ORIGINAL

0000004362

BEFORE THE ARIZONA CORPORATION COMMISSION

MARC SPITZER
Chairman
WILLIAM A. MUNDELL
Commissioner
MIKE GLEASON
Commissioner
JEFF HATCH-MILLER
Commissioner
KRISTIN K. MAYES
Commissioner

Arizona Corporation Commission
DOCKETED
APR 3 0 2004
DOCKETED BY

RECEIVED
2004 APR 30 P 4: 10
AZ CORP COMMISSION
DOCUMENT CONTROL

IN THE MATTER OF QWEST CORPORATION'S COMPLIANCE WITH § 271 OF THE TELECOMMUNICATIONS ACT OF 1996

Docket No. T-00000A-97-0238

QWEST'S QUARTERLY REPORT REGARDING ITS CHANGE MANAGEMENT PROCESS

Qwest Corporation ("Qwest") submits this Quarterly Report regarding its Change Management Process pursuant to the Arizona Corporation Commission's ("ACC") Order[1] relating to Qwest's Operational Support Systems ("OSS"), which, among other things, adopted certain reporting recommendations in Staff's Supplemental Report on Qwest's Compliance with Checklist Item No. 2: Access to Unbundled Network Elements (UNEs), Change Management Process and Stand-Alone Test Environment, dated May 7, 2002 ("Staff's CMP Report"), at pp. 14-15.

In Staff's CMP Report, Staff recommended that Qwest develop a report on the effectiveness of the Re-Designed Change Management Process, to be filed with the ACC on a quarterly basis.[2] In accordance with that recommendation, Qwest began submitting quarterly CMP reports in August 2002, beginning with data for the second calendar quarter of 2002. The Commission adopted Staff's reporting recommendation in its OSS

[1] Decision No. 66224, ACC Order, *In the Matter of US WEST Communication, Inc.'s Compliance with §271 of the Telecommunications Act of 1996*, at ¶¶72, 151, and ordering paragraphs (August 28, 2003) ("OSS Order").
[2] Staff's CMP Report at 15.

Order.[3] Qwest submits this report regarding events that occurred during January through March 2004 ("1Q2004") in accordance with the Commission's Order.

The information outlined by Staff in its recommendation is included in Exhibits A through D to this report, along with additional relevant information, as described below.

Exhibit A, entitled Qwest Wholesale Change Management Process: CLEC and Qwest Change Requests Submitted 1st Quarter 2004, sets forth a listing of the number of CLEC and Qwest originated systems and product/process Change Requests ("CRs"), along with percentage of the total CRs submitted during the quarter by CLECs and Qwest, and a listing of all of the CRs submitted during the quarter, including the date on which the change was submitted, CR number, summary of the change requested, and the party that submitted the change.[4]

During 1Q2004, CLECs submitted 18 systems CRs, which constituted 72% of the total number of systems CRs, and 10 product/process CRs, which constituted 42% of the product/process CRs. Qwest submitted 7 systems CRs, which constituted 28% of the total number of systems CRs, and 14 product/process CRs, which constituted 58% of the product/process CRs.[5]

Exhibit B, entitled Qwest Wholesale Change Management Process: Status and Disposition of Changes/1st Quarter 2004, sets forth a summary of the current status or disposition of all systems and product/process changes. These changes are listed in the following order:

---

[3] OSS Order, at ¶¶72, 151, and ordering paragraphs (August 28, 2003).

[4] Further information regarding each CR can be found using the Product/Process Interactive Reports and Systems Interactive Reports on Qwest's wholesale web site. Links to those reports can be found at the following URL: www.qwest.com/wholesale/changerequest.html

[5] Section 5.4 of Qwest's Wholesale Change Management Process Document ("Wholesale CMP") provides that Qwest must submit CRs for Level 4 product/process changes. While Qwest does not submit CRs to initiate Level 0-3 product/process changes, information regarding those changes is included in Exhibit A.

- CLEC Systems Change Requests
- CLEC Product/Process Change Requests
- Qwest Systems Change Requests
- Qwest Product/Process Change Requests and Changes

Within the listing of Qwest Product/Process Change Requests and Changes, Qwest Level 4 changes (which require a CR) are listed first, followed by an aggregate listing Level 1-3 changes.[6] For each change listed, Exhibit B contains the date on which the change was submitted, the type of change or CR number, a summary of the change, the status and proposed effective date, if applicable, and the party that submitted the change.

