	10/16/01	10/17/01	10/18/01	**10/19/01**	10/19/01
CRS - Centrex Resale	Rvsd	V.2		Y				10/15/01	10/16/01	10/17/01	10/18/01	**10/19/01**	10/19/01
General	Rvsd	V.2		Y				10/15/01	10/16/01	10/17/01	10/18/01	**10/19/01**	10/19/01
RPL - Resale Private Line								10/15/01	10/16/01	10/17/01	10/18/01	**10/19/01**	10/19/01
Pre-Order	Rvsd	V.2		Y				10/15/01	10/16/01	10/17/01	10/18/01	**10/19/01**	10/19/01
LSR - Local Service Request	Rvsd	V.2		Y				10/15/01	10/16/01	10/17/01	10/18/01	**10/19/01**	10/19/01
LSR Firm			Replace				1	10/15/01	10/16/01	10/17/01	10/18/01	**10/19/01**	10/19/01
DSR - Directory Service Request	Rvsd	V.2		Y				10/15/01	10/16/01	10/17/01	10/18/01	**10/19/01**	10/19/01
RS - Reside	Rvsd	V.2		Y				10/15/01	10/16/01	10/17/01	10/18/01	**10/19/01**	10/19/01
Directory Listing	Rvsd	V.2		Y				10/15/01	10/16/01	10/17/01	10/18/01	**10/19/01**	10/19/01
DL - Loc Firm			Replace				1	10/15/01	10/16/01	10/17/01	10/18/01	**10/19/01**	10/19/01
LRP/DC - Local Response/Firm Order Confirmation	Rvsd	V.2		Y				10/15/01	10/16/01	10/17/01	10/18/01	**10/19/01**	10/19/01
Line Sharing	Rvsd	V.2						not yet scheduled				no later than 10/14/2001	
Line Splitting	Rvsd	V.2		Y		1	0	not yet scheduled				no later than 10/14/2001	
Features - Resale	Rvsd	V.2		Y		1	0	not yet scheduled				no later than 10/14/2001	
Features - Centrex	Rvsd	V.2		Y				not yet scheduled					
Dark Fiber	Rvsd	V.2		Y				not yet scheduled					
Unbundled Switching	Rvsd	V.2		Y		1	0	not yet scheduled				no later than 10/14/2001	
Interconnection/Interim Number Portability	Rvsd	V.2		Y		1	0	not yet scheduled				no later than 10/14/2001	
Interconnection Forecasting	Rvsd	V.2		Y				not yet scheduled				no later than 10/14/2001	
Unbundled Loops - General	Rvsd	V.2		Y				not yet scheduled				no later than 10/14/2001	
Unbundled Loops - DS1's	Rvsd	V.2		Y		2	0	not yet scheduled				Portions on 9-11 - remainder no later than 10/14/2001	
UNE	Rvsd	V.2		Y		1	0	not yet scheduled				no later than 10/14/2001	
Unbundled Dedicated Transport	Rvsd	V.2		Y				not yet scheduled				no later than 10/14/2001	
[illegible]	Rvsd	V.2		Y				not yet scheduled				no later than 10/14/2001	
[illegible]													

ATTACHMENT 6

d User								not yet scheduled						
op Services								not yet scheduled						
								not yet scheduled						

CONTINUATION

[8]

Scan ~ # Pgs [ ]

INTERIM QWEST PRODUCT/PROCESS CHANGE MANAGEMENT PROCESS

Qwest is in the process of updating the documentation it provides to CLECs as a result of the commitments it has made in the workshops and as a result of issues that have been identified in OSS testing. The following is the process Qwest will follow until the completion of the collaborative process for Qwest's CMP for product and process changes.

I. Changes that alter CLEC operating procedures.

As soon as practicable before the next scheduled CMP monthly meeting, Qwest shall submit distribute notification and post on the CMP web site a Change Request and related documentation for changes that alter CLEC operating procedures for pre-ordering, order/provisioning, maintenance/repair and billing for local services. The CR shall describe the change to be made to the process, along with any proposed changes to Qwest documentation available to CLECs. The CR will include the following: If practicable, Qwest will provide a redlined version indicating the changes from the prior document version. If providing redlined versions is not practicable, Qwest will indicate the changes in the documentation. Qwest will indicate the nature of the changes.

- If practicable, a red-lined version of each changed document showing changes from the most recent document version.
- If providing a red-lined version is not practicable for a document, a clean copy of the document with changes highlighted.
- For each changed document, a historical list listing each change for each section of the document changed, the date of the change, and the nature and source of the change.

Qwest will discuss present the CR at the next CMP Monthly Forum. In special circumstances, CLECs or Qwest may request that a special CMP Forum be held to address a CR or to hasten the CMP Exception Process. At the CMP meeting, the parties will discuss whether comments are necessary, and time frames for such comments, if applicable. Unless another schedule is agreed to at the CMP meeting, the following procedure will be followed:

- Any CLEC All CMP members may file comments on the CR within 15 days of the CMP Monthly Forum.

- Within 15 days, Qwest will respond to comments and provide a final version of the changes, along with any proposed changes to Qwest documentation available to CLECs. The notification shall be provided to CLECs at least 15 days before the effective date of the change.

Any CLEC may raise issues relating to its comments at any CMP meeting held before or after the effective date of the change. Any issues that cannot be resolved may be submitted to the Escalation and/or Dispute Resolution Processes as set forth in the CMP Re-Design Master Red Lined Document.

II. Changes that do not alter CLEC operating procedures.

For changes that do not alter CLEC operating procedures for pre-ordering, order/provisioning, maintenance/repair and billing for local services, Qwest shall provide notice of such changes to CLECs, along with any changes to Qwest documentation available to CLECs. ~~If practicable, Qwest will provide a redlined version indicating the changes from the prior document version. If providing redlined versions is not practicable, Qwest will indicate the changes in the documentation. Qwest will indicate the source of the changes.~~ The change notice will include the following:

- If practicable, a red-lined version of each changed document showing changes from the most recent document version;
- If providing a red-lined version is not practicable for a document, a copy of the document with changes highlighted;
- For each changed document, a historical log listing each change, the version of the document changed, the date of the change, and the name of the source of the change.

CLECs may submit comments to Qwest, which will be posted on the Qwest web site. Within 15 days of receipt, Qwest will respond to comments submitted by CLECs. Any CLEC may raise issues relating to its comments at any CMP meeting held before or after the effective date of the change. Any issues that cannot be resolved may be submitted to the Escalation and/or Dispute Resolution Processes as set forth in the CMP Re-Design Master Red Lined Document.

CONTINUATION

[9]

Scan ~ ~ # Pages [ ]

Product Catalog CLEC Documentation Scheduled to be Published On or Before 10/15/01
(10/3/01)

Product	Reason for Change	CLEC Priority /Impact	Est # of Pages Changed	Effective Date	Publish Date	Comment Cycle	CMP Notification Required	Review in Next CMP Meeting	CLEC Product/ Process/ System change	Exception Process Required
ISDN-PRI	Correct PCAT	Low	2	10/3/01	10/3/01	15 days	Yes	No	No	Yes
DS1 Resale	Anticipate minimal changes to correct PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
DS0 Resale	Anticipate minimal changes to correct PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
PBX Resale	Anticipate minimal changes to correct PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
POTS Resale Residence	Anticipate minimal changes to correct PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
POTS Resale Business	Anticipate minimal changes to correct PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
Centrex 21 Resale	Anticipate minimal	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes

Product	Reason for Change	CLEC Priority /Impact	Est # of Pages Changed	Effective Date	Publish Date	Comment Cycle	CMP Notification Required	Review in Next CMP Meeting	CLEC Product/ Process/ System change	Exception Process Required
	changes to correct PCAT									
General Resale	Anticipate minimal changes to correct PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
Features-Resale	New PCAT sections to add Resale Features into Resale PCATs	Low	1 additional page to each Resale PCAT – approx. 20	10/15/01	10/15/01	15 days	Yes	No	No	Yes
2 W Frame Relay Resale	Minimal changes to correct PCAT	Low	2	10/3/01	10/3/01	15 days	Yes	No	No	Yes
ATM Resale	Minimal changes to correct PCAT	Low	2	10/3/01	10/3/01	15 days	Yes	No	No	Yes
DID Resale	Minimal changes to correct PCAT	Low	2	10/3/01	10/3/01	15 days	Yes	No	No	Yes
DSS Resale	Minimal changes to correct PCAT	Low	2	10/3/01	10/3/01	15 days	Yes	No	No	Yes
Frame Relay Resale	Minimal changes to	Low	2	10/3/01	10/3/01	15 days	Yes	No	No	Yes

Product	Reason for Change	CLEC Priority /Impact	Est # of Pages Changed	Effective Date	Publish Date	Comment Cycle	CMP Notification Required	Review in Next CMP Meeting	CLEC Product/ Process/ System change	Exception Process Required
	correct PCAT									
Integrated T1 Resale	Minimal changes to correct PCAT	Low	2	10/3/01	10/3/01	15 days	Yes	No	No	Yes
Inside Wire	Minimal changes to correct PCAT	Low	2	10/3/01	10/3/01	15 days	Yes	No	No	Yes
UNE-P ISDN PRI	Correct PCAT	Low	2	8/20/01 (IMA R 8.0)	10/5/01	15 days	Yes	No	No	Yes
UNE-P POTS Res	Anticipate minimal changes to correct PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
UNE-P POTS Bus	Anticipate minimal changes to correct PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
UNE-P DSS	Correct PCAT	Low	1	8/20/01 (IMA R 8.0)	10/5/01	15 days	Yes	No	No	Yes
EEL	Anticipate minimal changes to correct PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
UDIT	Anticipate minimal changes to	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes

Product	Reason for Change	CLEC Priority /Impact	Est # of Pages Changed	Effective Date	Publish Date	Comment Cycle	CMP Notification Required	Review in Next CMP Meeting	CLEC Product/ Process/ System change	Exception Process Required
	correct PCAT									
SA LNP	Anticipate minimal changes to correct PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
Non-Loaded 2W Loop	Anticipate minimal changes to correct PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
Analog Loop	Anticipate minimal changes to correct PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
ADSL Loop	Anticipate minimal changes to correct PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
ISDN Capable Loop	Anticipate minimal changes to correct PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
XDSL Capable Loop	Anticipate minimal changes to correct PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
Line Sharing	Anticipate minimal	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes

Product	Reason for Change	CLEC Priority /Impact	Est # of Pages Changed	Effective Date	Publish Date	Comment Cycle	CMP Notification Required	Review in Next CMP Meeting	CLEC Product/ Process/ System change	Exception Process Required
	changes to correct PCAT									
Sub Loop	Anticipate minimal changes to correct n PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
Line Splitting	Anticipate minimal changes to correct PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
DS1 Loop	Anticipate minimal changes to correct PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
Quick Loop + LNP	271 Workshop	Medium – High	6	10/22/01	10/11/01	15 days	Yes	No Reviewed in previous CMP meeting	Yes	Yes
Business Procedures: Conversions /Migrations Telecom Assoc. Contact List	Provide documentation on existing procedures	Low-Medium	40 pgs total	10/5/01	10/5/01	15 days	Yes	No	No	Yes

Product	Reason for Change	CLEC Priority /Impact	Est # of Pages Changed	Effective Date	Publish Date	Comment Cycle	CMP Notification Required	Review in Next CMP Meeting	CLEC Product/ Process/ System change	Exception Process Required
Forecasting for Interconnection Amendments to interconnection agreements Escalations Long Distance Carrier Selection SIG update										

CONTINUATION

[10]

Scan ~ # Pgs [ ]

Interim Exception Process
for OSS Interfaces, Product and Process Changes

As of September 6, 2001
Revised 10-3-2001

What is needed?

- Quick implementation
- Uniquely identified (e.g., Exception/Vote) on subject line
- Clearly communicated if vote is required with deadline and means (i.e., participate on call, meeting or via e-mail)
- Description of request
- Send to ALL CLECs
- Minutes to be released to all CLECs
- Regulatory Mandates and Third Party Testing requirements qualify
- Logistics of information call and voting meeting/call
- Material and agenda

Notification Timeline

- Qwest to issue notice at least two (2) business days in advance of the Exception call/meeting
- Hold Exception call/meeting, with vote if applicable, post minutes including vote results.

Voting Process

- Majority Rules among total voting CLEC entity (via call, meeting or e-mail)
- If tie, notify all CLECs of the situation and schedule a second round of voting
- Matt Rossi or Mark Routh will schedule and conduct a voting call/meeting

CONTINUATION

[11]

Scan ~ ~ # Pages [ ]

Interim CMP CLEC Originated CR Work Flow for Product/Process

Work	Flow Step	Description	Status Phase	Milestone
1	CLEC Request (CR Submitted	• CLEC e-mails completed CR Form to Qwest's CMP Manager • Qwest's CMP Manager reviews CR for completeness, assigns a CR Number and inputs CR into CMP Database. (2 business days) • Qwest CMP Manager forwards CR to CMP Group Manager • Qwest CMP Manager sends acknowledgment of receipt and logged CR to the CR submitter. • Qwest CMP Manager post submitted CR to the CMP web site (posting is updated as required) (2 days after acknowledgment)	Submission	CR Received
1A	Qwest Originated Change Created	• Process to be determined.		
2	Subject Matter Expert Assigned	• CMP Group Manager assigns a Change Management Project Manager (CRPM) and identifies the appropriate Director responsible for the CR. • CRPM obtains from the Director the assigned Subject Matter Expert(s) (SME).	Submission	SME Assigned
3	SME & CLEC Clarification Meeting	• CRPM Coordinates and holds a Clarification Meeting with the Originating CLEC and Qwest's SMEs within eight (8) business days after receipt of the submitted CR. At the Clarification Meeting, Qwest and the Originating CLEC will review the submitted CR, validate the intent of the Originating CLEC's CR, clarify all aspects, identify all questions that need to be answered and deliverables to be produced that would answer the Originating CLECs CR. • CRPM will document and issue confirming meeting minutes. • Qwest's SMEs will internally identify options and potential solutions to the CR. • CRs received by the first of the month (1st business day of the Month) will be presented at the next Monthly CMP Meeting. The Originating CLEC will present its CR and provide any business reasons for the CR. Clarifications identified during the prior Clarification Meeting will be identified. Participating	Clarification	Clarification Completed

Work	Flow Step	Description	Status Phase	Milestone
		CLECs will be given the opportunity to comment on the CR and subsequent clarifications. Clarifications and/or modifications related to the CR will be incorporated. Qwest's SME will present options and potential solutions to the CR. General consensus will be obtained from the participating CLECs as to the appropriate direction/solution for Qwest's SME to take in responding to the CR.		
4	Qwest Response Issued	◦ Qwest's SMEs will develop a draft response based on the direction from the Monthly CMP Meeting. The Qwest SMEs will obtain Qwest Director's acceptance and submit the response to the CRPM. Qwest's Responses will either be "Accepted (Qwest plans to adhere to CLEC request) with position stated, or "Denied" (Qwest does not plan to adhere to CLEC request) with detailed basis for the denial including reference to substantiating material. • The CRPM will have the response posted to the WEB, inputted to CMP Database and CLECs notified.	Evaluation Presented	Qwest Response Issued
5	Qwest Response Presented - Monthly	◦ Qwest Responses issued prior to one (1) week before the Monthly CMP Meeting will be presented at the Monthly CMP Meeting by Qwest's SME. Qwest's SME will conduct a walk through of the response. Participating CLECs will be provided the opportunity discuss, clarify and comment on Qwest's Response. • Based on discussions, Qwest's Response can be either: 1. Accepted by the CLECs (Go to 6, Qwest Response Accepted) 2. Rejected by the CLECs and escalated, or deferred (Go to 5B, Qwest Response Not Accepted) 3. Additional revisions required (Go to 5A, Qwest Response Requires Revisions)	Presented	Qwest Response Presented
5A	Qwest Response Requires Revision	• Based on the comments received from the Monthly Meeting, Qwest's SME will revise Qwest's draft response and issue a formal response at the next monthly CMP meeting.	Presented	
5B	Qwest Response Not	• If the CLECs do not accept Qwest's response, they can elect to escalate the CR in accordance with agreed Escalation Procedures.	Denied	

Work	Flow Step	Description	Status Phase	Milestone
	Accepted)	• CLECs may not accept Qwest's response, but do not intend to escalate at the present time and would like to defer any action on the CR for a period of time.		
5C	CR Dispute Escalated	• Refer to current procedure on the WEB URL http://www.qwest.com/wholesale/cmp/whatiscmp.html	Escalated	
5D	CR Dispute Resolved	• Refer to current procedure on the WEB URL http://www.qwest.com/wholesale/cmp/whatiscmp.html		Resolved
6	Qwest Response Accepted	• If Qwest's response is accepted by the participating CLEC, the following actions could be taken 1. Response answered CR and no further action is required (Go to 10 CLEC Test & Acceptance) 2. Response provided an implementation plan for a product or process to be developed (Go to 7 Product/Process Change Performed). 3. Qwest Denied CLEC CR and no further action is required by CLEC.	CLEC Test Development Denied/Deferred	Qwest Response Accepted
7	Production/ Process Change Performed	• Qwest puts Qwest's recommended implementation plan for a product, or process change/revision/development into production. • As required, CLEC input is provided during development stage.	Development	Qwest Response Accepted
8	Announce Date of Implementation	• Qwest will advise CLEC when revised/new product, or process will be implemented. • See Qwest proposed notification schedule.	Development	CLEC Notified
9	Change Placed into Production	• Qwest's revised/new product or process change was placed into production (implemented by Qwest).	CLEC Test	Test Ready
10	CLEC Test & Acceptance Phase	• For a period of time after Qwest's revised/new product or process was placed into production, CLECs will have the opportunity to evaluate the effectiveness of Qwest's revised/new product, or process. • The CLECs will provide feed back and continual process improvement will be maintained.	CLEC Test	
11	Change Request Closed (if accepted)	The CR will be closed in one of the following instances: • Qwest's response was accepted by the CLECs, no further action was required and there was no need to conduct a Test and Acceptance phase.	Completion	CR Closed

Work	Flow Step	Description	Status Phase	Milestone
		• After the CLEC Test & Acceptance Phase, the CLECs believe no further action is required. • No further action has taken place for (TBD time period) on a deferred CR.		

CONTINUATION

[12]

Scan # Pgs [ ]

CLEC CAUCUS AND VOTING RESULTS
OCT 3, 2001

Vote #1
Can we vote today? YES on #2, NO on #3

Vote #2
Do we agree to adopt the Proposed Interim CMP CR work flow for Product and Process as the "interim" CMP process for CLEC originated CRs? YES to implement ASAP.

Vote #3
Do we agree to adopt the Proposed Interim CMP CR work flow for Product and Process as language included (but not limited to) in the Master Red Lined document – subject to final review. Want to see actual proposed redline language and then will be in a better position to decide if CLECs want to include "interim" processes in the red-line. Want Andy to refer in the Status Report that the entire red-line document is an interim draft (not final but operational) until final approval by all parties has been completed.

Schedule- October 16th –Prioritization, Change Request initiation (revisit with language), Changes to Existing Interfaces, Retirement of Interfaces
We would appreciate an hour for lunch and reasonable breaks (as we did today).
October 30-Nov 1 – not sure we will get to P&P with everything we have to do before that. (Concerned that schedule as changed is unrealistic).

We would like to schedule a half hour at end of day prior to establishing the schedule for the next day/meeting for CLECs to caucus.

CHANGE MANAGEMENT PROCESS (CMP) FOR LOCAL SERVICES ~~ORDERING AND PROVISIONING~~

TABLE OF CONTENTS

INTRODUCTION 5

TYPES OF CHANGE 8

I. Type 1 (Production Support) Change 8

II. Type 2 (Regulatory) Change 9

III. Type 3 (Industry Guideline) Change 9

IV. Type 4 (Provider Originated) Change 9

V. Type 5 (CustomerCLEC Originated) Change 10

VI. Tracking Change Requests 11

CHANGE REQUEST INITIATION PROCESS 12

I. CustomerCLEC Originated Requests 12

II. Provider Originated Requests 14

INTRODUCTION OF A NEW INTERFACE 15

I. Release Planning 15

II. CustomerCLEC Responses/Comments 15

III. Provider Responses/Comments 15

IV. Final Release Announcement 16

CHANGE TO EXISTING INTERFACES 17

I. Interface Change Process 17

II. Versioning of Type 1 Changes 17

III. Versioning of Type 2 Changes 17

IV. Versioning of Type 3 Changes 18

V. Versioning of Type 4 and Type 5 Changes 18

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

RETIREMENT OF EXISTING INTERFACES 19

I. Initial Retirement Plans 19

II. Final Retirement Notice 19

MANAGING THE CHANGE MANAGEMENT PROCESS 20

I. Change Management POC 20

II. Purpose of Change Management POC 20

III. Change Management POC List Creation 20

IV. Formal Method of Communication 21

V. Governing Body 21

MEETINGS 23

I. Agenda Items for Change Management Meeting 24

II. Change Management Meeting Action Log and Change Request Status 26

III. Meeting Minutes for Change Management Meeting 26

IV. Provider Change Management Process Web Site 26

REQUIREMENTS REVIEW 29

I. Draft Interface Release Requirements 29

II. Content of Draft Interface Release Requirements 29

III. Walk Through of Draft Interface Release Requirements 30

IV. CustomerCLEC's Comments on Draft Interface Release Requirements 30

V. Provider Response to Comments 30

VI. Final Interface Release Requirements 30

VII. Content of Final Interface Release Requirements 30

PRIORITIZATION 32

I. Prioritization Review 32

II. Prioritization Process 32

III. Voting 32

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

ESCALATION PROCESS 34

I. Guidelines 34

II. Cycle 34

INTERFACE TESTING 37

I. New Release & Production Support Testing in the CustomerCLEC Test Environment (CTE) 37

II. New Release Testing 37

III. Getting Ready for the New Release Testing 37

IV. Production Support Testing 38

TRAINING 39

DISPUTE RESOLUTION

DEFINITION OF TERMS 42

GLOSSARY OF TERMS 43

APPENDIX A: CHANGE REQUEST FORM AND CHECKLIST 44

I. Appendix A-1: Change Request Form 44

II. Appendix A-2: Change Request Form Checklist 47

APPENDIX B: CHANGE REQUEST PRIORITIZATION FORM 49

APPENDIX C: CMP PRIORITIZATION PROCESS EXAMPLE 50

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

CHANGE MANAGEMENT PROCESS (CMP)
FOR LOCAL SERVICE ORDERING AND PROVISIONING

NEED REFERENCE TO CUSTOMERCLEC/PROVIDER NEGOTIATIONS
INTRODUCTION [Need to re-address at a later date]
Action Item #17

The Change Management Process (CMP) is the a formal method used by customersCompetitive Local Exchange Carriers (CLECs) and Qwest and local service providers to initiate, communicate, prioritize, schedule, testcommunicate about and implement changes enhancements, changes to Qwestprovider Operational Support Systems (OSS) interfaces which directly or indirectly impact a CLEC, used in connection with resold services and unbundled network elements. Changes include new functionality, enhancements to existing functionality, defect maintenance and introduction/retirement of interfaces, based on Local Service Ordering Guidelines (LSOG).

The change management process creates a framework for meetings in which changes to the provider's Qwest's OSSs and their business rules can be introduced or discussed. The CLECcustomer's Point Of Contact (POC) may request interface changes for future consideration by submitting a Change Request Form to the provider'sQwest's POC.

The FCC requires Incumbent Local Exchange Carriers to have processes for management of manual and electronic interfaces relative to order, pre-order, account maintenance, testing and billing. The scope of this document is to define only the processes for change management of manual and electronic interfaces relative to order and pre-order functions.

INTRODUCTION AND SCOPE [need to renddress at a later date] Action Item 17

This document defines the processes for change management of wholesale products and processes (including manual) as described below. Qwest provides a means to address changes that support or affect pre-ordering, ordering/provisioning, maintenance/repair and billing capabilities and associated documentation and production support issues for local services provided by clecs to their end users.

The cmp is managed by clec and qwest representatives each having distinct roles and responsibilities. The clecs and qwest will hold regular meetings to exchange information about the status of existing changes, the need for new changes, what changes qwest is proposing, how the process is working, etc. The process also allows for escalation to resolve disputes, if necessary.

Qwest will track changes to oss interfaces, products and processes. This includes the identification of changes and encompasses, as applicable, requirement definition, design, development, notification, testing, implementation and disposition of changes - revisit list. Qwest will manage such changes in accordance with the cmp described in this document.

~~manual and electronic interfaces relative to pre-order and order, and to provisioning, maintenance/repair, and billing functions. Interface impact is defined as changes to field content or format, or changes in the business rules used to govern field population. This includes national guideline changes and LSOG, as well as providerQwest specific interface, process and system changes. Changes include new functionality, enhancements to existing functionality, introduction/retirement of interfaces, processes and systems and maintenance activities affecting production defects. Desired changes should be submitted to the appropriate ATIS Forum.~~

~~Theis scope includes any pre-order, order, business rules, interface, testing and maintenance that impact ongoing and future wholesale operational processes, and changes that alter the relationship in the manner in which the provider Qwest and customer (s CLEC) do business.~~

~~The CMP provides a means for changes to the provider's OSSs and their business rules. The customer's Point Of Contact (POC) may request interface changes for future consideration by submitting a Change Request Form to the provider's POC. These requests may include new functionality or changes to existing functionality.~~

~~The types of changes that will be handled by this process are:~~

~~□Software changes~~
~~□System Environment Configuration changes~~
~~□Changes resulting from new or changed Industry Guidelines / Standards~~
~~□Product and Services (e.g., new services available via the in-scope interfaces)~~
~~□Processes (e.g., electronic interfaces and manual processes relative to order and pre-order)~~
~~□Regulatory~~

- Documentation (e.g., business rules for electronic and manual processes relative to order and pre-order.
- Defect resolution
- Guidelines for provider-specific change management processes

The providerQwest will track changes to the OSS interfaces as change requests and assign a tracking number to each change request. The CMP begins with the identification of the change request and encompasses requirements definition, design, development, notification, testing, implementation and decommissioning of the change request.

The CMP is managed by customerCLEC and provider representatives each having distinct roles and responsibilities. The customerCLEC and the providerQwest will hold regular meetings to exchange information about the status of existing change requests, the need for new changes, what changes the providerQwest is proposing, how the process is working, etc. The process also allows for escalation to resolve disputes, if necessary.

The CMP is dynamic in nature and, as such, is managed through the regularly scheduled meetings and is based on group consensus. This document may be revised, through the procedures set forth by the procedures described in section (X) the OBF, as business and/or regulatory conditions dictate.

Managed Changes
Changes to Existing Interfaces

TYPES OF CHANGE

The change request should fall into one of the following classifications:

I. *Type 1 (Production Support) Change*

A Type 1 change corrects problems discovered in production versions of an OSSapplication interface. Either the providerQwest or the customerCLEC may initiate the change request. Typically, this type of change reflects instances where a technical implementation is faulty or inaccurate such as to cause correctly or properly formatted data to be rejected. Instances where providersQwest or customerCLECs misinterpret interface specifications and/or business rules must be addressed on a case-by-case basis. All parties will take all reasonable steps to ensure that any disagreements regarding the interpretation of a new or modified business process are identified and resolved during the change management review of the change request. Type 1 changes will be processed on an expedited basis by means of an emergency release of software/documentation.

Additionally, once a Type 1 change is identified, the change management team (see the Managing The Change Management Process section) must determine the nature and scope of the maintenance. Type 1 changes are categorized in the following manner:

Severity 1: *Production Stopped: Interface Unusable - Interface discrepancy results in totally unusable interface requiring emergency action. CustomerCLEC Orders/Pre-Orders cannot be submitted or will not be accepted by the providerQwest and manual work-arounds are not feasible. Correction is considered essential to continued operation. The providerQwest and customerCLECs should dedicate resources to expedite resolution.*

Acknowledgment Notification	*= 1 hour*
Status Notification	*= bi-hourly*

Severity 2: *Production Degraded: Interface Affecting - An interface discrepancy that requires a work-around(s) on the part of the customerCLEC or the providerQwest. The change is considered critical to continued operation. It does not stop production, but affects key applications.*

Acknowledgment Notification = 4 hours
Status Notification = weekly
Implementation time = 14 - 30 calendar days

Severity 3: *Process Impacted: Pre-order / Order requests can be submitted and will be accepted through normal processes / interfaces. Clarification is considered necessary to ongoing operations.*

Acknowledgment Notification = 7 calendar days
Implementation time = 30 - 60 calendar days

II. Type 2 (Regulatory) Change

A Type 2 change is mandated by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority, or state and federal courts. Regulatory changes are not voluntary but are requisite to comply with newly passed legislation, regulatory requirements, or court rulings. Either the ~~customer~~CLEC or ~~the provider~~Qwest may initiate the change request.

III. ~~Type 3~~ (Industry Guideline) Change

~~A Type 3 change implements telecommunications~~An Industry Guideline Change implements Industry Guidelines using a national implementation timeline, if any. Either ~~the provider~~Qwest or the ~~customer~~CLEC may initiate the change request. These guidelines are industry defined by:

Alliance for Telecommunications Industry Solutions (ATIS) Sponsored
- Ordering and Billing Forum (OBF)
- Local Service Ordering and Provisioning Committee (LSOP)
- Telecommunications Industry Forum (TCIF)
- Electronic Commerce Inter-exchange Committee (ECIC)
- Electronic Data Interface Committee (EDI)
- American National Standards Institute (ANSI) (Action item#)

IV. ~~Type 4 (Provider Originated)~~ Change Qwest Originated Change

~~A Type 4~~ A Qwest Originated change is originated by ~~the provider~~Qwest does not fall within the changes listed above and is within the scope of CMP and affects interfaces between customers and the provider. These changes may involve system enhancements, manual and/or business processes].

V. ~~Type 5 (CustomerCLEC Originated)~~ Change CLEC Originated Change

~~A Type 5~~ A CLEC Originated change is originated by the ~~customer~~CLEC that does not fall within the changes listed above and is within the scope of CMP and affects interfaces between customers and the provider. These changes may reflect a business process improvement that the ~~customer~~CLEC is desirous to implement and implies a change in the way in which the ~~customer~~CLEC desires to interact with the ~~provider~~Qwest.

VI. *Tracking Change Requests [move to CR initiation process]*

The providerQwest will assign a tracking number to each change request and track changes to each change request. Tracking will be accomplished via a change request log.

CHANGE REQUEST INITIATION PROCESS

~~The customer/CLEC or provider~~ change request initiator ~~should~~ will complete a Change Request Form (see Appendix XA) as defined by the instructions on ~~the provider~~Qwest's CMP web site. The Change Request Form ~~should~~ is also be located on ~~the provider~~Qwest's CMP web site.

1.~~Customer~~CLEC Originated Requests –

~~The customer~~CLEC will submit the Change Request Form to ~~the provider~~ the appropriate Qwest CMP Manager electronically as defined in the CR Form instructions ~~via e-mail~~. ~~The provider~~Qwest will review the submitted change request for completeness. Within two (2) business days of receipt, ~~the provider~~Qwest will either request information to ensure a complete request or will return a tracking number for the change request. This will ~~normally~~ be done ~~via email~~ to the originator. Within ex (x) business days after the CR Tracking number has been assigned, Qwest will contact the CR originator to ~~schedule the provider~~Qwest clarification discussions if necessary.

Qwest will provide a response notification to the CLECs within X business days ~~via email~~ and will be posted on the CMP web site. The CR originator may request a conference call before the next scheduled CMP Meeting to discuss the provided response

Change requests that have been assigned a tracking number fourteen (14) calendar days prior to the next prioritization meeting will be included on the spreadsheet of change requests pending initial rating.

~~Within~~ twenty-one (21) calendar days after the change request is submitted, ~~the provider~~Qwest will provide a preliminary assessment indicating one of the following:

- *The change request is accepted and is a candidate for prioritization (see Prioritization section).*
- *The change request is rejected, and the reason for rejection.*

All valid change requests and the change request log will be posted on ~~the provider~~Qwest's web site.

~~Customer~~CLECs may submit a formal request to ~~the provider~~Qwest to re-rate a change request no later than fourteen (14) calendar days prior to the next prioritization review. The request must include a reason for requesting the re-rate.

This will normally be done via e-mail to the ~~provider~~Qwest with a copy to all Change Management team members.

~~Customer~~CLEC initiated requests are Type 5, except when the proposed change has an impact on a regulatory mandate, e.g. metrics. Change requests that have impact on regulatory mandates are Type 2.

II.VII. *Provider Originated Requests*

Provider initiated requests are Type 4, except when the proposed change has an impact on a regulatory mandate, e.g. metrics. Change requests that have impact on regulatory mandates are Type 2.

Type 4 requests will be made available to ~~customer~~CLECs at least fourteen (14) calendar days prior to a scheduled prioritization review. The Type 4 change requests, except those that are related to new products or services, are prioritized by ~~customer~~CLECs with Type 5 change requests (see Prioritization section).

If ~~the provider~~Qwest announces a new interface before applicable guidelines are finalized at the appropriate industry forums, ~~the provider~~Qwest will review the final guidelines when they are issued. The review will determine any alterations that may be necessary for compliance with the finalized requirements and will work the changes within the guidelines of the CMP. ~~The provider~~Qwest will review its system requirements and provide known exceptions to industry guidelines.

INTRODUCTION OF A NEW INTERFACE

The process for introducing a new interface will be part of the CMP.

I. Release Planning

At least nine (9) months in advance of the target implementation date, the providerQwest will share the new interface plans via web site posting and customerCLEC notification.

The providerQwest will share preliminary plans for the new interface, including:

- *Proposed functionality of the interface*
- *Proposed detailed implementation time line (e.g., milestone dates, customerCLEC/provider comment/response turnaround dates)*
- *Provider constraints*
- *Exceptions to industry guidelines/standards, etc.*
- *Proposed customerCLEC/provider meeting plans (The first scheduled meeting should be held no sooner than fourteen (14) calendar days following publication of the customerCLEC notification.)*
- *Requirements*
- *Design & Development*
- *Connectivity and Firewall Rules*
- *Test Planning*
- *Implementation*
- *Change Control*

II. CustomerCLEC Responses/Comments

Upon review of the preliminary plans for the interface if the ~~customer~~CLEC wishes to provide feedback the customerCLEC must send a written response to the providerQwest. These responses must be provided no later than seven (7) calendar days prior to the first scheduled meeting. The ~~customer~~CLEC's response will specify the customerCLEC's questions, issues and any alternative recommendations.
CustomerCLECs may provide feedback to ~~the providerQwest~~ during customerCLEC/provider meetings. Additional ~~customer~~CLEC feedback may be provided in accordance with the dates outlined in the detailed implementation time line.

III. Provider Responses/Comments

~~The provider~~Qwest will maintain both a proprietary and non-proprietary issue log containing ~~customer~~CLEC comments and ~~the provider~~Qwest responses. This non-proprietary issue log will be posted to ~~the provider~~Qwest's web site upon receipt of ~~customer~~CLEC feedback. ~~The provider~~Qwest will respond to the ~~customer~~CLEC feedback in accordance with the dates outlined in the detailed implementation time line. ~~The provider~~Qwest will also communicate its base line interface development plans via web site posting and ~~customer~~CLEC notification in accordance with the dates outlined in the detailed implementation time line.

IV. *Final Release Announcement*

~~The provider~~Qwest will provide a Final Release Announcement to the ~~Customer~~CLECs via web site posting and a carrier notification.

CHANGE TO EXISTING INTERFACES

Interface Pre-order, Order application-to-application Change Process (Action Item)

As part of its rolling twelve (12) month development view, ~~providers~~Qwest will prepare a preliminary package of the required changes and will share these plans at scheduled change management meetings. ~~Providers~~Qwest should make available two (2) versions of an interface between the sunrise and sunset dates.

Unless mandated, the ~~provider~~Qwest will implement no more than four (4) releases requiring coding changes to the ~~customer~~CLEC interfaces within a calendar year. These changes should occur no less than three (3) months apart.

II.V. Versioning of Type 1 Changes

For Type 1 changes, the version number will not be incremented and will not cause the oldest dot version of the current version to be retired as a result of the implemented fix.

III.VI. Versioning of Type 2 Changes

For Type 2 changes that must occur between regularly scheduled releases, ~~the~~ ~~provider~~Qwest will not retire the oldest version in order to implement the Type 2 change. The Type 2 change will be implemented as either a dot release or a sub-dot release of all versions (except a retired version), unless the structure of the old version could not accommodate the Type 2 change or the old version is scheduled to be retired within the next six months.

If the Type 2 change results in an interface implementation, before applicable industry guidelines are finalized at the appropriate industry forums, dot release versioning is issued. An example of dot versioning of a provider's LSOG Issue 5 implementation is V5.1.

If the Type 2 change results in an interface implementation that is in line with industry guidelines, sub-dot release versioning is issued. An example of sub-dot release of a provider's LSOG Issue 5 implementation is V5.0.1.

Type 2 changes that occur at the time of a regularly scheduled release will be made in all versions (except a retired version). If the structure or intent of the old version cannot accommodate the change then, via the Prioritization process a joint ~~provider~~/~~customer~~CLEC decision is made that the mandate should not be implemented in an old version.

IV.VII. *Versioning of Type 3 Changes*

For Type 3 changes, the base version identity should follow the LSOG issue identity. For example, the first release of a provider's LSOG Issue 5 implementation should be V5.0.

V.VIII. *Versioning of Type 4 and Type 5 Changes*

Type 4 and Type 5 changes will be implemented as a sub-dot release of all versions, unless the structure of the old version could not accommodate the Type 4 or Type 5 change.

If the Type 4 or Type 5 change results in an interface implementation, before applicable industry guidelines are finalized at the appropriate industry forums, dot release versioning is issued. An example of dot versioning of a provider's LSOG Issue 5 implementation is V5.1.

If the Type 4 or Type 5 change results in an interface implementation that is in line with industry guidelines, sub-dot release versioning is issued. An example of sub-dot release of a provider's LSOG Issue 5 implementation is V5.0.1.

RETIREMENT OF EXISTING INTERFACES

The retirement of an interface is ~~the providerQwest~~'s elimination of an existing interface (i.e., paper, GUI, Gateway).

I. Initial Retirement Plans

At least nine (9) months in advance of the target retirement date, ~~the providerQwest~~ will share the retirement plans via web site posting and ~~customer~~CLEC notification. If the functionality exists through another interface, ~~the providerQwest~~ will announce the retirement nine (9) months prior to the actual retirement. If the equivalent functionality does not exist through an existing interface but will reside in a scheduled new interface, ~~the providerQwest~~ will announce the retirement at the same time as the new interface. The scheduled new interface is to be in a ~~customer~~CLEC certified production release prior to the retirement of the older interface.

The ~~customer~~CLEC notification will contain:

- *The rationale for retiring the interface*
- *The proposed detailed retirement time line (e.g., milestone dates, ~~customer~~CLEC/provider comment/response turnaround dates)*

II. Final Retirement Notice

The Final Retirement Notice will be provided to ~~customer~~CLECs and contain:

- *Where the replacement functionality will reside in a new interface and when the new interface has been certified by a ~~customer~~CLEC*
- *Provider's responses to the ~~customer~~CLECs' comments*
- *Actual retirement date*

ADMINISTRATION
MANAGING THE CHANGE MANAGEMENT PROCESS
FROM AUGUST 8, 2001 REDLINED FRAMEWORK

I. Change Management POC

~~The provider~~ Qwest and each ~~customer~~CLEC will designate primary and secondary change management POC(s) who will serve as the official designees for matters regarding this CMP. The primary POC is the official voting member, and a secondary (alternate) POC can vote in the absence of the primary POC for each CLEC.

~~II.Purpose of Change Management POC~~

~~The change management POC will serve as the official designee for all matters regarding change management, including:~~

- ~~Submission of change request forms~~
- ~~Notification of critical matters, such as Type 1 errors~~

~~The customers~~CLECs and Qwest will exchange POC information including items such as; ~~must provide the following information to the provider's change management POC:~~

- Name
- Title
- Company
- Telephone number
- E-mail address
- Fax number
- Cell phone/Pager number

III.Change Management POC List ~~C~~reation

~~II.~~

~~The provider will create a distribution list and publish this list.~~ Primary and secondary CLEC POCs should be included in the Qwest maintained distribution list. ~~At least a primary customer POC and secondary customer POC should be included in the distribution list.~~ It is the CLECs responsibility to notify Qwest of any POC changes. ~~It is the provider's responsibility to maintain and update the information on the list with the assistance of the customer. This list will be used to update customers on change management issues.~~ The list will be made available to all participating CLECs with the permission of the POCs.

IV.III. Formal Preferred Method of Communication

~~The standard methods of communication are mail, e-mail, web site, telephone, and fax. Critical matters will be communicated using the distribution list.~~ The preferred method of communication is e-mail with supporting information posted to the web site

V.IV. *Governing Body*

The change management organizational structure must support the CMP. Each position within the organization has defined roles and responsibilities as outlined below.

CMP Team: Representatives are from the ~~customer~~CLECs (or their authorized agents) and ~~the provider~~Qwest. This team meets monthly to review, prioritize, and make recommendations for change management requests. The change management requests are used as input to internal change management processes.

CMP Steering Committee: The CMP Steering Committee consists of representatives from the ~~customer~~CLECs and ~~the provider~~Qwest who will be responsible for managing compliance to the CMP document. The responsibilities of the CMP Steering Committee are:

- *On-going commitment*
- *Participation in change management meetings/conference calls*
- *Reviewing changes/suggestions to the CMP document for submittal to OBF*
- *Process improvements*
- *Managing meeting schedule/logistics*

A standing agenda item at the regular change management meetings will provide an opportunity for ~~the provider~~Qwest and ~~customer~~CLECs to assess the effectiveness of the CMP. Both the ~~customer~~CLECs and the ~~provider~~Qwest will use this opportunity to provide feedback of instances of non-compliance and commit to taking appropriate action(s).

Provider POC: ~~The provider~~Qwest POC is responsible for managing the CMP. The ~~provider~~Qwest POC will be responsible for maintaining the integrity of the change requests, preparing for and facilitating review meetings, presenting change requests to ~~the provider~~Qwest's internal CMP, and ensuring that all notifications are communicated to the appropriate parties.

~~Customer~~CLEC POC: The ~~customer~~CLEC POC will serve as the official designee for all matters regarding CMP, including:

- *Submission of ~~customer~~CLEC change request forms*
- *Notification of critical matters, such as Type 1 errors*

Release Management Team: A team of ~~customer~~CLEC and provider representatives who manage the implementation of scheduled releases.

MEETINGS

~~Change Management meetings will be conducted monthly.~~
FROM AUGUST 8, 2001 REDLINED FRAMEWORK

Change Management meetings will be conducted on a regularly scheduled basis, at least on a monthly basis. Meeting participants can choose to attend meetings in person or participate by conference call.

Meetings are held to review, prioritize, manage the implementation of process and system changes and address change management requests. Qwest will review the status of all applicable change requests. The meeting may also include discussions of Qwest's development view.

CLEC's request for additional agenda items and associated materials should be submitted to Qwest at least five (5) business days by noon (MST) in advance of the meeting. Qwest is responsible for distributing the agenda and associated meeting materials at least three (3) business days by noon (MST) in advance of the meeting. Qwest will be responsible for preparing, maintaining, and distributing meeting minutes . Attendees with any walk-on items should bring materials of the walk-on items to the meeting.

All attendees, whether in person or by phone, must identify themselves and the company they represent.

Additional meetings may be held at the request of Qwest or any qualified CLEC (as defined in this document). Meeting notification must contain an agenda plus any supporting meeting materials. These meetings should be announced at least five (5) business days prior to their occurrence. Exceptions may be made for emergency situations.

~~The provider is responsible for notifying customers and distributing agendas and other meeting materials to include, but not limited to, actual change requests received from the customers and documentation of industry guidelines and regulatory changes at least seven (7)calendar days in advance of the meeting.~~
~~Customers can choose to attend meetings in person or participate by conference call. The provider must make a conference bridge available for meetings. The agenda will include the dial-in number and the access information.~~

~~The provider will be responsible for preparing, maintaining, and distributing minutes following the meeting. The draft version of the minutes must be distributed no later than seven (7) calendar days after the meeting and must contain the name of each attendee and the company they represent. All attendees, whether in person or by phone, must identify themselves and the company they represent. The provider will also update the status of change requests after the meeting and distribute it following the meeting as part of the meeting minutes.~~

~~Emergency or special meetings may be held at the request of the provider or any qualified customer (as defined in this document). Emergency meeting notification must contain an agenda plus any supporting meeting materials. These meetings should be announced at least two (2) business days prior to their occurrence.~~

Meeting Materials [Distribution Package] for Change Management Meeting
FROM AUGUST 8, 2001 REDLINED FRAMEWORK

Meeting materials should include the following information:

- Meeting Logistics
- Minutes from previous meeting
- Agenda
- Change Requests and responses
  - New/Active
  - Updated
  - Log
- Issues, Action Items Log and associated statuses
- Release Summary12 Month Development View
- Monthly System Outage Report
- Any other material to be discussed

Qwest will provide Meeting Materials (Distribution Package) electronically by noon 3 business days prior to the Monthly CMP Meeting. In addition, Qwest will provide hard copies of the Distribution Package at the Monthly CMP Meeting.

~~Agenda Items for Change Management Meeting~~

~~Agenda items should include but are not limited to, the following:~~

~~Change Request discussions~~
~~Issues/Actions~~

- ~~Release Notice/12 Month Development View~~
- ~~Effectiveness of change management Process~~
- ~~Specifications for regulatory or industry originated change requests~~

- Qwest will take minutes.

Qwest will summarize discussions in meeting minutes and include any revised documents such as Issues, Action items and statuses.

Minutes should be distributed to meeting participants for comments or revisions no later than five (5) business days by noon (MST)after the meeting. CLEC comments should be provided within two (2) business days by noon (MST). Revised minutes, if CLEC comments are received , should be distributed within nine (9) business days by noon (MST) after the meeting.

~~The provider will take minutes during the meeting. Meeting minutes should include, but are not limited to, the following:~~

~~□Current status of change requests and Release Notices~~
~~□Issues/Action items and status~~
~~□Attendees/Company~~

~~A draft version of the minutes should be distributed to meeting participants for comments or revisions no later than seven (7) calendar days after the meeting. Customers need to respond to the provider with any modifications to the draft version within two (2) business days. Revisions and comments will be incorporated into the final minutes. The final minutes will be distributed within eleven (11) calendar days after the meeting.~~

~~IV.~~V. ~~ProviderQwest Change Management Process Wholesale CMP Web Site[Need to re-visit – ACTION ITEM #17G]~~

FROM AUGUST 8, 2001 REDLINED FRAMEWORK

II. Change Management Meeting Action Log and Change Request Status

The provider will maintain and distribute at the change management meeting an Action Item Log containing action items from previous meetings and status. Additionally, during the change management meetings, the provider will review status of the customer change requests. The meeting will include discussions of the provider's development view, as well as any customer's suggested development to the provider Operations Support Systems (OSSs).

III. Meeting Minutes for Change Management Meeting

FROM AUGUST 8, 2001 REDLINED FRAMEWORK

- Business rules, SATE test case scenarios technical specifications, and user guides will be provided via links on the CMP web site, ~~based on the LSOG and provider's specific requirements~~
- Contact information for the CMP POC list, including CLEC, Qwest and other participants (with participant consent to publish contact information on web page).

REQUIREMENTS REVIEW

I. Draft Interface Release Requirements

Prior to implementing a new interface or a change to an existing interface, ~~the provider~~Qwest will notify ~~customer~~CLECs of the draft release requirements.

Notification and confirmation time lines for Type 1 are determined on an individual case basis based on the severity of the problem.

Notifications for Type 2 changes are based on applicable law and / or regulatory rules.

Type 3 time lines are based on ~~customer~~CLEC / provider agreement in conjunction with the rollout of national guidelines, (See Issue 1714: New Issue Life Cycle Process) subject to any overriding regulatory obligations.

Generally, a Type 4 and Type 5 change notification will occur at least 73 calendar days prior to implementing the change. Draft business rules / technical specifications will be produced and distributed to ~~customer~~CLECs 66 calendar days prior to implementation. ~~Customer~~CLECs have fifteen (15) calendar days from the initial publication of draft documentation to provide comments / questions on the documentation. Change confirmation will occur 45 calendar days prior to implementation through publication of final business rules / technical specifications.

For Type 4 or Type 5 change requests more or less notification may be provided based on severity and the impact of the change. For example, ~~the provider~~Qwest can implement the change in less than 45 calendar days.

Documentation of new or revised error messages associated with Type 4 or Type 5 change requests will be provided no later than 30 calendar days prior to implementation date.

II. Content of Draft Interface Release Requirements

The Notification letter will contain:

- Written summary of change(s)
- Target time frame for implementation
- Any cross-reference to updated documentation such as the Users Guide. This type of documentation should also include a summary of changes made to the document

III. Walk Through of Draft Interface Release Requirements

If requested by one or more ~~customer~~CLECs within fourteen (14) calendar days of receiving the initial Release Requirements, ~~the provider~~Qwest will sponsor a walk through with the appropriate internal subject matter experts. ~~The provider~~Qwest will hold this walk through no later than thirty (30) calendar days prior to the scheduled implementation.

IV. CustomerCLEC's Comments on Draft Interface Release Requirements

If the customerCLEC identifies issues or requires clarification, the ~~customer~~CLEC must send a written response to ~~the provider~~Qwest and the ~~customer~~CLEC's Account Manager. ~~The provider~~Qwest must receive the ~~customer~~CLEC's response seven (7) calendar days prior to the date of the Initial Release Requirements. The response will specify the ~~customer~~CLEC's questions, issues and any other alternative recommendations for implementation.

V. Provider Response to Comments

~~The provider~~Qwest will review and respond with written answers to all customerCLEC issues, comments/concerns within seven (7) calendar days. The answers will be shared with all ~~customer~~CLECs, unless the question (s) are marked proprietary. Any changes that may occur as a result of the responses will be distributed to all ~~customer~~CLECs in the same notification letter.

VI. Final Interface Release Requirements

The notification letter resulting from the ~~customer~~CLEC's response from the Initial Release Notification will constitute the Final Release Requirements.

VII. Content of Final Interface Release Requirements

In addition to the content of Interface Initial Release Requirements, the Final Release will include the following:

- Summary of changes from ~~the provider~~Qwest response to comments
- Indication of type of change (e.g., documentation change, business rule change, clarification change)
- Changed requirements pages
- Release date
- Interval before implementation of release

~~The provider~~Qwest's planned implementation date will not be sooner than forty-five (45) calendar days from the date of the final release requirements. ~~The provider~~Qwest will post notification to provider's web site to inform the ~~customer~~CLECs of possible impact to ~~customer~~CLEC ordering ability. ~~The provider~~Qwest will post this information forty-five (45) calendar days prior to the scheduled implementation of such changes, if possible, but not less than thirty (30) calendar days prior to implementation. Emergency changes that occur without advance notification will be posted within 24 hours of the change. The implementation time line for the release will not begin until all related documentation is provided.

PRIORITIZATION

I. Prioritization Review

The prioritization review provides the forum for reviewing and prioritizing Type 4 and Type 5 change requests. The providerQwest will facilitate the meeting. Both customerCLECs and providersQwest should have appropriate subject matter experts in attendance. Meetings will be held monthly, or more frequently if needed, and are open to all customerCLECs. The prioritization review objectives are to:

- Introduce newly initiated ~~customer~~CLEC and provider change requests.
- Allow ~~customer~~CLECs to prioritize new change requests and re-rate existing change requests by providing specific input as to the relative importance that ~~customer~~CLECs, as a group, assign to each such change request.
- Provide status on outstanding customerCLEC and provider change requests.
- The ~~provider~~Qwest will distribute all materials fourteen (14) calendar days prior to the prioritization review. The materials will include:
  - Agenda
  - Prioritized spreadsheet of Type 4 and Type 5 change requests
  - Spreadsheet of change requests pending initial rating and re-rating (see Appendix B)
  - New change requests as submitted by initiating ~~customer~~CLEC or provider

II. Prioritization Process

During the review, the initiators will present their new change requests and any requests for re-rate. This will be followed by a question and answer session. After all presentations are complete, the voting of change requests will begin.

Re-rate requests will only be accepted from ~~customer~~CLECs who participated in the initial voting. Once a re-rate is requested, all ~~customer~~CLECs participating at the subsequent meeting can submit a rating.

CustomerCLECs may request and rate a modification to a new change request at the prioritization review, if agreed to by the originating ~~customer~~CLEC(s). The originating customerCLEC must update the change request with the agreed upon modification.

III. Voting

Voting should be conducted according to the following guidelines:

- *A ~~customer~~CLEC must either be using the interface impacted by the change request or have a Letter of Intent to use the interface on file with the ~~Provider~~Qwest to participate in the vote.*
- *Each ~~customer~~CLEC is allowed one vote per change request and should have one representative responsible to provide a rating. Each ~~customer~~CLEC can only assign a rating to a change request at the prioritization review. A rating will not be accepted outside of the prioritization review.*
- *~~Customer~~CLECs may only provide a rating at the meeting where the new change request is introduced. ~~Customer~~CLECs that were not present at that meeting may not submit ratings at subsequent meetings, unless there is a request to re-rate.*
- *A ~~customer~~CLEC may delegate its vote to an authorized agent acting on its behalf by providing a Letter of Authority.*
- *Each participating ~~customer~~CLEC ranks each change request by providing a rank from 1 (low) to 5 (high). Votes will be averaged to determine order of ranking and results (see Appendix C) will be provided prior to the close of the prioritization review.*
- *~~Customer~~CLECs can defer/pass on voting. A rating of defer or pass will not be averaged in the overall rating.*

ESCALATION PROCESS

FROM SEPTEMBER 20, 2001 REDESIGN SESSION

I. Guidelines

- The escalation process will include items that are defined as within the CMP scope.
- The decision to escalate is left to the discretion of the ~~customer~~CLEC, based on the severity of the missed or unaccepted response/resolution
- Escalations may also involve issues related to CMP itself, including the administration of the CMP ~~can involve issues related to the CMP, itself~~
- ~~Escalations involving change requests,~~ the expectation is that escalation should occur only after ~~normal~~ change management procedures have occurred per the CMP

~~Three (3) levels of escalation shall be available. They are:~~

~~1. The customer's change management director (or designated agent) to provider's change management director~~

~~2. The customer's change management director to provider's account director~~

~~3. The customer's vice president to provider's vice president~~

~~Each level of escalation will go through the same cycle, as follows:~~

II. Cycle

~~Item~~ must be formally escalated as an e-mail sent to the Qwest CMP escalation e-mail address [URL to be established] ~~the appropriate provider escalation level.~~

- Subject line of the escalation e-mail must include:
  - CLEC Company name
  - "ESCALATION"
  - Change Request (CR) number and status, if applicable
- Content of e-mail must enclose appropriate supporting documentation, if applicable, and to the extent that the supporting documentation does not include the following information, the following must be provided.:
  - Description of item being escalated
  - History of item
  - Reason for Escalation
  - Business need and impact
  - Desired CLEC resolution
  - CLEC contact information including Name, Title, Phone Number, and e-mail address

- CLEC may request that impacted activities be stopped, continued or an interim solution be established.

- Qwest will acknowledge receipt of the complete escalation e-mail with an acknowledgement of the e-mail no later than the close of business of the following business day. If the escalation email does not contain the following specified information Qwest will notify the CLEC by the close of business on the following business day, identifying and requesting information that was not originally included. When the escalation email is complete, the acknowledgement email will include:
  - Date and time of escalation receipt
  - Date and time of acknowledgement email
  - Name, phone number and email address of the Qwest Director, or above, assigned to the escalation.

- ~~Subject of e-mail must be customer (Customer Name) ESCALATION (CR# if applicable) Level of Escalation~~
- ~~Content of e-mail must include~~
  - ~~Definition and escalation of item~~
  - ~~History of item~~
  - ~~Reason for escalation~~
  - ~~Desired outcome of customer~~
- Qwest will post escalated issue and any associated responses on the CMP web site within 1 business day of receipt of the complete escalation or response. [see action item]
- Qwest will give notification that an escalation has been requested via the Industry Mail Out process [in a time frame to be determined – Jarby]
- Any other CLEC wishing to participate in the escalation must submit an e-mail notification to the escalation URL within one (1) business day of the mail out. The subject line of the e-mail must include the title of the escalated issue followed by "ESCALATION PARTICIPATION"
- ~~Impact to customer of not meeting the desired outcome or item remaining on current course of action as previously discussed at the prioritization review (if escalation is associated with a change request)~~
- ~~Impact to customer of a rejected change request~~
- ~~Contact information for appropriate level including Name, Title, Phone Number, and e-mail ID~~
- ~~It is not necessary to repeat information for level 2 and 3 escalations. However, the e-mail submission should include any additional information since the last distribution, including the reason that the matter could not be resolved at previous level~~
- ~~The provider will reply to the escalation request with an acknowledgment of receipt within 1 business day~~

~~Within seven (7) calendar days of receipt, the appropriate provider change management executive (Level 1-2: Director or Level 3: Vice President) will reply through provider change management with provider position and explanation for that position~~

- ~~Qwest~~ will respond with a binding position e-mail including supporting ~~rationale~~ as soon as practicable, but no later than:
  - ~~For escalated CRs, seven (7)~~ fourteen (14) calendar days of sending the ~~acknowledgement e-mail, Qwest will respond with a binding position e-mail including supporting rationale.~~
  - ~~For all other~~ escalations, fourteen (14) calendar days of sending the ~~acknowledgement~~ e-mail.
- ~~The escalating customer should~~ CLEC will respond to ~~the provider~~Qwest within seven (7) calendar days with a binding position e-mail. ~~as to whether escalation will continue or the provider response has been accepted as closure to the item~~

~~If the provider's position suggests a change in the current disposition of the item, a conference call will be held within 1 business day of the provider's decision in order to arrive at consensus with the appropriate executives~~

~~The provider will publish the outcome of the conference call via e-mail~~

~~For escalations associated with Type 1 changes, the provider has a one day turnaround rather than 5 for each cycle of escalation~~

- ~~When the escalation~~ is closed, the resolution will be subject to the CMP.

~~3.4.2.1 Flow of Escalation Table~~

INTERFACE TESTING

The provider Qwest will provide a separate Customer Test Environment (CTE) for the testing of application-to-application interfaces for pre-order and order. There are two types of testing: new release testing and production support. New release testing provides the opportunity to test the code associated with releases for Types 2 through 5 change requests. Production support testing allows ~~customer~~CLECs and ~~providers~~ Qwest to test changes made as a result of Type 1 change request implementation.

I. New Release & Production Support Testing in the ~~Customer~~CLEC Test Environment (CTE)

This section provides information regarding the CTE and the procedures for new release and Production Support testing.

The CTE is a separate environment that contains the application-to-application interface and gateway applications for preordering and ordering. This environment is used for ~~customer~~CLEC testing – both new release testing and new entrant testing. ~~Customer~~CLECs are responsible for establishing and maintaining connectivity into the CTE. Provided a ~~customer~~CLEC uses the same connectivity option as it uses in production, the ~~customer~~CLEC should, in general, experience response times similar to production. However, this environment is not intended for volume testing. The CTE contains the appropriate applications for pre-ordering and Local Service Request (LSR) ordering up to and including the service order processor.

Any special procedures required due to geographical or system differences will be reviewed with the participating ~~customer~~CLEC prior to the implementation of their testing phase.

II. New Release Testing

New release testing is the process ~~customer~~CLECs use to test an upcoming ~~provider~~Qwest systems release that impacts the interface and business rules between ~~customer~~CLECs and the ~~provider~~Qwest.

III. Getting Ready for the New Release Testing

~~Customer~~CLECs should be notified of the content of the release through the change management process. ~~Customer~~CLECs should review the content of the

release and determine if they want to participate in the test and what transactions they would like to submit as part of the test.

The providerQwest will send an industry notification, including testing schedules, to customerCLECs so they may determine their intent to participate in the test. CustomerCLECs wishing to participate in the test should make arrangements with the providerQwest testing coordinator. The providerQwest will publish any changes to the schedule.

IV. Production Support Testing

Production Support testing occurs in a production like environment used in support of new entrant testing. New entrant testing is intended for those customerCLECs that are not currently in production or that want to test new ordering or pre-ordering transactions for which they have not been through testing.

TRAINING

All changes to existing interfaces, as well as the introduction of new interfaces, will be incorporated into customerCLEC training.

ProvidersQwest may conduct customerCLEC workshops. CustomerCLEC workshops are organized and facilitated by the providerQwest and can serve any one of the following purposes:

- *Educate customerCLECs on a particular process or business function*
- *Collect feedback from customerCLECs on a particular process or business function*
- *Provide a forum for providersQwest or customerCLECs to lobby for the implementation of a particular process or business function*

Dispute Resolution Process
From SEPTEMBER 20, 2001 REDESIGN SESSION

- CLECs and Qwest will work together in good faith to resolve any issue brought before the CMP (define Good Faith). In the event that an impasse issue develops, is not resolved through the Escalation Process described in Section xx has been followed without resulting in a resolution, a party may pursue the dispute resolution processes set forth below: the dispute shall be resolved by either method set forth below. Item must be formally noticed as an e-mail sent to the Qwest CMP Dispute Resolution e-mail address (URL to be established) Subject line of the e-mail must include:
  - CLEC Company name
  - "Dispute Resolution"
  - Change Request (CR) number and status, if applicable
- Content of e-mail must enclose appropriate supporting documentation, if applicable, and to the extent that the supporting documentation does not include the following information, the following must be provided:
  - Description of item
  - History of item
  - Reason for Escalation
  - Business need and impact
  - Desired CLEC resolution
  - CLEC contact information including Name, Title, Phone Number, and e-mail address
  - Qwest will acknowledge receipt of the complete Dispute Resolution e-mail within one (1) business day

- Qwest or any CLEC may suggest that the issue be resolved through an Alternative Dispute Resolution (ADR) process, such as arbitration or mediation using the American Arbitration Association (AAA) or other rules. If the parties agree to use an ADR process and agree upon the process and rules to be used, including whether the results of the ADR process are binding, the dispute will be resolved through the agreed-upon ADR process.

- Qwest or any CLEC affected by the dispute, may request mediation by a third party. If mediation is requested, parties shall participate in good faith. Qwest and the CLECs affected by the dispute must agree to the terms of the mediation, including the payment of costs and fees. If the mediation results in the resolution of the dispute, that resolution shall apply to all CLECs

~~affected by the dispute. If mediation is not successful in resolving the issue, Qwest or any CLEC may use the process set forth below.[action item for project lawyers]~~

- ~~Without the necessity for a prior ADR Process[contingent on first bullet],~~ Qwest or any CLEC may submit the issue, following the commission's established procedures, with the appropriate regulatory agency requesting resolution of the dispute. This provision is not intended to change the scope of any regulatory agency's authority with regard to Qwest or the CLECs.

~~However, This process does not limit any party's right to seek remedies in a regulatory or legal arena at any time.~~

DEFINITION OF TERMS

Term	Definition
~~CUSTOMER~~ CLEC	*Party originating a request (LSR)*

INTERFACE	*A mechanism to communicate between ~~customer~~CLEC/provider or trading partners (e.g., paper, GUI, gateway)*
	• *A new interface is ~~the provider~~Qwest's introduction of paper, GUI, gateway, etc., to all ~~customer~~CLECs for the first time.*
	• *A change to an interface may include:*
	  ◦ *Paper to GUI*
	  ◦ *Changes of EDI to CORBA*

ISSUE	*The specific OBF LSOG Issue (e.g., Local Services Ordering Guidelines (LSOG) document, Issue 5, August 2000)*
PROVIDER	*Party receiving request (LSR)*
RELEASE	*Implementation of version (Type 3 change) using a particular interface. A release may include enhancements or customization (Type 1,2,4 or 5 change) to an LSOG version by a provider as well as ~~customer~~CLEC/provider business requirements.*
VERSION	*The supported OBF LSOG Issue (e.g., Local Services Ordering Guidelines (LSOG) document, Issue 5, August 2000) (Type 3 change)*

GLOSSARY OF TERMS

ANSI	American National Standards Institute
ATIS	Alliance for Telecommunications Industry Solutions
CMP	Change Management Process
ECIC	Electronic Communications Implementation Committee
EDI	Electronic Data Interchange
FCC	Federal Communications Commission
GUI	Graphical User Interface
ITU	International Telecommunications Union
LOI	Letter of Intent
LSR	Local Service Request
NRIC	Network Reliability and Interoperability Council
OBF	Ordering and Billing Forum
OIS	Outstanding Issue Solution
OSS	Operational Support Systems
POC	Point Of Contact
RN	Release Notification
TCIF	Telecommunications Industry Forum

APPENDIX A: CHANGE REQUEST FORM AND CHECKLIST

1. Appendix A-1: Change Request Form

(1) Change Reference # _____ (2) Date Change Request Submitted ___/___/___

(3) ☐ TYPE 1 (EMERGENCY) (4) ☐ TYPE 2 (REGULATORY) (5) ☐ TYPE 3 (INDUSTRY)
- a. Severity 1 (stops production)
- b. Severity 2 (impacts production)
- c. Severity 3 (major w/work around)

(6) ☐ TYPE 4 (PROVIDER) (7) ☐ TYPE 5 (CUSTOMERCLEC)

(8) Customer Co: _____

(9) Originator _____ (6) Phone _____

(9) Originator's Email Address _____ (8) Fax _____

(9) Alternate Contact _____ (10) Alt Phone # _____

(11) Title of Change _____

(12) Category ☐ Add New Functionality ☐ Change Existing

(13) Interfaces Impacted
- a. Pre-Ordering
- b. Ordering
- c. Maintenance
- d. Repair
- e. Billing
- f. Business Rules
- g. Other

(14) Description of requested change including purpose and benefit received from this change. (Use additional sheets, if necessary.)

(15) Known Dependencies

(16) List of business specifications and/or requirements documents included (or Internet / Standards location, if applicable)

This Section to be completed by Provider ONLY.

*(17) Change Request Log #*_____ *(18) Clarification* ☐ *Yes* ☐ *No*

(19) Clarification Request Sent ___/___/___ *(20) Clarification Response Due* ___/___/___

(21) Status _____

(22) Change Request Review Date ___/___/___ *(23) Target Implementation Date* ___/___/___

(24) Last Modified By _____ *(25) Date Modified* ___/___/___

(26) Change Request Activity

(27) Rejected Change Request

- *Cost benefit*
- *Resource commitments*
- *Industry or regulatory direction*
- *Provider direction*
- *Other*

(28) Customer Acknowledgment Customer/CLEC _____ *Provider*_____ *Date* ___/___/___

(29) Request Escalation ☐ *Yes* ☐ *No*

(30) Escalation Considerations

(31) Agreed Release Date ___/___/___

This section to be completed by Provider – Internal Validation of Defect Change Request.

Defect Validation Results:

II. *Appendix A-2: Change Request Form Checklist*

All fields will be validated before Change Request is returned for clarification.

Field	Checklist	Description	Instructions	Action Required
1	Optional	Optional field for the initiator to use for internal tracking. The request may be generated prior to submission into the Provider/Qwest's change control process.	No action	
2	Mandatory	Date Change Request sent to Provider.	Return to Sender	Date entry required
3	Mandatory	Indicate type of Change Request: Customer/CLEC or Provider initiated Industry Standard or Regulatory.	Return to Sender	Company designation required
4	Mandatory	Enter company name for the Change Request.	Return to Sender	Company name required
5	Mandatory	Enter originating company's Change Control Initiator's name.	Return to Sender	Initiator's name required
6	Mandatory	Enter originating company's Change Control Initiator's phone number.	Return to Sender	Initiator's phone number required
7	Mandatory	Enter originating company's Change Control Initiator's Email address.	Return to Sender	Initiator's Email address required
8	Mandatory	Enter originating company's Change Control Initiator's fax number.	Return to Sender	Initiator's fax number required
9	Mandatory	Enter originating company's alternate contact name.	Return to Sender	Alternate contact name required
10	Mandatory	Enter originating company's alternate contact phone number.	Return to Sender	Alternate contact number required
11	Mandatory	For the purpose of referencing the Change Request, assign a short, but descriptive name.	Return to Sender	Title required – maximum length 40 characters.
12	Mandatory	Identify request category for the Change Request.	Return to Sender	Category required
13	Mandatory	Identify originating company assessment of impact	Return to Sender	Entry required
14	Mandatory	Describe the proposed Change Request, indicating the purpose and benefit of request. If additional space is needed, use additional sheet.	Return to Sender	Description of Change Request required
15	Mandatory	Indicate any known dependencies relative to the Change Request. If none are known, enter "None known".	Return to Sender	Entry required
16	Mandatory	Indicate whether additional information accompanies/supports the proposed Change Request If yes, list all documents attached or reference where they can be found, including internet address and standards reference, if applicable.	Return to Sender	Supporting documentation must accompany request

Field	Checklist	Description	Instructions	Action Required
1	Mandatory Provider	A Change Request Log Number generated by the "Change Request Logging system" upon receipt of the Change Request. The number should be sent back to the initiator on the acknowledgment receipt. This # will be used to track the Change Request.	Return to Sender	Log number – system generated
19	Conditional Provider	Indicates whether clarification is needed on the Change Request.	Return to Sender	
20	Conditional Provider	Date clarification request sent to initiator.		
21	Conditional Provider	Date clarification due back from initiator.	Return to Sender	
22	Mandatory Provider	Indicate status of proposed Change Request (i.e., clarification, validation, pending, etc)		
23	Mandatory Provider	Assign date when Change Request will appear on agenda.	Return to Sender	
24	Mandatory Provider	A soft date for implementation. Updated based on Candidate Release Package info.		
24	Mandatory Provider	Field that communicates who last updated the request.		
25	Mandatory Provider	Field that communicates when the last update occurred.		
26	Mandatory Provider	Change Request results captured from the Change Review meeting.		
27	Conditional Provider	Cancelled Change Request reasoning.	Return to Sender	
28	Conditional Provider	Concurrence with Change Request originating company. Show date of concurrence.	Return to Sender	
29	Conditional Provider	Change Request Escalation indication.		
30	Conditional Provider	Detailed description of the escalation considerations.		
31	Mandatory Provider	Indicate agreed release date from Project Release Plan.		
32	Mandatory Provider	Results of Internal Defect Validation		

APPENDIX B: CHANGE REQUEST PRIORITIZATION FORM

Issue #	Change Request #	Description of Change Request	CustomerCLEC Rankings	Comments
		Title: Description: Process: System: Primary Area: LSOG Version: Initiator/Date:	Overall = Cust #1 = Cust #2 = Cust #3 = Cust #4 = Cust #5 = Cust #6 =	
		Title: Description: Process: System: Primary Area: LSOG Version: Initiator/Date:	Overall = Cust #1 = Cust #2 = Cust #3 = Cust #4 = Cust #5 = Cust #6 =	
		Title: Description: Process: System: Primary Area: LSOG Version: Initiator/Date:	Overall = Cust #1 = Cust #2 = Cust #3 = Cust #4 = Cust #5 = Cust #6 =	

APPENDIX C: CMP PRIORITIZATION PROCESS EXAMPLE

Example: *Change Request E2 is prioritized highest. Since E3 and E5 are tied, they will be re-ranked and prioritized according to the re-ranking.*

Change Request	CustomerCLEC #1	CustomerCLEC #2	CustomerCLEC #3	TOTAL	Average
E1	5	5	5	15	5
E2	1	2	1	4	1
E3	3	1	5	9	3
E4	5	3	4	12	4
E5	2	5	2	9	3
E6	4	4	3	11	4

TO: Qwest CMP Re-design Team

FROM: AT&T Redesign Members

Date: October 10, 2001

Re: Comments Concerning the October 2nd and 3rd CMP Re-design Meetings

This memo is a follow-up to the CMP Re-design meeting last week.

1. Qwest Documentation (Tech Pubs, PCAT and other Product Documentation)

a. Last week, we discussed an interim process for changes to Qwest documentation. We look forward to the commencement of this process, however, cannot recall whether Qwest stated during the meeting when the process would start. Would Qwest please provide by the next CMP Re-design meeting, the date on which this new process will commence (e.g., the documents will be red-lined, the historical change log will be included and Qwest will use the CR process when the change is CLEC-impacting).

b. An important part of the discussion on this topic, which has not yet been resolved, is the process Qwest intends to follow for documents previously modified as a result of the 271 workshops, but not distributed and noticed to all parties in a way that allowed for a meaningful review (changes were not identified, agreements from 271 workshops were not identified, etc.). We understand that Qwest will provide a response to this concern by the next CMP Re-design meeting, if not sooner.

2. Scope of CMP

We note that the Hearing Examiner for the Colorado Public Utilities Commission issued the report on the Colorado Performance Assurance Plan (CPAP) on September 26, 2001. While this report is still subject to comment, we observed that there are two references in the report that relate to CMP:

a. Paragraph 14.3 of the CPAP (Issue 7 in the report) indicates that the change management process, once re-designed and in place, will

be followed to obtain approval when Qwest wishes to make any CLEC-affecting changes to the Performance Measurement and Reporting System.

b. Paragraph 18.8 of the CPAP deals with CLEC or Qwest seeking to modify a Performance Indicator Definition (PID) outside of the six-month review process called for in the CPAP. This provision states that the Independent Monitor and the Commission are more likely to approve a change to a PID "if it has been approved by another forum such as the ROC or CMP (if PIDs are ultimately included within the scope of CMP)."

It seems that the CMP Re-design group should discuss these aspects of the Colorado Commission's order and come to an agreement on how to address the changes identified in paragraph a. above. With regard to paragraph b., a discussion about whether to include changes to PIDs in the CMP would be appropriate as well.

3. Voting

At the last meeting, a couple of items came to a vote. Tom Dixon of WorldCom raised the question of whether we were following the draft Procedures for Voting and the Impasse Resolution Process that were established for CMP Re-design. It appeared that we did not strictly follow the process outlined in that document. For example, the document states:

> Participants at a working session will determine if there are any issues requiring a vote at the next working session. If there is an issue requiring a vote, the agenda for the next working session will reflect the item. In addition, the agenda will be distributed to the CLECs and posted on the CICMP Re-design web site a week in advance of the session.

This contemplates that if a matter comes up that requires a vote, the parties schedule it for the next re-design meeting. There was discussion at the last meeting that the parties could just agree to vote at the meeting where the matter came up. This is not contemplated by the process agreed to by the group. While AT&T does not object to the notion that a matter can be brought to a vote at the meeting where the matter is first discussed, as long as no party objects, the process document should reflect this. It currently does not. There are other items that affect voting that were not really implicated by the discussions last week, but

are not contained in the process document either. If you refer to the minutes from the August 7 – 8, 2001 meeting, you will note that Attachment 5 contains a couple of conditions that relate to voting: (i) Core Team Membership will be revoked if 3 consecutive working sessions are missed and (ii) Core Team members will not be allowed to vote on any issue in which they did not participate. If the group no longer wishes to apply these conditions, that should be discussed. If these conditions remain appropriate, it would be appropriate to include them in the voting process document so that they can readily be referenced by the group.

AT&T Redesign Team

DRAFT MEETING MINUTES-ESCHELON COMMENTS REC'D 10-29-01

CLEC-Qwest Change Management Process Re-design
Tuesday, October 2 and Wednesday, October 3, 2001 Working Session

200 South 5th Street, 1st Floor, Multi-purpose Room, Minneapolis, MN
1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Conference Bridge: 1-877-847-0304, pass code 7161617#

NOTE: These are DRAFT meeting minutes Qwest developed following the two day working session. These are the comments, without attachments, from Eschelon in response to the Draft minutes.

INTRODUCTION

The Core Team (Team) and other participants met October 2 and 3 to continue with the re-design effort of the Change Management Process. Following is the write-up of the discussions, action items, and decisions made in the working session. The attachments to these meeting minutes are as follows-

ATTACHMENTS

- Attachment 1: CMP Redesign Oct 2-3 Attendance Record
- Attachment 2: October 2 & 3 CMP Re-Design Meeting Notice and Agenda - Revised 09-28-01
- Attachment 3: Schedule of CMP Re-design Working Sessions-Revised 10-02-01
- Attachment 4: CMP Re-design Issues and Actions Log - Revised 10-5-01
- Attachment 5: Written Summary Regarding Qwest's Proposed Process for Qwest Changes to Product, Process, and Technical Documentation - 09-28-01
- Attachment 6: Web Release & Notice Schedule 10-02-01
- Attachment 7: INTERIM QWEST PRODUCT/PROCESS CMP - Revised 10-3-01
- Attachment 8: Qwest Documentation Assessment Matrix - 10-03-01
- Attachment 9: Interim_EXCEPTION_Process - Revised 10-3-01
- Attachment 10: Interim CMP CLEC Originated CR Work Flow Product Process Revised 10-3-01
- Attachment 11: CLEC Redesign votes - 10-3-01
- Attachment 12: Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 10-03-01
- *Attachment 13: ATT Comments CMP Re-design 10-10-01*

MEETING MINUTES

The meeting began with introductions of the meeting attendees. Judy Lee reviewed the two day agenda and asked if there were any revisions from the attendees. It was agreed that there were several team members that had not made travel arrangements for the Re-design meeting in Minneapolis on October 30, 31, and Nov 1. Karen Clauson-Eschelon requested that a vote be taken to determine whether the Re-design meeting location be changed from Minneapolis to Denver for Oct 30,31, and Nov 1. A vote was taken and it was a tie vote of 4 to 4 to change the location. Sandy Evans-Sprint asked if there were other options that could be explored for managing the meeting at remote locations since it was difficult to hear what was said on the conference bridge. There was discussion regarding the use of video conferencing, but Judy Schultz-Qwest stated that the Qwest videoconferencing facilities were small and would not be able to accommodate a group the size of the Re-design team. The team agreed to review the meeting schedule and location at the end of the Re-design session on Oct 3rd. Discussion then moved to

the Re-design Meeting Minutes for Sept. 5-6 and Sept 18 and 20. It was agreed to by the team that CLEC revisions to both sets of minutes would be provided to Jim Maher-Qwest by close of business on Wednesday Oct 10th. Maher-Qwest agreed to have Final Meeting minutes posted to the CMP Re-design website by close of business on Friday October 12th. Karen Clauson-Eschelon asked how the agenda that was on the Working Sessions schedule was developed, and when the team had discussed that. Clauson-Eschelon stated that the working sessions that had been scheduled were reflected on the Working Sessions schedule through the end of the year carried specific agenda items that had not been agreed to by the team. Judy Lee stated that the Working Session schedule was a roadmap for addressing the items associated with CMP, and that the team should determine when the agenda items were addressed. Sandy Evans-Sprint stated that she was confused with some of the discussions and pointed out that the agenda seemed to get changed at every meeting and that she was unclear who drove those changes. Karen Clauson-Eschelon stated that the team had agreed to address systems CMP first, and then address product/process CMP after the first of the year. Judy Lee stated that the team does need to discuss the timeframes that will be used to address product/process issues. Lee stated that a placeholder should be created that addresses elements of product/process CMP discussions at the Nov 1st Re-design meeting for discussion at future meetings. The team agreed with the approach to discuss the placeholder issue on Nov 1st.

Andy Crain-Qwest then began to review the status report Qwest would file with the Colorado Commission on October 10th. Crain stated that filing would include the Master Redline document as it is following this session, the Re-design Session schedule, Re-design Meeting Minutes, Proposed SGAT CMP language and other items that had been discussed in the Re-design session, and Re-design efforts completed to date. Crain stated that he was open to any comments from the CLECs and agreed to distribute the filing to the Re-design team. It was determined by the team that CLEC comments would be provided to Crain by close of business Friday Oct 5th, and that Crain would distribute the revised status report with the CLEC comments to the team by the end of day Monday Oct 8th. Crain also stated that CLECs could make comments through Tuesday Oct 9th, with the filing to the Colorado Commission on Oct 10th. Bill Littler-Integra asked how Qwest was going to delineate items that had been discussed in the Re-design session from those that had not. Crain explained that Qwest would indicate what language had been discussed in the Master Redline versus the language that had not been discussed. Crain explained that the Master Redline carries footnotes that identify what language has been reviewed, and what language has not been reviewed. Littler stated that the status report did not clearly indicate that CMP Re-design efforts were addressing only systems. Lynne Powers-Eschelon stated that the Re-design team had agreed to address all items associated with systems, and that the team would then address product/process once that work was completed. Judy Schultz-Qwest stated that the CLECs had submitted a request (See Attachment 5, Written Summary) requesting that the Re-design team immediately address certain product/process issues and that time at this Re-design session had been set aside to develop interim product/process procedures for those issues in response to that written request.

Judy Schultz-Qwest then began to review Qwest procedures pertaining to retail parity and corporate compliance. Schultz stated that Qwest does have a checklist in place that is used by employees to ensure compliance to Qwest procedures. Andy Crain-Qwest stated that all Qwest employees receive annual training on Qwest compliance requirements. Lynne Powers-Eschelon asked if there were disciplinary measures taken when Qwest employees were found violating parity requirements. Crain stated that there are disciplinary measures that Qwest follows when an employee violates compliance requirements. Terry Weeks-Allegiance asked if the parity processes would be documented. Judy Schultz-Qwest stated that she would provide placeholder documentation that could be shared at the next Re-design session on Oct 16th. Megan Doberneck-Covad stated the documentation should include the Qwest Employee Code of Conduct issue Covad raised at a 271 workshop. Powers asked if Qwest was comfortable that parity issues be included in scope of CMP. Schultz responded that parity could be addressed in the scope discussion that was scheduled for later in the day. Mitch Menezes-ATT asked how retail processes were reviewed to determine parity implications. Schultz stated that the retail side of

Qwest does the determination of whether there is a CLEC impact from a retail product or process that is being developed, and that Qwest retail then notifies Qwest wholesale of the change. Doberneck asked if it was the Qwest process of going through a checklist that determined whether a Qwest change was CLEC impacting or not. Schultz stated that she would determine what checklists were in place and how they were used. Sharon Van Meter-ATT asked if there is a retail notification process that is non-proprietary. Van Meter stated that if there are such notices, Qwest should consider sending those out to the CLECs since there was a perception that Qwest was not identifying all retail process changes that affected the CLECs. Lynne Powers—Eschelon stated that there was a lot of information that Qwest was already sending and that the volume of information might become unmanageable. Clauson asked if it was Qwest's understanding that parity was within the scope of CMP. Powers stated that her understanding was that Qwest would identify in a notification when a particular notification addressed parity issues. Judy Lee stated that in the previous discussion she had heard two things that needed to be determined; 1.Doberneck's question regarding the Qwest checklist and how it was used by Qwest to determine parity implications, and 2. that Judy Schultz had committed to providing the documentation that would identify all disclosable material that described Qwest's process of managing retail parity and associated issues. Lynne Powers-Eschelon stated that there were four items that should be identified including any employee training materials that were used within Qwest, the checklist used by Qwest for determining retail parity implications, the criteria for the checklist, and an example of retail notices. Van Meter-ATT stated that seeing an example of a retail notice would help ATT determine whether there other notices that they would want to receive.

The team then began a review of the Master Redline document. Judy Schultz-Qwest reviewed the proposed Qwest Introduction and Scope language. Karen Clauson-Eschelon stated that the footnote language still included the wording " ...that are provided to CLECs", and that the team had stated in the previous session that there would be OSS interfaces and Product/Process capabilities that the CLECs would request that were not currently being provided to the CLECs. Tom Dixon-WorldCom stated that the Colorado Commission had issued an order that included monitoring of special services relative to interconnection, and the term "for local services" was too limiting. Andy Crain-Qwest stated that the team needed to close the scope of CMP because CMP was not the right forum to address access issues that affected the ILECs and other carriers. Dixon again pointed out that some special access could be included in scope given the Colorado Commission order. Becky Quintana-PUC concurred with Dixon. Lynn Powers-Eschelon asked how the scope language could incorporate Dixon's comments regarding special access. Andy Crain-Qwest stated that CMP scope should be worded such that special access available to ILECs that was covered by the ASOG would not be considered as part of CMP scope. Schultz then asked if adding language " for local services" would resolve the previous discussion. Liz Balvin-WorldCom stated that it had been recommended earlier that the language " provided to CLECs" be removed. Andy Crain-Qwest then asked if crafting language such as " for local services provided by CLECs" would clarify the scope. The team then began to review the footnote and agreed upon the following language; **"Throughout this document, OSS interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users".**

The team then moved back to the scope and introduction language. Karen Clauson-Eschelon stated that the proposed scope language did not address production defects, which the team previously agreed was were to be addressed at a later session. Tom Dixon-WorldCom stated that, when the Re-design work was completed, the team would need to readdress scope to determine if the language supported all aspects of CMP that had been developed by the team. Clauson stated that she agreed, but that the team had to come to a fundamental understanding of scope in order to move forward with the Re-design effort on this issue. Clauson stated that, even though the exact language did not need to be crafted, an understanding and agreement on the content of scope was needed to identify if there were any unmet needs at this time. Clauson again asked if "production support" would be included as a type of change. Jeff Thompson-Qwest

stated that production support would be addressed, but that it was not feasible to treat production support as a type of change given the need to resolve production support problems as quickly as possible *[please check with Jeff. I thought he said that, while production support would be part of the scope, the type of change would need to be addressed later]*. Clauson stated that her concern was that production support needed to be identified as a category within scope. Dana Filip-Qwest asked if there could be a placeholder established for production support. Clauson asked if the placeholder implied that production support was within the scope of CMP. Sandy Evan-Sprint stated that production support definitely needed to be included within CMP. Dixon stated that the scope language included several terms that had not been defined within the document. He stated that words that needed definition be identified and that the definitions needed to be developed by the team to ensure a common understanding and agreement on CMP. Liz Balvin-WorldCom asked if the team all agreed that the wording the team was working on for scope included product and process since redesign had not addressed those items specifically. Clauson stated that scope should include product and process and that the team could come back as had been recommended earlier and readdress scope once the Re-design effort was completed. The team then continued the work on CMP scope and introduction, and incorporated the preliminary language into the Master Redline document.