Exhibit C, entitled Qwest Wholesale Change Management Process: Summary of Changes by Interface Release/1st Quarter 2004, sets forth information regarding interface changes that were implemented during 1Q2004.

Exhibit D contains two tables, entitled Qwest Wholesale Change Management Process: Escalation Process and Qwest Wholesale Change Management Process: Dispute Resolution Process, which set forth the escalations and dispute resolutions initiated from January 1, 2004 through March 31, 2004. These tables list the issues escalated and those taken to dispute resolution, if any, along with the resolution reached.

Finally, Qwest has also attached as Exhibit E an updated matrix that catalogues Qwest's compliance with each of the sections of Qwest's Wholesale CMP[7] to provide additional data regarding the effectiveness of the CMP. The matrix shows that the core provisions of the redesigned process have been in effect for a year now and lists the timeframes and Qwest deliverables in the Wholesale CMP -- each of which was defined

---

[6] Level 0 changes are defined as those that do not change the meaning of documentation, do not alter CLEC operating procedures, and are effective immediately without notice. Because these changes do not require any notification, web change form, or history log, they are not tracked and are not reported here.

[7] The current version of Qwest's Wholesale CMP can be found on the "What is CMP?" page of Qwest's wholesale web site at http://www.qwest.com/wholesale/cmp/whatiscmp.html

and agreed to through the redesign process -- along with specific information detailing Qwest's record of compliance with those obligations. Qwest's compliance rate continues to exceed 99%.

RESPECTFULLY SUBMITTED this 30th day of April, 2004.

FENNEMORE CRAIG

BY _____

Timothy Berg
Theresa Dwyer
3003 North Central Avenue
Suite 2600
Phoenix, AZ 85012-2913
(602) 916-5421
(602) 916-5999 (fax)

ORIGINAL and 13 copies hand-delivered for filing this 30th day of April, 2004 to:

Docket Control
ARIZONA CORPORATION COMMISSION
1200 W. Washington St.
Phoenix, AZ 85007

COPY of the foregoing hand delivered this day to:

Maureen A. Scott
Legal Division
ARIZONA CORPORATION COMMISSION
1200 W. Washington St.
Phoenix, AZ 85007

Ernest G. Johnson, Director
Utilities Division
ARIZONA CORPORATION COMMISSION
1200 W. Washington St.
Phoenix, AZ 85007

Lyn Farmer, Chief Administrative Law Judge
Jane Rodda, Administrative Law Judge
Hearing Division
ARIZONA CORPORATION COMMISSION
1200 W. Washington
Phoenix, AZ 85007

COPY of the foregoing mailed this 30th day of April, 2004 to:

Eric S. Heath
SPRINT COMMUNICATIONS CO.
100 Spear Street, Suite 930
San Francisco, CA 94105

Thomas Campbell
LEWIS & ROCA
40 N. Central Avenue
Phoenix, AZ 85004

Joan S. Burke
OSBORN MALEDON, P.A.
2929 N. Central Ave., 21st Floor
PO Box 36379
Phoenix, AZ 85067-6379

Thomas F. Dixon
WORLDCOM, INC.
707 N. 17th Street #3900
Denver, CO 80202

Scott S. Wakefield
RUCO
1110 West Washington, Suite 220
Phoenix, AZ 85007

Michael M. Grant
Todd C. Wiley
GALLAGHER & KENNEDY
2575 E. Camelback Road
Phoenix, AZ 85016-9225

Michael Patten
ROSHKA, HEYMAN & DEWULF
400 E. Van Buren, Ste. 900
Phoenix, AZ 85004-3906

Mark DiNuzio
COX COMMUNICATIONS
20402 North 29th Avenue
Phoenix, AZ 85027-3148

Daniel Waggoner
DAVIS, WRIGHT & TREMAINE
2600 Century Square
1501 Fourth Avenue
Seattle, WA 98101

Traci Grundon
DAVIS, WRIGHT & TREMAINE
1300 S.W. Fifth Avenue
Portland, OR 97201

Richard S. Wolters
Maria Arias-Chapleau
AT&T Law Department
1875 Lawrence Street, #1575
Denver, CO 80202

Diane Bacon, Legislative Director
COMMUNICATIONS WORKERS OF AMERICA
5818 N. 7th St., Ste. 206
Phoenix, AZ 85014-5811

Philip A. Doherty
545 S. Prospect Street, Ste. 22
Burlington, VT 05401

W. Hagood Bellinger
4969 Village Terrace Drive
Dunwoody, GA 30338

Joyce Hundley
U.S. DEPARTMENT OF JUSTICE
Antitrust Division
1401 H Street N.W. #8000
Washington, DC 20530

Andrew O. Isar
TELECOMMUNICATIONS RESELLERS ASSOC.
4312 92nd Avenue, NW
Gig Harbor, WA 98335

Raymond S. Heyman
ROSHKA, HEYMAN & DEWULF
400 N. Van Buren, Ste. 800
Phoenix, AZ 85004-3906

Thomas L. Mumaw
SNELL & WILMER
One Arizona Center
Phoenix, AZ 85004-0001

Mike Allentoff
GLOBAL CROSSING SERVICES, INC.
1080 Pittsford Victor Road
Pittsford, NY 14534

Michael Morris
Allegiance Telecom of Arizona, Inc.
505 Sansome Street, 20th Floor
San Francisco, CA 94111

Gary L. Lane, Esq.
6902 East 1st Street, Suite 201
Scottsdale, AZ 85251

Kevin Chapman
SBC TELECOM, INC.
1010 N. St. Mary's, Room 1234
San Antonio, TX 78215-2109

Richard Sampson
Z-TEL COMMUNICATIONS, INC.
601 S. Harbour Island, Ste. 220
Tampa, FL 33602

Megan Doberneck
COVAD COMMUNICATIONS COMPANY
7901 Lowry Boulevard
Denver, CO 80230

Richard P. Kolb
Vice President of Regulatory Affairs
ONE POINT COMMUNICATIONS
Two Conway Park
150 Field Drive, Ste. 300
Lake Forest, IL 60045

Attorney General
OFFICE OF THE ATTORNEY GENERAL
1275 West Washington
Phoenix, AZ 85007

Steven J. Duffy
RIDGE & ISAACSON, P.C.
3101 North Central Ave., Ste. 1090
Phoenix, AZ 85012

Karen Clauson
ESCHELON TELECOM
730 Second Avenue South, Ste. 1200
Minneapolis, MN 55402

Curt Huttsell
State Government Affairs
Electric Lightwave, Inc.
4 Triad Center, Suite 200
Salt Lake City, UT 84180

Brian Thomas
Time Warner Telecom, Inc.
223 Taylor Avenue North
Seattle, WA 98109

David Kaufman
ESPIRE Communications
1129 Paseo De Peralta
Santa Fe. NM 87501

Mitchell F. Brecher
Greenberg Traurig, LLP
800 Connecticut Avenue, NW
Washington, DC 20006

Tobin Rosen
Principal Asst. City Attorney
Office of the Tucson City Attorney
255 W. Alameda- Seventh Floor West
Tucson, AZ 85701

Patrick A. Clisham
AT&T Arizona State Director
320 E. Broadmoor Court
Phoenix, AZ 85022

1540496.1/67817.150

EXHIBIT

A

Qwest Wholesale Change Management Process: CLEC and Qwest Change Requests Submitted
1st Quarter 2004

	CLECs	Qwest
Number of Systems CRs:	18	7
Percentage of total Systems CRs:	**72%**	**28%**
Number of Product/Process CRs:	10	14
Percentage of total Product/Process CRs:	**42%**	**58%**

Systems Change Requests

Date submitted	Change Request number	Summary of change	Submitter
1/5/2004	SCR010504-01	EDI Billing output change Eastern region	Qwest Communications
1/15/2004	SCR011504-01	EDI Billing Output change Central & Western	Qwest Communications
1/19/2004	SCR011904-01	Port Service (PS) Form Used for UNE-P Requests in Place of Resale Form (RS)	Eschelon
1/19/2004	SCR011904-02	CEMR to Allow Full MLT Test When Opening a Trouble Report in CEMR and Have the Results Shown in the CEMR Ticket	Eschelon
1/21/2004	SCR012104-01	Revision Title changed 2/5/04 to Change EDI Summary Disclosure from Change to future to IMA EDI Addendum Documentation	AT&T
1/22/2004	SCR012204-02RG	TRO - Batch Hot Cut Status Tool	Qwest Communications
1/22/2004	SCR012204-01RG	TRO BHC IMA changes and Appointment Scheduler Enhancements	Qwest Communications
1/26/2004	SCR012604-01MN	Qwest DSL Feature Repair Tickets Opened, Tracked and History Provided in CEMR Using the Telephone Number the Qwest DSL Feature is Associated with to Request Information - MANUAL PROCESS	Eschelon