The team then addressed the Written Summary (See Attachment 5) that was submitted by several CLECs. Terry Wicks-Allegiance provided a brief overview of the intent of the document. Wicks stated that the CLECs thought they had an understanding of how Qwest was communicating changes in PCATs and technical documentation, but that there are process changes being implemented by Qwest that were not understood by the CLECs. The CLECs also had significant concerns that Qwest was implementing major changes that had not been addressed in Re-design or that were being implemented without little or no advance notification to the CLECs. Becky Quintana-PUC asked Wicks if Qwest changes were discussed in advance with the CLECs. Wicks responded that Qwest had made some presentations but that these were understood as Qwest proposals and not as processes that would be implemented immediately. Karen Clauson-Eschelon stated that there had been presentations on some issues, but some of the CLECs expressed concerns on the Qwest process for changes. Qwest has implemented changes, even when CLECs filed comments, without stopping to take the CLEC comments into account, which were still implemented. Judy Schultz-Qwest stated that it was not Qwest's intention to stop work efforts, and that Qwest was trying to implement processes that would improve the management of document changes to PCATs and Tech Pubs. Lynne Powers-Eschelon stated that Qwest had given the CLECs had no idea of the magnitude of the work number or type of changes that are was on the immediate horizon, and what the impacts of those changes werewill be to the CLECs. Powers asked how many PCATs and Tech Pubs would be changed, and how the CLECs would assess the size of the issues associated with document changes. Susie Bliss-Qwest stated that there were approximately 30 PCATs that would be affected in the short term. Powers asked if Qwest had a list of the documentation changes that would be submitted. Bliss responded that Jarby Blackmun-Qwest maintains a schedule list for document changes. Powers stated that the Blackmun list had more than 30 items. Bliss stated the Blackmun list covered more than just PCATs, and included other documents such as the Tech Pubs. Powers asked if the Blackmun list could be provided to all CLECs so that they could determine the amount of changes that would affect them. Discussion then took place regarding how changes would be reflected in the documentation and how those changes would be presented to the CLECs. Judy Schultz-Qwest stated that when the document is brand new, such as a change from an IRRG to a PCAT, the entire document would have to be redlined since it was a total format change. Karen Clauson-Eschelon stated that the changes needed to be identified or highlighted because of internal training the CLECs need to be able to identify and understand the changes to train their employees would need to do when processes changes. Powers agreed and stated that they needed to see what had changed in order to determine how it affected their business. Dana Filip-Qwest stated that Qwest would assess the size of the changes and estimate the impacts to the CLECs of the document changes that were pending in the near future. Terry Wicks-Allegiance asked if Qwest had a proposal for managing an interim process for document changes. Judy Schultz-Qwest stated that Qwest would propose changes at the CMP Monthly

meeting, and would implement a CLEC comment cycle. After the comment cycle, Qwest would distribute a final draft and implementation plan. Megan Doberneck-Covad asked what the comment process meant. She asked if Qwest intended to incorporate all comments into the final draft. Clauson asked why the process would be a notification at the monthly meeting, and not a CR. Sharon Van Meter-ATT asked if the process Schultz was describing was to be finalized in Re-design so that everyone had a clear understanding of the interim process and the details. Schultz answered that Qwest wanted to develop the interim process in the Re-design team. Liz Balvin-WorldCom stated that she agreed with Clauson that Qwest should manage changes to documentation as CRs, and not as a notification at the CMP Monthly meeting. Filip stated that she had concerns that bringing in all document changes as CRs would substantially slow down the progress of the work that needed to be completed. Filip stated that a more flexible process needed to be developed by the team since there was such a large volume of work pending. Powers stated that the CLEC did not have any information on the size and impact of the work that was pending, and that it was impossible to commit to processes without having an understanding of the volumes and potential impacts to the CLECs. Clauson pointed out that the CLECs were aware that Qwest had a large backlog of work, but an organized process to deal with the backlog needed to be developed since the CLECs were speculating on the impacts and the processes to address them. Filip committed that the Qwest team would pull together the necessary information to assess the document activities scheduled for October 15th. Becky Quintana-PUC stated that the Commission would want to be aware of any new processes that were being developed, since the Commission understood that Qwest would use CMP processes for changes. Andy Crain-Qwest stated that Qwest wrote stipulations for submitting documentation to the CLECs, but there were no stipulations that document changes would be managed through the CMP CR process. Crain further stated that the documentation changes being discussed could include changes that affect product and processes and changes that had no effect on processes or products. Quintana stated that a notification process would not work for substantive issues, and in those cases, the CR process should be used. Salve pointed out that comments WorldCom made regarding line splitting had never been responded to. Powers stated that Qwest needed to help the CLECs by providing a list of the past and pending documentation changes, and by identifying any substantive issues associated with those changes. Powers further stated that the CLECs did not want to slow down Qwest's work, but that the CLECs needed to understand the scope and impacts of the changes. Doberneck stated that bringing changes to documents such as the Web pubs through the CMP process would result in developing a final document encompassing all CLEC comments, a process which should benefit Qwest and the CLECs. Dixon reviewed several items that needed clarification or development including: CLECs knowing in advance of notification activity what notifications were planned, how the volumes would change with the 10 day stipulation, CLECs reviewing what will be issued before notifications are sent, having CLECs help set comment periods, and increasing CLEC involvement to improve the process. Carrie Osborne-Miller agreed with Dixon's comments and stated that CMP is the forum that should be used to develop clearly defined processes. Mitch Menezes-ATT stated that much of the discussion had revolved around document changes going forward, but that Qwest has made a commitment to highlight changes on past documentation. Schultz responded that Qwest would determine how past documentation would be addressed and that the team agree on a process moving forward. Filip reiterated that the team should focus immediate efforts on developing the interim process that could be used going forward so that the volume of pending work could be most effectively managed. Bliss then reviewed the Web Release and Notice Schedule (See Attachment 6). Dixon stated the information was helpful, but that additions should be made to assist the CLECs in assessing impacts of the document changes. Mitch Menezes-ATT stated that there should be a column added that provided the reason or source for the change. Clauson stated that the Schedule could be used as a tool, however there needed to be additional information that identified the potential impact of the change to the CLECs. Clauson recommended asked whether CLECs wanted two processes, one for clarifying documentation that did not impact CLECs, and the other for documentation that did impact CLECs. Clauson stated that document changes that affected the CLECs should become a CR and be brought to the monthly meeting. Terry Weiks-Allegiance stated there had been cases when a notification affected CLEC operating procedures, and that those notifications and document changes should

to be presented as CRs. Clauson stated that the Schedule did not give an indication of what were just changes to documentation, and what were substantive changes that could affect the CLECs. Bill Littler-Integra stated that the Schedule did not indicate the number of pages or paragraphs changed in each document, and that this information was important to assess the potential impact of the change. Filip asked the team if criteria for CLEC affecting had been developed, and stated that Qwest might not know when a document change or notification was CLEC affecting without knowing that criteria. Lynne Powers-Eschelon stated that any change, which affects the way a CLEC does business, was a CLEC affecting change. Clauson stated that the CLECs do not want need Qwest to issue CRs for document changes that were cosmetic. Dixon stated that Qwest had an operative model for document revisions in the way Qwest manages tariff changes. Clauson commented that, although the Schedule might should include the number of pages for a document, that the real requirement was understanding what was being changed and the number of pages being changed. Menezes asked how far in advance Qwest would know what the document change schedule was, and asked if the document changes being discussed included all documentation sent to the CLECs. Filip stated that Qwest has a comprehensive list of document changes scheduled 45 days in advance of the change, and that Qwest was trying to funnel all external communications through a single process. Filip stated the priority was to develop a process that could be implemented quickly that met the needs of the CLECs and Qwest. Powers asked if Qwest would stop all notifications until the process had been developed because the CLECs had not been able to assess the impacts to the CLECs for notifications that had already been sent out. Andy Crain-Qwest stated that Qwest would review the notifications and document changes that were going to be sent through October and bring that information back to the team on Oct 3rd. Clauson asked if Qwest was planning to stop all notifications. Bill Littler-Integra stated that there had been no answer to the questions in the Summary (See Attachment 5) regarding stopping notices until a process was developed and agreed to. Crain stated the team should address stopping notifications at the Oct 3rd meeting, and that Qwest would bring an interim process back to the team on October 3rd.

The following day, the Redesign meeting began with a review of two handouts Qwest developed the previous evening. One handout contained recommended language for an interim process Qwest would put in place for product/process notifications (See Attachment 7), and the other was an assessment of the notifications that were being provided by Qwest to the CLECs during the first half of October (See Attachment 8). Judy Schultz-Qwest reviewed the notification matrix and described the information that had been developed by Qwest regarding notifications that were being sent to the CLECs. Schultz reviewed the columns with the team and stated that the information covering over 30 notifications that were being sent between Oct 1 and Oct 15. Susie Bliss-Qwest stated that Qwest had assessed the notifications to determine how many would be considered CLEC affecting based on Qwest criteria, but that Qwest would like to develop criteria with the CLECs to better identify CLEC affecting changes. Dana Filip-Qwest explained that Qwest had looked carefully at all notifications and that it had been determined almost all the notifications were not CLEC affecting. Filip continued by stating that there were two notifications with substantive changes. Bill Littler-Integra asked if the analysis included the notifications that were sent out Oct 3rd. Bliss stated those notifications were included. Andy Crain-Qwest then reviewed that "Interim Product/Process" language that had been provided to the team by Qwest. Crain explained that there were two categories of notifications; one being those that changed CLEC operating procedures, and the other being those that did not change CLEC operating procedures. For those changes that did change CLEC operating procedures, Qwest would initiate a CR and that CR and the document changes would be presented to the CLECs at the CMP monthly meetings. For those notifications that did not change CLEC operating procedures, CLECs would receive the notification with the document changes and a summary of the changes. Mitch Menezes-ATT asked what would happen if Qwest's assessment of CLEC affecting was wrong. Becky Quintana-PUC asked if the team could receive a written summary of the criteria Qwest used to determine what was CLEC affecting. Filip stated that Qwest might have difficulty identifying all the criteria, and asked if the team could help Qwest in identifying what should be considered when making an assessment of what was CLEC affecting, and what was not. Quintana stated that a definition would be helpful to all parties involved. Filip stated that Qwest

still needed to review what processes could be implemented for historical documentation. Filip explained that in some cases Qwest may not have access to the historical documentation to identify exactly what changes had been made, and that Qwest would work to provide a summary whenever possible of the changes that were made. Menezes stated that there had been discussion of both highlighting and redlining, and that the two were not the same. Filip stated that Qwest wanted to implement the solution the team wanted, and asked for input. Liz Balvin-WorldCom stated they would prefer receiving a summary page with the changes highlighted. Menezes pointed out that redlining was more effective because the change that had been made would be in red, with the removed language struck through for reference. Sandy Evans-Sprint stated that the summary page with the changes would be needed in either case. The team determined that redlining was the first preference. Discussion then turned to the fact that, in some cases, Qwest may not have the adequate historical documentation for redlining. Filip stated that Qwest would look at the historical documentation and make an analysis of what was required to document and redline the changes. Menezes asked when the team would know what Qwest planned for historical documentation. Judy Schultz-Qwest stated that Qwest would present a plan at the Oct 16th Re-design session. The team then reviewed the rest of the proposal and made modifications to the language that are reflected in the attachment. These changes included adding language for the Exception process (See Attachment 9), identifying the document change processes, and referring to the CMP Master Redline (See Attachment 12) for Escalation procedures. The team then reviewed the notification list (Attachment 8) and asked if a sample of the notifications could be reviewed in the afternoon to create a better understanding of how Qwest had assessed CLEC impacting. Susie Bliss-Qwest stated that Qwest had arranged for a conference call on Friday to develop definitions for CLEC affecting and provided the call-in numbers to the CLEC team members that would participate in the call to identify criteria that affects CLEC operating procedures. The team then began a review of the Interim Exception Process (See Attachment 9). The team agreed to modify the process to include a notification of two business days prior to an Exception meeting. The Exception process is to be used by Qwest or CLECs when normal CMP processes could not be followed.

Qwest then made presentations on several notifications that were to be mailed in October. Cindy Buckmaster-Qwest reviewed the notification regarding intervals for Quick Loop and LNP. This notification had been rated as affecting the CLECs, and Buckmaster explained that the notification was to explain that Qwest was changing the intervals to be consistent since the interval for Quick Loop was 3 days, and the interval for LNP was 4 days. Buckmaster explained that the reason Qwest had rated it as a high for CLEC affecting was because a new interval of 3 days had been established for both services, and that the CLECs would need to train their personnel on the changes. Cliff Dinwiddie-Qwest then reviewed a notification regarding Line Sharing that had been determined by Qwest as not affecting CLEC operating procedures. Dinwiddie explained that Qwest was implementing an additional testing process that would be transparent to the CLECs and that would help ensure that the facilities were provisioned correctly. Becky Carlson-PUC stated that although Qwest may not think the additional testing was CLEC affecting, it may reduce the amount of testing the CLEC needed to perform. Andy Crain-Qwest stated that this was a change that the CLECs could still comment on, but that the testing was an improvement that the CLECs would want. Mana Jennings Fader-PUC asked Dinwiddie if the changes he was discussing would result in a rate change. Dinwiddie stated there would be no rate change. Heidi Pennington-Qwest then reviewed two additional notifications regarding Non-loaded Two Wire Loops and Analog Loops. Pennington explained that all changes were to correct typographical errors, and that there were no impacts to the CLECs with these changes. The team had no further questions on the examples provided.

Discussion then turned to the Escalation Process. Judy Schultz-Qwest presented a proposal for the intervals for Escalations. Schultz stated that Qwest could commit to a 7 day turnaround time for Escalations related to CRs since Qwest had the information on the CR and would have reviewed the CR response with Qwest executives. Schultz stated that Qwest would need 14 days for turnaround of an escalation not related to a CR. The team agreed to the modifications and updated the language in the Master Redline (See Attachment 12). It was also determined that

there needed to be a definition of good faith. Tom Dixon-WorldCom and Andy Crain Qwest agreed to provide the language at the next CMP Redesign meeting.

Judy Schultz-Qwest then began to review the Work Flow for CLEC Initiated Product/Process CRs (See Attachment 10). There was discussion regarding how clarification calls should be handled. Discussion followed that the clarification call should only be held with the CR originator, and that there should be no discussion of solutions in that meeting. Clarification should be further defined, so that such calls do not involve issues but should be discussed when CLECs have been given an opportunity to participate. Lynne Powers-Eschelon stated that there were 12 CRs that had been recently issued, and Eschelon did not have the time to be on all clarification calls. Sharon Van Meter-ATT stated that the clarification calls should be open to all CLECs that wanted to participate to ensure that all CLECs had an opportunity to provide input into the CR if it impacted them. The group decided to take a vote on the decision to hold clarification calls with only the originating CLEC, or with all interested CLECs. It was determined by a vote of 4-2 that the clarification call would be held with only the originating CLEC. The team agreed to timelines and definitions that were updated in the document. Becky Quintana-PUC asked why the process that was being discussed was being considered "interim". Quintana asked why the processes being developed by the team were not considered as agreed to processes that could be reviewed later if necessary. Lynne Powers-Eschelon stated that Eschelon preferred keeping the processes as interim until they were addressed at a later date. Quintana stated that this approach appeared to be a duplication of work and that the processes discussed could be changed if it was determined that they did not work. Judy Schultz-Qwest stated Qwest supported adopting the process as permanent and that CMP, in general, would be subject to continuous improvements. Bill Littler-Integra stated that the intent was not to discard the work that had been done, and that the team could try out the processes that were developed and if they did not work then modify or fix them. Tom Dixon-WorldCom stated that this might be a matter of semantics, and that the reason the term interim was used was due to the fact that these processes were being implemented while the team was developing the Master redline document. It was then determined that the CLECs needed to caucus and vote on whether the language the team had agreed to for CLEC Originated Product/Process CRs should be incorporated into the Master Redline document. Tom Dixon-WorldCom stated concerns that the voting procedures did not follow earlier agreed to language on Voting and Impasse Issues, but the team determined that the language could be addressed and updated at a later Re-design session. Liz Balvin-WorldCom stated that interim processes could be implemented as soon as possible, and that interim should be defined to make that clear. The CLECs caucused and the results of the voting and procedures for ongoing Re-design sessions were determined (See Attachment 11). The team then reviewed the Issues/Actions log which was updated following this Re-design session (See Attachment 4).

Issues/Action Items:

OPEN	CLOSED
#104: Parity in Retail changes	#36: Notifications
#105: Parity Compliance	#60: CLEC Questionnaire
#106: Definition of Terms	#63: CMP Re-design
#107: CMP Roles and Responsibilities	#66 and 67: 271Workshop SGAT
#108 and 109: PCAT-Tech Pub Notification	#72: CR Process
#110: CLEC Operating Procedures	#73: Account Management
#111 and 112: Documentation	#74: Cancelled—duplicate of #73
#114: CLEC Impacting Check Sheet	#80 and 81: Escalation
#115: SGAT Language	#83-85: Dispute Resolution
#116: New Product Offering	#87: Re-design Impasse Resolution
#118: Criteria for Denied CR	#96: Introduction and Scope
#119: Video Conferencing	#97: Types of Changes
#120, 121, 124: Qwest's Status Report Filing	#101: Schedule of Working Sessions
#123, 125: Interim Process	#113: Interim Exception Process
	#117: CMP Re-design Location
	#122: Sources of Change

FINAL MEETING MINUTES

CLEC-Qwest Change Management Process Re-design
Tuesday, October 16 Working Session

1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Conference Bridge: 1-877-847-0304, pass code 7101617#

NOTE: These FINAL meeting minutes were circulated to the CMP Re-design Core Team Members in attendance for their review and comments. No comments were received as of November 30, 2001.

INTRODUCTION

The Core Team (Team) and other participants met October 16 to continue with the Re-design effort of the Change Management Process. Following is the write-up of the discussions, action items, and decisions made in the working session. The attachments to these meeting minutes are as follow-

ATTACHMENTS

- Attachment 1: CMP Redesign Oct 16 Attendance Record
- Attachment 2: October 16 CMP Re-Design Meeting Notice and Agenda
- Attachment 3: Schedule of CMP Re-design Working Sessions-Revised 10-03-01
- Attachment 4: CMP Re-design Issues and Actions Log - Revised 10-16-01
- Attachment 5: Qwest Proposed CLEC Product and Process CR Initiation Process - Revised 10-16-01
- Attachment 6: Qwest Proposed Changes to Existing OSS Interfaces Language - Revised 10-16-01
- Attachment 7: Master Redlined CLEC-Qwest CMP Re-design Framework-Revised 10-16-01
- Attachment 8: ATT October 10, 2001 Memo

MEETING MINUTES

The meeting began with introductions of the meeting attendees. Becky Quintana-PUC stated that the Colorado Commission had issued an order for comments on the filing Qwest had made October 10, 2001 regarding the status of CMP. Quintana stated that comments from interested parties were due back to the Commission by October 23rd. Quintana agreed to distribute a copy of the Commission order on October 17th. Judy Lee then reviewed the one day agenda and stated that ATT had submitted comments on the Oct 2nd and 3rd meeting that Jim Maher had distributed to the team on October 15th. Lee asked, and the team agreed, to add to the agenda a review of the ATT comments.

Judy Lee then began a review of Qwest proposed language for CLEC Product and Process Change Request Initiation (See Attachment 5). Judy Schultz-Qwest explained that Qwest had developed the language based on a request that the table formatted work flow discussed in the Oct 2nd session be converted to a redline narrative format. Schultz explained that the timeframes were not changed, and that there were no modifications to the language other than the conversion into the Master Redline format. Sandy Evans-Sprint asked if the language that was developed could be modified to indicate subtasks in a bullet format. The team agreed, and Matt Rossi made the modifications. Tom Dixon-WorldCom asked for a clarification on what was meant by a "complete" CR, and he asked if the timelines were suspended until the CR was determined to be "complete". Megan Doberneck-Covad asked that the language be modified to indicate that the timelines began when Qwest received a "complete" CR. Discussion followed regarding language in paragraph 1, and paragraph 1 was revised based on team agreement. Questions were raised in the discussion regarding whether there was always a need for a clarification call

for every CR. Mark Routh-Qwest stated that Qwest planned to have a clarification call on every CR to make certain there was no misunderstanding about the intent of the CR. Terry Wicks-Allegiance stated that he was in support of a clarification call for each CR. Donna Osborne-Miller-ATT agreed that ATT wanted a clarification call on every CR ATT submitted. Becky Quintana-PUC asked if there would ever be a situation when a CLEC would want a clarification call, and Qwest would not. Schultz stated there would never be a situation where a CLEC would request a call and Qwest would not want to have it. Sharon Van Meter-ATT stated that ATT planned to put dates and times on the CR when they issued it that would identify some potential blocks of time when the clarification call could be held with ATT and Qwest. Van Meter stated that the calls usually involved ATT Subject Matter Experts and that ATT wanted to identify in advance when the clarification calls might take place. Van Meter asked if a clarification call was required before a CR was considered as "complete". Schultz stated that a clarification call was not necessary for a CR to be determined as "complete". Van Meter continued saying that in some cases Qwest had begun developing CR responses prior to the clarification call and that the responses then needed to be reworked once the clarification call had been held. It was agreed that Qwest would have internal mechanisms in place to determine how to proceed with the CR, but that the clarification call would not include any Qwest response or proposal discussion. Mitch Menezes-ATT asked if the CR-PM was identified to the CLEC. Schultz stated that on the report generated for that CR the CRPM information was included, and that by business day 4 after receipt of the CR, Qwest would provide an acknowledgment with the CR details. Discussion then moved to some of the other timeframes associated with processing the CR. Terry Wicks-Allegiance stated that the CLECs needed a timeframe for receipt of the meeting minutes from the clarification call. Schultz stated that Qwest could commit to a 5 business day turnaround after the clarification call. Van Meter stated that the CLECs needed the clarification call meeting minutes before the CMP Monthly Meeting. Van Meter stated that the minutes would provide the CR originator and the CMP Monthly Meeting attendees with the details to know that Qwest had adequately identified the requirements of the CR. Terry Wicks-Allegiance stated that the minutes were important to avoid misunderstanding on the CLEC requirements for that particular CR. Menezes asked how important the clarification minutes were to the other CLECs. Larry Gindlesberger-Covad stated that the minutes were important, and that a cutoff time for CR submission should be established to ensure receipt of minutes before the CMP Monthly Meeting. The team agreed to language that stipulated that a CR needed to be received three weeks prior to the CMP Monthly Meeting if clarification call meeting minutes were to be included in the CMP Monthly Meeting distribution package. Language was also reviewed and agreed to that addressed how CRs could be managed as walk-on items at the CMP Monthly Meeting. The team began reviewing the term "deferred" and there was discussion that the deferred status was unclear. Dixon stated that deferred does not imply accepted or denied. The team determined that the CLECs could request a deferred status would apply to those CRS denied by Qwest which are not being taken into escalation/dispute resolution by the CLECs. The team then reviewed that language regarding the notification and posting of Qwest responses to the CRs. Schultz stated that Qwest would post all notices and provide an e-mail notification to the CLEC community of the CR response. Wicks asked if there was a fixed timeframe for providing CR responses. Schultz stated that there were many variables which affected the CR response timeframe given that CRs can be modified by the CLECs at the CMP Monthly Meeting. The team agreed to language that outlined the timeframe for a modified response. Discussion then moved to the term "originating" CLEC. It was determined that any CLEC can initiate an escalation/dispute resolution on a CR and the language was developed that allows the ownership of a CR to be transferred to any other CLEC. The team then reviewed the language regarding implementation and CLEC evaluation after the CR has been implemented. The team agreed to the 60 day evaluation period and finished the document. Discussion then followed regarding whether the language should be adopted into the Master Redline. It was determined that the Master Redline include "Interim" in the title, and it was decided that the language that had been reviewed in Attachment 5 be incorporated into the Master Redline. Schultz stated that rather than have the team review the "CLEC OSS Interface CR Initiation Process" that Qwest would modify that language based on what had been discussed and agreed to with the "CLEC Product/Process CR Initiation Process". The team agreed.

Sandy Evans-Sprint stated the narrative developed by the team did not address all details of the process. Evans stated that tables or matrices should be developed that outlined the steps in each process. Judy Schultz-Qwest stated that a table format for CLEC initiated Product/Process CRs had been developed and provided at the Oct 2nd session. Judy Lee requested that Sandy Evans bring back some examples of how the CR process flows information could be formatted in a table or matrix.

The team then reviewed Qwest's language in Attachment 6, "Qwest Proposed Changes to Existing OSS Interfaces". The first item the team reviewed was the development view. Tom Dixon-WorldCom asked what was included in a six month View. Mark Routh-Qwest stated that Qwest presently had a development view through IMA 9.0. Sharon Van Meter-ATT asked if the development view included things like the delta of changes and coding detail. Routh stated that the development view was of the baseline candidates. Routh further stated that the twelve month view would be a view of the pending releases. Jeff Bisgard-Qwest added that the six month view gives more details. Liz Balvin-WorldCom asked if all types of OSS Interface changes would be processed as CRs, and what was the implication of identifying production support in a separate section. Judy Schultz-Qwest responded that all types of changes, i.e., Regulatory, Industry Guideline, Qwest originated, and CLEC originated would be processed as CRs, but that severe Production Support issues would need to be fixed immediately and the team agreed it was not feasible to bring those through the CR process. Discussion then turned to the development view and it was determined that the twelve month view would be provided by Qwest to the CLECs quarterly. The team then discussed the release schedules Qwest has in place. Routh stated that Qwest schedules three major and three point IMA releases each year. Megan Doberneck-Qwest asked if all releases had a fixed schedule. Bisgard replied that the releases are scheduled roughly two months apart, and that with a point release Qwest tries not to impact the CLECs coding. Terry Bahner-ATT stated that point releases do affect the CLECs more than Qwest understands. Liz Balvin-WorldCom stated that with the 8.0? implementation there could be efficiency impacts to the CLECs that needed to be understood. Sandy Evans-Sprint stated that she agreed with Balvin, and that there would be impacts to CLECs with point releases. Tom Dixon-WorldCom stated that there needed to be a definition of a "major" release. Routh responded that "major" was defined as 8.0, 9.0, 10.0, etc. Judy Lee identified that "major" and "point release" needed definition in the Master Redline. Mitch Menezes-ATT stated that the team needed to review the OBF language that had been lined through and determine if there was additional language that should be developed regarding releases that affected CLEC coding. Dana Filip-Qwest agreed and stated that Qwest would review language that described how Qwest managed releases that affected the CLECs. Mark Routh-Qwest stated the CLECs originally required that there be no more than four CLEC code affecting releases per year. Liz Balvin-WorldCom stated that Qwest needed to keep in mind the documentation and training CLECs required when Qwest developed release schedules. Discussion then turned to how GUI releases were managed relative to IMA releases. Judy Schultz-Qwest stated that Qwest would review the language regarding GUI development and implementation.

The team then began reviewing the Issues/Actions Log. Judy Schultz-Qwest stated that for Issue #108 "Changes to PCATs and Tech Pubs", Qwest was developing a schedule for notifications through the end of the year. Mitch Menezes-ATT asked if that was in accordance with the agreements that had been made at the Oct 2-3 Redesign session. Schultz responded that for PCATs, changes could be identified back to the earliest PCAT. Schultz stated that the technical work could begin in Jan 2002, and would take about 3 months to complete. Schultz went on to say that Qwest was reviewing the effort to identify changes in the Tech Pubs. Schultz stated that Qwest needed help from the CLECs in identifying which Tech Pubs were a priority since there were so many Tech Pubs and changes involved. Menezes stated that Qwest needed to identify all changes in the Tech Pubs as a result of commitments made in the 271 workshops, and that ATT could help in prioritizing the list. Tom Dixon-WorldCom stated that Qwest could begin by identifying the changes in Tech Pubs that were referenced in the SGATs, and that changes from November 1999 forward should be the starting point. Menezes asked when Qwest was going to

start identifying documentation changes going forward. Schultz stated that Tech Pub changes would follow the change guidelines agreed to last Redesign session, and that PCAT changes made after November 15th would follow the change guidelines. Schultz then explained to the team that the redline changes would not be visible on the web PCATs. Jim Weber-Qwest stated that there would be two versions of the PCAT on the web. One version would be the current "operating" version of the PCAT on the web, and this web version would not show the draft changes due to HTML presentation limitations. The other version would be a "downloadable" draft document that would have the changes redlined. The draft document would stay on the web until comment cycles had been completed and a final version distributed through the notification process. On the effective date of the change, the HTML "operating" version of the PCAT on the web would be modified to include the changes. The team then reviewed the Issues/Actions Log and updated the log.

Mitch Menezes-ATT then reviewed the ATT memo that was sent in to Qwest regarding the Oct 2 and 3 Redesign session (See Attachment 8). The memo was distributed to the team on October 15th. Menezes stated the memo was fairly self-explanatory but that ATT was seeking clarification on the dates and the commitments Qwest was making in the Redesign session for changes to documentation. Menezes stated that the CLECs did not know how processes were managed post-ROC. The ATT memo also addressed the issue that PID modifications were to be developed and resolved in CMP, and that all systems associated with Performance Measurements and Reporting may be managed through CMP. Megan-Doberneck-Coved stated that there seemed to be an understanding that CMP would be the forum for addressing all data collection and systems associated with PIDs. The ATT memo also addressed the voting procedures the team had pursued at the Oct 2 and 3 meeting. Menezes stated that the team needed to develop language in the interim process that supported voting procedures that had taken place in the Oct 2 and 3 session.

Judy Lee then asked if there was a need for a CLEC caucus, and it was determined that a caucus was not necessary.

Issues/Action Items:

OPEN	CLOSED
#126: Exception Process	#24: CMP POC List
#127: CR Initiation Form	#76: Escalation URL
#130: CR Initiation Process—Product/Process	#78: Escalation Posting On Website
#131: Master Redlined Framework	#98: Cr Process
#132: 12-Month Development View	#103: CMP Redesign Website
#133: Terms	#112: Cancelled—Duplicative (#108, 109)
#134: OSS Interface Releases	#119: Video Conference
	#120-121, 124: Qwest's Status Report
	#123: Interim Process
	#128: CR Initiation Process
	#129: Master Redlined Framework

EXHIBIT B-2

Attachment 1

October 16, 2001 Attendance Record

Core Team Members

10/16		Company	Last Name	First Name	Email	Phone	Comments
		Accenture	Powell	Mark			
X		Allegiance Telecom	Wicks	Terry	terry.wicks@algx.com	469-259-4438	
X		AT&T	Bahner	Terry	Tbahner@att.com	303-298-6149	
		AT&T	Hydock	Mike	mkydock@att.com	303-298-6653	
		AT&T	McCue	Bill		Pager 888-858-7243 pin 108884	
X		AT&T	Menezes	Mitch	mmenezes@att.com	303-298-6493	
X		AT&T	Osborne-Miller	Donna	dosborne@att.com	303-298-6178	
X		AT&T	Van Meter	Sharon	svanmeter@att.com	303-298-6178	
		Avista	Thiessen	Jim	jthiessen@avistacom.net	509-444-4089	
		CapGemini	Ferris	Robyn			
X		Covad Communications	Doberneck	Megan	mdoberne@covad.com	720-208-3636	
X		Covad Communications	Gindlesberger	Larry	Lgindles@covad.com	330-209-5499	
		Electric Light Wave	Gunderson	Peder	peder_gunderson@eli.net	360-816-3429	
		Eschelon Telecom	Clauson	Karen	klclauson@eschelon.com	612-436-6026	
		Eschelon Telecom	Powers	Lynne	llpowers@eschelon.com	612-436-6642	
		Eschelon Telecom	Stichter	Kathy	kistichter@eschelon.com	612-436-6022	
		Integra	Littler	Bill	blittler@integratelecom.com	503-793-5923	
		McLeod	Sprague	Michelle	msprague@mcleodusa.com	319-790-7402	
X		Qwest	Bisgard	Jeff	jbisgar@qwest.com		
		Qwest	Blackmun	Darby	Gblackm@qwest.com		
		Qwest	Crain	Andy	Acrain@qwest.com		
		Qwest	Filip	Dana	Dana.filip@qwest.com	303-992-2819	
		Qwest	Green	Wendy	Wwgree@qwest.com	303-382-8124	
		Qwest	LeMon	Lynne	Llemon@qwest.com	303-965-6321	

X		Qwest	Maher	Jim	Jxmaher@qwest.com	303-896-5637	Scribe
X		Qwest	McDaniel	Paul	prmcdan@qwest.com		

Core Team Members (continued)

10/16		Company	Last Name	First Name	Email	Phone	Comments
X		Qwest	Rossi	Matt	mrossi@uswest.com	303-896-5432	
X		Qwest	Routh	Mark	mrouth@uswest.com	303-896-3781	
X		Qwest	Schultz	Judy	jmschu4@qwest.com	303-965-3725	
		Qwest	Thompson	Jeff	jlthomp@qwest.com	303-896-7276	
X		Qwest	Woodcock	Beth	woode@perkincoie.com		
		SBC Telecom	Lees	Marcia	Marcia.lees@sbc.com	314-340-1131	
		Scindo Networks	DeGarlais	Vince	vcedegarlais@scindonetworks.com	720-528-4207	
		Scindo Networks	Gavrilis	George	Gtgavrilis@scindonetworks.com	720-528-4193	
%		Sprint	Evans	Sandy	sandra.k.evans@mail.sprint.com	913-433-8499	
%		Sprint	Young	Barbara	Barbara.c.young@mail.sprint.com	541-387-9850	
		Telcordia	Thompson	Nancy			
%		WorldCom	Balvin	Liz	liz.balvin@wcom.com	303-217-7305	
X		WorldCom	Dixon	Tom	Thomas.f.Dixon@wcom.com	303-390-6206	
X		WorldCom	Hines	LeiLani	LeiLani.Jean.Hines@wcom.com	303 217-7340	
X		WorldCom	Priday	Thomas	Tom.priday@wcom.com	303 217-4356	
X		WorldCom	Travis	Susan	susan.a.travis@wcom.com	303-390-6845	

Other Participants

10/16		Company	Last Name	First Name	Email	Phone	Comments
		Colorado PUC	Jennings-Fader	Mana	mana.jennings@state.co.us	303-866-5267	
X		Colorado PUC	Quintana	Becky	Becky.Quintana@dora.state.co.us	303-894-2881	
X		KPMG Consulting	Nobs	Christian	cnobs@kpmg.com	415-831-1323	

X		KPMG Consulting	Yeung	Shun (Sam)	shunyeung@kpmg.com	212-954-6351	

Facilitator

X		XTel Solutions, Inc.	Lee	Judy	soytofu@pacbell.net	650-743-8597	

EXHIBIT B-2

Attachment 2

Announcement Date: October 10, 2001
Effective Date: **October 16, 2001**

Document Number: GENL.
Notification Category: General
Target Audience: CLECs, Resellers

Subject: Agenda for October 16, 2001 CLEC-Qwest Working Session to Modify the Change Management Process

TO:

The agenda for the October 16, 2001 Change Management Process Re-design working session with the Core Team is attached for your reference.

Date: October 16, 2001

Locations: 1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO (you will be greeted at the door)

Time: 9 am to 5 pm Mountain Time
10 am to 6 pm Central Time / 11 am to 7 pm Eastern Time

Conference Bridge: 1-877-847-0304 passcode: 7101617 (hit #)

Meeting material will be emailed to you or you may access the CMP Re-design web site on Friday, October 12: http://www.qwest.com/wholesale/cmp/index.html. However, the agenda is attached for your review. Please contact Jim Maher (303-896-5637) to confirm your participation in-person or via the conference line.

Sincerely,

Qwest
Attachment

Meeting material on the CMP Re-design web site
- October 16 CMP Re-Design Meeting Notice and Agenda
- Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 10-03-01
- CMP Re-design Issues and Action Items Log – Revised 10-05-01
- Schedule of CMP Re-design Working Sessions - Revised 10-03-01
- Qwest Proposed CLEC Product and Process CR Initiation Process – 10-09-01
- Qwest Proposed CLEC-Qwest OSS Interface CR Initiation Process – 10-09-01
- Qwest Proposed Changes to Existing OSS Interfaces Language – 10-09-01
- Qwest Proposed CR Prioritization Language – 10-08-01

Working Session to Negotiate A Modified Change Management Process
Tuesday, October 16, 2001
9 am to 5 pm Mountain Time / 10 am to 6 pm Central Time
1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Conference Bridge: 1-877-847-0304 Passcode: 7101617 (hit #)

AGENDA

C.	TOPIC	LEAD
	Introduction (9:00 am – 9:15 am MT)	Judy Schultz, Qwest Judy Lee, Facilitator
	• Review Core Team Membership	
	• Review Agenda	
	Discussion and Status (9:15 am – 4:15 pm MT)	All

9:15 am – 9:45 am

- Consensus to adopt or not adopt the Proposed Interim CMP CR work flow for Product/Process as language to be included (but not limited to) in the Master Redlined framework (Item #123)

9:45 am – 11:30 am (including a 10-minute Morning Break)

- Change Request Initiation (#53, 88-89, 94, 98, 118)
  - Change to an Existing Interface and Requirements Review (Action #51, 52, 53)
    - Application-to-Application
    - Graphical User Interface
  - Prioritization Process

11:30 am – 12:30 pm Lunch

12:30 pm – 2 pm (Continue Discussion above)

2 pm – 3:30 pm

- Status on October Product, Process and Tech Pub Notifications (#108-109, 114)
- Propose language for "CLEC operating procedures" (#110)
- Propose language for "good faith" (#91)
- Retail Parity (#95, 105)

3:30 pm to 3:40 pm (10-minute Afternoon Break)

3:40 pm to 4:15 pm

- Outstanding Issues/Action Items #24, 40, 42, 70, 76-79, 103, 111-112, 119, 120, 121, 124

CLEC Caucus Period (4:15 pm to 4:45 pm MT)—if needed

Next Meeting (4:45 pm to 5 pm MT)

- Determine discussion items for next working session
- Determine what supporting material is needed for the session

Adjourn

CONTINUATION

[13]

Scan ~ ~ # Pages [ ]

ATTACHMENT 3

UPCOMING WORKING SESSIONS

Dates/Time	Location	Element
DATE: Tues., Oct 30, Wed., Oct 31, and Thurs., Nov 1 **TIME:** 9 a 10 am-6 pm **CT** Conference bridge line: 1-877-847-0304 (Passcode 7101617#)	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• OSS Interface Change Request Initiation • Changes to an Existing Interface and Requirements Review (continue) – Application-to-Application – Graphical User Interface • Prioritization of OSS Change Requests • Introduction of a New Interface • Retirement of an Existing Interface • Interface Testing • Exception Process • Production Support • Training • Re-visit the CMP Web Site section • Managing the CMP • Determine elements for Product and Process CMP discussions (future sessions)
DATE: Tues., Nov 13 **TIME:** 9 am-5 pm **MT** 10 am-6 pm **CT** Conference bridge line: 1-877-847-0304 (Passcode 7101617#)	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• Continue CMP discussion on OSS Interface or begin discussion on Product/Process
DATE: Tues., Nov 27, Wed., Nov 28, and Thurs., Nov 29 **TIME:** 9 am-5 pm **MT** 10 am-6 pm **CT** Conference bridge line: 1-877-847-0304	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• Continue CMP discussion on OSS Interface or begin discussion on Product/Process

Dates/Time	Location	Element
(Passcode 7101617#)		
DATE: Mon., Dec 10 and Tues., Dec 11 **TIME:** 9 am-5 pm **MT** 10 am-6 pm **CT** Conference bridge line: 1-877-847-0304 (Passcode 7101617#)	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• Continue CMP discussion on OSS Interface or begin discussion on Product/Process

WORKING SESSIONS ALREADY HELD

Dates/Time	Location	Element
Thursday, July 11— COMPLETED	1801 California Street, Denver, CO	• Kickoff
Thursday, July 19— COMPLETED	1801 California Street Denver, CO	• Introduction • Scope • Administration—Managing the Change Management Process
Tuesday, August 7 and Wednesday, August 8— COMPLETED	1801 California Street Denver, CO	• Performance Measurements (informational) • Notification Process • Distribution List • Web Site • Tracking (e.g., CR and RN status definition, naming convention)
Tuesday, August 14 and Thursday, August 16— COMPLETED	1005 – 17th Street, 1st Floor, Junior Board Room Denver, CO	• Managed Changes—Existing (including Types of Change)—to be continued • Prioritization—re-scheduled • Exception Process (added by Qwest after 7/19 meeting)—re-scheduled
Wednesday, Sep 5 and Thursday, Sep 6—COMPLETED	1801 California Street 23rd Floor, Executive Conference Room, Denver, CO	• Interim Exception Process • Managed Changes—Existing (including Types of Change)—re-scheduled • Prioritization—re-scheduled • Exception Process—re-scheduled

WORKING SESSIONS ALREADY HELD (continued)

Dates/Time	Location	Element
Tuesday, Sep 18 and Thursday, Sep 20—COMPLETED	1801 California Street 23rd Floor, Executive Conference Room, Denver, CO	• Escalation and Dispute Resolution Process • Re-visit Introduction and Scope (continuing on Oct 2) • Managed Changes—Existing (including Types of Change)—to be continued • Release Requirements (e.g., Initial, Walk-through, Comment Cycle, Final, Release Testing)—re-scheduled due to agenda changes • Prioritization—re-scheduled due to agenda changes • Exception Process—re-scheduled due to agenda changes
Tuesday, Oct 2 and Wednesday, Oct 3—COMPLETED	250 South 5th Street, 1st Floor, Multi-purpose Room, Minneapolis, Minnesota and 1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• Qwest's 271 Status Report to CO PUC • Introduction and Scope • Change Request Initiation (continue on Oct 16) • Changes to an Existing Interface (rescheduled)
Tues., Oct 16—COMPLETED	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• Change Request Initiation (CLEC and Qwest) • Changes to an Existing Interface (to be continued) – Application-to-Application – Graphical User Interface • Prioritization of CR's Change Requests—rescheduled

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
13G	Action	August 8 Meeting	CMP Web Site	Re-visit the redlined CMP framework element, "Qwest Wholesale CMP Web Site" at a later working session.	Core Team	~~Sep 20~~ Extended to Nov 13	Re-visit this element to insure all items are addressed in the re-designed CMP framework.
40	Issue	August 14 Meeting	Notifications	Are Call Center outages included in the "outages" sub-category – should they be?	Qwest – Judy Schultz	~~Sep 5~~ Extended to ~~Sep 20~~ ~~Oct 15~~ Oct 30-Nov 1	Qwest will provide notice on the process via mail-out
42	Action	August 14 Meeting	Notification	Investigate how notifications are done for Network outages, including a paging broadcast capability. 9/5: Does the SGAT language pertaining to method of notification for Network outages need to revised based on Qwest practice?	Qwest – ~~Jim Maher~~ Andy Crain	~~Sep 6~~ Extended to ~~Sep 18~~ ~~Sep 20~~ ~~Oct 2~~ ~~Oct 16~~ Oct 30-Nov 1	Related to Item #66 Beth Woodcock to contact Andy Crain to provide information at the Oct 30-Nov 1 session.
51	Action	August 16 Meeting	~~Types of Changes – OBF V.1~~ Terms	Obtain SGAT language for versioning release language. 10/16: Define versioning	~~Qwest – Judy Schultz Andy Crain~~ Core Team	On-going	Pull language on OSS versioning currently in SGAT. "Versioning" will be defined in the Terms session at a later date.
52	Action	August 16 Meeting	OBF V. 1	Create language in OBF version 1 in Change to Existing Interfaces section VII. Also	Qwest – Judy Schultz	~~Sep 5~~ Extended to ~~Sep 20~~	

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				address 'defects.'		~~Oct 2-3~~ ~~Oct 16~~ Oct 30-Nov 1	
53	Action	August 16 Meeting	Qwest CMP Process Document	Revise Qwest CMP process document to incorporate added language and proposed changes/improvements to the overall process to provide a basis for comparison and discussion with the CMP Re-Design Core Team.	Qwest – Judy Schultz	~~Sep 5~~ Extended to ~~Sep 20~~ ~~Oct 2-3~~ Ongoing	Qwest to use redlined CMP format for its proposed language
68	Action	Sep 6 Meeting	271 Workshop 18 COIL Items	Review the 18 items and verify that they will be addressed in the CMP re-design	Core Team	On-going	
69	Action	Sep 6 Meeting	Qwest Status Report	Review red lined document and Qwest status report prior to scheduled filing. 9/18: Qwest to provide documents to participants no later	Core Team	On-going	Andy Crain to distribute documents no later than Sep 27 for re-design team review prior to Oct 2 meeting. Will visit at each meeting.

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log--OPEN

Revised--October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				than Sep 27 for review.			
70	Issue	Sep 6 Meeting	CLEC Review of Tech Pubs and PCAT Changes	What is Qwest's proposal for CLECs to review and provide comments to notices on Tech Pub and PCAT changes – what is the role of the CMP group (monthly) in these proposed changes?	Qwest – Judy Schultz	~~Sep 18~~ Extended ~~Sep 20~~ ~~Oct 2-3~~ ~~Oct 16~~ Until Deployed	Susie Bliss will provide overview of the process at the Sep 19 CMP product/process meeting. Defer until discussion on Scope is scheduled. Scheduled call on October 5 – Susie Bliss. 10/16: Issue remains open until the interim process is implemented.
88	Action	Sep 18 Meeting	CMP Process	Propose language for "proprietary CR"	Core Team	~~Sep 20~~ Extended ~~Oct 3, 16~~ Oct 30-Nov 1	
89	Issue	Sep 18 Meeting	CMP Process	What is the process for a CLEC-originated CR deemed proprietary?	Core Team	~~Oct 3~~ Extended ~~Oct 16~~ Oct 30-Nov 1	
91	Action	Sep 18 Meeting	Introduction and Scope	Define "good faith" ~~and "normal CMP process"~~ (3.4.1)	Tom Dixon Andy Crain	~~Sep 20~~ Extended ~~Oct 3~~ ~~Oct 16~~ Oct 30-Nov 1	
92	Action	Sep 18	CR Process	Include in the CR	Core	~~Sep 20~~	Sub-committee to create

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting		Process a step for CLECs to discuss the CR after clarification process and before prioritization.	Team	Extended Oct 3 Oct 30 - Nov 1	language and put back in Core Team by Sep 27. Oct 3: Qwest to put language around these issues Oct 16: Qwest will share proposed language at the next session.
90	Action	Sep 18 Meeting	Exception Process	What is the process for an Exception item during prioritization?	Core Team	Sep 20 Extended Oct 30-Nov 1	
94	Issue	Sep 20 Meeting	CR Process	How will the CR Process address 'draft' industry guideline changes?	Core Team	Oct 3 Extended Oct16 Oct 30-Nov 1	
95	Issue	Sep 20 Meeting	Parity	What is the process for discovering retail parity issues after the conclusion of the 271 workshops? 10/16: CLECs to review information on the web site and provide comments at the Oct 30-Nov 1 re-design session.	Qwest—Judy Schultz Core Team	Oct 2-3 Extended Oct 16 Oct 30-Nov 1	Qwest to provide checklist used by Retail to screen change proposals for potential CLEC impacting. Related to #105. 10/16 COMPLETED: This checklist is on the web on the CMP re-design web site under Re-Design documentation.
99	Action	Sep 20	CR Process	Qwest to provide	Qwest—	Oct 31	

CLEC Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log – CPTA

Revised – October 16, 2003

#	Issue/ Action	Origination	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting		Language on Production Support. Also address severity levels and defects.	Judy Schultz	Extended Nov 13	
100	Action	Sep 29 Meeting	Schedule Working Sessions	Determine the elements for CMP Product/Process	Core Team	Oct 16 Extended Nov 13	
104	Action	Oct 2 Meeting (Meagan – Covad)	Parity in changes	Who has responsibility for determining whether or not a change in retail is CLEC impacting and requires notification via the CMP process	Qwest – Judy Schultz	Oct 16 Extended Oct 30- Nov 1	Related to #105
105		Oct 2 Meeting (Dixon – WCom)	Parity	Provide training package and check list used by Qwest to train retail in identifying changes that impact CLECs Provide sample mail outs for retail changes – (Retail only change and Retail CLEC impacting change)	Qwest – Judy Schultz	Oct 16 Extended Oct 30- Nov 1	This is replaces # 95; related #104 Option 1 -- Qwest sends everything Option 2 – Qwest screens notification to only CLEC impacting changes 10/16 COMPLETED: This checklist is on the web on the CMP re-design web site under Re-Design documentation

ATTACHMENT 1

CLEC Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log – OPEN
Revised – October 16, 2001

#	Issue/ Action	Originated	Category	Description	Owner	Due Date	Resolution/Comments
				Code of Conduct – what is the disciplinary action when guidelines – (includes compliance) are not adhered to			Policy that if examples of code are changed will be provided at Oct 30 Nov 1
106	Action	Oct 2 Meeting	Definition of terms	Define terms used in Paragraph 2 in the body of the document (scope and introduction) and in the glossary of terms table on page 41 of the Master Red lined document. What is OBF's definition?	Core Team	Ongoing	Terms: Design, Development, Notification, Testing, Implementation and Disposition
107	Action	Oct 2 Meeting	Scope—Roles and Respon.	Define "Roles and Responsibilities" of Qwest and CLEC representative/s as it appears on Paragraph 3 of the Scope	Core Team	Oct 30-Nov 1	Reference language under Administration per OBF structure
108	Action	Oct 2 Meeting	PCAT – Tech Pub Notification	Research tech pubs and PCAT changes that have been	Qwest – Judy Schultz	Oct 16 Extended Oct 30-	Also present at the Oct 17 CMP Product/Process meeting

CLEC Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log – OPEN
Revised October 19, 2005

#	Action Action	Origination	Category	Description	Owner	Due Date	Resolution/Comments
				released thus far as they relate to 271 workshop commitments Provide a list of notifications that are to be released 10/16: Can Qwest improve the delivery timeframe for previously released changes to PCAT and Tech Pubs?		Nov 1	10/19: Qwest will research PCAT changes and be highlighted in Green and will be available March 2006 (estimated 3 months of work)
109	Action	Oct 2 Meeting	PCAT – Tech Pub Notification	Put together snapshot view of notifications to be released going forward in order to formulate and implement an adequate interim process for CLEC notification for PCAT and Tech Pub changes.	Qwest – Judy Schultz (Susie Bliss)	~~Oct 3~~ Extended ~~Oct 16~~ Oct 30-Nov 1	Presented during Oct 3 re-design Conference call scheduled for Oct 5 to discuss. 10/16: PCAT schedule will be posted by 10/19; Tech Pub and OSS Interface schedules will be posted by 10/26.
110	Action	Oct 3 Meeting	CLEC Operating	Define "CLEC operating procedures"	Qwest – Andy	~~Oct 16~~ On-going	Will be discussed offline on Oct 5 – Susie Bliss (develop

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
			Procedures	under Terms table in master redline document.	Crain (Susie Bliss)		checklist) 10/16: Define the term "operating procedures" at a later session.
111	Issue	Oct 3 Meeting	Document	CLEC consensus on "red lining" document changes and to include a running log in front of the document highlighting the changes	~~Core Team~~ Judy Lee	~~Oct 16~~ Extended Oct 30-Nov 1	CLECs need to see sample of red-lined document and historical change log 10/16: Sandy Evans provided Judy Lee with a sample from BellSouth. Judy Lee to share samples with the Core Team at the next session.
114	Issue/ Action	Oct 3 Meeting	CLEC Impacting Check Sheet	Put together internal check sheet to assist Qwest in assessing whether a change is CLEC impacting Susie to set up a meeting with the CLECs to discuss on Oct 5. 10/16: Qwest to distribute minutes from the 10/5 Susie Bliss call and to share with the re-design Core	Qwest – Judy Schultz (Susie Bliss)	~~Oct 16~~ Extended Oct 30-Nov 1	Attendees include – but are not limited to: Allegiance WCom Eschelon AT&T 10/16: Several items were stated with the idea that this list will be 'living' and will be updated as necessary. Qwest to share minutes from Oct 5 Susie Bliss call and the check sheet to determine if a change is CLEC impacting at the next session.

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				Team the check sheet at the next session.			
115	Action	Oct 3 Meeting	SGAT Language	Revisit proposed SGAT language at the conclusion of the Re-Design process	Core Team	On-going	
116	Issue	Oct 3 Meeting	New Product Offerings	Are new product offerings brought to CMP as a Change Request?	Core Team	TBD	Will address later during CMP discussion on Product/Process.
118	Action	Oct 3 Meeting	Criteria for Deny	State the criteria for Deny (reasons why) for the CR process.	Qwest—Judy Schultz	Oct 16 Extended Oct 30-Nov 1	Criteria examples: Specific regulatory ruling Qwest Policy Business (e.g., Cost)
126	Issue	Oct 16 Meeting	Exception Process	What process allows CRs to be submitted less than the agreed upon timeframe for CR presentation at the upcoming CMP meeting? Will the Exception Process accommodate this situation?	Core Team	Oct 30-Nov 1	Language for the Exception Process and/or CR Initiation Process.
127	Action	Oct 16 Meeting	CR Initiation Form	Allow an entry to provide available	Qwest—Judy	Oct 30-Nov 1	Rollout at next CMP meeting in November

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				timeslots for Clarification Meeting	Schultz		
130	Issue	Oct 16 Meeting	CR Initiation Process—Product/ Process	What is the timeframe when Qwest provides a notice on a CR response and be able to post on the website?	Qwest—Judy Schultz	Oct 30-Nov 1	Language under CR Initiation Process—Product/Process
131	Issue	Oct 16 Meeting	Master Redlined Framework	Can the framework include Tables to clarify steps and timeframes for each process such as the BellSouth Change Control framework? 10/16: Sandy Evans will create a Table to seek consensus at the next session.	Sprint—Sandy Evans	Oct 30-Nov 1	
132	Action	Oct 16 Meeting	12-Month Developme nt View	Review the release calendar to insure details are included for Release 9.0 and 9.1.	Qwest—Mark Routh	Oct 30-Nov 1	
133	Issue	Oct 16 Meeting	Terms	Define "major" and "point" OSS interface releases	Core Team	On-going	Define under Terms

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
134	Issue	Oct 16 Meeting	OSS Interface Releases	How many releases will Qwest implement in a calendar year—will it implement no more than 4 major releases? And does this apply to GUI implementation?	Qwest—Judy Schultz	Oct 30-Nov 1	Language under Change to Existing Interfaces • Application-to-application • GUI

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

CLOSED ISSUES and ACTION ITEMS (items in BLUE were closed at the last working session)

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
1A	Issue	July 11 Meeting	3rd Party Provider Role	What role do 3rd Party Providers play in this re-design effort? a) 3rd Party Providers are part of the core team to re-design the process, however no 'voting' rights on behalf of themselves or the CLEC-client [Process=Yes, Vote=No] b) 3rd Party Providers are allowed to 'voice' and 'vote' as any CLEC in this re-design effort [Process and Vote=Yes] c) 3rd Party Providers are excluded from the core team [Process and Vote=No] d) 3rd Party Providers are part of the core team to re-design the process, however no 'voting' rights on behalf of themselves, but can vote on behalf of the CLEC client with an LOA [Process=Yes, and Vote=Yes for CLEC client, Vote = No for	Core Team	CLOSED July 19	DECISION: d) 3rd Party Providers are part of the core team to re-design the process; however no 'voting' rights on behalf of themselves, but can vote on behalf of the CLEC client if a Letter of Authorization is in effect. The LOA must be provided to Judy Schultz.

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				themselves]			
1B	Action	July 11 Meeting	3rd Party Provider	Core Team to conclude discussion and participants to decide on one of the above scenarios	Core Team	CLOSED July 19	COMPLETED in July 19 meeting.
1C	Issue	July 19 Meeting	Voting	Can a CLEC represent another CLEC on Voting for CMP re-design process?	Core Team	CLOSED July 19	DECISION: Yes, if a Letter of Authorization is in place for a specific session and on specific issues. The LOA must be provided to Judy Schultz.
1D	Issue	July 19 Meeting	Voting	If a CLEC or core team member is absent, how do we handle the vote?	Core Team	CLOSED July 19	DECISION: It is a CLEC's responsibility to have a same CLEC backup, or a LOA in place with an alternate.
1E	Action	July 19 Meeting	Voting	Create a standard voting form	Qwest -- Mark Routh	CLOSED August 7	COMPLETED: Voting form created and will be included in the draft meeting minutes for 8/7-8/8 session
1F	Action	July 19 Meeting	LOA	Create a standard for LOA for topic, meeting, and date to be used during the re-design sessions.	Qwest - Judy Schultz	CLOSED August 7	COMPLETED: LOA presented, discussed and agreed upon during the 8/7 Meeting.

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
1G	Action	July 19 Meeting	Voting	Define rules for a quorum when a 'vote' is required	Core Team	CLOSED August 7	DECISION: - Quorum is defined as 51% of the present Core Team Members - Majority vote by present Core Team Members carries the decision
1H	Action	July 19 Meeting	Voting	Seek written permission from July 19 participants if 3rd Party Provider voting results can be posted on the web site as part of the FINAL meeting notes.	Qwest—Mark Routh	CLOSED August 16	Participating CLECs (SBC Telecom not available) provided permission for Qwest to include voting results as part of the FINAL 7/19 Meeting Minutes COMPLETED: SBC Telecom gives permission to publish its 7/19 voting result.
2	Action	July 11 Meeting	Baseline Document	Create a single document that inserts CLEC comments on areas for improvement in Qwest's CMP into the appropriate sections of the OBF 2233 version 2 framework	Judy Lee	CLOSED July 19	COMPLETED: A tool for the working session is posted on the web site
3	Action	July 11 Meeting	Agenda Items	Schedule agenda items/elements for future	Core Team	CLOSED July 19	COMPLETED: See schedule of working

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				working sessions			sessions on the web site
4	Action	July 11 Meeting	Working Session Location	Decide the location for September working sessions	Core Team	CLOSED July 19	COMPLETED: All sessions will be hosted by Qwest and held in Denver, CO
5	Action	July 11 Meeting	CMP Redesign Web Site	Enhance the CMP web site to include the CMP Redesign information	Qwest—Mark Routh	CLOSED July 19	COMPLETED. See CMP web site for "CMP Redesign"
6	Issue	July 19 Meeting	CMP Redesign Material	What is the process to share CMP redesign material with the CLEC community?	Qwest—Judy Schultz	CLOSED July 19	COMPLETED: Draft minutes and material will be shared with the core team participants for input. Afterwards, Qwest will finalize the minutes and post on the web site. CLECs will be notified about the posting. DECISION: Participants decided that Qwest should issue a notice referring CLECs to the web site for meeting minutes, handouts and agenda for next meeting. The handouts will not be attached to the notice.
7A	Action	July 11 Meeting	Post CLEC Comments on Web Site	CLEC requested that Qwest post all CLEC comments on the CMP Re-design web site.	Qwest—Mark Routh	CLOSED July 19	COMPLETED: Matrix is posted on the web site
7B	Action	July 11 Meeting	Written Permission to Post	Seek clearance in writing from individual CLECs to post their comments on the CMP	Qwest—Mark Routh	CLOSED July 13	COMPLETED: CLECs that provided comments allowed Qwest to post on web

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
			CLEC Comments	Redesign web site.			site
8	Action	July 19 Meeting	Notice and Distribution Lists	Provide guidelines for CLEC notifications and distribution list - Ease-of-use - Comment/Reply process including web site option to comment - Contact information - Identify limitations on contact information: proprietary, open-to-participant, or open-to-all	Core Team	CLOSED August 7	COMPLETED: Established four categories for notices to facilitate notification efficiency.
9	Action	July 19 Meeting	Re-name	Do we need to rename ~~CMP to CMP~~ CMP to CMP? Rename co-provider to CLEC?	Core Team	CLOSED August 16	DECISION (7/19): Qwest will rename co-provider to CLEC and provider to Qwest. DECISION (8/7): Recommendation to rename from CMP to CMP will be presented at 8/15 CMP Meeting DECISION: (8/15) CLECs agreed to change CMP to CMP
10	Action	July 19 Meeting	ATIS	Research what ASOG activities are being worked on at ATIS.	Qwest—Judy Schultz	CLOSED August 7	COMPLETED: ATIS is not developing a Change Management process that includes ASRs. Related to Issue #17B.

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log--OPEN

Revised--October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
11A	Action	July 19 Meeting	CMP Meeting Distribution Package	Determine what to include in the CMP meeting distribution packages.	Core Team	CLOSED August 8	COMPLETED: REDLINED CMP re-design framework will reflect results of discussion.
11B	Action	August 8 Meeting	CMP Meeting Distribution Package	Qwest to provide a sample of the "report" containing information for CMP meeting.	Qwest— Judy Schultz	CLOSED August 14	COMPLETED: Judy Schultz presented example report and CLECs accepted the 'report' concept.
11C	Action	August 8 Meeting	CMP Meeting Distribution Package	CLECs have a need to see one document/report containing all information (single point of reference). For example, CR/RN Logs need to include originator, title, description, history and status, so that individual CRs and RNs do not need to be included in Monthly Meeting package. CRs also need to include actual response/s and decision. Present a sample distribution package for review with updated tracking documents	Qwest— Judy Schultz	CLOSED Sep 5	DECISION: Rollout to CLEC community at the 9/19 Monthly CMP meeting. COMPLETED: Qwest presented mockup at the 9/5 re-design meeting.
12	Action	July 19 Meeting	Walk-On Agenda Items	Add walk-on item to the end of each CMP meeting agenda.	Qwest— Mark Routh, Matt Rossi	CLOSED July 19	DECISION: Qwest will add walk-on items to the end of each agenda, as appropriate, starting with the August 15 meeting

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
13A	Action	July 19 Meeting	CMP Web Site	Review CMP web-site and suggest potential changes and guidelines	Core team	CLOSED August 7	COMPLETED: Included in 8/8 redlined CMP framework
13B	Action	August 7 Meeting	CMP Web Site	Can Qwest display new naming convention on the CMP web site (CRs and RNs)—e.g., Ability to click category and receive next sub category?	Qwest – Judy Schultz/ Core Team	CLOSED August 14	COMPLETED: Closed on proposals for sub-category under the 4 categories (Systems, Product, Process and Network). Qwest is able to display naming convention on web site
13C	Action	August 7 Meeting	CMP Web Site	Provide location (link) where all notification documents are kept – Wholesale web site	Qwest – Judy Schultz	CLOSED Sep 20	Jarby Blackmun shared proposed screen shots with Core Team on 9/5. Related to Items #13F, 37, 44, and 61.
13D	Action	August 7 Meeting	CMP Web Site	Add English title to all new and existing CRs posted on the CMP web site	Qwest – Mark Routh Matt Rossi	CLOSED Sep 5	COMPLETED: Matt and Mark have updated the web sites to add the requested information.
13E	Action	August 8 Meeting	CMP Web Site	Qwest to determine how to time-stamp each web site page (whenever the page is updated on the web site)	Qwest— Judy Schultz	CLOSED August 14	COMPLETED: Qwest is currently doing this today and will continue on all updated pages
13F	Action	August 8 Meeting	CMP Web Site	Develop timeframe to roll-out web site and mail-out process	Qwest – Judy Schultz	CLOSED Sep 20	Per Jarby Blackmun, Qwest is targeting early November to deploy modifications to CMP

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							web site.
14A	Action	July 19 Meeting	Notification Process	Discuss guidelines for the notification process at the next session.	Qwest—Judy Schultz	CLOSED August 7	Refer to re-worded Action #14C.
14B	Action	August 7 Meeting	Notification Process	Explore functionality and capability of the "mail out" tool used for Product/ Process notifications.	Qwest – Judy Schultz	CLOSED August 8	COMPLETED: "Mail-outs" are not on the web site—pending closure on the categories and sub-categories from Core Team (see Item #13B)
14C	Action	Updated August 7 Meeting (7/19)	Notification Process	Using proposed naming convention, build a matrix of possible combinations for RN titles.	Qwest – Judy Schultz	CLOSED August 14	COMPLETED: CLECs provided upgrades to Judy Schultz' proposal. As a result of this discussion, opened Item #14D
14D	Action	August 7 Meeting	Notification Process	Take existing system, product and process notification and modify to match proposed naming convention to obtain one single naming convention for all notifications	Qwest – Judy Schultz	CLOSED Sep 5	DECISION: Qwest will adopt a single naming convention for notifications. Progress will be monitor at the Monthly CMP meetings.
14E	Issue	August 8 Meeting	Notification Process	What category (i.e., 4 category) should be used to notify CLECs of the introduction of a new product? Should Qwest send one notice addressing product	Core Team	CLOSED August 8	DECISION: Qwest to send a Product notice and a separate Process notice with the same content information—redundant notices

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				and process, or two separate, but redundant notices (i.e., one for Product and another for Process but with the same content)?			with different category and name on the subject line.
14F	Action	August 8 Meeting	Notification Process	Provide proposals for sub-categories (e.g., Product Family) under each notice category (Systems, Product, Process and Network) and links.	Qwest—Judy Schultz	CLOSED August 14	COMPLETED: Web Site modification rollout is dependent on proposal for sub-categories—see Item 14C. Presented and closed during 8/14 Re-Design meeting
16	Action	July 19 Meeting	Qwest Comments on MATRIX	Include Qwest comments on the MATRIX (OBF Issue 2233 with CLEC Comments)	Qwest—Judy Schultz	CLOSED August 14	COMPLETED: Included Qwest's proposal on the MATRIX.
15	Action	July 19 Meeting	Notice	Research source and readability of event notifications (software applications)	Qwest—Mark Routh	CLOSED August 7	COMPLETED: System outages and event notifications are now being released in a "doc" format.
17A	Issue	July 19 Meeting	Scope	Qwest expressed concern that the Scope needs further clarification. Qwest will propose language to re-visit the Scope at a future session.	Qwest—Judy Schultz	CLOSED Oct 2	Element revisited on Sep 18 and 20 with action taken by Core Team and Qwest to further discuss on Oct 2 and 3.
17B	Issue	August 7 Meeting	Scope	Describe Qwest's position for systems and functionality supported in the current CMP process (i.e., EXACT, HEET)	Qwest – Judy Schultz	CLOSED Sep 5	August 14 discussion provided a definition for OSS Interfaces that includes system functionality.

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
17C	Action	August 7 Meeting	Scope	Dialogue on introduction and scope to seek input from CLECs to prepare for Qwest's proposal on September 20th	Qwest – Judy Schultz	CLOSED Sep 5	DECISION: Qwest will provide proposal on Sep 20 for discussion.
18	Action	July 19 Meeting	PIDs	WorldCom will provide the Core Team members with the latest PIDs for Change Management.	WorldCom Liz Balvin	CLOSED August 7	COMPLETED: Liz Balvin sent PIDs on July 20th
19	Issue	July 19 Meeting	Contact Information	Eschelon requested that contact information for all participant be included on the CMP Re-design web site	Qwest—Judy Schultz	CLOSED August 7	Request from review of 7/19 DRAFT meeting notes and material COMPLETED: All contact information now included on the Re-Design page on the CMP web site
20	Action	July 19 Meeting	Discussion Items under Issues/ Action Item Log	Eschelon requests to include on the agenda topics for discussion under Issues and Action Items Log	Qwest—Judy Schultz	CLOSED August 7	Request from review of 7/19 DRAFT meeting notes and material COMPLETED: Updated 8/7-8/8 agenda
21A	Action	August 7 Meeting	Core Team	Establishing CMP Re-Design Core Team Membership	Qwest – Judy Schultz	CLOSED August 7	COMPLETED: Reviewed Core Team membership
21B	Action	August 7 Meeting	Core Team—Meeting Quorum	Establish Core Team Quorum at the beginning of each	Qwest – Judy Schultz	CLOSED August 7	DECISION: Quorum determination will be added to the agenda and be determined by attendance at

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				working session			each working session
22	Issue	August 7 Meeting	Core Team—Expectations	Define Expectations of Core Team Membership	Core Team	CLOSED August 7	DECISION: Core Team Expectations/ Responsibilities: - Dedicated resource to negotiate a new CMP process. - Core Team Members can be added at any time understanding the roles and responsibilities of a Core Team Member. - Core Team Members must commit to participate either in person, via conference call, or by LOA in each working session. - Core Team Membership will be revoked if 3 consecutive working sessions are missed. - Core Team member will not be allowed to vote on any issue in which they did not participate.
23	Action	August 7 Meeting	Upcoming Event Calendar	Provide an "up coming" events page on the CMP web site that includes all monthly meetings, re-design meetings and any other interim ad hoc meetings/calls.	Qwest – Mark Routh, Matt Rossi	CLOSED Sep 5	COMPLETED: Calendar is on the web site.

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
24	Action	August 8 Meeting	CMP POC List	Establish a CMP POC list (primary and alternate POC) and post on web site	Qwest—Judy Schultz	CLOSED Oct 16	Response is quite slow from the CLEC community, therefore Qwest is calling and asking CLECs to respond with contact information. In addition, Qwest to publicize the need for POC information at the Qwest sponsored CLEC Forums. 10/3:Per Jim Maher—90% complete–will go on web COMPLETED: 10/16 – on the CMP web site as CR Manager POC, Team Representative and Alternate Contact
25	Issue	August 8 Meeting	Quick Hit Fix	How should Qwest introduce some Change Management Process changes ahead of completing the re-design CMP effort?	Core Team	CLOSED August 8	DECISION: Qwest will review any proposals with the CMP re-design Core Team members before communicating at a Monthly CMP Meeting. During the Monthly CMP Meeting, Qwest will let meeting attendees know who participated in designing the Quick Hit proposal. "Quick Hit Fix" will be a standing item for the Monthly CMP Meeting agenda.
26	Action	August 8 Meeting	Meeting Minutes	What is the timeline	Qwest—Judy	CLOSED August 8	DECISION:

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
			Review	for DRAFT and FINAL 8/7-8/8 Meeting Minutes and material?	Schultz		– DRAFT Meeting Minutes and materials (by Fri, 8/10 9am MT) – Distribute DRAFT to 8/7-8/8 re-design session participants for review (by Fri, 8/10 Noon MT) – Participants provide Matt Rossi with corrections/additions (Mon, 8/13 Noon MT) – FINAL Meeting Minutes and materials to be distributed and posted on CMP Re-design web site (by Tuesday, 8/14)
27	Action	August 8 Meeting	CMP Re-design Location	Determine location for the October, November and December re-design working session.	Core Team	CLOSED August 16	Qwest has tentatively reserved meeting rooms in Denver, Colorado DECISION: (8/16) October sessions will be held in Minneapolis, except for CMP week; November and December sessions will be held in Denver
28	Action	August 8 Meeting	Monthly CMP Meeting	Move December meeting to 12/12	Qwest—Mark Routh, Matt	CLOSED August 16	COMPLETED: Monthly CMP meeting is moved to 12/12

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
					Rossi		
29	Action	August 8 Meeting	Exception Process	Share other ILEC Exception Process with 8/14 working session participants to be used as a base.	Sprint—Sandy Evans	CLOSED August 14	COMPLETED: Sprint and AT&T brought samples.
30	Action	August 14 Meeting	CMP Web Site	Add Meeting Agenda, material, dates to web site CMP category	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Began with August 14 and 16 meeting minutes
31	Action	August 14 Meeting	CMP Web Site	Change category Ordering to Ordering/Provisioning and Repair to Repair/Maintenance	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
32	Action	August 14 Meeting	CMP Web Site	Add Raw Loop Data Tool to the IMA GUI section of web site categories for Systems	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
33	Action	August 14 Meeting	CMP Web Site	Add another sub-category of "Other" for systems with possible expansion later after re-visit of the scope discussion.	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
34	Action	August 14 Meeting	CMP Web Site	Investigate adding back end systems to the sub categories of the Systems notifications on the web site (WFA, TIRKS, etc)	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
35	Action	August 14 Meeting	CMP Web Site	Add "procedures" as a sub category (2) to the Process section	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: This is to include any joint procedures that involve both the CLEC and Qwest – e.g., repair and exchange of CLEC owned equipment
36	Action	August 14	CMP	Add "Tariffs" as a main category	Qwest—	CLOSED	COMPLETED:

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	Web Site	in the proposed matrix	Judy Schultz	Sep 5	Revised Naming Convention matrix.
37	Action	August 14 Meeting	CMP Web Site	Investigate the possibility of housing all RNs, CRs and Training information in one location and providing multiple methods in which this information is accessed on the web site. Example, this can be a search by number or search by category	Qwest – Judy Schultz	CLOSED Sep 20	Jarby Blackmun provided overview on CMP web site with search capabilities. Demo is available for CLECs on CMP web site.
38	Issue	August 14 Meeting	Notifications	Identify designated owner or point of contact for the mail outs to contact with problems – example web sites listed with in-active URLs. 9/5: Is there flexibility in the process to support CLECs on notices (e.g., Help Desk, Sales Manager)?	Qwest – Judy Schultz	CLOSED Oct 2 (Extended to Oct 17 regular CMP)	Qwest will continue to refer a CLEC to their respective Service Manager if there are questions pertaining to a notification. 9/5: CLECs need to work with their respective Service Manager, and if necessary, speak with the Service Manager's boss to clarify questions pertaining to a specific notice. 9/18: Toni Dubuque will join Oct 3 session to discuss DECISION: Toni Dubuque to discuss this issue with the CLECs at the Oct 17 CMP Product/Process Meeting
39	Issue	August 14	CMP	Provide screen shots of the web	Qwest –	CLOSED	COMPLETED:

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	Web Site	site to give visual representation	Judy Schultz	Sep 5	See Jarby Blackmun's Qwest Wholesale CLEC "Notices On-Line" presentation, dated Sep 4, 2001 on the CMP Re-design web site.
41	Action	August 14 Meeting	CMP Web Site	Add the Re-Design page on the CMP section of the Proposed Release Notification matrix	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
43	Action	August 14 Meeting	CMP Web Site	Investigate possibilities for displaying (posting) and sorting Sub-category 3 of the web site	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: Jarby Blackmun informed the team that search capabilities will include category, sub-category and document number.
44	Action	August 14 Meeting	Notification	Create instructions for access to web site notification	Qwest - Judy Schultz	CLOSED Sep 20	DECISION: Per Core Team, not required due to simplicity of using the modified CMP web site.
45	Action	August 14 Meeting	Voting Tally Form	Incorporate Qwest's position on the Voting Tally Form	Qwest – Judy Schultz	CLOSED August 16	COMPLETED: See Procedures for A Vote and Impasse Resolution Process (includes Voting Tally Form) on the CMP Re-design web site
46	Action	August 14 Meeting	Voting	Draft a proposal for a voting procedure and contingency dispute resolution process for dead-lock	Judy Lee	CLOSED August 16	COMPLETED: See proposed Procedures for A Vote and Impasse Resolution Process (includes Voting Tally Form) on the CMP Re-design web site
47	Action	August 14	Voting	Determine how to reach	AT&T	CLOSED	DECISION:

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting		resolution within the CLEC community if impasse were to occur – present draft proposal	Terry Bahner	Sep 5	CLECs will hold a conference call to achieve consensus to resolve an impasse issue.
49	Action	August 16 Meeting	Types of changes – OBF V.1	Look at other industry bodies that need to be included in type 3 changes (e.g., ANSI and ATIS)	Core Team	CLOSED Sep 20	COMPLETED: Types of Changes discussed on Sep 20.
50	Action	August 16 Meeting	Types of Changes – OBF V.1	Present change request flow chart, form, and procedures for CR handling	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: Flow chart of change request process was discussed with modifications. Qwest to make modifications (add Denied, Escalated, Deferred and Withdrawn) and present flow chart to the CLEC community at the Sep 19 Monthly CMP meeting.
54	Action	August 14 Meeting	Meeting Minutes	Add action item verbiage to the meeting minutes as opposed to referencing the action items document	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: Began with the August 14 and 16 meeting minutes
55	Action	August 16 Meeting	Meeting Minutes Review	What is the timeline for DRAFT and FINAL 8/14 and 8/16 Meeting Minutes and material?	Qwest— Judy Schultz	CLOSED Sep 5	COMPLETED: – DRAFT Meeting Minutes and materials (by ~~Tues, 8/21~~ Fri, 8/24) – Distribute DRAFT to 8/14 and 8/16 re-design participants for review (by ~~Tues, 8/21~~ Fri, 8/24 COB) – Participants provide Mark

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							Routh with corrections/additions (~~Thurs, 8/23~~ Tues, 8/28 COB) – FINAL Meeting Minutes and materials to be distributed and posted on CMP Re-design web site (by ~~Monday, 8/27~~ Fri, 8/31) Qwest extended timeline on 8/21.
56	Action	August 14 Meeting	Meeting Minutes Update	Revise August 7-8 Final Meeting Minutes to: – Change "CLEC" to "Co-Provider" in the word CMP on page 3, paragraph 4 – Correct name to "Wicks" – Correct Evans-Sprint comments to "responses to CRs are sent to the originator via email, not posted on the web site."	Qwest—Jim Maher	CLOSED Sep 5	COMPLETED: Refer to CMP Re-design web site for revised final meeting minutes.
57	Action	August 14 Meeting	Meeting Minutes Update	Revise July 19 Final Meeting Minutes to include the voting results on the 3rd Party Provider issue—on August 14, the last	Judy Lee	CLOSED August 21	COMPLETED: Revised Final July 19 Meeting Minutes are posted on the CMP Re-design web site.

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				voting CLEC has given Qwest permission to publish its result.			
58	Action	August 14 Meeting	Core Team Expectations	Update the document to: "New Core Team member will not be allowed to reopen a vote on any issue that has been decided on."	Judy Lee	CLOSED August 16	COMPLETED: Revised guidelines are posted on the CMP Re-design web site.
59	Action	August 16 Meeting	OBF August, 2001 Framework	Share with the re-design team the results of OBF Issue 2233 subcommittee proposal—a2v2	Judy Lee	CLOSED August 21	COMPLETED: Sent via email to all re-design participants.
60	Action	Sep 5 Meeting	CLEC Question-naire	Verify if there is an entry on the CLEC questionnaire for contact information (POC). Does the questionnaire need to include primary and secondary point-of-contact?	Qwest – Matt Rossi	CLOSED Oct 2 (Moved to general Oct 17 CMP)	Promote the importance for CLECs to provide accurate contact information at the Qwest sponsored CLEC Forum. Primary and Secondary POC information is not entries in the questionnaire. DECISION: Address this issue at the October 17 CMP Product/Process meeting.
61	Action	Sep 5 Meeting	CMP Web Site	Provide an Archive on the CMP web site.	Qwest – Judy	CLOSED Sep 18	COMPLETED: Archive will remain on the CMP

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log--OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
					Schultz		web site
62	Action	Sep 5 Meeting	Re-design Location	Provide location, directions and names of nearby hotels for Minneapolis meetings.	Qwest – Judy Schultz	CLOSED Sep 10	COMPLETED: Information provided to all CMP re-design participants
63	Action	Sep 5 Meeting	CMP Re-design	Provide examples at the Qwest sponsored Sep CLEC Forum of what has been changed as a result of the CMP re-design effort	Qwest – Judy Schultz	CLOSED Oct 2 (Extended to Oct 17 CMP)	The Qwest sponsored CLEC Forum on September 12-13 was postponed due to the national crisis. This needs to be scheduled around the CMP re-design and monthly CMP meetings. DECISION: Toni Debuque will address at Oct 17 CMP Product/Process meeting
64	Action	Sep 5 Meeting	Denied Change Request	Allegiance to re-introduce a previously denied CR that is still needed so that Qwest can assess and CLECs to prioritize.	Qwest – Mark Routh	CLOSED Sep18	DECISION: Closed as an action item for the re-design effort, but tracked on the OSS Interface CMP action item list
65	Action	Sep 5 Meeting	Re-design Impasse Resolution Process	Obtain feedback from individual organizations on the draft proposed CLEC-Qwest Impasse Resolution Process for the re-design effort.	Core Team	CLOSED Sep 20	COMPLETED: See "CLEC-Qwest CMP Re-design Procedures for Voting and Impasse Resolution Process_09-20-2001" on CMP web site.

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
66	Action	Sep 6 Meeting	271 Workshop SGAT	Qwest to make presentation regarding the SGAT language and how it relates to the process structured by the Core Team.	Qwest – Andy Crain	CLOSED Oct 3	Including Item #42 Discussion held on Sep 18 and 20 with more discussion on Oct 2-3 (re-visit Scope) and prior to the November filing. COMPLETED: Qwest presented language with CLEC discussion on Oct 3
67	Issue	Sep 6 Meeting	271 Workshop SGAT	Do exhibits G (CMP framework) and H (escalation process) need to be in the SGAT?	Core Team	CLOSED Oct 3	Related to Item #66 Discussion held on Sep 18 and 20 with more discussion on Oct 2-3 DECISION: Qwest will include Exhibit G (formerly known as Exhibits G and H) in the SGAT – red lined as it evolves with the re-design
71	Action	Sep 6 Meeting	Production Support Process	What is the current process for CLECs to report and Qwest to notify CLECs on production problems—what is the production support process and timeline? Where is the CLEC documentation pertaining to this information?	Qwest – Wendy Green	CLOSED Sep 18	COMPLETED: Notification distributed and posted by Tina Hubis on Sep10. Defer to Scope and Section 12 Production Support discussions according to the re-design schedule

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
72	Issue	Sep 6 Meeting	CR Process	What is the process if the CLEC-originator does not agree with Qwest's reply or the CR is rejected?	Core Team	CLOSED Oct 3	Addressed on Sep 18, 20 during Escalation Process and the Dispute Resolution Process with further discussion during Oct 2-3 session. COMPLETED Escalation and Dispute Resolution Process
73	Issue	Sep 5 Meeting	Account Management	Clarify roles and responsibility of Service Managers and Sales Managers. What is the internal notification process (e.g., advanced notice before CLEC) for Service Managers on CLEC notices?	Qwest – Judy Schultz	CLOSED Oct 3 (Address at Oct 17 CMP meeting)	Subsequent to the Sep 5-6 session, Qwest requests to address this item at the Oct 3 meeting to allow the Service Management Director to participate in-person in Minneapolis. DECISION: Will address at the Oct 17 Product/Process CMP meeting
~~74~~	~~Issue~~	~~Sep 5 Meeting~~	~~CR Process Dispute~~	~~What is the process if the CLEC-originator does not agree with reply or rejected CR~~	~~Core Team~~	~~Oct 2~~	Duplicative of #72
75	Action	Sep 18 Meeting	Redlined Framework	Review the Red-lined working document for successive working sessions	Bahner, Clauson, Maher, Wicks	CLOSED Sep 18	COMPLETED: Jim Maher restructured the MASTER REDLINED CMP Re-design Framework based on input from Core Team members.
76	Action	Sep 18	Escalation	Create URL for	Qwest –	CLOSED	Should include issue and

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	URL	Escalated issues to be submitted	Schultz	Oct 16	proposed solution COMPLETED: URL for Escalation is available for issue and response.
78	Issue	Sep 18 Meeting	Escalation Posting on Web Site	What is a reasonable time frame for posting an escalation issue and response (e.g., within one business day)?	Qwest -- Judy Schultz	CLOSED Oct 16	Language under Escalation
79	Issue	Sep 18 Meeting	Escalation Mail-out	Can a mail-out process be established for Escalated items (issue and response)?	Qwest – Judy Schultz	CLOSED Oct 16	Qwest will send email to all CLECs once an escalation has been initiated
80	Action	Sep 18 Meeting	Escalation	Draft proposed language regarding time frames for Qwest to provide binding position on an escalated issue (e.g., 7 or 14 calendar days). Also include binding authority language.	Qwest – Judy Schultz	CLOSED Oct 3	COMPLETED: CLEC and Qwest agreed to a 7-day interval for escalated CRs and 14 days for other non-CR issues. Language reflected in the Master Redline framework.
81	Issue	Sep 18 Meeting	Escalation	During "14-day" response cycle, will	Qwest – Judy	CLOSED Oct 3	DECISION: Requestor may ask that activity

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				Qwest continue efforts (e.g., CR) or will activity stop?	Schultz		stop or continue. Language reflected in the Master Redline framework
82	Issue	Sep 18 Meeting	Escalation	How are CLECs notified that an issue has been escalated between monthly CMP meetings?	Core Team	CLOSED Sep 20	DECISION: CLECs will be notified via formal notice to access web site for information.
83	Issue	Sep 18 Meeting	Dispute Resolution	Does an issue have to go through the escalation process before it is goes through the dispute resolution process?	Core Team	CLOSED Oct 3	DECISION: No
84	Action	Sep 18 Meeting	Dispute Resolution	Propose language around dispute resolution ADR process. Do we want to sight specific organizations??	Andy Crain and CLEC Attorneys	CLOSED Oct 3	COMPLETED: Language reflected in Master Redline framework
85	Issue	Sep 18 Meeting	Dispute Resolution	What is the process for CLEC-CLEC consensus and the Dispute Resolution Process?	Core Team	CLOSED Oct 3	COMPLETED: Language reflected in Master Redline framework
86	Issue	Sep 18 Meeting	Dispute Resolution	~~When can~~ Why would Qwest invoke the	Qwest—Andy	CLOSED Oct 3	Andy can't think of anything – we should leave in anyway.