Date submitted	Change Request number	Summary of change	Submitter
1/26/2004	SCR012604-01	Qwest DSL Feature Repair Tickets Opened, Tracked and History Provided in CEMR Using the Telephone Number the Qwest DSL Feature is Associated with to Request Information - MECHANIZED SOLUTION	Eschelon
2/4/2004	SCR020404-01	JAVA Upgrade	Alltel
2/11/2004	SCR021104-01	GUI System Log-Ins for Agency Companies (line-split partnerships)	Covad
2/18/2004	SCR021704-01	New field in Facility Check Availability in GUI that states last service Provider including facility based	VCI Company
2/19/2004	SCR021904-02	Suppression of Jeopardy Status Updates	Eschelon
2/19/2004	SCR021904-01	Line Share Family of Products Move Order Proces	Covad
2/25/2004	SCR022504-01IG	Category 10 20-24 Pack Limits	AT&T
3/2/2004	SCR030204-02	Allow Bulk Disconnections and Suspensions in IMA GUI & EDI	VCI Company
3/2/2004	SCR030204-04	Provide Electronic Jeopardy Notices for ASR's in QORA and Develop an Interim Manual Process	Eschelon
3/2/2004	SCR030204-03	Implement an Edit in IMA for LACT	Qwest Communications
3/2/2004	SCR030204-01	Eastern CRIS Summary Bill Format Change	Qwest Communications
3/2/2004	SCR030204-05	Consistent Circuit id (CKT ID) Format Used Throughout Qwest. Systems, Bills and Output Files	Eschelon
3/4/2004	SCR030404-01	Upgrade Java from version 1.3 to 1.4	Black Hills FiberCom
3/9/2004	SCR030504-01	Regional Toll System (RTS) changes in CRIS for Central region	Qwest Communications
3/29/2004	SCR032904-01	The Ability to Process REQTYP= HB Using TN and SANO/AHN (pertaining to Directory Listings only changes)	AT&T
3/30/2004	SCR032904-03	Request separate section for New Products relative to EDI Disclosure Change Summary Document (Appendix F)	AT&T
3/30/2004	SCR032904-02	Removal of Incremental Changes on EDI Disclosure Change summary Document (Appendix F)	AT&T

Date submitted	Change Request number	Summary of change	Submitter

Product/Process Change Requests			
Date Submitted	Change Request number	Summary of change	Submitter
1/6/2004	PC010604-1	Grandparent DSL Pro USOCs.	Qwest Communications
1/7/2004	PC010704-2	Eliminate Analog Private Line USOCs from Qwest's offering	Qwest Communications
1/7/2004	PC010704-3	Eliminate certain Voice Feature USOCs from Qwest's offering.	Qwest Communications
1/7/2004	PC010704-1CM	Change to CMP Document, Production Support Section 12.3	Qwest Communications
1/7/2004	PC010704-4	Eliminate Access Line USOCs from Qwest's offering	Qwest Communications
1/16/2004	PC011604-1	All Joint Maintenance and Trouble Isolation Documentation be placed in the same location on the Qwest Web Site	Covad
1/20/2004	PC012004-1	Include escalation ticket detail along with the monthly escalation ticket report or create a separate report to provide the detail.	Eschelon
1/26/2004	PC012604-1	LSR Rejects with RPON	Qwest Communications
2/4/2004	PC020404-3	Grandparent Measured Service Plans in Utah, Bus and Res	Qwest Communications
2/4/2004	PC020404-1	Grandparent Measured Service Plans in South Dakota, Bus and Res	Qwest Communications
2/4/2004	PC020404-4	Grandparent ValueChoice, 2-Line ValueChoice , and PrivacyPak	Qwest Communications
2/4/2004	PC020404-2	Grandparent Measured Service Plans in Minnesota, Bus and Res	Qwest Communications
2/12/2004	PC021204-1	Port In and Add New Non Ported Tn(s) on same LSR	Qwest Communications
2/19/2004	PC021904-1	Expedite Process for Provisioning	Covad
2/25/2004	PC022304-1	Develop a web based electronic interface to enter and maintain the New Customer Questionnaire	Eschelon
2/26/2004	PC022604-1	Elimination of ATM USOCs	Qwest Communications

Date submitted	Change Request number	Summary of change	Submitter
3/2/2004	PC030204-2	Qwest will red line and provide the changes made to the SGAT, Amendments and Negotiation Template in its Process notices.	Eschelon
3/2/2004	PC030204-1	Qwest to develop and implement a Directory Assistance only block.	Eschelon
3/5/2004	PC030504-1	Qwest Premise Visits for Wirechecks and Subsequent Billing to CLECs (AT&T Local)	AT&T
3/18/2004	PC031804-2	Special Service Protection (SSP) for UNE Loops	Covad
3/19/2004	PC031804-1	Repair Interval Process	Covad
3/24/2004	PC032404-1	Eliminate ISDN USOCs	Qwest Communications
3/26/2004	PC032604-1	UDF check box requirement for Standard Request vs. Special Request on IRI Form	Qwest Communications
3/31/2004	PC033104-1	Redesign the archive change request information on the Qwest Wholesale web site to allow search and print functionality	Eschelon

EXHIBIT B

Qwest Wholesale Change Management Process: Status and Disposition of Changes
1st Quarter 2004

CLEC Systems Change Requests				
Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
1/19/2004	SCR011904-01	Port Service (PS) Form Used for UNE-P Requests in Place of Resale Form (RS)	Clarification	Eschelon
1/19/2004	SCR011904-02	CEMR to Allow Full MLT Test When Opening a Trouble Report in CEMR and Have the Results Shown in the CEMR Ticket	Clarification	Eschelon
1/21/2004	SCR012104-01	Revision Title changed 2/5/04 to Change EDI Summary Disclosure from Change to future to IMA EDI Addendum Documentation	Presented	AT&T
1/26/2004	SCR012604-01MN	Qwest DSL Feature Repair Tickets Opened, Tracked and History Provided in CEMR Using the Telephone Number the Qwest DSL Feature is Associated with to Request Information - MANUAL PROCESS	Submitted	Eschelon
1/26/2004	SCR012604-01	Qwest DSL Feature Repair Tickets Opened, Tracked and History Provided in CEMR Using the Telephone Number the Qwest DSL Feature is Associated with to Request Information - MECHANIZED SOLUTION	Submitted	Eschelon
2/4/2004	SCR020404-01	JAVA Upgrade	Presented	Alltel
2/11/2004	SCR021104-01	GUI System Log-Ins for Agency Companies (line-split partnerships)	Clarification	Covad
2/18/2004	SCR021704-01	New field in Facility Check Availability in GUI that states last service Provider including facility based	Clarification	VCI Company
2/19/2004	SCR021904-02	Suppression of Jeopardy Status Updates	Submitted	Eschelon
2/19/2004	SCR021904-01	Line Share Family of Products Move Order Proces	Submitted	Covad
2/25/2004	SCR022504-01IG	Category 10 20-24 Pack Limits	Submitted	AT&T
3/2/2004	SCR030204-02	Allow Bulk Disconnections and Suspensions in IMA GUI & EDI	Presented	VCI Company
3/2/2004	SCR030204-04	Provide Electronic Jeopardy Notices for ASR's in QORA and Develop an Interim Manual Process	Presented	Eschelon
3/2/2004	SCR030204-05	Consistent Circuit id (CKT ID) Format Used Throughout Qwest. Systems, Bills and Output Files	Presented	Eschelon
3/4/2004	SCR030404-01	Upgrade Java from version 1.3 to 1.4	Withdrawn	Black Hills FiberCom
3/29/2004	SCR032904-01	The Ability to Process REQTYP= HB Using TN and SANO/AHN (pertaining to Directory Listings only changes)	Submitted	AT&T

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
3/30/2004	SCR032904-03	Request separate section for New Products relative to EDI Disclosure Change Summary Document (Appendix F)	Submitted	AT&T
3/30/2004	SCR032904-02	Removal of Incremental Changes on EDI Disclosure Change summary Document (Appendix F)	Submitted	AT&T