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				Dispute Resolution Process?	Crain		Tom Dixon: Close, but keep in mind that Qwest will probably never use it
87	Action	Sep 18 Meeting	Re-design Impasse Resolution	Propose language around the CMP re-design impasse resolution process/dispute resolution process.	Qwest—Andy Crain	CLOSED Oct 3	COMPLETED: Refer to CMP Redesign Procedures on Voting and Impasse Resolution Process document on the CMP Redesign web site.
90		Sep 18 Meeting	Network outage notification	Distribute notification of CLEC questionnaire with Network Outage notification option for pager notification.	Matt Rossi	CLOSED Sep 18	DECISION: An action item for the monthly CMP Product/Process
96	Action	Sep 20 Meeting	Intro – Scope	Draft proposed language for introduction and scope for the October 2 meeting	Core Team	CLOSED Oct 2	All Core Team members to share proposed language by Sep 27 with rest of members. Karen Clausen is the lead for CLEC language. DECISION: Re-visit during Product/Process CMP discussions.
97	Action	Sep 20 Meeting	Types of Changes	Have legal personnel verify the intent with the proposed language around types of changes	Qwest—Judy Schultz	CLOSED Oct 3	Language for Types of Changes under Regulatory DECISION: Qwest agree to remove

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				(contractual agreement) for the red lined document.			"contractual agreement" language.
98	Issue	Sep 20 Meeting	CR Process	How many days after receipt of the CR will Qwest contact the originator to clarify CR if necessary?	Qwest—Judy Schultz	CLOSED Oct 16	Language for CR Initiation
101	Action	Sep 20 Meeting	Schedule Working Sessions	Review the start time of the first day for future working sessions.	Core Team	CLOSED Oct 2	DECISION: Begin at 9am MT—refer to schedule on CMP redesign site
102	Action	Sep 20 Meeting	Schedule Working Sessions	Can Qwest provide net-meeting capability at its location to limit Core Team member travel?	Qwest—Matt Rossi	CLOSED Sep 27	DECISION: Yes – only at Qwest locations
103	Action	Sep 20 Meeting	CMP Re-design Web Site	Clean up the CMP Re-design Web Site to house the latest version of documents.	Qwest—Jim Maher	CLOSED Oct 16	Archive page set up – date placed on each document
112	Issue	Oct 3 Meeting	Document	Provide determination on whether or not Qwest can go back and "red line" as per the committed to going forward process for	Qwest – Judy Schultz (Dana)	CLOSED Oct 16 (cancelled)	Duplicate item to #108 and 109

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				document change notification and if so – how far back			
113	Issue	Oct 3 Meeting	Interim Exception Process	How do you call a special CMP meeting outside of the general CMP meeting? Re-visit interim exception process.	Core Team	CLOSED Oct 3	DECISION: Refer to Interim Exception Process on CMP redesign web site.
117	Issue	Oct 3 Meeting	CMP Re-design Location	Should the team re-check the location for the Oct 30, 31 and Nov 1 redesign meeting? Does it make sense to move the meeting to Denver?	Core Team	CLOSED Oct 3	DECISION: Eschelon, Integra and Allegiance will meet in Denver (originally planned for Minneapolis). Sprint may join in Denver or via phone.
119	Action	Oct 3 Meeting	Video Conference	Can Qwest provide video conferencing capability for the CMP redesign meetings?	Qwest—Judy Schultz	CLOSED Oct 16	Small rooms – 20 people – we got more speakers now in Denver.
120	Action	Oct 2 Meeting	Qwest's Status Report Filing	Determine what should be 'highlighted' in the Master Redline framework to show element/s discussed.	Core Team	CLOSED Oct 16	COMPLETED: Red lined master included in filing

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
121	Action	Oct 2 Meeting	Qwest's Status Report Filing	Timeframe for CLEC review of Qwest's Status Report – CLEC comments to Andy no later than close of business Fri, Oct 5 – Andy Crain issues revised document by Mon, Oct 8 COB – Additional CLEC comments to Andy by Tues, Oct 9 5pm MT – Qwest files Wed, Oct 10	Core Team Andy Crain	CLOSED Oct 16	COMPLETED: Oct 2: Andy Crain shared draft Status Report with redesign Core Team
122	Issue	Oct 2 Meeting	Source of Change	How should Qwest display 'source of change' in documents?	Core Team	CLOSED Oct 3	DECISION: Show SOURCE as a identifier on mail-out letters and include all sources with details in the historical change log.
123	Issue	Oct 3 Meeting	Interim Process	Do we agree to adopt the Proposed Interim CMP CR work flow for Product and Process as language included (but not limited to) in the Master Redlined framework. – Want a final review of proposed redlined	Core Team	CLOSED Oct 16	COMPLETED: Andy Crain provided a redlined document proposal for Core Team review

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				language			
124	Issue	Oct 3 Meeting	Qwest's Status Report Filing	CLECs request Qwest to refer in the Status Report that the entire redlined document is an interim draft (not final but operational) until final approval by all parties has been completed.	Qwest—Andy Crain	CLOSED Oct 16	COMPLETED: Master Redlined is now noted as Interim Draft.
125	Issue	Oct 3 Meeting	Interim Process	Do the CLECs agree to adopt the Proposed Interim CMP CR work flow for Product and Process as the "interim" CMP process for CLEC originated CRs?	Core Team	CLOSED Oct 3	DECISION: Yes, and to be implemented ASAP.
128	Issue	Oct 16 Meeting	CR Initation Process	When does a CR become the responsibility of the CMP community vs. the CR originator?	Core Team	CLOSED Oct 16	A CR becomes the responsibility of the CMP community when Qwest provides a response to that CR.
129	Action	Oct 16 Meeting	Master Redlined Framework	Mark the framework as "interim draft"	Qwest—Jim Maher	CLOSED Oct 16	Master Redlined document is now marked "Interim Draft"

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

CONTINUATION

[14]

Scan ~ ~ # Pgs [ ]

ATTACHMENT 5

QWEST PROPOSED CLEC PRODUCT AND PROCESS CHANGE REQUEST INITIATION PROCESS – ~~10-09-01~~REVISED 10-16-01

~~CHANGE REQUEST INITIATION PROCESS~~

~~The change request initiator will complete a Change Request Form (see Appendix X) as defined by the instructions on Qwest's CMP web site. The Change Request Form is also located on Qwest's CMP web site.~~

CLEC PRODUCT/PROCESS CHANGE REQUEST INITIATION PROCESS

IF A CLEC WANTS QWEST TO CHANGE A PRODUCT/ PROCESS THE CLEC E-MAILS A COMPLETED CHANGE REQUEST (CR) FORM TO THE QWEST PRODUCT/ PROCESS CMP MANAGER. WITHIN 2 BUSINESS DAYS ~~,~~ QWEST'S PRODUCT/ PROCESS CMP MANAGER REVIEWS CR FOR COMPLETENESS, AND REQUESTS ADDITIONAL INFORMATION FROM THE CR ORIGINATOR, IF NECESSARY. WITHIN TWO (2) BUSINESS DAYS AFTER QWEST RECEIVES A COMPLETE CR:

- *THE QWEST CMP MANAGER ASSIGNS A CR NUMBER AND ~~INPUTS~~ LOGS THE CR INTO THE CMP DATABASE.*
- *THE QWEST CMP MANAGER FORWARDS THE CR TO THE CMP GROUP MANAGER.*
- *THE QWEST CMP MANAGER SENDS ACKNOWLEDGMENT OF RECEIPT TO THE CR SUBMITTER AND UPDATES ~~LOGS THE CR INTO THE CMP~~ CR DATABASE.*

WITHIN TWO (2) BUSINESS DAYS AFTER ACKNOWLEDGMENT,

- *THE QWEST CMP MANAGER POSTS THE ~~SUBMITTED~~ COMPLETE CR TO THE CMP WEB SITE ~~TWO (2) BUSINESS DAYS AFTER ACKNOWLEDGMENT.~~*
- *~~-~~THE CMP GROUP MANAGER ASSIGNS A CHANGE REQUEST PROJECT MANAGER (CRPM) AND IDENTIFIES THE APPROPRIATE DIRECTOR RESPONSIBLE FOR THE CR.*
- *THE CRPM OBTAINS FROM THE DIRECTOR THE NAMES OF THE ASSIGNED SUBJECT MATTER EXPERT(S) (SME).*
- *THE CRPM WILL PROVIDE A COPY OF THE DETAILED CR REPORT TO THE CR ORIGINATOR WHICH INCLUDES THE FOLLOWING INFORMATION:*
  - *DESCRIPTION OF CR*
  - *ORIGINATING CLEC*
  - *ASSIGNED CRPM*
  - *ASSIGNED CR NUMBER*
  - *DESIGNATED QWEST SMES AND ASSOCIATED DIRECTOR(S)*

WITHIN EIGHT (8) BUSINESS DAYS AFTER RECEIPT OF A COMPLETE CR, THE CRPM COORDINATES AND HOLDS A CLARIFICATION MEETING WITH THE ORIGINATING CLEC AND QWEST'S SMES. IF THE ORIGINATING CLEC IS NOT AVAILABLE WITHIN THE ABOVE SPECIFIED TIME FRAME, THEN THE CLARIFICATION MEETING WILL BE HELD AT A MUTUALLY AGREED UPON TIME. QWEST WILL NOT PROVIDE A RESPONSE TO A CR UNTIL A CLARIFICATION MEETING HAS BEEN HELD. AT THE CLARIFICATION MEETING, QWEST AND THE ORIGINATING CLEC REVIEW THE SUBMITTED CR, VALIDATE THE INTENT OF THE ORIGINATING CLEC'S CR, CLARIFY ALL ASPECTS, IDENTIFY ALL QUESTIONS TO BE ANSWERED, AND DETERMINE DELIVERABLES TO BE PRODUCED. - AFTER THE CLARIFICATION MEETING HAS BEEN HELD, THE CRPM WILL DOCUMENT AND ISSUE ~~CONFIRMING~~ MEETING MINUTES WITHIN FIVE (5) BUSINESS DAYS. QWEST'S SME WILL INTERNALLY IDENTIFY OPTIONS AND POTENTIAL SOLUTIONS TO THE CR.

CRS RECEIVED THREE (3) WEEKS PRIOR TO THE NEXT SCHEDULED CMP MEETING ~~BY THE FIRST BUSINESS DAY OF THE MONTH~~ WILL BE PRESENTED AT THAT ~~THE NEXT MONTHLY~~ CMP MEETING. CRS THAT ARE NOT SUBMITTED BY THE ABOVE SPECIFIED CUT-OFF DATE MAY BE PRESENTED AT THAT CMP MEETING AS A WALK-ON ITEM WITH CURRENT STATUS. THE ORIGINATING CLEC WILL PRESENT ITS CR AND PROVIDE ANY BUSINESS REASONS FOR THE CR. ITEMS OR ISSUES IDENTIFIED DURING THE PREVIOUSLY HELD CLARIFICATION MEETING WILL BE RELAYED. THEN, PARTICIPATING CLECS WILL BE GIVEN THE OPPORTUNITY TO COMMENT ON THE CR AND SUBSEQUENT CLARIFICATIONS. CLARIFICATIONS AND/OR MODIFICATIONS RELATED TO THE CR WILL BE INCORPORATED. QWEST'S SME WILL PRESENT OPTIONS AND POTENTIAL SOLUTIONS TO THE CR. CONSENSUS WILL BE OBTAINED FROM THE PARTICIPATING CLECS AS TO THE APPROPRIATE DIRECTION/ SOLUTION FOR QWEST'S SME TO TAKE IN RESPONDING TO THE CR.

SUBSEQUENTLY, QWEST'S ~~SME~~ WILL DEVELOP A DRAFT RESPONSE BASED ON THE DISCUSSION ~~DIRECTION~~ FROM THE MONTHLY CMP MEETING. ~~THE QWEST SME WILL OBTAIN QWEST DIRECTOR'S ACCEPTANCE AND SUBMIT THE RESPONSE TO THE CRPM.~~ QWEST'S RESPONSES WILL ~~EITHER~~ BE:

- *"ACCEPTED" (QWEST ~~PLANS TO~~ WILL ~~ADHERE TO~~ IMPLEMENT THE CLEC REQUEST) WITH POSITION STATED, OR*
- *"DENIED" (QWEST WILL NOT IMPLEMENT THE ~~DOES NOT PLAN TO ADHERE TO~~ CLEC REQUEST) WITH BASIS FOR THE DENIAL, INCLUDING REFERENCE TO SUBSTANTIATING MATERIAL.*

AT LEAST ONE (1) WEEK PRIOR TO THE NEXT SCHEDULED CMP MEETING, THE CRPM WILL HAVE THE RESPONSE POSTED TO THE WEB, ADDED TO CMP DATABASE, AND WILL NOTIFY ALL CLECS VIA EMAIL.

~~ALL QWEST RESPONSES ISSUED MORE THAN ONE (1) WEEK BEFORE THE MONTHLY CMP MEETING WILL BE PRESENTED AT THE NEXT SCHEDULED CMP MEETING BY A QWEST SME WHO WILL CONDUCT A WALK THROUGH OF THE RESPONSE. PARTICIPATING CLECS WILL BE PROVIDED THE OPPORTUNITY TO DISCUSS, CLARIFY AND COMMENT ON QWEST'S RESPONSE. BASED ON DISCUSSIONS, QWEST'S RESPONSE CAN BE EITHER: ACCEPTED BY THE CLECS OR REJECTED BY THE CLECS AND ESCALATED, OR DEFERRED. ALSO, ADDITIONAL REVISIONS MAY BE REQUIRED.~~

BASED ON THE COMMENTS RECEIVED FROM THE MONTHLY MEETING, QWEST'S ~~SME~~ MAY ~~WILL~~ REVISE ITS ~~QWEST'S DRAFT~~ RESPONSE AND ISSUE A ~~FORMAL~~ MODIFIED RESPONSE AT THE NEXT MONTHLY CMP MEETING. WITHIN TEN (10) BUSINESS DAYS AFTER THE CMP MEETING, QWEST WILL NOTIFY THE CLECS OF QWEST'S INTENT TO MODIFY ITS RESPONSE.

IF THE ~~-~~CLECS DO NOT ACCEPT QWEST'S RESPONSE, THEY ANY CLEC CAN ELECT TO ESCALATE THE CR IN ACCORDANCE WITH THE AGREED UPON CMP ESCALATION OR DISPUTE RESOLUTION PROCEDURES. IF THE ORIGINATING CLEC DOES NOT AGREE WITH THE DETERMINATION TO ESCALATE OR PURSUE THE DISPUTE RESOLUTION, IT MAY WITHDRAW ITS PARTICIPATION FROM THE CR AND ANY OTHER CLEC MAY BECOME RESPONSIBLE FOR PURSUING THE CR UPON PROVIDING WRITTEN NOTICE TO THE QWEST CMP MANAGER. A ~~-~~IF THE CLECS ~~THAT~~ DOES NOT ACCEPT QWEST'S RESPONSE AND DOES NOT INTEND TO ESCALATE OR DISPUTE AT THE PRESENT TIME, THEY MAY REQUEST QWEST TO STATUS THE CR AS DEFERRED. THE CR WILL BE STATUSED DEFERRED AND ~~THE ORIGINATOR~~CLECS MAY ACTIVATE OR CLOSE THE CR AT A LATER DATE.

~~THE ORIGINATING CLECS"S ACCEPTANCE OF QWEST'S RESPONSE MAY RESULT IN~~

- ~~1) THE RESPONSE ANSWERED THE CR AND NO FURTHER ACTION IS REQUIRED;~~
- ~~2) THE RESPONSE PROVIDED AN IMPLEMENTATION PLAN FOR A PRODUCT OR PROCESS TO BE DEVELOPED;~~
- ~~3) QWEST DENIED THE CLEC CR AND NO FURTHER ACTION IS REQUIRED BY CLEC.~~

IF THE CLECS HAVE ACCEPTED QWEST'S RESPONSE, QWEST WILL PROVIDE NOTICE OF PLANNED IMPLEMENTATION IN ACCORDANCE WITH TIME FRAMES DEFINED IN THE CMP. IF NECESSARY, QWEST MAY REQUEST THAT CLECS PROVIDE INPUT DURING THE DEVELOPMENT STAGE. QWEST WILL THEN DEPLOY ~~RELEASE~~ THE QWEST RECOMMENDED IMPLEMENTATION PLAN. ~~FOR A PRODUCT OR PROCESS CHANGE/REVISION/DEVELOPMENT INTO PRODUCTION. IF NECESSARY, QWEST MAY REQUEST THAT CLECS INPUT DURING THE DEVELOPMENT STAGE.~~

~~QWEST WILL ADVISE THE CLECS WHEN REVISED/ NEW PRODUCT OR PROCESS WILL BE IMPLEMENTED.~~

~~AFTER QWEST'S REVISED/ NEW PRODUCT OR PROCESS IS PLACED INTO PRODUCTION, CLECS WILL HAVE NO LONGER THAN 60 CALENDAR DAYS TO THE OPPORTUNITY TO EVALUATE THE EFFECTIVENESS OF QWEST'S REVISED/ NEW PRODUCT, OR PROCESS. PROVIDE . THE CLECS MAY PROVIDE FEEDBACK AND INDICATE WHETHER FURTHER ACTION IS REQUIRED, AND CONTINUAL PROCESS IMPROVEMENT WILL BE MAINTAINED.~~

~~FINALLY, THE CR WILL BE CLOSED WHEN CLECS DETERMINE THAT NO FURTHER ACTION IS REQUIRED FOR THAT CR. IN ONE OF THE FOLLOWING INSTANCES: 1) QWEST'S RESPONSE WAS ACCEPTED BY THE CLECS, NO FURTHER ACTION WAS REQUIRED AND THERE WAS NO NEED TO CONDUCT A TEST AND ACCEPTANCE PHASE; 2) AFTER THE CLEC TEST AND ACCEPTANCE PHASE, THE CLECS BELIEVE NO FURTHER ACTION IS REQUIRED.~~

From Master Redline 10-03-01

~~The CLEC will submit the Change Request Form to the appropriate Qwest CMP Manager electronically as defined in the CR Form instructions. Qwest will review the submitted change request for completeness. Within two (2) business days of receipt, Qwest will either request information to ensure a complete request or will return a tracking number for the change request. This will be done via email to the originator. Within six (6) business days after the CR Tracking number has been assigned, Qwest will contact the CR originator to schedule clarification discussions if necessary.~~

~~Qwest will provide a response notification to the CLECs within X business days via email and will be posted on the CMP web site. The CR originator may request a conference call before the next scheduled CMP Meeting to discuss the provided response~~

Qwest's Proposed Changes to Existing OSS Interfaces Language—10-09-01REVISED 10-16-01

CHANGE TO EXISTING INTERFACES

~~Pre-order, Orderapplication-to-application Change Process~~ **(Action Items)**

~~As part of its development view, Qwest will prepare a preliminary project plan of the required changes and will share these plans at scheduled change management meetings.~~

AT THE FIRST CMP SYSTEMS MONTHLY MEETING OF EACH QUARTER, QWEST WILL ALSO PROVIDE A ROLLING TWELVE (12) MONTH TEN VIEW OF ITS OSS INTERFACE DEVELOPMENT SCHEDULE.

Qwest standard operating practice is to implement 3 major releases and 3 point releases (for EDI only) within a calendar year. [Unless mandated, Qwest will implement no more than four (4) releases requiring coding changes to the CLEC interfaces within a calendar year. The Major release changes should occur no less than three (3) months apart. – to be reviewed by Qwest]

I. APPLICATION-TO-APPLICATION INTERFACE

~~Qwest should make available two (2) versions of an interface between the sunrise and sunset dates.~~ QWEST WILL SUPPORT THE PREVIOUS MAJOR INTERCONNECT MEDIATED ACCESS (IMA) *IMA EDI* RELEASE FOR SIX (6) MONTHS AFTER THE SUBSEQUENT MAJOR IMA EDI RELEASE HAS BEEN IMPLEMENTED.

PAST VERSIONS OF IMA EDI WILL ONLY BE MODIFIED AS A RESULT OF PRODUCTION SUPPORT CHANGES. WILL BE IMPLEMENTED IN ~~PAST VERSIONS OF IMA EDI~~. ALL OTHER CHANGES BECOME CANDIDATES FOR FUTURE IMA EDI RELEASES.

QWEST MAKES ONE VERSION OF THE ELECTRONIC BONDING TROUBLE ADMINISTRATION (EBTA) AND BILLING INTERFACES AVAILABLE AT ANY GIVEN TIME, AND WILL NOT SUPPORT ANY PREVIOUS VERSIONS.

~~Unless mandated, Qwest will implement no more than four (4) releases requiring coding changes to the CLEC interfaces within a calendar year. These changes should occur no less than three (3) months apart.~~

I.I. Versioning of TYPE 1 Changes

For TYPE 1 changes, the version number will not be incremented and will not cause the oldest dot version of the current version to be retired as a result of the implemented fix.

II.II. Versioning of TYPE 2 Changes

For TYPE 2 changes that must occur between regularly scheduled releases, Qwest will not retire the oldest version in order to implement the TYPE 2change. The TYPE 2 change will be implemented as either a dot release or a sub-dot release of all versions (except a retired version), unless the structure of the old version could not accommodate the TYPE 2 change or the old version is scheduled to be retired within the next six months.

If the TYPE 2 change results in an interface implementation, before applicable industry guidelines are finalized at the appropriate industry forums, dot release versioning is issued. An example of dot versioning of A PROVIDER'SQWEST'S LSOG Issue 5 implementation is V5.1.

If the TYPE 2 change results in an interface implementation that is in line with industry guidelines, sub-dot release versioning is issued. An example of sub-dot release of A PROVIDER'SQWEST'S LSOG Issue 5 implementation is V5.0.1.

TYPE 2 changes that occur at the time of a regularly scheduled release will be made in all versions (except a retired version). If the structure or intent of the old version cannot accommodate the change then, via the Prioritization process a joint PROVIDEROWEST CLEC decision is made that the mandate should not be implemented in an old version.

III.I. Versioning of TYPE 3 Changes

For TYPE 3changes, the base version identity should follow the LSOG issue identity. For example, the first release of A PROVIDER'SQWEST'S LSOG Issue 5 implementation should be V5.0.

IV.II. Versioning of TYPE 4 AND TYPE 5 Changes

TYPE 4 AND TYPE 5 changes will be implemented as a sub-dot release of all versions, unless the structure of the old version could not accommodate THE TYPE 4 OR TYPE 5 change.

~~If the TYPE 4 OR TYPE 5 change results in an interface implementation before applicable industry guidelines are finalized at the appropriate industry forums, dot release versioning is issued. An example of dot versioning of A PROVIDER'SQWEST'S LSOG Issue 5 implementation is V5.1.~~

~~If the TYPE 4 OR TYPE 5 change results in an interface implementation that is in line with industry guidelines, sub-dot release versioning is issued. An example of sub dot release of A PROVIDER'S LSOGQWEST'S Issue 5 implementation is V5.0.1.~~

II. GRAPHICAL USER INTERFACE (GUI)

QWEST MAKES ONE VERSION OF A GUI AVAILABLE AT ANY GIVEN TIME AND WILL NOT SUPPORT ANY PREVIOUS VERSIONS. ~~INTERCONNECT MEDIATED ACCESS (IMA) IMA GUI CHANGES~~ FOR A PRE-ORDER OR ORDERING GUI WILL BE IMPLEMENTED AT THE SAME TIME AS IN CONJUNCTION WITH AN IMA ELECTRONIC DATA INTERCHANGE (EDI) RELEASE.

~~REQUIREMENTS REVIEW—APPLICATION-TO-APPLICATION~~ INTERFACE

I. ~~Draft Interface Release Requirements~~Technical Specifications

~~Prior to implementing a new interface or a change to an existing interface,~~ Qwest will notify CLECs of the ~~draft release requirements~~ TECHNICAL SPECIFICATIONS.

~~Notification and confirmation time lines for TYPE 1 are determined on an individual case basis based on the severity of the problem.~~

~~Notifications for TYPE 2 changes are based on applicable law and / or regulatory rules.~~

~~TYPE 3time lines are based on CLEC / PROVIDER QWEST agreement in conjunction with the rollout of national guidelines, subject to any overriding regulatory obligations.~~

~~Generally, a Type 4 and Type 5 change notification will occur at least 91 calendar days prior to implementing the change. Draft business rules / technical specifications will be produced and distributed to CLECs 66 calendar days prior to implementation. CLECs have fifteen (15) calendar days from the initial publication of draft documentation to provide comments / questions on the documentation. Change conferences will occur 45 calendar days prior to implementation through publication of final business rules / technical specifications.~~

QWEST WILL PROVIDE DRAFT TECHNICAL SPECIFICATIONS AT LEAST SEVENTY-THREE (73) CALENDAR DAYS PRIOR TO IMPLEMENTATION RELEASE UNLESS THE EXCEPTION PROCESS (SEE SECTION XX) HAS BEEN INVOKED. TECHNICAL SPECIFICATIONS ARE DOCUMENTS THAT PROVIDE INFORMATION THE CLECS NEED TO CODE THE INTERFACE. CLECS HAVE FIFTEEN (15) CALENDAR DAYS FROM THE INITIAL PUBLICATION OF DRAFT TECHNICAL SPECIFICATIONS TO PROVIDE WRITTEN COMMENTS/QUESTIONS ON THE DOCUMENTATION.

~~For TYPE 4 OR TYPE 5 change requests more or less notification may be provided based on severity and the impact of the change. For example, Qwest can implement the change in less than 45 calendar days.~~

~~Documentation of new or revised error messages associated with Type 4 or Type 5 change requests will be provided no later than 30 calendar days prior to implementation date.~~

II. Content of Draft Interface Release RequirementsTechnical Specifications

The Notification letter will contain:

- *Written summary of change(s)*
- *Target time frame for implementation*
- ~~Any cross-reference to updated documentation such as the User Guide. This type of documentation should also include a summary of changes made to the document.~~ DRAFT DOCUMENTATION OR INSTRUCTIONS ON HOW TO ACCESS DOCUMENTATION ON THE WEB SITE.

III. Walk Through of Draft Interface Release RequirementsTechnical Specifications

~~If requested by one or more CLECs within fourteen (14) calendar days of receiving the initial Release Requirements, Qwest will convene a walk through with the appropriate internal subject matter experts. Qwest will hold this walk through no later than thirty (30) calendar days prior to the scheduled implementation.~~ QWEST WILL SPONSOR A WALK THROUGH INCLUDING THE APPROPRIATE INTERNAL SUBJECT MATTER EXPERTS (SMES), BEGINNING 60 CALENDAR DAYS PRIOR TO IMPLEMENTATION. WALK THROUGH WILL AFFORD CLEC SMES THE OPPORTUNITY TO ASK QUESTIONS AND DISCUSS SPECIFIC REQUIREMENTS WITH QWEST

TECHNICAL TEAM. CLECS ARE ENCOURAGED TO INVITE THEIR TECHNICAL EXPERTS, SYSTEMS ARCHITECTS AND DESIGNERS TO ATTEND THE WALK THROUGH.

III.1 WALK THROUGH NOTIFICATION CONTENT
THIS NOTIFICATION WILL CONTAIN:

- PURPOSE
- LOGISTICAL INFORMATION (INCLUDING A CONFERENCE LINE)
- REFERENCE TO DRAFT TECHNICAL SPECIFICATIONS ON WEB SITE
- ADDITIONAL PERTINENT MATERIAL

III.2 CONDUCT OF WALK THROUGH
QWEST WILL LEAD THE REVIEW OF TECHNICAL SPECIFICATIONS AND TECHNICAL SPECIFICATIONS. QWEST TECHNICAL EXPERTS WILL ANSWER THE CLEC SMES' QUESTIONS. QWEST WILL CAPTURE ACTION ITEMS SUCH AS REQUESTS FOR FURTHER CLARIFICATION. QWEST WILL FOLLOW-UP ON ALL ACTION ITEMS AND NOTIFY CLECS OF RESPONSES 45 CALENDAR DAYS PRIOR TO IMPLEMENTATION.

IV. CLEC's Comments on Draft Interface Release RequirementsTechnical Specifications

If the CLEC identifies issues or requires clarification, the CLEC must send a written response to Qwest and the CLEC's Account Manager (QAM) AND THE CLEC'S ACCOUNT THE SYSTEMS CMP Manager NO SOONER THAN 58 CALENDAR DAYS PRIOR TO IMPLEMENTATION. Qwest must receive the CLEC's response seven (7) calendar days prior to the date of the Initial Release Requirements. The response will specify the CLEC's questions, issues and any other alternative recommendations for implementation.

V. PROVIDER QWEST Response to Comments

Qwest will review and respond with written answers to all CLEC issues/comments/concerns WITHIN SEVEN (7) NO LATER THAN FORTY FIVE (45) calendar days PRIOR TO IMPLEMENTATION. The answers will be shared with all CLECs, unless the CLEC's question(s) are marked proprietary. Any changes that may occur as a result of the responses will be distributed to all CLECs in the same notification letter. THE NOTIFICATION WILL INCLUDE THE DESCRIPTION OF ANY CHANGE(S) MADE AS A RESULT OF CLEC COMMENTS. THE CHANGE(S) WILL BE REFLECTED IN THE FINAL TECHNICAL SPECIFICATIONS.

VI. *Final Interface Release Requirements Technical Specifications*

The notification letter resulting from the CLEC's response comments from the Initial Release Notification will constitute the Final Release Requirements Technical Specifications.

VII. *Content of Final Interface Release Requirements Notification Letter*

In addition to the content of interface initial release requirements, The Final Release will include the following:

- *Summary of changes from Qwest response to comments*
- *Indication of type of change (e.g., documentation change, business rule change, clarification change)*
- *Changed requirements pages*
- *JOINT TESTING PERIOD*
- *Release date*
- *Interval before implementation of release*

Qwest's planned implementation date will not be sooner than forty-five (45) calendar days from the date of the final release requirements, UNLESS THE EXCEPTION PROCESS HAS BEEN INVOKED. Qwest will post notification to provider's web site to inform the CLECs of possible impact to CLEC ordering ability. Qwest will post this information forty-five (45) calendar days prior to the scheduled implementation of such changes, if possible, but not less than thirty (30) calendar days prior to implementation. The implementation time line for the release will not begin until all related documentation is final specifications are provided. Emergency changes within the 30 calendar day test window can that occur without advance notification but will be posted within 24 hours of the change.

REQUIREMENTS REVIEW—GRAPHICAL USER INTERFACE (GUI)

VIII. *DRAFT GUI RELEASE NOTICE*

PRIOR TO IMPLEMENTATION OF A NEW INTERFACE OR A CHANGE TO AN EXISTING INTERFACE, QWEST WILL NOTIFY CLECS OF THE DRAFT RELEASE NOTE AND THE PLANNED IMPLEMENTATION DATE.

NOTIFICATION WILL OCCUR AT LEAST TWENTY-ONE (21) CALENDAR DAYS PRIOR TO IMPLEMENTING THE RELEASE UNLESS AN EXCEPTION

PROCESS HAS BEEN INVOKED. THIS NOTIFICATION MAY INCLUDE DRAFT USER GUIDE INFORMATION.

CLECS MAY PROVIDE COMMENTS/QUESTIONS ON THE DOCUMENTATION 17 CALENDAR DAYS PRIOR TO IMPLEMENTATION.

FINAL NOTICE FOR THE RELEASE WILL BE PUBLISHED AT LEAST FIFTEEN (15) CALENDAR DAYS PRIOR TO IMPLEMENTATION.

IX. CONTENT OF DRAFT INTERFACE RELEASE NOTICE

THE NOTIFICATION WILL CONTAIN:

- WRITTEN SUMMARY OF CHANGE(S)
- TARGET TIME FRAME FOR IMPLEMENTATION
- ANY CROSS-REFERENCE TO DRAFT DOCUMENTATION SUCH AS THE USER GUIDE OR REVISED USER GUIDE PAGES.

~~In addition to the content of Interface Initial Release Requirements, the Final Release will include the following:~~

- ~~Summary of changes from Qwest response to comments~~
- ~~Indication of type of change (e.g., documentation change, business rule change, clarification change)~~
- ~~Changed requirements pages~~
- ~~Release date~~

~~Interval before implementation of release~~

X. CLEC COMMENTS ON DRAFT INTERFACE RELEASE NOTICE

ANY CLEC COMMENTS MUST BE SUBMITTED IN WRITING TO THE SYSTEMS CMP MANAGER.

XI. QWEST RESPONSE TO COMMENTS

QWEST WILL REVIEW AND RESPOND WITH WRITTEN ANSWERS TO ALL CLEC ISSUES, COMMENTS AND CONCERNS REGARDING THE INITIAL GUI RELEASE NOTICE WITHIN TWO (2) CALENDAR DAYS. THE ANSWERS WILL BE SHARED WITH ALL CLECS, UNLESS THE CLEC QUESTION-(S) ARE MARKED PROPRIETARY. ANY CHANGES THAT MAY OCCUR AS A RESULT OF THE RESPONSES WILL BE DISTRIBUTED TO ALL CLECS IN THE SAME FINAL NOTIFICATION LETTER.

XII. FINAL INTERFACE RELEASE NOTICE

THE FINAL NOTIFICATION LETTER WILL CONSTITUTE THE FINAL RELEASE NOTICE.

XIII. *CONTENT OF FINAL INTERFACE RELEASE NOTICE*

CLEC COMMENTS TO THE DRAFT NOTICE MAY BE INCORPORATED INTO THE FINAL NOTICE. THE FINAL NOTICE SHALL INCLUDE THE FOLLOWING:

- *SUMMARY OF CHANGES FROM DRAFT INTERFACE RELEASE NOTICE*
- *FINAL USER GUIDE (OR REVISED PAGES)*
- *RELEASE DATE*

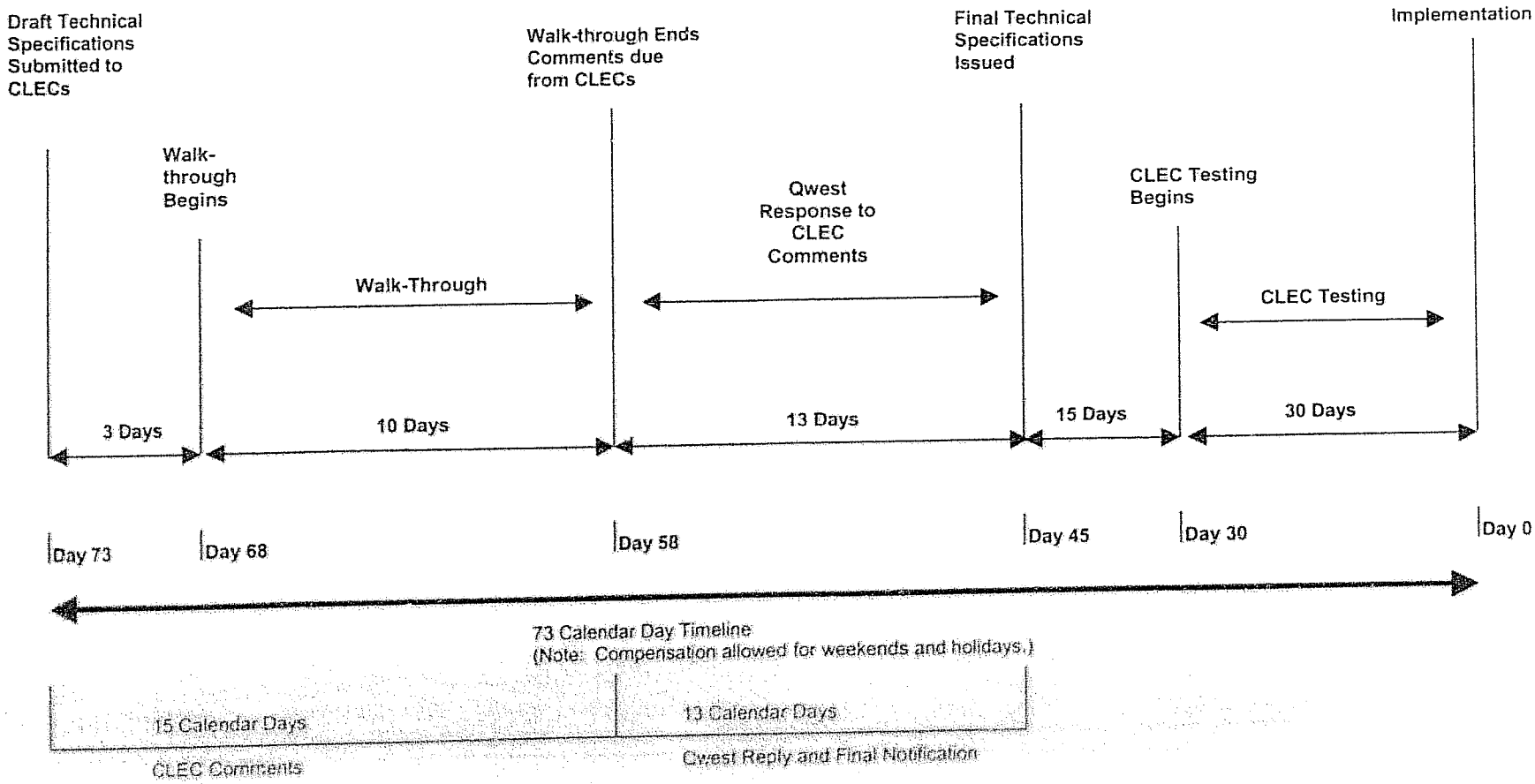
QWEST'S PLANNED IMPLEMENTATION DATE WILL NOT BE SOONER THAN FIFTEEN (15) CALENDAR DAYS FROM THE DATE OF THE FINAL RELEASE NOTICE. QWEST WILL POST THIS INFORMATION ON THE CMP WEB SITE. EMERGENCY CHANGES THAT OCCUR WITHOUT ADVANCE NOTIFICATION WILL BE POSTED WITHIN 24 HOURS OF THE CHANGE. THE IMPLEMENTATION TIME LINE FOR THE RELEASE WILL NOT BEGIN UNTIL ALL RELATED DOCUMENTATION IS PROVIDED.

CONTINUATION

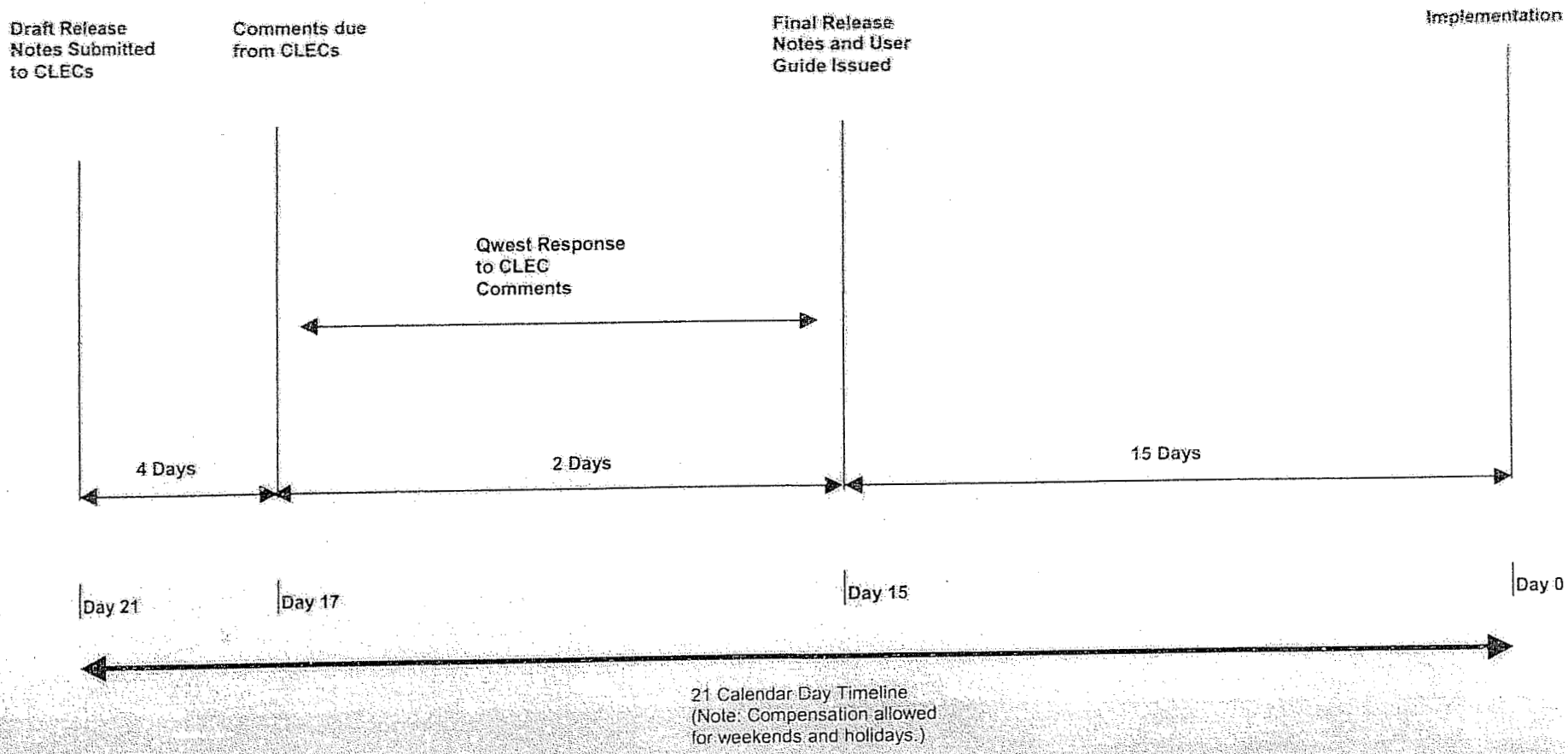
[____]

Scan ~ ~ # Pages [ ]

QWEST-CLEC CHANGE MANAGEMENT PROCESS
CHANGES TO AN EXISTING APPLICATION TO APPLICATION INTERFACE
DRAFT



QWEST-CLEC CHANGE MANAGEMENT PROCESS
CHANGES TO AN EXISTING GUI
DRAFT



ATTACHMENT 7
CHANGE MANAGEMENT PROCESS (CMP) FOR LOCAL SERVICES ORDERING AND PROVISIONING

TABLE OF CONTENTS

INTRODUCTION 72

TYPES OF CHANGE 75

I. Type 1 (Production Support) Change 75

II. Type 2 (Regulatory) Change 76

III. Type 3 (Industry Guideline) Change 76

IV. Type 4 (Provider Originated) Change 76

V. Type 5 (CustomerCLEC Originated) Change 77

VI. Tracking Change Requests 78

CHANGE REQUEST INITIATION PROCESS 79

I. CustomerCLEC Originated Requests 79

II. Provider Originated Requests 84

INTRODUCTION OF A NEW INTERFACE 85

I. Release Planning 85

II. CustomerCLEC Responses/Comments 85

III. Provider Responses/Comments 86

IV. Final Release Announcement 86

CHANGE TO EXISTING INTERFACES 87

I. Interface Change Process 87

II. Versioning of Type 1 Changes 87

III. Versioning of Type 2 Changes 87

IV. Versioning of Type 3 Changes 88

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

V. *Versioning of Type 4 and Type 5 Changes* 88

RETIREMENT OF EXISTING INTERFACES 89

I. *Initial Retirement Plans* 89

II. *Final Retirement Notice* 89

MANAGING THE CHANGE MANAGEMENT PROCESS 90

I. Change Management POC 90

II. Purpose of Change Management POC 90

III. Change Management POC List Creation 90

IV. Formal Method of Communication 91

V. Governing Body 91

MEETINGS 93

I. Agenda Items for Change Management Meeting 94

II. Change Management Meeting Action Log and Change Request Status 96

III. Meeting Minutes for Change Management Meeting 96

IV. Provider Change Management Process Web Site 97

REQUIREMENTS REVIEW 99

I. *Draft Interface Release Requirements* 99

II. *Content of Draft Interface Release Requirements* 99

III. *Walk Through of Draft Interface Release Requirements* 100

IV. *CustomerCLEC's Comments on Draft Interface Release Requirements* 100

V. *Provider Response to Comments* 100

VI. *Final Interface Release Requirements* 100

VII. *Content of Final Interface Release Requirements* 100

PRIORITIZATION 102

I. *Prioritization Review* 102

II. *Prioritization Process* 102

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

III. Voting 103

ESCALATION PROCESS 104

I. Guidelines 104

II. Cycle 104

INTERFACE TESTING 107

I. New Release & Production Support Testing in the CustomerCLEC Test Environment (CTE) 107

II. New Release Testing 107

III. Getting Ready for the New Release Testing 108

IV. Production Support Testing 108

TRAINING 109

DISPUTE RESOLUTION

DEFINITION OF TERMS 112

GLOSSARY OF TERMS 113

APPENDIX A: CHANGE REQUEST FORM AND CHECKLIST 114

I. Appendix A-1: Change Request Form 114

II. Appendix A-2: Change Request Form Checklist 118

APPENDIX B: CHANGE REQUEST PRIORITIZATION FORM 121

APPENDIX C: CMP PRIORITIZATION PROCESS EXAMPLE 122

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

CHANGE MANAGEMENT PROCESS (CMP) FOR LOCAL SERVICE ORDERING AND PROVISIONING

NEED REFERENCE TO CUSTOMERCLEC/PROVIDER NEGOTIATIONS

INTRODUCTION [Need to re-address at a later date] Action Item #17

The Change Management Process (CMP) is the a formal method used by customer Competitive Local Exchange Carriers (CLECs) and Qwest and a local service providers to initiate, communicate, prioritize, schedule, telecommunicate about and implement changes enhancements changes to Qwestprovider Operational Support Systems (OSS) interfaces which directly or indirectly impact a CLEC. used in connection with resold services and unbundled network elements. Changes include new functionality, enhancements to existing functionality, defect maintenance and introduction/retirement of interfaces, based on Local Service Ordering Guidelines (LSOG).

The change management process creates a framework for meetings in which changes to the provider's Qwest's OSSs and their business rules may be introduced or discussed. The CLECscustomer's Point Of Contact (POC) may request interface changes for future consideration by submitting a Change Request Form to the provider'sQwest's POC.

The FCC requires Incumbent Local Exchange Carriers to have processes for management of manual and electronic interfaces relative to order, pre-order, account maintenance, testing and billing. The scope of this document is to define only the processes for change management of manual and electronic interfaces relative to order and pre-order functions.

INTRODUCTION AND SCOPE [need to readdress at a later date] Action Item 17

This document defines the processes for change management of oss interfaces, products and processes (including manual) as described below. Cmp provides a

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end usersthat are provided to CLECs.

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

means to address changes that support or affect pre-ordering, ordering/provisioning, maintenance/repair and billing capabilities and associated documentation and production support issues for local services provided by clecs to their end users.

The cmp is managed by clec and qwest representatives each having distinct roles and responsibilities. The clecs and qwest will hold regular meetings to exchange information about the status of existing changes, the need for new changes, what changes qwest is proposing, how the process is working, etc. The process also allows for escalation to resolve disputes, if necessary.

Qwest will track changes to oss interfaces, products and processes. The cmp includes the identification of changes and encompasses, as applicable, requirement definition, design, development, notification, testing, implementation and disposition of changes – revisit list]. Qwest will process any such changes in accordance with the cmp described in this document.

~~manual and electronic interfaces relative to pre-order, and pre-order, provisioning, maintenance/repair, and billing functions. Interface impact is defined as changes to field content or format, or changes in the business rules used to govern field population. This includes national guideline changes, e.g., LSOG, as well as providerQwest-specific interface process and system changes. Changes include new functionality, enhancements to existing functionality, introduction/retirement of interfacesprocesses and systems and maintenance activities affecting production defects. Desired changes should be submitted to the appropriate ATIS Forum.~~

~~The's scope includes any pre-order, order business rules, interface system testing and maintenance that impact ongoing and future technical and operational processes, and changes that alter the relationship in the manner in which the provider Qwest and customer a CLEC do business.~~

~~The CMP provides a means for changes to the provider's OSSs and their business rules. The customer's Point Of Contact (POC) may request interface changes for future consideration by submitting a Change Request Form to the provider's POC. These requests may include new functionality or changes to existing functionality.~~

~~The types of changes that will be handled by this process are:~~

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs.~~

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

- Software changes
- System Environment Configuration changes
- Changes resulting from new or changed Industry Guidelines / Standards
- Product and Services (e.g., new services available via the in-scope interfaces)
- Processes (e.g., electronic interfaces and manual processes relative to order and pre-order)
- Regulatory
- Documentation (e.g., business rules for electronic and manual processes relative to order and pre-order.
- Defect resolution
- Guidelines for provider-specific change management processes

The providerQwest will track changes to the OSS interfaces as change requests and assign a tracking number to each change request. The CMP begins with the identification of the change request and encompasses requirement definition, design, development, notification, testing, implementation and decommissioning of the change request.

The CMP is managed by customerCLEC and provider representatives each having distinct roles and responsibilities. The customerCLEC and the providerQwest will hold regular meetings to exchange information about the status of existing change requests, the need for new changes, what changes the providerQwest is proposing, how the process is working, etc. The process also allows for escalation to resolve disputes, if necessary.

The CMP is dynamic in nature and, as such, is managed through the regularly scheduled meetings and is based on group consensus. This document may be revised, through the procedures set forth by the procedures described in section (X) the OBF, as business and/or regulatory conditions dictate.

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end usersthat are provided to CLECs.

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

Managed Changes
Changes to Existing Interfaces

TYPES OF CHANGE

The change request should fall into one of the following classifications:

I.XIV. *Type 1 (Production Support) Change*

A Type 1 change corrects problems discovered in production versions of an OSSapplication interface. Either ~~the provider~~Qwest or the ~~customer~~CLEC may initiate the change request. Typically, this type of change reflects instances where a technical implementation is faulty or inaccurate such as to cause correctly or properly formatted data to be rejected. Instances where ~~providers~~Qwest or ~~customer~~CLECs misinterpret interface specifications and/or business rules must be addressed on a case-by-case basis. All parties will take all reasonable steps to ensure that any disagreements regarding the interpretation of a new or modified business process are identified and resolved during the change management review of the change request. Type 1 changes will be processed on an expedited basis by means of an emergency release of software/documentation.

Additionally, once a Type 1 change is identified, the change management team (see the Managing The Change Management Process section) must determine the nature and scope of the maintenance. Type 1 changes are categorized in the following manner:

Severity 1: *Production Stopped: Interface Unusable – Interface discrepancy results in totally unusable interface requiring emergency action. ~~Customer~~CLEC Orders/Pre-Orders cannot be submitted or will not be accepted by the ~~provider~~Qwest and manual work-arounds are not feasible. Correction is considered essential to continued operation. ~~The provider~~Qwest and ~~customer~~CLECs should dedicate resources to expedite resolution.*

Acknowledgment Notification = 1 hour
Status Notification = bi-hourly

Severity 2: *Production Degraded: Interface Affecting - An interface discrepancy that requires a work-around(s) on the part of the ~~customer~~CLEC or the*

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs.~~

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

~~provider~~Qwest. *The change is considered critical to continued operation. It does not stop production, but affects key applications.*

Acknowledgment Notification = 4 hours
Status Notification = weekly
Implementation time = 14 - 30 calendar days

Severity 3: *Process Impacted: Pre-order / Order requests can be submitted and will be accepted through normal processes / interfaces. Clarification is considered necessary to ongoing operations.*

Acknowledgment Notification = 7 calendar days
Implementation time = 30 - 60 calendar days

~~II.~~XV. Type 2 (Regulatory) Change

A Type 2 change is mandated by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority, or state and federal courts. Regulatory changes are not voluntary but are requisite to comply with newly passed legislation, regulatory requirements, or court rulings. Either the ~~customer~~CLEC or ~~the provider~~Qwest may initiate the change request.

~~III.~~XVI. Type 3 (Industry Guideline) Change

~~A Type 3 change implements telecommunications~~An Industry Gguideline Change implements Industry Guidelines using a national implementation timeline, if any. Either the ~~provider~~Qwest or the ~~customer~~CLEC may initiate the change request. These guidelines are industry defined by:

Alliance for Telecommunications Industry Solutions (ATIS) Sponsored

- Ordering and Billing Forum (OBF)
- Local Service Ordering and Provisioning Committee (LSOP)
- Telecommunications Industry Forum (TCIF)
- Electronic Commerce Inter-exchange Committee (ECIC)
- Electronic Data Interface Committee (EDI)
- American National Standards Institute (ANSI) (Action item#)

~~IV.~~XVII. ~~Type 4 (Provider Originated) Change~~ Qwest Originated Change

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs.~~

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note: Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

~~A Type 4~~ A Qwest Originated change is originated by ~~the provider~~Qwest does not fall within the changes listed above and is within the scope of CMP ~~and affects interfaces between customers and the provider. These changes may involve system enhancements, manual and/or business processes~~].

V.XVIII. ~~Type 5 (Customer~~CLEC ~~Originated)~~ Change CLEC Originated Change

~~A Type 5~~ A CLEC Originated change is originated by the ~~customer~~CLEC does not fall within the changes listed above and is within the scope of CMP ~~and affects interfaces between customers and the provider. These changes may reflect a business process improvement that the customer~~CLEC is seeking to implement and implies a change in the way in which the ~~customer~~CLEC wishes to interact with ~~the provider~~Qwest.

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs~~.

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

VI.XIX. *Tracking Change Requests [move to CR initiation process]*

The providerQwest will assign a tracking number to each change request and track changes to each change request. Tracking will be accomplished via a change request log.

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs.~~

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

CHANGE REQUEST INITIATION PROCESS

The ~~customer~~CLEC ~~or provider~~ change request initiator ~~should~~ will complete a Change Request Form (see Appendix XA) as defined by the instructions on ~~the provider~~Qwest's CMP web site. The Change Request Form ~~should~~ is also ~~be located on the provider~~Qwest's CMP web site.

I.~~Customer~~CLEC Originated Requests –

The ~~customer~~CLEC will submit the Change Request Form to ~~the provider~~ the appropriate Qwest CMP Manager electronically as defined in the CR Form instructions.~~via e-mail.~~ ~~The provider~~Qwest will review the submitted change request for completeness. Within two (2) business days of receipt, ~~the provider~~Qwest will either request information to ensure a complete request or will return a tracking number for the change request. This will ~~normally~~ be done via email to the originator. Within ex (x) business days after the CR Tracking number has been assigned, Qwest will contact the CR originator to ~~schedule the provider~~Qwest clarification discussions if necessary.

Qwest will provide a response notification to the CLECs within X business days via email and will be posted on the CMP web site. The CR originator may request a conference call before the next scheduled CMP Meeting to discuss the provided response

Change requests that have been assigned a tracking number fourteen (14) calendar days prior to the next prioritization meeting will be included on the spreadsheet of change requests pending initial rating.

Within twenty-one (21) calendar days after the change request is submitted, the ~~provider~~Qwest will provide a preliminary assessment indicating one of the following:

- *The change request is accepted and is a candidate for prioritization (see Prioritization section).*
- *The change request is rejected, and the reason for rejection.*

All valid change requests and the change request log will be posted on the ~~provider~~Qwest's web site.

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs.~~

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

~~Customer~~CLECs may submit a formal request to ~~the provider~~Qwest to re-rate a change request no later than fourteen (14) calendar days prior to the next prioritization review. The request must include a reason for requesting the re-rate. This will normally be done via e-mail to ~~the provider~~Qwest with a copy to all Change Management team members.

~~Customer~~CLEC initiated requests are Type 5, except when the proposed change has an impact on a regulatory mandate, e.g. metrics. Change requests that have impact on regulatory mandates are Type 2.

QWEST PROPOSED CLEC PRODUCT AND PROCESS CHANGE REQUEST INITIATION PROCESS – 10-09-01 (10-16-01)

CLEC PRODUCT/PROCESS CHANGE REQUEST INITIATION PROCESS

IF A CLEC WANTS QWEST TO CHANGE A PRODUCT/ PROCESS THE CLEC E-MAILS A COMPLETED CHANGE REQUEST (CR) FORM TO THE QWEST PRODUCT/ PROCESS CMP MANAGER. WITHIN 2 BUSINESS DAYS QWEST'S PRODUCT/ PROCESS CMP MANAGER REVIEWS CR FOR COMPLETENESS, AND REQUESTS ADDITIONAL INFORMATION FROM THE CR ORIGINATOR, IF NECESSARY. WITHIN TWO (2) BUSINESS DAYS AFTER QWEST RECEIVES A COMPLETE CR:

- *THE QWEST CMP MANAGER ASSIGNS A CR NUMBER AND LOGS THE CR INTO THE CMP DATABASE.*
- *THE QWEST CMP MANAGER FORWARDS THE CR TO THE CMP GROUP MANAGER.*
- *THE QWEST CMP MANAGER SENDS ACKNOWLEDGMENT OF RECEIPT TO THE CR SUBMITTER AND UPDATES THE CMP DATABASE.*

WITHIN TWO (2) BUSINESS DAYS AFTER ACKNOWLEDGMENT,

- *THE QWEST CMP MANAGER POSTS THE COMPLETE CR TO THE CMP WEB SITE*
- *THE CMP GROUP MANAGER ASSIGNS A CHANGE REQUEST PROJECT MANAGER (CRPM) AND IDENTIFIES THE APPROPRIATE DIRECTOR RESPONSIBLE FOR THE CR.*
- *THE CRPM OBTAINS FROM THE DIRECTOR THE NAMES OF THE ASSIGNED SUBJECT MATTER EXPERT(S) (SME).*

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs.~~

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

~~Note~~ Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

- *THE CRPM WILL PROVIDE A COPY OF THE DETAILED CR REPORT TO THE CR ORIGINATOR WHICH INCLUDES THE FOLLOWING INFORMATION:*
- *DESCRIPTION OF CR*
- *ORIGINATING CLEC*
- *ASSIGNED CRPM*
- *ASSIGNED CR NUMBER*
- *DESIGNATED QWEST SMES AND ASSOCIATED DIRECTOR(S)*

WITHIN EIGHT (8) BUSINESS DAYS AFTER RECEIPT OF A COMPLETE CR, THE CRPM COORDINATES AND HOLDS A CLARIFICATION MEETING WITH THE ORIGINATING CLEC AND QWEST'S SMES. IF THE ORIGINATING CLEC IS NOT AVAILABLE WITHIN THE ABOVE SPECIFIED TIME FRAME, THEN THE CLARIFICATION MEETING WILL BE HELD AT A MUTUALLY AGREED UPON TIME. QWEST WILL NOT PROVIDE A RESPONSE TO A CR UNTIL A CLARIFICATION MEETING HAS BEEN HELD.
AT THE CLARIFICATION MEETING, QWEST AND THE ORIGINATING CLEC REVIEW THE SUBMITTED CR, VALIDATE THE INTENT OF THE ORIGINATING CLEC'S CR, CLARIFY ALL ASPECTS, IDENTIFY ALL QUESTIONS TO BE ANSWERED, AND DETERMINE DELIVERABLES TO BE PRODUCED. AFTER THE CLARIFICATION MEETING HAS BEEN HELD, THE CRPM WILL DOCUMENT AND ISSUE MEETING MINUTES WITHIN FIVE (5) BUSINESS DAYS. QWEST'S SME WILL INTERNALLY IDENTIFY OPTIONS AND POTENTIAL SOLUTIONS TO THE CR CRS RECEIVED THREE (3) WEEKS PRIOR TO THE NEXT SCHEDULED CMP MEETING WILL BE PRESENTED AT THAT CMP MEETING. CRS THAT ARE NOT SUBMITTED BY THE ABOVE SPECIFIED CUT-OFF DATE MAY BE PRESENTED AT THAT CMP MEETING AS A WALK-ON ITEM WITH CURRENT STATUS. THE ORIGINATING CLEC WILL PRESENT ITS CR AND PROVIDE ANY BUSINESS REASONS FOR THE CR. ITEMS OR ISSUES IDENTIFIED DURING THE PREVIOUSLY HELD CLARIFICATION MEETING WILL BE RELAYED. THEN, PARTICIPATING CLECS WILL BE GIVEN THE OPPORTUNITY TO COMMENT ON THE CR AND SUBSEQUENT CLARIFICATIONS. CLARIFICATIONS AND/OR MODIFICATIONS RELATED TO THE CR WILL BE INCORPORATED. QWEST'S SME WILL PRESENT OPTIONS AND POTENTIAL SOLUTIONS TO THE CR. CONSENSUS WILL BE OBTAINED FROM THE PARTICIPATING CLECS AS TO THE APPROPRIATE DIRECTION/ SOLUTION FOR QWEST'S SME TO TAKE IN RESPONDING TO THE CR.

SUBSEQUENTLY, QWEST WILL DEVELOP A DRAFT RESPONSE BASED ON THE DISCUSSION FROM THE MONTHLY CMP MEETING. QWEST'S RESPONSES WILL BE:

- *"ACCEPTED" (QWEST WILL IMPLEMENT THE CLEC REQUEST) WITH POSITION STATED, OR*

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs~~.

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

- *"DENIED" (QWEST WILL NOT IMPLEMENT THE CLEC REQUEST) WITH BASIS FOR THE DENIAL, INCLUDING REFERENCE TO SUBSTANTIATING MATERIAL.*

AT LEAST ONE (1) WEEK PRIOR TO THE NEXT SCHEDULED CMP MEETING, THE CRPM WILL HAVE THE RESPONSE POSTED TO THE WEB, ADDED TO CMP DATABASE, AND WILL NOTIFY ALL CLECS VIA EMAIL

ALL QWEST RESPONSES WILL BE PRESENTED AT THE NEXT SCHEDULED CMP MEETING BY QWEST, WHO WILL CONDUCT A WALK THROUGH OF THE RESPONSE. PARTICIPATING CLECS WILL BE PROVIDED THE OPPORTUNITY TO DISCUSS, CLARIFY AND COMMENT ON QWEST'S RESPONSE

BASED ON THE COMMENTS RECEIVED FROM THE MONTHLY MEETING, QWEST' MAY REVISE ITS RESPONSE AND ISSUE A MODIFIED RESPONSE AT THE NEXT MONTHLY CMP MEETING. WITHIN TEN (10) BUSINESS DAYS AFTER THE CMP MEETING, QWEST WILL NOTIFY THE CLECS OF QWEST'S INTENT TO MODIFY ITS RESPONSE.

IF THE CLECS DO NOT ACCEPT QWEST'S RESPONSE, ANY CLEC CAN ELECT TO ESCALATE THE CR IN ACCORDANCE WITH THE AGREED UPON CMP ESCALATION OR DISPUTE RESOLUTION PROCEDURES. IF THE ORIGINATING CLEC DOES NOT AGREE WITH THE DETERMINATION TO ESCALATE OR PURSUE THE DISPUTE RESOLUTION, IT MAY WITHDRAW ITS PARTICIPATION FROM THE CR AND ANY OTHER CLEC MAY BECOME RESPONSIBLE FOR PURSUING THE CR UPON PROVIDING WRITTEN NOTICE TO THE QWEST CMP MANAGER. IF THE CLECS DO NOT ACCEPT QWEST'S RESPONSE AND DO NOT INTEND TO ESCALATE OR DISPUTE AT THE PRESENT TIME, THEY MAY REQUEST QWEST TO STATUS THE CR AS DEFERRED. THE CR WILL BE STATUSED DEFERRED AND CLECS MAY ACTIVATE OR CLOSE THE CR AT A LATER DATE.

THE CLECS' ACCEPTANCE OF QWEST'S RESPONSE MAY RESULT IN:

- *THE RESPONSE ANSWERED THE CR AND NO FURTHER ACTION IS REQUIRED;*
- *THE RESPONSE PROVIDED AN IMPLEMENTATION PLAN FOR A PRODUCT OR PROCESS TO BE DEVELOPED;*
- *QWEST DENIED THE CLEC CR AND NO FURTHER ACTION IS REQUIRED BY CLEC.*

IF THE CLECS HAVE ACCEPTED QWEST'S RESPONSE, QWEST WILL PROVIDE NOTICE OF PLANNED IMPLEMENTATION IN ACCORDANCE WITH TIME FRAMES DEFINED IN THE CMP. IF NECESSARY, QWEST MAY REQUEST THAT CLEC'S PROVIDE INPUT DURING THE DEVELOPMENT STAGE. QWEST WILL THEN DEPLOY THE QWEST RECOMMENDED IMPLEMENTATION PLAN..

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end usersthat are provided to CLECs.

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

AFTER QWEST'S REVISED/NEW PRODUCT OR PROCESS IS PLACED INTO PRODUCTION, CLECS WILL HAVE NO LONGER THAN 60 CALENDAR DAYS TO EVALUATE THE EFFECTIVENESS OF QWEST'S REVISED/NEW PRODUCT, OR PROCESS, PROVIDE FEEDBACK, AND INDICATE WHETHER FURTHER ACTION IS REQUIRED. CONTINUAL PROCESS IMPROVEMENT WILL BE MAINTAINED.

FINALLY, THE CR WILL BE CLOSED WHEN CLECS DETERMINE THAT NO FURTHER ACTION IS REQUIRED FOR THAT CR.

From Master Redline 10-03-01

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs~~.

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

II.XX. *Provider Originated Requests*

Provider initiated requests are Type 4, except when the proposed change has an impact on a regulatory mandate, e.g. metrics. Change requests that have impact on regulatory mandates are Type 2.

Type 4 requests will be made available to ~~customer~~CLECs at least fourteen (14) calendar days prior to a scheduled prioritization review. The Type 4 change requests, except those that are related to new products or services, are prioritized by customerCLECs with Type 5 change requests (see Prioritization section).

If the ~~provider~~Qwest announces a new interface before applicable guidelines are finalized at the appropriate industry forums, ~~the provider~~Qwest will review the final guidelines when they are issued. The review will determine any alterations that may be necessary for compliance with the finalized requirements and will work the changes within the guidelines of the CMP. ~~The provider~~Qwest will review its system requirements and provide known exceptions to industry guidelines.

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs.~~

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

INTRODUCTION OF A NEW INTERFACE

The process for introducing a new interface will be part of the CMP.

I.XXI. *Release Planning*

At least nine (9) months in advance of the target implementation date, the ~~provider~~Qwest will share the new interface plans via web site posting and ~~customer~~CLEC notification.

~~The provider~~Qwest will share preliminary plans for the new interface, including:

- *Proposed functionality of the interface*
- *Proposed detailed implementation time line (e.g., milestone dates, ~~customer~~CLEC/provider comment/response turnaround dates)*
- *Provider constraints*
- *Exceptions to industry guidelines/standards, etc.*
- *Proposed ~~customer~~CLEC/provider meeting plans (The first scheduled meeting should be held no sooner than fourteen (14) calendar days following publication of the ~~customer~~CLEC notification.)*
- *Requirements*
- *Design & Development*
- *Connectivity and Firewall Rules*
- *Test Planning*
- *Implementation*
- *Change Control*

II.XXII. *~~Customer~~CLEC Responses/Comments*

Upon review of the preliminary plans for the interface if the ~~customer~~CLEC wishes to provide feedback the ~~customer~~CLEC must send a written response to ~~the provider~~Qwest. These responses must be provided no later than seven (7) calendar days prior to the first scheduled meeting. The ~~customer~~CLEC's response will specify the ~~customer~~CLEC's questions, issues and any alternative recommendations.
~~Customer~~CLECs may provide feedback to ~~the provider~~Qwest during ~~customer~~CLEC/provider meetings. Additional ~~customer~~CLEC feedback may be

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs~~.
[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."
Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

provided in accordance with the dates outlined in the detailed implementation time line.

III.XXIII. *Provider Responses/Comments*

~~The provider~~Qwest will maintain both a proprietary and non-proprietary issue log containing ~~customer~~CLEC comments and ~~the provider~~Qwest responses. This non-proprietary issue log will be posted to ~~the provider~~Qwest's web site upon receipt of ~~customer~~CLEC feedback. ~~The provider~~Qwest will respond to the ~~customer~~CLEC feedback in accordance with the dates outlined in the detailed implementation time line. ~~The provider~~Qwest will also communicate its base line interface development plans via web site posting and ~~customer~~CLEC notification in accordance with the dates outlined in the detailed implementation time line.

IV.XXIV. *Final Release Announcement*

~~The provider~~Qwest will provide a Final Release Announcement to the ~~customer~~CLECs via web site posting and a carrier notification.

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs.~~

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

CHANGE TO EXISTING INTERFACES

I.Interface Pre-order, Order application-to-application Change Process

(Action item#)

As part of its rolling twelve (12) month development view, ~~providers~~Qwest will prepare a preliminary package of the required changes and will share these plans at scheduled change management meetings. ~~Providers~~Qwest should make available two (2) versions of an interface between the sunrise and sunset dates.

Unless mandated, ~~the provider~~Qwest will implement no more than four (4) releases requiring coding changes to the ~~customer~~CLEC interfaces within a calendar year. These changes should occur no less than three (3) months apart.

II.XXV. *Versioning of Type 1 Changes*

For Type 1 changes, the version number will not be incremented and will not cause the oldest dot version of the current version to be retired as a result of the implemented fix.

III.XXVI. *Versioning of Type 2 Changes*

For Type 2 changes that must occur between regularly scheduled releases, ~~the provider~~Qwest will not retire the oldest version in order to implement the Type 2 change. The Type 2 change will be implemented as either a dot release or a sub-dot release of all versions (except a retired version), unless the structure of the old version could not accommodate the Type 2 change or the old version is scheduled to be retired within the next six months.

If the Type 2 change results in an interface implementation, before applicable industry guidelines are finalized at the appropriate industry forums, dot release versioning is issued. An example of dot versioning of a provider's LSOG Issue 5 implementation is V5.1.

If the Type 2 change results in an interface implementation that is in line with industry guidelines, sub-dot release versioning is issued. An example of sub-dot release of a provider's LSOG Issue 5 implementation is V5.0.1.

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs~~.

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

Type 2 changes that occur at the time of a regularly scheduled release will be made in all versions (except a retired version). If the structure or intent of the old version cannot accommodate the change then, via the Prioritization process a joint provider/~~customer~~CLEC decision is made that the mandate should not be implemented in an old version.

IV.XXVII. *Versioning of Type 3 Changes*

For Type 3 changes, the base version identity should follow the LSOG issue identity. For example, the first release of a provider's LSOG Issue 5 implementation should be V5.0.

V.XXVIII. *Versioning of Type 4 and Type 5 Changes*

Type 4 and Type 5 changes will be implemented as a sub-dot release of all versions, unless the structure of the old version could not accommodate the Type 4 or Type 5 change.

If the Type 4 or Type 5 change results in an interface implementation, before applicable industry guidelines are finalized at the appropriate industry forums, dot release versioning is issued. An example of dot versioning of a provider's LSOG Issue 5 implementation is V5.1.

If the Type 4 or Type 5 change results in an interface implementation that is in line with industry guidelines, sub-dot release versioning is issued. An example of sub-dot release of a provider's LSOG Issue 5 implementation is V5.0.1.

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs.~~

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

RETIREMENT OF EXISTING INTERFACES

The retirement of an interface is ~~the provider~~Qwest's elimination of an existing interface (i.e., paper, GUI, Gateway).

I.XXIX. *Initial Retirement Plans*

At least nine (9) months in advance of the target retirement date, ~~the provider~~Qwest will share the retirement plans via web site posting and ~~customer~~CLEC notification. If the functionality exists through another interface, ~~the provider~~Qwest will announce the retirement nine (9) months prior to the actual retirement. If the equivalent functionality does not exist through an existing interface but will reside in a scheduled new interface, ~~the provider~~Qwest will announce the retirement at the same time as the new interface. The scheduled new interface is to be in a ~~customer~~CLEC certified production release prior to the retirement of the older interface.

The ~~customer~~CLEC notification will contain:

- *The rationale for retiring the interface*
- *The proposed detailed retirement time line (e.g., milestone dates, ~~customer~~CLEC/provider comment/response turnaround dates)*

II.XXX. *Final Retirement Notice*

The Final Retirement Notice will be provided to ~~customer~~CLECs and contain:

- *Where the replacement functionality will reside in a new interface and when the new interface has been certified by a ~~customer~~CLEC*
- *Provider's responses to the ~~customer~~CLECs' comments*
- *Actual retirement date*

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs.~~

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

ADMINISTRATION
MANAGING THE CHANGE MANAGEMENT PROCESS
FROM AUGUST 8, 2001 REDLINED FRAMEWORK

I.XXXI. Change Management POC

~~The provider~~ Qwest and each ~~customer~~CLEC will designate primary and secondary change management POC(s) who will serve as the official designees for matters regarding this CMP. The primary POC is the official voting member, and a secondary (alternate) POC can vote in the absence of the primary POC for each CLEC.

~~II.Purpose of Change Management POC~~

~~The change management POC will serve as the official designee for all matters regarding change management, including:~~

- ~~Submission of change request forms~~
- ~~Notification of critical matters, such as Type 1 errors~~

~~The customers~~CLECs and Qwest will exchange POC information including items such ~~as~~ ~~must provide the following information to the provider's change management POC:~~

- Name
- Title
- Company
- Telephone number
- E-mail address
- Fax number
- Cell phone/Pager number

~~III.~~Change Management POC List ~~Creation~~
XXXII.

~~The provider will create a distribution list and publish this list.~~ Primary and secondary CLEC POCs should be included in the Qwest maintained distribution list. ~~At least a primary customer POC and secondary customer POC should be included in the distribution list.~~ It is the CLECs responsibility to notify Qwest of any POC changes. ~~It is the provider's responsibility to~~

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs.~~

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

~~maintain and update the information on the list with the assistance of the customer. This list will be used to update customers on change management issues.~~ The list will be made available to all participating CLECs with the permission of the POCs.

~~IV.~~XXXIII. Formal Preferred Method of Communication

~~The standard methods of communication are mail, e-mail, web site, telephone, and fax. Critical matters will be communicated using the distribution list.~~ The preferred method of communication is e-mail with supporting information posted to the web site

~~V.~~XXXIV. *Governing Body*

~~The~~ change management organizational structure must support the CMP. Each position within the organization has defined roles and responsibilities as outlined below.

CMP Team: Representatives are from the ~~customer~~CLECs (or their authorized agents) ~~and the provider~~Qwest. This team meets monthly to review, prioritize, and make recommendations for change management requests. The change management requests are used as input to internal change management processes.

CMP Steering Committee: The CMP Steering Committee consists of representatives from the ~~customer~~CLECs and ~~the provider~~Qwest who will be responsible for managing compliance to the CMP document. The responsibilities of the CMP Steering Committee are:

- *On-going commitment*
- *Participation in change management meetings/conference calls*
- *Reviewing changes/suggestions to the CMP document for submittal to OBF*
- *Process improvements*
- *Managing meeting schedule/logistics*

A standing agenda item at the regular change management meetings will provide an opportunity for ~~the provider~~Qwest and ~~customer~~CLECs to assess the effectiveness of the CMP. Both the ~~customer~~CLECs and ~~the~~

[5] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs.~~

[6] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

providerQwest will use this opportunity to provide feedback of instances of non-compliance and commit to taking appropriate action(s).

Provider POC: The providerQwest POC is responsible for managing the CMP. The providerQwest POC will be responsible for maintaining the integrity of the change requests, preparing for and facilitating review meetings, presenting change requests to the providerQwest's internal CMP, and ensuring that all notifications are communicated to the appropriate parties.

CustomerCLEC POC: The customerCLEC POC will serve as the official designee for all matters regarding CMP, including:

- *Submission of customerCLEC change request forms*
- *Notification of critical matters, such as Type 1 errors*

Release Management Team: A team of customerCLEC and provider representatives who manage the implementation of scheduled releases.

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end usersthat are provided to CLECs.

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note: Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

MEETINGS

~~Change Management meetings will be conducted monthly.~~
FROM AUGUST 8, 2001 REDLINED FRAMEWORK

Change Management meetings will be conducted on a regularly scheduled basis, at least on a monthly basis. Meeting participants can choose to attend meetings in person or participate by conference call.

Meetings are held to review, prioritize, manage the implementation of process and system changes and address change management requests. Qwest will review the status of all applicable change requests. The meeting may also include discussions of Qwest's development view.

CLEC's request for additional agenda items and associated materials should be submitted to Qwest at least five (5) business days by noon (MST) in advance of the meeting. Qwest is responsible for distributing the agenda and associated meeting materials at least three (3) business days by noon (MST) in advance of the meeting. Qwest will be responsible for preparing, maintaining, and distributing meeting minutes. Attendees with any walk-on items should bring materials of the walk-on items to the meeting.

All attendees, whether in person or by phone, must identify themselves and the company they represent.

Additional meetings may be held at the request of Qwest or any qualified CLEC (as defined in this document). Meeting notification must contain an agenda plus any supporting meeting materials. These meetings should be announced at least five (5) business days prior to their occurrence. Exceptions may be made for emergency situations.

~~The provider is responsible for notifying customers and distributing agendas and other meeting materials to include, but not limited to, actual change requests received from the customers and documentation of industry guidelines and regulatory changes at least seven (7)calendar days in advance of the meeting.~~

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs.~~

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

~~Customers can choose to attend meetings in person or participate by conference call. The provider must make a conference bridge available for meetings. The agenda will include the dial in number and the access information.~~

~~The provider will be responsible for preparing, maintaining, and distributing minutes following the meeting. The draft version of the minutes must be distributed no later than seven (7) calendar days after the meeting and must contain the name of each attendee and the company they represent. All attendees, whether in person or by phone, must identify themselves and the company they represent. The provider will also update the status of change requests after the meeting and distribute it following the meeting as part of the meeting minutes.~~

~~Emergency or special meetings may be held at the request of the provider or any qualified customer (as defined in this document). Emergency meeting notification must contain an agenda plus any supporting meeting materials. These meetings should be announced at least two (2) business days prior to their occurrence.~~

Meeting Materials [Distribution Package] for Change Management Meeting
FROM AUGUST 6, 2001 REDLINED FRAMEWORK

Meeting materials should include the following information:

- Meeting Logistics
- Minutes from previous meeting
- Agenda
- Change Requests and responses
  - New/Active
  - Updated
  - Log
- Issues, Action Items Log and associated statuses
- Release Summary12 Month Development View
- Monthly System Outage Report
- Any other material to be discussed

Qwest will provide Meeting Materials (Distribution Package) electronically by noon 3 business days prior to the Monthly CMP Meeting. In addition, Qwest will provide hard copies of the Distribution Package at the Monthly CMP Meeting.

~~[6] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users that are provided to CLECs.~~
~~[7] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."~~
~~Note: Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.~~

Agenda Items for Change Management Meeting

Agenda items should include but are not limited to, the following:

- Change Request discussions
- Issues/Actions
- Release Notice/12 Month Development View
- Effectiveness of change management Process
- Specifications for regulatory or industry originated change requests

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs.~~

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

II. Change Management Meeting Action Log and Change Request Status

The provider will maintain and distribute at the change management meeting an Action Item Log containing action items from previous meetings and status. Additionally, during the change management meetings, the provider will review status of the customer change requests. The meeting will include discussions of the provider's development view, as well as any customer's suggested development to the provider Operations Support Systems (OSSs).

III. Meeting Minutes for Change Management Meeting

FROM AUGUST 8, 2001 REDLINED FRAMEWORK

- Qwest will take minutes.

Qwest will summarize discussions in meeting minutes and include any revised documents such as Issues, Action items and statuses.

Minutes should be distributed to meeting participants for comments or revisions no later than five (5) business days by noon (MST)after the meeting. CLEC comments should be provided within two (2) business days by noon (MST). Revised minutes, if CLEC comments are received , should be distributed within nine (9) business days by noon (MST) after the meeting.

The provider will take minutes during the meeting. Meeting minutes should include, but are not limited to, the following:

- Current status of change requests and Release Notices
- Issues/Action items and status
- Attendees/Company

A draft version of the minutes should be distributed to meeting participants for comments or revisions no later than seven (7) calendar days after the meeting. Customers need to respond to the provider with any modifications to the draft version within two (2) business days. Revisions and comments will be incorporated into the final minutes. The final minutes will be distributed within eleven (11) calendar days after the meeting.

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs.~~

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

IV.XXXV. ~~Provider~~Qwest ~~Change Management Process~~ Wholesale CMP Web Site[Need to re-visit – ACTION ITEM #17G]

FROM AUGUST 8, 2001 REDLINED FRAMEWORK

To facilitate access to CMP documentation, ~~the provider~~Qwest will maintain CMP information on its web site. The web site should be easy to use and updated in a timely manner. The Web site should be a well organized central repository for CLEC notifications and CMP documentation. Active documentation including meeting materials (Distribution Package), should be maintained on the website. Change Requests and release notifications should be identified in accordance with the agreed upon naming convention, to facilitate ease of identification. [action item #] Qwest will maintain closed and old versions of documents on the web site's Archive page for 18 months before storing off line. Information that has been removed from the web site can be obtained by contacting the appropriate Qwest CMP Manager. At a minimum, the CMP web site will ~~contain~~ include:

- Current version of ~~the provider~~Qwest CMP document describing CMP's purpose and scope of setting forth the CMP objectives, procedures, and timelines, including release life cycles.
- Calendar of release dates
- OSS hours of availability
- Links to related web sites, such as IMA EDI, IMA GUI, CEMR, and Notices
- Current CMP escalation process
- CMP prioritization process description and guidelines
- Change Request form and instructions to complete form
- Submitted and open Change Requests and the status of each
- Responses to Change Requests and written responses to CLEC inquiries
- Meeting (formal and informal) information for CMP monthly meetings and interim meetings or conference calls, including descriptions of meetings and participants, agendas, sign-up forms, and schedules
- ~~Joint Release Test Plan Template~~
- A log of ~~customer~~ CLEC and ~~provider~~ Qwest change requests and associated statuses

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs.~~

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

- ~~Issue/Action items and statuses~~Meeting materials(distribution package)
- Meeting minutes
- Release announcements and other CLEC notifications and associated requirements
- Directory to CLEC notifications for the month
- Business rules, SATE test case scenarios technical specifications, and user guides will be provided via links on the CMP web site. ~~based on the LSOG and provider's specific requirements~~
- Contact information for the CMP POC list, including CLEC, Qwest and other participants (with participant consent to publish contact information on web page).

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs.~~

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

REQUIREMENTS REVIEW

I.XXXVI. *Draft Interface Release Requirements*

Prior to implementing a new interface or a change to an existing interface, the ~~provider~~Qwest will notify ~~customer~~CLECs of the draft release requirements.

Notification and confirmation time lines for Type 1 are determined on an individual case basis based on the severity of the problem.

Notifications for Type 2 changes are based on applicable law and / or regulatory rules.

Type 3 time lines are based on ~~customer~~CLEC / provider agreement in conjunction with the rollout of national guidelines, (See Issue 1714: New Issue Life Cycle Process) subject to any overriding regulatory obligations.

Generally, a Type 4 and Type 5 change notification will occur at least 73 calendar days prior to implementing the change. Draft business rules / technical specifications will be produced and distributed to ~~customer~~CLECs 66 calendar days prior to implementation. ~~Customer~~CLECs have fifteen (15) calendar days from the initial publication of draft documentation to provide comments / questions on the documentation. Change confirmation will occur 45 calendar days prior to implementation through publication of final business rules / technical specifications.

For Type 4 or Type 5 change requests more or less notification may be provided based on severity and the impact of the change. For example, ~~the provider~~Qwest can implement the change in less than 45 calendar days.

Documentation of new or revised error messages associated with Type 4 or Type 5 change requests will be provided no later than 30 calendar days prior to implementation date.

II.XXXVII. *Content of Draft Interface Release Requirements*

The Notification letter will contain:

[1] Throughout this document, OSS Interfaces are defined as ~~existing or new~~ gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and ~~system~~ functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs~~.

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

- *Written summary of change(s)*
- *Target time frame for implementation*
- *Any cross-reference to updated documentation such as the Users Guide. This type of documentation should also include a summary of changes made to the document*

III.XXXVIII. *Walk Through of Draft Interface Release Requirements*

If requested by one or more ~~customer~~CLECs within fourteen (14) calendar days of receiving the initial Release Requirements, ~~the provider~~Qwest will sponsor a walk through with the appropriate internal subject matter experts. The ~~provider~~Qwest will hold this walk through no later than thirty (30) calendar days prior to the scheduled implementation.

IV.XXXIX. *~~Customer~~CLEC's Comments on Draft Interface Release Requirements*

If the ~~customer~~CLEC identifies issues or requires clarification, the ~~customer~~CLEC must send a written response to ~~the provider~~Qwest and the ~~customer~~CLEC's Account Manager. ~~The provider~~Qwest must receive the ~~customer~~CLEC's response seven (7) calendar days prior to the date of the Initial Release Requirements. The response will specify the ~~customer~~CLEC's questions, issues and any other alternative recommendations for implementation.

V.XL. *Provider Response to Comments*

~~The provider~~Qwest will review and respond with written answers to all ~~customer~~CLEC issues, comments/concerns within seven (7) calendar days. The answers will be shared with all ~~customer~~CLECs, unless the question (s) are marked proprietary. Any changes that may occur as a result of the responses will be distributed to all ~~customer~~CLECs in the same notification letter.

VI.XLI. *Final Interface Release Requirements*

The notification letter resulting from the ~~customer~~CLEC's response from the Initial Release Notification will constitute the Final Release Requirements.

VII.XLII. *Content of Final Interface Release Requirements*

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs~~.