CLEC Product/Process Change Requests

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
1/16/2004	PC011604-1	All Joint Maintenance and Trouble Isolation Documentation be placed in the same location on the Qwest Web Site	Submitted	Covad
1/20/2004	PC012004-1	Include escalation ticket detail along with the monthly escalation ticket report or create a separate report to provide the detail.	Clarification	Eschelon
2/19/2004	PC021904-1	Expedite Process for Provisioning	Submitted	Covad
2/25/2004	PC022304-1	Develop a web based electronic interface to enter and maintain the New Customer Questionnaire	Submitted	Eschelon
3/2/2004	PC030204-2	Qwest will red line and provide the changes made to the SGAT, Amendments and Negotiation Template in its Process notices.	Presented	Eschelon
3/2/2004	PC030204-1	Qwest to develop and implement a Directory Assistance only block.	Presented	Eschelon
3/5/2004	PC030504-1	Qwest Premise Visits for Wirechecks and Subsequent Billing to CLECs (AT&T Local)	Clarification	AT&T
3/18/2004	PC031804-2	Special Service Protection (SSP) for UNE Loops	Closed	Covad
3/19/2004	PC031804-1	Repair Interval Process	Closed	Covad
3/31/2004	PC033104-1	Redesign the archive change request information on the Qwest Wholesale web site to allow search and print functionality	Submitted	Eschelon

Qwest Systems Change Requests

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
1/5/2004	SCR010504-01	EDI Billing output change Eastern region	Development	Qwest Communications
1/15/2004	SCR011504-01	EDI Billing Output change Central & Western	Development	Qwest Communications
1/22/2004	SCR012204-02RG	TRO - Batch Hot Cut Status Tool	Submitted	Qwest Communications
1/22/2004	SCR012204-01RG	TRO BHC IMA changes and Appointment Scheduler Enhancements	Clarification	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
3/2/2004	SCR030204-03	Implement an Edit in IMA for LACT	Pending Withdrawal	Qwest Communications
3/2/2004	SCR030204-01	Eastern CRIS Summary Bill Format Change	Presented	Qwest Communications
3/9/2004	SCR030504-01	Regional Toll System (RTS) changes in CRIS for Central region	Withdrawn	Qwest Communications
Qwest Product/Process Change Requests and changes				
Date Submitted	**CR Number (Level 4 changes)**	**Summary of change**	**Status*/proposed effective date**	**Submitter**
1/6/2004	PC010604-1	Grandparent DSL Pro USOCs.	Presented	Qwest Communications
1/7/2004	PC010704-2	Eliminate Analog Private Line USOCs from Qwest's offering	Presented	Qwest Communications
1/7/2004	PC010704-3	Eliminate certain Voice Feature USOCs from Qwest's offering.	Presented	Qwest Communications
1/7/2004	PC010704-1CM	Change to CMP Document, Production Support Section 12.3	Development	Qwest Communications
1/7/2004	PC010704-4	Eliminate Access Line USOCs from Qwest's offering	Presented	Qwest Communications
1/26/2004	PC012604-1	LSR Rejects with RPON	Clarification	Qwest Communications
2/4/2004	PC020404-3	Grandparent Measured Service Plans in Utah, Bus and Res	Presented	Qwest Communications
2/4/2004	PC020404-1	Grandparent Measured Service Plans in South Dakota, Bus and Res	Development	Qwest Communications
2/4/2004	PC020404-4	Grandparent ValueChoice, 2-Line ValueChoice , and PrivacyPak	Presented	Qwest Communications
2/4/2004	PC020404-2	Grandparent Measured Service Plans in Minnesota, Bus and Res	Presented	Qwest Communications
2/12/2004	PC021204-1	Port In and Add New Non Ported Tn(s) on same LSR	Pending Withdrawal	Qwest Communications
2/26/2004	PC022604-1	Elimination of ATM USOCs	Submitted	Qwest Communications
3/24/2004	PC032404-1	Eliminate ISDN USOCs	Clarification	Qwest Communications
3/26/2004	PC032604-1	UDF check box requirement for Standard Request vs. Special Request on IRI Form	Submitted	Qwest Communications
3/24/2004	PC032404-1	Eliminate ISDN USOCs	Clarification	Qwest Communications
3/26/2004	PC032604-1	UDF check box requirement for Standard Request vs. Special Request on IRI Form	Submitted	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter