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

In addition to the content of Interface Initial Release Requirements, the Final Release will include the following:

- *Summary of changes from ~~the provider~~Qwest response to comments*
- *Indication of type of change (e.g., documentation change, business rule change, clarification change)*
- *Changed requirements pages*
- *Release date*
- *Interval before implementation of release*

~~The provider~~Qwest's planned implementation date will not be sooner than forty-five (45) calendar days from the date of the final release requirements. The ~~provider~~Qwest will post notification to provider's web site to inform the ~~customer~~CLECs of possible impact to ~~customer~~CLEC ordering ability. The ~~provider~~Qwest will post this information forty-five (45) calendar days prior to the scheduled implementation of such changes, if possible, but not less than thirty (30) calendar days prior to implementation. Emergency changes that occur without advance notification will be posted within 24 hours of the change. The implementation time line for the release will not begin until all related documentation is provided.

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs~~.

[2] Throughout this document, the terms "*include(s)*" and "*including*" mean "*including, but not limited to.*"

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

PRIORITIZATION

~~I.~~XLIII. *Prioritization Review*

The prioritization review provides the forum for reviewing and prioritizing Type 4 and Type 5 change requests. ~~The provider~~Qwest will facilitate the meeting. Both ~~customer~~CLECs and ~~providers~~Qwest should have appropriate subject matter experts in attendance. Meetings will be held monthly, or more frequently if needed, and are open to all ~~customer~~CLECs. The prioritization review objectives are to:

- *Introduce newly initiated ~~customer~~CLEC and provider change requests.*
- *Allow ~~customer~~CLECs to prioritize new change requests and re-rate existing change requests by providing specific input as to the relative importance that ~~customer~~CLECs, as a group, assign to each such change request.*
- *Provide status on outstanding ~~customer~~CLEC and provider change requests.*
- *~~The provider~~Qwest will distribute all materials fourteen (14) calendar days prior to the prioritization review. The materials will include:*
  - *Agenda*
  - *Prioritized spreadsheet of Type 4 and Type 5 change requests*
  - *Spreadsheet of change requests pending initial rating and re-rating (see Appendix B)*
  - *New change requests as submitted by initiating ~~customer~~CLEC or provider*

~~II.~~XLIV. *Prioritization Process*

During the review, the initiators will present their new change requests and any requests for re-rate. This will be followed by a question and answer session. After all presentations are complete, the voting of change requests will begin.

Re-rate requests will only be accepted from ~~customer~~CLECs who participated in the initial voting. Once a re-rate is requested, all ~~customer~~CLECs participating at the subsequent meeting can submit a rating.

~~Customer~~CLECs may request and rate a modification to a new change request at the prioritization review, if agreed to by the originating ~~customer~~CLEC(s). The originating ~~customer~~CLEC must update the change request with the agreed upon modification.

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs~~.

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

~~III.~~XLV. *Voting*

Voting should be conducted according to the following guidelines:

- *A ~~customer~~CLEC must either be using the interface impacted by the change request or have a Letter of Intent to use the interface on file with the ~~provider~~Qwest to participate in the vote.*
- *Each ~~customer~~CLEC is allowed one vote per change request and should have one representative responsible to provide a rating. Each ~~customer~~CLEC can only assign a rating to a change request at the prioritization review. A rating will not be accepted outside of the prioritization review.*
- *~~Customer~~CLECs may only provide a rating at the meeting where the new change request is introduced. ~~Customer~~CLECs that were not present at that meeting may not submit ratings at subsequent meetings, unless there is a request to re-rate.*
- *A ~~customer~~CLEC may delegate its vote to an authorized agent acting on its behalf by providing a Letter of Authority.*
- *Each participating ~~customer~~CLEC ranks each change request by providing a rank from 1 (low) to 5 (high). Votes will be averaged to determine order of ranking and results (see Appendix C) will be provided prior to the close of the prioritization review.*
- *~~Customer~~CLECs can defer/pass on voting. A rating of defer or pass will not be averaged in the overall rating.*

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs~~.

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

ESCALATION PROCESS

FROM SEPTEMBER 20, 2001 REDESIGN SESSION

I.XLVI. Guidelines

- The escalation process will include items that are defined as within the CMP scope.
- The decision to escalate is left to the discretion of the customerCLEC, based on the severity of the missed or unaccepted response/resolution
- Escalations may also involve issues related to CMP itself, including the administration of the CMP can involve issues related to the CMP, itself
- Escalations involving change requests, the expectation is that escalation should occur only after normal change management procedures have occurred per the CMP

Three (3) levels of escalation shall be available. They are:

1. The customer's change management director (or designated agent) to provider's change management director
2. The customer's change management director to provider's account director
3. The customer's vice-president to provider's vice-president

Each level of escalation will go through the same cycle, as follows:

II.XLVII. Cycle

Item must be formally escalated as an e-mail sent to the Qwest CMP escalation e-mail address [URL to be established] the appropriate provider escalation level.

- Subject line of the escalation e-mail must include:
  - CLEC Company name
  - "ESCALATION"
  - Change Request (CR) number and status, if applicable
- Content of e-mail must enclose appropriate supporting documentation, if applicable, and to the extent that the supporting documentation does not include the following information, the following must be provided:
  - Description of item being escalated
  - History of item
  - Reason for Escalation
  - Business need and impact
  - Desired CLEC resolution
  - CLEC contact information including Name, Title, Phone Number, and e-mail address

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end usersthat are provided to CLECs.

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

- CLEC may request that impacted activities be stopped, continued or an interim solution be established.

- Qwest will acknowledge receipt of the complete escalation e-mail with an acknowledgement of the e-mail no later than the close of business of the following business day. If the escalation email does not contain the following specified information Qwest will notify the CLEC by the close of business on the following business day, identifying and requesting information that was not originally included. When the escalation email is complete, the acknowledgement email will include:
  - Date and time of escalation receipt
  - Date and time of acknowledgement email
  - Name, phone number and email address of the Qwest Director, or above, assigned to the escalation.

- ~~Subject of e-mail must be customer (Customer Name) ESCALATION (CR# if applicable) Level of Escalation~~
- ~~Content of e-mail must include~~
  - ~~Definition and escalation of item~~
- ~~History of item~~
- ~~Reason for escalation~~
- ~~Desired outcome of customer~~

- Qwest will post escalated issue and any associated responses on the CMP web site within 1 business day of receipt of the complete escalation or response. [see action item]
- Qwest will give notification that an escalation has been requested via the Industry Mail Out process [in a time frame to be determined – Jarby]
- Any other CLEC wishing to participate in the escalation must submit an e-mail notification to the escalation URL within one (1) business day of the mail out. The subject line of the e-mail must include the title of the escalated issue followed by "ESCALATION PARTICIPATION"

- ~~Impact to customer of not meeting the desired outcome or item remaining on current course of action as previously discussed at the prioritization review (if escalation is associated with a change request)~~
- ~~Impact to customer of a rejected change request~~
- ~~Contact information for appropriate level including Name, Title, Phone Number, and e-mail ID~~
- ~~It is not necessary to repeat information for level 2 and 3 escalations. However, the e-mail submission should include any additional information since the last distribution, including the reason that the matter could not be resolved at previous level~~

[1] Throughout this document, OSS Interfaces are defined as ~~existing or new gateways including~~ application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs~~.

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

- ~~The provider will reply to the escalation request with an acknowledgment of receipt within 1 business day~~
- ~~Within seven (7) calendar days of receipt, the appropriate provider change management executive (Level 1-2: Director or Level 3: Vice President) will reply through provider change management with provider position and explanation for that position~~
- Qwest will respond with a binding position e-mail including supporting rationale ~~a~~As soon as practicable, but no later than:
  - For escalated CRs, seven (7) ~~fourteen (14)~~ calendar days of sending the acknowledgement e-mail, ~~Qwest will respond with a binding position e-mail including supporting rationale.~~
  - For all other escalations, fourteen (14) calendar days of sending the acknowledgment e-mail.
- The escalating ~~customer should~~ CLEC will respond to the ~~provider~~Qwest within seven (7) calendar days with a binding position e-mail, as to whether escalation will continue or the provider response has been accepted as closure to the item
- ~~If the provider's position suggests a change in the current disposition of the item, a conference call will be held within 1 business day of the provider's decision in order to arrive at consensus with the appropriate executives~~
- ~~The provider will publish the outcome of the conference call via e-mail~~
- ~~For escalations associated with Type 1 changes, the provider has a one day turnaround rather than 5 for each cycle of escalation~~
- When the escalation is closed, the resolution will be subject to the CMP

~~3.4.2.1 Flow of Escalation Table~~

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways including application-to-application interfaces and Graphical User Interfaces, connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs~~.

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

INTERFACE TESTING

~~The provider~~ Qwest will provide a separate Customer Test Environment (CTE) for the testing of application-to-application interfaces for pre-order and order. There are two types of testing: new release testing and production support. New release testing provides the opportunity to test the code associated with releases for Types 2 through 5 change requests. Production support testing allows ~~customer~~CLECs and ~~providers~~ Qwest to test changes made as a result of Type 1 change request implementation.

~~I.~~XLVIII. *New Release & Production Support Testing in the ~~Customer~~CLEC Test Environment (CTE)*

This section provides information regarding the CTE and the procedures for new release and Production Support testing.

The CTE is a separate environment that contains the application-to-application interface and gateway applications for preordering and ordering. This environment is used for ~~customer~~CLEC testing – both new release testing and new entrant testing. ~~Customer~~CLECs are responsible for establishing and maintaining connectivity into the CTE. Provided a ~~customer~~CLEC uses the same connectivity option as it uses in production, the ~~customer~~CLEC should, in general, experience response times similar to production. However, this environment is not intended for volume testing. The CTE contains the appropriate applications for pre-ordering and Local Service Request (LSR) ordering up to and including the service order processor.

Any special procedures required due to geographical or system differences will be reviewed with the participating ~~customer~~CLEC prior to the implementation of their testing phase.

~~II.~~XLIX. *New Release Testing*

New release testing is the process ~~customer~~CLECs use to test an upcoming ~~provider~~Qwest systems release that impacts the interface and business rules between ~~customer~~CLECs and the ~~provider~~Qwest.

[1] Throughout this document, OSS Interfaces are defined as ~~existing or new gateways providing~~ application-to-application interfaces and Graphical User Interfaces, connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~, that are provided to CLECs~~.

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

~~III.~~L. *Getting Ready for the New Release Testing*

~~Customer~~CLECs should be notified of the content of the release through the change management process. ~~Customer~~CLECs should review the content of the release and determine if they want to participate in the test and what transactions they would like to submit as part of the test.

~~The provider~~Qwest will send an industry notification, including testing schedules, to ~~customer~~CLECs so they may determine their intent to participate in the test. ~~Customer~~CLECs wishing to participate in the test should make arrangements with ~~the provider~~Qwest testing coordinator. ~~The provider~~Qwest will publish any changes to the schedule.

~~IV.~~LI. *Production Support Testing*

Production Support testing occurs in a production like environment used in support of new entrant testing. New entrant testing is intended for those ~~customer~~CLECs that are not currently in production or that want to test new ordering or pre-ordering transactions for which they have not been through testing.

[1] Throughout this document, OSS Interfaces are defined as ~~existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and systems functions~~ that support or affect the pre-order, order, provisioning, maintenance and repair, and billing functions for local services provided by CLECs to their end user~~s~~ that are provided to CLECs.

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents ORF language not yet discussed by the CLEC-Qwest Re-Design Team.

TRAINING

All changes to existing interfaces, as well as the introduction of new interfaces, will be incorporated into ~~customer~~CLEC training.

~~Providers~~Qwest—may conduct ~~customer~~CLEC workshops. ~~Customer~~CLEC workshops are organized and facilitated by the ~~provider~~Qwest and can serve any one of the following purposes:

- *Educate ~~customer~~CLECs on a particular process or business function*
- *Collect feedback from ~~customer~~CLECs on a particular process or business function*
- *Provide a forum for ~~providers~~Qwest or ~~customer~~CLECs to lobby for the implementation of a particular process or business function*

[1] Throughout this document, OSS interfaces are defined as ~~access to~~ ~~systems~~ databases (including application-to-application interfaces and Graphical User Interfaces), connectivity and ~~access~~ functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing functions for local services provided by CLECs to their end ~~customer~~ users provided to CLECs.

[2] Throughout this document, the terms "~~schedule~~" and "~~scheduling~~" mean "~~including~~, but not limited to."

Note-Throughout this document italicized text represents OSS language not yet discussed by the CLEC-Qwest Re-Design Team.

Dispute Resolution Process
FROM SEPTEMBER 20, 2001 REDESIGN SESSION

- CLECs and Qwest will work together in good faith to resolve any issue brought before the CMP [define Good Faith]. In the event that an impasse issue develops, is not resolved through the Escalation Process described in Section xx has been followed without resulting in a resolution, a party may pursue the dispute resolution processes set forth below. The dispute shall be escalated by the method set forth below. Item must be formally noticed as an e-mail sent to the Qwest CMP Dispute Resolution e-mail address [URL to be established] Subject line of the e-mail must include:
  - CLEC Company name
  - "Dispute Resolution"
  - Change Request (CR) number and status, if applicable
- Content of e-mail must enclose appropriate supporting documentation, if applicable, and to the extent that the supporting documentation does not include the following information, the following must be provided:
  - Description of item
  - History of item
  - Reason for Escalation
  - Business need and impact
  - Desired CLEC resolution
  - CLEC contact information including Name, Title, Phone Number, and e-mail address
  - Qwest will acknowledge receipt of the complete Dispute Resolution e-mail within one (1) business day

- Qwest or any CLEC may suggest that the issue be resolved through an Alternative Dispute Resolution (ADR) process, such as arbitration or mediation using the American Arbitration Association (AAA) or other rules. If the parties agree to use an ADR process and agree upon the process and rules to be used, including whether the results of the ADR process are binding, the dispute will be resolved through the agreed-upon ADR process.

Qwest or any CLEC affected by the dispute may request mediation by a third party. If mediation is requested, parties shall participate in good faith. Qwest and the CLECs

[1] Throughout this document, OSS interfaces are defined as systems or data gateways including application-to-application interfaces and Graphical User Interfaces, manually and system handled that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end customers provided to CLECs.

[2] Throughout this document, the terms "includes" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents ORP language not yet discussed by the CLEC-Qwest Re-Design Team.

affected by the dispute must agree to the terms of the mediation, including the payment of costs and fees. If the mediation results in the resolution of the issue, that resolution shall apply to all CLECs affected by the dispute. If mediation is not successful in resolving the issue, Qwest or any CLEC may use the process set forth below.[action item for proposed language]

- Without the necessity for a prior ADR Process[contingent on first bullet], Qwest or any CLEC may submit the issue, following the commission's established procedures, with the appropriate regulatory agency requesting resolution of the dispute. This provision is not intended to change the scope of any regulatory agency's authority with regard to Qwest or the CLECs.

However, Tthis process does not limit any party's right to seek remedies in a regulatory or legal arena at any time.

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways including application-to-application interfaces and Graphical User Interfaces, connectivity and systems functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing functions for local services provided by CLECs to their end users that are provided to CLECs.

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

DEFINITION OF TERMS

Term	Definition
~~CUSTOMER~~ CLEC	Party originating a request (LSR)

INTERFACE	A mechanism to communicate between ~~customer~~CLEC/provider or trading partners (e.g., paper, GUI, gateway)
	• A new interface is ~~the provider~~Qwest's introduction of paper, GUI, gateway, etc., to all ~~customer~~CLECs for the first time.
	• A change to an interface may include:
	  • Paper to GUI
	  • Changes of EDI to CORBA

ISSUE	The specific OBF LSOG Issue (e.g., Local Services Ordering Guidelines (LSOG) document, Issue 5, August 2000)
PROVIDER	Party receiving request (LSR)
RELEASE	Implementation of version (Type 3 change) using a particular interface. A release may include enhancements or customization (Type 1,2,4 or 5 change) to an LSOG version by a provider as well as ~~customer~~CLEC/provider business requirements.
VERSION	The supported OBF LSOG Issue (e.g., Local Services Ordering Guidelines (LSOG) document, Issue 5, August 2000) (Type 3 change)

[1] Throughout this document, OSS Interfaces are defined as ~~existing or new~~ gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities ~~that are provided to CLECs~~ for local services provided by CLECs to their end users.

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

GLOSSARY OF TERMS

ANSI	*American National Standards Institute*
ATIS	*Alliance for Telecommunications Industry Solutions*
CMP	*Change Management Process*
ECIC	*Electronic Communications Implementation Committee*
EDI	*Electronic Data Interchange*
FCC	*Federal Communications Commission*
GUI	*Graphical User Interface*
ITU	*International Telecommunications Union*
LOI	*Letter of Intent*
LSR	*Local Service Request*
NRIC	*Network Reliability and Interoperability Council*
OBF	*Ordering and Billing Forum*
OIS	*Outstanding Issue Solution*
OSS	*Operational Support Systems*
POC	*Point Of Contact*
RN	*Release Notification*
TCIF	*Telecommunications Industry Forum*

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs~~.

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

APPENDIX A: CHANGE REQUEST FORM AND CHECKLIST

I.LII. *Appendix A-1: Change Request Form*

(1) Internal Reference # _____ *(2) Date Change Request Submitted* ___/___/___

(3) ☐ ***TYPE 1 (EMERGENCY)*** *(4)* ☐ ***TYPE 2 (REGULATORY)*** *(5)* ☐ ***TYPE 3 (INDUSTRY)***
- ❑ *Severity 1 (stops production)*
- ❑ *Severity 2 (impacts production)*
- ❑ *Severity 3 (major w/work around)*

(6) ☐ ***TYPE 4 (PROVIDER)*** *(7)* ☐ ***TYPE 5 (CUSTOMERCLEC)***

(4) CustomerCLEC _____

*(5) Originator*_____ *(6) Phone*_____

(7) Originator's Email Address _____ *(8) Fax*_____

(9) Alternate Contact _____ *(10) Alt Phone #* _____

(11) Title of Change _____

(12) ***Category*** ☐ *Add New Functionality* ☐ *Change Existing*

(13) ***Interfaces Impacted***
- ❑ *Pre-Ordering*
- ❑ *Ordering*
- ❑ *Maintenance*
- ❑ *Manual*
- ❑ *Billing*
- ❑ *Business Rules*
- ❑ *Other*

(14) Description of requested change including purpose and benefit received from this change. (Use additional sheets, if necessary.)

_____
_____
_____
_____

(15) Known dependencies

_____
_____
_____
_____

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs~~.

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

(16) List all business specifications and/or requirements documents included (or Internet / Standards location, if applicable)

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs.~~

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

This Section to be completed by Provider ONLY.

*(17) Change Request Log #*_____ *(18) Clarification* ☐ *Yes* ☐ *No*

(19) Clarification Request Sent ___/___/___ *(20) Clarification Response Due* ___/___/___

(21) Status _____

(22) Change Request Review Date __/__/__ *(23) Target Implementation Date* ___/___/__

(24) Last Modified By _____ *(25) Date Modified* ___/___/___

(26) Change Request Activity

(27) Rejected Change Request

- ☐ *Cost/benefits*
- ☐ *Resource commitments*
- ☐ *Industry or regulatory direction*
- ☐ *Provider direction*
- ☐ *Other*

(28) Cancellation Acknowledgment ~~Customer~~CLEC _____ *Provider*_____ *Date* ___/___/___

(29) Request Escalation ☐ *Yes* ☐ *No*

(30) Escalation Considerations

(31) Agreed Release Date ___/___/___

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs.~~

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

This section to be completed by Provider – Internal Validation of Defect Change Request.
(12) Defect Validation Results:

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs.~~

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

II.LIII. *Appendix A-2: Change Request Form Checklist*

All fields will be validated before Change Request is returned for clarification.

Field	Checklist	Description	Instructions	Action Required
1	Optional	Optional field for the initiator to use for internal tracking. The request may be generated prior to submission into the ProviderQwest's change control process.	No action	
2	Mandatory	Date Change Request sent to Provider.	Return to Sender	Date entry required
3	Mandatory	Indicate type of Change Request: CustomerCLEC or Provider initiated Industry Standard or Regulatory.	Return to Sender	Company designation required
4	Mandatory	Enter company name for the Change Request.	Return to Sender	Company name required
5	Mandatory	Enter originating company's Change Control Initiator's name.	Return to Sender	Initiator's name required
6	Mandatory	Enter originating company's Change Control Initiator's phone number.	Return to Sender	Initiator's phone number required
7	Mandatory	Enter originating company's Change Control Initiator's Email address.	Return to Sender	Initiator's Email address required
8	Mandatory	Enter originating company's Change Control Initiator's fax number.	Return to Sender	Initiator's fax number required
9	Mandatory	Enter originating company's alternate contact name.	Return to Sender	Alternate contact name required
10	Mandatory	Enter originating company's alternate contact phone number.	Return to Sender	Alternate contact number required
11	Mandatory	For the purpose of referencing the Change Request, assign a short, but descriptive name.	Return to Sender	Title required – maximum length 40 characters.
12	Mandatory	Identify request category for the Change Request.	Return to Sender	Category required
13	Mandatory	Identify originating company assessment of impact	Return to Sender	Entry required
14	Mandatory	Describe the proposed Change Request, indicating the purpose and benefit of request. If additional space is needed, use additional sheet.	Return to Sender	Description of Change Request required
15	Mandatory	Indicate any known dependencies relative to the Change Request. If none are known, enter "None known".	Return to Sender	Entry required

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs~~.

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

Field	Checklist	Description	Instructions	Action Required
16	Mandatory	Indicate whether additional information accompanies/supports the proposed Change Request If yes, list all documents attached or reference where they can be found, including internet address and standards reference, if applicable.	Return to Sender	Supporting documentation must accompany request
17	Mandatory Provider	A Change Request Log Number generated by the "Change Request Logging system" upon receipt of the Change Request. The number should be sent back to the initiator on the acknowledgment receipt. This # will be used to track the Change Request.	Return to Sender	Log number – system generated
18	Conditional Provider	Indicates whether clarification is needed on the Change Request.	Return to Sender	
19	Conditional Provider	Date clarification request sent to Initiator.		
20	Conditional Provider	Date clarification due back from Initiator.	Return to Sender	
21	Mandatory Provider	Indicate status of proposed Change Request (i.e., clarification, validation, pending, etc)		
22	Mandatory Provider	Assign date when Change Request will appear on agenda.	Return to Sender	
23	Mandatory Provider	A soft date for implementation. Updated based on Candidate Release Package info.		
24	Mandatory Provider	Field that communicates who last updated the request.		
25	Mandatory Provider	Field that communicates when the last update occurred.		
26	Mandatory Provider	Change Request results captured from the Change Review meeting.		
27	Conditional Provider	Cancelled Change Request reasoning.	Return to Sender	
28	Conditional Provider	Concurrence with Change Request originating company. Show date of concurrence.	Return to Sender	
29	Conditional Provider	Change Request Escalation indication.		
30	Conditional Provider	Detailed description of the escalation considerations.		
31	Mandatory Provider	Indicate agreed release date from Project Release Plan.		

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs.~~

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

Field	Checklist	Description	Instructions	Action Required
32	Mandatory Provider	Results of Internal Defect Validation		

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs.~~

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

APPENDIX B: CHANGE REQUEST PRIORITIZATION FORM

Item #	*Change Request #*	*Description of Change Request*	*~~Customer~~CLEC Rankings*	*Comments*
		Title: *Description:* *Process:* *System:* *Primary Area:* *LSOG Version:* *Initiator/Date:*	*Overall =* *Cust #1 =* *Cust #2 =* *Cust #3 =* *Cust #4 =* *Cust #5 =* *Cust #6 =*	
		Title: *Description:* *Process:* *System:* *Primary Area:* *LSOG Version:* *Initiator/Date:*	*Overall =* *Cust #1 =* *Cust #2 =* *Cust #3 =* *Cust #4 =* *Cust #5 =* *Cust #6 =*	
		Title: *Description:* *Process:* *System:* *Primary Area:* *LSOG Version:* *Initiator/Date:*	*Overall =* *Cust #1 =* *Cust #2 =* *Cust #3 =* *Cust #4 =* *Cust #5 =* *Cust #6 =*	

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs~~.

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

APPENDIX C: CMP PRIORITIZATION PROCESS EXAMPLE

Example: Change Request E2 is prioritized highest. Since E3 and E5 are tied, they will be re-ranked and prioritized according to the re-ranking.

Pre-order	CustomerCLEC #1	CustomerCLEC #2	CustomerCLEC #3	TOTAL	Average
E1	5	5	5	15	5
E2	1	2	1	4	1
E3	3	1	5	9	3
E4	5	3	4	12	4
E5	2	5	2	9	3
E6	4	4	3	11	4

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs.~~

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

TO: Qwest CMP Re-design Team

FROM: AT&T Redesign Members

Date: October 10, 2001

Re: Comments Concerning the October 2nd and 3rd CMP Re-design Meetings

This memo is a follow-up to the CMP Re-design meeting last week.

1. Qwest Documentation (Tech Pubs, PCAT and other Product Documentation)

a. Last week, we discussed an interim process for changes to Qwest documentation. We look forward to the commencement of this process, however, cannot recall whether Qwest stated during the meeting when the process would start. Would Qwest please provide by the next CMP Re-design meeting, the date on which this new process will commence (e.g., the documents will be red-lined, the historical change log will be included and Qwest will use the CR process when the change is CLEC-impacting).

b. An important part of the discussion on this topic, which has not yet been resolved, is the process Qwest intends to follow for documents previously modified as a result of the 271 workshops, but not distributed and noticed to all parties in a way that allowed for a meaningful review (changes were not identified, agreements from 271 workshops were not identified, etc.). We understand that Qwest will provide a response to this concern by the next CMP Re-design meeting, if not sooner.

2. Scope of CMP

We note that the Hearing Examiner for the Colorado Public Utilities Commission issued the report on the Colorado Performance Assurance Plan (CPAP) on September 26, 2001. While this report is still subject to comment, we observed that there are two references in the report that relate to CMP:

a. Paragraph 14.3 of the CPAP (Issue 7 in the report) indicates that the change management process, once re-designed and in place, will be followed to obtain approval when Qwest wishes to make any CLEC-affecting changes to the Performance Measurement and Reporting System.

b. Paragraph 18.8 of the CPAP deals with CLEC or Qwest seeking to modify a Performance Indicator Definition (PID) outside of the six-month review

process called for in the CPAP. This provision states that the Independent Monitor and the Commission are more likely to approve a change to a PID "if it has been approved by another forum such as the ROC or CMP (if PIDs are ultimately included within the scope of CMP)."

It seems that the CMP Re-design group should discuss these aspects of the Colorado Commission's order and come to an agreement on how to address the changes identified in paragraph a. above. With regard to paragraph b., a discussion about whether to include changes to PIDs in the CMP would be appropriate as well.

3. Voting

At the last meeting, a couple of items came to a vote. Tom Dixon of WorldCom raised the question of whether we were following the draft Procedures for Voting and the Impasse Resolution Process that were established for CMP Re-design. It appeared that we did not strictly follow the process outlined in that document. For example, the document states:

> Participants at a working session will determine if there are any issues requiring a vote at the next working session. If there is an issue requiring a vote, the agenda for the next working session will reflect the item. In addition, the agenda will be distributed to the CLECs and posted on the CICMP Re-design web site a week in advance of the session.

This contemplates that if a matter comes up that requires a vote, the parties schedule it for the next re-design meeting. There was discussion at the last meeting that the parties could just agree to vote at the meeting where the matter came up. This is not contemplated by the process agreed to by the group. While AT&T does not object to the notion that a matter can be brought to a vote at the meeting where the matter is first discussed, as long as no party objects, the process document should reflect this. It currently does not. There are other items that affect voting that were not really implicated by the discussions last week, but are not contained in the process document either. If you refer to the minutes from the August 7 – 8, 2001 meeting, you will note that Attachment 5 contains a couple of conditions that relate to voting: (i) Core Team Membership will be revoked if 3 consecutive working sessions are missed and (ii) Core Team members will not be allowed to vote on any issue in which they did not participate. If the group no longer wishes to apply these conditions, that should be discussed. If these conditions remain appropriate, it would be appropriate to include them in the voting process document so that they can readily be referenced by the group.

AT&T Redesign Team

FINAL MEETING MINUTES

CLEC – Qwest Change Management Process Re-design
Tuesday, October 30 through Thursday, November 1, 2001 Working Session
1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Conference Bridge: 1-877-847-0304, passcode 7101617#

NOTE: These are Final meeting minutes Qwest developed following the three day working session, and which incorporate CLEC comments following distribution to the Redesign Core Team Members on 11-12-01. Comments to the minutes were received from ATT on 11-23-01. An e-mail from ATT dated 11-23-01 is included as Attachment #18.

INTRODUCTION

The Core Team (Team) and other participants met October 30 through November 1 to continue with the Re-design effort of the Change Management Process. Following is the write up of the discussions, action items, and decisions in the working session. The attachments to these meeting minutes are as follow:

ATTACHMENTS

#1 October 30 through November 1, 2001 Attendance Record
#2 October 30 through November 1 CMP Redesign Meeting Notice and Agenda
#3 October 31, 2001 Revised Agenda
#4 November 1, 2001 Revised Agenda
#5 CMP Re-design Issues and Action Items Log – Revised 11/01/01
#6 Schedule of CMP Re-design Working Sessions – Revised 11/01/01
#7 Qwest Proposed Changes to Existing OSS Interfaces Language – Revised 11/01/01
#8 Qwest Proposed CLEC – Qwest OSS Interface CR Initiation Process – Revised 11/01/01
#9 Qwest Proposed Introduction of an OSS Interface Process – 11-01-01
#10 CMP Core Team Expectations 11-09-01
#11 Core Team Member List 8/3/01
#12 CMP Re-design General Attendance Record 10/17/01
#13 Qwest Proposed CR Prioritization Language – 11-01-01
#14 Qwest Proposed Retirement of an Existing Interfaces Process – 11-01-01
#15 Additional Testing Process Presentation – 10-24-01 (icon)
#16 Additional Testing Process Notification –10-24-01 (icon)
#17 Gindlesberger e-mail regarding CPAP 11-01-01
#18 ATT E-mail dated Nov 23, 2001

MEETING MINUTES

The meeting began with introductions of the meeting attendees. Judy Lee then reviewed the three-day agenda. Lynn Powers of Eschelon requested discussion about three areas; what is included in a point release versus a major release, how OSS Interfaces for industry guidelines are handled, and within the prioritization process how are exception CR's handled. These items were in the planned agenda but the team agreed to allow time for discussion to address Eschelon's concerns. Donna Osborne-Miller of AT&T requested the discussion about Introduction for a New OSS Interface be coordinated around the schedule of AT&T's EDI Analyst, Bill McCue. Karen Clauson of Eschelon stated she'd like to ensure the team addresses point releases being covered in the OSS interface language, USOC combinations and appointment scheduler, and definitions of types of changes. Karen Clauson also asked when the CLECs would get the defined processes of how changes are managed. Judy Lee stated that OSS Interface items will be discussed in this session, and how the changes are implemented for application-to-application and GUI interfaces.

Judy Schultz of Qwest stated that the CLECs had identified four items that were CLEC affecting for Qwest initiated CR's, and that the sub-team needed to readdress and expand the four items. Judy wanted the team to revisit this subject because CLEC affecting as defined by the subteam was too narrow. Lynne Powers of Eschelon agreed that there were areas where the CLEC affecting definition should be expanded.

Karen Clauson of Eschelon asked what the process was for a CR that is a Qwest initiated change and NOT a regulatory change or a system change. Clauson asked if the PCAT & Tech Pub updates or changes were for regulatory changes only (interim process.). Judy Schultz of Qwest stated that the interim process for Qwest initiated CRs was meant for all Qwest product/process changes that altered CLEC operating procedures. Lynn Powers of Eschelon was under the impression and asked the group if their understanding was that the interim process was for PCAT & Tech Pub regulatory changes, and not all Qwest initiated processes. **[AT&T Comment: The introductory language to the Qwest initiated product/process change document states that it is for changes that result from the 271 process or OSS testing. Therefore, a further discussion of this process and how it will be used is necessary and appropriate.]** Judy Schultz of Qwest responded that the intent was to identify and issue CRs for the 4 items identified as CLEC affecting. Sharon Van Meter of AT&T stated the team needed to have the discussion about expanding the CLEC affecting definition in this meeting. Judy Schultz of Qwest referred the CLECs to the CLEC notification spreadsheet which includes CLEC affecting changes that are on the list of four items. **[AT&T reviewed the spreadsheet, but because it has one line (with very little information) for each change, it was really of no use to AT&T in determining the kinds of changes that were involved and how they might impact CLECs. At the November 13 redesign meeting, AT&T requested that Qwest provide more detailed information about the review it conducted on this list of changes and that Qwest provide the list of further items it derived from this review. Judy Schultz agreed that Qwest would provide. With this information it should be possible to have a meaningful discussion of this topic. In the meantime,**

AT&T expects that Qwest will not rely exclusively on the 4 CLEC-impacting changes that were preliminarily identified by a subgroup of the Redesign Core Team several weeks ago. Qwest should be bringing any changes that may impact CLEC's through the CR submission, review and approval process. At the 11/15/01 CMP Systems meeting, Judy Schultz confirmed that this would be Qwest's approach.] Terry Wicks of Allegiance Telecom voiced a concern that process timeframes are set without an announcement of when processes will be implemented for Qwest initiated CRs that are CLEC affecting without the CLECs having the ability to comment. Wicks referred to the optional testing process that had been reviewed at the CMP Monthly Meeting, and that was on the agenda for review at the Redesign. Clauson stated that the Qwest date for optional testing of November 19th should be suspended. Judy Schultz of Qwest stated that she was aware of these concerns and that the Qwest SMEs were lined up for Oct 31st to discuss the issue based on the CLECs requesting that date at the CMP Monthly Meeting.

Judy Lee then began a review of "Qwest's Proposed Changes to Existing OSS Interfaces Language" See Attachment 6). The team began with a clarification on determining the number of major and point releases Qwest would do in a calendar year, and asked for a definition of a major release versus a point release. Jeff Thompson of Qwest stated that a major release is CLEC code impacting, i.e., the change on the Qwest side would necessitate changes the CLEC side, such as EDI mapping. Thompson further explained that a major release is one that Qwest would disclose to CLECs and provide them the opportunity to work within the 73-day notification timeline. Thompson stated a major release is one in which Qwest and the CLECs work to ensure our combined systems work together. Jeff Thompson of Qwest continued by stating that a point release is a Qwest release that has no impact to CLEC code on the interface(excluding previously disclosed changes) and could include a fix for bugs introduced in the major release. Thompson further explained that a point release could be changing something in the GUI only, or implementing a code change Qwest had included in the release but that had not been activated in the major release. Jeff Thompson stated the proposed timeline for notification of GUI changes was 21 days, and that for EDI changes Qwest agreed that the 73-day notification timeframe would be used. Lynne Powers of Eschelon stated that a major release should be expanded to include CLECs that use GUI only. Powers proposed internal Qwest initiated changes go into the prioritization process of releases even if it did not impact CLEC code. Powers stated a major GUI change needs to have the 73-day schedule and prioritization. Jeff Thompson stated that Qwest has looked at these timelines, but that this timeline for GUI would have a major impact to our business. Judy Lee clarified that Qwest needed to look into this situation for what the future process would be, until then the escalation process is in place for working exceptions.

Mitch Menezes of AT&T asked about IMA 10.0 prioritization. Mitch asked about regulatory CRs and how they related to the CPAP. He also voiced concern about being able to get the Redesign meeting minutes quicker. Judy Schultz of Qwest introduced Jeni Brooks of Qwest and stated Brooks would assist Maher in developing the minutes. The team agreed that the timelines for getting the draft Redesign meeting minutes out and Core Team Member and Participant to provide feedback/comments would be 5 business

days for a one-day session, and 7 business days for a three-day session. Qwest will post final meeting minutes within 2 business days of incorporating all final feedback and comments.

Sharon Van Meter of AT&T asked that the team agree to address the future schedule for Redesign in 2002. Judy Lee stated that discussion was planned for later in the session.

Judy Lee stated the need to close on the language for major release and point release. Jeff Thompson of Qwest stated that a major release impacts CLEC code. Sharon Van Meter of AT&T suggested the team add "CLEC affecting" such as "operating procedures" to the language. Terry Wicks of Allegiance Telecom made a clarifying point that Judy Schultz of Qwest had stated earlier that Qwest was recommending the CLECs readdress the definition of CLEC affecting items to the list of 4 currently in place. Once that list expands then the notification would increase to include the additional information. Judy Schultz of Qwest proposed that GUI requirements that do not require code changes would be completed within the 21-day notification timeframe. If the change did require an impact to the code, then there would be other notification timelines, such as the 73-day notification schedule.

Karen Clauson of Eschelon stated that Qwest needed to ensure this language, once defined, is included in the process of how to implement the notification scheduling and prioritization. Judy Lee clarified that during the last sessions an action item was taken to define point release in the documentation and the number of major and point releases that will be made in a calendar year.**[AT&T Comment: This should be issue/action item no. 133. It would be helpful if the minutes could state that an item is being added to, or is already on, the issues/action items list and the number on the list. This will make clearer which discussion generated an action item.]**

Jeff Thompson of Qwest stated CLEC-affecting non-code changes could be treated as a Qwest initiated CR. He further clarified that the CLEC affecting definition needs to include significant changes and changes that may not change CLEC procedures, and to quantify substantive changes; for example, changing the color of a screen because someone may feel the screen will be more readable with a different color.

Tom Dixon of WorldCom stated OBF language limits the number of major releases to four for all interfaces, and we might want to consider the same four limitations unless the CLECs agree to additional major releases through the CMP. Judy Lee stated the OBF language is specific to preorder and order only, and there is a separate committee in OBF for billing. Larry Gindlesberger of Covad Communications stated he believed the OBF language was four changes per interface. Mitch Menezes/Donna Osborne-Miller of AT&T took an action item to follow up on what the OBF states, what the OBF intent is, and what the CLECs feel is an appropriate number of major releases. They will provide a response back by the next CMP Redesign meeting. **[AT&T Comment: AT&T has responded that with IMA interfaces no more than 4 changes per year that affect CLEC code is okay. With other interfaces, we asked that the language state that no**

more that 2 changes per year that affect CLEC code be the standard. Qwest is to provide CLECs with a response to this request.]

Mitch Menezes of AT&T asked what is Qwest's goal for major releases in a year. Jeff Thompson of Qwest stated that IT typically tries to stick to two releases a year for billing, and usually only one or two other major releases a year for systems other than IMA. The team determined that the language needed to include the rules for the other interfaces as well. Tom Dixon of WorldCom stated the need to clarify language addressing regulatory mandated and industry guidelines. If no release is scheduled to coincide with the mandate, then an additional (special) release may be necessary. Tom Dixon of WorldCom asked if an industry body could mandate. Judy Lee stated that an industry guideline is not mandated but strongly recommended, such as LSOG 5 and LSOG 6 to be implemented industry-wide within a calendar year of OBF issuing final guidelines on a specific LSOG version. Tom Dixon stated that industry related changes are not prioritized today. He suggested that CMP re-design might want to review it in the future. He also stated that CLECs could initiate industry recommended changes as well as Qwest. **[AT&T Comment: Our recollection is that Qwest has stated in meetings that both CLECs and Qwest may submit CRs for regulatory and industry change CRs. This needs to be clearly identified in the Master Redline document.]**

The final decision was made to add language to the document that "Qwest standard operating practice is to implement 3 major releases and 3 point releases (for IMA only) within a calendar year. Unless a change is mandated as a regulatory change Qwest will implement no more than four (4) release per OSS Interface requiring coding changes to the CLEC interfaces within a calendar year. The major release changes should occur no less than three (3) months apart." **[AT&T Comment: Qwest is to determine whether it will agree to 2 releases on interfaces other than the IMA.]**

Within the Application-to-Application section, Mitch Menezes asked what Qwest does with documentation for releases that are currently in effect. For production support, Qwest updates the documentation with the addendum to the disclosure document. The Requirements Review Application-to-Application was changed to "This section describes the timelines that Qwest, and any CLEC choosing to implement on the Qwest Release Production Date (date the Qwest release is available for use by CLECs), will adhere to in changing existing interfaces. For any CLEC not choosing to implement on the Qwest Release Production Date, Qwest and the CLEC will negotiate a mutually agreed to CLEC implementation timeline, including testing."

Jeff Thompson of Qwest stated that at day 73 CLECs would receive draft technical specifications. He further explained that the technical specifications are the documents that provide information the CLECs need to code the interface. The final decision on the language update was "Qwest will provide draft technical specifications at least seventy-three (73) calendar days prior to implementing the release unless the exception process has been invoked. Technical specifications are documents that provide information the CLECs need to code the interface. CLECs have eighteen (18) calendar days from the initial publication of draft technical specifications to provide written comments/questions

on the documentation." Tom Dixon stated that following the timeline chart there are no compensation days allowed for timelines on weekend and holidays. The overall process would take no more than 73 calendar days.

Mitch Menezes of AT&T asked if CLECs could provide additional comments after the comment period. Jeff Thompson of Qwest stated IT will continue to take comments, corrections and do the same work as they do today to ensure the systems work well. Jeff stated that in his experience few CLECs are able to go to production at the same time Qwest does. Jeff Thompson of Qwest stated this is part of the migration process; Bill McCue of AT&T confirmed that this is happening now.

Judy Lee moved the team into the Walk Through of Draft Interface Technical Specifications. Bill McCue stated that the walk through would be closer to the 58th day. Jeff Thompson of Qwest stated that the walkthrough can take about 10 days and by the 58th day the walkthrough would be completed. Mitch Menezes of AT&T asked how the walkthroughs are conducted. Jeff Thompson of Qwest stated the walkthroughs are conducted in lockup meetings, usually all day sessions but that depends on how large the release is. Bill McCue of AT&T stated that those who would be in the walkthroughs would need to go through the summary of changes first to be prepared and expedite the walkthrough.

There were significant changes to the "Walk Through of Draft Interface Technical Specifications" section. The agreed to language is "Qwest will sponsor a walk through, including the appropriate internal subject matter experts (SMEs), beginning 68 calendar days prior to implementation and ending no later than 58 calendar days prior to implementation. A walk through will afford CLEC SMEs the opportunity to ask questions and discuss specific requirements with Qwest's technical team. CLECs are encouraged to invite their technical experts, systems architects, and designers, to attend the walk through.

Walk through Notification Content
This notification will contain:

- Purpose
- Logistical information (including a conference line)
- Reference to draft technical specifications, or web site
- Additional pertinent material

Conduct the Walk-through
Qwest will lead the review of technical specifications. Qwest technical experts will answer the CLEC SMEs' questions. Qwest will capture action items such as requests for further clarification. Qwest will follow-up on all action items and notify CLECs of responses 45 calendar days prior to implementation."

CLEC Comments on Draft Interface Technical Specifications Section was reviewed and updated to read "If the CLEC identifies issues or requires clarification, the CLEC must send written comments to the Systems CMP Manager no later than 55 calendar days prior

to implementation." Judy Schultz of Qwest stated that Qwest would respond to the comments no later than 545 calendar days prior to implementation. Jeff Thompson of Qwest stated the way this process works is when an implementation time is determined by the CLEC, Qwest and the CLEC sit down and develop a mutually agreed to schedule. It was determined that Qwest will commit to this timeline schedule, even though each CLEC schedule will likely to vary based on individual needs. Jeff Thompson of Qwest stated IT would follow the 73-day timeline assuming that the CLEC will go into production on the same day as Qwest. Thompson stated each CLEC would negotiate their schedule with Qwest IT. Jeff also stated Qwest would meet the schedule but Qwest needs the CLEC comments according to the 73-day schedule to be considered for the Final Requirements.

Section V and VI were updated to reflect the following changes.
"Qwest Response to Comments
Qwest will review and respond with written answers to all CLEC issues, comments/concerns no later than forty-five (45) calendar days prior to implementation. The answers will be shared with all CLECs, unless the CLECs question(s) are marked proprietary. Any changes that may occur as a result of the responses will be distributed to all CLECs in the same notification letter. The notification will include the description of any change(s) made as a result of CLEC comments. The change(s) will be reflected in the final technical specifications.

Final Interface Technical Specifications
The notification letter resulting from the CLEC comments from the Initial Release Notification will constitute the Final Technical Specifications."

Mitch Menezes of AT&T stated that CLECs needed to adhere to the timeline for providing comments even if the CLECs are not going to implement at the same time as Qwest. Jeff Thompson of Qwest stated that comments received after the comment cycle could be incorporated if necessary. Mitch Menezes of AT&T asked about adding a placeholder to ensure that the connection is made to between the CR Process and this Process. **[AT&T Comment: this should be reflected in the issues/action items log. The point is to insure that we are clear in the Master Redline about what the process flow is from beginning to end. Any process that is preceded by a CR needs to be clear. Any process that is not preceded by a CR needs to be clear.]** Menezes also asked if EDI Implementation guidelines are covered under the Change Management Process. Jeff Thompson took this as an action item.

Thompson stated that a release is installed during a weekend, therefore the earliest date for CLEC implementation will be on the following weekend. Tom Dixon suggested that a footnote is needed to explain this timeline. Jeff Thompson will provide language.

Language was added to the Joint Testing Period that stated "Qwest will provide a 30 day test window for any CLEC who desires to jointly test with Qwest prior to the release production date."

Judy Lee began the review of the Requirements Review – Graphical User Interface (GUI) section. Tom Dixon of WorldCom asked if a redlined version of technical documentation was provided to CLECs. Jeff Thompson answered that redlining the technical specifications will not be beneficial for the CLEC technical SMEs, therefore, Qwest will only provide a clean version of the technical specifications. **[AT&T Comment: Jeff did state that when the Final Notification Letter comes out, Qwest will identify in one of the documents provided what changed from the draft interface technical specifications.]**

Draft GUI Release Notice was updated and new language added. "Prior to implementation of a change to an existing interface, Qwest will notify CLECs of the draft release notes and the planned implementation date. Notification will occur at least twenty-eight (28) calendar days prior to implementing the release unless an exception process has been invoked. This notification will include draft user guide information if necessary. CLECs must provide comments/questions on the documentation no later than 25 calendar days prior to implementation. Final notice for the release will be published at least twenty-one (21) calendar days prior to production release date." **[AT&T Comment: we discussed that Qwest would provide the notification by the morning of the 28th calendar day so that CLECs have that first full day to review. This should be reflected in the language.]**

Mitch Menezes of AT&T asked if Qwest was required to submit a CR for Qwest initiated GUI changes. Jeff Thompson of Qwest answered that starting with IMA release 10.0, Qwest will submit a CR for each Qwest initiated GUI change. It was identified that there are four (4) types of changes; Qwest initiated, CLEC initiated, Regulatory and Industry Changes. It was further determined that CLECs can initiate CRs for regulatory and industry guideline changes. The redline document was updated as follows. "The notification will contain: Written summary of change(s), Target time frame for implementation, and any cross reference to draft documentation such as the user guide or revised user guide pages."

Qwest committed to a 28 calendar day timeline for the draft summary of changes, user guides and information on training. Mitch Menezes of AT&T asked when a CR is closed. Schultz explained that a CR is not closed until the CLECs agree to close it at the CMP meeting. **[AT&T Comment: the process/timing for closing a CR should be discussed and documented in the Master Redline document.]**The following update was made to the Content of Final Interface Release Notice section. The GUI timeframe changed from 15 to 21 days and the language of "emergency changes" was changed to "production support type changes." The team then finalized the draft language for "Qwest Proposed Changes to Existing OSS Interface Language, Revised 10-16-01". Judy Schultz-Qwest asked the team if Qwest could plan to implement the process based on the language agreed to. There was no disagreement.

The team then began to review "Qwest Proposed CLEC-Qwest OSS Interface Change Request Initiation Process" (See Attachment 7). Judy Schultz of Qwest stated that language proposed at the last session for product and process had been incorporated into this document based on agreement from the team. Judy reviewed the high level changes

in the proposal document. Schultz pointed out the differences between the two processes since OSS Interfaces included release schedules and prioritization. Liz Balvin of WorldCom asked how the level of effort was defined for implementation of the CR (i.e., Small, Medium, Large, XtraLarge.) She stated that it was important for CLECs to understand what these sizes mean and how they are defined. Jeff Thompson of Qwest stated that he could not state the definitions in terms of hours or months, however he could define the sizing as follows: Small affects a single subsystem in a single system, Medium affects multiple sub systems, Large affects multiple systems. Language was added to reflect the language for small, medium, large and extra large projects. Jeff committed to go back and put definitions around these sizing clarifications in the Terms section of the CMP framework. **[AT&T Comment: this still needs to be discussed.]** Donna Osborne-Miller of AT&T asked for more detail than the brief descriptions Thompson provided to the team. **[AT&T Comment: don't believe this has been done. Should be part of the broader discussion on the categories of size.]** Thompson explained that initial LOE assessment is based off of a brief single or two sentence business description that is provided on a Qwest internal form called a User Request(UR) **[AT&T Comment: CLECs and Qwest should discuss the UR process and how it feeds into the CMP. This should be documented in the Master Redline document]**.

Liz Balvin of WorldCom stated that the process Qwest uses to prioritize is not clear. Tom Dixon of WorldCom asked when an initial candidate list gets created. Balvin responded that the initial list comes from the prioritized CRs. Thompson reviewed the prioritization process and explained how CRs are packaged. Dixon-clarified his understanding stating there is a "rolling" candidate list based on prioritization and a CR either rolls off of or stays on the list. Dixon suggested that we change language to show that Qwest develops a final release candidate list. Thompson stated that the timeframe from the voting to the business and system requirements is about 6 weeks. Dixon asked what the definition of a late adder or new CR is. Thompson updated the document to reflect – "Using the initial release candidate list, Qwest will begin business and system requirements. During the business and systems requirement efforts, CRs may be modified or new CRs may be generated (by CLECs or Qwest), with a request that the new or modified CRs be considered for addition to the release candidate list (late added CRs). If the CMP body grants the request to consider the late added CRs for addition to the release candidate list, Qwest will size the CRs requirements work effort. If the requirements work effort, for the late added CRs, can be completed by the end of system requirements, the initial release candidate list and the new CRs will be prioritized by CLECs in accordance with the agreed upon Prioritization Process (see Section xx). If the requirements work effort, for the late added CRs, cannot be completed by the end of system requirements, the CR will not be eligible for the release and will be returned to the pool of CRs that are available for prioritization in the next OSS interface release."

Becky Quintana-Colorado PUC suggested adding another paragraph that states: "At the monthly CMP meeting following the completion of the business and system requirements, Qwest will conduct a packaging discussion, which may include packaging options based on any affinities between candidates on the release candidate list. The newly packaged list of CRs will be used as the release candidate list during the design

phase of a release. At the monthly CMP meeting following the completion of design, Qwest will commit to a final list of CRs for inclusion in the release. If, in the course of the code and test effort, Qwest determines that it cannot complete the work required to include a candidate in the planned release, Qwest will ATT Comment; discuss with advise the CLECs, in the next CMP meeting, ATT Comment; of either the removal of that candidate from the list ATT Comment; or a delay in the release date to incorporate that candidate. If the candidate is removed from the list, . Qwest will also advise the CLECs as to whether or not the candidate could become a candidate for the next point release, with appropriate disclosure as part of the current major release of the OSS interface. Alternatively, the candidate will be returned to the pool of CRs that are available for prioritization in the next OSS interface release."

Mitch Menezes of AT&T stated that the CLECs are blind to some of the changes that Qwest initiates because some of those changes are not reviewed at the CMP meeting. Judy Schultz of Qwest clarified by explaining the UR/CR process. Menezes was under the impression that there were situations when Qwest decides to make a change and it is not seen by the CLEC. Schultz explained that any CLEC affecting OSS Interface changes would be brought before the CLEC community for clarification, and prioritization, excluding production support, pursuant to the CMP. Terry Wicks of Allegiance stated that the internal Qwest CR process is the same as that of a CLEC initiated CR. Tom Dixon of WorldCom stated that all of the change requests, including Qwest initiated, should be reviewed at the CMP monthly meetings.

The CMP Re-Design Team then began reviewing "Qwest Proposed Introduction of an OSS Interface Process" (See Attachment 8). For Application-to-Application OSS Interfaces, Qwest is proposing a 9-month implementation timeframe. Qwest will issue a release announcement, and the preliminary interface implementation plan, and will conduct a review of the new interface technical specifications with the CLEC SMEs. Donna Osborne-Miller of AT&T asked what the phrase "New Interface" means. Judy Schultz and Jeff Thompson of Qwest explained that "New Interface" means a brand new interface that neither Qwest nor the CLECs have ever used. Mitch Menezes of AT&T clarified that it could replace an existing interface. Menezes requested that language be added to the document stating the proposed functionality of the interface, including whether the interface will replace an existing interface.

Menezes asked if oral comments or questions during and after the walkthrough would be addressed in writing. Jeff Thompson of Qwest stated that if the question cannot be answered during the walkthrough, then a written response would be provided. Thompson took an action item to add a definition for Technical Specifications to the Terms section of this document. The timeline was reviewed by the team. Tom Dixon of WorldCom expressed concern that Qwest might not be providing enough lead time for CLEC development. Terry Wicks of Allegiance Telecom clarified that a CR will be submitted with the change in advance of the introduction, and that the 9-month timeframe does not begin until after the CR is presented. **[AT&T Comment; as commented earlier in these minutes, when a CR precedes a process needs to be stated clearly in the Master Redline document.]** Dixon proposed a 14-day timeframe for final notification

[AT&T Comment: The fourteen day period applies to CLEC comments to the Qwest initial release announcement at the beginning of this process.] instead of a 7-day timeframe and Jeff Thompson of Qwest agreed. The time frame was updated in the timeline section. Judy Schultz of Qwest provided language that stated Qwest would conduct a review meeting of the preliminary implementation plan to review the functionality. This language was incorporated into the document. The CLEC Comments / Qwest response cycle and review section was updated to give CLECs 14 calendar days from the initial release announcement to provide written comments/questions on the documentation. Larry Gindlesberger of Covad Communication mentioned that the CMP redesign team should look at the CR process to ensure it covers how CRs are managed for a New Interface [AT&T Comment: add to the issues/action items log, if not there.]. The team revised the documentation to address this issue.

The Introduction of A New GUI timeline was updated to reflect the discussion. Qwest took an action item to determine when training of a new GUI will be available to the CLECs. Judy Lee reviewed the changes with the group to ensure all CLECs agreed with the language updates. Judy Schultz of Qwest worked through the language to state that CLECs must forward their written comments to Qwest as identified in paragraph II.2. Final Notification was updated to state that Qwest would notice 21 calendar days prior to release production date. The team completed discussion and updates to Attachment 8.

Discussion then moved to the Core Team Members. Judy Lee reviewed the CLEC-Qwest Change Management Process Re-design Core Team Expectation/Responsibilities, dated August 7th, 2001

- Team members need to have an LOA (Letter of Authorization) if voting on a member's behalf during an absence.
- Mike Zulevic of Covad Communications asked if the Core Team membership applies to individuals or a CLEC company. The team clarified that membership relates to the CLEC Company and CLECs may be represented by contractors.
- Tom Dixon of WorldCom stated that if a contractor works for a company, he/she represents the company or CLEC, therefore, a LOA is not required.

Terry Wicks of Allegiance Telecom and Tom Dixon of WorldCom asked how the Core Team to will measure the quality of participation. The team added language that Core Team members that participate on the phone need to announce for the people in the room if they drop off or are added on to the line. Tom Dixon of WorldCom then asked how the Core Team defines how a member is a "dedicated resource." Terry Wicks of Allegiance clarified that being a dedicated resource meant being actively involved at all meetings. A subteam led by Leilani Hines (Sharon Van Meter and Terry Wicks) will define 'level of participation' and will propose additional upgrades to the Core Team Expectations/Responsibilities document by the next Redesign meeting.

The current Core Team Membership was reviewed and consists of: Allegiance Telecom, AT&T, Avista, Covad Communications, Eschelon Telecom, SBC Telecom, Sprint, WorldCom, and Qwest. Those moved from Core Team member status to participant are: Electric Lightwave, Integra, Level 3, McLeodUSA, Premier Communications, XO

Communications. Those moved to participants were moved because they missed three consecutive sessions. Judy Lee will notify these CLECs of their Core Team status. Rhythms and Scindo Networks have informed Qwest that their company will no longer participate in CMP. It was agreed that any CLEC may participate in the CMP Redesign sessions.

The team then began to review the Qwest proposed "Retirement of Existing OSS Interfaces language." (See Attachment 10). Retirement of an application-to-application interface will be implemented over a 9-month timeframe. However, Qwest would have shared its 12-month development view informing the CLECs of the planned interface retirement. Bill McCue of AT&T stated that the 9-month schedule provided no overlap for comparable functionality in this language. The proposed language indicated the existing interface is retired at the same time as a new interface is deployed. In reviewing the language around Comparable Functionality (paragraph 4) it was determined that Qwest would ensure comparable functionality at least six months prior to retiring an Application to Application interface. Jeff Thompson of Qwest agreed with the comparable functionality retirement timeline and the team updated the language. The language regarding retiring an interface with no usage was discussed. The Team decided that Qwest might propose to retire an interface if there is no usage consecutively for three months. Tom Dixon of WorldCom asked if a CLEC didn't agree with the retirement of an interface, how they could stop the retirement. Jeff Thompson of Qwest stated that in this situation, the CLEC would negotiate with Qwest to come to an agreement.

Mitch Menezes of AT&T asked if functionality is changed for an Application-to-Application (EDI) and a GUI at the same time. Jeff Thompson of Qwest answered this is not necessarily always the case. Thompson stated that normally the goal is to have the functionality for the EDI and the GUI done at the same time. Thompson asked if it was the expectation of the CLECs to have EDI and GUI functionality implemented at the same time. Thompson stated it was imperative to separate the current process from processes that were being developed in Redesign, and that the CMP process would define how CLEC functionality was implemented and whether there could be temporary differences in functionality. Menezes stated that the CLECs would understand if there were a week difference in functionality availability between EDI and GUI, but that any greater amount of time would represent benefits to one interface user over another. Terry Wicks-Allegiance agreed with Menezes. The team determined to let this issue (EDI – GUI simultaneous functionality implementation) be addressed within the CMP process during prioritization discussion. **[AT&T Comment: It appears that this issue was captured as no. 157 on the issues/action items log. This item was closed as being resolved in the changes to Existing OSS Interfaces language. It may still be discussed in prioritization, if appropriate.]**

Larry Gindlesberger of Covad Communications then began a review of the CPAP proceeding(See Attachment 17). Lynn Stang of Qwest joined the team to provide an overview of the CPAP and QPAP. Stang shared with the team that the Colorado PUC is planning to issue its ruling on CPAP by early next week. Lynne explained the acronyms as listed below:

CPAP – Colorado Assurance Plan
PID – Performance Indicator Definition
QPAP – Qwest Performance Assurance Plan

Additional discussion ensued. It was determined by the team that the CPAP discussion should be postponed until the Colorado order was released.

Mark Routh of Qwest then reviewed the revised Change Request form. Mitch Menezes of AT&T asked what is the difference between a system and a sub-system. Jeff Thompson of Qwest explained Billing System is a "system" and the parts of that billing system are sub-systems or system components. A sub-system will be defined under Terms.

Donna Osborne-Miller of AT&T asked where a CLEC should send a request if they were not sure of whether it was a product or process change. Mark Routh of Qwest stated when in doubt, CLECs can send the change request to either him or Matt Rossi. Routh clarified that he and Rossi coordinate all CRs received from CLECs to ensure there are no overlaps. Judy Schultz of Qwest responded that most product/process changes result in a system change, but that there was not a desire to create multiple CRs for the same request. Terri Bahner of AT&T expressed concern about what would happen if a CLEC missed a product or system affected on the CR form. Judy Schultz of Qwest stated that any areas being addressed by the CR request would be identified during the clarification meeting. **[AT&T Comment: This should be added to the issues/action items log. We need to discuss how these overlaps should be handled, what the process is for Qwest to expeditiously reconcile internally where a CR falls and how to process such CRs. If a CR affects both product/process and systems, what is done to coordinate among all the right folks? At which CMP meeting are they discussed (systems or product/process)?, etc.]**

The team then began a review of "Qwest Proposed CR Prioritization Language" (See Attachment 11). Mitch Menezes of AT&T asked if prioritization applied to System CRs only, and not Product and Process CRs. Judy Schultz of Qwest stated that prioritization only applies to Systems CRs. Menezes also asked how prioritization was handled for regulatory changes. Sharon Van Meter of AT&T stated that the CR should state if this was a regulatory change with regulatory material attached. Van Meter stated that would help the CLECs in prioritizing the release. Qwest agreed to add language to the CR for regulatory changes to include the effective date and docket number. **[AT&T Comment: This will not be enough information. The CR originator should also provide order numbers and dates, page numbers and paragraph numbers supporting the CR. If the language of the order does not directly support the CR, the originator should provide its reasoning as to how the regulatory order mandates such a change. Mandatory dates for implementation required by the regulatory order should also be provided.]** Tom Dixon of WorldCom asked if industry guideline changes are ever issued without a period of time to be implemented. It was determined, that as a general rule, industry guidelines do provide a period of time for industry-wide implementation. Donna Osborne-Miller of AT&T asked if the CLECs have the flexibility to choose what date they'd like to implement regulatory and industry guideline changes. Jeff Thompson

of Qwest answered that it depends upon the system. For example, BOSS industry guidelines usually provide very specific timeframes, whereas Industry guidelines around LSOG are more flexible with their implementation timeframes. Liz Balvin of WorldCom stated that if industry guideline changes were implemented prior to CLECs needing them, the CLECs could escalate the issue.

The team discussed how to prioritize the regulatory and industry changes. It was determined that further discussion about how to prioritize these CRs was needed and it was determined that Qwest would develop language to address the CLEC concerns. Mitch Menezes of AT&T stated that even though the CLECs could use the Escalation/Dispute Resolution process, the team needed to develop language that identified process details that would minimize the need for Escalation and Dispute Resolution. Mitch Menezes of AT&T stated the guidelines are "recommendations" for the most part. Menezes suggested making regulatory CRs subject to prioritization while ensuring Qwest had adequate time to meet the implementation date. Qwest took an action item to revisit its position to not include regulatory and industry guideline changes as part of the prioritization process.

Discussion then moved to changes associated with PIDs and the associated PAPs. Liz Balvin of WorldCom expressed concern that it may cost less for Qwest to pay penalties rather than fix a problem. Qwest took an action item to address whether Qwest considered a CLEC originated performance improvement change should be handled as a regulatory change. **[AT&T Comment: don't believe that Qwest has responded to this yet.]** Discussion began around the area of prioritization and voting. Judy Lee asked if the CLECs are truly 'voting' or ranking and rating the CRs. The Team decided to reflect new language that states "ranking" and lists specific steps to accomplish the ranking process.

At the end of the 3-day redesign session, the Team reviewed the remaining CMP elements to be discussed. Judy Lee noted that there are three remaining OSS Interface elements yet to complete negotiations. And they are: Prioritization (Regulatory change, Industry Guideline change), Interface Testing and Production Support. The following elements Lee identified as overall CMP elements:

Revisit Managing the CMP
Voting Process
Revisit Exception Process
Training
Revisit Web Site

Lee reminded the Team that a process was negotiated for Product/Process CR Initiation that included an implementation timeframe. Lee asked the Team if there were additional elements for Product/Process. The Team was not ready to discuss this question. Lee suggested that the Team look at all of the elements of Product/Process CMP Redesign issues prior to the next meeting so there will be a base level understanding of the overall process for OSS and how it fits in line with Product/ Process. Lee referred the Team to

the COIL 18 Point List and Qwest's proposed Table of Contents (Issues List) as references.

The Team agreed to the following agenda items for the next session:

Status on CPAP
Prioritization
Interface Testing
Production Support
Issues/Action Log

The CMP Redesign Team allotted time on October 31 at the end of redesign meeting for the entire CLEC community to join a CMP Product/Process ad hoc meeting to discuss Qwest's Additional Testing product offering. Bill Campbell, Fred Aesquivel, and Dennis Pappas discussed and answered questions pertaining to Attachments 14 and 15. This ad hoc meeting was in response to a request made by the CLECs at the monthly Product/Process meeting. CLECs were asked to forward their additional questions and concerns to the presenters. The presenters will also follow-up on action items from this meeting. **[AT&T Comment: please provide a status of this at the next redesign meeting.]**

October 30, 31 and November 1 CMP Redesign Issues/Action Items

Open	Closed
#137, 162: Terms #138: OBF Language #139, 141-142: Change to An Existing OSS Interface #140: Note on Timelines #143: EDI Implementation Guideline #145-146, 148: OSS Interface CR Initiation Process #149: Introduction of A New OSS Interface #150, 167-168, 174: Prioritization #151: CMP Redesign Core Team Expectations/Responsibilities #152: Training #153: Timelines #156: Administration-Notification Methods #158: CPAP/PID #161: Proposed Language Documents #163: CR Process #164-165: CR Initiation Form #169: Types of Change #170: PID Change #171: IMA 10.0 Changes #172: Roles and Responsibilities #173:Voting Process #175: Core Team Membership	#92, 135, 147, 160: CR Process #114: CLEC Impacting Check Sheet—Post Oct 5 Meeting Minutes #127: CR Initiation Form #130: Product/Process CR Initiation Process #134: OSS Interface Releases #136: Redesign Meeting Minutes #144: Change to An Existing OSS Interface #154: CLEC Comments #155: Reformat Proposed Language #157: Same Time Availability of Functionality #159: New OSS Interface #166: Regulatory Source Information

Attachment 1

CMP Redesign Working Session

October 30, 31, November 1, 2001 Attendance Record

e Team Members

30	10-31	11-01	Company	Last Name	First Name	Email	Phone	Comments
			Accenture	Powell	Mark			
	x	x	Allegiance Telecom	Wicks	Terry	terry.wicks@algx.com	469-259-4438	
	x	x	AT&T	Bahner	Terry	Tbahner@att.com	303-298-6149	
			AT&T	Hydock	Mike	mkydock@att.com	303-298-6653	
6	%		AT&T	McCue	Bill		Pager 888-858-7243 pin 108884	
	x	x	AT&T	Menezes	Mitch	mmenezes@att.com	303-298-6493	
	x	x	AT&T	Osborne-Miller	Donna	dosborne@att.com	303-298-6178	
	x	x	AT&T	Van Meter	Sharon	svanmeter@att.com	303-298-6178	
			Avista	Thiessen	Jim	jthiessen@avistacom.net	509-444-4089	
			Covad Communications	Doberneck	Megan	mdoberne@covad.com	720-208-3636	
	x	x	Covad Communications	Gindlesberger	Larry	Lgindles@covad.com	330-209-5499	
	x		Covad Communications	Zulevic	Mike	mzulevic@covad.com	520-575-2776	
			Electric Light Wave	Gunderson	Peder	peder_gunderson@eli.net	360-816-3429	
			Eschelon Telecom	Clauson	Karen	klclauson@eschelon.com	612-436-6026	
6			Eschelon Telecom	Powers	Lynne	flpowers@eschelon.com	612-436-6642	
			Eschelon Telecom	Stichter	Kathy	klstichter@eschelon.com	612-436-6022	
			Integra	Littler	Bill	blittler@integratelecom.com	503-793-5923	
			McLeod	Sprague	Michelle	msprague@mcleodusa.com	319-790-7402	
			Qwest	Bisgard	Jeff	jbiscar@qwest.com		
			Qwest	Blackmun	Jarby	Gblackm@qwest.com		
			Qwest	Crain	Andy	Acrain@qwest.com		
	x	x	Qwest	Filip	Dana	Dana.filip@qwest.com	303-992-2819	
			Qwest	Green	Wendy	Wteepe@qwest.com	303-382-8124	
			Qwest	LeMon	Lynne	Llemon@qwest.com	303-965-6321	
	x	x	Qwest	Maher	Jim	Jxmaher@qwest.com	303-896-5637	Scribe
	x	x	Qwest	McDaniel	Paul	prmcdan@qwest.com		
	x	x	Qwest	Rossi	Matt	mrossi@uswest.com	303-896-5432	
	x	x	Qwest	Routh	Mark	mrouth@uswest.com	303-896-3781	
	x	x	Qwest	Schultz	Judy	jmschu4@qwest.com	303-965-3725	
	x	x	Qwest	Thompson	Jeff	jlthomp@qwest.com	303-896-7276	
	x	x	Qwest	Woodcock	Beth	bwoode@perkincoie.com		
	%		SBC Telecom	Lees	Marcia	Marcia.lees@sbc.com	314-340-1131	

CMP Redesign Working Session

October 30, 31, November 1, 2001 Attendance Record

10-30	10-31	11-01	Company	Last Name	First Name	Email	Phone	Comments
			Scindo Networks	DeGarlais	Vince	vcedegarlais@scindonetworks.com	720-528-4207	
			Scindo Networks	Gavrilis	George	Gtgavrilis@scindonetworks.com	720-528-4193	
			Sprint	Evans	Sandy	sandra.k.evans@mail.sprint.com	913-433-8499	
			Sprint	Young	Barbara	Barbara.c.young@mail.sprint.com	541-387-9850	
x	x	%	WorldCom	Balvin	Liz	liz.balvin@wcom.com	303-217-7305	
x	x	x	WorldCom	Dixon	Tom	Thomas.f.Dixon@wcom.com	303-390-6206	
x	x	x	WorldCom	Hines	LeiLani	LeiLani.Jean.Hines@wcom.com	303 217-7340	
			WorldCom	Priday	Thomas	Tom.priday@wcom.com	303 217-4356	
x	x	x	WorldCom	Travis	Susan	susan.a.travis@wcom.com	303-390-6845	

Other Participants

10-30	10-31	11-01	Company	Last Name	First Name	Email	Phone	Comments
			Colorado PUC	Jennings-Fader	Mana	mana.jennings@state.co.us	303-866-5267	
x	x	%	Colorado PUC	Quintana	Becky	Becky.Quintana@dora.state.co.us	303-894-2881	
	%		CapGemini	Ferris	Robyn			
x	x	x	KPMG Consulting	Nobs	Christian	cnobs@kpmg.com	415-831-1323	
x	x	x	KPMG Consulting	Yeung	Shun (Sam)	shunyeung@kpmg.com	212-954-6351	
			Telcordia	Thompson	Nancy			

Facilitator

x	x	x	XTel Solutions, Inc.	Lee	Judy	soytofu@pacbell.net	650-743-8597	

Announcement Date:	October 26, 2001	**Effective Date: October 30, 2001**
Document Number:	GENL.	
Notification Category:	General	
Target Audience:	CLECs, Resellers	

Agendas for October 30 through November 1, 2001 CLEC-Qwest Working Session to Modify the Change Management Process

The agenda for the next Change Management Process Re-design working session with the Core Team is attached for your reference.

Date: October 30 through November 1, 2001

Locations: 1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO (you will be greeted at the door)

Time: 9 am to 5 pm Mountain Time
10 am to 6 pm Central Time / 11 am to 7 pm Eastern Time

Conference Bridge: 1-877-847-0304 passcode: 7101617 (hit #)

Meeting material will be emailed to you or you may access the CMP Re-design web site on Friday, October 26: http://www.qwest.com/wholesale/cmp/index.html. However, the agendas are attached for your review. Please contact Jim Maher (303-896-5637) to confirm your participation in-person or via the conference line.

Sincerely,

Qwest

Meeting material on the CMP Re-design web site

October 30 through November 1 CMP Re-Design Meeting Notice and Agenda
Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 10-16-01
CMP Re-design Issues and Action Items Log – Revised 10-16-01
Schedule of CMP Re-design Working Sessions - Revised 10-23-01
Qwest Proposed CLEC-Qwest OSS Interface CR Initiation Process – Revised 10-22-01
Qwest Proposed Introduction of an OSS Interface Process – 10-15-01
Qwest Proposed Retirement of an Existing Interfaces Process – 10-15-01
Qwest Proposed Interface Testing Language – 10-15-01
Qwest Proposed Production Support Language – 10-23-01
Qwest Proposed Managing the CMP Language – 10-23-01
Sample_Historical Change Log_BellSouth
Sample_Historical Change Log_Verizon
CMP Redesign General Attendance Record – 10-17-01
COIL CMP Docket 971-198T Issues
Additional Testing Process Presentation
Additional Testing Process Notification
Core Team Member List – 8-3-01 *
CMP Core Team Expectations – 8-7-01 *
CMP Redesign Procedures for Voting and Impasse Resolution Process – Revised 09-20-01 *
Qwest Table of Contents–Issues List – 09-20-01*
Qwest Proposed Changes to Existing OSS Interfaces Language – Revised 10-16-01 *
Qwest Proposed CR Prioritization Language – 10-08-01 *

* = Previously available on the CMP Re-Design Web Site

Working Session to Negotiate A Modified Change Management Process
Tuesday, October 30, Wednesday, October 31 and Thursday, November 1, 2001
9 am to 5 pm Mountain Time / 10 am to 6 pm Central Time
1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Conference Bridge: 1-877-847-0304 Pass code: 7101617 (hit #)

AGENDA—Tuesday, October 30

TOPIC	LEAD
Introduction (9:00 am – 9:15 am MT) • Take attendance • Review Agenda	Judy Schultz, Qwest Judy Lee, Facilitator
Discussion and Status (9:15 am – 4 pm MT)	All

9:15 am – 11:30 am (including a 10-minute break)

- Change to an Existing Interface and Requirements Review
  (Action #52 "defects", #134 will Qwest implement no more than 4 major releases)
  - Application-to-Application
  - Graphical User Interface

11:30 am – 12:30 pm Lunch

12:30 pm – 3 pm (including a 10-minute break)

- OSS Interface CR Initiation Process (#92, 94 "draft industry guideline")
- Prioritization Process (#93 Exception CR)

3 pm – 4 pm

- Review Core Team Membership
- Propose language for "good faith" (#91)

CLEC Caucus Period (4 pm to 4:30 pm MT)—if needed

Next Meeting (4:30 pm to 5 pm MT)

- Determine discussion items for next day
- Determine what supporting material is needed for the session

Adjourn

Working Session to Negotiate A Modified Change Management Process
Tuesday, October 30, Wednesday, October 31 and Thursday, November 1, 2001
9 am to 5 pm Mountain Time / 10 am to 6 pm Central Time
1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Conference Bridge: 1-877-847-0304 Pass code: 7101617 (hit #)

AGENDA—Wednesday, October 31

TOPIC	LEAD
Introduction (9:00 am – 9:15 am MT)	Judy Schultz, Qwest
• Take attendance	Judy Lee, Facilitator
• Review Agenda	
Discussion and Status (9:15 am – 4 pm MT)	All
9:15 am – 11:30 am (including a 10-minute break)	
• Prioritization Process (continue, if needed)	
• Introduction of A New OSS Interface	
• Retirement of An OSS Interface	
11:30 am – 12:30 pm Lunch	
12:30 pm – 1:00 pm	
• Feedback from CO PUC on CPAP and PIDs (Megan Doberneck/Covad) Action #126	
1:00 pm – 3:00 pm (including a 10-minute break)	
• Interface Testing	
3:00 pm – 4:00 pm	
• Additional Testing Process (Ref PC100101-5)	
(ALL CLECS ARE INVITED TO ATTEND THIS PORTION OF THE CALL.)	
CLEC Caucus Period (4 pm to 4:30 pm MT)—if needed	CLECs
Next Meeting (4:30 pm to 5 pm MT)	All
• Determine discussion items for next day	
• Determine what supporting material is needed for the session	
Adjourn	

CONTINUATION

[15]

Scan ~ ~ # Pages [ ]

CMP Redesign Working Session

October 30, 31, November 1, 2001 Attendance Record

Core Team Members

10-30	10-31	11-01	Company	Last Name	First Name	Email	Phone	Comments
			Accenture	Powell	Mark			
x	x	x	Allegiance Telecom	Wicks	Terry	terry.wicks@algx.com	360-259-4438	
x	x	x	AT&T	Bahner	Terry	Tbahner@att.com	303-298-6149	
			AT&T	Hydock	Mike	mkydock@att.com	303-298-6633	
%	%		AT&T	McCue	Bill		Pager 888-858-7243 pin 108884	
x	x	x	AT&T	Menezes	Mitch	mmenezes@att.com	303-298-6493	
x	x	x	AT&T	Osborne-Miller	Donna	dosborne@att.com	303-298-6178	
x	x	x	AT&T	Van Meter	Sharon	svanmeter@att.com	303-298-6178	
			Avista	Thiessen	Jim	jthiessen@avistacom.net	509-444-4089	
			Covad Communications	Doberneck	Megan	mdoberne@covad.com	720-208-3636	
x	x	x	Covad Communications	Gindlesberger	Larry	Lgindles@covad.com	330-209-5499	
	x		Covad Communications	Zulevic	Mike	mzulevic@covad.com	520-575-2776	
			Electric Light Wave	Gunderson	Peder	peder_gunderson@eli.net	360-816-3429	
x			Eschelon Telecom	Clauson	Karen	klclauson@eschelon.com	612-436-6026	
%			Eschelon Telecom	Powers	Lynne	flpowers@eschelon.com	612-436-6642	
			Eschelon Telecom	Stichter	Kathy	klstichter@eschelon.com	612-436-6022	
			Integra	Littler	Bill	blittler@integratelecom.com	503-793-5923	
			McLeod	Sprague	Michelle	msprague@mcleodusa.com	319-790-7402	
			Qwest	Bisgard	Jeff	jbiscar@qwest.com		
			Qwest	Blackmun	Jarby	Gblackm@qwest.com		
			Qwest	Crain	Andy	Acrain@qwest.com		
x	x	x	Qwest	Filip	Dana	Dana.filip@qwest.com	303-992-2819	
			Qwest	Green	Wendy	Wteepe@qwest.com	303-382-8124	
			Qwest	LeMon	Lynne	Llemon@qwest.com	303-965-6321	
x	x	x	Qwest	Maher	Jim	Jxmaher@qwest.com	303-896-5637	Scribe
x	x	x	Qwest	McDaniel	Paul	prmcdan@qwest.com		
x	x	x	Qwest	Rossi	Matt	mrossi@uswest.com	303-896-5432	
x	x	x	Qwest	Routh	Mark	mrouth@uswest.com	303-896-3781	
x	x	x	Qwest	Schultz	Judy	jmschu4@qwest.com	303-965-3725	
x	x	x	Qwest	Thompson	Jeff	jlthomp@qwest.com	303-896-7276	
x	x	x	Qwest	Woodcock	Beth	woode@perkincoie.com		
%	%		SBC Telecom	Lees	Marcia	Marcia.lees@sbc.com	314-340-1131	

CMP Redesign Working Session

October 30, 31, November 1, 2001 Attendance Record

10-30	10-31	11-01	Company	Last Name	First Name	Email	Phone	Comments
			Scindo Networks	DeGarlais	Vince	vincedegarlais@scindonetworks.com	720-928-4200	
			Scindo Networks	Gavrilis	George	GGavrilis@scindonetworks.com	720-928-4193	
			Sprint	Evans	Sandy	sandra.k.evans@mail.sprint.com	913-439-3409	
			Sprint	Young	Barbara	Barbara.c.young@mail.sprint.com	541-387-9850	
x	x	%	WorldCom	Balvin	Liz	liz.balvin@wcom.com	303-217-7305	
x	x	x	WorldCom	Dixon	Tom	Thomas.f.Dixon@wcom.com	303-390-6206	
x	x	x	WorldCom	Hines	LeiLani	LeiLani.Jean.Hines@wcom.com	303 217-7340	
			WorldCom	Priday	Thomas	Tom.priday@wcom.com	303 217-4356	
x	x	x	WorldCom	Travis	Susan	susan.a.travis@wcom.com	303-390-6845	

Other Participants

10-30	10-31	11-01	Company	Last Name	First Name	Email	Phone	Comments
			Colorado PUC	Jennings-Fader	Mana	mana.jennings@state.co.us	303-866-5267	
x	x	%	Colorado PUC	Quintana	Becky	Becky.Quintana@dora.state.co.us	303-894-2881	
	%		CapGemini	Ferris	Robyn			
x	x	x	KPMG Consulting	Nobs	Christian	cnobs@kpmg.com	415-831-1323	
x	x	x	KPMG Consulting	Yeung	Shun (Sam)	shunyeung@kpmg.com	212-954-6351	
			Telcordia	Thompson	Nancy			

Facilitator

x	x	x	XTel Solutions, Inc.	Lee	Judy	soytofu@pacbell.net	650-743-8597	

CONTINUATION

[16]

Scan ~ ~ # Pgs [ ]

Announcement Date: October 26, 2001 **Effective Date: October 30, 2001**
Document Number: GENL.
Notification Category: General
Target Audience: CLECs, Resellers

Agendas for October 30 through November 1, 2001 CLEC-Qwest Working Session to Modify the Change Management Process

The agenda for the next Change Management Process Re-design working session with the Core Team is attached for your reference.

Date: October 30 through November 1, 2001

Locations: 1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO (you will be greeted at the door)

Time: 9 am to 5 pm Mountain Time
10 am to 6 pm Central Time / 11 am to 7 pm Eastern Time

Conference Bridge: 1-877-847-0304 passcode: 7101617 (hit #)

Meeting material will be emailed to you or you may access the CMP Re-design web site on Friday, October 26: http://www.qwest.com/wholesale/cmp/index.html. However, the agendas are attached for your review. Please contact Jim Maher (303-896-5637) to confirm your participation in-person or via the conference line.

Sincerely,

Qwest

Meeting material on the CMP Re-design web site

October 30 through November 1 CMP Re-Design Meeting Notice and Agenda
Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 10-16-01
CMP Re-design Issues and Action Items Log – Revised 10-16-01
Schedule of CMP Re-design Working Sessions - Revised 10-23-01
Qwest Proposed CLEC-Qwest OSS Interface CR Initiation Process – Revised 10-22-01
Qwest Proposed Introduction of an OSS Interface Process – 10-15-01
Qwest Proposed Retirement of an Existing Interfaces Process – 10-15-01
Qwest Proposed Interface Testing Language – 10-15-01
Qwest Proposed Production Support Language – 10-23-01
Qwest Proposed Managing the CMP Language – 10-23-01
Sample_Historical Change Log_BellSouth
Sample_Historical Change Log_Verizon
CMP Redesign General Attendance Record – 10-17-01
COIL CMP Docket 971-198T Issues
Additional Testing Process Presentation
Additional Testing Process Notification
Core Team Member List – 8-3-01 *
CMP Core Team Expectations – 8-7-01 *
CMP Redesign Procedures for Voting and Impasse Resolution Process – Revised 09-20-01 *
Qwest Table of Contents–Issues List – 09-20-01*
Qwest Proposed Changes to Existing OSS Interfaces Language – Revised 10-16-01 *
Qwest Proposed CR Prioritization Language – 10-08-01 *

* = Previously available on the CMP Re-Design Web Site

Working Session to Negotiate A Modified Change Management Process
Tuesday, October 30, Wednesday, October 31 and Thursday, November 1, 2001
9 am to 5 pm Mountain Time / 10 am to 6 pm Central Time
1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Conference Bridge: 1-877-847-0304 Pass code: 7101617 (hit #)

AGENDA—Tuesday, October 30

TOPIC	LEAD
Introduction (9:00 am – 9:15 am MT)	Judy Schultz, Qwest
* Take attendance	Judy Lee, Facilitator
* Review Agenda	
Discussion and Status (9:15 am – 4 pm MT)	All
9:15 am – 11:30 am (including a 10-minute break)	
* Change to an Existing Interface and Requirements Review (Action #52 "defects", #134 will Qwest implement no more than 4 major releases)	
– Application-to-Application	
– Graphical User Interface	
11:30 am – 12:30 pm Lunch	
12:30 pm – 3 pm (including a 10-minute break)	
* OSS Interface CR Initiation Process (#92, 94 "draft industry guideline")	
* Prioritization Process (#93 Exception CR)	
3 pm – 4 pm	
* Review Core Team Membership	
* Propose language for "good faith" (#91)	
CLEC Caucus Period (4 pm to 4:30 pm MT)—if needed	
Next Meeting (4:30 pm to 5 pm MT)	
* Determine discussion items for next day	
* Determine what supporting material is needed for the session	
Adjourn	

Working Session to Negotiate A Modified Change Management Process
Tuesday, October 30, Wednesday, October 31 and Thursday, November 1, 2001
9 am to 5 pm Mountain Time / 10 am to 6 pm Central Time
1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Conference Bridge: 1-877-847-0304 Pass code: 7101617 (hit #)

AGENDA—Wednesday, October 31

TOPIC	LEAD
Introduction (9:00 am – 9:15 am MT) * Take attendance * Review Agenda	Judy Schultz, Qwest Judy Lee, Facilitator
Discussion and Status (9:15 am – 4 pm MT) **9:15 am – 11:30 am (including a 10-minute break)** * Prioritization Process (continue, if needed) * Introduction of A New OSS Interface * Retirement of An OSS Interface	All
11:30 am – 12:30 pm Lunch	
12:30 pm – 1:00 pm * Feedback from CO PUC on CPAP and PIDs (Megan Doberneck/Covad) Action #126	
1:00 pm – 3:00 pm (including a 10-minute break) * Interface Testing	
3:00 pm – 4:00 pm * Additional Testing Process (Ref PC100101-5) **(ALL CLECS ARE INVITED TO ATTEND THIS PORTION OF THE CALL.)**	
CLEC Caucus Period (4 pm to 4:30 pm MT)—if needed	CLECs
Next Meeting (4:30 pm to 5 pm MT) * Determine discussion items for next day * Determine what supporting material is needed for the session	All
Adjourn	

Working Session to Negotiate A Modified Change Management Process
Tuesday, October 30, Wednesday, October 31 and Thursday, November 1, 2001
9 am to 5 pm Mountain Time / 10 am to 6 pm Central Time
1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Conference Bridge: 1-877-847-0304 Pass code: 7101617 (hit #)

AGENDA—Thursday, November 1

TOPIC	LEAD
Introduction (9:00 am – 9:15 am MT)	Judy Schultz, Qwest
* Take attendance	Judy Lee, Facilitator
* Review Agenda	
Discussion and Status (9:15 am – 4 pm MT)	All
9:15 am – 11:30 am (including a 10-minute break)	
* Production Support	
* Managing the CMP	
* Outstanding Items for Master Redlined Framework	
* Re-visit the CMP Web Site	
* Proprietary CR (#88, 89)	
* Define roles and responsibilities of Qwest and CLEC representative/s (#107 see Scope at paragraph 3)	
* Timeframe Qwest provides a notice on a CR response and post on web site (#130)	
* Define Terms:	
– Versioning (#51)	
– Design, development, notification, testing, implementation and disposition (#106)	
– CLEC operating procedures (#110)	
– Major and point OSS release (#133)	
11:30 am – 12:30 pm Lunch	
12:30 pm – 4 pm (including a 10-minute break)	
* (Continue from morning discussions, if needed)	
* CLEC feedback on retail parity material on the CMP web site (#95)	
* Who has responsibility to determine whether or not a retail change is CLEC impacting? (#104)	
* Samples of retail mail-outs (#105)	
* Feedback on historical change log based on samples (#114)	
* Outstanding Issues/Action Items #40, 42, 70, 108, 109, 118, 127, 131, 132	
* Review if COIL 18 items are being addressed (#68)	
* Re-visit Schedule of Future Meetings and determine CMP Elements for discussion	
* Revise the CMP Re-design "Procedures for Voting and Impasse Resolution Process" to allow provisions to invoke a vote at the current meeting, not wait until the next session	
CLEC Caucus Period (4 pm to 4:30 pm MT)—if needed	
Next Meeting (4:30 pm to 5 pm MT)	
* Determine discussion items for next working session	
* Determine what supporting material is needed for the session	

Adjourn

Working Session to Negotiate A Modified Change Management Process
Tuesday, October 30, Wednesday, October 31 and Thursday, November 1, 2001
9 am to 5 pm Mountain Time / 10 am to 6 pm Central Time
1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Conference Bridge: 1-877-847-0304 Pass code: 7101617 (hit #)

REVISED AGENDA—Wednesday, October 31

TOPIC	LEAD
Introduction (9:00 am – 9:15 am MT)	Judy Schultz, Qwest
• Take attendance	Judy Lee, Facilitator
• Review Agenda	
Discussion and Status (9:15 am – 4 pm MT)	All
9:15 am – 11:30 am (including a 10-minute break)	
• Introduction of A New OSS Interface	
• Retirement of An OSS Interface	
11:30 am – 12:30 pm Lunch	
12:30 pm – 1:00 pm	
• Feedback from CO PUC on CPAP and PIDs (Megan Doberneck/Covad) Action #126	
1:00 pm – 3:00 pm (including a 10-minute break)	
• Continue from morning discussion, if needed	
• OSS Interface Change Request Initiation Process (Qwest revised proposal)	
• Interface Testing	
• Prioritization Process	
3:00 pm – 4:00 pm	
• Additional Testing Process (Ref PC100101-5)	
(ALL CLECS ARE INVITED TO ATTEND THIS PORTION OF THE CALL.)	
4:00 pm – 4:45 pm	All
• Review Core Team Membership	
• "Good Faith" Language in Introduction and Scope	
Next Meeting (4:45 pm to 5 pm MT)	All
• Determine discussion items for next day	
• Determine what supporting material is needed for the session	
Adjourn	

Working Session to Negotiate A Modified Change Management Process
Tuesday, October 30, Wednesday, October 31 and Thursday, November 1, 2001
9 am to 5 pm Mountain Time / 10 am to 6 pm Central Time
1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Conference Bridge: 1-877-847-0304 Pass code: 7101617 (hit #)

REVISED AGENDA—Thursday, November 1

TOPIC	LEAD
Introduction (9:00 am – 9:15 am MT)	Judy Schultz, Qwest
• Take attendance	Judy Lee, Facilitator
• Review Agenda	

Discussion and Status (9:15 am – 4 pm MT) — All

9:15 am – 11:30 am (including a 10-minute break)

- Feedback from Oct 17 meeting with the CO PUC on CPAP and PIDs (Action #120)
- OSS Interface CR Initiation Process (Qwest revised proposal)
- Retirement of An OSS Interface (Qwest reformatted proposal)
- Prioritization Process

11:30 am – 12:30 pm Lunch

12:30 pm – 4:00 pm (including 10-minute break)

- (Continue from morning discussion)
- Interface Testing
- Production Support
- Managing the CMP (Action #107 define roles and responsibilities of CLEC and Qwest representatives)
  - Outstanding Items for Interim Draft Master Redlined Framework
    - "Good Faith" Language (Introduction and Scope)
    - Clarify method of sharing information with CLECs; e.g., email, mailout, web site (Administration)
  - Status on Outstanding Issues/Action Items
  - Determine CMP elements for discussion at future working sessions
  - Re-visit Schedule of future working sessions

CLEC Causus (4:00 pm to 4:30 pm, if needed) — CLECs

Next Meeting (4:30 pm to 5 pm MT) — All

- Determine discussion items for next day
- Determine what supporting material is needed for the session

Adjourn

CONTINUATION

[17]

Scan ~ ~ # Pages [ ]

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—November 7, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
13G	Action	August 8 Meeting	CMP Web Site	Re-visit the redlined CMP framework element, "Qwest Wholesale CMP Web Site" at a later working session.	Core Team	~~Sep 20~~ Extended to Nov 13	Re-visit this element to insure all items are addressed in the re-designed CMP framework.
40	Issue	August 14 Meeting	Notifications	Are Call Center outages included in the "outages" sub-category – should they be?	Qwest – Judy Schultz	~~Sep 5~~ Extended to ~~Sep 20~~ ~~Oct 15~~ ~~Nov 1~~ Nov 13	Qwest will provide notice on the process via mail-out 10/29: Posted on CMP Redesign web site—"Qwest Center Outage Notification Process-Posted 10-29-01"
42	Action	August 14 Meeting	Notification	Investigate how notifications are done for Network outages, including a paging broadcast capability. 9/5: Does the SGAT language pertaining to method of notification for Network outages need to revised based on Qwest practice?	Qwest – ~~Jim Maher~~ Andy Crain	~~Sep 6~~ Extended to ~~Sep 18~~ ~~Sep 20~~ ~~Oct 2~~ ~~Oct 16~~ ~~Nov 1~~ Nov 13	Related to Item #66 Beth Woodcock to contact Andy Crain to provide information at the Oct 30-Nov 1 session.
51	Action	August 16 Meeting	~~Types of Changes—CMP 9.1 Terms~~	Obtain SGAT language for versioning release language. 10/16: Define versioning	~~Qwest – Judy Schultz~~ ~~Andy Crain~~ Core Team	On-going	Full language on OSS versioning currently in SGAT. "Versioning" will be defined in the Terms session at a later date.
53	Action	August 16 Meeting	Qwest CMP Process Document	Review Qwest CMP process document to incorporate added language and proposed changes/improvements to the overall process to provide a basis for comparison and discussion with the CMP Re-Design Core Team	Qwest – Judy Schultz	~~Sep 5~~ Extended to ~~Sep 20~~ ~~Oct 2~~ Ongoing	Qwest to use redlined CMP format for its proposed language

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—November 7, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
68	Action	Sep 6 Meeting	271 Workshop 18 COIL Items	Review the 18 items and verify that they will be addressed in the CMP re-design	Core Team	On-going	
69	Action	Sep 6 Meeting	Qwest Status Report	Review red lined document and Qwest status report prior to scheduled filing. 9/18: Qwest to provide documents to participants no later than Sep 27 for review. 10/2: Qwest will continue to provide documents to redesign team for review prior to filings.	Core Team	On-going	Andy Crain to distribute documents no later than Sep 27 for re-design team review prior to Oct 2 meeting. Will visit at each meeting.
70	Issue	Sep 6 Meeting	CLEC Review of Tech Pubs and PCAT Changes	What is Qwest's proposal for CLECs to review and provide comments to notices on Tech Pub and PCAT changes – what is the role of the CMP group (monthly) in these proposed changes? 10/16: Issue remains open until the interim process is implemented.	Qwest – Judy Schultz	~~Sep 18~~ Extended ~~Sep 20~~ ~~Oct 2-3~~ ~~Oct 16~~ Until Deployed	Susie Bliss will provide overview of the process at the Sep 19 CMP product/process meeting. Defer until discussion on Scope is scheduled. Scheduled call on October 3 – Susie Bliss.
95	Action	Sep 18 Meeting	CMP Process	Propose language for "proprietary CR"	Core Team	~~Sep 20~~ Extended ~~Oct 9, 16~~ Next TRP	Retired to #89

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—November 7, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
89	Issue	Sep 18 Meeting	CMP Process	What is the process for a CLEC-originated CR deemed proprietary and a process to handle proprietary CLEC questions and comments?	Core Team	~~Oct 3~~ Extended ~~Oct 16~~ ~~Nov 1~~ TBD	Related to #88 Issue reworded on Oct 30 to address proprietary CLEC questions and comments.
91	Action	Sep 18 Meeting	Introduction and Scope	Define "good faith" ~~and "normal CMP process"~~ (3.4.1)	Tom Dixon /Beth Woodcock	~~Sep 20~~ Extended ~~Oct 3~~ ~~Oct 16~~ ~~Nov 1~~ Nov 13	Proposed language provided to redesign via email on Nov 1.
93	Action	Sep 18 Meeting	Exception Process	What is the process for an Exception item during prioritization?	Core Team	~~Sep 20~~ Extended ~~Nov 1~~ TBD	
94	Issue	Sep 20 Meeting	CR Process	How will the CR Process address "draft" industry guideline changes?	Core Team	~~Oct 3~~ Extended ~~Oct16~~ ~~Nov 1~~ TBD	
95	Issue	Sep 20 Meeting	Parity	What is the process for discovering retail parity issues after the conclusion of the 271 workshops? 10/16: CLECs to review information on the web site and provide comments at the Oct 30-Nov 1 re-design session.	~~Qwest — Judy Schultz~~ Core Team	~~Oct 2-3~~ Extended ~~Oct 16~~ ~~Nov 1~~ Nov 13	Qwest to provide checklist used by Retail to screen change proposals for potential CLEC impacting. Related to #103 10/16 COMPLETED: This checklist is on the web on the CMP re-design web site under Re-Design documentation.

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—November 7, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
99	Action	Sep 20 Meeting	CR Process	Qwest to provide language on Production Support. Also address severity levels and defects.	Qwest—Judy Schultz	~~Oct 31~~ Extended Nov 13	
100	Action	Sep 20 Meeting	Schedule Working Sessions	Determine the elements for CMP Product/Process	Core Team	~~Oct 16~~ Extended Nov 13	Core Team to do some pre-meeting work to determine additional elements for Product/Process.
104	Action	Oct 2 Meeting (Meagan – Covad)	Parity in changes	Who has responsibility for determining whether or not a change in retail is CLEC impacting and requires notification via the CMP process	Qwest – Judy Schultz	~~Oct 16~~ Extended ~~Nov 1~~ Nov 13	Related to #105—to be closed after Core Team reviews sample retail mail-outs.
105		Oct 2 Meeting (Dixon – WCom)	Parity	Provide training package and check list used by Qwest to train retail in identifying changes that impact CLECs Provide sample mail outs for retail changes – (Retail only change and Retail CLEC impacting change) Code of Conduct – what is the disciplinary action when guidelines – (includes compliance) are not adhered to	Qwest – Judy Schultz	~~Oct 16~~ Extended ~~Nov 1~~ Nov 13	This is replaces # 95; related #104 Option 1 – Qwest sends everything Option 2 – Qwest screens notification to only CLEC impacting changes 10/16 COMPLETED: The checklist is on the web on the CMP re-design web site under Re-Design documentation PENDING: Examples of mail outs for retail changes will be provided at Oct 30-Nov 1
106	Action	Oct 2 Meeting	Definition of terms	Define terms used in Paragraph 2 in the body of the document (scope and introduction) and in the glossary of terms table on page 41 of the Master Red Line document. What is CMP's definition?	Core Team	Ongoing	Terms: Design, Development, Notification, Testing, Implementation and Deposition

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—November 7, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
107	Action	Oct 2 Meeting	Scope—Roles and Respon.	Define "Roles and Responsibilities" of Qwest and CLEC representative/s as it appears on Paragraph 3 of the Scope 11/1: Define responsibility for a primary and secondary POC and a CMP Team Representative.	Core Team	~~Nov 1~~ TBD	Reference language under Administration per OBF structure, or Managing the CMP
108	Action	Oct 2 Meeting	PCAT – Tech Pub Notification	Research tech pubs and PCAT changes that have been released thus far as they relate to 271 workshop commitments Provide a list of notifications that are to be released 10/16: Can Qwest improve the delivery timeframe for previously released changes to PCAT and Tech Pubs?	Qwest – Judy Schultz	~~Oct 16~~ Extended ~~Nov 1~~ Nov 13	Also present at the Oct 17 CMP Product/Process meeting 10/16: Already released PCAT changes will be highlighted in Green and will be available March 2002 (estimated 3 months of work).
109	Action	Oct 2 Meeting	PCAT – Tech Pub Notification	Put together snapshot view of notifications to be released going forward in order to formulate and implement an adequate interim process for CLEC notification for PCAT and Tech Pub changes.	Qwest – Judy Schultz (Susie Bliss)	~~Oct 3~~ Extended ~~Oct 16~~ ~~Nov 1~~ Nov 13	Presented during Oct 3 re-design Conference call scheduled for Oct 5 to discuss. 10/16: PCAT schedule will be posted by 10/19; Tech Pub and OSS Interface schedules will be posted by 10/26. 11/1: Judy Schultz provided the Core Team with a revised matrix of upcoming notifications

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—November 7, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
110	Action	Oct 3 Meeting	Terms: CLEC Operating Procedures	Define "CLEC operating procedures" under Terms table in master redline document. 11/1: Subcommittee will provide the Core Team with an expanded definition for CLEC impacting besides the current 4 items.	~~Qwest – Andy Crain (Susie Bliss)~~ Core Team Sub-committee	~~Oct 16 On-going~~ Nov 13	Will be discussed offline on Oct 5 – Susie Bliss (develop checklist) 10/16: Define the term "operating procedures" at a later session. 11/1: Subcommittee (Judy Schultz, Terry Bahner, Terry Wicks, Liz Balvin, Karen Clausen) to present at the 11/13 meeting expanded list of CLEC impacting situations.
111	Issue	Oct 3 Meeting	Document	CLEC consensus on "red lining" document changes and to include a running log in front of the document highlighting the changes 10/16: Provide samples of historical change logs for Core Team to review and discussion.	~~Core Team~~ Judy Lee	~~Oct 16~~ Extended ~~Nov 1~~ Nov 13	CLECs need to see sample of red-lined document and historical change log 10/16: Sandy Evans provided Judy Lee with a sample from BellSouth. Judy Lee to share samples with the Core Team at the next session. 10/30: Samples of historical change logs were shared with Core Team. Discussion delayed until next meeting.
115	Action	Oct 3 Meeting	SGAT Language	Revisit proposed SGAT language at the conclusion of the Re-Design process	Core Team	On-going	
116	Issue	Oct 3 Meeting	New Product Offerings	Are new product offerings brought to CMP as a Change Request?	Core Team	TBD	Will address later during CMP discussion on Product/Process.
118	Action	Oct 3 Meeting	Criteria for Deny	State the criteria for Deny (reasons why) for the CR process.	Qwest—Judy Schultz	~~Oct 16~~ Extended ~~Nov 1~~ Nov 13	Criteria examples: Specific regulatory ruling Qwest Policy Business (e.g., Cost)

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—November 7, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
126	Issue	Oct 16 Meeting	Exception Process	What process allows CRs to be submitted less than the agreed upon timeframe for CR presentation at the upcoming CMP meeting? Will the Exception Process accommodate this situation?	Core Team	~~Nov 1~~ TBD	Language for the Exception Process and/or CR Initiation Process.
131	Issue	Oct 16 Meeting	Master Redlined Framework	Can the framework include Tables to clarify steps and timeframes for each process such as the BellSouth Change Control framework? 10/16: Sandy Evans will create a Table to seek consensus at the next session.	Sprint—Sandy Evans	~~Oct 30~~ ~~Nov 1~~ Extended Nov 13	
132	Action	Oct 16 Meeting	12-Month Development View	Review the release calendar to insure details are included for Release 9.0 and 9.1.	Qwest—Mark Routh	~~Nov 1~~ Extended to Nov 13	
133	Issue	Oct 16 Meeting	Terms	Define "major" and "point" OSS interface releases.	Core Team	On-going	Define under Terms
137	Issue	Oct 30 Meeting	Terms	Define non-coding, CLEC affecting changes	Core Team	On-going	
138	Action	Oct 30 Meeting	OBF Language	Verify if OBF intended for maximum number of major releases (e.g., maximum of 4 major releases) per calendar year applies to each OSS, or a total of 4 major releases for all OSSs combined?	ATT—Mitch Menezes	Nov 13	Qwest proposes no more than 4 major releases per OSS interface in a calendar year.
139	Action	Oct 30 Meeting	Change to An Existing OSS Interface	Propose language for maximum number of major releases for OSS interfaces, other than IMA.	Qwest—Jeff Thompson	Nov 13	

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—November 7, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
140	Action	Oct 30 Meeting	Note	Reword "note" to accommodate weekends and holidays on all timelines as attachments to the OSS Interface elements.	Qwest—Judy Schultz	Nov 13	Elements: • Change to An Existing OSS Interface • Introduction of a New OSS Interface • Retirement of an Existing OSS Interface
141	Action	Oct 30 Meeting	Change to An Existing OSS Interface	Define what will be included in the Technical Specifications.	Qwest—Jeff Thompson	Nov 13	
142	Issue	Oct 30 Meeting	Change to An Existing OSS Interface	Does the team agree that the CR Initiation Process and Prioritization Process have taken place before a change is implemented according to the Changes to an Existing OSS Interface Process?	Core Team	Nov 13	Qwest stated that Industry Guideline and Regulatory changes will not be prioritized, but a CR will be shared with CLECs at the Systems CMP Meeting.
143	Issue	Oct 30 Meeting	EDI Implem. Guideline	Is the EDI Implementation Guideline under the scope ofCMP?	Qwest—Schultz	Nov 13	
145	Issue	Oct 30 Meeting	OSS Interface CR Initiation	CLEC comments and Qwest responses should be communicated to CLECs. Create a method to communicate via web site.	Qwest—Judy Schultz	Nov 13	
146	Issue	Oct 30 Meeting	OSS Interface CR Initiation	What are the criteria used to determine 'level of effort' (i.e., S, M, L, XL) for a release?	Qwest—Jeff Thompson	Nov 13	
148	Issue	Oct 30 Meeting	OSS Interface CR Initiation	Specify/clarify process for Qwest-initiated CRs on page 1 of proposed Qwest language document.	Qwest—Judy Schultz	Nov 13	

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—November 7, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
149	Issue	Oct 30 Meeting	New OSS Interface CR	Is a CR required for a new OSS interface? And would it go through the Prioritization/Ranking process?	Core Team	Nov 13	
150	Issue	Oct 31 Meeting	Prioritization	Is prioritization on a per OSS interface basis?	Qwest—Jeff Thompson	Nov 13	
151	Issue	Oct 31 Meeting	Redesign Core Team Expectations/ Respons.	Define level of participation for the CMP Redesign effort. In addition, provide language addressing preparedness for each working session.	Core Team Sub-committee	Nov 13	Subcommittee: Leilani Hines, Sharon Van Meter, Terry Wicks 11/7: Proposed language will be posted on 11/9.
152	Issue	Oct 31 Meeting	Training	When is Training available when a new GUI is introduced (after the Release Production Date, or is it available with the Final Notice and User Guide)?	Qwest—Judy Schultz	TBD	
153	Issue	Oct 31 Meeting	Timelines	Do we need to include language that the timelines under the CMP master redlined are 'defaults'? If so, what is the language to address all timelines such as New/Retired OSS Interface?	Core Team	Nov 13	
156	Issue	Oct 31 Meeting	Admin—Notification Methods	Clarify what notices will be communicated to CLECs via email, mail-outs, communiqués, and posted on the web site.	Qwest—Judy Schultz	Nov 13	Language: Administration

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—November 7, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
158	Action	Nov 1 Meeting	CPAP/PID	What is the process to manage changes to performance reporting, calculation, etc.? How do we handle the overlaps between what is being negotiated at the CMP Redesign and CPAP-like procedures? 11/1: Status at the 11/13 CMP redesign session.	Core Team	Nov 13 Status	CO PUC expected to issue order the week of Nov 5.
161	Action	Nov 1 Meeting	Proposed Language Documents	Provide Core Team members and participants with the redlined proposed language documents: • New OSS Interface and OSS Interface CR Initiation: Re-do timelines to align with narrative; send redlined to team (Maher by Nov 2); team to review and provide comments (by Wed, Nov 7); insert language into the Master Redlined Framework with CLEC comments (for next meeting distribution); modify Qwest internal M&P (Schultz) • Retirement of OSS interfaces: send redlined to team (Maher by Nov 2); insert language into the Master Redlined Framework with CLEC comments (for next	Qwest— Jim Maher and Core Team	Nov 7	

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—November 7, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				meeting distribution); modify Qwest internal M&P (Schultz)			
162	Action	Nov 1 Meeting	Terms	Define "CLEC", "Qwest" and "sub-systems"	Core Team	TBD	
163	Issue	Nov 1 Meeting	CR Process	Where will a CR that impacts both an OSS interface and process be addressed—at the Systems or Product/Process CMP Meeting? We will need to develop language to address this issue.	Core Team	Nov 13	Language: Administration or CR Initiation Process
164	Action	Nov 1 Meeting	CR Initiation Form	Update CR Form: Change "submitted by" and "submitter" to "originator" and "originated by" respectively.	Qwest—MarkRouth	Nov 13	
165	Action	Nov 1 Meeting	CR Initiation Form	List out ancillary products and correct "operations" to "Operator Services." Also, remove INP.	Qwest—Matt Rossi	Nov 13	
167	Issue	Nov 1 Meeting	Prioritization for Regulatory Change	Can Qwest revisit its position on not including Regulatory mandated changes in the Prioritization Process? CLECs understand that Qwest still opt to meet the timeline for compliance.	Qwest—Judy Schultz	Nov 13	
168	Issue	Nov 1 Meeting	Prioritization for Industry Guideline Change	Will Qwest change its position to allow Industry Guideline changes to be prioritized through the Prioritization Process. If so, provide language to include Industry Guideline changes as part of the Prioritization Process.	Qwest—Judy Schultz	Nov 13	

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—November 7, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				Suggested language: Qwest needs to be able to meet timelines where dates are mandated at industry bodies.			
169	Issue	Nov 1 Meeting	Regulatory Type of Changes	Qwest proposes to re-visit Regulatory type of change to address performance measure obligations.	Qwest—Judy Schultz	Nov 13	Qwest to provide proposed language
170	Issue	Nov 1 Meeting	CLEC-Initiated PID Change	Will Qwest consider: • a performance improvement or PIDs subject to the PAP as a Regulatory change? • a CLEC-initiated performance improvement change not subject to PAP as a Regulatory change?	Qwest—Judy Schultz	Nov 13	
171	Issue	Nov 1 Meeting	IMA 10.0 Changes	What is the rationale for six (6) IMA 10.0 changes to be treated as Regulatory changes?	Qwest—Mark Routh	Nov 9	By 11/2: Mark Routh to set up a meeting to discuss rationale for next week and material emailed to Core Team and posted on the web site prior to meeting.
172	Issue	Nov 1 Meeting	Roles and Respons.	Review "Managing of CMP" proposal to include overall responsibilities; e.g., Qwest issues prioritization list and CLECs prioritize.	Core Team	TBD	Language: Managing the CMP
173	Issue	Nov 1 Meeting	Voting Process	Develop the Voting Process.	Core Team	TBD	
174	Action	Nov 1 Meeting	Prioritization Documents	Attach the latest Ranking Form, sample of a Release Candidate List and compliance tabulation form.	Qwest—Mark Routh	Nov 13	

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—November 7, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
175	Action	Oct 31 Meeting	Core Team Membership	Contact those CLECs that are now dropped as a Core Team member, but may re-active their membership status.	Judy Lee	Nov 13	10/31: Rhythms and Scindo will no longer participate. 11/6: Emailed Electric Lightwave, Integra, McLeodUSA, Premier and XO. Contact information not available for Level 3. Integra wants to be a member; McLeod will no longer participate. Premier and ELI will continue as participants.

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 7, 2001

CLOSED ISSUES and ACTION ITEMS (items in BLUE were closed at the last working session)

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
1A	Issue	July 11 Meeting	3rd Party Provider Role	What role do 3rd Party Providers play in this re-design effort? a) 3rd Party Providers are part of the core team to re-design the process, however no 'voting' rights on behalf of themselves or the CLEC-client [Process=Yes, Vote=No] b) 3rd Party Providers are allowed to 'voice' and 'vote' as any CLEC in this re-design effort [Process and Vote=Yes] c) 3rd Party Providers are excluded from the core team [Process and Vote=No] d) 3rd Party Providers are part of the core team to re-design the process, however no 'voting' rights on behalf of themselves, but can vote on behalf of the CLEC client with an LOA [Process=Yes, and Vote=Yes for CLEC client, Vote = No for themselves]	Core Team	CLOSED July 19	DECISION: d) 3rd Party Providers are part of the core team to re-design the process; however no 'voting' rights on behalf of themselves, but can vote on behalf of the CLEC client if a Letter of Authorization is in effect. The LOA must be provided to Judy Schultz.
1B	Action	July 11 Meeting	3rd Party Provider	Core Team to conclude discussion and participants to decide on one of	Core Team	CLOSED July 19	COMPLETED in July 19 meeting.

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 7, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				the above scenarios			
1C	Issue	July 19 Meeting	Voting	Can a CLEC represent another CLEC on Voting for CMP re-design process?	Core Team	CLOSED July 19	DECISION: Yes, if a Letter of Authorization is in place for a specific session and on specific issues. The LOA must be provided to Judy Schultz.
1D	Issue	July 19 Meeting	Voting	If a CLEC or core team member is absent, how do we handle the vote?	Core Team	CLOSED July 19	DECISION: It is a CLEC's responsibility to have a same CLEC backup, or a LOA in place with an alternate.
1E	Action	July 19 Meeting	Voting	Create a standard voting form	Qwest -- Mark Routh	CLOSED August 7	COMPLETED: Voting form created and will be included in the draft meeting minutes for 8/7-8/8 session
1F	Action	July 19 Meeting	LOA	Create a standard for LOA for topic, meeting, and date to be used during the re-design sessions.	Qwest - Judy Schultz	CLOSED August 7	*COMPLETED:* LOA presented, discussed and agreed upon during the 8/7 Meeting.
1G	Action	July 19 Meeting	Voting	Define rules for a quorum when a 'vote' is required	Core Team	CLOSED August 7	*DECISION:* - Quorum is defined as 51% of the present Core Team Members - Majority vote by present Core Team Members carries the decision
1H	Action	July 19 Meeting	Voting	Seek written permission from July 19 participants if 3rd Party Provider voting results can be posted on the	Qwest—Mark Routh	CLOSED August 16	*Participating CLECs (SBC Telecom not available) provided permission for Qwest to include*

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 7, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				web site as part of the FINAL meeting notes.			*voting results as part of the FINAL 7/19 Meeting Minutes* COMPLETED: SBC Telecom gives permission to publish its 7/19 voting result.
2	Action	July 11 Meeting	Baseline Document	Create a single document that inserts CLEC comments on areas for improvement in Qwest's CMP into the appropriate sections of the OBF 2233 version 2 framework	Judy Lee	CLOSED July 19	COMPLETED: A tool for the working session is posted on the web site
3	Action	July 11 Meeting	Agenda Items	Schedule agenda items/elements for future working sessions	Core Team	CLOSED July 19	COMPLETED: See schedule of working sessions on the web site
4	Action	July 11 Meeting	Working Session Location	Decide the location for September working sessions	Core Team	CLOSED July 19	COMPLETED: All sessions will be hosted by Qwest and held in Denver, CO
5	Action	July 11 Meeting	CMP Redesign Web Site	Enhance the CMP web site to include the CMP Redesign information	Qwest—Mark Routh	CLOSED July 19	COMPLETED. See CMP web site for "CMP Redesign"
6	Issue	July 19 Meeting	CMP Redesign Material	What is the process to share CMP redesign material with the CLEC community?	Qwest—Judy Schultz	CLOSED July 19	COMPLETED: Draft minutes and material will be shared with the core team participants for input. Afterwards, Qwest will finalize the minutes and post on the web site. CLECs will be notified about the posting. DECISION: Participants decided that Qwest should issue a notice referring CLECs to the web site for meeting minutes, handouts and agenda for

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 7, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							next meeting. The handouts will not be attached to the notice.
7A	Action	July 11 Meeting	Post CLEC Comments on Web Site	CLEC requested that Qwest post all CLEC comments on the CMP Re-design web site.	Qwest—Mark Routh	CLOSED July 19	COMPLETED: Matrix is posted on the web site
7B	Action	July 11 Meeting	Written Permission to Post CLEC Comments	Seek clearance in writing from individual CLECs to post their comments on the CMP Redesign web site.	Qwest—Mark Routh	CLOSED July 13	COMPLETED: CLECs that provided comments allowed Qwest to post on web site
8	Action	July 19 Meeting	Notice and Distribution Lists	Provide guidelines for CLEC notifications and distribution list - Ease-of-use - Comment/Reply process including web site option to comment - Contact information - Identify limitations on contact information: proprietary, open-to-participant, or open-to-all	Core Team	CLOSED August 7	COMPLETED: Established four categories for notices to facilitate notification efficiency.
9	Action	July 19 Meeting	Re-name	Do we need to rename ~~CMP to CMP~~CMP to CMP? Rename co-provider to CLEC?	Core Team	CLOSED August 16	DECISION (7/19): Qwest will rename co-provider to CLEC and provider to Qwest. *DECISION (8/7):* Recommendation to rename from CMP to CMP will be presented at 8/15 CMP Meeting DECISION: (8/15) CLECs agreed to change CMP to CMP
10	Action	July 19 Meeting	ATIS	Research what ASOG activities are being worked on at ATIS.	Qwest—Judy Schultz	CLOSED August 7	COMPLETED: ATIS is not developing a Change Management process that includes

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 7, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							ASRs. Related to Issue #17B.
11A	Action	July 19 Meeting	CMP Meeting Distribution Package	Determine what to include in the CMP meeting distribution packages.	Core Team	CLOSED August 8	COMPLETED: REDLINED CMP re-design framework will reflect results of discussion.
11B	Action	August 8 Meeting	CMP Meeting Distribution Package	Qwest to provide a sample of the "report" containing information for CMP meeting.	Qwest—Judy Schultz	CLOSED August 14	COMPLETED: Judy Schultz presented example report and CLECs accepted the 'report' concept.
11C	Action	August 8 Meeting	CMP Meeting Distribution Package	CLECs have a need to see one document/report containing all information (single point of reference). For example, CR/RN Logs need to include originator, title, description, history and status, so that individual CRs and RNs do not need to be included in Monthly Meeting package. CRs also need to include actual response/s and decision. Present a sample distribution package for review with updated tracking documents	Qwest—Judy Schultz	CLOSED Sep 5	DECISION: Rollout to CLEC community at the 9/19 Monthly CMP meeting. COMPLETED: Qwest presented mockup at the 9/5 re-design meeting.
12	Action	July 19 Meeting	Walk-On Agenda Items	Add walk-on item to the end of each CMP meeting agenda.	Qwest—Mark Routh, Matt Rossi	CLOSED July 19	DECISION: Qwest will add walk-on items to the end of each agenda, as appropriate, starting with the August 15 meeting
13A	Action	July 19 Meeting	CMP Web Site	Review CMP web-site and suggest potential changes and guidelines	Core team	CLOSED August 7	COMPLETED: Included in 8/8 redlined CMP framework

Attachment 5

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 7, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
13B	Action	August 7 Meeting	CMP Web Site	Can Qwest display new naming convention on the CMP web site (CRs and RNs)—e.g., Ability to click category and receive next sub category?	Qwest – Judy Schultz/ Core Team	CLOSED August 14	COMPLETED: Closed on proposals for sub-category under the 4 categories (Systems, Product, Process and Network). Qwest is able to display naming convention on web site
13C	Action	August 7 Meeting	CMP Web Site	Provide location (link) where all notification documents are kept – Wholesale web site	Qwest – Judy Schultz	CLOSED Sep 20	Jarby Blackmun shared proposed screen shots with Core Team on 9/5. Related to Items #13F, 37, 44, and 61.
13D	Action	August 7 Meeting	CMP Web Site	Add English title to all new and existing CRs posted on the CMP web site	Qwest – Mark Routh Matt Rossi	CLOSED Sep 5	COMPLETED: Matt and Mark have updated the web sites to add the requested information.
13E	Action	August 8 Meeting	CMP Web Site	Qwest to determine how to time-stamp each web site page (whenever the page is updated on the web site)	Qwest— Judy Schultz	CLOSED August 14	COMPLETED: Qwest is currently doing this today and will continue on all updated pages
13F	Action	August 8 Meeting	CMP Web Site	Develop timeframe to roll-out web site and mail-out process	Qwest – Judy Schultz	CLOSED Sep 20	Per Jarby Blackmun, Qwest is targeting early November to deploy modifications to CMP web site.
14A	Action	July 19 Meeting	Notification Process	Discuss guidelines for the notification process at the next session.	Qwest— Judy Schultz	CLOSED August 7	Refer to re-worded Action #14C.
14B	Action	August 7 Meeting	Notification Process	Explore functionality and capability of the "mail out" tool used for Product/ Process notifications.	Qwest – Judy Schultz	CLOSED August 8	COMPLETED: "Mail-outs" are not on the web site—pending closure on the categories and sub-categories from Core Team (see Item #13B)
14C	Action	Updated August 7 Meeting	Notification Process	Using proposed naming convention, build a matrix of possible combinations for RN	Qwest – Judy Schultz	CLOSED August 14	COMPLETED: CLECs provided upgrades to Judy Schultz' proposal. As a result of

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 7, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		(7/19)		titles.			this discussion, opened Item #14D
14D	Action	August 7 Meeting	Notification Process	Take existing system, product and process notification and modify to match proposed naming convention to obtain one single naming convention for all notifications	Qwest – Judy Schultz	CLOSED Sep 5	DECISION: Qwest will adopt a single naming convention for notifications. Progress will be monitor at the Monthly CMP meetings.
14E	Issue	August 8 Meeting	Notification Process	What category (i.e., 4 category) should be used to notify CLECs of the introduction of a new product? Should Qwest send one notice addressing product and process, or two separate, but redundant notices (i.e., one for Product and another for Process but with the same content)?	Core Team	CLOSED August 8	DECISION: Qwest to send a Product notice and a separate Process notice with the same content information—redundant notices with different category and name on the subject line.
14F	Action	August 8 Meeting	Notification Process	Provide proposals for sub-categories (e.g., Product Family) under each notice category (Systems, Product, Process and Network) and links.	Qwest—Judy Schultz	CLOSED August 14	COMPLETED: Web Site modification rollout is dependent on proposal for sub-categories—see Item 14C. Presented and closed during 8/14 Re-Design meeting
16	Action	July 19 Meeting	Qwest Comments on MATRIX	Include Qwest comments on the MATRIX (OBF Issue 2233 with CLEC Comments)	Qwest—Judy Schultz	CLOSED August 14	COMPLETED: Included Qwest's proposal on the MATRIX.
15	Action	July 19 Meeting	Notice	Research source and readability of event notifications (software applications)	Qwest—Mark Routh	CLOSED August 7	COMPLETED: System outages and event notifications are now being released in a "doc" format.
17A	Issue	July 19 Meeting	Scope	Qwest expressed concern that the Scope needs further clarification. Qwest will propose language to re-visit the Scope at a future session.	Qwest—Judy Schultz	CLOSED Oct 2	Element revisited on Sep 18 and 20 with action taken by Core Team and Qwest to further discuss on Oct 2 and 3.
17B	Issue	August 7	Scope	Describe Qwest's position for	Qwest –	CLOSED	August 14 discussion provided a

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 7, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution Remarks
		Meeting		systems and functionality supported in the current CMP process (i.e., EXACT, HEET)	Judy Schultz	Sep 5	definition for OSS interfaces that includes system functionality.
17C	Action	August 7 Meeting	Scope	Dialogue on introduction and scope to seek input from CLECs to prepare for Qwest's proposal on September 20th	Qwest – Judy Schultz	CLOSED Sep 5	DECISION: Qwest will provide proposal on Sep 20 for discussion.
18	Action	July 19 Meeting	PIDs	WorldCom will provide the Core Team members with the latest PIDs for Change Management.	WorldCom Liz Balvin	CLOSED August 7	COMPLETED: Liz Balvin sent PIDs on July 20th
19	Issue	July 19 Meeting	Contact Information	Eschelon requested that contact information for all participant be included on the CMP Re-design web site	Qwest— Judy Schultz	CLOSED August 7	Request from review of 7/19 DRAFT meeting notes and material *COMPLETED:* All contact information now included on the Re-Design page on the CMP web site
20	Action	July 19 Meeting	Discussion Items under Issues/ Action Item Log	Eschelon requests to include on the agenda topics for discussion under Issues and Action Items Log	Qwest— Judy Schultz	CLOSED August 7	Request from review of 7/19 DRAFT meeting notes and material COMPLETED: Updated 8/7-8/8 agenda
21A	Action	August 7 Meeting	Core Team	Establishing CMP Re-Design Core Team Membership	Qwest – Judy Schultz	CLOSED August 7	COMPLETED: Reviewed Core Team membership
21B	Action	August 7 Meeting	Core Team— Meeting Quorum	Establish Core Team Quorum at the beginning of each working session	Qwest – Judy Schultz	CLOSED August 7	*DECISION:* Quorum determination will be added to the agenda and be determined by attendance at each working session
22	Issue	August 7 Meeting	Core Team—	Define Expectations of Core Team Membership	Core Team	CLOSED August 7	DECISION: Core Team Expectations/

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues Action Items Log—CLOSED

Revised—November 7, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
			Expectations				Responsibilities: - Dedicated resource to negotiate a new CMP process. - Core Team Members can be added at any time understanding the roles and responsibilities of a Core Team Member. - Core Team Members must commit to participate either in person, via conference call, or by LOA in each working session. - Core Team Membership will be revoked if 3 consecutive working sessions are missed. - Core Team member will not be allowed to vote on any issue in which they did not participate.
23	Action	August 7 Meeting	Upcoming Event Calendar	Provide an "up coming" events page on the CMP web site that includes all monthly meetings, re-design meetings and any other interim ad hoc meetings/calls	Qwest – Mark Routh, Matt Rossi	CLOSED Sep 5	COMPLETED: Calendar is on the web site.
24	Action	August 8 Meeting	CMP POC List	Establish a CMP POC list (primary and alternate POC) and post on web site	Qwest—Judy Schultz	CLOSED Oct 16	Response is quite slow from the CLEC community, therefore Qwest is calling and asking CLECs to respond with contact information. In addition, Qwest to publicize the need for POC information at the Qwest sponsored CLEC Forums. 10/3:Per Jim Maher—90% complete–will go on web

CLEC Qwest Change Management Re-design Working Sessions
Core Team Issues Action Items Log – CLOSED

Revised – November 7, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							COMPLETED: 8/16 – on the CMP web site as CR Manager POC, Team Representative and Alternate Contact
25	Issue	August 8 Meeting	Quick Hit Fix	How should Qwest introduce some Change Management Process changes ahead of completing the re-design CMP effort?	Core Team	CLOSED August 8	DECISION: Qwest will review any proposals with the CMP re-design Core Team members before communicating at a Monthly CMP Meeting. During the Monthly CMP Meeting, Qwest will let meeting attendees know who participated in designing the Quick Hit proposal. "Quick Hit Fix" will be a standing item for the Monthly CMP Meeting agenda.
26	Action	August 8 Meeting	Meeting Minutes Review	What is the timeline for DRAFT and FINAL 8/7-8/8 Meeting Minutes and material?	Qwest— Judy Schultz	CLOSED August 8	DECISION: – DRAFT Meeting Minutes and materials (by Fri, 8/10 9am MT) – Distribute DRAFT to 8/7-8/8 re-design session participants for review (by Fri, 8/10 Noon MT) – Participants provide Matt Rossi with corrections/additions (Mon, 8/13 Noon MT) – FINAL Meeting Minutes and materials to be distributed and posted on CMP Re-design web site (by Tuesday, 8/14)
27	Action	August 8	CMP Re-	Determine location for the October,	Core Team	CLOSED	Qwest has tentatively reserved

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 7, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	design Location	November and December re-design working session.		August 16	meeting rooms in Denver, Colorado DECISION: (8/16) October sessions will be held in Minneapolis, except for CMP week; November and December sessions will be held in Denver
28	Action	August 8 Meeting	Monthly CMP Meeting	Move December meeting to 12/12	Qwest—Mark Routh, Matt Rossi	CLOSED August 16	COMPLETED: Monthly CMP meeting is moved to 12/12.
29	Action	August 8 Meeting	Exception Process	Share other ILEC Exception Process with 8/14 working session participants to be used as a base.	Sprint—Sandy Evans	CLOSED August 14	COMPLETED: Sprint and AT&T brought samples.
30	Action	August 14 Meeting	CMP Web Site	Add Meeting Agenda, material, dates to web site CMP category	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Began with August 14 and 16 meeting minutes
31	Action	August 14 Meeting	CMP Web Site	Change category Ordering to Ordering/Provisioning and Repair to Repair/Maintenance	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
32	Action	August 14 Meeting	CMP Web Site	Add Raw Loop Data Tool to the IMA GUI section of web site categories for Systems	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
33	Action	August 14 Meeting	CMP Web Site	Add another sub-category of "Other" for systems with possible expansion later after review of the scope discussion	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
34	Action	August 14 Meeting	CMP Web Site	Investigate adding back end systems to the sub-categories of the Systems modifications on the web site (WFA, TIRKS, etc)	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 7, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
35	Action	August 14 Meeting	CMP Web Site	Add "procedures" as a sub category (2) to the Process section	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: This is to include any joint procedures that involve both the CLEC and Qwest – e.g., repair and exchange of CLEC owned equipment
36	Action	August 14 Meeting	CMP Web Site	Add "Tariffs" as a main category in the proposed matrix	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
37	Action	August 14 Meeting	CMP Web Site	Investigate the possibility of housing all RNs, CRs and Training information in one location and providing multiple methods in which this information is accessed on the web site. Example, this can be a search by number or search by category	Qwest – Judy Schultz	CLOSED Sep 20	Jarby Blackmun provided overview on CMP web site with search capabilities. Demo is available for CLECs on CMP web site.
38	Issue	August 14 Meeting	Notifications	Identify designated owner or point of contact for the mail outs to contact with problems – example web sites listed with in-active URLs. 9/5: Is there flexibility in the process to support CLECs on notices (e.g., Help Desk, Sales Manager)?	Qwest – Judy Schultz	CLOSED Oct 2 (Extended to Oct 17 regular CMP)	Qwest will continue to refer a CLEC to their respective Service Manager if there are questions pertaining to a notification. 9/5: CLECs need to work with their respective Service Manager, and if necessary, speak with the Service Manager's boss to clarify questions pertaining to a specific notice. 9/18: Toni Dubuque will join Oct 3 session to discuss DECISION: Toni Dubuque to discuss this issue with the CLECs at the Oct 17 CMP Product/Process Meeting.
39	Issue	August 14 Meeting	CMP Web Site	Provide screen shots of the web site to give visual representation	Qwest – Judy	CLOSED Sep 5	COMPLETED: See Jarby Blackmun's Qwest

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 7, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
					Schultz		Wholesale CLEC "Notices On-Line" presentation, dated Sep 4, 2001 on the CMP Re-design web site.
41	Action	August 14 Meeting	CMP Web Site	Add the Re-Design page on the CMP section of the Proposed Release Notification matrix	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
43	Action	August 14 Meeting	CMP Web Site	Investigate possibilities for displaying (posting) and sorting Sub-category 3 of the web site	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: Jarby Blackmun informed the team that search capabilities will include category, sub-category and document number.
44	Action	August 14 Meeting	Notification	Create instructions for access to web site notification	Qwest - Judy Schultz	CLOSED Sep 20	DECISION: Per Core Team, not required due to simplicity of using the modified CMP web site.
45	Action	August 14 Meeting	Voting Tally Form	Incorporate Qwest's position on the Voting Tally Form	Qwest – Judy Schultz	CLOSED August 16	COMPLETED: See Procedures for A Vote and Impasse Resolution Process (includes Voting Tally Form) on the CMP Re-design web site
46	Action	August 14 Meeting	Voting	Draft a proposal for a voting procedure and contingency dispute resolution process for dead-lock	Judy Lee	CLOSED August 16	COMPLETED: See proposed Procedures for A Vote and Impasse Resolution Process (includes Voting Tally Form) on the CMP Re-design web site
48	Action	August 14 Meeting	Voting	Determine how to reach resolution within the CLEC community if impasse were to occur – present draft proposal	AT&T - Terry Bahner	CLOSED Sep 5	DECISION: CLECs will hold a conference call to achieve consensus to resolve an impasse issue.
49	Action	August 16 Meeting	Types of changes –	Look at other industry bodies that need to be included in type 3	Core Team	CLOSED Sep 20	COMPLETED: Types of Changes discussed on Sep

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 7, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
			OBF V.1	changes (e.g., ANSI and ATIS)			20.
50	Action	August 16 Meeting	Types of Changes – OBF V.1	Present change request flow chart, form, and procedures for CR handling	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: Flow chart of change request process was discussed with modifications. Qwest to make modifications (add Denied, Escalated, Deferred and Withdrawn) and present flow chart to the CLEC community at the Sep 19 Monthly CMP meeting.
52	Action	August 16 Meeting	OBF V. 1	Create language in OBF version 1 in Change to Existing Interfaces section VII. Also address 'defects.'	Qwest – Judy Schultz	CLOSED Oct 30	COMPLETED: Discussion on Change to Existing Interface completed. "Defects" will be addressed during discussion on Production Support. See Action #99 to capture this item.
54	Action	August 14 Meeting	Meeting Minutes	Add action item verbiage to the meeting minutes as opposed to referencing the action items document	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: Began with the August 14 and 16 meeting minutes
55	Action	August 16 Meeting	Meeting Minutes Review	What is the timeline for DRAFT and FINAL 8/14 and 8/16 Meeting Minutes and material?	Qwest— Judy Schultz	CLOSED Sep 5	COMPLETED: – DRAFT Meeting Minutes and materials (by ~~Tues, 8/21~~ Fri, 8/24) – Distribute DRAFT to 8/14 and 8/16 re-design participants for review (by ~~Tues, 8/21~~ Fri, 8/24 COB) – Participants provide Mark Routh with corrections/additions (~~Thurs, 8/23~~ Tues, 8/28 COB) – FINAL Meeting Minutes

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 7, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution Remarks
							and materials to be distributed and posted on CMP Re-design web site (by ~~Monday, 8/27~~ Fri, 8/31) Qwest extended timeline on 8/21.
56	Action	August 14 Meeting	Meeting Minutes Update	Revise August 7-8 Final Meeting Minutes to: – Change "CLEC" to "Co-Provider" in the word CMP on page 3, paragraph 4 – Correct name to "Wicks" – Correct Evans-Sprint comments to "responses to CRs are sent to the originator via email, not posted on the web site."	Qwest—Jim Maher	CLOSED Sep 5	COMPLETED: Refer to CMP Re-design web site for revised final meeting minutes.
57	Action	August 14 Meeting	Meeting Minutes Update	Revise July 19 Final Meeting Minutes to include the voting results on the 3rd Party Provider issue—on August 14, the last voting CLEC has given Qwest permission to publish its result.	Judy Lee	CLOSED August 21	COMPLETED: Revised Final July 19 Meeting Minutes are posted on the CMP Re-design web site.
58	Action	August 14 Meeting	Core Team Expectations	Update the document to: "New Core Team member will not be allowed to reopen a vote on any issue that has been decided on."	Judy Lee	CLOSED August 16	COMPLETED: Revised guidelines are posted on the CMP Re-design web site.
59	Action	August 16 Meeting	OBF August, 2001 Framework	Share with the re-design team the results of OBF Issue 2233 subcommittee proposal—a2v2	Judy Lee	CLOSED August 21	COMPLETED: Sent via email to all re-design participants.
60	Action	Sep 5 Meeting	CLEC Question-naire	Verify if there is an entry on the CLEC questionnaire for contact information (POC).	Qwest – Matt Rossi	CLOSED Oct 2	Promote the importance for CLECs to provide accurate contact information at the Qwest sponsored

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues Action Items Log – CLOSED

Revised – November 7, 2001

#	Issue Action	Originator	Category	Description	Owner	Due Date	Resolution Remarks
				Does the questionnaire need to include primary and secondary point-of-contact?		Moved to general Oct 17 CMP)	CLEC Forum. Primary and Secondary POC information is not entries in the questionnaire. DECISION: Address this issue at the October 17 CMP Product/Process meeting.
61	Action	Sep 5 Meeting	CMP Web Site	Provide an Archive on the CMP web site.	Qwest – Judy Schultz	CLOSED Sep 18	COMPLETED: Archive will remain on the CMP web site
62	Action	Sep 5 Meeting	Re-design Location	Provide location, directions and names of nearby hotels for Minneapolis meetings.	Qwest – Judy Schultz	CLOSED Sep 10	COMPLETED: Information provided to all CMP re-design participants
63	Action	Sep 5 Meeting	CMP Re-design	Provide examples at the Qwest sponsored Sep CLEC Forum of what has been changed as a result of the CMP re-design effort	Qwest – Judy Schultz	CLOSED Oct 2 (Extended to Oct 17 CMP)	The Qwest sponsored CLEC Forum on September 12-13 was postponed due to the national crisis. This needs to be scheduled around the CMP re-design and monthly CMP meetings. DECISION: Toni Debuque will address at Oct 17 CMP Product/Process meeting
64	Action	Sep 5 Meeting	Denied Change Request	Allegiance to re-introduce a previously denied CR that is still needed so that Qwest can assess and CLECs to prioritize.	Qwest – Mark Routh	CLOSED Sep18	DECISION: Closed as an action item for the re-design effort, but tracked on the OSS Interface CMP action item list
65	Action	Sep 5 Meeting	Re-design Impasse Resolution Process	Obtain feedback from individual organizations on the draft proposed CLEC-Qwest Impasse Resolution Process for the re-design effort.	Core Team	CLOSED Sep 20	COMPLETED: See "CLEC-Qwest CMP Re-design Procedures for Voting and Impasse Resolution Process_09-20-2001" on CMP web site.
66	Action	Sep 6 Meeting	271 Workshop	Qwest to make presentation regarding the SGAT language and	Qwest – Andy Crain	CLOSED Oct 3	Including Item #42 Discussion held on Sep 18 and 20

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 7, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution Remarks
			SGAT	how it relates to the process structured by the Core Team.			with more discussion on Oct 2-3 (re-visit Scope) and prior to the November filing. COMPLETED: Qwest presented language with CLEC discussion on Oct 3
67	Issue	Sep 6 Meeting	271 Workshop SGAT	Do exhibits G (CMP framework) and H (escalation process) need to be in the SGAT?	Core Team	CLOSED Oct 3	Related to Item #66 Discussion held on Sep 18 and 20 with more discussion on Oct 2-3 DECISION: Qwest will include Exhibit G (formerly known as Exhibits G and H) in the SGAT – red lined as it evolves with the re-design
71	Action	Sep 6 Meeting	Production Support Process	What is the current process for CLECs to report and Qwest to notify CLECs on production problems—what is the production support process and timeline? Where is the CLEC documentation pertaining to this information?	Qwest – Wendy Green	CLOSED Sep 18	COMPLETED: Notification distributed and posted by Tina Hubis on Sep10. Defer to Scope and Section 12 Production Support discussions according to the re-design schedule
72	Issue	Sep 6 Meeting	CR Process	What is the process if the CLEC-originator does not agree with Qwest's reply or the CR is rejected?	Core Team	CLOSED Oct 3	Addressed on Sep 18, 20 during Escalation Process and the Dispute Resolution Process with further discussion during Oct 2-3 session. COMPLETED Escalation and Dispute Resolution Process
73	Issue	Sep 5 Meeting	Account Management	Clarify roles and responsibility of Service Managers and Sales Managers. What is the internal notification process (e.g., advanced notice	Qwest – Judy Schultz	CLOSED Oct 3 (Address at Oct 17 CMP meeting)	Subsequent to the Sep 5-6 session, Qwest requests to address this item at the Oct 3 meeting to allow the Service Management Director to participate in-person in Minneapolis.

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 7, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution Remarks
				before CLEC) for Service Managers on CLEC notices?			DECISION: Will address at the Oct 17 Product/Process CMP meeting
~~74~~	~~Issue~~	~~Sep 5 Meeting~~	~~CR Process Dispute~~	~~What is the process if the CLEC originator does not agree with reply or rejected CR~~	~~Core Team~~	~~Oct 2~~	Duplicative of #72
75	Action	Sep 18 Meeting	Redlined Framework	Review the Red-lined working document for successive working sessions	Bahner, Clauson, Maher, Wicks	CLOSED Sep 18	COMPLETED: Jim Maher restructured the MASTER REDLINED CMP Re-design Framework based on input from Core Team members.
76	Action	Sep 18 Meeting	Escalation URL	Create URL for Escalated issues to be submitted	Qwest – Schultz	CLOSED Oct 16	Should include issue and proposed solution COMPLETED: URL for Escalation is available for issue and response.
78	Issue	Sep 18 Meeting	Escalation Posting on Web Site	What is a reasonable time frame for posting an escalation issue and response (e.g., within one business day)?	Qwest – Judy Schultz	CLOSED Oct 16	Language under Escalation
79	Issue	Sep 18 Meeting	Escalation Mail-out	Can a mail-out process be established for Escalated items (issue and response)?	Qwest – Judy Schultz	CLOSED Oct 16	Qwest will send email to all CLECs once an escalation has been initiated
80	Action	Sep 18 Meeting	Escalation	Draft proposed language regarding time frames for Qwest to provide binding position on an escalated issue (e.g., 7 or 14 calendar days). Also include binding authority language.	Qwest – Judy Schultz	CLOSED Oct 3	COMPLETED: CLEC and Qwest agreed to a 7-day interval for escalated CRs and 14 days for other non-CR issues. Language reflected in the Master Redline framework.
81	Issue	Sep 18 Meeting	Escalation	During "14-day" response cycle, will Qwest continue efforts (e.g.,	Qwest – Judy	CLOSED Oct 3	DECISION: Requestor may ask that activity

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 7, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution Remarks
				CR) or will activity stop?	Schultz		stop or continue. Language reflected in the Master Redline framework
82	Issue	Sep 18 Meeting	Escalation	How are CLECs notified that an issue has been escalated between monthly CMP meetings?	Core Team	CLOSED Sep 20	DECISION: CLECs will be notified via formal notice to access web site for information.
83	Issue	Sep 18 Meeting	Dispute Resolution	Does an issue have to go through the escalation process before it is goes through the dispute resolution process?	Core Team	CLOSED Oct 3	DECISION: No
84	Action	Sep 18 Meeting	Dispute Resolution	Propose language around dispute resolution ADR process. Do we want to sight specific organizations??	Andy Crain and CLEC Attorneys	CLOSED Oct 3	COMPLETED: Language reflected in Master Redline framework
85	Issue	Sep 18 Meeting	Dispute Resolution	What is the process for CLEC-CLEC consensus and the Dispute Resolution Process?	Core Team	CLOSED Oct 3	COMPLETED: Language reflected in Master Redline framework
86	Issue	Sep 18 Meeting	Dispute Resolution	~~When can~~ Why would Qwest invoke the Dispute Resolution Process?	Qwest—Andy Crain	CLOSED Oct 3	Andy can't think of anything – we should leave in anyway. Tom Dixon: Close, but keep in mind that Qwest will probably never use it
87	Action	Sep 18 Meeting	Re-design Impasse Resolution	Propose language around the CMP re-design impasse resolution process/dispute resolution process.	Qwest—Andy Crain	CLOSED Oct 3	COMPLETED: Refer to CMP Redesign Procedures on Voting and Impasse Resolution Process document on the CMP Redesign web site.
90		Sep 18 Meeting	Network outage notification	Distribute notification of CLEC questionnaire with Network Outage notification option for pager notification.	Matt Rossi	CLOSED Sep 18	DECISION: An action item for the monthly CMP Product/Process
92	Action	Sep 18	CR Process	Include in the CR Process a step	Core Team	CLOSED	Sub-committee to create language

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues Action Items Log—CLOSED

Revised—November 7, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution Remarks
		Meeting		for CLECs to discuss the CR after clarification process and before prioritization.		Nov 1	and distribute to Core Team by Sep 27. Oct 3: Qwest to put language around these issues Oct 16: Qwest will share proposed language at the next session. Nov 1: Discussed and agreed on CR Initiation Process language.
96	Action	Sep 20 Meeting	Intro – Scope	Draft proposed language for introduction and scope for the October 2 meeting	Core Team	CLOSED Oct 2	All Core Team members to share proposed language by Sep 27 with rest of members. Karen Clausen is the lead for CLEC language. DECISION: Re-visit during Product/Process CMP discussions.
97	Action	Sep 20 Meeting	Types of Changes	Have legal personnel verify the intent with the proposed language around types of changes (contractual agreement) for the red lined document.	Qwest—Judy Schultz	CLOSED Oct 3	Language for Types of Changes under Regulatory DECISION: Qwest agree to remove "contractual agreement" language.
98	Issue	Sep 20 Meeting	CR Process	How many days after receipt of the CR will Qwest contact the originator to clarify CR if necessary?	Qwest—Judy Schultz	CLOSED Oct 16	Language for CR Initiation
101	Action	Sep 20 Meeting	Schedule Working Sessions	Review the start time of the first day for future working sessions.	Core Team	CLOSED Oct 2	DECISION: Begin at 9am MT—refer to schedule on CMP redesign site
102	Action	Sep 20 Meeting	Schedule Working Sessions	Can Qwest provide net-meeting capability at its location to limit Core Team member travel?	Qwest—Matt Rossi	CLOSED Sep 27	DECISION: Yes – only at Qwest locations
103	Action	Sep 20 Meeting	CMP Re-design Web	Clean up the CMP Re-design Web Site to house the latest version of	Qwest—Jim Maher	CLOSED Oct 16	Archive page set up – date placed on each document

CLEC Qwest Change Management Re-design Working Sessions
Core Team Issues Action Items Log – (Closed)

Revised – November 7, 2001

#	Issue/ Action	Originated	Category	Description	Owner	Due Date	Resolution Remarks
			Site Document	documents.			
112	Issue	Oct 3 Meeting	Site Document	Provide determination on whether or not Qwest can go back and "red line" as per the committed to going forward process for document change notification and if so – how far back	Qwest – Judy Schultz (Dana)	CLOSED Oct 16 (cancelled)	Duplicate item to #105 and 109
113	Issue	Oct 3 Meeting	Interim Exception Process	How do you call a special CMP meeting outside of the general CMP meeting? Re-visit interim exception process.	Core Team	CLOSED Oct 3	DECISION: Refer to Interim Exception Process on CMP redesign web site.
114	Issue/ Action	Oct 3 Meeting	CLEC Impacting Check Sheet	Put together internal check sheet to assist Qwest in assessing whether a change is CLEC impacting Susie to set up a meeting with the CLECs to discuss on Oct 5. 10/16: Qwest to distribute minutes from the 10/5 Susie Bliss call and to share with the re-design Core Team the check sheet at the next session.	Qwest – Judy Schultz (Susie Bliss)	CLOSED Oct 29	Attendees include – but are not limited to: Allegiance WCom Eschelon AT&T 10/16: Several items were stated with the idea that this list will be 'living' and will be updated as necessary. Qwest to share minutes from Oct 5 Susie Bliss call and the check sheet to determine if a change is CLEC impacting at the next session. COMPLETED: Meeting minutes to the Oct 5 conference call has been posted: CMP Re-design web site, titled "CMP Redesign CLEC-Qwest Conference Call Oct 5 Final Minutes – 10-29-01."
117	Issue	Oct 3	CMP Re-	Should the team re-check the	Core Team	CLOSED	DECISION:

CLEC Qwest Change Management Redesign Working Sessions
Core Team Issues, Action Items Log – CLOSED

Period: November 2, 2001

#	Issue/ Action	Originated	Category	Description	Owner	Due Date	Resolution/Comments
		Meeting	Redesign Location	location for the Oct 30, 31 and Nov 1 redesign meeting? Does it make sense to move the meeting to Denver?		Oct 5	Exhibits, lunch and Allegiance will want to Denver (originally planned for Minneapolis). Space was easy to locate in Denver or any place. Small rooms – 20 people – we get more speakers now in Denver.
119	Action	Oct 3 Meeting	Video Conference	Can Qwest provide video conferencing capability for the CMP redesign meetings?	Qwest—Judy Schultz	CLOSED Oct 16	
120	Action	Oct 2 Meeting	Qwest's Status Report Filing	Determine what should be 'highlighted' in the Master Redline framework to show elements discussed.	Core Team	CLOSED Oct 16	COMPLETED: Red lined master included in filing
121	Action	Oct 2 Meeting	Qwest's Status Report Filing	Timeframe for CLEC review of Qwest's Status Report – CLEC comments to Andy no later than close of business Fri, Oct 5 – Andy Crain issues revised document by Mon, Oct 8 COB – Additional CLEC comments to Andy by Tues, Oct 9 5pm MT – Qwest files Wed, Oct 10	Core Team Andy Crain	CLOSED Oct 16	COMPLETED: Oct 2: Andy Crain shared draft Status Report with redesign Core Team
122	Issue	Oct 2 Meeting	Source of Change	How should Qwest display 'source of change' in documents?	Core Team	CLOSED Oct 3	DECISION: Show SOURCE as a identifier on mail-out letters and include all sources with details in the historical change log.
123	Issue	Oct 3 Meeting	Interim Process	Do we agree to adopt the Proposed Interim CMP CR work flow for Product and Process as language included (but not limited to) in the Master Redlined framework. – Want a final review of proposed redlined language	Core Team	CLOSED Oct 16	COMPLETED: Andy Crain provided a redlined document proposal for Core Team review
124	Issue	Oct 3	Qwest's	CLECs request Qwest to refer in	Qwest—	CLOSED	COMPLETED:

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 7, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	Status Report Filing	the Status Report that the entire redlined document is an interim draft (not final but operational) until final approval by all parties has been completed.	Andy Crain	Oct 16	Master Redlined is now noted as Interim Draft.
125	Issue	Oct 3 Meeting	Interim Process	Do the CLECs agree to adopt the Proposed Interim CMP CR work flow for Product and Process as the "interim" CMP process for CLEC originated CRs?	Core Team	CLOSED Oct 3	DECISION: Yes, and to be implemented ASAP.
127	Action	Oct 16 Meeting	CR Initiation Form	Allow an entry to provide available timeslots for Clarification Meeting	Qwest—Judy Schultz	CLOSED Nov 1	Form has been updated to for CLECs to provide available timeslots for the Clarification Meeting.
128	Issue	Oct 16 Meeting	CR Initiation Process	When does a CR become the responsibility of the CMP community vs. the CR originator?	Core Team	CLOSED Oct 16	A CR becomes the responsibility of the CMP community when Qwest provides a response to that CR.
129	Action	Oct 16 Meeting	Master Redlined Framework	Mark the framework as "interim draft"	Qwest—Jim Maher	CLOSED Oct 16	Master Redlined document is now marked "Interim Draft"
130	Issue	Oct 16 Meeting	CR Initiation Process—Product/ Process	What is the timeframe when Qwest provides a notice on a CR response and be able to post on the website?	Qwest—Judy Schultz	CLOSED Nov 1	Language under interim CR Initiation Process
134	Issue	Oct 16 Meeting	CMP, Interface Releases	How many releases will Qwest implement in a calendar year—will it implement no more than 4 major releases? And does this apply to CR implementation?	Qwest—Judy Schultz	CLOSED Nov 1	Language under Change to Existing Interfaces • Application-to-application • GUI
135	Issue	Oct 16 Meeting	Issue	What is the process for Qwest-originated CR that are non-regulatory mandated changes?	Core Team	CLOSED Oct 30	COMPLETED CR Initiation Process addresses both Qwest and CLEC originated CRs that are non-regulatory changes.

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 7, 2003

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution Remarks
136	Issue	Oct 30 Meeting	Redesign Meeting Minutes	What is the timeframe CMP Redesign meeting minutes?	Core Team	CLOSED Oct 30	DECISION: • For 1-day Sessions: Qwest to provide draft meeting minutes no later than 5 business days for Core Team to review • For 2 or more days Sessions: Qwest to provide draft minutes no later than 7 business days for Core Team review • Participant Feedback: same as above • Qwest to distribute and post Final meeting minutes within 2 business days after comments are due from participants.
144	Issue	Oct 30 Meeting	Change to An Existing OSS Interface	Provide language to address the earliest conversion time to the newly IMA-EDI release is the weekend after the Release Production Date.	Jeff Thompson/ Mitch Menezes/ Beth Woodcock	CLOSED Oct 30	COMPLETED: Language under Changes to An Existing OSS Interface
147	Issue	Oct 30 Meeting	OSS Interface CR Initiation	Develop narrative to reflect actual timeline to Qwest proposed Candidate List process.	Qwest—Jeff Thompson	CLOSED Oct 30	COMPLETED: Language: OSS Interface CR Initiation Process
154	Action	Oct 31 Meeting	Qwest Considers CLEC Comments in Final Notice	Insert language pertaining to Qwest will consider CLEC comments/ concerns into the Final Notice.	Qwest—Jeff Thompson	CLOSED Oct 31	COMPLETED: Language: Introduction of a New OSS Interface.
155	Action	Oct 31	Reformat	Reformat the Retirement of an OSS	Qwest—	CLOSED	COMPLETED:

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 7, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	Proposed Language	Interface to separate GUI language from application-to-application.	Judy Schultz	Nov 1	Language: reformatted Retirement of an OSS Interface.
157	Issue	Nov 1 Meeting	Same Time Availability of Comparable Functionality for IMA EDI and GUI	Develop language to insure comparable functionality for IMA EDI users are available at the same time as IMA GUI users.	Qwest—Jeff Thompson	CLOSED Nov 1	COMPLETED: Language: Change to An Existing OSS Interface.
159	Action	Nov 1 Meeting	New OSS Interface	Add language: With a new OSS interface, Qwest and CLECs may define the scope of functionality introduced as part of that interface."	Qwest—Jeff Thompson	CLOSED Nov 1	COMPLETED: Language: Introduction of A New OSS Interface
160	Action	Nov 1 Meeting	OSS Interface CR Initiation Process	Add picture or listings of timeline milestones.	Qwest—Jeff Thompson	CLOSED Nov 1	COMPLETED: Language: OSS Interface CR Initiation Process
166	Issue	Nov 1 Meeting	Source Information for Regulatory Mandate CRs	Qwest needs to provide the source with timeline (e.g., effective date and implementation date) for Regulatory changes.	Qwest—Judy Schultz	CLOSED Nov 1	DECISION: Qwest will provide source information for Regulatory types of changes.

Attachment 6

Schedule of CMP Re-design Working Sessions

Revised 11-01-01

UPCOMING WORKING SESSIONS

Date/Time	Location	Element
DATE: Tues., Nov 13 **TIME:** 9 am-5 pm **MT** 10 am-6 pm **CT** Conference bridge line: 1-877-847-0304 (Passcode 7101617#)	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• Prioritization of OSS Change Requests (Regulatory and Industry Guideline Changes) • Interface Testing • Production Support • Re-visit Master Redlined Framework sections for outstanding action items (i.e., Proprietary Process, Good Faith, CMP Web Site) • Determine elements for Product and Process CMP discussions (future sessions)
DATE: Tues., Nov 27, Wed., Nov 28, and Thurs., Nov 29 **TIME:** 9 am-5 pm **MT** 10 am-6 pm **CT** Conference bridge line: 1-877-847-0304 (Passcode 7101617#)	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	Continue CMP discussion on OSS Interface or begin discussion on Product/Process, or overall CMP elements • Exception Process • Voting Process • Training • Managing the CMP
DATE: Mon., Dec 10 and Tues., Dec 11 **TIME:** 9 am-5 pm **MT** 10 am-6 pm **CT** Conference bridge line: 1-877-847-0304 (Passcode 7101617#)	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	Continue CMP discussion on OSS Interface or begin discussion on Product/Process, or overall CMP elements

Schedule of CMP Re-design Working Sessions

Revised 11-01-01

WORKING SESSIONS ALREADY HELD

Dates/Time	Location	Element
Thursday, July 11—COMPLETED	1801 California Street, Denver, CO	• Kickoff
Thursday, July 19—COMPLETED	1801 California Street Denver, CO	• Introduction • Scope • Administration—Managing the Change Management Process
Tuesday, August 7 and Wednesday, August 8—COMPLETED	1801 California Street Denver, CO	• Performance Measurements (informational) • Notification Process • Distribution List • Web Site • Tracking (e.g., CR and RN status definition, naming convention)
Tuesday, August 14 and Thursday, August 16—COMPLETED	1005 – 17th Street, 1st Floor, Junior Board Room Denver, CO	• Managed Changes—Existing (including Types of Change)—to be continued • Prioritization—re-scheduled • Exception Process (added by Qwest after 7/19 meeting)—re-scheduled
Wednesday, Sep 5 and Thursday, Sep 6—COMPLETED	1801 California Street 23rd Floor, Executive Conference Room, Denver, CO	• Interim Exception Process • Managed Changes—Existing (including Types of Change)—re-scheduled • Prioritization—re-scheduled • Exception Process—re-scheduled
Tuesday, Sep 18 and Thursday, Sep 20—COMPLETED	1801 California Street 23rd Floor, Executive Conference Room, Denver, CO	• Escalation and Dispute Resolution Process • Re-visit Introduction and Scope (continuing on Oct 2) • Managed Changes—Existing (including Types of Change)—to be continued • Release Requirements (e.g., Initial, Walk-through, Comment Cycle, Final, Release Testing)—re-scheduled due to agenda changes • Prioritization—re-scheduled due to agenda changes • Exception Process—re-scheduled due to agenda changes

Schedule of CMP Re-design Working Sessions

Revised 11-03-03

WORKING SESSIONS ALREADY HELD (continued)

Dates/Time	Location	Element
Tuesday, Oct 2 and Wednesday, Oct 3—COMPLETED	200 South 5th Street, 1st Floor, Multi-purpose Room, Minneapolis, Minnesota and 1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• Qwest's 271 Status Report to CO PUC • Introduction and Scope • Change Request Initiation (continue on Oct 16) • Changes to an Existing Interface (rescheduled)
Tues., Oct 16—COMPLETED	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• Change Request Initiation (CLEC and Qwest) • Changes to an Existing Interface (to be continued) – Application-to-Application – Graphical User Interface • Prioritization of OSS Change Requests—rescheduled
Tues., Oct 30, Wed., Oct 31, and Thurs., Nov 1—COMPLETED	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• OSS Interface Change Request Initiation • Changes to an Existing Interface and Requirements Review (continue) – Application-to-Application – Graphical User Interface • Prioritization of OSS Change Requests (to be continued) • Introduction of a New Interface • Retirement of an Existing Interface • Interface Testing (rescheduled) • Production Support (rescheduled) • Training (rescheduled) • Re-visit the CMP Web Site section (rescheduled) • Managing the CMP (rescheduled) • Determine elements for Product and Process CMP discussions (future sessions)—rescheduled

CONTINUATION

[18]

Scan ~ # Pgs [ ]

Qwest's Proposed Changes to Existing OSS Interfaces Language— ~~10-09-01~~REVISED 10-16-01 10-30-01

CHANGE TO EXISTING INTERFACES

~~*Pre-order, Orderapplication-to-application Change Process (Action item#)*~~

~~*As part of its development view, Qwest will prepare a preliminary package of the required changes and will share these plans at scheduled change management meetings.*~~

AT THE FIRST CMP SYSTEMS MONTHLY MEETING OF EACH QUARTER, QWEST WILL ALSO PROVIDE A ROLLING TWELVE (12) MONTH ~~TBD~~ VIEW OF ITS OSS INTERFACE DEVELOPMENT SCHEDULE.

Qwest standard operating practice is to implement 3 major releases and 3 point releases (for IMA only) within a calendar year. Unless mandated as a Regulatory Change, Qwest will implement no more than four (4) releases per OSS Interface {AT&T to check – action item} requiring coding changes to the CLEC interfaces within a calendar year. The Major release changes should occur no less than three (3) months apart.

I. APPLICATION-TO-APPLICATION INTERFACE

~~*Qwest should make available two (2) versions of an interface between the sunrise and sunset dates.*~~ *QWEST WILL SUPPORT THE PREVIOUS MAJOR* INTERCONNECT MEDIATED ACCESS (IMA) ~~*IMA*~~ *EDI RELEASE FOR SIX (6) MONTHS AFTER THE SUBSEQUENT MAJOR IMA EDI RELEASE HAS BEEN IMPLEMENTED.*

PAST VERSIONS OF IMA EDI WILL ONLY BE MODIFIED AS A RESULT OF PRODUCTION SUPPORT CHANGES. ~~WILL BE IMPLEMENTED IN PAST VERSIONS OF IMA EDI.~~ ALL OTHER CHANGES BECOME CANDIDATES FOR FUTURE IMA EDI RELEASES.

QWEST MAKES ONE VERSION OF THE ELECTRONIC BONDING-TROUBLE ADMINISTRATION (EBTA) AND BILLING INTERFACES AVAILABLE AT ANY GIVEN TIME, AND WILL NOT SUPPORT ANY PREVIOUS VERSIONS.

~~Unless mandated, Qwest will implement no more than four (4) releases requiring coding changes to the CLEC interfaces within a calendar year. These changes should occur no less than three (3) months apart.~~

~~***I.I. Versioning of TYPE 1 Changes***~~

~~*For TYPE 1 changes, the version number will not be incremented and will not cause the oldest dot version of the current version to be retired as a result of the implemented fix.*~~

~~II.II. Versioning of TYPE 2 Changes~~

~~For TYPE 2 changes that must occur between regularly scheduled releases, Qwest will not retire the oldest version in order to implement the TYPE 2change. The TYPE 2 change will be implemented as either a dot release or a sub dot release of all versions (except a retired version), unless the structure of the old version could not accommodate the TYPE 2 change or the old version is scheduled to be retired within the next six months.~~

~~If the TYPE 2 change results in an interface implementation, before applicable industry guidelines are finalized at the appropriate industry forums, dot release versioning is issued. An example of dot versioning of A PROVIDER'SQWEST'S LSOG Issue 5 implementation is V5.1.~~

~~If the TYPE 2 change results in an interface implementation that is in line with industry guidelines, sub dot release versioning is issued. An example of sub dot release of A PROVIDER'SQWEST'S LSOG Issue 5 implementation is V5.0.1.~~

~~TYPE 2 changes that occur at the time of a regularly scheduled release will be made in all versions (except a retired version). If the structure or intent of the old version cannot accommodate the change then, via the Prioritization process a joint PROVIDERQWEST/CLEC decision is made that the mandate should not be implemented in an old version.~~

~~III.I. Versioning of TYPE 3 Changes~~

~~For TYPE 3changes, the base version identity should follow the LSOG issue identity. For example, the first release of A PROVIDER'SQWEST'S LSOG Issue 5 implementation should be V5.0.~~

~~IV.II. Versioning of TYPE 4 AND TYPE 5 Changes~~

~~TYPE 4 AND TYPE 5 changes will be implemented as a sub dot release of all versions, unless the structure of the old version could not accommodate THE TYPE 4 OR TYPE 5 change.~~

~~If the TYPE 4 OR TYPE 5 change results in an interface implementation, before applicable industry guidelines are finalized at the appropriate industry forums, dot release versioning is issued. An example of dot versioning of A PROVIDER'SQWEST'S LSOG Issue 5 implementation is V5.1.~~

~~If the TYPE 4 OR TYPE 5 change results in an interface implementation that is in line with industry guidelines, sub dot release versioning is issued. An example of sub dot release of A PROVIDER'S LSOGQWEST'S Issue 5 implementation is V5.0.1.~~

~~II.~~ GRAPHICAL USER INTERFACE (GUI)

QWEST MAKES ONE VERSION OF A GUI AVAILABLE AT ANY GIVEN TIME AND WILL NOT SUPPORT ANY PREVIOUS VERSIONS.

~~INTERCONNECT MEDIATED ACCESS (IMA)~~ IMA GUI CHANGES FOR A PRE-ORDER OR ORDERING ~~GUI~~ WILL BE IMPLEMENTED AT THE SAME TIME AS ~~IN CONJUNCTION WITH~~ AN IMA ELECTRONIC DATA INTERCHANGE (EDI) RELEASE.

REQUIREMENTS REVIEW—APPLICATION-TO-APPLICATION INTERFACE

This section describes the timelines that Qwest, and any CLEC choosing to implement on the Qwest Release Production Date (date the Qwest release is available for use), will adhere to in changing existing interfaces. [1] For any CLEC not choosing to implement on the Qwest Release Production Date, Qwest and the CLEC will negotiate a mutually agreed to CLEC implementation time line, including testing.

~~I.~~III. Draft Interface ~~Release Requirements~~Technical Specifications [make sure CR process and this process are linked properly in final document]

Prior to Qwest implementing ~~a new interface or~~ a change to an existing interface, Qwest will notify CLECs of the draft ~~release requirements~~TECHNICAL SPECIFICATIONS.

~~Notification and confirmation time lines for TYPE 1 are determined on an individual case basis based on the severity of the problem.~~

~~Notifications for TYPE 2 changes are based on applicable law and / or regulatory rules.~~

~~TYPE 3time lines are based on CLEC / PROVIDER QWEST agreement in conjunction with the rollout of national guidelines, subject to any overriding regulatory obligations.~~

~~Generally, a Type 4 and Type 5 change notification will occur at least 73 calendar days prior to implementing the change. Draft business rules / technical specifications will be produced and distributed to CLECs 66 calendar days prior to implementation. CLECs have fifteen (15) calendar days from the initial publication of draft documentation to provide comments / questions on the documentation. Change confirmation will occur 45 calendar days prior to implementation through publication of final business rules / technical specifications.~~

QWEST WILL PROVIDE DRAFT TECHNICAL SPECIFICATIONS AT LEAST SEVENTY-THREE (73) CALENDAR DAYS PRIOR TO— IMPLEMENTING THE RELEASE UNLESS THE EXCEPTION PROCESS (SEE SECTION XX) HAS BEEN INVOKED. TECHNICAL SPECIFICATIONS ARE DOCUMENTS THAT PROVIDE INFORMATION THE CLECS NEED TO CODE THE INTERFACE. CLECS HAVE FIFTEEN (185) CALENDAR DAYS FROM THE INITIAL PUBLICATION OF DRAFT

[1] For a CLEC converting from a prior release, the CLEC implementation date can be no earlier than the weekend after the Qwest Release Production Date, if production LSR conversion is required.

~~THE NEW IC SPECIFICATIONS TO PROVIDE WRITTEN COMMENTS/QUESTIONS ON THE DOCUMENTATION.~~

~~For TYPE 4 OR TYPE 5 change requests more or less notification may be provided based on severity and the impact of the change. For example, Qwest can implement the change in less than 45 calendar days.~~

~~Documentation of new or revised error messages associated with Type 4 or Type 5 change requests will be provided no later than 30 calendar days prior to implementation date.~~

~~II.~~IV. Content of Draft Interface ~~Release Requirements~~Technical Specifications

~~The Notification letter will contain:~~

- ~~Written summary of change(s)~~
- ~~Target time frame for implementation~~
- ~~Any cross reference to updated documentation such as the Users Guide. This type of documentation should also include a summary of changes made to the document~~ DRAFT DOCUMENTATION, OR INSTRUCTIONS ON HOW TO ACCESS DOCUMENTATION ON THE WEB SITE.

~~III.~~V. Walk Through of Draft Interface ~~Release Requirements~~Technical Specifications

~~If requested by one or more CLECs within fourteen (14) calendar days of receiving the initial Release Requirements, Qwest will sponsor a walk through with the appropriate internal subject matter experts. Qwest will hold this walk through no later than thirty (30) calendar days prior to the scheduled implementation.~~ QWEST WILL SPONSOR A WALK THROUGH, INCLUDING THE APPROPRIATE INTERNAL SUBJECT MATTER EXPERTS (SMES), BEGINNING 68 CALENDAR DAYS PRIOR TO IMPLEMENTATION AND ENDING NO LATER THAN 58 CALENDAR DAYS PRIOR TO IMPLEMENTATION. A WALK THROUGH WILL AFFORD CLEC SMES THE OPPORTUNITY TO ASK QUESTIONS AND DISCUSS SPECIFIC REQUIREMENTS WITH QWEST'S TECHNICAL TEAM. CLECS ARE ENCOURAGED TO INVITE THEIR TECHNICAL EXPERTS, SYSTEMS ARCHITECTS, AND DESIGNERS, TO ATTEND THE WALK THROUGH.

III.1 WALK THROUGH NOTIFICATION CONTENT
THIS NOTIFICATION WILL CONTAIN:

- PURPOSE
- LOGISTICAL INFORMATION (INCLUDING A CONFERENCE LINE)
- REFERENCE TO DRAFT TECHNICAL SPECIFICATIONS, OR WEB SITE

- ADDITIONAL PERTINENT MATERIAL

III. CONDUCT OF WALK THROUGH

QWEST WILL LEAD THE REVIEW OF TECHNICAL SPECIFICATIONS ~~AND TECHNICAL SPECIFICATIONS~~. QWEST TECHNICAL EXPERTS WILL ANSWER THE CLEC SMES' QUESTIONS. QWEST WILL CAPTURE ACTION ITEMS SUCH AS REQUESTS FOR FURTHER CLARIFICATION. QWEST WILL FOLLOW-UP ON ALL ACTION ITEMS AND NOTIFY CLECS OF RESPONSES 45 CALENDAR DAYS PRIOR TO IMPLEMENTATION.

~~IV.~~VI. CLEC's Comments on Draft Interface Release ~~Requirements~~Technical Specifications

~~If the CLEC identifies issues or requires clarification, the CLEC must send~~ WRITTEN COMMENTS ~~a written response to Qwest and the CLEC's Account Manager~~ QWEST ~~AND THE CLEC'S ACCOUNT~~ THE SYSTEMS CMP Manager NO ~~SOONER~~LATER ~~THAN~~ FIVE CALENDAR DAYS PRIOR TO IMPLEMENTATION. ~~Qwest must receive the CLEC's response seven (7) calendar days prior to the date of the Initial Release Notification. The response will specify the CLEC's questions, issues and any other clarifying comments or requests for implementation.~~

~~V.~~VII. PROVIDER QWEST Response to Comments

~~Qwest will review and respond with written answers to all CLEC issues, comments/concerns within seven (7)~~ NO LATER THAN FORTY-FIVE (45) calendar days PRIOR TO IMPLEMENTATION. The answers will be shared with all CLECs, unless the CLEC's question(s) are marked ~~proprietary~~. Any changes that may occur as a result of the responses will be distributed to all CLECs in the same notification letter. THE NOTIFICATION WILL INCLUDE THE DESCRIPTION OF ANY CHANGES MADE AS A RESULT OF CLEC COMMENTS. THE CHANGES WILL BE REFLECTED IN THE FINAL TECHNICAL SPECIFICATIONS.

~~VI.~~VIII. Final Interface ~~Release Requirements~~Technical Specifications

The notification letter resulting from the CLEC's ~~response comments~~ from the Initial Release Notification will constitute the Final ~~Release Requirements~~ Technical Specifications.

~~VII.~~IX. Content of Final ~~Interface Release~~ ~~Requirements~~Notification Letter

~~In addition to the content of interface initial release requirements, T~~The Final Release will include the following:

- ~~Final Technical Specifications~~
- ~~Summary of changes from Qwest response to comments~~
- ~~Identification of type of change (e.g., documentation change, business rule change, clarification change)~~
- ~~Changed requirements pages~~
- ~~JOINT TESTING PERIOD~~
- ~~Release date~~
- ~~Interval before implementation of release~~

~~Qwest's~~ planned implementation date will ~~not~~ be at least ~~sooner than~~ forty-five (45) ~~calendar~~ days from the date of the final release requirements, UNLESS THE EXCEPTION PROCESS HAS BEEN INVOKED. ~~Qwest will post notification to Qwest's web site to inform the CLECs of possible impact to CLEC ordering ability. Qwest will post this information forty-five (45) calendar days prior to the scheduled implementation of such changes, if possible, but not less than thirty (30) calendar days prior to implementation.~~ The implementation time line for the release will not begin until ~~all related documentation is~~ final specifications are provided. Production Support type of Emergency changes that occur within the 30 calendar day test window can ~~that~~ occur ~~without advance notification~~ but will be posted within 24 hours of the change.