Date Submitted	Level of Change	Summary of Change	Status/proposed effective date	Submitter
1/2/2004	Level 4	CMP – FINAL NOTICE on Provisioning and Installation Overview V29.0	1/19/2004	Qwest Communications
01/05/04	Level 1	CMP - Series Hunting – V10.0	01/06/04	Qwest Communications
01/05/04	Level 1	CMP – Qwest 101 Class Cancelled for January in Denver	01/05/04	Qwest Communications
1/8/2004	Level 2	CMP - Local Number Portability (LNP) - V25.0	1/29/2004	Qwest Communications
1/8/2004	Level 3	CMP - Morning Appointments are Not Available for Non-Dispatch Requests	2/22/2004	Qwest Communications
01/09/04	Level 1	CMP - Bona Fide Request (BFR) and Special Request (SR) Proceses V7.0	01/12/04	Qwest Communications
01/09/04	Level 1	CMP - Local Service Ordering Guide (LSOG) - Resale Service (RS) V33.0	01/12/04	Qwest Communications
1/9/2004	Level 3	CMP – FINAL NOTICE - Resale - Qwest Digital Subscriber Line (Qwest DSL) – V16.0;- Unbundled Network Elements-Platform (UNE-P) with Qwest Digital Subscriber Line (Qwest DSL) - V13.0	2/7/2004	Qwest Communications
01/12/04	Level 1	CMP - Loop Splitting - V15.0	01/13/04	Qwest Communications
1/12/2004	Level 3	CMP - Common Area Splitter Collocation - V11.0	2/26/2004	Qwest Communications
1/12/2004	Level 3	CMP - Ordering Overview V43.0	2/26/2004	Qwest Communications
1/12/2004	Level 2	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on Resale Market Expansion Line (MEL) - V5.0	1/19/2004	Qwest Communications
1/13/2004	Level 2	CMP - Migrations and Conversions Overview V11.0	1/20/2004	Qwest Communications
01/14/04	Level 1	CMP – I-Chart to Qwest LSOG Migration Course Removal	01/30/04	Qwest Communications
1/14/2004	Level 3	CMP - Loop Splitting - V16.0	2/28/2004	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
1/14/2004	Level 4	CMP – Grandparenting of specific Measured Service USOCs in New Mexico	2/28/2004	Qwest Communications
01/15/04	Level 1	CMP - Migrations and Conversions Overview V12.0	01/16/04	Qwest Communications
01/15/04	Level 1	CMP - CEMR User Group	01/16/04	Qwest Communications
01/15/04	Level 1	CMP – Advanced Intelligent Network (AIN) Web Site User Introduction Job Aid Removal	01/30/04	Qwest Communications
1/15/2004	Level 3	CMP - Maintenance and Repair Overview V23.0	2/29/2004	Qwest Communications
01/16/04	Level 1	CMP - Local Service Ordering Guidelines (LSOG): End User (EU) V34.0, Local Service Request (LSR) V42.0, Port Service (PS) V17.0, Resale Service (RS) V34.0	01/19/04	Qwest Communications
1/16/2004	Level 3	CMP - Resale - Qwest Digital Subscriber Line (Qwest DSL) - V17.0	3/1/2004	Qwest Communications
1/16/2004	Level 3	CMP - Unbundled Network Elements-Platform (UNE-P) - General Information– V43.0	3/1/2004	Qwest Communications
1/16/2004	Level 4	CMP – Grandparenting of Resale - Synchronous Service Transport (SST) and Resale - Self-Healing Network Service (SHNS) USOCs	3/1/2004	Qwest Communications
01/20/04	Level 1	CMP - Qwest Interconnect OSS Electronic Accesss V18.0	01/21/04	Qwest Communications
01/20/04	Level 1	CMP – QORA Hands On Classes Cancelled For The Month of February / LNP for Wireless Service Providers Class Cancelled in Denver	01/20/04	Qwest Communications
1/20/2004	Level 2	CMP – FINAL NOTICE and Qwest Response to CLEC Comments on Dispatch V1.0	1/27/2004	Qwest Communications
01/21/04	Level 1	CMP - Billing Information - Additional Outputs - SMDR, Completion Report, Loss Report V11.0	01/22/04	Qwest Communications
01/21/04	Level 1	CMP - Forecasting V19.0	01/22/04	Qwest Communications