~~X.~~ Joint Testing Period

~~Qwest will provide a~~ 30 day test window for any CLEC who desires to jointly test with Qwest prior to the Release Production Date.

REQUIREMENTS REVIEW—GRAPHICAL USER INTERFACE (GUI)

XI. DRAFT GUI RELEASE NOTICE

PRIOR TO IMPLEMENTATION OF ~~OF A NEW INTERFACE OR~~ A CHANGE TO AN EXISTING INTERFACE, QWEST WILL NOTIFY CLECS OF THE DRAFT RELEASE NOTES AND THE PLANNED IMPLEMENTATION DATE.

NOTIFICATION WILL OCCUR AT LEAST TWENTY-~~ONE~~EIGHT (~~21~~8) CALENDAR DAYS PRIOR TO IMPLEMENTING THE RELEASE UNLESS AN EXCEPTION PROCESS HAS BEEN INVOKED. THIS NOTIFICATION ~~MAY~~WILL INCLUDE DRAFT USER GUIDE INFORMATION IF NECESSARY.

CLECS ~~MUST~~ MAY PROVIDE COMMENTS/QUESTIONS ON THE DOCUMENTATION NO LATER THAN ~~17~~25 CALENDAR DAYS PRIOR TO IMPLEMENTATION.

FINAL NOTICE FOR THE RELEASE WILL BE PUBLISHED AT LEAST TWENTY ONE FIFTEEN (21~~5~~) CALENDAR DAYS PRIOR TO PRODUCTION RELEASE DATE IMPLEMENTATION.

XII. CONTENT OF DRAFT INTERFACE RELEASE NOTICE

THE NOTIFICATION WILL CONTAIN:

- WRITTEN SUMMARY OF CHANGE(S)
- TARGET TIME FRAME FOR IMPLEMENTATION
- ANY CROSS-REFERENCE TO DRAFT DOCUMENTATION SUCH AS THE USER GUIDE OR REVISED USER GUIDE PAGES.

~~In addition to the content of Interface Initial Release Requirements, the Final Release will include the following:~~

~~Summary of changes from Qwest response to comments~~
~~Identification of type of change (e.g., documentation change, business rule change, clarification change)~~
~~Changed requirements pages~~
~~Release date~~
~~Interval before implementation of release~~

XIII. CLEC COMMENTS ON DRAFT INTERFACE RELEASE NOTICE

ANY CLEC COMMENTS MUST BE SUBMITTED IN WRITING TO THE SYSTEMS CMP MANAGER.

XIV. QWEST RESPONSE TO COMMENTS

QWEST WILL CONSIDER CLEC COMMENTS AND MAY ADDRESS THEM ~~REVIEW AND RESPOND WITH WRITTEN ANSWERS TO ALL CLEC ISSUES, COMMENTS AND CONCERNS REGARDING IN THE INITIAL~~ FINAL GUI RELEASE NOTICE WITHIN FOURTEEN (42) CALENDAR DAYS. ~~THE ANSWERS WILL BE SHARED WITH ALL CLECS, UNLESS THE CLEC QUESTION (S) ARE MARKED PROPRIETARY. ANY CHANGES THAT MAY OCCUR AS A RESULT OF THE RESPONSES WILL BE DISTRIBUTED TO ALL CLECS IN THE SAME FINAL NOTIFICATION LETTER.~~

~~FINAL INTERFACE RELEASE NOTICE~~

~~THE FINAL NOTIFICATION LETTER WILL CONSTITUTE THE FINAL RELEASE NOTICE.~~

XV. CONTENT OF FINAL INTERFACE RELEASE NOTICE

CLEC COMMENTS TO THE DRAFT NOTICE MAY BE INCORPORATED INTO THE FINAL NOTICE, WHICH SHALL INCLUDE. ~~THE FINAL NOTICE SHALL INCLUDE~~ THE FOLLOWING:

- FINAL NOTIFICATION LETTER
- SUMMARY OF CHANGES FROM DRAFT INTERFACE RELEASE NOTICE

- *FINAL USER GUIDE (OR REVISED PAGES)*
- *RELEASE DATE*

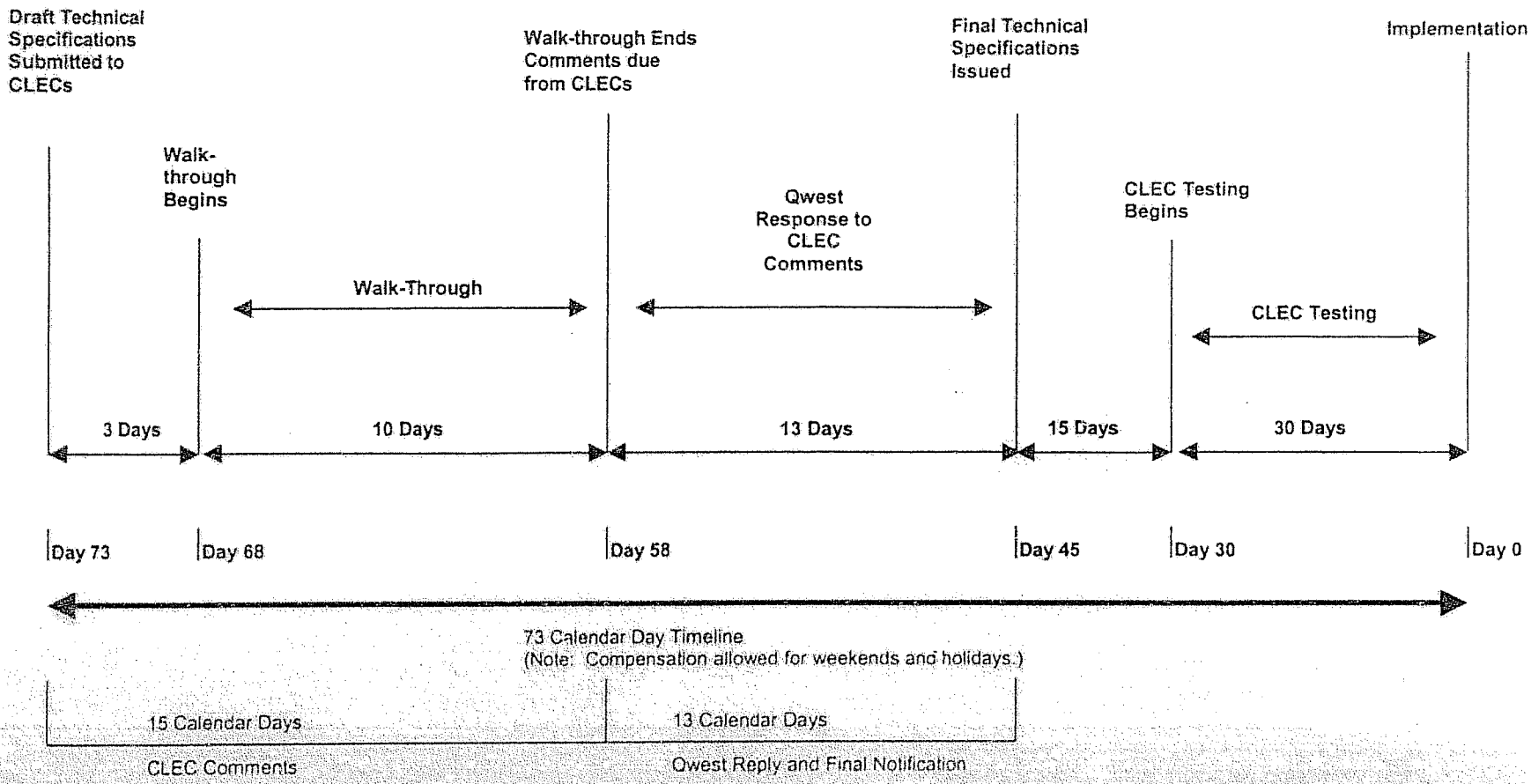
QWEST'S PLANNED IMPLEMENTATION DATE WILL ~~NOT~~ BE NO LATER SOONER THAN TWENTY ONE ~~FIFTEEN~~ (2115) CALENDAR DAYS FROM THE DATE OF THE FINAL RELEASE NOTICE. QWEST WILL POST THIS INFORMATION ON THE CMP WEB SITE. PRODUCTION SUPPORT TYPE EMERGENCY CHANGES THAT OCCUR WITHOUT ADVANCE NOTIFICATION WILL BE POSTED WITHIN 24 HOURS OF THE CHANGE. THE IMPLEMENTATION TIME LINE FOR THE RELEASE WILL NOT BEGIN UNTIL ALL RELATED DOCUMENTATION IS PROVIDED.

CONTINUATION

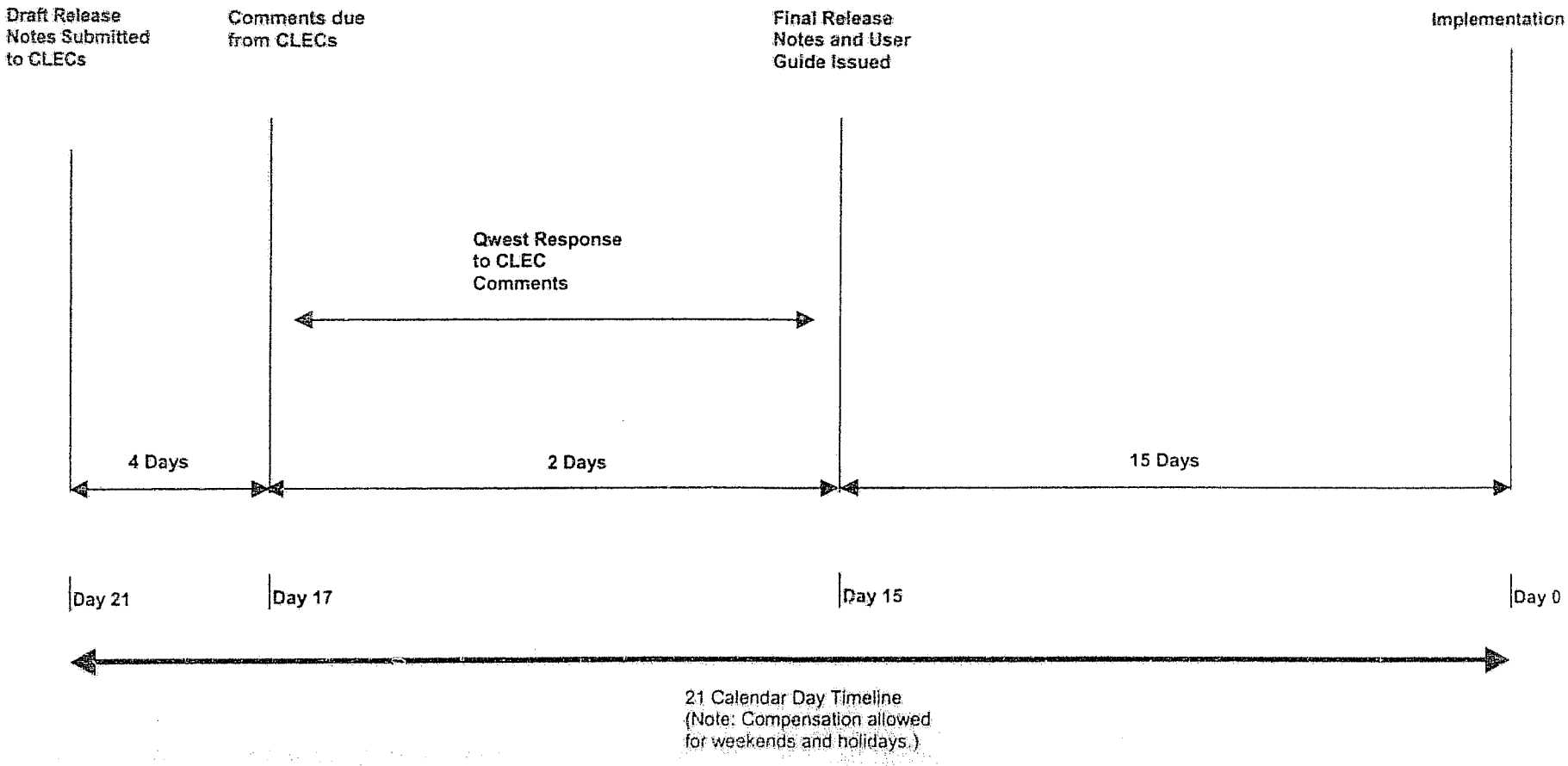
[19]

Scan ~ ~ # Pages [ ]

QWEST-CLEC CHANGE MANAGEMENT PROCESS
CHANGES TO AN EXISTING APPLICATION TO APPLICATION INTERFACE
DRAFT



QWEST-CLEC CHANGE MANAGEMENT PROCESS
CHANGES TO AN EXISTING GUI
DRAFT



CONTINUATION

[20]

Scan ~ ~ # Pgs [ ]

QWEST PROPOSED CLEC-QWEST OSS INTERFACE CHANGE REQUEST INITIATION PROCESS

CHANGE REQUEST INITIATION PROCESS

The change request initiator will complete a Change Request Form (see Appendix X) as defined by the instructions on Qwest's CMP web site. The Change Request Form is also located on Qwest's CMP web site.

A CLEC OR QWEST ~~MAY~~ REQUESTING A CHANGE TO AN EXISTING OSS INTERFACE, A NEW OSS INTERFACE, OR THE RETIREMENT OF AN EXISTING OSS INTERFACE MUST SUBMIT A CHANGE REQUEST (CR). A CR ORIGINATOR ~~CLEC~~ E-MAILS A COMPLETED ~~CHANGE REQUEST~~ (CR) FORM TO THE QWEST SYSTEMS CMP MANAGER. WITHIN TWO (2) BUSINESS DAYS AFTER QWEST RECEIVES A COMPLETE CR:

- *QWEST'S CMP MANAGER ASSIGNS A CR NUMBER AND LOGS THE CR INTO THE CMP DATABASE.*
- *THE QWEST CMP MANAGER FORWARDS THE CR TO THE CMP GROUP MANAGER.*
- *THE QWEST CMP MANAGER SENDS ACKNOWLEDGEMENT OF RECEIPT TO THE SUBMITTER AND UPDATES THE CR DATABASE .*

WITHIN TWO (2) BUSINESS DAYS AFTER ACKNOWLEDGEMENT:

- *THE QWEST CMP MANAGER POSTS THE COMPLETE CR TO THE CMP WEB SITE.*
- *THE CMP GROUP MANAGER ASSIGNS A CHANGE REQUEST PROJECT MANAGER (CRPM) AND IDENTIFIES THE APPROPRIATE DIRECTOR RESPONSIBLE FOR THE CR.*
- *THE CRPM OBTAINS FORROM THE DIRECTOR THE NAMES OF THE ASSIGNED SUBJECT MATTER EXPERT(S) (SME).*
- *THE CRPM WILL PROVIDE A COPY OF THE DETAILED CR REPORT TO THE CR ORIGINATOR WHICH INCLUDES THE FOLLOWING INFORMATION:*
  - *DESCRIPTION OF CR*
  - *ORIGINATORING ~~CLEC~~*
  - *ASSIGNED CRPM*
  - *ASSIGNED CR NUMBER*
  - *DESIGNATED QWEST SMES AND ASSOCIATED DIRECTOR(S)*

WITHIN EIGHT (8) BUSINESS DAYS OF RECEIPT OF A COMPLETE CR, THE CRPM WILL COORDINATES AND HOLDS A CLARIFICATION MEETING WITH THE ORIGINATOR~~TING CLEC~~ AND QWEST'S SMES. IF THE ~~ORIGINATING CLEC~~ORIGINATOR IS NOT AVAILABLE WITHIN THE ABOVE SPECIFIED TIME FRAME, THEN THE CLARIFICATION MEETING WILL BE HELD AT A MUTUALLY AGREED UPON TIME. QWEST ~~WILL~~ MAY NOT PROVIDE A RESPONSE TO A CR UNTIL A CLARIFICATION MEETING HAS BEEN HELD.
At the Clarification Meeting, Qwest and the Originatingor ~~CLEC~~ will review the submitted CR, validate the intent of the Originatingor's ~~CLEC's~~ CR, clarify all aspects, identify all questions to be answered, and determine deliverables to be produced. after the clarification meeting has been held. The CRPM will document and issue meeting minutes within five (5) BUSINESS DAYS. Qwest's SME will internally identify options and potential solutions to the CR.

CRS RECEIVED THREE (3) WEEKS PRIOR TO THE NEXT SCHEDULED CMP MEETING WILL BE PRESENTED AT THAT CMP MEETING. AT LEAST ONE (1) WEEK PRIOR TO THAT SCHEDULED CMP MEETING, THE CRPM WILL HAVE THE RESPONSE POSTED TO THE

WEB, ADDED TO CMP DATABASE, AND WILL NOTIFY ALL CLECS VIA EMAIL. CRS THAT ARE NOT SUBMITTED BY THE ABOVE SPECIFIED CUT-OFF DATE MAY BE PRESENTED AT THAT CMP MEETING AS A WALK-ON ITEM WITH CURRENT STATUS. QWEST MAY NOT PROVIDE RESPONSES TO THESE WALK ON REQUESTS UNTIL THE NEXT MONTHS CMP MEETING. THE ORIGINATOR~~ING CLEC~~ WILL PRESENT ITS CR AND PROVIDE ANY BUSINESS REASONS FOR THE CR. ITEMS OR ISSUES IDENTIFIED DURING THE PREVIOUSLY HELD CLARIFICATION MEETING WILL BE RELAYED. THEN, PARTICIPATING CLECS WILL BE GIVEN THE OPPORTUNITY TO COMMENT ON THE CR AND SUBSEQUENT CLARIFICATIONS. CLARIFICATIONS AND/OR MODIFICATIONS RELATED TO THE CR WILL BE INCORPORATED. QWEST'S SME WILL PRESENT OPTIONS AND POTENTIAL SOLUTIONS TO THE CR IF APPLICABLE. CONSENSUS WILL BE OBTAINED FROM THE PARTICIPATING CLECS AS TO THE APPROPRIATE DIRECTION/SOLUTION FOR QWEST'S SME TO TAKE IN RESPONDING TO THE CR IF APPLICABLE.

~~ON A MONTHLY BASIS, QWEST WILL REVIEWS THE RECEIVED~~ CRS RECEIVED PRIOR TO THE CUT OFF DATE AND EVALUATES WHETHER QWEST CAN IMPLEMENT THEM. QWEST'S RESPONSES WILL BE ONE OF THE FOLLOWING:

- "ACCEPTED" (QWEST WILL IMPLEMENT THE CLEC REQUEST) WITH POSITION STATED. OR IF THE CR IS ACCEPTED, QWEST WILL PROVIDE THE FOLLOWING IN ITS RESPONSE:
  - DETERMINATION AND PRESENTATION OF OPTIONS OF HOW THE CR CAN BE IMPLEMENTED
  - IDENTIFICATION OF THE PRELIMINARY LEVEL OF EFFORT (S, M, L, XL) REQUIRED TO IMPLEMENT THE CR.
    - SMALL – REQUIRES CHANGES TO ONLY ONE SUBSYSTEM OF A SINGLE SYSTEM
    - MEDIUM – REQUIRES CHANGES TO 2 OR MORE SUBSYSTEMS OF A SINGLE SYSTEM
    - LARGE – REQUIRES CHANGES TO 2 OR MORE SYSTEMS OR COMPLEX CHANGES IN MULTIPLE SUBSYSTEMS OF A SINGLE SYSTEM
    - EXTRA LARGE – REQUIRES EXTENSIVE REDESIGN OF AT LEAST ONE SYSTEM
- "DENIED" (QWEST WILL NOT IMPLEMENT THE CLEC REQUEST) WITH BASIS FOR THE DENIAL, INCLUDING REFERENCE TO SUBSTANTIATING MATERIAL.

~~AT LEAST ONE (1) WEEK PRIOR TO THE NEXT SCHEDULED CMP MEETING, THE CRPM WILL HAVE THE RESPONSE POSTED TO THE WEB, ADDED TO CMP DATABASE, AND WILL NOTIFY ALL CLECS VIA EMAIL.~~

~~IF THE CR CAN BE IMPLEMENTED, QWEST WILL EVALUATE THE CR AND PROVIDE THE FOLLOWING:~~
~~DETERMINATION AND PRESENTATION OF OPTIONS OF HOW THE CR CAN BE IMPLEMENTED~~
~~IDENTIFICATION OF THE PRELIMINARY LEVEL OF EFFORT (S, M, L, XL) REQUIRED TO IMPLEMENT THE CR~~

IF CLECS DO NOT ACCEPT QWEST'S RESPONSE, THEY MAY ELECT TO ESCALATE OR DISPUTE THE CR IN ACCORDANCE WITH THE AGREED UPON CMP ESCALATION OR DISPUTE RESOLUTION PROCEDURES. IF THE ORIGINATING CLEC DOES NOT AGREE WITH THE DETERMINATION TO ESCALATE OR PURSUE THE DISPUTE RESOLUTION, IT MAY WITHDRAW ITS PARTICIPATION FROM THE CR AND ANY OTHER CLEC MAY BECOME RESPONSIBLE FOR PURSUING THE CR UPON PROVIDING WRITTEN NOTICE TO THE QWEST CMP MANAGER. IF THE CLECS DO NOT ACCEPT QWEST'S RESPONSE AND DO NOT INTEND TO ESCALATE OR DISPUTE AT THE PRESENT TIME, THEY MAY REQUEST QWEST TO STATUS THE CR AS DEFERRED. THE

CR WILL BE STATUSED DEFERRED AND CLECS MAY ACTIVATE OR CLOSE THE CR AT A LATER DATE.

AT THE MONTHLY CMP MEETING, THE CR ORIGINATOR WILL PROVIDE AN OVERVIEW OF ITS/THEIR RESPECTIVE CR(S) AND QWEST WILL PRESENT EITHER A STATUS OR ITS RESPONSE. CRS THAT QWEST HAS DENIED CAN BE ESCALATED IN ACCORDANCE WITH THE AGREED ESCALATION PROCEDURES UNDER CMP.

QWEST OR CLEC ORIGINATED CRS FOR CHANGES TO AN EXISTING OSS INTERFACE WILL THEN BE PRIORITIZED BY THE CLECS AND QWEST RESULTING IN THE INITIAL RELEASE CANDIDATE LIST. CLEC OR QWEST ORIGINATED CRS FOR INTRODUCTION OF A NEW INTERFACE OR RETIREMENT OF AN EXISTING INTERFACE ARE NOT SUBJECT TO PRIORITIZATION AND WILL FOLLOW THE INTRODUCTION OR RETIREMENT PROCESSES OUTLINED IN SECTIONS X AND X RESPECTIVELY.

BASED ON THE INITIAL RELEASE CANDIDATE LIST, QWEST WILL BEGIN ITS DEVELOPMENT CYCLE WHICH INCLUDES THE FOLLOWING MILESTONES:

- BUSINESS AND SYSTEMS REQUIREMENTS: QWEST ENGINEERS DEFINE THE BUSINESS AND FUNCTIONAL SPECIFICATIONS DURING THIS PHASE. THE SPECIFICATIONS ARE COMPLETED ON A PER CANDIDATE BASIS IN PRIORITY ORDER.
- DESIGN: QWEST ENGINEERS DEFINE THE ARCHITECTURAL AND CODE CHANGES REQUIRED TO COMPLETE THE WORK ASSOCIATED WITH EACH CANDIDATE. THE DESIGN WORK IS COMPLETED ON A PER CANDIDATE BASIS IN PRIORITY ORDER.
- CODE & TEST: QWEST ENGINERS WILL PERFORM THE CODING AND TESTING REQUIRED TO COMPLETE THE WORK ASSOCIATED WITH EACH CANDIDATE. THE CODE AND TEST WORK IS COMPLETED ON A PER CANDIDATE BASIS IN PRIORITY ORDER.

USING THE INITIAL RELEASE CANDIDATE LIST, QWEST WILL BEGIN BUSINESS AND SYSTEM REQUIREMENTS. DURING THE BUSINESS AND SYSTEMS REQUIREMENT EFFORTS, CRS MAY BE MODIFIED OR NEW CRS MAY BE GENERATED (BY CLECS OR QWEST), WITH A REQUEST THAT THE NEW OR MODIFIED CRS BE CONSIDERED FOR ADDITION TO THE RELEASE CANDIDATE LIST (LATE ADDED CRS). IF THE CMP BODY GRANTS THE REQUEST TO CONSIDER THE LATE ADDED CRS FOR ADDITION TO THE RELEASE CANDIDATE LIST, QWEST WILL SIZE THE CR'S REQUIREMENTS WORK EFFORT. IF THE REQUIREMENTS WORK EFFORT, FOR THE LATE ADDED CRS, CAN BE COMPLETED BY THE END OF SYSTEM REQUIREMENTS, THE INITIAL RELEASE CANDIDATE LIST AND THE NEW CRS WILL BE PRIORITIZED BY CLECS IN ACCORDANCE WITH THE AGREED UPON PRIORITIZATION PROCESS (SEE SECTION XX). IF THE REQUIREMENTS WORK EFFORT, FOR THE LATE ADDED CRS, CANNOT BE COMPLETED BY THE END OF SYSTEM REQUIREMENTS, THE CR WILL NOT BE ELIGIBLE FOR THE RELEASE AND WILL BE RETURNED TO THE POOL OF CRS THAT ARE AVAILABLE FOR PRIORITIZATION IN THE NEXT OSS INTERFACE RELEASE.

~~USING THE INITIAL RELEASE CANDIDATE LIST, QWEST WILL BEGIN BUSINESS AND SYSTEM REQUIREMENTS. DURING THE BUSINESS AND SYSTEMS REQUIREMENT EFFORTS, NEW CRS MAY BE GENERATED (BY CLECS OR QWEST), WITH A REQUEST THAT THE NEW CRS BE CONSIDERED FOR ADDITION TO THE RELEASE CANDIDATE LIST. IF THE CMP BODY GRANTS THE REQUEST TO CONSIDER THE NEW CRS FOR ADDITION TO THE RELEASE CANDIDATE LIST, THE INITIAL RELEASE CANDIDATE LIST AND THE NEW CRS WILL BE PRIORITIZED BY CLECS IN ACCORDANCE WITH THE AGREED UPON PRIORITIZATION PROCESS (SEE SECTION XX).~~

~~CRS WHICH ARE INTRODUCED DURING BUSINESS AND SYSTEM REQUIREMENTS PHASE WILL BE REVIEWED BY QWEST TO SIZE THE REQUIREMENTS EFFORT. IF THE REQUIREMENTS WORK EFFORT CANNOT BE COMPLETED BY THE END OF SYSTEM REQUIREMENTS, THE CR~~

~~WILL NOT BE ELIGIBLE FOR THE RELEASE AND WILL BE RETURNED TO THE POOL OF CRS THAT ARE AVAILABLE FOR PRIORITIZATION IN THE NEXT OSS INTERFACE RELEASE.~~

~~AT THE MONTHLY CMP MEETING FOLLOWING THE COMPLETION OF THE BUSINESS AND SYSTEM REQUIREMENTS, QWEST WILL CONDUCT A PACKAGING DISCUSSION, WHICH MAY INCLUDE PACKAGING OPTIONS BASED ON ANY AFFINITIES BETWEEN CANDIDATES ON THE RELEASE CANDIDATE LIST. THE NEWLY PACKAGED LIST OF CRS WILL BE USED AS THE RELEASE CANDIDATE LIST DURING THE DESIGN PHASE OF A RELEASE. AT THE MONTHLY CMP MEETING FOLLOWING THE COMPLETION OF DESIGN, QWEST WILL COMMIT TO A FINAL LIST OF CRS FOR INCLUSION IN THE RELEASE.~~

~~IF, IN THE COURSE OF THE CODE AND TEST EFFORT, QWEST DETERMINES THAT IT CANNOT COMPLETE THE WORK REQUIRED TO INCLUDE A CANDIDATE IN THE PLANNED RELEASE, QWEST WILL ADVISE THE CLECS, IN THE NEXT CMP MEETING, OF THE REMOVAL OF THAT CANDIDATE FROM THE LIST. QWEST WILL ALSO ADVISE THE CLECS AS TO WHETHER OR NOT THE CANDIDATE COULD BECOME A CANDIDATE FOR THE NEXT POINT RELEASE, WITH APPROPRIATE DISCLOSURE AS PART OF THE CURRENT MAJOR RELEASE OF THE OSS INTERFACE. ALTERNATIVELY, THE CANDIDATE WILL BE RETURNED TO THE POOL OF CRS THAT ARE AVAILABLE FOR PRIORITIZATION IN THE NEXT OSS INTERFACE RELEASE.~~

~~WHEN QWEST HAS COMPLETED DEVELOPMENT OF THE OSS INTERFACE CHANGE, QWEST WILL RELEASE THE OSS INTERFACE FUNCTIONALITY INTO PRODUCTION FOR USE BY THE CLECS.~~

~~UPON IMPLEMENTATION OF THE OSS INTERFACE RELEASE, THE CRS WILL BE PRESENTED FOR CLOSURE AT THE NEXT CMP MONTHLY MEETING.~~

From Master Redline 10-03-01

~~The CLEC will submit the Change Request Form to the appropriate Qwest CMP Manager electronically as defined in the CR Form instructions. Qwest will review the submitted change request for completeness. Within two (2) business days of receipt, Qwest will either request information to ensure a complete request or will return a tracking number for the change request. This will be done via email to the originator. Within ex (x) business days after the CR Tracking number has been assigned, Qwest will contact the CR originator to schedule clarification discussions if necessary.~~
~~Qwest will provide a response notification to the CLECs within X business days via email and will be posted on the CMP web site. The CR originator may request a conference call before the next scheduled CMP Meeting to discuss the provided response~~
~~Change requests that have been assigned a tracking number fourteen (14) calendar days prior to the next prioritization meeting will be included on the spreadsheet of change requests pending initial rating.~~

~~Within twenty-one (21) calendar days after the change request is submitted, Qwest will provide a preliminary assessment indicating one of the following:~~

~~□ The change request is accepted and is a candidate for prioritization (see Prioritization section)~~
~~□ The change request is rejected, and the reason for rejection.~~

~~*All valid change requests and the change request log will be posted on Qwest's web site.*~~

~~*CLECs may submit a formal request to Qwest to re-rate a change request no later than fourteen (14) calendar days prior to the next prioritization review. The request must include a reason for requesting the re-rate. This will normally be done via e-mail to Qwest with a copy to all Change Management team members.*~~

~~CLEC initiated requests are Type 5, except when the proposed change has an impact on a regulatory mandate, e.g. metrics. Change requests that have impact on regulatory mandates are Type 2.~~

~~Provider Originated Requests~~

~~Provider initiated requests are Type 4, except when the proposed change has an impact on a regulatory mandate, e.g. metrics. Change requests that have impact on regulatory mandates are Type 2.~~

~~Type 4 requests will be made available to CLECs at least fourteen (14) calendar days prior to a scheduled prioritization review. The Type 4 change requests, except those that are related to new products or services, are prioritized by CLECs with Type 5 change requests (see Prioritization section).~~

~~If Qwest announces a new interface before applicable guidelines are finalized at the appropriate industry forums, Qwest will review the final guidelines when they are issued. The review will determine any alterations that may be necessary for compliance with the finalized requirements and will work the changes within the guidelines of the CMP. Qwest will review its system requirements and provide known exceptions to industry guidelines.~~

Qwest Proposed Introduction of an OSS Interface Process

INTRODUCTION OF A NEW OSS INTERFACE Revised 11-01-01

The process for introducing a new interface will be part of the CMP. Introduction of a new OSS interface may include an application-to-application or a Graphical User Interface (GUI).

It is recognized that the planning cycle for a new interface, of any type, may be greater than the time originally allotted and that discussions between CLECs and Qwest may be held prior to the announcement of the new interface.

With a new interface, CLECs and Qwest may define the scope of functionality introduced as part of the OSS Interface.

I. Introduction of a New Application-to-Application Interface ~~Release Planning~~ (See Appendix XX)

At least nine (9) months in advance of the target implementation date of a new application-to-application interface, Qwest will issue a Release Announcement, post the Preliminary Interface Implementation Plan on Qwest's web site, and may host a design and development meeting ~~share the new interface plans via web site posting and CLEC notification.~~

I.1 Release Announcement

Where practicable, the Release Announcement and Preliminary Interface Implementation Plan will include: ~~Qwest will share preliminary plans for the new interface, including:~~

- Proposed functionality of the interface including whether the interface will replace an existing interface
- Proposed ~~detailed~~ implementation time line (e.g., milestone dates, ~~CLEC/provider-Qwest~~ comment cycle~~/response turnaround dates~~)
- Proposed meeting date to review the Preliminary Interface Implementation Plan
- ~~Provider constraints~~
- Exceptions to industry guidelines/standards, ~~etc~~ if applicable

~~□ Proposed CLEC/provider meeting plans~~

- ~~Requirements~~
- ~~Design & Development~~

~~□ Connectivity and Firewall Rules~~

~~□ Test Planning~~

- Planned Implementation Date
- ~~Change Control~~

I.2 CLEC Comments/Qwest Response Cycle and Preliminary Implementation Plan Review Meeting

CLECs have 14 calendar days from the initial release announcement to provide written comments/questions on the documentation. Qwest will respond with written answers to all CLEC

issues within 21 calendar days of the Initial Release Announcement. Qwest will review these issues and its implementation schedule at the Preliminary Implementation Plan Review Meeting approximately 28 calendar days after the Initial Release Announcement.

I.32 Initial Interface Technical Specifications

Qwest will provide draft technical specifications at least one hundred twenty (120) calendar days prior to implementating the release, ~~unless the CMP Exception Process (see Section xx) has been invoked~~. In addition, Qwest will confirm the schedule for the walk-through of technical specifications, and CLEC comments and Qwest response cycle.

I.32.1 Initial Notification Content
This notification will contain:

- Purpose
- Logistical information (including a conference line) for walk-through
- Reference to draft technical specifications, or web site
- Additional pertinent material
- CLEC Comment/Qwest Response cycle
- Draft Connectivity and Firewall Rules
- Draft Test Plan

I.43 Walk Through of Draft Interface Technical Specifications

Qwest will sponsor a walk through, including the appropriate internal subject matter experts (SMEs~~smes~~), beginning 110 calendar days prior to implementation. A walk through will afford CLEC SMEs the opportunity to ask questions and discuss specific requirements with Qwest's technical team. CLECs are encouraged to invite their technical experts, systems architects, and designers, to attend the walk through.

I.43.1 Conduct Walk-through
Qwest will lead the review of technical specifications. Qwest technical experts will answer the CLEC SMEs' questions. Qwest will capture action items such as requests for further clarification. Qwest will follow-up on all action items, ~~and notify CLECs of responses 100 calendar days prior to implementation.~~

I.54 CLEC's Comments on Draft Interface Technical Specifications

If the CLEC identifies issues or requires clarification, the CLEC must send a written response comments/concerns to the Systems CMP Manager no later than 104 calendar days prior to implementation.

I.65 QWEST Response to Comments

Qwest will review and respond with written answers to all CLEC issues, comments/concerns and action items captured at the walk through, no later than one hundred (100) calendar days prior to implementation. The answers will be shared with all CLECs, unless the CLECs question(s) are

marked proprietary. Any changes that may occur as a result of the responses will be distributed to all CLECs in the final notification letter. The notification will include the description of any change(s) made as a result of CLEC comments. The change(s) will be reflected in the final technical specifications.

I.76 Final Interface Technical Specifications

Generally, no less than one hundred (100) calendar days prior to the implementation of the new interface, Qwest will issue the Final Release Requirements to CLECs via web site posting and a CLEC notification.

Final Release Requirements will include:

~~Detailed requirements~~

~~Connectivity and Firewall Rules~~

~~Test Plan~~

- Final Notification Letter, including:
- Summary of changes from Qwest response to CLEC comments on Draft Technical Specifications
- Indication of type of change (e.g., documentation change, business rule change, clarification change)
- Purpose
- Reference to final technical specifications, or web site
- Additional pertinent material
- Final Connectivity and Firewall Rules
- Final Test Plan
- Release date

~~I.7 Content of Final Notification Letter~~

~~The Final Release will include the following:~~

~~Summary of changes from Qwest response to comments~~

~~Indication of type of change (e.g., documentation change, business rule change, clarification change)~~

~~Changed requirements pages from initial notice, or reference to web site for final technical specifications~~

~~Testing period~~

~~Release date~~

Qwest's planned implementation date will not be sooner than one hundred (100) calendar days from the date of the final release requirements, ~~unless the exception process has been invoked~~. The implementation time line for the release will not begin until final specifications are provided. Production Support type ~~Emergency~~ changes within the 30 calendar day test window can occur without advance notification but will be posted within 24 hours of the change.

~~II.I.2 CLEC and Qwest Comments/Responses/Comments~~

~~Upon review of the preliminary plans for the interface if the CLEC wishes to provide feedback the CLEC must send a written response to Qwest. These responses must be provided no later than seven (7) calendar days prior to the first scheduled meeting. The CLEC's response will specify the CLEC's questions, issues and any alternative recommendations.~~
~~CLECs may provide feedback to Qwest during CLEC/provider meetings. Additional CLEC feedback may be provided in accordance with the dates outlined in the detailed implementation time line.~~

~~III.Provider Responses/Comments~~

~~Qwest will maintain both a proprietary and non-proprietary issue log containing CLEC comments and Qwest responses. This non-proprietary issue log will be posted to Qwest's web site upon receipt of CLEC feedback. Qwest will respond to the CLEC feedback in accordance with the dates outlined in the detailed implementation time line. Qwest will also communicate its base line interface development plans via web site posting and CLEC notification in accordance with the dates outlined in the detailed implementation time line.~~

~~IV.I.4 Final Release Requirements Announcement~~

~~CLECs via web site posting and a carrier CLEC notification.~~
~~Qwest will provide a Final Release Announcement to the CLECs via web site posting and a carrier notification.~~

II. Introduction of a New GUI Interface (See Appendix XX)

Qwest will issue a Release Notification forty five calendar days in advance of the Release Production Date. This will include:

- Proposed functionality of the interface including whether the new interface will replace an existing interface.
- Implementation time line (e.g., milestone dates, CLEC/Qwest comment cycle, Interface overview date)
- Implementation date
- Logistics for GUI Interface Overview

At least twenty-eight ~~six (28~~26~~)~~ calendar days in advance of the target implementation date of a new GUI interface, Qwest will issue a Release Announcement ~~post the Interface Overview on Qwest's web site and may host a design and development meeting~~. At a minimum, the Release Announcement will include:

- Draft User Guide

~~Proposed functionality of the interface~~
~~Implementation time line (e.g., milestone dates, CLEC/Qwest comment cycle)~~

~~Proposed CLEC/Qwest meeting to review the Interface Overview~~
~~Initial CLEC implementation requirements (e.g., hardware, software, connectivity, firewall rules, etc.)~~

- How and When Training will be administered
- ~~Implementation date~~

II.1 Interface Overview

The Interface Overview meeting should be held no later than twenty seven (27) calendar days prior to the Release Production Date. At the meeting, Qwest will present an overview of the new interface.

II.21 CLEC Comments and Qwest Response

At least twenty five (25) ~~No more than four (4)~~ calendar days prior to the Release Production Date ~~following the Release Announcement~~ CLECs must forward their written comments and concerns ~~questions~~ to Qwest. Qwest will consider clec comments and may address them ~~Qwest will respond to CLEC comments~~ with the release of the Final Notification, ~~at the Interface Overview Meeting.~~

~~**II.2 Interface Overview**~~

~~The first scheduled meeting should be held no less than seven (7) calendar days following Qwest's notice issuance. At the meeting, Qwest will share an overview of the new interface, including:~~
~~Response to CLEC Comments~~
~~Proposed implementation timeline~~

II.3 Final Notification

Qwest will issue a final notice no less than twenty one (21) Calendar ~~14~~ days prior to the Release Production ~~implementation~~ date. The final notice will include:

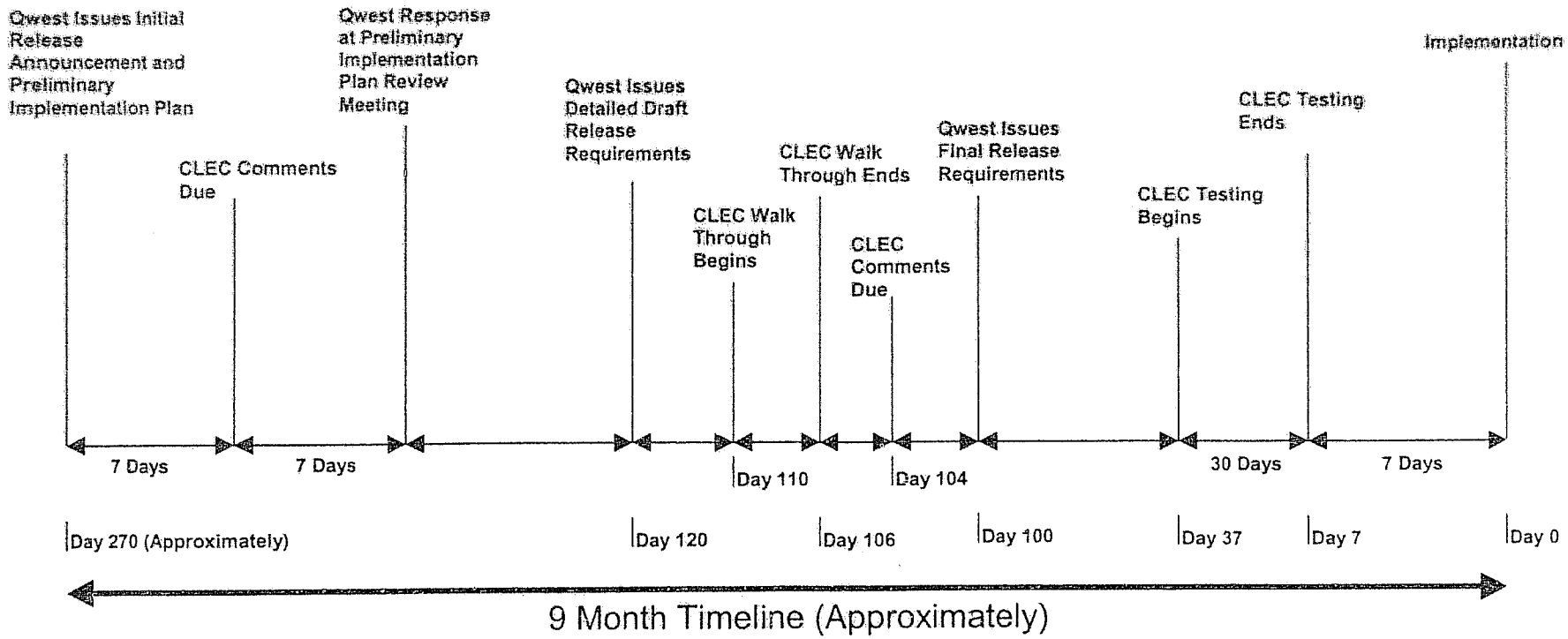
- A summary of changes from the initial notice, including type of changes (e.g., documentation change, clarification, business rule change).
- Final User Guide
- Final Training information
- Final Implementation date.

CONTINUATION

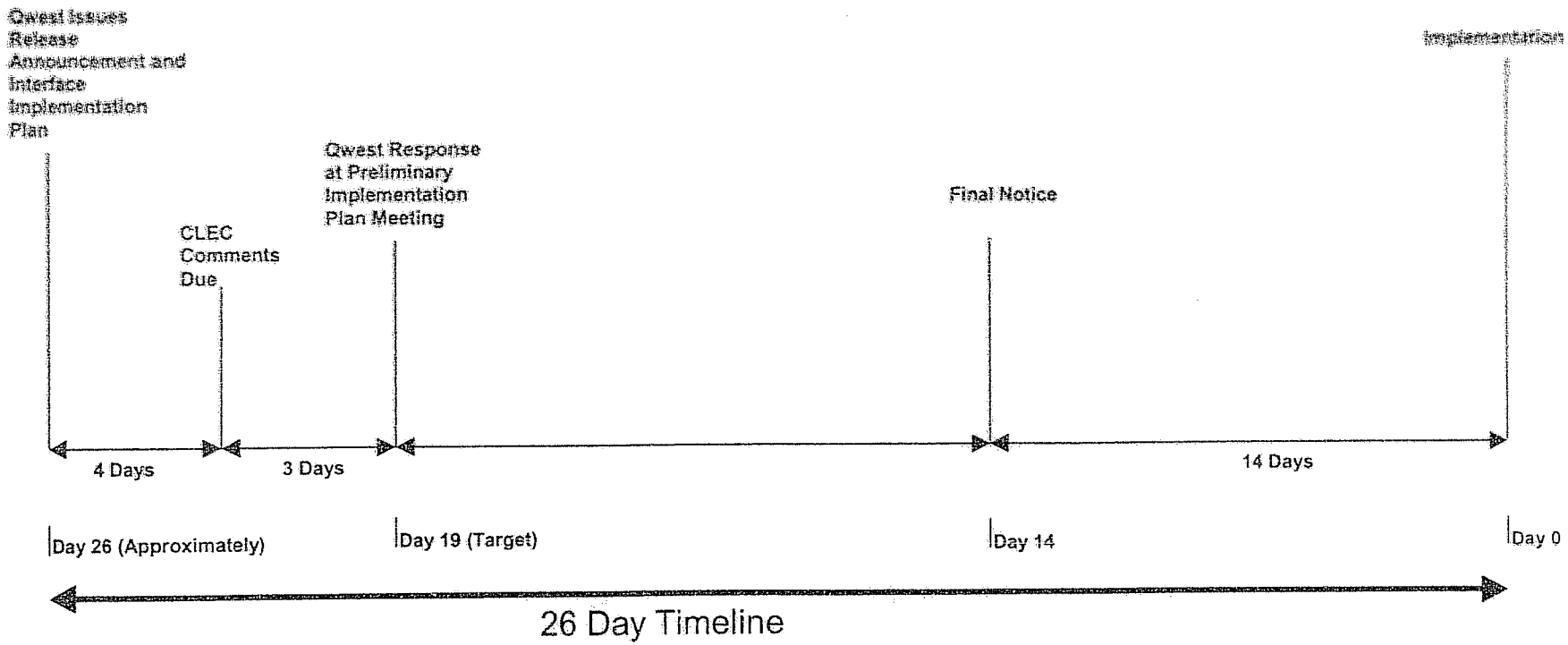
[21]

Scan ~ ~ # Pages [ ]

QWEST CLEC CHANGE MANAGEMENT PROCESS
NEW APPLICATION-TO-APPLICATION INTERFACE INTRODUCTION
DRAFT



QWEST CLEC CHANGE MANAGEMENT PROCESS
NEW GUI INTERFACE INTRODUCTION
DRAFT



CONTINUATION

[22]

Scan ✓ # Pgs [ ]

CLEC-Qwest Change Management Process Re-design
Core Team
(revised November 9, 2001)

Expectations/ Responsibilities

- Each CLEC/Qwest will be consistently represented to negotiate a new CMP Process.
- Core Team Members can be added at any time understanding the roles and responsibilities of a Core Team Member.
- Core Team Members must commit to participate either in person or via conference call at least 50% of each working session. Participation will be tracked via the general attendance record.
- Core Team members who participate via conference bridge must announce when joining or removing themselves from the CMP Re-Design session.
- Core Team Membership will be revoked if 3 consecutive working sessions are missed.
- Core Team Membership will be reinstated after attending 3 consecutive working sessions either in person or via conference call.
- Core Team member will not be allowed to vote on any issue in which they did not participate.
- Core Team members will come to working sessions prepared to discuss current agenda items and bring appropriate materials as provided via the CMP web-site.
- If a CLEC feels they cannot meet the expectations / responsibilities as outlined above for a Core Team Member, they may still participate as much or as little as they desire during the working sessions, but may not be eligible to participate on issues requiring a vote.

CICMP RE-DESIGN CONTACTS-08/3/01

Last Name	First Name	Company	Email	Phone
Team Members				
[illegible]	Terry	AT&T	tbahner@att.com	303-298-6149
[illegible]	Liz	WorldCom	liz.balvin@wcom.com	303-217-7305
[illegible]	Karen	Eschelon Telecom	klclauson@eschelon.com	612-436-6026
[illegible]	Vince	Scindo Networks	vcdegarlais@scindonetworks.com	720-528-4207
[illegible]	Sandy	Sprint	sandra.k.evans@mail.sprint.com	913-433-8499
[illegible]	Wendy	Qwest	wteepe@uswest.com	303-896-1079
[illegible]	Peder	Electric Light Wave	peder_gunderson@eli.net	360-816-3429
[illegible]	Gregory	Covad Communications	gjohnsto@covad.com	720-208-4037
[illegible]	Marcia	SBC Telecom	marcia.lees@sbc.com	314-340-1131
[illegible]	Bill	Integra Telecom	bill.littler@integratelecom.com	360-213-1108
[illegible]	Donna	AT&T	dosborne@att.com	303-298-6178
[illegible]	Lynne	Eschelon Telecom	flpowers@eschelon.com	612-436-6642
[illegible]	Matt	Qwest	mrossi@uswest.com	303-896-5432
[illegible]	Mark	Qwest	mrouth@uswest.com	303-896-3781
[illegible]	Judy	Qwest	jmschu4@qwest.com	303-965-3725
[illegible]	Michelle	McLeodUSA	msprague@mcleodusa.com	319-790-7402
[illegible]	Kathy	Eschelon Telecom	klstichter@eschelon.com	612-436-6022
[illegible]	Sharon	AT&T	svanmeter@att.com	303-298-6178
[illegible]	Terry	Allegiance Telecom	terry.wicks@algx.com	469-259-4438
Facilitator				
[illegible]	Judy	Xtel Solutions, Inc.	soytofu@pacbell.net	650-743-8597
Observers				
[illegible]	Mark	Accenture	launch-now.notify@ cscoe.accenture.com	
[illegible]	Becky	Colorado PUC	Becky.Quintana@dora.state.co.us	303-894-2881
[illegible]	Rick	KPMG Consulting	rwoodhouse@kpmg.com	518-427-4849
[illegible]	Sam	KPMG Consulting	shuyeung@kpmg.com	212-954-6351

CONTINUATION

[23]

Scan ~ ~ # Pages [ ]

Case Issue

Company	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Allegiance Telecom	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
AT&T	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Avista			[illegible]	[illegible]	[illegible]	[illegible]			[illegible]		[illegible]	[illegible]	[illegible]
Broad Communications	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Electric Light Wave		[illegible]	[illegible]	[illegible]									
Eschelon Telecom	X	X	X	X	X	X	X	X	[illegible]	[illegible]	[illegible]	[illegible]	
Integra	X	X							[illegible]	[illegible]	[illegible]	[illegible]	
Level 3	%												
McLeodUSA	%	%											
Premier Communications	%												
Rhythms Links Inc.	%												
SBC Telecom	%	%			%	%	%	%		%		%	
Scindo Networks	X	X	X	X									
Sprint	X	X	X	X	X	X	X	X	%	%	X	X	%
WorldCom	X	X	X	X	X	X	X	X	X	X	X	X	X
XO Communications	%												
Qwest	X	X	X	X	X	X	X	X	X	X	X	X	X

Other Participants

Company	7/11 Kickoff	7/19	8/7	8/8	8/14	8/16	9/5	9/6	9/18	9/20	10/2	10/3	10/6
Accenture		%											
CapGemini							%						
Colorado PUC	X	X					X	X	X	X	X	X	X
KPMG Consulting	X	X	X	X	X	X	X	X	%	%	%	%	X
NightFire Software Inc.	%												
Quintessent Communications	%												
Telcordia							%						
XTel Solutions, Inc. (Facilitator)	X	X	X	X	X	X	X	X	X	X	X	X	X

X = participated in person (also if a CLEC is represented in person with another member via bridge line)
% = participated via bridge line

CONTINUATION

[24]

Scan # Pgs [ ]

Qwest Proposed CR Prioritization Language—10-08-0111-01-01

PRIORITIZATION

I.III. *Prioritization Review*

The prioritization review provides ~~the forum for reviewing and prioritizing Type 4 and Type 5~~ an opportunity for CLECs to prioritize CLEC and Qwest originated OSS Interface change requests (CRs). CRs resulting from Industry Guideline Changes and Regulatory Changes are not included in Prioritization. [see action item on proposed language for Regulatory CRs –including those that are associated with PIDs - JT]

At the Monthly Systems CMP Meeting, Qwest will facilitate the ~~clarification discussion meeting~~for each CR. Both CLECs and Qwest should have appropriate subject matter experts in attendance. ~~Meetings will be held quarterly, or more frequently if needed, and are open to all CLECs.~~ All eligible[2] [define in terms] CRs for prioritization for a major release will be reviewed and discussed during the monthly Systems CMP Meeting prior to each CLEC submitting their prioritization ~~vote~~. The review and discussion meetings are open to all CLECs. The prioritization review objectives are to:

- *Introduce newly initiated CLEC and ~~provider~~ Qwest OSS Interface change requests*
- *Allow CLECs and Qwest to prioritize eligible~~Qwest and CLEC initiated~~ new OSS Interface change requests ~~and re-rate existing change requests~~ by providing specific input as to the relative importance that CLECs, as a group, assign to each such change request.*
- *~~Provide status on outstanding CLEC and provider change requests.~~*

Qwest will distribute all materials five (5) ~~seven (7)~~ calendar days prior to the prioritization review. The materials will include:

- *Agenda*
- *Summary document of all CR candidates eligible to prioritization. (Appendix XXX Sample – IMA XXX Candidates for Prioritization List)*
- *~~Prioritized spreadsheet of CLEC and Qwest originated change requests~~*
- *~~Spreadsheet of change requests pending initial rating and re-rating (see Appendix B)~~*
- *~~New change requests as submitted by initiating CLEC or Qwest~~*

II.IV. *Prioritization Process*

Before each major release Qwest will facilitate the presentation of all CRs eligible for Prioritization at the Systems CMP Meeting(s). Following the CMP Meeting, Qwest will distribute the prioritization list for ranking. No more than threeseven (37) businesscalendar days following Qwest's distribution of the prioritization list, CMP Meeting CLECs and Qwest ~~(see Section xx)~~ may submit their prioritization rankingvotes via e-mail. No more than twoseven (27) businesscalendar days following the submission of ranking~~CLEC votes~~, Qwest will tabulate all rankings~~CLEC votes~~, e-mail the resulting prioritization of CRs to the CLECs, and will announce the results at the next scheduled CMP Monthly Meeting.~~a conference call to review the results~~. Qwest will then begin formulating the level of effort of the CRs that were prioritized by the CLECs and Qwest. ~~During the subsequent CMP Monthly Meeting following the prioritization meeting, Qwest~~

[2] *Eligible CR's are Qwest and CLEC initiated CR's as defined in Section X*

~~will present a cumulative overview (packaging) of the CR based on the level of effort of the prioritized CRs from which the CLECs will make a final selection by consensus or if consensus cannot be reached, a vote. Qwest will use the final selection to determine the list of Release Candidates for the next OSS Interface release.~~ BASED ON THE OUTCOME OF THE FINAL RANKING~~VOTE~~ OF THE CR CANDIDATES, A FINAL INITIAL RELEASE CANDIDATE LIST IS PRODUCED. QWEST IS AUTHORIZED TO PRIORITIZE BASED ON THE RANKING RESPONSES RECEIVED BY THE DEADLINE. NEITHER A QUORUM NOR A MAJORITY OF CLECS IS REQUIRED TO ESTABLISH THE PRIORITIZATION. ~~During the review, the initiators will present their new change requests and any requests for re-rate. This will be followed by a question and answer session. After all presentations are complete, the voting of change requests will begin.~~

~~Re-rate requests will only be accepted from CLECs who participated in the initial rating. Once a re-rate is requested, all CLECs participating at the subsequent meeting can submit a rating.~~

~~CLECs may request and rate a modification to a new change request at the prioritization review, if agreed to by the originating CLEC(s). The originating CLEC must update the change request with the agreed upon modification.~~

~~III.~~ Voting

~~In those instances in which a vote is necessary to prioritize CRs for a release, only those CLECs meeting the following specifications shall be qualified to vote.~~

~~III.1. For A New Interface~~
~~A Qualified CLEC must have a signed Interconnection Agreement (IC) or an implementation schedule for anthe new OSS interface, and either be in "in production user of the interface that is being replaced by a new interface or be in "line up testing" for the OSS interface that is being replaced with a new OSS interface.~~

~~III.2 Changes to Anan Existing EDI OSS Interface~~
~~A Qualified CLEC must:~~

- ~~Be in production on the affected OSS interface. "In production" means the CLEC must have issued live end user customer transactions in the most recent calendar month on the affected OSS interface.~~
- ~~If the CLEC is not in production on the effected OSS interface, then:~~
  - ~~For an application to application interface, the CLEC must be in line up testing, and have an agreed upon implementation or migration project plan.~~
  - ~~For a GUI interface, the CLEC must have scheduled or completed applicable training.~~

III. Ranking ~~Voting~~

Ranking~~Voting~~ should be conducted according to the following guidelines:

- ~~A CLEC must either be using the interface impacted by the change request or have a Letter of Intent to use the interface on file with Qwest to participate in the vote.~~
- Each CLEC and Qwest may submit one numbered ranking of the Release Candidate List. ~~is allowed one vote per corporate entity per change request. Corporate entity includes all affiliates. "Affiliate" means a company that directly or indirectly owns or~~

~~controls, is owned or controlled by, or is under common ownership or control with another company. For purposes of this provision, the term "own" means to own an equity interest (or the equivalent thereof) of more than 5% percent~~ and should be one representative responsible to provide a rating. The completed ranking/prioritization ~~vote mustshould~~ be submitted by the primary Point of Contact (POC), CMP Team Representative or the secondary CMP POC, or CMP Team Representative designated Alternate. Each CLEC can only assign a rating to a change request at the prioritization review. A rating will not be accepted outside of the prioritization review. The ranking completed prioritization vote will be submitted to the Qwest Systems CMP Manager in accordance with the guidelines described in Section X above. Refer to Appendix XX - Qwest CMP PRIORITIZATION PROCESS DIAGRAM.

- ~~CLECs may only provide a rating at the meeting where the new change request is introduced. CLECs that were not present at that meeting may not submit ratings at subsequent meetings, unless there is a request to re-rate.~~
- ~~A CLEC may delegate its vote to an authorized agent acting on its behalf by providing a Letter of Authority~~
- Qwest and each CLEC~~Each participating CLEC~~ ranks each change request on the Release Candidate List by providing a rank from 1 (low) to a high point value (n through n,N where nN is the total quantity of CRs being prioritized. The highest point value should be assigned to the CR that Qwest and the CLECs wishes to be implemented first. The total points will be calculated by the Qwest Systems CMP Manager and the results will be distributed to the CLECs in accordance with the Prioritization Process ~~guidelines described in Section X - above~~.

~~CLECs can defer/pass on voting. A rating of defer or pass will not be averaged in the overall rating. [Is this allowed – defer or pass?]~~

Qwest proposed changes to RETIREMENT OF EXISTING OSS INTERFACES language- revised ~~10-31-01 (reformatted)~~11-01-01

The retirement of an existing OSS Interface occurs when Qwest ceases to accept transactions using a specific OSS Interface. This may include the removal of a Graphical User Interface (GUI) or a protocol transmission of information (Application-to-Application) interface.

V. Initial Retirement Plans—Application-to-Application Interface

At least nine (9) months before the retirement date of Application-to-Application interfaces, Qwest will share the retirement plans via web site posting and CLEC notification.. . The scheduled new interface is to be in a CLEC certified production release prior to the retirement of the older interface.

Alternatively, Qwest may choose to retire an interface if there is no CLEC usage of that interface for the most recent three (3) consecutive months. Qwest will provide thirty (30) calendar day notification of the retirement via web posting and CLEC notification.

VI. Initial Retirement Notice to CLECs:

Initial Retirement Notices will include:

- *The rationale for retiring the OSS Interface*
- *Available alternative interface options for existing functionality*
- *The proposed detailed retirement time line (e.g., milestone dates, CLEC-Qwest comment and response cycle)*
- *Targeted retirement date*

CLEC Comments to Initial Retirement Notice

CLEC comments to the Initial Retirement Notice are due to Qwest no later than fifteen (15) calendar days following the Initial Retirement Notice.

Comparable Functionality

Unless otherwise agreed to by Qwest and a CLEC user, when Qwest announces the retirement of an interface for which a comparable interface does or will exist, a CLEC user will not be permitted to commence building to the retiring interface. CLEC users of the retiring interface will be grandfathered until the retirement of the interface.. Qwest will ensure Comparable Functionality no less than six months prior to retirement of an Application-to-Application interface.

Final Retirement Notice

The Final Retirement Notice will be provided to CLECs no later than 228 calendar days prior to the retirement of the application to application interface.. The Final Retirement Notice will contain:

- *The rationale for retiring the OSS Interface (e.g., no usage or replacement)*
- *If applicable, where the replacement functionality will reside in a new interface and when the new interface has been certified by a CLEC*
- *Qwest's responses to CLECs' comments/concerns*
- *Actual retirement date*

VII. *Initial Retirement Plans—Graphical User Interface*

At least two (2) months in advance of the target retirement date of a GUI. Qwest will share the retirement plans via web site posting and CLEC notification. The scheduled new interface is to be in a CLEC certified production release prior to the retirement of the older interface.

Alternatively, Qwest may choose to retire an interface if there is no CLEC usage of that interface for the most recent three (3) consecutive months. Qwest will provide thirty (30) calendar day notification of the retirement via web posting and CLEC notification.

VIII. *Initial Retirement Notice to CLECs:*

Initial Retirement Notices will include:

- *The rationale for retiring the OSS Interface*
- *Available alternative interface options for existing functionality*
- *The proposed detailed retirement time line (e.g., milestone dates, CLEC-Qwest comment and response cycle)*
- *Targeted retirement date*

CLEC Comments to Initial Retirement Notice

CLEC comments to the Initial Retirement Notice are due to Qwest no later than fifteen (15) calendar days following the Initial Retirement Notice.

Comparable Functionality

Qwest will ensure comparable functionality no less than thirty-one (31) days before retirement of a GUI.

Final Retirement Notice

The Final Retirement Notice will be provided to CLECs no later than twenty one (21) calendar days following the initial retirement notice for GUI retirements. The Final Retirement Notice will contain:

- *The rationale for retiring the OSS Interface (e.g., no usage or replacement)*
- *If applicable, where the replacement functionality will reside in a new interface and when the new interface has been certified by a CLEC*
- *Qwest's responses to CLECs' comments/concerns*
- *Actual retirement date*

CONTINUATION

[25]

Scan ~ ~ # Pages [ ]

Appendix A - IMA XXX Candidates for Prioritization List -

Record Number	Rank	CR System	Title	Submitting Company	Description Of Change
1	000 - Carryover from 9.0	25497 IMA Common	Include summary USOC(s) in FOC	Qwest	Providers are requesting a summary of the order by USOC to be included with the FOC so that errors can be identified and corrected before the order completes.
2	200	5405937 IMA GUI	CLECs require availability to view completed LSR information in IMA GUI	Verizon	Currently CLECs are unable to view any service order information for a completed LSR within IMA GUI even without the IMA system being purged (per Interconnect Helpdesk). This causes repercussion as CLECs are unable to obtain downstream information vital to maintaining accurate internal reporting information. Examples of such information include completed order numbers, date of activation, date of service delivery, accurate percentage of requested due dates with on time delivery. CLECs need to be given the ability to view their subscribers account information on an as needed basis.This request is focused on the entire CLEC community being able to access this type of information as needed.Verizon would like to have available, a record for any LSR submitted for a min of 30 days and max of 90 days to see how the account was established, to make sure that the delivery dates are met and that the account is activated as requested. Qwest Business Description: Need ability to view service order for completed LSR within GUI in order to access info needed for accurate internal reporting. Examples-completed order numbers, date of activation and service delivery, accurate percentage of requested due dates with on time delivery.
3	183	25001 IMA Common	Update FOM LSR Status to match CRM Status	Qwest	When CRM receives a jeopardy notification from WFA the LSR Status is updated in CRM but not in IMA. When order and request statuses are updated in CRM, Service Order and LSR statuses in IMA need to be
4	172	5466837 IMA Common	Electronic Completion Notices for Stand Alone Directory	Sprint	Provide CLEC's electronic completions on any Stand Alone Directory order that that is sent electronically. Today Qwest does not provide electronic completion information on Stand Alone Directory orders that are sent electronically to Qwest. Qwest Business Description: Provide electronic completion notices for any Stand Alone Directory order that is sent electronically.

APPENDIX B: Qwest CMP PRIORITIZATION PROCESS EXAMPLE

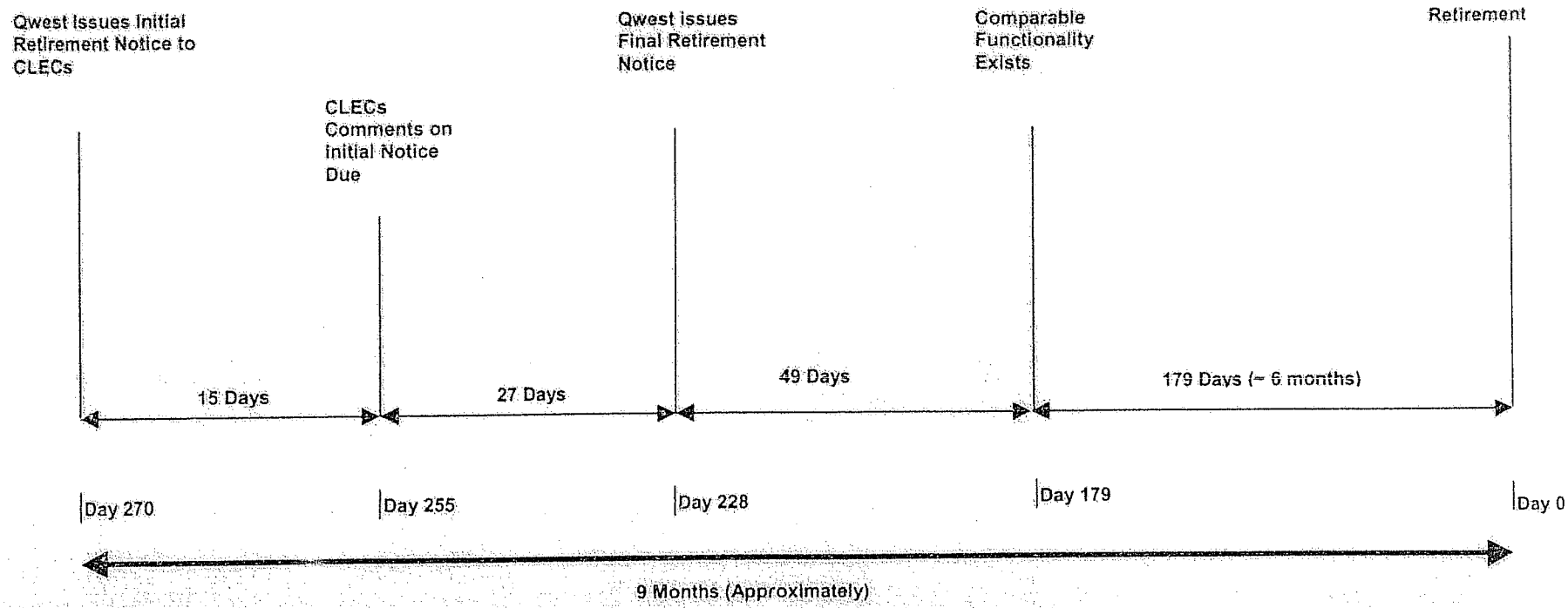
CR#	Title	System	Originator	Description	CLEC #1	CLEC #2	CLEC #3	CLEC #4	CLEC #5
SCR010101-1	Check for additional redundant EDI auto-push transactions	EDI	AT&T	With CR 17894 90% of the redundant EDI auto-push transactions were removed. This CR will look at the need to remove other redundant transactions at a later time.					
SCR013001-1	CICMP Request #5043076 - Create a Separate Field For Line Numbers In EDI Responses	GUI	Eschelon	Currently, line reference numbers for multi loop orders are returned embedded in the message text in the detail section of EDI responses. (855Fatal, 865Fatal, 865JEOP) from Qwest. While the line numbers are detectable by provisioners, placing this information in it's own field (OREF NUM/LNUM) in the EDI response will enable automated flow through of orders.					

CONTINUATION

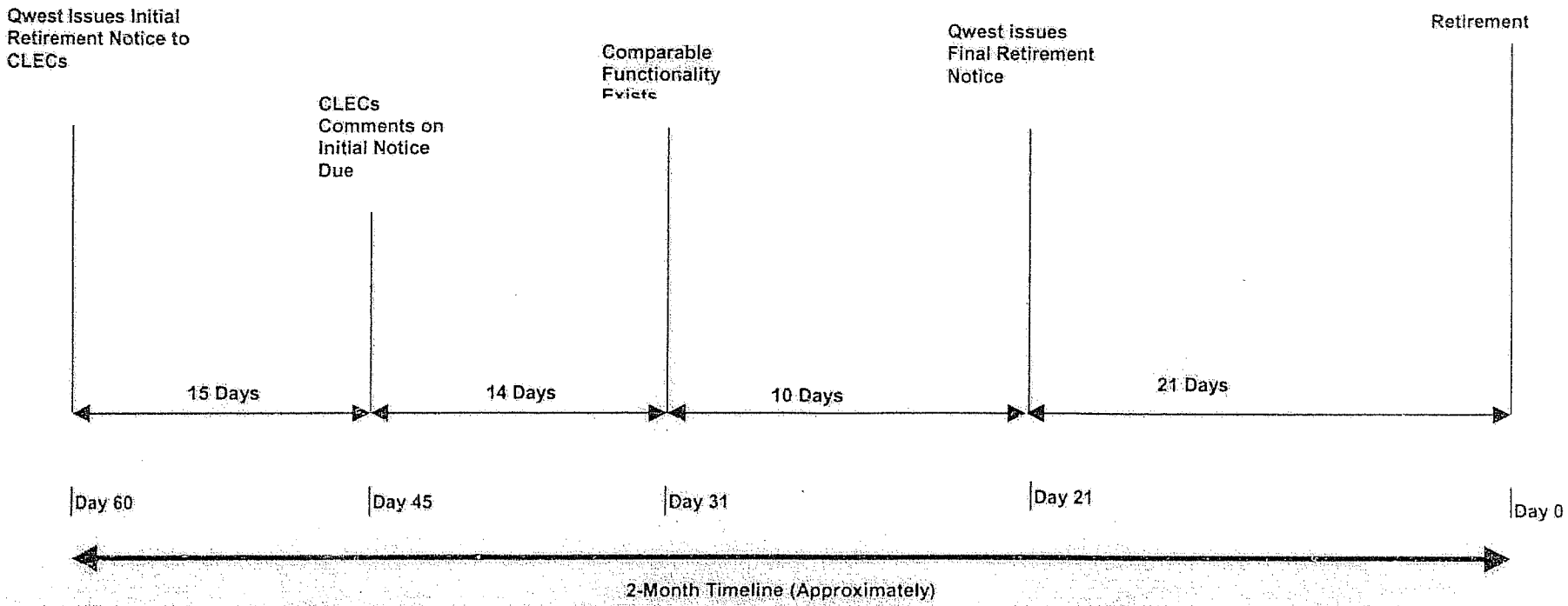
[____]

Scan ~ ~ # Pages [ ]

QWEST CLEC CHANGE MANAGEMENT PROCESS
EXISTING APPLICATION-TO-APPLICATION INTERFACE RETIREMENT
DRAFT



QWEST CLEC CHANGE MANAGEMENT PROCESS
EXISTING GUI RETIREMENT
DRAFT





Additional_Testin
g_Process_Presen



Additional_Testin
g_Process_Notific

CONTINUATION

[26]

Scan # ... # Pgs [...]

-------- Original Message --------
Subject: Readout from CPAP tech. conf.
Date: Thu, 1 Nov 2001 17:40:03 -0800
From: "Gindlesberger, Larry" <LGindles@covad.com>
To: jsmaher@qwest.com

Jim,

Here is the readout sent to me from Megan Doberneck

During a technical conference with the Colorado commission, I informed the Commissioner that we had reached agreement on the scope of CMP but that, subsequent to the agreement on scope, the order on the Colorado performance assurance plan had come out which indicated changes to PIDs and the CPAP might go through CMP. I informed the Commissioner that the redesign team was more than happy to revisit scope and develop processes to include QPAP and PID changes, but that we required more guidance as to the procedural and substantive requirements the Commission envisioned being in place so that the process we developed would satisfy the Commission. The Commissioner asked Qwest for a response and Lynn Stang (one of the Qwest attys) responded that Qwest had no intention of using CMP for any changes to the PIDs or the QPAP. I responded that that was fine, but that Qwest needed to clarify its position regarding the vehicle through which changes would be run so that we on the redesign team would know whether we needed to add this to our list of tasks. The Commissioner then stepped in and stated that the ball was in Qwest's court and could they please provide some clarification. Qwest said they would take it back and provide their position.

Larry G.

Larry Gindlesberger

Please note new office number
Net. Planning and Cap. Mgmt.
Sr. Proj. Mngr. New Initiatives
330-854-0151 office
330-209-5499 cel
330-854-6910 fax

ATT e-mail Dated 11-23-01

Subject:
RE: CMP Redesign Draft Meeting Minutes Oct 30-Nov 1
Date:
Fri, 23 Nov 2001 12:16:20 -0500
From:
"Menezes,Mitchell H - LGA" <mmenezes@att.com>
To:
"'Jim Maher'" <jxmaher@qwest.com>
CC:
"Osborne-Miller,Donna - NCAM" <dosborne@att.com>, "VanMeter,Sharon K - NCAM" <svanmeter@att.com>,
"Bahner,Teresa L (Terry) - NCAM" <tbahner@att.com>, Liz Balvin <Liz.Balvin@qwest.com>,
Karen Clauson <klclauson@eschelon.com>, Tom Dixon <Thomas.F.Dixon@qwest.com>,
Megan Doberneck <mdoberne@covad.com>, "Hines, LeiLani" <LeiLani.Hines@qwest.com>,
"Lee, Judy" <soytofu@pacbell.net>, "Powers, Lynne" <lpowers@mccabe.com>,
"Quintana, Becky" <becky.quintana@dora.state.co.us>, "Schultz, Judy" <jschultz@qwest.com>,
"Travis, Susan" <susan.a.travis@wcom.com>, "Wicks, Terry" <terry.wicks@ridge.com>,
"Woodcock, Beth" <woode@perkinscoie.com>, "Yeung, Shun (Sam)" <yeungs@qwest.com>

Jim,

Attached are some comments from AT&T on the draft minutes for the October 30 - November 1 redesign meeting.

Please note that on November 7, 2001, I sent some comments on the documents that we worked on at the October 30 meeting. Those comments should be incorporated into the minutes as well. I have attached them to this message for convenience.

All of the comments reflected in the attached should be added to the issues/action items log, if not already on the log. Thanks.

Mitch

-----Original Message-----
From: Jim Maher [mailto:jxmaher@qwest.com]
Sent: Monday, November 12, 2001 3:05 PM
To: Terry Bahner; Liz Balvin; Jeff Bisgard; Karen Clauson; Andrew Crain; Tom Dixon; Megan Doberneck; Evans, Sandy; Filip, Dana; Glanfelsberger, Larry; Green, Wendy; Gunderson, Peder; Hines, LeiLani; Hydock, Mike; Jennings-Fader, Mana; Lee, Judy; Littler, Bill; McDaniel, Paul; Lory, Marcia; Menezes, Mitch; Ellen Neis; Osborne-Miller, Donna; Powers, Lynne; Quintana, Becky; Rossi, Matt; Routh, Mark; Schultz, Judy; Stichter, Kathy; Thiessen, Jim; Thompson, Jeffery; Travis, Susan; Priday, Tom; VanMeter, Sharon; Wagner, Lori; White, Matt; Wicks, Terry; Woodcock, Beth; Yeung, Shun (Sam); dlstrand@eschelon.com
Subject: CMP Redesign Draft Meeting Minutes Oct 30-Nov 1

Attached are the draft meeting minutes from the Oct 30-Nov 1 Redesign Session. We will determine tomorrow when comments should be due back. Please contact me with any questions. Thanks.

Jim Maher
303-896-5637

Subject:
RE: Draft Meeting Minutes for the Oct 16 Redesign Session
Date:
Wed, 7 Nov 2001 18:27:22 -0500
From:
"Menezes,Mitchell H - LGA" <mmenezes@att.com>
To:
'Jim Maher' <jxmaher@qwest.com>, 'Balmer,Teresa L (Terry) - NCAM" <tbalmer@att.com>, 'Liz Balvin' <Liz.Balvin@wcom.com>,
'Jeff Bisgard' <jbiscar@qwest.com>, 'Jaiby Blackmun' <jblackm@qwest.com>, 'Kim Clauson' <klclauson@eschelon.com>,
'Andrew Crain' <acrain@qwest.com>, 'Tom Dixon' <Thomas.F.Dixon@wcom.com>, 'Megan Doberne' <mdoberne@covad.com>,
"'Evans, Sandy'" <sandra.k.evans@mail.sprint.com>, "'Filip, Dana'" <Dana.Filip@qwest.com>,
"'Gindlesberger, Larry'" <lgindles@covad.com>, "'Green, Wendy'" <wegreen@qwest.com>,
"'Gunderson, Peder'" <peder_gunderson@elt.net>, "'Hines, Leil aa'" <Leil.aa.hines@wcom.com>,
"'Hydock, Mike'" <mkydock@att.com>, "'Jennings-Fader, Mary'" <mary.jennings-fader@wcom.com>, 'Joe Weiss' <soytofu@pacbell.net>,
"'Littler, Bill'" <blittler@integratelecom.com>, "'McDaniel, Pat'" <pmcdan@qwest.com>,
"'Lees, Marcia'" <marcia.lees@sbc.com>, "'Menezes,Mitchell H - LGA'" <mmenezes@att.com>,
"'Neis, Ellen'" <ellen.neis@mail.sprint.com>, "'Osborne-Miller,Donna - NCAM" <dosborne@att.com>,
"'Powers, Lynne'" <flpowers@attcomm.com>, "'Quintana, Becky'" <becky.quintana@dex.state.co.us>,
"'Rossi, Matt'" <mrossi@qwest.com>, "'Routh, Mark'" <mrouth@qwest.com>, "'Schultz, Judy' <jmschu4@qwest.com>,
"'Stichter, Kathy'" <klstichter@eschelon.com>, "'Thiessen, Jim'" <jthiessen@arrowcom.net>,
"'Thompson, Jeffery'" <jlthomp@qwest.com>, "'Travis, Susan'" <susan.travis@wcom.com>,
"'Priday, Tom'" <tom.priday@wcom.com>, "Van Meter,Sharon K - NCAM" <svanmeter@att.com>,
"'Wagner, Lori'" <lmwagner@eschelon.com>, "'White, Matt'" <mwhite@qwest.com>, "'Wicks, Terry' <terry.wicks@algx.com>,
"'Woodcock, Beth'" <woode@perkinscoie.com>, "'Young, Shari Sue'" <jyoung@arrowcom.net>,
"'Zulevic, Mike'" <mzulevic@covad.com>, "'Nicol, John'" <jnicol@qwest.com>, "'Brooks, Jim' <jlbroo2@qwest.com>

Jim,

This message and the attached Word documents contain AT&T's comments on the documents we worked on in redesign last week. Changes that I made to the attached documents are in revision marks and highlighted in yellow so they will stand out. There are a couple of documents that had some things highlighted in yellow already. Where I noticed these, I changed the highlighting that was there to green so all our comments are highlighted in yellow.

I did not look for all the typos and grammatical errors, but where I saw them I marked the appropriate changes.

1. CLEC Qwest OSS Interface Change Request Initiation Process

Most of my changes to this document are cosmetic, although there are a couple of substantive comments we may need to discuss further. In addition, we talked generally about timing for this process. While I understand that timing may vary somewhat, AT&T remains concerned about how long this process will take in the aggregate. We would like to discuss putting some overall time periods around this process.

2. CLEC Qwest Change Management Process Re-design - Attendance Record

In this chart, Qwest has not included an "X" in the 10-31 and 11-01 columns for me, Donna Osborne-Miller and Sharon Van Meter. Please update to reflect that the three of us were there all three days.

3. Change to Existing Interfaces

I made cosmetic and substantive changes as well as comments. On the timelines, Qwest still needs to clarify what is meant by the "note" in parentheses at the bottom of the timelines. For the GUI timeline, we agreed that Qwest would provide the draft release notes by the morning of the 28th day prior to implementation. I added some language in parenthesis on the timeline under the description for this day.

4. Retirement of Existing OSS Interfaces

A couple of changes marked in the attached.

5. Prioritization

There are changes marked in the attached. We also talked about three forms to attach: (i) the list of eligible candidates; (ii) the form CLECs use to indicate their ranking to return to Qwest and (iii) the form Qwest uses to tally the ranking. The only one that I think is correct at point is (iii) (the last page of the document). Please insert the appropriate forms.

6. Introduction of a New OSS Interface

A couple of changes marked in the attached.

Mitchell H. Menezes
Chief Commercial Counsel
AT&T, Western Region L&GA
303.298.6493

-----Original Message-----
From: Jim Maher [mailto:jxmaher@qwest.com]
Sent: Monday, November 05, 2001 1:10 PM
To: Terry Bahner; Liz Balvin; Jeff Bisgard; Jarby Blackmun; Karen Clauson; Andrew Crain; Tom Dixon; Megan Doberneck; Evans, Sandy; Filip, Dana; Gindlesberger, Larry; Green, Wendy; Gunderson, Peder; Hines, Leland; Hyduck, Mike; Jennings-Fader, Mana; Lee, Judy; Littler, Bill; McDaniel, Paul; Lees, Marcia; Menezes, Mitch; Neis, Ellen; Osborne-Miller, Donna; Powers, Lynne; Quintana, Becky; Rossi, Matt;

[redacted]; Mark; Schulte, Judy; Stichter, Kathy; Thiessen, Jim; Thompson, [redacted]; Travis, Susan; Friday, Tom; VanMeter, Sharon; Wagner, Lori; [redacted]; Mun; Weeks, Terry; Woodcock, Beth; Yeung, Shun (Sam); Zulevic, [redacted]; Steed, John; Brooks, Jeri
Subject: Draft Meeting Minutes for the Oct 16 Redesign Session

Attached are the meeting minutes for the October 16th Redesign session. Please review and provide comments back to me. These will be posted as [redacted] on the website once we have discussed at the Nov 13th session. Please contact me with any questions. Thank you.

[redacted]

DRAFT MEETING MINUTES

CLEC-Qwest Change Management Process Re-design
Tuesday, November 13 Working Session
1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Conference Bridge: 1-877-847-0304, pass code 7101617#

NOTE: These are DRAFT-meeting minutes Qwest developed following the one day working session. Draft minutes will be circulated to the CMP Re-design Core Team Members in attendance with FINAL Meeting Minutes to be posted on the Wholesale CMP Re-design web site once updated with attendee revisions.

INTRODUCTION

The Core Team (Team) and other participants met November 13 to continue with the Re-design effort of the Change Management Process. Following is the write-up of the discussions, action items, and decisions made in the working session. The attachments to these meeting minutes are as follows.

ATTACHMENTS

Attachment 1: November 13, 2001 CMP Redesign Attendance Record
Attachment 2: CMP Redesign Meeting November 13 Notice and Agenda – 11-8-01
Attachment 3: CMP Redlined CLEC – Qwest Issues and Action Log 11-13-01
Attachment 4: Qwest Proposed Regulatory Change and Prioritization Language – 11-08-01
Attachment 5: Qwest Proposed CR Prioritization Language – 11-8-01
Attachment 6: Qwest Proposed Interface Testing Language – Revised 11-13-01
Attachment 7: Schedule of CMP Redesign Working Sessions – Revised 11-13-01

MEETING MINUTES

The meeting began with introductions of the meeting attendees(See Attachment 1 - Attendance Record). Judy Lee reviewed the one-day agenda(See Attachment 2 – Meeting Notice and Agenda). The Meeting Notice indicated that there were documents that were posted on the web, and not included in the e-mail distribution package, in addition to the current practice of listing the documents in the Meeting Notice.. A change was requested that all documents to be reviewed at each Redesign session would be enclosed in the e-mail distribution package. Mitch Menezes of ATT stated that ATT did want to discuss some issues associated with the Redesign sessions. Menezes stated that at the end of the previous session it was stated that the team was almost finished with the CMP design work associated with OSS Interface. Menezes stated that ATT is concerned that when CLECs and Qwest identify items to be addressed later, those items may not get identified with the same level of detail that is discussed in the meetings. Menezes proposed that as we address issues that they be captured fully in the issues/action log and minutes so that we capture the context. Judy Lee stated that the team should identify and agree on the action items and that the issues/actions log would be updated in the meeting to capture the details of the issue. Menezes stated that ATT had several pages of issues that should be addressed by the

Redesign team. Menezes asked Judy Lee how the team would proceed to address open issues and close them. Menezes stated that open issues should be closed before the OSS Interfaces redesign is finished. Judy Lee stated that she would like to address the issues ATT had identified as part of the planned agenda for the Nov 27-29 Redesign agenda. Judy Schultz of Qwest asked Menezes to e-mail the document listing AT&T's concerns and issues so that they could be distributed to the team, and invited the other team members to do the same if they had issue lists. Schultz stated that Qwest would add the additional issues to the Issues/Actions log for review and clarification. The team expresses a need to understand ATT's issues and to determine if the issues should be included in the Issues Actions Log(See Attachment3). Tom Dixon of WorldCom stated that WorldCom had a similar list that had been developed by Liz Balvin of WorldCom. Lynne Powers of Eschelon stated that it was important that the context of all issues is captured to ensure adequate resolution. Dixon distributed the WorldCom list to the team. Dixon then stated that as we manage the Redesign that there be an effort to make sure we have identified and resolved all issues. Dixon stated that the team has agreed that certain interim processes could be implemented. Dixon also stated that at some point the team needed to review all the piece parts that had been developed and assemble them under the full agreed upon process to make certain that the pieces fit into an overall process. Terry Wicks of Allegiance and Karen Clauson of Eschelon agreed with Dixon's perspective of an overall review of the processes modified by Redesign prior to final implementation. Dixon also stated that the team needed to look at all CMP documentation currently in place and determine if all aspects of those documents had been addressed by the Redesign team. An action item was created and agreed to by the team as homework due December 3 from each Core Team Company(See Item # 176 on the Issues Actions Log, Attachment 3). Judy Schultz of Qwest replied that this comparison to both the old CICMP process, OBF 2233 language, and other applicable documentation would be conducted prior to final approval. Dixon pointed out that Tech Pub 77375 had been distributed and that it was redlined based on processes this team had developed. Dixon stated it was important to identify all implementation dates that Qwest was developing.

Mitch Menezes of AT&T stated that he was unclear what processes were in place to get agreement from the CLEC community for implementation of interim processes. Lynne Powers of Eschelon stated that there needed to be a clear understanding of how and when processes were being implemented by Qwest and stated that the CLECs needed to understand these processes. Judy Schultz of Qwest responded that Qwest had brought interim changes that could be implemented to the CMP Monthly meeting for review and concurrence. Menezes asked if the CR initiation process that had been agreed to in the Redesign session had been reviewed. Schultz stated that this process and the associated process flows had been reviewed at the CMP Monthly meeting and that there had been no CLEC objections to implementing those processes. Schultz further clarified that as interim processes were developed in Redesign, Qwest would present those interim processes at the CMP Monthly meeting for approval. Powers stated that there needed to be a formalized method for presenting interim processes at the monthly meeting and for receiving CLEC acceptance for implementation. An action item (See Item # 177 on the Issues/Actions Log, Attachment 3) was created and agreed to by the team. Menezes asked what steps were being developed to determine that redesign efforts have been completed and agreed to by the CLEC community. Schultz replied that the output of the Redesign effort would be reviewed by the CLEC community for final approval. Schultz then asked how the CLECs desired to make the acceptance of Redesign processes more formal. Powers stated that the

CLECs should have a formal vote to formalize CLEC agreement. Powers stated that her concern is that the Redesign team has discussion, but the agreement on outcome from the discussion is not formalized. Karen Clauson of Eschelon stated the presentations of CMP process changes at the CMP Monthly meetings may be perceived as more of a heads up notification, and not as a question to the CLEC community of whether the process should be accepted or implementation. Terry Wicks of Allegiance stated that if all CLECs agree on implementing the interim process then a vote would not need to be taken. Becky Quintana of the Colorado PUC suggested that it was in Qwest's best interest to get a vote at the end of the Redesign process so that there would be no questions raised regarding why the processes were implemented, and it could be demonstrated that the CLECs had signed off on the implementation. Quintana stated that the CLECs should vote on accepting the final document versions and final processes once they were completed and agreed to in the Redesign effort. Terry Wicks of Allegiance stated that CMP processes and documentation will always be changing and that the Redesign team needed to develop a process for managing CMP changes. Dixon stated that when the Redesign team has finalized the new CMP process and documentation, the team would include a process for change control of CMP. To close on this discussion, Judy Lee clarified that each CLEC should go through their individual list of issues/concerns and e-mail those to Jim Maher of Qwest so they could be compiled and discussed at an agreed to Redesign session. Those lists would be distributed to the Redesign team. Menezes requested that time at the next Redesign session be set aside to conduct a comparison of the Redesign developed CMP processes to the old CICMP process and the OBF 2233 language. Menezes also stated that there were many outstanding issues and actions which needed to be addressed at the next session, and that the team needed to allocate the time for a comprehensive review.

Mitch Menezes of AT&T then stated a concern about the IMA 10.0 release, and the pending Qwest/CLEC meeting regarding six CRs that Qwest had designated as regulatory CRs for that release. Menezes stated that the meeting had been cancelled, and stated that it appeared that Qwest was going to implement the CRs as regulatory changes. Jeff Thompson of Qwest stated that work was progressing on these CRs. Menezes stated that he was concerned about the delay in addressing these CRs, and that it appeared that Qwest was being too casual about their response. Judy Schultz of Qwest explained that the meeting was delayed because so many CLECs could not attend the previously scheduled meeting due to the short notice. Menezes stated that having to wait an additional two weeks to get an answer from Qwest created delays to a situation that needed to be addressed and resolved quickly so that CLECs could determine whether to pursue escalation or dispute resolution. Karen Clauson of Eschelon stated that whenever Qwest indicated a CR was based on a regulatory change that Qwest needed to provide the supporting regulatory documentation. Lynne Powers of Eschelon stated that Qwest always should provide documentation related to the Qwest change. Schultz stated that it is extremely difficult to manage the CLEC expectations regarding CMP when there had not been agreement on what those processes should be. Schultz further stated that current processes did not address how these types of issues should be handled. Schultz stated Qwest was in a difficult position of trying to manage CMP between the existing processes and the processes being developed by the Redesign team. Bill Littler of Integra stated that Qwest should use the same methodology as used for redlining Qwest documentation. Littler stated that this process was addressed and agreed to by the CLECs, and that interim processes could be implemented in the same manner. Karen Clauson of Eschelon stated that the team couldn't agree to processes that have not been

adequately defined by the team. Dana Filip of Qwest stated that there is a misalignment of expectations, and that the team needed to define clear operating guidelines. Filip further stated the team seemed uncomfortable with moving interim processes into an implementation mode, which leaves Qwest in the position of trying to operate against existing CMP guidelines. Filip stated that current processes require that Qwest just notify CLECs of regulatory changes. Mitch Menezes of AT&T stated that it should not be unclear what is being done to implement the interim processes, and that at the last Redesign session the team agreed that the processes defined at that session would be implemented on an interim basis by Qwest. Schultz stated there appeared to be an expectation that processes should be implemented by Qwest that had not been finalized by the Redesign team. Schultz further stated that the CLECs had identified four criteria that should be used for determining if a change is CLEC affecting, and that Qwest has a dilemma due to the fact that Qwest sees many other items as CLEC affecting. Menezes stated that there are CRs that Qwest just sends through as a notification, and that if Qwest calls something a regulatory change then CLECs need to be informed as to what documentation supports the CR as regulatory. Menezes further stated that even in the existing CMP process, CLECs need an explanation of the six Qwest originated regulatory CRs and the supporting documentation. Jeff Thompson of Qwest stated that he was concerned that CRs were being reviewed based on a set of criteria that has not been agreed to. Schultz stated that Qwest did not have clear direction from the CLEC community on which processes should be implemented, and that it was difficult to anticipate CLEC expectations for CMP. Schultz cited that there did not appear to be agreement between the CLEC community concerning the Qwest initiated product/process CR process. Lynne Powers of Eschelon stated that there was no better way to identify and develop processes then to take examples of what was happening today and determine how processes should be changed. Becky Quintana of the Colorado PUC stated that the request the CLECs were making for the supporting regulatory documentation was warranted, and that not providing it could end up delaying implementation. Filip replied to that Qwest did not have a problem sharing the information, but that the issue was an administrative and timing issue. Filip stated that Qwest could meet CMP requirements going forward, but that the items that were being addressed today were items that had been in the pipeline and managed under old processes. Filip stated that implementation timeframes needed to be understood to ensure that Qwest provide agreed to information and responses back to the CLECs. Filip also stated that she wanted to be clear that Qwest was not asking to complete the entire Redesign process before beginning implementation of certain agreed to processes, but that the goal of the team should be to remove ambiguity from the process. Karen Clauson of Eschelon stated that she had an appreciation of the dilemma Qwest faced in managing the existing CMP and the processes that were being developed. Clauson stated that there needed to be discussion in Redesign about how to deal with this hybrid situation. Clauson suggested that Qwest and the CLECs identify what processes can be tested and use examples taking place today as a learning experience. Clauson further stated the CLECs would then not be surprised and could tell Qwest what they need in the process implementation. Terry Wicks of Allegiance stated that he thought we were going to use the interim processes for IMA 10.0. Judy Schultz responded that Qwest and the CLECs had not reached closure on OSS issues such as prioritization, and that Qwest was trying to be directionally correct and manage 10.0 requirements based on processes that had been discussed but not finalized.

Dana Filip of Qwest stated the team needed to develop a specific implementation plan, and evaluate items in the pipeline to ensure that clear objectives and agreed to implementation (See Attachment 3, Item #178).

Lynne Powers of Eschelon stated that the team needed to get the CLEC affecting criteria on the table and further defined. Judy Schultz of Qwest stated that the first meeting resulted in the identification of four items and the minutes were posted on the CMP Redesign website under the heading of Meeting Minutes. See "CMP Redesign CLEC-Qwest Conference Call, Oct 5 Final Minutes – 10-29-01". Schultz pointed out that the criteria that had been developed at this call covered more than regulatory items, and that it was understood that this list would be a living document. Schultz further stated that the CLEC sub-committee came together with the CLEC impacting items that was defined too narrowly, and the subcommittee expected that the list would grow and change. Powers stated that there needed to be two action items created; one for further defining what is CLEC affecting, and the other for identifying what is covered by interim processes (See Attachment 3, Items # 179 related to #110 and 180). Tom Dixon of WorldCom stated that in the Oct 10th CMP Status Report that it was expected that Qwest would implement interim processes as soon as practicable. Dixon also stated that in the Arizona TAG meeting there was discussion that an issue related to rejects after FOC be referred to the CMP. Mitch Menezes of ATT stated that this item was on the list of issues ATT had developed, and should be addressed by CMP. The team agreed with Judy Lee that this specific issue should be addressed at the CMP Monthly Product/Process meeting occurring on November 14th. Menezes stated he would provide the ATT issue list to the Redesign team for review at the next session.

The team began the review of the agenda item regarding the status of the Colorado CPAP. Becky Quintana of the Colorado PUC clarified the language for issues that could potentially be brought to the CMP. Quintana stated there were two options that were provided to Qwest by the Commission in the order; one was to bring CLEC affecting issues to a forum like the CMP and then provide the response to the Commission with the result being a compliance filing since the issue was addressed and resolved in an industry forum (impasse issues would be treated as full application type filings) , and the other was to not use a forum at all for issues which would then cause the Commission to open a full application type filing with review and comment proceedings. Quintana stated that the forum approach with industry resolution would eliminate the need for a full Commission proceeding, and should be preferable to the industry for ongoing management and resolution of Qwest/CLEC issues. Judy Lee asked if there was a timeline for determining how CPAP would be managed. Quintana stated there was no fixed date. Mitch Menezes of AT&T stated that PID changes should be brought to the CMP. Menezes stated that there were several reasons why PIDs should be managed in the CMP, and those reasons were documented on the ATT issues list that was forthcoming. Tom Dixon of WorldCom stated that he is not aware of another forum other than CMP that exists for CPAP/PID review and changes. Dixon further stated that the current Redesign team may or may not be the right people to discuss PIDs, but a subcommittee could be established with time set aside to address PID issues. Quintana stated that the order left it open that any forum like CMP could be utilized for addressing PID issues. Quintana stated that the order was meant to cover more than PID issues with the intent being to address all CLEC affecting items. Karen Clauson of Eschelon stated that addressing theses issues in CMP could be tried, and if that did not work then another forum could be created.

The team then began a review of the Prioritization process language that had been distributed by Qwest (See Attachment 4). Tom Dixon of WorldCom commented that within the master redline document this group had come to an agreement on what the definition of Regulatory Change was. Dixon questioned why new language had been created. Beth Woodcock of Qwest stated the language had been modified to make it clear that Qwest considered the PID and PAP items to be regulatory changes. Becky Quintana of the Colorado PUC stated that Qwest could always pay penalties if the PID measures were not met, and that these agreements were contractual rather than mandates. Woodcock stated that the fact that Qwest needs to meet these measures is the mandate, and that was why Qwest considered them as regulatory changes. Quintana stated the proposed language singled out PIDs, and it could be better to leave the language as more broad. Quintana asked why Qwest would single out just PIDs when there are several other metrics for performance measurement. Woodcock stated that Qwest must be able to make improvements, if necessary, to meet the performance standards. Tom Dixon of WorldCom replied that he agreed that should happen, but that those requirements did not make it a regulatory change. Mitch Menezes of AT&T stated we currently have the ROC and Arizona process in place to establish PIDs, and at the end of the process Qwest's goal is to pass the tests, get 271, and go into long distance. Menezes stated that Qwest should not use the regulatory change designation as a means of relief from payment obligations. Karen Clauson of Eschelon stated these types of changes should not be made without CLEC input. Clauson continued by stating that these Qwest changes would be made at the expense of the CLECs change requests, and the CLECs needed to prioritize these efforts. Judy Schultz of Qwest stated that it was possible that a Qwest initiated CR relating to PIDs could have a low priority from the CLECs and it would not be worked for several releases while Qwest was paying penalties. Clauson responded that this would indicate there are other changes that are more important. Liz Balvin of WorldCom stated that Qwest is obligated to provide non-discriminatory service, and the PAP is not an obligation. Jeff Thompson of Qwest asked if it is the CLECs perspective that CLECs could cause Qwest to pay penalties. Tom Dixon of WorldCom answered that was not the CLECs intent, and that Qwest had agreed to the PIDs. Dixon stated that if Qwest cannot meet the PIDs, then penalties should apply. Dana Filip of Qwest stated that Qwest has learned that in order to meet performance measurements there is a requirement for a significant amount of systems mechanization. Filip stated that the key question was what remedies were in place if Qwest changes relative to performance measures went through the prioritization process and remained at the bottom of the list. Becky Quintana of the PUC stated that the CPAP clearly states that if a CLEC is "gaming" the system to prevent Qwest projects from being prioritized, then that can be brought to the independent monitor to address those concerns. Beth Woodcock of Qwest asked how that mechanism would work if there were several CLECs involved. Quintana stated that it was the intent of the Commission to have fines assessed against CLECs who are "gaming the system". Liz Balvin of WorldCom stated that the CR process entails "selling" the CMP CLECs on the importance of a certain CR, and that the CLECs have always had to work their CRs in that way. Balvin stated that Qwest would need to do that same thing in order to generate support for CRs that Qwest considered important. Judy Lee redirected the team to the definition of a Regulatory change in the Master Redline, page 8 Roman numeral II and asked if the team was accepting the proposed language. Dixon stated the language should remain as written. Bill Littler of Integra agreed that the language should not be revised to accommodate these Qwest change requests. Beth Woodcock of Qwest noted that this definition,

including the proposed changes, applies to CLEC and Qwest initiated CRs. Woodcock further stated that there is a tie between PIDs and regulatory changes. Dixon responded that it could not be assumed that the CLECs would rather receive penalty payments than have performance measure met. Dixon stated that a business would be short-lived if it relied on penalty payment and that CLECs want to best serve their customers. Dixon stated that performance measure should be voted high in CLEC prioritization since they directly affect how well the CLECs could serve their customers. Becky Quintana of the Colorado PUC quoted from the CPAP, Section 17.12, where it states that Qwest and CLECs are protected from a "gaming of the process". Quintana also pointed out that CPAP is a contract between Qwest and the CLEC, and that this is a voluntary business arrangement. Quintana stated that this now becomes a voluntary contractual arrangement and not a regulatory mandate. Menezes agreed and stated that this becomes a contract between two parties and not a regulatory change. Karen Clauson of Eschelon stated that the language should define that a regulatory change request should include the mandate or order that drives that change.

Qwest then proposed to revisit the language after the team reviewed the overall prioritization language. Judy Schultz of Qwest read through the language proposed for Prioritization of Regulatory and Industry Guideline Changes(See Attachments 4 and 5). Schultz clarified that Qwest would try to build flexibility into the definition. Karen Clauson of Eschelon stated that it would be easier if there were separate language for industry guideline and regulatory changes. Clauson further stated that if there were a mandated time for implementation then that requirement would need to be incorporated into the language as well. Becky Quintana of the PUC stated that, in some cases, a regulatory change could have an implementation date that is two years away, so other CRs could be prioritized ahead of that change. Beth Woodcock stated that the proposed language addresses the situation where Qwest might have more than one release where the change could be made, and the CLECs could prioritize within those releases. Quintana provided an example of the LPIC freeze, and stated that Qwest had 2 years to implement the regulatory requirement. Beth Woodcock of Qwest stated there were concerns that a regulatory change should be implemented within a reasonable time. Judy Lee asked the team what language on Prioritization could be agreed to. Tom Dixon of WorldCom stated that there should be agreement that the CLECs prioritize all changes, and if there were a mandatory date then there would be compliance in meeting that date. Dixon went on to say that we are going to comply with regulatory orders, and yet all changes needed to go through the prioritization process. Liz Balvin of WorldCom stated that mandates would usually be the result of an item that CLECs had brought to the Commission. Judy Schultz of Qwest responded by asking how that would work when there was no specified date. Dixon replied that the CLEC community and Qwest would collaboratively decide on an implementation date. Becky Quintana of the PUC reiterated Balvin's comments that 90% of regulatory change mandates are the result of issues raised by the CLECs. Beth Woodcock of Qwest stated that there could be cases where there was no implementation date and there was a difference of opinion between the CLECs on what the effective date should be. Woodcock stated that when a regulatory change is issued without a date, then the effective date should be considered as immediate. Tom Dixon of WorldCom stated that it was up to the CLEC community and Qwest to prioritize the change, and if agreement could not be reached on the implementation date, then the CLECs and Qwest are responsible to go back to the commission to ask when the change is due. Woodcock stated that the language was not limited to commission rulings, but covered other items such as court rulings and

legislative requirements. Sharon Van Meter of AT&T asked if this is a huge problem for Qwest and how often there were mandates without an implementation date. Beth Woodcock stated that it is not the regulatory issue that is of most concern but that court orders were a larger issue. Karen Clauson of Eschelon stated that the issue was one of how CRs are designated. Clauson stated that all CRs needed to be prioritized so that CLECs can agree with how they are assessed. Clauson further stated that the team could not anticipate every scenario in the proposed language. Woodcock responded that disagreements regarding regulatory changes are a very real possibility, and Qwest needs to have the flexibility to make decisions without going through the escalation process and delaying the change implementation. Quintana stated that if there were ambiguity regarding these types of changes then there needed to be discussion between Qwest and the CLECs and prioritization of those changes. Clauson stated that issuing a CR and not including that CR in prioritization makes that CR nothing more than a notification that the change is going to be implemented. Clauson further stated that the CR being treated no different than a notice provides no comment cycle or opportunity for CLEC feedback. She stated that the CLECs want some capability to keep a change from going into effect just because Qwest considers that change a mandate. Jeff Thompson of Qwest stated that from an IT point of view the process could become extremely lengthy, and while debates went on regarding the regulatory changes the IT department would still need to be writing requirements in order to meet the required implementation dates. Liz Balvin of WorldCom asked what happens if Qwest gets a court order requiring an implementation prior to the next scheduled release. Jeff Thompson of Qwest answered that we usually put in a manual process to meet the requirement for an interim period of time until the systems work can be completed. Tom Dixon of WorldCom stated he had three items that needed to be considered: 1) All changes should be brought to the CLECs up front so that there is a clear understanding of what changes are being worked, 2) This team should be writing language to address normal processes, and 3) Develop the exception process to handle the exceptions. Woodcock responded that the team was writing rules that should address issues that are reasonably expected to come up, rather than relying on the exception process. Judy Lee asked if Qwest could capture the concept and come back with final proposed language. Dixon suggested creating objective criteria for what gets prioritized and what does not. Karen Clauson of Eschelon stated that she was concerned that the criteria would predetermine when prioritization should take place. Jeff Thompson of Qwest stated that there were good reasons when Qwest would need to have the flexibility to make decisions, and that Qwest supported building a process with open communications. Dixon stated that this was an opportunity to build trust and reach compromises, but it appeared the Qwest proposed language created a unilateral approach to managing some changes. Judy Schultz stated that Qwest had developed the proposed language in response to the CLECs questions and comments regarding the six Qwest CRs that were related to CPAP so that the CLECs would have no questions on what was considered regulatory. Quintana responded that the six CRs may not be considered as regulatory CRs, and that the CLECs needed more information as to why Qwest had designated those CRs as regulatory. Schultz further explained that Qwest believed that changes to PAP and PID are regulatory, so Qwest had incorporated that in the language. Clauson stated that she didn't think this language incorporated the concept that just one party can deem something as regulatory, when there may be others who do not agree with that. Clauson stated that language was needed that identified what documentation was needed to support a regulatory change, and if there was disagreement there was the escalation and dispute resolution process. Clauson stated the real issue was that the CLECs did not want Qwest to be able to state what was regulatory unilaterally.

Tom Dixon of WorldCom stated that assuming Qwest was failing a PID, it should also be assumed that the CLECs would want that corrected so the CLECs could provide good services to their customer. Liz Balvin of WorldCom stated that there were two items that needed clarification, one being that the CLECs wanted the existing regulatory change language to remain unchanged, and that Qwest needed to bring compromise language to the next Redesign session to be considered. Bill Littler of Integra stated that it was already clear that Qwest had protection from having changes related to PIDs prioritized arbitrarily low and that Qwest should consider that when developing a revised proposal (See Attachment 3, Action #181).

The team then began to review the proposed language for interface testing (See Attachment 6, Interface Testing). Mitch Menezes of AT&T asked if a Customer Test Environment (CTE) applied to testing major releases and point releases. Jeff Thompson of Qwest responded that the CTE was for testing major releases and remained available throughout the major release. Liz Balvin of WorldCom stated that there needed to be a definition of a Customer Test Environment. Thompson responded that it was to provide CLECs a means of testing application to application interfaces for production. Liz Balvin of WorldCom had concerns that the language was not clear around the sentence that stated "work with Qwest for your implementation plan." Jeff Thompson of Qwest stated that he would very much like for the language to state that the CLECs would coordinate with Qwest to develop an implementation profile or plan. Karen Clauson of Eschelon provided language that was adopted into the document. Karen Clauson of Eschelon made note of the OBF language that had been struck from the last paragraph on the document. The statement "CLECs are responsible for establishing and maintaining connectivity into the CTE. Provided a CLEC uses the same connectivity option as it uses in production, the CLEC should, in general, experience response times similar to production. However, this environment is not intended for volume testing. The CTE contains the appropriate applications for pre-ordering and Local Service Request (LSR) ordering up to and including the service order processor." Clauson stated that although this language had been taken out, parts of it should be incorporated into the current document. Mitch Menezes of AT&T stated the use of the word "similar" in reference to test and production performance left room for interpretation and that the SGAT language should be considered. Jeff Thompson of Qwest stated that Qwest would review the SGAT language(See Attachment 3, Action # 185).

The team then began a review of items that needed to be addressed at the next session. Liz Balvin of WorldCom asked Judy Lee to provide a review of what CMP items had been addressed and what gaps still existed that needed resolution. Balvin stated that all documentation associated with CMP should be reviewed to ensure that the team had or was going to address all open issues and existing processes. Karen Clauson made a suggestion that the next 3-day meeting be spent discussing gaps and outstanding issues/action items. Tom Dixon of WorldCom suggested the idea of not filing a November CMP status report with the Colorado Commission but waiting until December in order to capture the progress made in the November 27-29 Redesign session. Beth Woodcock stated she would talk to Andy Crain to determine if there would be a report for November and if so what the schedule would be for CLEC comments (See Attachment 3, Action Items #183 and 184).

The team then began a review of items that needed to be addressed at the next session.

of Qwest answered that it depends upon the system. For example, BOSS industry guidelines usually provide very specific timeframes, whereas Industry guidelines around LSOG are more flexible with their implementation timeframes. Liz Balvin of WorldCom stated that if industry guideline changes were implemented prior to CLECs needing them, the CLECs could escalate the issue.

The team discussed how to prioritize the regulatory and industry changes. It was determined that further discussion about how to prioritize these CRs was needed and it was determined that Qwest would develop language to address the CLEC concerns. Mitch Menezes of AT&T stated that even though the CLECs could use the Escalation/Dispute Resolution process, the team needed to develop language that identified process details that would minimize the need for Escalation and Dispute Resolution. Mitch Menezes of AT&T stated the guidelines are "recommendations" for the most part. Menezes suggested making regulatory CRs subject to prioritization while ensuring Qwest had adequate time to meet the implementation date. Qwest took an action item to revisit its position to not include regulatory and industry guideline changes as part of the prioritization process.

Discussion then moved to changes associated with PIDs and the associated PAPs. Liz Balvin of WorldCom expressed concern that it may cost less for Qwest to pay penalties rather than fix a problem. Qwest took an action item to address whether Qwest considered a CLEC originated performance improvement change should be handled as a regulatory change. **[AT&T Comment: don't believe that Qwest has responded to this yet.]** Discussion began around the area of prioritization and voting. Judy Lee asked if the CLECs are truly 'voting' or ranking and rating the CRs. The Team decided to reflect new language that states "ranking" and lists specific steps to accomplish the ranking process.

At the end of the 3-day redesign session, the Team reviewed the remaining CMP elements to be discussed. Judy Lee noted that there are three remaining OSS Interface elements yet to complete negotiations. And they are: Prioritization (Regulatory change, Industry Guideline change), Interface Testing and Production Support. The following elements Lee identified as overall CMP elements:

Revisit Managing the CMP
Voting Process
Revisit Exception Process
Training
Revisit Web Site

Lee reminded the Team that a process was negotiated for Product/Process CR Initiation that included an implementation timeframe. Lee asked the Team if there were additional elements for Product/Process. The Team was not ready to discuss this question. Lee suggested that the Team look at all of the elements of Product/Process CMP Redesign issues prior to the next meeting so there will be a base level understanding of the overall process for OSS and how it fits in line with Product/ Process. Lee referred the Team to

the COIL 18 Point List and Qwest's proposed Table of Contents (Issues List) as references.

The Team agreed to the following agenda items for the next session:

Status on CPAP
Prioritization
Interface Testing
Production Support
Issues/Action Log

The CMP Redesign Team allotted time on October 31 at the end of redesign meeting for the entire CLEC community to join a CMP Product/Process ad hoc meeting to discuss Qwest's Additional Testing product offering. Bill Campbell, Fred Aesquivel, and Dennis Pappas discussed and answered questions pertaining to Attachments 14 and 15. This ad hoc meeting was in response to a request made by the CLECs at the monthly Product/Process meeting. CLECs were asked to forward their additional questions and concerns to the presenters. The presenters will also follow-up on action items from this meeting. **[AT&T Comment: please provide a status of this at the next redesign meeting.]**

October 30, 31 and November 1 CMP Redesign Issues/Action Items

Open	Closed
#137, 162: Terms #138: OBF Language #139, 141-142: Change to An Existing OSS Interface #140: Note on Timelines #143: EDI Implementation Guideline #145-146, 148: OSS Interface CR Initiation Process #149: Introduction of A New OSS Interface #150, 167-168, 174: Prioritization #151: CMP Redesign Core Team Expectations/Responsibilities #152: Training #153: Timelines #156: Administration-Notification Methods #158: CPAP/PID #161: Proposed Language Documents #163: CR Process #164-165: CR Initiation Form #169: Types of Change #170: PID Change #171: IMA 10.0 Changes #172: Roles and Responsibilities #173:Voting Process #175: Core Team Membership	#92, 135, 147, 160: CR Process #114: CLEC Impacting Check Sheet—Post Oct 5 Meeting Minutes #127: CR Initiation Form #130: Product/Process CR Initiation Process #134: OSS Interface Releases #136: Redesign Meeting Minutes #144: Change to An Existing OSS Interface #154: CLEC Comments #155: Reformat Proposed Language #157: Same Time Availability of Functionality #159: New OSS Interface #166: Regulatory Source Information

- **Proposed Agenda Items for November 27-29 Redesign session**
  - Interface Testing
  - Production Support
  - Prioritization Process for Industry Guidelines and Regulatory
  - Types of Changes (Regulatory and Industry Guidelines)
  - Master Redlined Framework Language for Outstanding Issues & Action Items
  - Revisit the CMP Redesign Schedule and Location
  - Revisit Qwest-initiated Product/Process CR Process
  - Define process for a Proprietary CR and comments/questions
  - Expand definition for CLEC-impacting/-affecting
  - Review Quick Hit Implementation and determine deployment timeframes
  - Review Issues/Action Items Log for clarification and status
  - Review and Clarify AT&T Issues (Mitch)
  - Review and Clarify WorldCom Issues (Susan/Leilani)

- **Proposed Agenda Items for December 10-11 Redesign session** (agreed that on Monday, Dec 10 meeting will begin at 10 am, working lunch, and end at 5 PM MT)
  - Identify Gaps/Issues to the OSS Interface CMP and Product/Process. (Homework: Each CLEC company assessments are due to Jim Maher by December 3rd; Jim Maher to distribute Dec 10-11 working session material, including compilation of CLEC homework input, by Thursday, Dec 6.)
  - Begin discussion on language to close gaps/issues.

Liz Balvin of WorldCom asked Judy Lee to provide a review of what CMP items had been addressed and what gaps still existed that needed resolution. Balvin stated that all documentation associated with CMP should be reviewed by the Core Team to ensure that the team had or was going to address all open issues and existing processes.

The team discussed the idea of not filing a November CMP Status Report with the Colorado Commission but waiting until December in order to capture the progress made in the November 27-29 Redesign session. Beth Woodcock stated that she would talk to Andy Crain of Qwest to determine if there would be a report for November and if so, what the schedule would be for CLEC comments (see Attachment 3, Action Items #183 and 184).

CONTINUATION

[27]

Scan ~ ~ # Pages [ ]

CLEC-Qwest Change Management Process Re-design

Nov 13, 2001 Working Session

ATTENDANCE RECORD

ATACHMENT 1

Core Team Members

11-13			Company	Last Name	First Name	Email	Phone	Comments
			Accenture	Powell	Mark			
%			Allegiance Telecom	Wicks	Terry	terry.wicks@algx.com	469-259-4438	
x			AT&T	Bahner	Terry	Tbahner@att.com	303-298-6149	
%			AT&T	Finnegan	John			
			AT&T	McCue	Bill		Pager 888-858-7243 pin 108884	
x			AT&T	Menezes	Mitch	mmenezes@att.com	303-298-6493	
x			AT&T	Osborne-Miller	Donna	dosborne@att.com	303-298-6178	
x			AT&T	Van Meter	Sharon	svanmeter@att.com	303-298-6041	
			Avista	Thiessen	Jim	jthiessen@avistacom.net	509-444-4089	
			Covad Communications	Doberneck	Megan	mdoberne@covad.com	720-208-3636	
			Covad Communications	Gindlesberger	Larry	Lgindles@covad.com	330-209-5499	
%			Covad Communications	Zulevic	Mike	mzulevic@covad.com	520-575-2776	
			Electric Light Wave	Gunderson	Peder	peder_gunderson@eli.net	360-816-3429	
x			Eschelon Telecom	Clauson	Karen	klclauson@eschelon.com	612-436-6026	
x			Eschelon Telecom	Powers	Lynne	flpowers@eschelon.com	612-436-6642	
			Eschelon Telecom	Stichter	Kathy	klstichter@eschelon.com	612-436-6022	
			Eschelon Telecom	Smith	Richard	Rasmith@eschelon.com	612-436-6626	
			Eschelon Telecom	Oxley	Jeffery	Jjoxley@eschelon.com	612-436-6692	
x			Integra	Littler	Bill	blittler@integratelecom.com	503-793-5923	
			McLeod	Sprague	Michelle	msprague@mcleodusa.com	319-790-7402	
x			Qwest	Brooks	Jerri			
x			Qwest	Filip	Dana	Dana.filip@qwest.com	303-992-2819	
x			Qwest	Maher	Jim	Jxmaher@qwest.com	303-896-5637	Scribe
			Qwest	McDaniel	Paul	prmcdan@qwest.com		

% = Participant was present on specific date via conference line

CLEC-Qwest Change Management Process Re-design

Nov 13, 2001 Working Session

ATTENDANCE RECORD

11-13			Company	Last Name	First Name	Email	Phone	Comments
x			Qwest	Rossi	Matt	mrossi@uswest.com	303-896-5432	
x			Qwest	Routh	Mark	mrouth@uswest.com	303-896-3781	
x			Qwest	Schultz	Judy	jmschu4@qwest.com	303-965-3725	
x			Qwest	Thompson	Jeff	jlthomp@qwest.com	303-896-7276	
x			Qwest	Woodcock	Beth	woode@perkincoie.com	303-291-2316	
x			Qwest	Ford	Laura	woode@perkincoie.com		
%			SBC Telecom	Lees	Marcia	Marcia.lees@sbc.com	314-340-1131	
			Scindo Networks	DeGarlais	Vince	vcedegarlais@scindonetworks.com	720-528-4207	
			Scindo Networks	Gavrilis	George	Gtgavrilis@scindonetworks.com	720-528-4193	
			Sprint	Evans	Sandy	sandra.k.evans@mail.sprint.com	913-433-8499	
			Sprint	Young	Barbara	Barbara.c.young@mail.sprint.com	541-387-9850	
x			WorldCom	Balvin	Liz	liz.balvin@wcom.com	303-217-7305	
x			WorldCom	Dixon	Tom	Thomas.f.Dixon@wcom.com	303-390-6206	
x			WorldCom	Hines	LeiLani	LeiLani.Jean.Hines@wcom.com	303 217-7340	
			WorldCom	Priday	Thomas	Tom.priday@wcom.com	303 217-4356	
x			WorldCom	Travis	Susan	susan.a.travis@wcom.com	303-390-6845	

Other Participants

11-13			Company	Last Name	First Name	Email	Phone	Comments
			Colorado PUC	Jennings-Fader	Mana	mana.jennings@state.co.us	303-866-5267	
x			Colorado PUC	Quintana	Becky	Becky.Quintana@dora.state.co.us	303-894-2881	

% = Participant was present on specific date via conference line

CLEC-Qwest Change Management Process Re-design

Nov 13, 2001 Working Session

ATTENDANCE RECORD

x			CapGemini	Ferris	Robyn			
x			KPMG Consulting	Nobs	Christian	cnobs@kpmg.com	415-831-1323	
%			KPMG Consulting	Yeung	Shun (Sam)	shunyeung@kpmg.com	212-954-6351	
			Telcordia	Thompson	Nancy			

Facilitator

x			XTel Solutions, Inc.	Lee	Judy	soytofu@pacbell.net	650-743-8597	

% = Participant was present on specific date via conference line

CONTINUATION

[28]

Sean ... # Pgs [...]

Announcement Date: November 9, 2001
Effective Date: November 13, 2001
Document Number: GENL.
Notification Category: General
Target Audience: CLECs, Resellers

Subject: Agenda for the November 13, 2001 Qwest-CLEC Working Session to Modify the Change Management Process

The agenda for the next Change Management Process Re-design working session with the Core Team is attached for your reference.

Date: November 13, 2001

Locations: 1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO (you will be greeted at the door)

Time: 9 am to 5 pm Mountain Time
10 am to 6 pm Central Time / 11 am to 7 pm Eastern Time

Conference Bridge: 1-877-847-0304 passcode: 7101617 (hit #)

Meeting material will be emailed to you or you may access the CMP Re-design web site on Friday, November 9: http://www.qwest.com/wholesale/cmp/index.html. However, the agenda is attached for your review. Please contact Jim Maher (303-896-5637) to confirm your participation in person or via the conference line.

Sincerely,

Qwest

Meeting material on the CMP Re-design web site:
(* = Previously available on the CMP Re-Design Web Site)
CMP Re-Design Meeting November 13 Notice and Agenda – 11-8-01
Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-8-01
CMP Re-design Issues and Action Items Log – Revised 11-7-01
Qwest Table of Contents–Issues List – 09-20-01
OBF 2233a1v2 Table of Contents
Qwest Proposed CR Prioritization Language – 11-8-01
Qwest Proposed Interface Testing Language – 11-8-01
Qwest Proposed Production Support Language – 11-8-01
QWEST PROPOSED MANAGING THE CMP LANGUAGE - 10-23-01
Schedule of CMP Re-design Working Sessions - Revised 11-01-01 *
Sample_Historical Change Log_BellSouth *
Sample_Historical Change Log_Verizon *
COIL CMP Docket 971-198T Issues *

Working Session to Negotiate A Modified Change Management Process
Tuesday, November 13, 2001
9 am to 5 pm Mountain Time / 10 am to 6 pm Central Time
1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Conference Bridge: 1-877-847-0304 Pass code: 7101617 (hit #)

AGENDA—Tuesday, November 13

TOPIC	LEAD
Introduction (9:00 am – 9:15 am MT)	Judy Schultz, Qwest
• Take attendance	Judy Lee, Facilitator
• Review Agenda	

Discussion and Status (9:15 am – 4 pm MT) All

9:15 am – 11:30 am (including a 10-minute break)

- Status on CO PUC order on CPAP (#158)
- Prioritization Process (Regulatory and Industry Guideline Changes)
- Prioritization Process (action items)
  - Will a new OSS CR going through prioritization? (#149)
  - Is prioritization on a per OSS basis? (#150)
  - Qwest position on prioritizing Regulatory changes (#167)
  - Qwest position on prioritizing Industry Guideline changes (#168)
- Interface Testing
- Production Support (Action #52, #99 define "defects" and severity levels)

11:30 am – 12:30 pm Lunch

12:30 pm – 4 pm (including a 10-minute break) All

- **(Continue from morning discussions, if needed)**
- Outstanding Items for Master Redlined Framework Language
  - Introduction and Scope
    - Good Faith
    - EDI Implementation Guideline (#143)
    - Timelines under the CMP are 'defaults' (#153)
  - Administration Element
    - Re-visit the CMP Web Site (#13G Meetings)
  - Administration and CR Initiation Process Elements
    - Proprietary CR and Comments/Concerns (#88, 89)
    - Criteria for a Deny CR (#118)
    - Timeframe and method that Qwest provides a notice on a CR response and post on web site (#130, 145, 156)
  - CR Initiation Process
    - Criteria used to determine 'level of effort' (#146)
    - Qwest-initiated CRs (#148)
    - CRs that impact both an OSS Interface and Process (#163)
    - Revisit Regulatory type of changes (#169)

- CR Initiation Process and Changes to An Existing OSS Interface Elements
  - "Draft" industry guideline changes (#94)
  - CR Initiation Process takes place before Changes to An Existing (#142)
  - Changes to An Existing OSS Interface Element
  - Maximum of 4 major releases per calendar year per OSS (#138, 139)
  - What is included in Technical Specifications (#141)
- Retail Action Items
  - CLEC feedback on retail parity material on the CMP web site (#95)
  - Who has responsibility to determine whether or not a retail change is CLEC impacting? (#104)
  - Samples of retail mail-outs (#105)
- Feedback on historical change log based on samples (#111)
- AT&T Requested Agenda Item – Table of Contents Comparison
- Review Outstanding Issues/Action Items
  - Can we archive CLOSED issues and action items?
- Subcommittee Work Efforts
  - To be scheduled—Revise the CMP Re-design "Procedures for Voting and Impasse Resolution Process" to allow provisions to invoke a vote at the current meeting, not wait until the next session
  - To be scheduled (depending on discussion earlier)—Develop process for 'proprietary' CRs and how to handle 'proprietary' CLEC comments/concerns.
  - Expand definition on CLEC impacting (#110, 137)
  - Define level of participation (CMP Redesign Core Team Expectations, #151)
- Future CMP Redesign Working Sessions
  - Determine CMP Elements for future working sessions (#100 Product/Process)
  - Review if COIL 18 items are being addressed (#68)
  - Re-visit Schedule and location of Future Meetings to determine if additional dates are needed

CLEC Caucus Period (4 pm to 4:30 pm MT)—if needed CLECs

Next Meeting (4:30 pm to 5 pm MT) All

- Determine discussion items for next working session
- Determine what supporting material is needed for the session

Adjourn

CONTINUATION

[29]

Scan ~ ~ # Pages [ ]

CLEC-Qwest Change Management Re-design Working Sessions **ATTACHMENT 3**

Core Team Issues/Action Items Log—OPEN

Revised—November 13, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
13G	Action	August 8 Meeting	CMP Web Site	Re-visit the redlined CMP framework element, "Qwest Wholesale CMP Web Site" at a later working session.	Core Team	~~Sep 20~~ Extended to ~~Nov 13~~ Nov 27-29	Re-visit this element to insure all items are addressed in the re-designed CMP framework.
40	Issue	August 14 Meeting	Notifications	Are Call Center outages included in the "outages" sub-category -- should they be?	Qwest – Judy Schultz	~~Sep 5~~ Extended to ~~Sep 20~~ ~~Oct 15~~ ~~Nov1~~ ~~Nov 13~~ Nov 27-29	Qwest will provide notice on the process via mail-out 10/29: Posted on CMP Redesign web site—"Qwest Center Outage Notification Process-Posted 10-29-01"
42	Action	August 14 Meeting	Notification	Investigate how notifications are done for Network outages, including a paging broadcast capability. 9/5: Does the SGAT language pertaining to method of notification for Network outages need to revised based on Qwest practice?	Qwest – ~~Jim Maher~~ Andy Crain	~~Sep 6~~ Extended to ~~Sep 18~~ ~~Sep 20~~ ~~Oct 2~~ ~~Oct 16~~ ~~Nov 1~~ ~~Nov 13~~ Nov 27-29	Related to Item #66 Beth Woodcock to contact Andy Crain to provide information at the Oct 30-Nov 1 session.
51	Action	August 16 Meeting	~~Types of Changes – OBF V.1~~ Terms	Obtain SGAT language for versioning release language. 10/16: Define versioning	~~Qwest – Judy Schultz Andy Crain~~ Core Team	On-going	Pull language on OSS versioning currently in SGAT. "Versioning" will be defined in the Terms session at a later date.
53	Action	August 16 Meeting	Qwest CMP Process Document	Revise Qwest CMP process document to incorporate added language and proposed changes/improvements to the overall process to provide a basis for	Qwest – Judy Schultz	~~Sep 5~~ Extended to ~~Sep 20~~ ~~Oct 2-3~~ Ongoing	Qwest to use redlined CMP format for its proposed language

CLEC-Qwest Change Management Re-design Working Sessions **ATTACHMENT 3**
Core Team Issues/Action Items Log—OPEN

Revised—November 13, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
13G	Action	August 8 Meeting	CMP Web Site	Re-visit the redlined CMP framework element, "Qwest Wholesale CMP Web Site" at a later working session.	Core Team	~~Sep 20~~ Extended to ~~Nov 13~~ Nov 27-29	Re-visit this element to insure all items are addressed in the re-designed CMP framework.
40	Issue	August 14 Meeting	Notifications	Are Call Center outages included in the "outages" sub-category – should they be?	Qwest – Judy Schultz	~~Sep 5~~ Extended to ~~Sep 20~~ ~~Oct 15~~ ~~Nov1~~ ~~Nov 13~~ Nov 27-29	Qwest will provide notice on the process via mail-out 10/29: Posted on CMP Redesign web site—"Qwest Center Outage Notification Process-Posted 10-29-01"
42	Action	August 14 Meeting	Notification	Investigate how notifications are done for Network outages, including a paging broadcast capability. 9/5: Does the SGAT language pertaining to method of notification for Network outages need to revised based on Qwest practice?	Qwest – ~~Jim Maher~~ Andy Crain	~~Sep 6~~ Extended to ~~Sep 18~~ ~~Sep 20~~ ~~Oct 2~~ ~~Oct 16~~ ~~Nov 1~~ ~~Nov 13~~ Nov 27-29	Related to Item #66 Beth Woodcock to contact Andy Crain to provide information at the Oct 30-Nov 1 session.
51	Action	August 16 Meeting	~~Types of Changes—OBF V.1~~ Terms	Obtain SGAT language for versioning release language. 10/16: Define versioning	~~Qwest—Judy Schultz Andy Crain~~ Core Team	On-going	Pull language on OSS versioning currently in SGAT. "Versioning" will be defined in the Terms session at a later date.
53	Action	August 16 Meeting	Qwest CMP Process Document	Revise Qwest CMP process document to incorporate added language and proposed changes/improvements to the overall process to provide a basis for	Qwest – Judy Schultz	~~Sep 5~~ Extended to ~~Sep 20~~ ~~Oct 2-3~~ Ongoing	Qwest to use redlined CMP format for its proposed language

CLEC-Qwest Change Management Re-design Working Sessions **ATTACHMENT 3**
Core Team Issues/Action Items Log—OPEN

Revised—November 13, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				comparison and discussion with the CMP Re-Design Core Team.			
68	Action	Sep 6 Meeting	271 Workshop 18 COIL Items	Review the 18 items and verify that they will be addressed in the CMP re-design	Core Team	On-going	
69	Action	Sep 6 Meeting	Qwest Status Report	Review red lined document and Qwest status report prior to scheduled filing. 9/18: Qwest to provide documents to participants no later than Sep 27 for review. 10/2: Qwest will continue to provide documents to redesign team for review prior to filings.	Core Team	On-going	Andy Crain to distribute documents no later than Sep 27 for re-design team review prior to Oct 2 meeting. Will visit at each meeting.
70	Issue	Sep 6 Meeting	CLEC Review of Tech Pubs and PCAT Changes	What is Qwest's proposal for CLECs to review and provide comments to notices on Tech Pub and PCAT changes – what is the role of the CMP group (monthly) on these	Qwest – Judy Schultz	Sep 18 Extended Sep 20 Oct 2-3 Oct 16 Final Deadline	Susan Bliss will provide overview of the process at the Sep 19 CMP product/process meeting. Defer until discussion on Scope is scheduled. Scheduled call on October 9 – Susan Bliss.

CLEC-Qwest Change Management Re-design Working Sessions **ATTACHMENT 3**
Core Team Issues/Action Items Log—OPEN

Revised—November 13, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				proposed changes? 10/16: Issue remains open until the interim process is implemented.			
88	Action	Sep 18 Meeting	CMP Process	Propose language for "proprietary CR"	Core Team	~~Sep 20~~ Extended ~~Oct 3, 16~~ ~~Nov 1~~ TBD	Related to #89
89	Issue	Sep 18 Meeting	CMP Process	What is the process for a CLEC-originated CR deemed proprietary and a process to handle proprietary CLEC questions and comments?	Core Team	~~Oct 3~~ Extended ~~Oct 16~~ ~~Nov 1~~ TBD	Related to #88 Issue reworded on Oct 30 to address proprietary CLEC questions and comments.
91	Action	Sep 18 Meeting	Introduction and Scope	Define "good faith" and ~~"normal CMP process"~~ (3.4.1)	Tom Dixon /Beth Woodcock	~~Sep 20~~ Extended ~~Oct 3~~ ~~Oct 16~~ ~~Nov 1~~ ~~Nov 13~~ ~~Nov 27-29~~	Proposed language provided to redesign via email on Nov 1.
93	Action	Sep 18 Meeting	Exception Process	What is the process for an Exception item during prioritization?	Core Team	~~Sep 20~~ Extended ~~Nov 1~~ TBD	
94	Issue	Sep 20 Meeting	CR Process	How will the CR Process address "draft" industry guideline changes?	Core Team	~~Oct 3~~ Extended ~~Oct 16~~	

CLEC-Qwest Change Management Re-design Working Sessions **ATTACHMENT 3**
Core Team Issues/Action Items Log—OPEN

Revised—November 13, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
						~~Nov 1~~ TBD	
95	Issue	Sep 20 Meeting	Parity	What is the process for discovering retail parity issues after the conclusion of the 271 workshops? 10/16: CLECs to review information on the web site and provide comments at the Oct 30-Nov 1 re-design session.	~~Qwest—Judy Schultz~~ Core Team	~~Oct 2-3~~ Extended ~~Oct 16~~ ~~Nov 1~~ ~~Nov 13~~ Nov 27-29	Qwest to provide checklist used by Retail to screen change proposals for potential CLEC impacting. Related to #105. 10/16 COMPLETED: This checklist is on the web on the CMP re-design web site under Re-Design documentation.
99	Action	Sep 20 Meeting	CR Process	Qwest to provide language on Production Support. Also address severity levels and defects.	Qwest—Judy Schultz	~~Oct 31~~ Extended ~~Nov 13~~ Nov 27-29	
100	Action	Sep 20 Meeting	Schedule Working Sessions	Determine the elements for CMP Product/Process	Core Team	~~Oct 16~~ Extended ~~Nov 13~~ Dec 10-11	Core Team to do some pre-meeting work to determine additional elements for Product/Process.
104	Action	Oct 2 Meeting (Maupin – Covad)	Parity in changes	Who has responsibility for determining whether or not a change in retail is CLEC impacting and requires notification via the CMP process	Qwest – Judy Schultz	~~Oct 16~~ Extended ~~Nov 1~~ ~~Nov 13~~ Nov 27-29	Related to #105—to be closed after Core Team reviews sample retail mail-outs.
105		Oct 2 Meeting (Dixon –	Parity	Provide training packages and check list used by	Qwest – Judy Schultz	~~Oct 16~~ Extended ~~Nov 1~~	This is combine of #95 related #104 Option 1 – Qwest sends everything Option 2 – Qwest screens

CLEC-Qwest Change Management Re-design Working Sessions ATTACHMENT 1
Core Team Issues Action Items Log – OPEN
Revised – November 12, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution Remarks
		W Cent)		Qwest to train retail in identifying changes that impact CLECs Provide sample mail outs for retail changes – (Retail only change and Retail CLEC impacting change) Code of Conduct – what is the disciplinary action when guidelines – (includes compliance) are not adhered to		~~Nov 13~~ Nov 27-29	notification to only CLEC impacting changes 10/16 COMPLETED: This checklist is on the web on the CMP re-design web site under Re-Design documentation PENDING: Examples of mail outs for retail changes will be provided at Oct 30-Nov 1
106	Action	Oct 2 Meeting	Definition of terms	Define terms used in Paragraph 2 in the body of the document (scope and introduction) and in the glossary of terms table on page 41 of the Master Red lined document. What is OBF's definition?	Core Team	Ongoing	Terms: Design, Development, Notification, Testing, Implementation and Disposition
107	Action	Oct 2 Meeting	Scope—Roles and Respon.	Define "Roles and Responsibilities" of Qwest and CLEC representative/s as it	Core Team	~~Nov 1~~ TBD	Reference language under Administration per OBF structure, or Managing the CMP

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				appears on Paragraph 3 of the Scope 11/1: Define responsibility for a primary and secondary POC and a CMP Team Representative.			
108	Action	Oct 2 Meeting	PCAT – Tech Pub Notification	Research tech pubs and PCAT changes that have been released thus far as they relate to 271 workshop commitments Provide a list of notifications that are to be released 10/16: Can Qwest improve the delivery timeframe for previously released changes to PCAT and Tech Pubs?	Qwest – Judy Schultz	~~Oct 16~~ Extended ~~Nov 1~~ ~~Nov 13~~ Nov 27-29	Also present at the Oct 17 CMP Product/Process meeting 10/16: Already released PCAT changes will be highlighted in Green and will be available March 2002 (estimated 3 months of work).
109	Action	Oct 2 Meeting	PCAT – Tech Pub Notification	Put together snapshot view of notifications to be released going forward in order to formulate and implement an adequate interim process for CLEC	Qwest – Judy Schultz (Susie Bliss)	~~Oct 3~~ Extended ~~Oct 16~~ ~~Nov 1~~ ~~Nov 13~~ Nov 27-29	Presented during Oct 3 re-design Conference call scheduled for Oct 5 to discuss. 10/16: PCAT schedule will be posted by 10/19; Tech Pub and OSS Interface schedules will be posted by 10/26.

~~CLEC Change Management Redesign Working Sessions~~ ~~ATTACHMENT 3~~

~~Core Team Issues Action Items Log – CMT's~~

~~Revised – November 13, 2001~~

#	~~Issue/ Action~~	~~Originated~~	~~Category~~	~~Description~~	~~Owner~~	~~Due Date~~	~~Resolution Remarks~~
				~~notification for PCAT and Tech Pub changes.~~			~~10/9: Judy Lee to provided the Core Team with a revised matrix of upcoming notifications.~~
~~110~~	~~Action~~	~~Oct 3 Meeting~~	~~Terms: CLEC Operating Procedures~~	~~Define "CLEC operating procedures" under Terms table in master redline document.~~ ~~11/1: Subcommittee will provide the Core Team with an expanded definition for CLEC impacting besides the current 4 items.~~	~~Queen – Andy Crum (Susie Bliss) Core Team Sub-committee~~	~~Oct 16 On-going Nov 13 Nov 27-29~~	~~Will be discussed offline on Oct 5 - Susie Bliss (develop checklist) 10/16: Define the term "operating procedures" at a later session.~~ ~~11/1: Subcommittee (Judy Schultz, Terry Bahner, Terry Wicks, Liz Balvin, Karen Clauson) to present at the 11/13 meeting expanded list of CLEC impacting situations.~~ Related to #137
111	Issue	Oct 3 Meeting	Document	CLEC consensus on "red lining" document changes and to include a running log in front of the document highlighting the changes 10/16: Provide samples of historical change logs for Core Team to review and discussion.	~~Core Team~~ Judy Lee	~~Oct 16~~ Extended ~~Nov 1 Nov 13~~ Nov 27-29	CLECs need to see sample of red-lined document and historical change log 10/16: Sandy Evans provided Judy Lee with a sample from BellSouth. Judy Lee to share samples with the Core Team at the next session. 10/30: Samples of historical change logs were shared with Core Team and posted on the web site. Discussion delayed until next meeting.
115	Action	Oct 3 Meeting	SGAT Language	Revisit proposed SGAT language at the conclusion of the Re-	Core Team	On-going	

#	Issue/ Action	Originated at	Assigned	Description	Owner	Due Date	Resolution & Status
				Escalation process			
126	Issue	Oct 3 Meeting	New Product Offerings	Are new product offerings brought to CMP as a Change Request?	Cross Team	TBD	Will address New Product Offerings & CMP Assessment as Product Process
128	Action	Oct 3 Meeting	Criteria for Deny	State the criteria for Deny (reasons why) for the CR process.	Sprint— Judy Schultz	Oct 16 Extended Nov 1 Nov 13 Nov 27-29	Criteria examples: Specific regulatory ruling Cannot Policy Business (e.g., Cost)
129	Issue	Oct 16 Meeting	Exception Process	What process allows CRs to be submitted less than the agreed upon timeframe for CR presentation at the upcoming CMP meeting? Will the Exception Process accommodate this situation?	Cross Team	Nov 1 TBD	Language for the Exception Process under CR Initiation Process.
131	Issue	Oct 16 Meeting	Master Redlined Framework	Can the framework include Tables to clarify steps and timeframes for each process such as the BellSouth Change Control framework? 10/16: Sandy Evans will create a Table to seek consensus at the next session.	Sprint— Sandy Evans	Oct 30 Nov 1 Extended Nov 13 Nov 27-29	

CLEC-Qwest Change Management Re-design Working Sessions **ATTACHMENT 3**

Core Team Issues/Action Items Log—OPEN

Revised—November 13, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
132	Action	Oct 16 Meeting	12-Month Development View	Review the release calendar to insure details are included for Release 9.0 and 9.1.	Qwest—Mark Routh	~~Nov 1~~ Extended to Nov 13 Nov	~~Release calendar with details on the web site~~
133	Issue	Oct 16 Meeting	Terms	Define "major" and "point" OSS interface releases.	Core Team	On-going	Define under Terms
137	Issue	Oct 30 Meeting	Terms	Define non-coding, CLEC affecting changes	Core Team	On-going	Related to #110-subcommittee to expand definition
138	Action	Oct 30 Meeting	OBF Language	Verify if OBF intended for maximum number of major releases (e.g., maximum of 4 major releases) per calendar year applies to each OSS, or a total of 4 major releases for all OSSs combined?	ATT—Mitch Menezes	~~Nov 13~~ Extended Nov 27-29	Qwest proposes no more than 4 major releases per OSS interface in a calendar year.
139	Action	Oct 30 Meeting	Change to An Existing OSS Interface	Propose language for maximum number of major releases for OSS interfaces, other than IMA.	Qwest—Jeff Thompson	~~Nov 13~~ Extended Nov 27-29	
140	Action	Oct 30 Meeting	Note	Reword "note" to accommodate weekends and holidays on all timelines as attachments to the OSS Interface elements.	Qwest—Judy Schultz	~~Nov 13~~ Extended Nov 27-29	Elements: • Change to An Existing OSS Interface • Introduction of a New OSS Interface • Retirement of an Existing OSS Interface

CLEC-Qwest Change Management Re-design Working Sessions **ATTACHMENT 3**

Core Team Issues/Action Items Log—OPEN

Revised—November 13, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
141	Action	Oct 30 Meeting	Change to An Existing OSS Interface	Define what will be included in the Technical Specifications.	Qwest—Jeff Thompson	~~Nov 13~~ Extended Nov 27-29	
142	Issue	Oct 30 Meeting	Change to An Existing OSS Interface	Does the team agree that the CR Initiation Process and Prioritization Process have taken place before a change is implemented according to the Changes to an Existing OSS Interface Process?	Core Team	~~Nov 13~~ Extended Nov 27-29	Qwest stated that Industry Guideline and Regulatory changes will not be prioritized, but a CR will be shared with CLECs at the Systems CMP Meeting.
143	Issue	Oct 30 Meeting	EDI Implem. Guideline	Is the EDI Implementation Guideline under the scope of CMP?	Qwest—Judy Schultz	~~Nov 13~~ Extended Nov 27-29	
145	Issue	Oct 30 Meeting	OSS Interface CR Initiation	CLEC comments and Qwest responses should be communicated to CLECs. Create a method to communicate via web site.	Qwest—Judy Schultz	~~Nov 13~~ Extended Nov 27-29	
146	Issue	Oct 30 Meeting	OSS Interface CR Initiation	What are the criteria used to determine 'level of effort' (i.e., S, M, L, XL) for a release?	Qwest—Jeff Thompson	~~Nov 13~~ Extended Nov 27-29	
148	Issue	Oct 30 Meeting	OSS Interface CR	Specify/clarify process for Qwest-initiated CRs	Qwest—Judy	~~Nov 13~~ Extended	

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
			Initiation	on page 1 of proposed Qwest language document.	Schultz	~~Nov 27-29~~	
149	Issue	Oct 30 Meeting	New OSS Interface CR	Is a CR required for a new OSS interface? And would it go through the Prioritization/Ranking process?	Core Team	~~Nov 13~~ Extended Nov 27-29	
150	Issue	Oct 31 Meeting	Prioritization	Is prioritization on a per OSS interface basis?	Qwest—Jeff Thompson	~~Nov 13~~ Extended Nov 27-29	
151	Issue	Oct 31 Meeting	Redesign Core Team Expectations/ Respons.	Define level of participation for the CMP Redesign effort. In addition, provide language addressing preparedness for each working session.	Core Team Sub-committee	~~Nov 13~~ Extended Nov 27-29	Subcommittee: Leilani Hines, Sharon Van Meter, Terry Wicks 11/7: Proposed language will be posted on 11/9.
152	Issue	Oct 31 Meeting	Training	When is Training available when a new GUI is introduced (after the Release Production Date, or is it available with the Final Notice and User Guide)?	Qwest—Judy Schultz	TBD	
153	Issue	Oct 31 Meeting	Timelines	Do we need to include language that the timelines under the CMP master redlined are	Core Team	~~Nov 13~~ Extended Nov 27-29	

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				'defaults'? If so, what is the language to address all timelines such as New/Retired OSS Interface?			
156	Issue	Oct 31 Meeting	Admin—Notification Methods	Clarify what notices will be communicated to CLECs via email, mail-outs, communiqués, and posted on the web site.	Qwest—Judy Schultz	~~Nov 13~~ Extended Nov 27-29	Language: Administration
158	Action	Nov 1 Meeting	CPAP/PID	What is the process to manage changes to performance reporting, calculation, etc.? How do we handle the overlaps between what is being negotiated at the CMP Redesign and CPAP-like procedures? 11/1: Status at the 11/13 CMP redesign session.	Core Team	~~Nov 13~~ Extended Nov 27-29	CO PUC expected to issued order on Nov 5. 11/13: Becky/CO PUC provided the Team with an overview of the order.
162	Action	Nov 1 Meeting	Terms	Define "CLEC", "Qwest" and "sub-systems"	Core Team	TBD	
163	Issue	Nov 1 Meeting	CR Process	Where will a CR that impacts both an OSS interface and process be addressed—at the	Core Team	~~Nov 13~~ Extended Nov 27-29	Language: Administration or CR Initiation Process

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				Systems or Product/Process CMP Meeting? We will need to develop language to address this issue.			
167	Issue	Nov 1 Meeting	Prioritization for Regulatory Change	Can Qwest revisit its position on not including Regulatory mandated changes in the Prioritization Process? CLECs understand that Qwest still opt to meet the timeline for compliance.	Qwest—Judy Schultz	~~Nov 13~~ Extended Nov 27-29	Discussion held on 11/13, but Qwest needs more time to consider CLECs comments. To be re-addressed at the 11/27-11/29 session.
168	Issue	Nov 1 Meeting	Prioritization for Industry Guideline Change	Will Qwest change its position to allow Industry Guideline changes to be prioritized through the Prioritization Process. If so, provide language to include Industry Guideline changes as part of the Prioritization Process. Suggested language: Qwest needs to be able to meet timelines where dates are mandated at industry bodies.	Qwest—Judy Schultz	~~Nov 13~~ Extended Nov 27-29	Discussion held on 11/13, but Qwest needs more time to consider CLECs comments. To be re-addressed at the 11/27-11/29 session.
169	Issue	Nov 1	Regulatory	Qwest proposes to re-	Qwest—	~~Nov 13~~	Discussion held on 11/13, but

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	Type of Changes	visit Regulatory type of change to address performance measure obligations.	Judy Schultz	Extended Nov 27-29	Qwest needs more time to consider CLECs comments to not modify existing definition. Qwest to provide position after considering CLEC's comments at the 11/27-11/29 session.
170	Issue	Nov 1 Meeting	CLEC-Initiated PID Change	Will Qwest consider: • a performance improvement or PIDs subject to the PAP as a Regulatory change? • a CLEC-initiated performance improvement change not subject to PAP as a Regulatory change?	Qwest—Judy Schultz	~~Nov 13~~ Extended Nov 27-29	
171	Issue	Nov 1 Meeting	IMA 10.0 Changes	What is the rationale for six (6) IMA 10.0 changes to be treated as Regulatory changes?	Qwest—Mark Routh	~~Nov 9~~ Extended Nov 19	11/19 meeting to discuss rationale. Qwest to email material and post on the web site by 11/14.
172	Issue	Nov 1 Meeting	Roles and Respons.	Review "Managing of CMP" proposal to include overall responsibilities; e.g., Qwest issues prioritization list and CLECs prioritize.	Core Team	TBD	Language: Managing the CMP
173	Issue	Nov 1 Meeting	Voting Process	Develop the Voting Process.	Core Team	TBD	
174	Action	Nov 1 Meeting	Prioritization Documents	Attach the latest Ranking Form, sample of a	Qwest—Mark	~~Nov 13~~ Extended	Master Redline—Prioritization Process attachments

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution Remarks
				Release Candidate List and compilation/tabulation form to the Prioritization section of the master redline.	Routh	~~Nov 27-29~~	
175	Action	Oct 31 Meeting	Core Team Membership	Contact those CLECs that are now dropped as a Core Team member, but may re-active their membership status.	Judy Lee	~~Nov 13~~ Extended Nov 27-29	10/31: Rhythms and Scindo will no longer participate. 11/6: Emailed Electric Lightwave, Integra, McLeodUSA, Premier and XO. Contact information not available for Level 3. Integra wants to be a member; McLeod will no longer participate. Premier will continue as a participant.
176	Action	Nov 13 Meeting	OSS Elements	Review and compare CMP red lined document to all other related documents (i.e. 18 point, OBF 2233, open issues log, CLEC issues etc.) to ensure completeness of the proposed Qwest CMP Process and make any changes that may be necessary. Identify additional for OSS Interface, Product/Process and overall elements.	Core Team	Dec 10	By Dec 3: Every Core Team member and participant to provide results of review and compare document to Jim Maher. By Dec 6: Jim Maher to send a compilation matrix with CLEC-Qwest-Lee input to the Core Team. Individual Team documents will also be shared with the team.
177	action	11/13	CMP	Draft a proposal for a	Qwest—	Nov 27-29	Related to #178

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
			Implem.	formal implementation of the interim and final changes discussed within the CMP Re-Design to be discussed during the monthly CMP meetings.	Judy Schultz		
178	action	11/13	CMP Implem	Clarify what has been agreed upon for the implementation of an interim process.	Core Team	Nov 27-29	Related to #177
179	action	11/13	Product/ Process Interim CMP	What is CLEC impacting?	Core team	Nov 27-29	Refer to action #110
180	action	11/13	Product/ Process Interim CMP process	What is covered under the interim process for Product/Process (i.e., Additional Testing) in terms of Qwest initiated and Regulatory changes	Qwest—Judy Schultz	Nov 27-29	
181	Issue	11/13	OSS CR Prioritization Regulatory Changes	Qwest to revisit language for the definition of a Regulatory change, and the proposed prioritization process as it relates to these. Qwest asks CLECs to draft proposed language for Regulatory Changes	Qwest	Nov 27-29	Prioritize all (excludes production support), provide for agreed upon mandatory/industry dates, allow exception, escalation and dispute resolution procedures to be invoked as necessary. (CLEC request) CLECs agree with language for regulatory changes as it is written in the red lined document Prioritization section has to include

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution Remarks
				as it is written in the Red lined document to include PID/PAP scenarios. 11/13: Qwest to consider the position of CLECs on the need to prioritize Regulatory CRs and provide its final position at the next session.			criteria around how to rank CRs.
182	Action	11/13	Terms	Define migration testing and new release testing in the "terms" section of the red lined document	Qwest—Jeff Thompson	Ongoing	Review SGAT and EDI Implementation Guideline for language.
183	Action	11/13	CMP Gaps	Judy Lee to compare and report any gaps in mapping red-lined document to OBF 2233	Judy Lee	Dec 10-11	Include as part of Core Team matrix for Dec 10-11 session.
184	Action	Nov 13 Meeting	Issues/Action Items Log	Clarify issues and action items to better capture what the item is. Discussion that does not flush out sufficient detail should be confirmed in the appropriate meeting minutes	Core Team	Nov 27-29	Review Issues/Action Items Log for understanding and status.

CLOSED ISSUES and ACTION ITEMS (items in BLUE were closed at the last working session)

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
1A	Issue	July 11 Meeting	3rd Party Provider Role	What role do 3rd Party Providers play in this re-design effort? a) 3rd Party Providers are part of the core team to re-design the process, however no 'voting' rights on behalf of themselves or the CLEC-client [Process=Yes, Vote=No] b) 3rd Party Providers are allowed to 'voice' and 'vote' as any CLEC in this re-design effort [Process and Vote=Yes] c) 3rd Party Providers are excluded from the core team [Process and Vote=No] d) 3rd Party Providers are part of the core team to re-design the process, however no 'voting' rights on behalf of themselves, but can vote on behalf of the CLEC client with an LOA [Process=Yes, and Vote=Yes for CLEC client, Vote = No for themselves]	Core Team	CLOSED July 19	DECISION: d) 3rd Party Providers are part of the core team to re-design the process; however no 'voting' rights on behalf of themselves, but can vote on behalf of the CLEC client if a Letter of Authorization is in effect. The LOA must be provided to Judy Schultz.

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues Action Items Log - CLOSED
Revised November 15, 2011

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution Remarks
1B	Action	July 11 Meeting	3rd Party Provider	Core Team to conclude discussion and participants to decide on one of the above scenarios	Core Team	CLOSED July 19	COMPLETED in July 19 meeting.
1C	Issue	July 19 Meeting	Voting	Can a CLEC represent another CLEC on Voting for CMP re-design process?	Core Team	CLOSED July 19	DECISION: Yes, if a Letter of Authorization is in place for a specific session and on specific issues. The LOA must be provided to Judy Schultz.
1D	Issue	July 19 Meeting	Voting	If a CLEC or core team member is absent, how do we handle the vote?	Core Team	CLOSED July 19	DECISION: It is a CLEC's responsibility to have a same CLEC backup, or a LOA in place with an alternate.
1E	Action	July 19 Meeting	Voting	Create a standard voting form	Qwest -- Mark Routh	CLOSED August 7	COMPLETED: Voting form created and will be included in the draft meeting minutes for 8/7-8/8 session
1F	Action	July 19 Meeting	LOA	Create a standard for LOA for topic, meeting, and date to be used during the re-design sessions.	Qwest - Judy Schultz	CLOSED August 7	COMPLETED: LOA presented, discussed and agreed upon during the 8/7 Meeting.
1G	Action	July 19 Meeting	Voting	Define rules for a quorum when a 'vote' is required	Core Team	CLOSED August 7	DECISION: - Quorum is defined as 51% of the present Core Team Members - Majority vote by present Core Team Members carries the

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log – CLOSED
Revised – November 13, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution Remarks
							decision
1H	Action	July 19 Meeting	Voting	Seek written permission from July 19 participants if 3rd Party Provider voting results can be posted on the web site as part of the FINAL meeting notes.	Qwest—Mark Routh	CLOSED August 16	Participating CLECs (SBC Telecom not available) provided permission for Qwest to include voting results as part of the FINAL 7/19 Meeting Minutes COMPLETED: SBC Telecom gives permission to publish its 7/19 voting result.
2	Action	July 11 Meeting	Baseline Document	Create a single document that inserts CLEC comments on areas for improvement in Qwest's CMP into the appropriate sections of the OBF 2233 version 2 framework	Judy Lee	CLOSED July 19	COMPLETED: A tool for the working session is posted on the web site
3	Action	July 11 Meeting	Agenda Items	Schedule agenda items/elements for future working sessions	Core Team	CLOSED July 19	COMPLETED: See schedule of working sessions on the web site
4	Action	July 11 Meeting	Working Session Location	Decide the location for September working sessions	Core Team	CLOSED July 19	COMPLETED: All sessions will be hosted by Qwest and held in Denver, CO
5	Action	July 11 Meeting	CMP Redesign Web Site	Enhance the CMP web site to include the CMP Redesign information	Qwest—Mark Routh	CLOSED July 19	COMPLETED. See CMP web site for "CMP Redesign"
6	Issue	July 19 Meeting	CMP Redesign Material	What is the process to share CMP redesign material with the CLEC community?	Qwest—Judy Schultz	CLOSED July 19	COMPLETED: Draft minutes and material will be shared with the core team

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							participants for input. Afterwards, Qwest will finalize the minutes and post on the web site. CLECs will be notified about the posting. DECISION: Participants decided that Qwest should issue a notice referring CLECs to the web site for meeting minutes, handouts and agenda for next meeting. The handouts will not be attached to the notice.
7A	Action	July 11 Meeting	Post CLEC Comments on Web Site	CLEC requested that Qwest post all CLEC comments on the CMP Re-design web site.	Qwest—Mark Routh	CLOSED July 19	COMPLETED: Matrix is posted on the web site
7B	Action	July 11 Meeting	Written Permission to Post CLEC Comments	Seek clearance in writing from individual CLECs to post their comments on the CMP Redesign web site.	Qwest—Mark Routh	CLOSED July 13	COMPLETED: CLECs that provided comments allowed Qwest to post on web site
8	Action	July 19 Meeting	Notice and Distribution Lists	Provide guidelines for CLEC notifications and distribution list - Ease-of-use - Comment/Reply process including web site option to comment - Contact information - Identify limitations on contact information: proprietary, open-to-participant, or open-to-all	Core Team	CLOSED August 7	COMPLETED: Established four categories for notices to facilitate notification efficiency.
9	Action	July 19	Re-name	Do we need to rename CMP to	Core Team	CLOSED	DECISION (7/19):

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues Action Items Log – CLOSED

Revised – November 13, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting		CMP-CMP to CMP? Rename co-provider to CLEC?		August 16	Qwest will rename co-provider to CLEC and provider to Qwest. DECISION (8/7): Recommendation to rename from CMP to CMP will be presented at 8/15 CMP Meeting DECISION: (8/15) CLECs agreed to change CMP to CMP
10	Action	July 19 Meeting	ATIS	Research what ASOG activities are being worked on at ATIS.	Qwest—Judy Schultz	CLOSED August 7	COMPLETED: ATIS is not developing a Change Management process that includes ASRs. Related to Issue #17B.
11A	Action	July 19 Meeting	CMP Meeting Distribution Package	Determine what to include in the CMP meeting distribution packages.	Core Team	CLOSED August 8	COMPLETED: REDLINED CMP re-design framework will reflect results of discussion.
11B	Action	August 8 Meeting	CMP Meeting Distribution Package	Qwest to provide a sample of the "report" containing information for CMP meeting.	Qwest—Judy Schultz	CLOSED August 14	COMPLETED: Judy Schultz presented example report and CLECs accepted the 'report' concept.
11C	Action	August 8 Meeting	CMP Meeting Distribution Package	CLECs have a need to see one document/report containing all information (single point of reference). For example, CR/RN Logs need to include originator, title, description, history and status.	Qwest—Judy Schultz	CLOSED Sep 5	DECISION: Rollout to CLEC community at the 9/19 Monthly CMP meeting. COMPLETED: Qwest presented mockup at the 9/5

CLEC Qwest Change Management Re-design Working Sessions
Core Team Issues Action Items Log – CLOSED
Revised – November 15, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution Remarks
				so that individual CRs and RNs do not need to be included in Monthly Meeting package. CRs also need to include actual response/s and decision. Present a sample distribution package for review with updated tracking documents			re-design meeting.
12	Action	July 19 Meeting	Walk-On Agenda Items	Add walk-on item to the end of each CMP meeting agenda.	Qwest—Mark Routh, Matt Rossi	CLOSED July 19	DECISION: Qwest will add walk-on items to the end of each agenda, as appropriate, starting with the August 15 meeting
13A	Action	July 19 Meeting	CMP Web Site	Review CMP web-site and suggest potential changes and guidelines	Core team	CLOSED August 7	COMPLETED: Included in 8/8 redlined CMP framework
13B	Action	August 7 Meeting	CMP Web Site	Can Qwest display new naming convention on the CMP web site (CRs and RNs)—e.g., Ability to click category and receive next sub category?	Qwest – Judy Schultz/ Core Team	CLOSED August 14	COMPLETED: Closed on proposals for sub-category under the 4 categories (Systems, Product, Process and Network). Qwest is able to display naming convention on web site
13C	Action	August 7 Meeting	CMP Web Site	Provide location (link) where all notification documents are kept – Wholesale web site	Qwest – Judy Schultz	CLOSED Sep 20	Jarby Blackmun shared proposed screen shots with Core Team on 9/5. Related to Items #13F, 37, 44, and 61.
13D	Action	August 7 Meeting	CMP Web Site	Add English title to all new and existing CRs posted on the CMP	Qwest – Mark	CLOSED Sep 5	COMPLETED: Matt and Mark have updated the

#	Issue/ Action	Originated	Category	Description	Owner	Due Date	Resolution Remarks
				web site	Kevin Mott Reed		web sites to add the requested information.
13E	Action	August 8 Meeting	CMP Web Site	Qwest to determine how to time-stamp each web site page (whenever the page is updated on the web site)	Qwest – Judy Schultz	CLOSED August 14	COMPLETED: Qwest is currently doing this today and will continue on all updated pages
13F	Action	August 8 Meeting	CMP Web Site	Develop timeframe to roll-out web site and mail-out process	Qwest – Judy Schultz	CLOSED Sep 20	Per Judy Blackman, Qwest is targeting early November to deploy modifications to CMP web site.
14A	Action	July 19 Meeting	Notification Process	Discuss guidelines for the notification process at the next session.	Qwest – Judy Schultz	CLOSED August 7	Refer to re-worded Action #14C.
14B	Action	August 7 Meeting	Notification Process	Explore functionality and capability of the "mail out" tool used for Product/ Process notifications.	Qwest – Judy Schultz	CLOSED August 8	COMPLETED: "Mail-outs" are not on the web site—pending closure on the categories and sub-categories from Core Team (see Item #13B)
14C	Action	Updated August 7 Meeting (7/19)	Notification Process	Using proposed naming convention, build a matrix of possible combinations for RN titles.	Qwest – Judy Schultz	CLOSED August 14	COMPLETED: CLECs provided upgrades to Judy Schultz' proposal. As a result of this discussion, opened Item #14D
14D	Action	August 7 Meeting	Notification Process	Take existing system, product and process notification and modify to match proposed naming convention to obtain one single naming	Qwest – Judy Schultz	CLOSED Sep 5	DECISION: Qwest will adopt a single naming convention for notifications. Progress will be monitor at the Monthly CMP meetings.

#	Issue/ Action	Originated	Category	Description	Owner	Due Date	Resolution/Remarks
				comments for all notifications			
14E	Issue	August 8 Meeting	Notification Process	What category (i.e., 4 category) should be used to notify CLECs of the introduction of a new product? Should Qwest send one notice addressing product and process, or two separate, but redundant notices (i.e., one for Product and another for Process but with the same content)?	Core Team	CLOSED August 8	DECISION: Qwest to send a Product notice and a separate Process notice with the same content information—redundant notices with different category and name on the subject line.
14F	Action	August 8 Meeting	Notification Process	Provide proposals for sub-categories (e.g., Product Family) under each notice category (Systems, Product, Process and Network) and links.	Qwest—Judy Schultz	CLOSED August 14	COMPLETED: Web Site modification rollout is dependent on proposal for sub-categories—see Item 14C. Presented and closed during 8/14 Re-Design meeting
16	Action	July 19 Meeting	Qwest Comments on MATRIX	Include Qwest comments on the MATRIX (OBF Issue 2233 with CLEC Comments)	Qwest—Judy Schultz	CLOSED August 14	COMPLETED: Included Qwest's proposal on the MATRIX.
15	Action	July 19 Meeting	Notice	Research source and readability of event notifications (software applications)	Qwest—Mark Routh	CLOSED August 7	COMPLETED: System outages and event notifications are now being released in a "doc" format.
17A	Issue	July 19 Meeting	Scope	Qwest expressed concern that the Scope needs further clarification. Qwest will propose language to re-visit the Scope at a future session.	Qwest—Judy Schultz	CLOSED Oct 2	Element revisited on Sep 18 and 20 with action taken by Core Team and Qwest to further discuss on Oct 2 and 3.

[illegible]

#	Issue/ Action Item	Originated	Category	Description	Owner	Due Date	Resolution/Comments
17B	[illegible]	[illegible] August 7 Meeting	[illegible] Scope	[illegible] Describe Qwest's position for systems and functionality supported in the current CMP process (i.e., EXACT, IRED)	[illegible] Qwest – Judy Schultz	[illegible] CLOSED Sep 5	[illegible] August 14 document provided definition for CMS functions that includes system functionality
17C	Action	August 7 Meeting	Scope	Dialogue on introduction and scope to seek input from CLECs to prepare for Qwest's proposal on September 20th	Qwest – Judy Schultz	CLOSED Sep 5	DECISION: Qwest will provide proposal on Sep 20 for discussion
18	Action	July 19 Meeting	PIDs	WorldCom will provide the Core Team members with the latest PIDs for Change Management.	WorldCom Liz Balvin	CLOSED August 7	COMPLETED: Liz Balvin sent PIDs on July 20th
19	Issue	July 19 Meeting	Contact Information	Eschelon requested that contact information for all participant be included on the CMP Re-design web site	Qwest— Judy Schultz	CLOSED August 7	Request from review of 7/19 DRAFT meeting notes and material COMPLETED: All contact information now included on the Re-Design page on the CMP web site
20	Action	July 19 Meeting	Discussion Items under Issues/ Action Item Log	Eschelon requests to include on the agenda topics for discussion under Issues and Action Items Log	Qwest— Judy Schultz	CLOSED August 7	Request from review of 7/19 DRAFT meeting notes and material COMPLETED: Updated 8/7-8/8 agenda
21A	Action	August 7 Meeting	Core Team	Establishing CMP Re-Design Core Team Membership	Qwest – Judy Schultz	CLOSED August 7	COMPLETED: Reviewed Core Team membership
21B	Action	August 7 Meeting	Core Team—	Establish Core Team Quorum at the beginning	Qwest – Judy	CLOSED August 7	DECISION: Quorum determination will be

#	Issue Action	Assigned to	Category	Description	Owner	Due Date	Resolution/Comments
			Meeting Quorum	at each working session	Chairs		Attendance will be documented at each working session
22	Issue	August 7 Meeting	Core Team—Expectations	Define Expectations of Core Team Membership	Core Team	CLOSED August 7	Core Team Expectations/ Responsibilities - Dedicated resource to negotiate a new CMP process - Core Team Members can be added at any time understanding the roles and responsibilities of a Core Team Member. - Core Team Members must commit to participate either in person, via conference call, or by LOA in each working session. - Core Team Membership will be revoked if 3 consecutive working sessions are missed. - Core Team member will not be allowed to vote on any issue in which they did not participate.
23	Action	August 7 Meeting	Upcoming Event Calendar	Provide an "up coming" events page on the CMP web site that includes all monthly meetings, re-design meetings and any other interim ad hoc meetings/calls	Qwest – Mark Routh, Matt Rossi	CLOSED Sep 5	COMPLETED: Calendar is on the web site.
24	Action	August 8 Meeting	CMP POC List	Establish a CMP POC list (primary and alternate POC) and post on	Qwest—Judy	CLOSED Oct 16	Response is quite slow from the CLEC community, therefore Qwest

[redacted]

#	Issue Action	Originating #	Category	Description	Owner	Due Date	Resolution/Response
				[redacted]	[redacted]		[redacted]
25	Issue	August 8 Meeting	Quick Hit Fix	How should Qwest introduce some Change Management Process changes ahead of completing the re-design CMP effort?	Core Team	CLOSED August 8	DECISION: Qwest will review any proposals with the CMP re-design Core Team members before communicating at a Monthly CMP Meeting. During the Monthly CMP Meeting, Qwest will let meeting attendees know who participated in designing the Quick Hit proposal. "Quick Hit Fix" will be a standing item for the Monthly CMP Meeting agenda.
26	Action	August 8 Meeting	Meeting Minutes Review	What is the timeline for DRAFT and FINAL 8/7-8/8 Meeting Minutes and material?	Qwest—Judy Schultz	CLOSED August 8	DECISION: – DRAFT Meeting Minutes and materials (by Fri, 8/10 9am MT) – Distribute DRAFT to 8/7-8/8 re-design session

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							participants for review (by Fri, 8/10 Noon MT) – Participants provide Matt Rossi with corrections/additions (Mon, 8/13 Noon MT) – FINAL Meeting Minutes and materials to be distributed and posted on CMP Re-design web site (by Tuesday, 8/14)
27	Action	August 8 Meeting	CMP Re-design Location	Determine location for the October, November and December re-design working session.	Core Team	CLOSED August 16	Qwest has tentatively reserved meeting rooms in Denver, Colorado DECISION: (8/16) October sessions will be held in Minneapolis, except for CMP week; November and December sessions will be held in Denver
28	Action	August 8 Meeting	Monthly CMP Meeting	Move December meeting to 12/12	Qwest—Mark Routh, Matt Rossi	CLOSED August 16	COMPLETED: Monthly CMP meeting is moved to 12/12.
29	Action	August 8 Meeting	Exception Process	Share other ILEC Exception Process with 8/14 working session participants to be used as a base.	Sprint—Sandy Evans	CLOSED August 14	COMPLETED: Sprint and AT&T brought samples.
30	Action	August 14 Meeting	CMP Web Site	Add Meeting Agenda, material, dates to web site CMP category	Qwest—Judy Schultz	CLOSED Sep 3	COMPLETED: Began with August 14 and 16 meeting minutes.
31	Action	August 14	CMP	Change category Ordering to	Qwest—	CLOSED	COMPLETED:

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 13, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	Web Site	Ordering/Provisioning and Repair to Repair/Maintenance	Judy Schultz	Sep 5	Revised Naming Convention matrix.
32	Action	August 14 Meeting	CMP Web Site	Add Raw Loop Data Tool to the IMA GUI section of web site categories for Systems	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
33	Action	August 14 Meeting	CMP Web Site	Add another sub-category of "Other" for systems with possible expansion later after re-visit of the scope discussion.	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
34	Action	August 14 Meeting	CMP Web Site	Investigate adding back end systems to the sub categories of the Systems notifications on the web site (WFA, TIRKS, etc)	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
35	Action	August 14 Meeting	CMP Web Site	Add "procedures" as a sub category (2) to the Process section	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: This is to include any joint procedures that involve both the CLEC and Qwest – e.g., repair and exchange of CLEC owned equipment
36	Action	August 14 Meeting	CMP Web Site	Add "Tariffs" as a main category in the proposed matrix	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
37	Action	August 14 Meeting	CMP Web Site	Investigate the possibility of housing all RNs, CRs and Training information in one location and providing multiple methods in which this information is accessed on the web site. Example, this can be a search by number or search by category	Qwest – Judy Schultz	CLOSED Sep 20	Jarby Blackmun provided overview on CMP web site with search capabilities. Demo is available for CLECs on CMP web site.
38	Issue	August 14	Notifications	Identify designated owner or point	Qwest –	CLOSED	Qwest will continue to refer a

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 13, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting		of contact for the mail outs to contact with problems – example web sites listed with in-active URLs. 9/5: Is there flexibility in the process to support CLECs on notices (e.g., Help Desk, Sales Manager)?	Judy Schultz	Oct 2 (Extended to Oct 17 regular CMP)	CLEC to their respective Service Manager if there are questions pertaining to a notification. 9/5: CLECs need to work with their respective Service Manager, and if necessary, speak with the Service Manager's boss to clarify questions pertaining to a specific notice. 9/18: Toni Dubuque will join Oct 3 session to discuss DECISION: Toni Dubuque to discuss this issue with the CLECs at the Oct 17 CMP Product/Process Meeting.
39	Issue	August 14 Meeting	CMP Web Site	Provide screen shots of the web site to give visual representation	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: See Jarby Blackmun's Qwest Wholesale CLEC "Notices On-Line" presentation, dated Sep 4, 2001 on the CMP Re-design web site.
41	Action	August 14 Meeting	CMP Web Site	Add the Re-Design page on the CMP section of the Proposed Release Notification matrix	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
43	Action	August 14 Meeting	CMP Web Site	Investigate possibilities for displaying (posting) and sorting Sub-category 3 of the web site	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: Jarby Blackmun informed the team that search capabilities will include category, sub-category and document number.
44	Action	August 14 Meeting	Notification	Create instructions for access to web site notifications	Qwest – Judy Schultz	CLOSED Sep 20	DECISION: Per Core Team, not required due to simplicity of using the modified

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 13, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							CMP web site.
45	Action	August 14 Meeting	Voting Tally Form	Incorporate Qwest's position on the Voting Tally Form	Qwest – Judy Schultz	CLOSED August 16	COMPLETED: See Procedures for A Vote and Impasse Resolution Process (includes Voting Tally Form) on the CMP Re-design web site
46	Action	August 14 Meeting	Voting	Draft a proposal for a voting procedure and contingency dispute resolution process for dead-lock	Judy Lee	CLOSED August 16	COMPLETED: See proposed Procedures for A Vote and Impasse Resolution Process (includes Voting Tally Form) on the CMP Re-design web site
48	Action	August 14 Meeting	Voting	Determine how to reach resolution within the CLEC community if impasse were to occur – present draft proposal	AT&T - Terry Bahner	CLOSED Sep 5	DECISION: CLECs will hold a conference call to achieve consensus to resolve an impasse issue.
49	Action	August 16 Meeting	Types of changes – OBF V.1	Look at other industry bodies that need to be included in type 3 changes (e.g., ANSI and ATIS)	Core Team	CLOSED Sep 20	COMPLETED: Types of Changes discussed on Sep 20.
50	Action	August 16 Meeting	Types of Changes – OBF V.1	Present change request flow chart, form, and procedures for CR handling	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: Flow chart of change request process was discussed with modifications. Qwest to make modifications (add Denied, Escalated, Deferred and Withdrawn) and present flow chart to the CLEC community at the Sep 19 Monthly CMP meeting.
51	Action	August 16 Meeting	Types of Changes – OBF V.1	Create language to OBF version 1 on Changes to Existing Interfaces	Qwest – Judy	CLOSED Oct 30	COMPLETED: Discussion on Changes to Existing

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 13, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				section VII. Also address 'defects.'	Schultz		Interface completed. "Defects" will be addressed during discussion on Production Support. See Action #99 to capture this item.
54	Action	August 14 Meeting	Meeting Minutes	Add action item verbiage to the meeting minutes as opposed to referencing the action items document	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: Began with the August 14 and 16 meeting minutes
55	Action	August 16 Meeting	Meeting Minutes Review	What is the timeline for DRAFT and FINAL 8/14 and 8/16 Meeting Minutes and material?	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: – DRAFT Meeting Minutes and materials (by ~~Tues, 8/21~~ Fri, 8/24) – Distribute DRAFT to 8/14 and 8/16 re-design participants for review (by ~~Tues, 8/21~~ Fri, 8/24 COB) – Participants provide Mark Routh with corrections/additions (~~Thurs, 8/23~~ Tues, 8/28 COB) – FINAL Meeting Minutes and materials to be distributed and posted on CMP Re-design web site (by ~~Monday, 8/27~~ Fri, 9/31) Qwest extended timeline on 8/21
56	Action	August 14 Meeting	Meeting Minutes Update	– Review August 7-8 Final Meeting Minutes to: – Change "CLEC" to "Co-Provider" in the word CMP	Qwest—Jim Maher	CLOSED Sep 5	COMPLETED: Refer to CMP Re-design web site for revised final meeting minutes.

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 13, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				on page 3, paragraph 4 – Correct name to "Wicks" – Correct Evans-Sprint comments to "responses to CRs are sent to the originator via email, not posted on the web site."			
57	Action	August 14 Meeting	Meeting Minutes Update	Revise July 19 Final Meeting Minutes to include the voting results on the 3rd Party Provider issue—on August 14, the last voting CLEC has given Qwest permission to publish its result.	Judy Lee	CLOSED August 21	COMPLETED: Revised Final July 19 Meeting Minutes are posted on the CMP Re-design web site.
58	Action	August 14 Meeting	Core Team Expectations	Update the document to: "New Core Team member will not be allowed to reopen a vote on any issue that has been decided on."	Judy Lee	CLOSED August 16	COMPLETED: Revised guidelines are posted on the CMP Re-design web site.
59	Action	August 16 Meeting	OBF August, 2001 Framework	Share with the re-design team the results of OBF Issue 2233 subcommittee proposal—a2x2	Judy Lee	CLOSED August 21	COMPLETED: Sent via email to all re-design participants.
60	Action	Sep 5 Meeting	CLEC Question-naire	Verify if there is an entry on the CLEC questionnaire for contact information (POC).	Qwest – Matt Rossi	CLOSED Oct 2 (Moved to	Promote the importance for CLECs to provide accurate contact information at the Qwest sponsored CLEC Forum. Primary and

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 13, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				Does the questionnaire need to include primary and secondary point-of-contact?		general Oct 17 CMP)	Secondary POC information is not entries in the questionnaire. DECISION: Address this issue at the October 17 CMP Product/Process meeting.
61	Action	Sep 5 Meeting	CMP Web Site	Provide an Archive on the CMP web site.	Qwest – Judy Schultz	CLOSED Sep 18	COMPLETED: Archive will remain on the CMP web site
62	Action	Sep 5 Meeting	Re-design Location	Provide location, directions and names of nearby hotels for Minneapolis meetings.	Qwest – Judy Schultz	CLOSED Sep 10	COMPLETED: Information provided to all CMP re-design participants
63	Action	Sep 5 Meeting	CMP Re-design	Provide examples at the Qwest sponsored Sep CLEC Forum of what has been changed as a result of the CMP re-design effort	Qwest – Judy Schultz	CLOSED Oct 2 (Extended to Oct 17 CMP)	The Qwest sponsored CLEC Forum on September 12-13 was postponed due to the national crisis. This needs to be scheduled around the CMP re-design and monthly CMP meetings. DECISION: Toni Debuque will address at Oct 17 CMP Product/Process meeting
64	Action	Sep 5 Meeting	Denied Change Request	Allegiance to re-introduce a previously denied CR that is still needed so that Qwest can assess and CLECs to prioritize.	Qwest – Mark Routh	CLOSED Sep18	DECISION: Closed as an action item for the re-design effort, but tracked on the OSS Interface CMP action item list
65	Action	Sep 5 Meeting	Re-design Impasse	Obtain feedback from individual organizations	Core Team	CLOSED Sep 20	COMPLETED: See "CLEC-Qwest CMP Re-design

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 13, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
			Resolution Process	on the draft proposed CLEC-Qwest Impasse Resolution Process for the re-design effort.			Procedures for Voting and Impasse Resolution Process_09-20-2001" on CMP web site.
66	Action	Sep 6 Meeting	271 Workshop SGAT	Qwest to make presentation regarding the SGAT language and how it relates to the process structured by the Core Team.	Qwest – Andy Crain	CLOSED Oct 3	Including Item #42 Discussion held on Sep 18 and 20 with more discussion on Oct 2-3 (re-visit Scope) and prior to the November filing. COMPLETED: Qwest presented language with CLEC discussion on Oct 3
67	Issue	Sep 6 Meeting	271 Workshop SGAT	Do exhibits G (CMP framework) and H (escalation process) need to be in the SGAT?	Core Team	CLOSED Oct 3	Related to Item #66 Discussion held on Sep 18 and 20 with more discussion on Oct 2-3 DECISION: Qwest will include Exhibit G (formerly known as Exhibits G and H) in the SGAT – red lined as it evolves with the re-design
71	Action	Sep 6 Meeting	Production Support Process	What is the current process for CLECs to report and Qwest to notify CLECs on production problems—what is the production support process and timeline? Where is the CLEC documentation	Qwest – Wendy Green	CLOSED Sep 18	COMPLETED: Notification distributed and posted by Tina Hubis on Sep10. Defer to Scope and Section 12 Production Support discussions according to the re-design schedule

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 13, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				pertainmg to this information?			
72	Issue	Sep 6 Meeting	CR Process	What is the process if the CLEC-originator does not agree with Qwest's reply or the CR is rejected?	Core Team	CLOSED Oct 3	Addressed on Sep 18, 20 during Escalation Process and the Dispute Resolution Process with further discussion during Oct 2-3 session. COMPLETED Escalation and Dispute Resolution Process
73	Issue	Sep 5 Meeting	Account Management	Clarify roles and responsibility of Service Managers and Sales Managers. What is the internal notification process (e.g., advanced notice before CLEC) for Service Managers on CLEC notices?	Qwest – Judy Schultz	CLOSED Oct 3 (Address at Oct 17 CMP meeting)	Subsequent to the Sep 5-6 session, Qwest requests to address this item at the Oct 3 meeting to allow the Service Management Director to participate in-person in Minneapolis. DECISION: Will address at the Oct 17 Product/Process CMP meeting
74	Issue	Sep 5 Meeting	CR Process Dispute	What is the process if the CLEC-originator does not agree with reply or rejected CR	Core Team	Oct 3	Duplicative of #72
75	Action	Sep 18 Meeting	Redlined Framework	Review the Redlined working document for successive working sessions	Palmer, Closson, Maher, Wicks	CLOSED Sep 18	COMPLETED: Jim Maher restructured the MASTER REDLINED CMP Re-design Framework based on input from Core Team members.
76	Action	Sep 18 Meeting	Escalation URL	Create URL for Escalated issues to be	Qwest – Schultz	CLOSED Oct 16	Should include issue and proposed solution COMPLETED

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 13, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				submitted			URL for Escalation is available for issue and response.
78	Issue	Sep 18 Meeting	Escalation Posting on Web Site	What is a reasonable time frame for posting an escalation issue and response (e.g., within one business day)?	Qwest – Judy Schultz	CLOSED Oct 16	Language under Escalation
79	Issue	Sep 18 Meeting	Escalation Mail-out	Can a mail-out process be established for Escalated items (issue and response)?	Qwest – Judy Schultz	CLOSED Oct 16	Qwest will send email to all CLECs once an escalation has been initiated
80	Action	Sep 18 Meeting	Escalation	Draft proposed language regarding time frames for Qwest to provide binding position on an escalated issue (e.g., 7 or 14 calendar days). Also include binding authority language.	Qwest – Judy Schultz	CLOSED Oct 3	COMPLETED: CLEC and Qwest agreed to a 7-day interval for escalated CRs and 14 days for other non-CR issues. Language reflected in the Master Redline framework.
81	Issue	Sep 18 Meeting	Escalation	During "14-day" response cycle, will Qwest continue efforts (e.g., CR) or will activity stop?	Qwest – Judy Schultz	CLOSED Oct 3	DECISION: Requestor may ask that activity stop or continue. Language reflected in the Master Redline framework
82	Issue	Sep 18 Meeting	Escalation	How are CLECs notified that an issue has been escalated between	Core Team	CLOSED Sep 20	DECISION: CLECs will be notified via formal notice to access web site for

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 13, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				monthly CMP meetings?			information.
83	Issue	Sep 18 Meeting	Dispute Resolution	Does an issue have to go through the escalation process before it is goes through the dispute resolution process?	Core Team	CLOSED Oct 3	DECISION: No
84	Action	Sep 18 Meeting	Dispute Resolution	Propose language around dispute resolution ADR process. Do we want to sight specific organizations??	Andy Crain and CLEC Attorneys	CLOSED Oct 3	COMPLETED: Language reflected in Master Redline framework
85	Issue	Sep 18 Meeting	Dispute Resolution	What is the process for CLEC-CLEC consensus and the Dispute Resolution Process?	Core Team	CLOSED Oct 3	COMPLETED: Language reflected in Master Redline framework
86	Issue	Sep 18 Meeting	Dispute Resolution	~~When can~~ Why would Qwest invoke the Dispute Resolution Process?	Qwest—Andy Crain	CLOSED Oct 3	Andy can't think of anything – we should leave in anyway. Tom Dixon: Close, but keep in mind that Qwest will probably never use it
87	Action	Sep 18 Meeting	Re-design Impasse Resolution	Propose language around the CMP re-design impasse resolution process/dispute resolution process.	Qwest—Andy Crain	CLOSED Oct 3	COMPLETED: Refer to CMP Redesign Procedures on Voting and Impasse Resolution Process document on the CMP Redesign web site.
99		Sep 18 Meeting	Network outage notification	Distribute notification of CLEC questionnaire with Network Outage	Matt Rossi	CLOSED Sep 18	DECISION: An action item for the monthly CMP Product/Process

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 13, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				notification option for pager notification.			
92	Action	Sep 18 Meeting	CR Process	Include in the CR Process a step for CLECs to discuss the CR after clarification process and before prioritization.	Core Team	CLOSED Nov 1	Sub-committee to create language and distribute to Core Team by Sep 27. Oct 3: Qwest to put language around these issues Oct 16: Qwest will share proposed language at the next session. Nov 1: Discussed and agreed on CR Initiation Process language.
96	Action	Sep 20 Meeting	Intro – Scope	Draft proposed language for introduction and scope for the October 2 meeting	Core Team	CLOSED Oct 2	All Core Team members to share proposed language by Sep 27 with rest of members. Karen Clausen is the lead for CLEC language. DECISION: Re-visit during Product/Process CMP discussions.
97	Action	Sep 20 Meeting	Types of Changes	Have legal personnel verify the intent with the proposed language around types of changes (contractual agreement) for the red lined document.	Qwest—Judy Schultz	CLOSED Oct 3	Language for Types of Changes under Regulatory DECISION: Qwest agree to remove "contractual agreement" language
98	Issue	Sep 20 Meeting	CR Process	How many days after receipt of the CR will Qwest contact the originator to clarify CR	Qwest—Judy Schultz	CLOSED Oct 16	Language for CR Initiation

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 13, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				if necessary?			
101	Action	Sep 20 Meeting	Schedule Working Sessions	Review the start time of the first day for future working sessions.	Core Team	CLOSED Oct 2	DECISION: Begin at 9am MT—refer to schedule on CMP redesign site
102	Action	Sep 20 Meeting	Schedule Working Sessions	Can Qwest provide net-meeting capability at its location to limit Core Team member travel?	Qwest—Matt Rossi	CLOSED Sep 27	DECISION: Yes – only at Qwest locations
103	Action	Sep 20 Meeting	CMP Re-design Web Site	Clean up the CMP Re-design Web Site to house the latest version of documents.	Qwest—Jim Maher	CLOSED Oct 16	Archive page set up – date placed on each document
112	Issue	Oct 3 Meeting	Document	Provide determination on whether or not Qwest can go back and "red line" as per the committed to going forward process for document change notification and if so – how far back	Qwest – Judy Schultz (Dana)	CLOSED Oct 16 (cancelled)	Duplicate item to #108 and 109
113	Issue	Oct 3 Meeting	Interim Exception Process	How do you call a special CMP meeting outside of the general CMP meeting? Re-visit interim exception process.	Core Team	CLOSED Oct 3	DECISION: Refer to Interim Exception Process on CMP redesign web site.
114	Issue	Oct 3	CLEC	Put together internal	Qwest –	CLOSED	Attendees include – but are not

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 13, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
	Action	Meeting	Impacting Check Sheet	check sheet to assist Qwest in assessing whether a change is CLEC impacting Susie to set up a meeting with the CLECs to discuss on Oct 5. 10/16: Qwest to distribute minutes from the 10/5 Susie Bliss call and to share with the re-design Core Team the check sheet at the next session.	Judy Schultz (Susie Bliss)	Oct 29	limited to: Allegiance WCom Eschelon AT&T 10/16: Several items were stated with the idea that this list will be 'living' and will be updated as necessary. Qwest to share minutes from Oct 5 Susie Bliss call and the check sheet to determine if a change is CLEC impacting at the next session. COMPLETED: Meeting minutes to the Oct 5 conference call has been posted: CMP Re-design web site, titled "CMP Redesign CLEC-Qwest Conference Call Oct 5 Final Minutes – 10-29-01."
117	Issue	Oct 3 Meeting	CMP Re-design Location	Should the team re-check the location for the Oct 30, 31 and Nov 1 redesign meeting? Does it make sense to move the meeting to Denver?	Core Team	CLOSED Oct 3	DECISION: Eschelon, Integra and Allegiance will meet in Denver (originally planned for Minneapolis). Sprint may join in Denver or via phone.
119	Action	Oct 3 Meeting	Video Conference	Can Qwest provide video conferencing capability for the CMP	Qwest—Judy Schultz	CLOSED Oct 16	Small rooms – 20 people – we got more speakers now in Denver.

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 13, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				redesign meetings?			
120	Action	Oct 2 Meeting	Qwest's Status Report Filing	Determine what should be 'highlighted' in the Master Redline framework to show element/s discussed.	Core Team	CLOSED Oct 16	COMPLETED: Red lined master included in filing
121	Action	Oct 2 Meeting	Qwest's Status Report Filing	Timeframe for CLEC review of Qwest's Status Report – CLEC comments to Andy no later than close of business Fri, Oct 5 – Andy Crain issues revised document by Mon, Oct 8 COB – Additional CLEC comments to Andy by Tues, Oct 9 5pm MT – Qwest files Wed, Oct 10	Core Team Andy Crain	CLOSED Oct 16	COMPLETED: Oct 2: Andy Crain shared draft Status Report with redesign Core Team
122	Issue	Oct 2 Meeting	Source of Change	How should Qwest display 'source of change' in documents?	Core Team	CLOSED Oct 3	DECISION: Show SOURCE as a identifier on mail-out letters and include all sources with details in the historical change log.
123	Issue	Oct 3 Meeting	Interim Process	Do we agree to adopt the Proposed Interim CMP CR work flow for Product and Process as language included (but not limited to) in the	Core Team	CLOSED Oct 16	COMPLETED: Andy Crain provided a redlined document proposal for Core Team review

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 13, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				Master Redlined framework. – Want a final review of proposed redlined language			
124	Issue	Oct 3 Meeting	Qwest's Status Report Filing	CLECs request Qwest to refer in the Status Report that the entire redlined document is an interim draft (not final but operational) until final approval by all parties has been completed.	Qwest—Andy Crain	CLOSED Oct 16	COMPLETED: Master Redlined is now noted as Interim Draft.
125	Issue	Oct 3 Meeting	Interim Process	Do the CLECs agree to adopt the Proposed Interim CMP CR work flow for Product and Process as the "interim" CMP process for CLEC originated CRs?	Core Team	CLOSED Oct 3	DECISION: Yes, and to be implemented ASAP.
127	Action	Oct 16 Meeting	CR Initiation Form	Allow an entry to provide available timeslots for Clarification Meeting	Qwest—Judy Schultz	CLOSED Nov 1	Form has been updated to for CLECs to provide available timeslots for the Clarification Meeting.
128	Issue	Oct 16 Meeting	CR Initiation Process	When does a CR become the responsibility of the CMP community vs. the CR originator?	Core Team	CLOSED Oct 16	A CR becomes the responsibility of the CMP community when Qwest provides a response to that CR.
129	Action	Oct 16 Meeting	Master Redlined	Mark the framework as	Qwest—Jeri Mahler	CLOSED Oct 16	Master Redlined document is now marked "Interim Draft"

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 13, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
			Framework	"interim draft"			
130	Issue	Oct 16 Meeting	CR Initiation Process—Product/ Process	What is the timeframe when Qwest provides a notice on a CR response and be able to post on the website?	Qwest—Judy Schultz	CLOSED Nov 1	Language under interim CR Initiation Process
134	Issue	Oct 16 Meeting	OSS Interface Releases	How many releases will Qwest implement in a calendar year—will it implement no more than 4 major releases? And does this apply to GUI implementation?	Qwest—Judy Schultz	CLOSED Nov 1	Language under Change to Existing Interfaces • Application-to-application • GUI
135	Issue	Oct 30 Meeting	Issue	What is the process for Qwest-initiated CR that are non-regulatory mandated changes?	Core Team	CLOSED Oct 30	COMPLETED: CR Initiation Process addresses both Qwest and CLEC initiated CRs that are non-regulatory changes.
136	Issue	Oct 30 Meeting	Redesign Meeting Minutes	What is the timeframe CMP Redesign meeting minutes?	Core Team	CLOSED Oct 30	DECISION: • For 1-day Sessions: Qwest to provide draft meeting minutes no later than 5 business days for Core Team to review • For 2 or more days Sessions: Qwest to provide draft minutes no later than 7 business days for Core Team review • Participant Feedback: same as above

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 13, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							• Qwest to distribute and post Final meeting minutes within 2 business days after comments are due from participants.
144	Issue	Oct 30 Meeting	Change to An Existing OSS Interface	Provide language to address the earliest conversion time to the newly IMA-EDI release is the weekend after the Release Production Date.	Jeff Thompson/ Mitch Menezes/ Beth Woodcock	CLOSED Oct 30	COMPLETED: Language under Changes to An Existing OSS Interface
147	Issue	Oct 30 Meeting	OSS Interface CR Initiation	Develop narrative to reflect actual timeline to Qwest proposed Candidate List process.	Qwest—Jeff Thompson	CLOSED Oct 30	COMPLETED: Language: OSS Interface CR Initiation Process
154	Action	Oct 31 Meeting	Qwest Considers CLEC Comments in Final Notice	Insert language pertaining to Qwest will consider CLEC comments/ concerns into the Final Notice.	Qwest—Jeff Thompson	CLOSED Oct 31	COMPLETED: Language: Introduction of a New OSS Interface.
155	Action	Oct 31 Meeting	Reformat Proposed Language	Reformat the Retirement of an OSS Interface to separate GUI language from application-to-application.	Qwest—Judy Schultz	CLOSED Nov 1	COMPLETED: Language: reformatted Retirement of an OSS Interface.
157	Issue	Nov 1 Meeting	Same Time Availability of	Develop language to ensure comparable functionality for IMA	Qwest—Jeff Thompson	CLOSED Nov 1	COMPLETED: Language: Change to An Existing OSS Interface

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 13, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
			Comparable Functionality for IMA EDI and GUI	EDI users are available at the same time as IMA GUI users.			
159	Action	Nov 1 Meeting	New OSS Interface	Add language: With a new OSS interface, Qwest and CLECs may define the scope of functionality introduced as part of that interface."	Qwest—Jeff Thompson	CLOSED Nov 1	COMPLETED: Language: Introduction of A New OSS Interface
160	Action	Nov 1 Meeting	OSS Interface CR Initiation Process	Add picture or listings of timeline milestones.	Qwest—Jeff Thompson	CLOSED Nov 1	COMPLETED: Language: OSS Interface CR Initiation Process
161	Action	Nov 1 Meeting	Proposed Language Documents	Provide Core Team members and participants with the redlined proposed language documents: • New OSS Interface and OSS Interface CR Initiation: Re-do timelines to align with narrative; send redlined to team (Maher by Nov 2); team to review and provide comments (by Wed, Nov 7); insert language into the Master Redlined Framework with CLEC comments (for	Qwest—Jim Maher and Core Team	CLOSED Nov 7	Documents are posted on the web site.

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				next meeting distribution); modify Qwest internal M&P (Schultz) • Retirement of OSS Interfaces: send redlined to team (Maher by Nov 2); insert language into the Master Redlined Framework with CLEC comments (for next meeting distribution); modify Qwest internal M&P (Schultz)			
164	Action	Nov 1 Meeting	CR Initiation Form	Update CR Form: Change "submitted by" and "submitter" to "originator" and "originated by" respectively.	Qwest—MarkRouth	CLOSED Nov 13	CR Form has been updated and will be presented at the general CMP meetings on 11/14 and 11/15.
165	Action	Nov 1 Meeting	CR Initiation Form	List out ancillary products and correct "operations" to "Operator Services." Also, remove INP.	Qwest—Matt Rossi	CLOSED Nov 13	CR Form has been updated and will be presented at the general CMP meetings on 11/14 and 11/15.
166	Issue	Nov 1 Meeting	Source Information for Regulatory Mandate	Qwest needs to provide the source with timeline (e.g., effective date and implementation date) for Regulatory changes.	Qwest—Judy Schultz	CLOSED Nov 1	DECISION: Qwest will provide source information for Regulatory types of changes.

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

Revised—November 13, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
			CRs				

CONTINUATION

[30]

Scan ~ ~ # Pgs [ ]

REDLINED LANGUAGE FOR REGULATORY CHANGE:

A ~~Type 2~~Regulatory change is (1) mandated by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority, or state and federal courts, or (2) a change intended to improve Qwest's performance where that performance is measured by a Performance Indicator Definition ("PID") that is subject to a Performance Assurance Plan ("PAP") in any state in Qwest's 14 state local serving region. Regulatory changes are not voluntary but are requisite to comply with newly passed legislation, regulatory requirements, ~~or~~ court rulings, or PAPs. Either the CLEC or Qwest may initiate the change request. A change request for a PAP-related performance improvement must identify the PID(s) to which the change request applies and the PAP(s) that include the PID(s), and must state how the requested change is expected to improve PID results.

LANGUAGE TO BE INSERTED AT END OF PRIORITIZATION SECTION:

IV. Prioritization of Regulatory and Industry Guideline Changes

Regulatory and Industry Guideline changes, as defined in Section T above, are not voluntary, but are required to comply with newly passed legislation, regulatory requirements, court rulings, PAPs, or industry guidelines. Qwest is required to implement these changes within a designated timeframe. Therefore, separate procedures are required for prioritization of CRs requesting Regulatory and Industry Guideline changes to ensure that Qwest can comply with the required implementation date.

For Regulatory changes arising from newly passed legislation, regulatory requirements, court rulings, or PAP, Qwest will implement changes no later than the time specified in the legislation, regulatory requirement, court ruling, or PAP; if no time is specified, Qwest will implement the change as soon as practicable. For Regulatory changes arising from a PAP, Qwest will implement changes no later than the date on which the applicable standard becomes effective. After the legislation, regulatory requirement, court ruling, or applicable standard in a PAP becomes effective, Qwest will implement Regulatory changes as soon as practicable.

For Industry Guideline changes, Qwest will use the national implementation timeline, if any. If no national implementation timeline is specified, Qwest will implement any related changes as soon as practicable, taking into account the benefit of the guideline change and CLEC input regarding the implementation timeline.

Where an implementation date is specified for a Regulatory or Industry Guideline change, there may be one or more releases prior to the last release before the required implementation date in which Qwest could implement a Regulatory or Industry Guideline change. For each of these CRs, Qwest will determine the scheduled releases in which the Regulatory or Industry Guideline CR could be

implemented, based on the required implementation date, the development cycle, resource allocation, and other scheduled Regulatory or Industry Guideline CRs. At the monthly CMP meeting where the Regulatory or Industry Guideline CR is presented, Qwest will advise CLECs of the possible scheduled releases in which Qwest could implement the CR. If Qwest determines that there is more than one release in which Qwest could implement a Regulatory or Industry Guideline CR, the prioritization process outlined above applies to any possible releases before the latest release in which Qwest could implement the CR. If the Regulatory or Industry Guideline CR is not included in a prior release, it will be implemented in the latest release specified by Qwest.

Qwest Proposed CR Prioritization Language—10-08-01 Revised 11-01-01

PRIORITIZATION

I. *Prioritization Review*

The prioritization review provides the forum for reviewing and prioritizing Type 6 and Type 5 an opportunity for CLECs to prioritize CLEC and Qwest originated OSS Interface change requests (CRs). CRs resulting from Industry Guideline Changes and Regulatory Changes are not included in Prioritization. [see action item on proposed changes to Regulatory CRs –including those that are associated with PIDs – EL (QWEST COMMENT: PER THE REDESIGN TEAM, QWEST WAS WANTING TO PRIORITIZE AS WELL. THE INDUSTRY GUIDELINE AND REGULATORY CHANGES ARE UNDER REVIEW STILL. THE THRUST OF THE NEGOTIATIONS SURROUNDED DEFINED IMPLEMENTATION REQUIREMENTS (LSOG DATES VS. REGULATORY MANDATES). IF THERE WASN'T ONE, OR THE DATES WERE BEYOND THE NEXT IMPACTED RELEASE, THESE CHANGES SHOULD BE MADE PART OF THE PRIORITIZATION PROCESS. PAP CHANGES SHOULD NOT BE CONSIDERED REGULATORY BECAUSE QWEST TRULY ISN'T OBLIGATED TO FIX THE PROBLEMS, THEY COULD SIMPLY CHOOSE TO PAY THE PENALTIES AND CONSIDER COST OF DOING BUSINESS.) AT&T Comment: this action item should include Qwest responding to the CLEC proposal as to how regulatory and industry guideline changes subject to prioritization provided that the mandatory implementation date would be met.]

At the Monthly Systems CMP Meeting, Qwest will facilitate the clarification discussion meetingfor each CR. Both CLECs and Qwest should have appropriate subject matter experts in attendance. Meetings will be held quarterly, or more frequently if needed and are open to all CLECs. All eligible [define in terms] CRs for prioritization for a specific release will be reviewed and discussed during the monthly Systems CMP Meeting prior to each CLEC submitting its prioritization vote. The review and discussion meetings are open to all CLECs. The prioritization review objectives are to:

- *Introduce newly initiated CLEC and provider Qwest OSS Interface change requests.*
- *Allow CLECs and Qwest to prioritize eligible Qwest and CLEC initiated new OSS Interface change requests and re-rate existing change requests by providing specific input as to the relative importance that CLECs, as a group, assign to each such change request.*
- *Provide status on outstanding CLEC and provider change requests.*

---

[1] Eligible CR's are Qwest and CLEC initiated CR's as defined in Section 5. AT&T Comment: this will change depending on how we resolve regulatory and industry guideline changes]

Qwest will distribute all materials five (5) seven (7) calendar days prior to the prioritization review. The materials will include:

- *Agenda*
- *Summary document of all CR candidates eligible to prioritize. (Appendix XXX - Sample - IMA XXX Candidates for Prioritization list) [AT&T Comment: Mark Routh indicated at the meeting that this form is not the right one]*
- *Prioritized spreadsheet of CLEC and Qwest submitted change requests*
- *Spreadsheet of change requests pending initial rating and re-rating (see Appendix B)*
- *New change requests as submitted by attending CLEC or Qwest*

[WCOM COMMENT: WE SHOULD DEFINE HOW OFTEN PRIORITIZATION TAKES PLACE. THIS DOCUMENT INDICATES IT IS DONE PRIOR TO EACH MAJOR RELEASE, BUT HOW OFTEN IS THERE A SCHEDULED MEETING WHEN THESE WILL TAKE PLACE. IE. DURING WHICH MONTHLY MEETINGS WILL CLECS BE ASKED TO PRIORITIZE CRS SO THEY CAN BE CONSIDERED FOR THE NEXT RELEASE.]

II. *Prioritization Process*

Before each major release Qwest will facilitate the prioritization of all CRs eligible for Prioritization at the Systems CMP Meetings. Following the CMP Meeting, Qwest will distribute the prioritization list for review. No more than threeseven (37) businesscalendar days following Qwest's distribution of the prioritization list, CMP Meeting CLECs and Qwest (see Section xx) may submit their prioritization worksheets via email. No later than twoseven (27) businesscalendar days following the submission of rankingCLEC votes, Qwest will tabulate all ranking CLEC votes, and the resulting prioritization of CRs to the CLECs, and will announce the results at the next scheduled CMP Monthly Meeting a conference call to review the results. Qwest will then begin formulating the level of effort of the CRs that were prioritized by the CLECs and Qwest. [WCOM COMMENT: WILL QWEST WAIT UNTIL AFTER THE CMP MONTHLY MEETING TO BEGIN FORMULATING LEVEL OF EFFORT? DURING LAST WEEKS MEETING, JEFF THOMPSON INDICATED THAT A PRELIMINARY "GUESSTIMATE" WAS DONE TO EVALUATE LEVEL OF EFFORT PRIOR TO PRIORITIZTION. WCOM PROPOSES THAT QWEST SHARE THIS INFORMATION PRIOR TO PRIORITIZATION BEGINS. IT WOULD ALSO BE GOOD TO KNOW HOW MUCH "ROOM" THERE IS IN EACH RELEASE TO KNOW HOW MANY CR'S CAN BE INCLUDED AND HAVE A MORE REALISTIC VIEW CONSIDERING EFFORT LEVELS.]

During the subsequent CMP Monthly Meeting following the conference call meeting, Qwest will present a cumulative overview (ranking) of the CRs based on the level of effort of the prioritized CRs from which the CLECs will make a final selection by consensus or if consensus cannot be reached, a vote. Qwest will use the final selection to determine the list of

~~Release Candidates for the next OSS interface release. Based on the outcome of the final ranking vote of the 6 candidates, a finalized change candidate list is produced. Qwest is authorized to produce based on the ranking responses received by the deadline. Either a qualified majority of clecs is required to establish the prioritization. During the review, the initiators will present their new change request and any requests for re-rate. This will be followed by a question and answer session. After all presentations are complete, the voting of change requests will begin.~~

~~Re-rate requests will only be accepted from CLECs who participated in the initial voting. Once a re-rate is requested, all CLECs participating at the subsequent meeting can submit a vote.~~

~~CLECs may request and vote a modification to a new change request or the prioritization review of agreed to by the originating CLEC. The originating CLEC must update the change request with the agreed upon modification.~~

~~III.~~ Voting

~~In those instances in which a vote is necessary to prioritize the relative ranking of the CLEC's change requests the following conditions shall be applicable.~~

~~III.1 For A New Interface~~
~~A Qualified CLEC must have a signed interconnection agreement in place with the implementation schedule for such an OSS interface and plan to be the first user of the interface that is being replaced by a new release or be the first user for the OSS interface that is being introduced into the OSS release.~~

~~III.2 Changes to Any Existing OSS Interface~~
~~A Qualified CLEC must:~~
- ~~Be in production on the affected OSS interface the previous month. The CLEC must have issued less than a specified number of LSRs in the previous month on the affected OSS interface.~~
- ~~If the CLEC is not in production on the affected OSS interface then~~
  - ~~For an upgrade to an existing interface, the CLEC must be in the review and have an agreed upon implementation schedule in place.~~
  - ~~For a GUI interface, the CLEC must have submitted a request for training.~~

~~III. Ranking Voting~~
~~Ranking Voting should be conducted according to the following guidelines:~~

- A CLEC must either be using the interface impacted by the change request or have a Letter of Intent to use the interface on file with Qwest to participate in the vote.
- Each CLEC and Qwest may submit one numbered ranking of the Release Candidate List. It is allowed one vote per company per change request. Corporate entity includes all affiliates. Affiliate means a company that directly or indirectly owns or controls a party or is owned or controlled by, or is under common ownership or control with, another company. For purposes of this provision, the term "ownership" means an equity interest for the equivalent thereof of more than 50 percent and should have one representative responsible to provide a ranking. The completed ranking/prioritization vote must/should be submitted by the primary Point of Contact (POC), CMP Team Representative or the secondary CMP POC, or CMP Team Representative designated Alternate. Each CLEC can only assign a ranking to a change request in the prioritization review. A ranking will not be assigned outside of the prioritization review. The ranking completed prioritization vote will be submitted to the Qwest Systems CMP Manager in accordance with the guidelines described in Section X - above. Refer to Appendix X - **(AT&T Comment) Ranking Form Qwest CMP PRIORITIZATION PROCESS EXAMPLE.**
- CLECs may only provide a ranking at the meeting where the new change request is introduced. CLECs that were not present at that meeting may not submit ratings at subsequent meetings, unless there is a request to re-rate.
- A CLEC may delegate the vote to an authorized agent acting on its behalf by providing a letter of authority.
- Qwest and each CLECEach participating CLEC ranks each change request on the Release Candidate List by providing a rank from 1 up to 5 (high) point value from 1 through n, where n is the total number of CRs being prioritized. The highest point value should be assigned to the CR that Qwest and the CLECs prefer to be implemented first. The total points will be calculated by the Qwest Systems CMP Manager and the results will be distributed to the CLECs in accordance with the Prioritization Process guidelines described in Section X - above. **(AT&T Comment) Refer to Appendix X – Qwest CMP Prioritization Process Example.**
- CLECs can defer/pass on voting. A voting of defer or pass will not be averaged in the overall ratings for that change request.

CONTINUATION

[31]

Scan ~ ~ # Pages [ ]

Appendix A - IMA XXX Candidates for Prioritization List — [ACTION]

Record Number	*Rank*	*CR System*	*Title*	*Submitting Company*	*Description Of Change*
1	000 - Carryover from 9.0	25497 IMA Common	Include summary USOC(s) in EOC	Qwest	Providers are requesting a summary of the order by USOC to be included with the EOC so that errors can be identified and corrected before the order completes.
2	000	5406697 IMA GUI	CLECs require availability to view completed LSR information in IMA GUI	Verizon	Currently CLECs are unable to view any service order information for a completed LSR within IMA GUI even without the IMA system being purged per retranmittal requirements. The current restrictions on CLECs are unable to obtain order information, whether it is for billing purposes, dispute of service delivery, [illegible] CLECs need to be given the ability to view their submitted [illegible] information as it was sent to them. This request is looking at the order [illegible] currently being able to access the type of information as [illegible] CLECs would like to have a simple, a request by any LSR [illegible] the order, or type and date of the order to see the actual [illegible] to either sure that the delivery dates are met and that the request is submitted as requested.
3	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
4	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

APPENDIX B: Qwest CMP PRIORITIZATION PROCESS EXAMPLE [ACTION]

CR#	Title	System	Originator	Description	CLEC #1	CLEC #2	CLEC #3	CLEC #4	CLEC #5	Total
SCR010101-1	Check for additional redundant EDI auto-push transactions	EDI	AT&T	With CR 17894 90% of the redundant EDI auto-push transactions were removed. This CR will look at the need to remove other redundant transactions at a later time.						
SCR013001-1	CICMP Release 4.5b3070 - Create a Separate Field For Line Numbers in EDI Responses	GUI	Rochelle	Currently, line reference numbers for multi-loop orders are returned embedded in the message text in the detail section of EDI responses (SSSFatal, WSFatal, SOLJEOP) from Qwest. While the line numbers are displayable by parsing/human, placing this information in its own field (ORDER NUM/LINE NUM) in the EDI response will enable automated flow through of orders.						

CONTINUATION

[32]

Scan # Pgs [ ]

Qwest Proposed Interface Testing Language Updated 11-13-01

APPLICATION - to - APPLICATION INTERFACE TESTING

Qwest will provides a separate Customer Test Environment (CTE) for the testing of transaction based application-to-application interfaces for pre-order, and order, and maintenance/repair. The CTE will be developed for each major release and updated for each point release that has changes that were disclosed but not implemented as part of the major release. Qwest will provide test files for bank/fin interfaces (e.g. IABS, Billing. There are two types of testing: Qwest provides initial release upgrade interface testing and migration testing (from one version to the next [see section 10 #182]) production support for all types of OSS Interface change requests. New release Such testing provides the opportunity to test the code associated with releases for Typesthose OSS Interface2 through 5 change requests. The CTE will also provide the opportunity for regression testing of OSS Interface functionality. Production support testing allows CLECs and Qwest to test changes made as a result of Type 1 change request implementation.

I.I.1 New Release & Production Support Testing Processin the CLEC Test Environment (CTE)

Qwest will send an industry notification, including notice scheduled (see section V. Changes to Existing Interfaces), to CLECs as they are identified that have elected to participate in the test. CLECs wishing to test with Qwest pursuant to the new release will participate in at least one joint planning session and discuss:

- Connectivity (required)
- Firewall and Protocol Testing (required)
- Controlled Production (required)
- Production Turn-up (required)
- Test Schedule (required)

should make arrangements with Qwest When applicable, CLEC and Qwest will perform interface testing, as mutually agreed upon and documented in a negotiation process. The joint CLEC-Qwest test plan may also include some or all of the following based on type of testing requested:

- Requirements Review
- Test Data Development
- Progression Testing Phase

Each testing CLEC will meet with Qwest and agree on its own set of test scenarios that will be included in the test and the test schedule. Qwest will communicate mutually agreed upon changes to the test schedule. CLECs are responsible for establishing and maintaining connectivity to the CTE. Provided a CLEC uses the same connectivity arrangement as it uses in production, the CLEC should, in general, experience minimum effort in moving to production. However, tThe CTE environment is not intended for volume testing.

~~*This section provides information regarding the CTE and the procedures for new release and Production Support testing.*~~

~~*The CTE is a separate environment that contains the applications to application-to-application and gateway applications for preordering and ordering. This environment is used for CLEC testing – both new release testing and new entrant testing. CLECs are responsible for establishing and maintaining connectivity into the CTE. Provided a CLEC uses the same connectivity option as it uses in production, the CLEC should to generally experience response times similar to production. However, this environment is not intended for volume testing. The CTE contains the appropriate applications for pre-ordering and Local Service Request (LSR) ordering up to and including the service order processor.*~~

~~*Any special procedures required due to geographical or system differences will be reviewed with the participating CLEC prior to the implementation of their testing plan.*~~

~~*II.New Release Testing*~~

~~*New release testing is the process CLECs use to test an upcoming Qwest release that impacts the interface and business rules between CLECs and Qwest.*~~

~~*III.Getting Ready for the New Release Testing*~~

~~*CLECs should be notified of the content of the release through the change management process. CLECs should review the content of the release and determine if they want to participate in the test and what transactions they would like to submit as part of the test.*~~

~~*Qwest will send an industry notification, including testing schedules, to CLECs so they may determine their intent to participate in the test. CLECs wishing to participate in the test should make arrangements with Qwest testing coordinator. Qwest will publish changes to the schedule.*~~

~~*IV.Production Support Testing*~~

~~*Production Support testing occurs in a production like environment and is separate from new entrant testing. New entrant testing is intended for those CLECs that are not currently in production or that want to test new ordering or pre-ordering transactions for which they have not been through testing.*~~

CONTINUATION

[33]

Scan ~ ~ # Pages [ ]

CLEC-Qwest Change Management Process Re-design **ATTACHMENT 7**

SCHEDULE OF WORKING SESSIONS

Revised—November 13, 2001

UPCOMING WORKING SESSIONS

Dates/Time	Location	Element
DATE: Tues., Nov 27, Wed., Nov 28, and Thurs., Nov 29 **TIME:** 9 am-5 pm **MT** 10 am-6 pm **CT** Conference bridge line: 1-877-847-0304 (Passcode 7101617#)	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• Prioritization of OSS Change Requests (Regulatory and Industry Guideline Changes) • Interface Testing • Production Support • Re-visit Master Redlined Framework sections for outstanding action items (i.e., Good Faith, CMP Web Site) • Re-visit Qwest-initiated CR Process • Proprietary Process (CR and Comments/Questions) • Review CLEC Impacting Definitions • Review Issues/Action Items Log, ATT Issues, WCOM Issues and others as presented • Determine elements for Product and Process CMP discussions (future sessions)
DATE: Mon., Dec 10 and Tues., Dec 11 **TIME:** 9 am-5 pm **MT** 10 am-6 pm **CT** Conference bridge line: 1-877-847-0304 (Passcode 7101617#)	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• Determine gaps and issues for the redlined CMP framework • Begin discussing elements from the gap matrix, if time permits

Note: Agenda will include standing items: Review Open Action Items, Review Issues/Action Items Log, Final Meeting Minutes from the previous session, and Set Continuing Agenda for the next working session. Call bridge open the end of each meeting will be dedicated to the CLEC community to address their issues, if needed.

CLEC-Qwest Change Management Process Re-design **ATTACHMENT 7**

SCHEDULE OF WORKING SESSIONS

Revised—November 13, 2001

WORKING SESSIONS ALREADY HELD

Dates/Time	Location	Element
Thursday, July 11—COMPLETED	1801 California Street, Denver, CO	• Kickoff
Thursday, July 19—COMPLETED	1801 California Street Denver, CO	• Introduction • Scope • Administration—Managing the Change Management Process
Tuesday, August 7 and Wednesday, August 8—COMPLETED	1801 California Street Denver, CO	• Performance Measurements (informational) • Notification Process • Distribution List • Web Site • Tracking (e.g., CR and RN status definition, naming convention)
Tuesday, August 14 and Thursday, August 16—COMPLETED	1005 – 17th Street, 1st Floor, Junior Board Room Denver, CO	• Managed Changes—Existing (including Types of Change)—to be continued • Prioritization—re-scheduled • Exception Process (added by Qwest after 7/19 meeting)—re-scheduled
Wednesday, Sep 5 and Thursday, Sep 6—COMPLETED	1801 California Street 23rd Floor, Executive Conference Room, Denver, CO	• Interim Exception Process • Managed Changes—Existing (including Types of Change)—re-scheduled • Prioritization—re-scheduled • Exception Process—re-scheduled
Tuesday, Sep 18 and Thursday, Sep 20—COMPLETED	1801 California Street 23rd Floor, Executive Conference Room, Denver, CO	• Escalation and Dispute Resolution Process • Re-visit Introduction and Scope (continuing on Oct 2) • Managed Changes—Existing (including Types of

Note: Agenda will include meeting notes—Qwest to post for CLEC review, review notes, review outstanding issues from Meeting Minutes of the previous session, and Next Steps/Agenda for the next working session. Qwest to provide the call-in and web meeting info to the CLEC community in advance of their respective meeting.

SCHEDULE OF WORKING SESSIONS

Revised—November 13, 2001

Dates/Time	Location	Element
		Change)—to be continued • Release Requirements (e.g., Initial, Walk-through, Comment Cycle, Final, Release Testing)—re-scheduled due to agenda changes • Prioritization—re-scheduled due to agenda changes • Exception Process—re-scheduled due to agenda changes

SCHEDULE OF WORKING SESSIONS

Revised—November 13, 2001

WORKING SESSIONS ALREADY HELD (continued)

Dates/Time	Location	Element
Tuesday, Oct 2 and Wednesday, Oct 3—COMPLETED	200 South 5th Street, 1st Floor, Multi-purpose Room, Minneapolis, Minnesota and 1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• Qwest's 271 Status Report to CO PUC • Introduction and Scope • Change Request Initiation (continue on Oct 16) • Changes to an Existing Interface (rescheduled)
Tues., Oct 16—COMPLETED	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• Change Request Initiation (CLEC and Qwest) • Changes to an Existing Interface (to be continued) – Application-to-Application – Graphical User Interface • Prioritization of OSS Change Requests—rescheduled
Tues., Oct 30, Wed., Oct 31, and Thurs., Nov 1—COMPLETED	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• OSS Interface Change Request Initiation • Changes to an Existing Interface and Requirements Review (continue) – Application-to-Application – Graphical User Interface • Prioritization of OSS Change Requests (to be continued) • Introduction of a New Interface • Retirement of an Existing Interface • Interface Testing (rescheduled) • Production Support (rescheduled) • Training (rescheduled) • Re-visit the CMP Web Site section (rescheduled) • Managing the CMP (rescheduled) • Determine elements for Product and Process CMP

Notes: Agenda and initial meeting notes may be found in Matrix. Some notes may be in Word and be posted with Meeting Minutes and the previous agenda and Matrix. Agenda and notes may be found on the CMP Web Site under "Upcoming and Past Meetings" or "Archives" (once Archived).

CLEC-Qwest Change Management Process Re-design **ATTACHMENT 7**

SCHEDULE OF WORKING SESSIONS

Revised—November 13, 2001

Dates/Time	Location	Element
		discussions (future sessions)—rescheduled

CLEC-Qwest Change Management Process Re-design **ATTACHMENT 7**

SCHEDULE OF WORKING SESSIONS

Revised – November 13, 2001

WORKING SESSIONS ALREADY HELD (continued)

Dates/Time	Location	Element
Tues., Nov 13—COMPLETED	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• Prioritization of OSS Change Requests (Regulatory and Industry Guideline Changes)—to continue • Interface Testing—to continue • Production Support--rescheduled • Re-visit Master Redlined Framework sections for outstanding action items (i.e., Proprietary Process, Good Faith, CMP Web Site) –rescheduled • Determine elements for Product and Process CMP discussions (future sessions)—rescheduled

CLEC Qwest Change Management Process Re-design
SCHEDULE OF WORKING SESSIONS
Revised: November 30, 2006

Exhibit 5

UPCOMING WORKING SESSIONS

Dates/Time	Location	Element
DATE: Mon. Dec 10 and Tues. Dec 11 **TIME:** 10 am-5 pm MT on Mon 9am-5 pm MT on Tues Conference bridge line: 1-877-847-0304 (Passcode 7101617#)	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• Continue discussing elements for OSS Interfaces
DATE: Tue. Jan 22, Wed. Jan 23, and Thurs. Jan 24 **TIME:** 10 am-5 pm MT on Tue 9 am-5 pm MT on Wed, Thurs Conference bridge line: 1-877-847-0304 (Passcode 7101617#)	(to be determined)	• Determine gaps and issues for the redlined CMP framework • Begin discussing elements from the gap matrix, if time permits
DATE: Tue. Feb 5, Wed. Feb 6, and Thurs. Feb 7 **TIME:** 10 am-5 pm MT on Tue 9 am-5 pm MT on Wed, Thurs Conference bridge line: 1-877-847-0304 (Passcode 7101617#)	(to be determined)	• (to be determined)
DATE: Tue. Feb 19 **TIME:** 10 am-5 pm MT Conference bridge line: 1-877-847-0304 (Passcode 7101617#)	(to be determined)	• (to be determined)

Note: Agenda will include standing items – Review Core Team participation, Issue/Action Items, Review redlined document, Final Meeting Minutes from the previous session, and Set/Confirm agenda for the next working session. A half hour towards the end of each meeting will be dedicated to the CLEC community to address their issues, if needed.

CLEC-Qwest Change Management Process Re-design
SCHEDULE OF WORKING SESSIONS
Revised – November 22, 2005

Exhibit 5

WORKING SESSIONS ALREADY HELD

Dates/Time	Location	Element
Thursday, July 11—COMPLETED	1801 California Street, Denver, CO	• Kickoff
Thursday, July 19—COMPLETED	1801 California Street Denver, CO	• Introduction • Scope • Administration—Managing the Change Management Process
Tuesday, August 7 and Wednesday, August 8—COMPLETED	1801 California Street Denver, CO	• Performance Measurements (informational) • Notification Process • Distribution List • Web Site • Tracking (e.g., CR and RN status definition, naming convention)
Tuesday, August 14 and Thursday, August 16—COMPLETED	1005 – 17th Street, 1st Floor, Junior Board Room Denver, CO	• Managed Changes—Existing (including Types of Change)—to be continued • Prioritization—re-scheduled • Exception Process (added by Qwest after 7/19 meeting)—re-scheduled
Wednesday, Sep 5 and Thursday, Sep 6—COMPLETED	1801 California Street 23rd Floor, Executive Conference Room, Denver, CO	• Interim Exception Process • Managed Changes—Existing (including Types of Change)—re-scheduled • Prioritization—re-scheduled • Exception Process—re-scheduled
Tuesday, Sep 18 and Thursday, Sep 20—COMPLETED	1801 California Street 23rd Floor, Executive Conference Room, Denver, CO	• Escalation and Dispute Resolution Process • Re-visit Introduction and Scope (continuing on Oct 2) • Managed Changes—Existing (including Types of Change)—to be continued • Release Requirements (e.g., Initial, Walk-through, Comment Cycle, Final, Release Testing)—re-scheduled due to agenda changes • Prioritization—re-scheduled due to agenda changes • Exception Process—re-scheduled due to agenda changes

Note: Agenda will include standing items – Review Core Team participation, Issue Action Items, Review redlined document, Final Meeting Minutes from the previous session, and Set Confirm agenda for the next working session. A half hour towards the end of each meeting will be dedicated to the CLEC community to address their issues, if needed.

CLEC-Qwest Change Management Process Re-design
SCHEDULE OF WORKING SESSIONS
Revised—November 29, 2001

EXHIBIT C

WORKING SESSIONS ALREADY HELD (continued)

Dates/Time	Location	Element
Tuesday, Oct 2 and Wednesday, Oct 3—COMPLETED	200 South 5th Street, 1st Floor, Multi-purpose Room, Minneapolis, Minnesota and 1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• Qwest's 271 Status Report to CO PUC • Introduction and Scope • Change Request Initiation (continue on Oct 16) • Changes to an Existing Interface (rescheduled)
Tues., Oct 16—COMPLETED	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• Change Request Initiation (CLEC and Qwest) • Changes to an Existing Interface (to be continued) – Application-to-Application – Graphical User Interface • Prioritization of OSS Change Requests—rescheduled
Tues., Oct 30, Wed., Oct 31, and Thurs., Nov 1—COMPLETED	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• OSS Interface Change Request Initiation • Changes to an Existing Interface and Requirements Review (continue) – Application-to-Application – Graphical User Interface • Prioritization of OSS Change Requests (to be continued) • Introduction of a New Interface • Retirement of an Existing Interface • Interface Testing (rescheduled) • Production Support (rescheduled) • Training (rescheduled) • Re-visit the CMP Web Site section (rescheduled) • Managing the CMP (rescheduled) • Determine elements for Product and Process CMP discussions (future sessions)—rescheduled

Note: Agenda will include Opening Items, Review of Last Time's Action Items, Review of Planned Agreement, Final Meeting Minutes from the previous session, and Next Meeting Agenda for the next meeting session. A toll-free number will be provided for the CLEC community to address their issues, if needed.

CLEC-Qwest Change Management Process Re-design
SCHEDULE OF WORKING SESSIONS
Revised--September 29, 2001

EXHIBIT C

WORKING SESSIONS ALREADY HELD (continued)

Dates/Time	Location	Element
Tues., Nov 13—COMPLETED	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• Prioritization of OSS Change Requests (Regulatory and Industry Guideline Changes)—to continue • Interface Testing—to continue • Production Support--rescheduled • Re-visit Master Redlined Framework sections for outstanding action items (i.e., Proprietary Process, Good Faith, CMP Web Site) –rescheduled • Determine elements for Product and Process CMP discussions (future sessions)—rescheduled
Tues., Nov 27, Wed., Nov 28, and Thurs., Nov 29—COMPLETED	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• Prioritization of OSS Change Requests (Regulatory and Industry Guideline Changes)—to continue • Interface Testing • Production Support—to continue • Re-visit Master Redlined Framework sections for outstanding action items (i.e., Good Faith, CMP Web Site)—ongoing • Re-visit Qwest-initiated CR Process—to continue • Proprietary Process (CR and Comments/Questions)—to continue • Review Not CLEC Impacting Definitions—to continue • Review Issues/Action Items Log, ATT Issues, WCOM Issues and others as presented—rescheduled • Determine elements for Product and Process CMP discussions (future sessions)

Note: Agenda will include standing items – Review Core Team participation, Issue Action Items, Review redlined document, Final Meeting Minutes from the previous session, and Set Conference agenda for the next working session. A half hour towards the end of each meeting will be dedicated to the CLEC community to address their issues, if needed.

CONTINUATION

[34]

Scan ~ # Pgs [ ]

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF COLORADO

DOCKET NO. 97I-198T

IN THE MATTER OF THE INVESTIGATION INTO U S WEST COMMUNICATIONS, INC.'S COMPLIANCE WITH § 271(C) OF THE TELECOMMUNICATIONS ACT OF 1996

QWEST CORPORATION'S REPORT ON THE STATUS OF CHANGE MANAGEMENT PROCESS REDESIGN
--Eschelon's Comments, September 27, 2001, WorldCom Comments, September 28, 2001

Qwest Corporation hereby provides its second monthly status report regarding the meetings it has held with CLEC representatives regarding the redesign of Qwest's Change Management Process ("CMP").[1] Qwest proposes that CLECs and other parties to this proceeding be given a reasonable amount of time to file comments on this report, including comments regarding impasse issues identified in the report, if any. A date certain should also be set when Qwest should file its Status Report each month, so that responding parties may plan their schedules accordingly.

I. INTRODUCTION AND BACKGROUND

Qwest and the CLEC community are continuing to redesign the CMP to address key concerns regarding the process raised by CLECs in the CMP over time, as well as in the section 271 workshops, regarding Qwest's change management process.[2] Qwest appreciates and commends the CLECs' active participation in these working sessions. CLEC representatives and

[1] Qwest's CMP was formerly known as the "Co-Provider Industry Change Management Process" or "CICMP." The CLECs participating in that process chose to change the name to "Change Management Process."

[2] Qwest has established a website where it has posted the redesign minutes and other materials. The website address is www.qwest.com/wholesale/cmp/redesign.

Qwest have held ~~eight~~five full days of meetings since the last status report was filed. ~~In addition, discussions about redesign issues have been held in separate conference calls, and the parties have reviewed materials outside of the regularly scheduled CMP redesign meetings. The time and resource commitments required for the redesign effort are substantial. Although many open issues remain, the need for additional progress is not due to a lack of time commitment to the redesign effort.~~

As a general matter, the parties agreed to address CMP systems issues first, then address CMP product and process issues. The redesign process has resulted in the parties agreeing on interim solutions pending final approval on many ~~issues many issues some issues or sub-sets of issues~~. The interim implementation of processes ~~may~~ serves as a test of processes which are still under development or in need of refinement. Based on the trial implementation, further revisions can be made. In the first status report, Qwest noted that these issues included the scope of CMP, escalation and dispute resolution processes for the CMP, interim processes for change requests ("CRs") to be submitted by CLECs for systems issues, and CRs to be submitted by Qwest and CLECs relating to product and process issues. ~~Although it appeared that at least partial interim solutions had been developed relating to these issues, the interim trial implementation has helped the Parties identify additional work that needs to be done in each of these areas, such as:~~

~~Interim Scope of CMP: The Parties agreed that the Scope of CMP encompasses changes to products and processes (including manual) and OSS interfaces that affect system functions that support or affect the capabilities for local services provided by CLECs to their end users.[3] Based~~

[3] CLECs have indicated that they interpret the Scope language to include changes to Qwest retail systems or processes when those changes affect CLECs. For example, if a dramatic improvement was made to the raw loop data tool used by Qwest retail, ensuring that CLECs are aware of the change and a

on discussions since then and the Qwest-initiated CRs submitted (and not submitted) to date, however, the Parties have identified that further discussion is needed as to whether all issues within the Scope of CMP require use of CRs and, if not, the parameters for when CRs are required. The resolution of this issue may ultimately appear in the documentation in another section, such as the types of changes, but the relationship to Scope must be addressed. In addition, a CR submitted by Qwest relating to Additional Testing has raised the issue of whether rates are within the Scope of CMP. As part of Qwest's CR, Qwest included rates that Eschelon has not been able to locate in its interconnection agreements. Qwest did not provide cost support or authority for the rates in its CR.[4] The extent to which rates are within the Scope of the CMP needs to be addressed and, if part of the Scope, language needs to be developed with respect to this issue.

Interim Escalation and dispute resolution processes for the CMP. Questions have arisen as to when and how the escalation and dispute resolution processes for the CMP apply to Qwest. For example, Qwest submitted a CR in which Qwest stated an effective date for the change "request" in the CR. Although CLECs have objected to the requested change and its effective date, Qwest is nonetheless implementing the CR (including application of rates). The Parties have yet to discuss and agree upon the process for gaining consensus or approval of Qwest-initiated CRs. If Qwest can announce an effective date in a CR and unilaterally implement it over CLEC objection, submission of a CR is, in effect, no different from merely issuing a unilateral notification of a change. Moreover, the burden to escalate and invoke the dispute resolution process is shifted, in every case, to the CLEC. The parties need to address whether circumstances exist in which Qwest must invoke dispute resolution when CLECs do not agree with, or approve, a Qwest-initiated CR. The Core Team also needs to address whether the CR

---

comparable change is provided to CLECs would be within the scope of CMP. If Qwest disagrees, additional discussion will be needed with respect to this issue.

[4] The rates identified by Qwest in its CR are associated with activities that Eschelon also conducts and thus for which Eschelon could charge Qwest in similar circumstances. Whether and how either Qwest or CLEC rates may be the subject of CRs has yet to be addressed.

may become effective or the proposed effective date is suspended while the dispute is being resolved. As a separate matter, the Core Team has also identified a need to develop an escalation process for technical issues currently addressed by Qwest's IT wholesale systems help desk.[5]

Interim process for CRs to be submitted by CLECs for systems issues. In its First Status Report, Qwest reported that Qwest and CLECs had agreed "in principle" on an interim process for CRs to be submitted by CLECs for systems issues. The specifics of that process are still under discussion, and a permanent process needs to be agreed upon. A major part of the process for systems issues is prioritization, and prioritization is an open issue that is the subject of much discussion. Processes also need to be developed with respect to CRs submitted by Qwest for systems issues.

Interim process for CRs to be submitted by Qwest and CLECs relating to product and process issues. As indicated above, the Core Team members initially agreed to address systems issues first and then turn to product and process issues. Because of the volume of product and process changes being issued by Qwest in the form of general announcements (rather than CRs), however, CLECs asked to address this pressing aspect of the product and process issues early, on an interim and emergency basis, to get some relief until a fully developed permanent process could be put in place.[6] The large volume of changes appeared to relate to changes in product catalog or technical publication documentation that Qwest said were required by commissions

---

[5] A subcommittee has been formed to address this issue initially and to bring suggested solutions back to the entire Core Team. CLECs have raised concerns about the use of subcommittees to address issues that need to be fully discussed by the entire Core Team. Use of subcommittees for extended discussions ensures that not all Core Team members are exposed to the full discussions of the issues, requires duplicate time and effort of those members who are both on the subcommittee and on the Core Team, and extends the already aggressive time commitment required of CLECs to assist in redesigning Qwest's CMP. CLECs have agreed to make this additional time commitment with respect to the escalation process but have been ensured that doing so will not limit discussion and consideration of the full group, no binding decisions may be made by the subcommittee, and other issues, if any, considered for subcommittees will be limited to those the Core Team members agree are suited for such treatment.

[6] See "Written Summary Regarding Qwest's Proposed Process Changes for Qwest to Product, Process, and Technical Documentation" (9/25/01) at http://www.uswest.com/wholesale/cmp/redesign.html.

through 271 proceedings or OSS testing.[7] Qwest proposed a high-level interim process that would address such changes. Agreement is still needed as to the criteria for determining whether a change has been mandated by a regulatory body and the amount of information that must be provided with respect to the basis for claiming a CR is regulatory. Also, although Qwest's proposal referred to changes required by 271 proceedings or OSS testing, Qwest has since interpreted the interim process to also apply to other Qwest-initiated CRs (non-"regulatory" CRs). Also, a subcommittee was formed to develop a proposal for defining the categories of changes that must be subject to a CR and those subject to only a notification. Minutes were sent out of the first subcommittee meeting, but a promised follow-up meeting was not held, and the full Core Team did not review or adopt proposed language relating to circumstances when CR or notices were required. The Core Team needs to address these issues, as well as compliance with the process itself. For example, the interim process required that changes to product guides and technical publications would be red-lined to identify the changes, but CLECs have indicated that they do not believe this is being done. In addition to not agreeing to any party's entitlement at this time, the interim process simply does not address all of the issues that need to be addressed in the long term. For the permanent process in particular, the Core Team needs to address the full process for Qwest-initiated changes, including what level of consensus or CLEC approval is required and the process for obtaining it. Discussions of the overall, long-term process for product and process has not yet begun. Those discussions are scheduled to commence after the systems section.

Since the October 10, 2001 status report was filed(First Report, the parties have reached agreement on discussed and reached tentative agreement on some language relating to exception

---

[7] Some of the changes appear to relate to SGAT language, but not all CLECs have opted into SGAT. As discussed below, additional discussion is needed to reconcile the relationship between interconnection agreements and CRs. For example, what is the process when a Qwest-initiated process change directly conflicts with a provision in a CLEC interconnection agreement.

processing s to the process processing for OSS interfaces, product and process changes (with further discussions planned to clarify the exceptions process); OSS interface change request initiation process; process for introduction of a new OSS interface; process for changes to existing OSS interface process;[8] and process for retirement of an OSS interface. Because it is a difficult task to deal with multiple issues discretely at first, rather than in context (which must be done due to the number and complexity of the issues – one must begin somewhere), the language relating to these issues will be re-visited again when more of the document is completed and the issues can be evaluated in context. As the CMP meetings continue and some interim processes are tested, additional issues are being identified that will likely result in additional changes to this preliminary language. For example, with respect to the CR initiation process, CLECs have suggested that language needs to be developed to specify additional information that must be included as part of a Qwest initiated, regulatory, or industry guideline type of CR. To illustrate, the CR may need to state the specific citation to the provision of a regulatory order that is relied upon as the basis for a regulatory CR. In addition, the role of "clarification" discussions needs to be examined with respect to Qwest-initiated and other non-CLEC initiated CRs. When Qwest submitted a CR relating to additional testing, the CR contained less than a paragraph of information about the proposed change. Several conversations have had to occur to clarify the

[8] The agreed implementation timeline for changes an existing OSS interface provides, among other things, for Qwest to provide to CLECs draft technical specifications containing the information CLECs need to code the interface at least 73 calendar days prior to implementing a release, and affords the CLECs eighteen (18) calendar days from the initial publication of the draft technical specifications to provide written comments and/or questions relating to that documentation. Qwest will respond to CLEC comments and/or questions and sponsor a walk through meeting where CLECs' subject matter experts can ask questions of Qwest's technical team regarding specific requirements. Qwest will provide final release requirements no later than forty-five (45) calendar days from the implementation date. Qwest will also provide a thirty

change request. The Core Team needs to evaluate whether this is the best approach or another process should be used, and the process then needs to be added to the documentation.

III. AGREEMENTS REACHED LANGUAGE DISCUSSIONS AGREEMENTS REACHED ARE TRACKED IN THE INTERIM DRAFT MASTER REDLINED DOCUMENT

The parties agreed to use the OBF's Issue 2233 version 1 as a starting point for discussion and a working document. However, Issue 2233 version 1 does not address CRs relating to products and processes, and relates to OSS changes only. Therefore, the CMP participants will have to create language in the working document addressing product and process changes. Qwest is tracking the parties' agreements in that document, which is entitled "Interim Draft Master Redlined Document." A copy of this document, reflecting tentative agreements reached through the November 13, 2001 meeting, is attached hereto as Exhibit A. The parties have not agreed to all of the text in the Interim Draft Master Redlined Document. For ease of reference, the portions of this document that represent the parties' initial agreements are formatted in regular typeface, while the portions of the document that have not yet been discussed appear in italic font.

As noted previously, the terms "interim" and "draft" have special significance as they are used in the document title, "Interim Draft Master Redlined Document." The agreements agreed upon language presented in the Interim Draft Master Redlined Document represents are interim tentative agreements in that Qwest can implement those agreements as soon as practicable but will be subject to further review once additional issues are addressed and the document can be reviewed as a whole. To date, there has been confusion as to when Qwest is implementing some

---

(30) day test window for any CLEC that desires to jointly test with Qwest prior to the implementation date.

~~of these tentative understandings. CLECs have asked Qwest to more clearly present any proposals for interim implementation and to ensure that agreement is reached as to such implementation. At the same time, the~~ The tentative agreements remain in draft form ~~not only~~ because they are subject to contextual review later but also because they are subject to change throughout the redesign process. As noted earlier, interim implementation allows parties to observe the interim processes in operation, discuss them, and revise them as needed. At the end of the redesign process, the parties will review the document as a whole, ~~including language revised as a result of lessons learned from interim efforts,~~ and make necessary changes to ensure that the discrete agreements reached regarding different issues fit together into a cohesive and integrated whole. The effort to achieve an overall review will include ensure action items are captured and the language is compared to existing CMP documentation, the OBF document, the tables of contents, the Colorado 18 point issues list, CLEC initial comments, and any other barometers of whether all of the relevant issues have been addressed.

As discussed, t~~T~~he parties ~~have now~~ believed they had reached agreement in principle on an interim OSS interface change request initiation process,[9] which provideds that Qwest and CLECs both submit CRs to request changes to OSS interfaces for . ~~Both Qwest-initiated and CLEC-initiated OSS interface CRs follow the agreed process. See Exhibit A The process provides that Qwest will hold a clarification meeting to ensure that the intent of the CR is clear. All OSS interface CRs will be discussed and modified, if necessary, at the monthly CMP meetings. This process is incorporated in Exhibit A. Interim implementation has shown,~~

[9] Note that the interim process was limited to "initiation" of CRs and does not address the remaining stages of the process, such as the complicated issues of prioritizing and processing system CRs.

however, that additional aspects of this process need to be addressed. During the interim period when Qwest was to submit CRs for its proposed system changes, Qwest unilaterally announced that it had added an appointment scheduler for GUI users to a point release with a short implementation period. Point releases are not subject to prioritization. CLECs pointed out that Qwest's decision created a disparity between GUI and EDI users with respect to this issue. Qwest moved the appointment scheduler to the next full release (which also included a scheduler for EDI users). Qwest did not, however, submit a CR for the appointment scheduler or include the appointment scheduler in the vote. Qwest indicated that it believed the appointment scheduler would benefit CLECs, but the purpose of the vote is to allow CLECs to prioritize which beneficial CRs should be worked first. Instead, Qwest devoted resources to the appointment scheduler that could have been devoted to CRs prioritized higher by CLECs. In effect, the Qwest initiated change leap-frogged ahead of top priority CLEC initiated CRs, even though Qwest did not submit a CR requesting the systems change. This situation has raised questions that need to be addressed by the redesign team.

The parties have also reached agreement in principle on processes for the introduction of a new OSS interface, changes to an existing OSS interface, and retirement of an OSS interface. Each of these processes sets forth an agreed timeline for advance notification to CLECs and the opportunity for CLECs to provide input regarding new OSS interfaces, changes to existing OSS interfaces, and retirement of OSS interfaces. These processes are incorporated in Exhibit A.

The agreed implementation timeline for changes an existing OSS interface provides, among other things, for Qwest to provide to CLECs draft technical specifications containing the information CLECs need to code the interface at least 73 calendar days prior to implementing a release, and affords the CLECs eighteen (18) calendar days from the initial publication of the

draft technical specifications to provide written comments and/or questions relating to that documentation. Qwest will respond to CLEC comments and/or questions and sponsor a walk through meeting where CLECs' subject matter experts can ask questions of Qwest's technical team regarding specific requirements. Qwest will provide final release requirements no more than forty-five (45) calendar days from the implementation date. Qwest will also provide a thirty (30) day test window for any CLEC that desires to jointly test with Qwest prior to the implementation date.

II. ISSUES DISCUSSED IN CMP REDESIGN MEETINGS

In the meetings to date, the parties' discussions have touched on a wide range of issues. Many of those issues have resulted in action items or "placeholders" for discussions to be dealt with later. The Core Team needs to work through each of these issues at some point to be sure the concerns have been addressed. In response to CLEC concerns, the facilitator is making efforts to ensure that action items are captured in enough detail to include the context of the discussion so that the group is able to adequately address the issue at a later date. Copies of the meeting minutes from the July 11 through September 20, 2001 meetings were attached to the prior status report. Copies of the meeting minutes for the October 2, 3, 16, 30, 31 and November 1, 2001 meetings are attached here to as Exhibit B. Although meeting minutes have been distributed, the quality and timeliness of the minutes has been an issue of concern. Conversations are not transcribed, and the nature of the note-taking varies from meeting to meeting. Often, another meeting has taken place before draft minutes to the previous meeting are distributed. This makes meaningful review of the minutes difficult. Specifically, the parties have addressed the following issues on the Colorado Issue Log for Workshop No. 6 (1st Session), Section 12, General Terms and Conditions, CICMP, BFR, June 19-22, 2001.

Clarity and accessibility of Qwest CICMP documents (Issue CM-1). The parties have discussed the need and ability to clarify and make available Qwest's CMP documents. Qwest has agreed to CLEC requests to enhance the design of the CMP website to increase ease of navigation and locating specific documents. Work on this issue continues. For example, CRs in addition to those initiated by CLECs (Qwest-initiated, regulatory, and industry CRs) need to be added to the Qwest wholesale CMP website. In addition, additional discussions are planned relating to the agenda (such as meaning and handling of "walk on" items) and meeting materials to ensure that parties have adequate notice and opportunity to participate meaningfully on issues of importance to them.

Definition and adequacy of Qwest's escalation and dispute resolution process (Issue CM-2). The parties have discussed and agreed upon an escalation and dispute resolution process for the CMP. Those processes are set forth at pp. 33-35, 39-40 of Exhibit A. As described above, these agreements will remain in draft form until the conclusion of the redesign process in order to allow for any necessary adjustments. Also, as discussed above, additional issues have been identified for discussion and resolution.

Five categories of changes in SBC documents (Issue CM-3). While the parties have not fully discussed or reached agreement on the categories of changes to be included in Qwest's CMP, Exhibit A includes all four of the five categories of system changes included in SBC's documents. Those categories are listed in Exhibit A under the heading "Types of Changes" heading "Changes to Existing Interfaces." Qwest has already implemented the five categories of changes in its OSS CMP process. "Production Support" is not currently listed as a type of change, at Qwest's request. But, the production support language proposed by Qwest indicates that certain production support changes (at lower levels of severity) should be processed using a

CR. Therefore, tThe parties have not yet still need to addressed this issue and the proper handling of production support changes.[10]

As discussed, a number of open issues remain with respect to Qwest-initiated CRs. The parties also need to develop the process for Regulatory and Industry Guideline types of changes. As discussed above, the parties have also identified areas of disagreement about the process applicable to each type of change and are working through those issues. This includes everything from how much and what kind of information is required at CR initiation (such as the specific citation to the source of a regulatory change) to whether and when CRs are prioritized (including whether Qwest-initiated CRs require consensus or approval) and what kind of support the changes receive after implementation. Although the types of changes have been the subject of more discussion, the process applicable to each type of change for such issues remains to be worked out.

Performance measurements for change management (Issue CM-4). Performance measurements for CMP are being discussed in the ROC TAG and are not a subject of the redesign meetings. To date, the parties to the ROC TAG have agreed upon one new performance measurement, PO-16, which measures timeliness of release notifications. The ROC TAG discussions regarding other change management measures are continuing. Regarding post-271 PID changes (including additions/deletions) and performance assurance plan ("PAP") changes (including changes to PIDs in the PAP), CLECs have requested that this topic be discussed in the

[10] Although it may not ultimately be called "production support," the redesign team needs to develop a similar process for product and process issues that arise after implementation of a product and process change.

redesign sessions so that a collaborative decision can be reached on how to address such changes if the ROC TAG no longer exists.

Although the performance measurements themselves are not being discussed in CMP redesign, performance measurement issues have arisen. For example, the parties have had initial discussions of how and when changes to performance measurements will be made and whether this will be handled in any way through CMP. This issue has not been resolved or reduced to language. Also, Qwest has proposed language that would expand the definition of Regulatory CRs to include changes to improve performance when Qwest believes that the change would reduce penalties payable by Qwest. If such CRs are not subject to prioritization, they may jump ahead of operations affecting changes prioritized by CLECs that for some reason are less associated with penalties. CLECs have opposed the proposed language and the issue remains under discussion.

Repair process subject to change management (Issue CM-5). Qwest has committed to including repair processes in CMP. The parties' agreement on the scope of the CMP reflects thatat commitment. *See* Exhibit A at pp. 4-6.

Frequency of scheduled CICMP meetings (Issue CM-6). The parties have agreed that CMP will be conducted on a regularly scheduled basis, at least on a monthly basis. At the CLECs' request, based on the volume of issues to be addressed at these monthly forums and the need for more substantive discussion, Qwest agreed to change the monthly forum format to include two separate full day meetings, with one full day dedicated to system CMP issues and one full day dedicated to product and process CMP issues.

Qwest-generated CRs (Issue CM-7). Qwest has committed to submit Qwest-originated CRs for changes to OSS interfaces, which are defined in the Interim Draft Master Redline

Document as "existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users." Qwest has also agreed to submit CRs for Qwest-initiated regulatory and industry guideline changes. ~~The meaning of this commitment has not yet been worked out. If the commitment to "submit Qwest-initiated CRs" is to be meaningful, the submission of a CR must be distinguishable from a mere unilateral notice of a change distributed by Qwest to CLECs. If a Qwest-initiated CR may announce an effective date for a change that will be implemented irrespective of consensus or CLEC approval, the possibility arises that Qwest may, in effect, modify a CLEC's interconnection agreement by simply running a CR through CMP and implementing it over CLEC objection. Safeguards are needed to prevent that result. The term "submit" suggests that a CR will be submitted "for approval." The parties have yet to grapple with this issue. The piecemeal interim processes do not address this issue.~~

Proprietary CR (Issue CM-8). Exhibit A currently does not contain provisions for proprietary CRs. The parties have not discussed whether to include proprietary CRs in the process.

EDI draft worksheet availability (Issue CM-9). As discussed above, the parties have agreed to an interim implementation timeline for changes to an existing OSS interface, which includes a requirement for Qwest to provide to CLECs draft technical specifications containing the information CLECs need to code the interface at least 73 calendar days prior to implementing a release, affords the CLECs an opportunity to provide written comments and/or questions relating to that documentation, and requires Qwest to provide final release requirements no less than forty-five (45) calendar days from the implementation date. Qwest will also provide a thirty

(30) day test window for any CLEC that desires to jointly test with Qwest prior to the implementation date.

Whether CLECs have had input into the development of the CMP (Issue CM-10). CLECs that are Core Team members are actively participating in the redesign meetings. The Core Team has agreed that it needs to develop a process for bringing the results of the Core Team redesign effort to the full CMP and allowing other CLECs to have input at that point.

WCom not allowed to vote on EDI CRs (Issue CM-12). This issue has not yet been addressed in the redesign meetings.

Scope of CMP (Issue CM-13 and 16). The parties have reached tentative agreement regarding the definition of the scope of the CMP, which is set forth in the Interim Draft Master Redlined Document. *See* Exhibit A, Introduction and Scope, at pp. 4-6. ~~As discussed above, additional Scope issues have been identified that need to be addressed in upcoming redesign working sessions. In addition to those Scope issues, the parties also plan to discuss when an issue is within the Scope of CMP and should be handled by CR versus when an issue should be handled by the Qwest account team for that CLEC.~~

Whether Contents of Exhibit G should be included in SGAT (Issue CM-14). Qwest has conceded this issue, and the parties to the redesign effort have discussed revisions to SGAT Section 12.2.6. Qwest has made some changes to Section 12.2.6 at the request of CLECs, but the parties have not agreed upon the language in the entire paragraph nor discussed Qwest's changes. Qwest's proposal regarding Section 12.2.6 is attached as Exhibit C to Qwest Corporation's Report on the Status of Change Management Process Redesign filed on October 10, 2001. ~~Since the discussions of this SGAT language were held in Redesign, it has become apparent that the~~

~~language and the relationship between the SGAT (or an interconnection agreement) and the CMP documentation needs further discussion. As indicated above, unless submission of a CR by Qwest means that some sort of approval or consensus is required of CLECs, the potential exists for Qwest to unilaterally amend the SGAT or interconnection agreements by using a CR to notify CLECs of a change that is otherwise contrary to the SGAT or interconnection agreement. For example, Qwest has indicated that it believes its Additional Testing CR is consistent with the SGAT. Some CLECs, such as Eschelon, however, have not opted in to the SGAT. Those provisions, and those rates, are not a part of the interconnection agreement. Nonetheless, Qwest planned to implement the CR, including imposition of rates not in the contract, on December 1, 2001, over Eschelon's objection. Discussion is needed of the relationship of CRs to interconnection agreements and how this process will be managed.~~

Whether Contents of Exhibit H should be included in SGAT (Issue CM-15). Qwest has conceded this issue, and the parties to the redesign effort have generally been advised of Qwest's proposed revisions to SGAT Section 12.2.6, but these revisions have not been discussed or approved by the CLECs. Qwest has made some changes to Section 12.2.6 at the request of CLECs, but the parties have not agreed upon the language in the entire paragraph. Section 12.2.6 refers to just Exhibit G, because Exhibit H (the escalation process) is now included within Exhibit G. Qwest's proposal regarding Section 12.2.6 is attached as Exhibit C to Qwest Corporation's Report on the Status of Change Management Process Redesign filed on October 10, 2001. ~~See supra Issue CM-14.~~

Processes for notification of CLECs and adequacy of process (Issue CM-17). The parties have reached preliminary agreement regarding various notification processes relating to CR processing, but have not reached final agreement on all notification process. The parties have

also reached agreement on the basic categories of notifications and a naming convention for Qwest's CLEC notifications. The CLECs have expressed concern that Qwest continues to issue notices that seek comments from CLECs by a date certain, usually within 30 days, but state the changes will become effective on a specific date. The CLECs have requested that Qwest advise how their comments may impact the contents of the changes or new material referenced in the notices and whether CLECs can "reject" Qwest's proposed changes. The CLECs believe that such notices should be discussed in the CMP forum and that proposed changes be approved in the CMP forum. The CLECs do not believe that Qwest should be able to issue the notices seeking comments from CLECs and then unilaterally ignore or reject any proposed changes contained in the the CLEC comments. Therfore, the current process, however, is still inadequate and needs further revision. The notices remain unclear as to the precise nature of changes and the basis for those changes, and further discussion is needed as to when a notice, as opposed to a CR, is sufficient.

Documents described and as yet unidentified or unknown, which include the change request prioritization process and other links (Issue CM-18). The redesign team has begun to discuss the change request prioritization process for systems, but has not yet reached final agreement. Prioritization is related to many of the other issues discussed (such as the types of changes, CR initiation process, etc.), and those issues will need to be re-addressed in light of prioritization decisions. Prioritization, which determines via the parties vote what CRs are implemented in a release, continues to be discussed to determine viable solutions. The CLECs have requested that regulatory CRs, industry guideline CRs, Qwest-initiated CRs and CLEC-initiated CRs be subject to prioritization. Qwest is considering this request, but has not agreed to the CLECs' proposal. Rather, Qwest believes only Qwest-initated CRs that affect CLECs and

~~CLEC initiated CRs should be subject to prioritization. A significant related issue yet to be discussed fully is sizing or level of effort. Although the draft language refers to sizes of effort (small through extra large), no criteria are given for how these determinations are made.~~

IV. SCHEDULE FOR REMAINING DISCUSSIONS

The schedule of upcoming meetings, including proposed subjects, is attached as Exhibit C and is subject to change based on the progress made by the parties. ~~Qwest has agreed to discuss scheduling of meetings for after the first of the year so that the parties may plan their time and arrange for travel. Eschelon asks that the schedule take into account the numerous additional CMP commitments that have been asked of CLECs since the first schedule was set. Although the year 2001 schedule included 2-3 meetings per month for redesign, the parties said at the time that the meetings would be working sessions to address all issues and minimize any time required of CLECs outside of those meetings. Since then, the number of requests for time outside of the redesign sessions has increased greatly. These requests including reviewing documents and minutes, participating in off-line conference calls and subcommittee meetings, and responding to status reports. CLECs have been requesting CMP improvements for some time, but they should not have to choose now between feast or famine. After waiting some time for change, CLECs cannot suddenly drop everything to attend to the CMP issues at the expense of the other critical issues. If there are 21 business days in a month, and 6 of those days are spent in CMP and CMP redesign meetings, at least 25% of the CLEC's business hours are spent on redesigning Qwest's CMP process. Once additional time outside of those meetings is added, the percentage gets closer to 50%. CLECs have businesses to run. While CMP issues are critical, other critical issues also need attention. Eschelon asks that these realistic business needs and time constraints be considered in developing the calendar for 2002.~~

VI. CONCLUSION

Qwest appreciates the time and effort the CLECs have devoted to participating in the redesign of Qwest's CMP. Qwest is confident that the collaborative redesign process will result in an effective CMP that meets CLEC needs and is consistent with industry practices.

Dated this ____ day of November, 2001.

Respectfully submitted,

Andrew D. Crain, No. 029659
Kris A. Ciccolo, No. 17948
Qwest Corporation
1801 California Street, Suite 4900
Denver, Colorado 80202
Telephone: (303) 672-5823

ATTORNEYS FOR QWEST CORPORATION

CERTIFICATE OF SERVICE

I hereby certify that an original and five copies of the above and foregoing **Qwest Corporation's Report on the Status of Change Management Process Redesign** was hand delivered this ____ day of November, 2001, to the following:

Mr. Bruce N. Smith
Colorado Public Utilities Commission
Executive Secretary
1580 Logan St., Office Level 2
Denver, CO 80203

and a copy has been hand delivered on the following:

**Joseph Molloy
Colorado Public Utilities Commission
1580 Logan St., OL-2
Denver, CO 80203

**Mana Jennings-Fader
Assistant Attorney General
1525 Sherman St., 5th Floor
Denver, CO 80203

and a copy was served electronically to each person on the e-mail distribution list for this docket.

_____