01/22/04	Level 1	CMP - Resale - Market Expansion Line ® (MEL) – V6.0	01/23/04	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
01/22/04	Level 1	CMP – Retract Intercept Services V3.0 Proposed Update	01/22/04	Qwest Communications
1/22/2004	Level 2	CMP – FINAL NOTICE and Qwest Response to CLEC Comments on Local Number Portability (LNP) - V25.0	1/29/2004	Qwest Communications
01/23/04	Level 1	CMP - Unbundled Network Elements - Platform (UNE-P) – Plain Old Telephone Service (POTS) – V22.0	01/26/04	Qwest Communications
1/23/2004	Level 2	CMP - Maintenance and Repair Overview V22.0	2/13/2004	Qwest Communications
01/26/04	Level 1	CMP - White Pages Directory Listings	01/27/04	Qwest Communications
01/26/04	Level 1	CMP - Migrations and Conversions Overview V14.0	01/27/04	Qwest Communications
01/26/04	Level 1	CMP - Maintenance and Repair Overview V24.0	01/27/04	Qwest Communications
1/26/2004	Level 2	CMP - Resale - Private Line Transport (PLT) Digital Service Level 0 (DS0) Voice Grade (VG)-7.0 -Resale - Private Line Transport (PLT) Digital Service Level 1 (DS1)-V7.0 -Resale - Private Line Transport (PLT) Digital Service Level 3 (DS3)-V7.0	2/16/2004	Qwest Communications
1/28/2004	Level 3	CMP - Provisioning and Installation Overview V33.0	3/3/2004	Qwest Communications
01/29/04	Level 1	CMP - Features - Blocking Changes IMA 14.00	01/30/04	Qwest Communications
01/30/04	Level 1	CMP – Accepting March Registrations	01/30/04	Qwest Communications
1/30/2004	Level 2	CMP - Pre-Ordering Overview – V27.0	2/20/2004	Qwest Communications
1/30/2004	Level 4	CMP - Provisioning and Installation Overview V34.0	3/15/2004	Qwest Communications
1/30/2004	Level 4	CMP - Maintenance and Repair Overview V25.0	3/15/2004	Qwest Communications
1/30/2004	Level 3	CMP – FINAL NOTICE Ordering Overview V43.0	2/16/2004	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
1/19//04	Level 2	CMP - Interconnection – Private Line Transport (PLT) - GeoMax V1.0	2/9/2004	Qwest Communications
02/04/04	Level 1	CMP - Resale - Qwest Digital Subscriber Line (Qwest DSL) - V18.0 -Unbundled Network Elements-Platform (UNE-P) with Qwest Digital Subscriber Line (Qwest DSL) - V15.0	02/05/04	Qwest Communications
02/06/04	Level 1	CMP - Feature Changes FA=C&T IMA 13.00	02/09/04	Qwest Communications
02/09/04	Level 1	CMP - Resale Qwest Digital Subscriber Line (Qwest DSL) - V20.0 - Unbundled Network Elements-Platform (UNE-P) with Qwest Digital Subscriber Line (Qwest DSL) - V17.0	02/10/04	Qwest Communications
02/05/04	Level 1	CMP - Qwest Interconnect OSS Electronic Access V19.0	02/06/04	Qwest Communications
02/04/04	Level 1	CMP - Ordering Overview V44.0	02/05/04	Qwest Communications
02/06/04	Level 1	CMP - Call Forwarding - Busy Line/Alternate Answer – V4.0, Call Forwarding – Don't Answer/Alternate Answer – V5.0	02/09/04	Qwest Communications
02/16/04	Level 1	CMP - Unbundled Network Element (UNE) – Switching (UBS) – V26.0	02/17/04	Qwest Communications
02/11/04	Level 1	CMP - Unbundled Local Loop - General Information - V40.0	02/12/04	Qwest Communications
02/12/04	Level 1	CMP - Unbundled Local Loop - 2-Wire or 4-Wire Analog (Voice Grade) Loop – V19.0	02/13/04	Qwest Communications
02/16/04	Level 1	CMP - Unbundled Local Loop – Asymmetric Digital Subscriber Line (ADSL) Compatible Loop – V12.0	02/17/04	Qwest Communications
02/12/04	Level 1	CMP - Unbundled Local Loop - 2-Wire or 4-Wire Non-Loaded Loop – V13.0	02/13/04	Qwest Communications
02/17/04	Level 1	CMP - Unbundled Local Loop -Digital Service Level 1 (DS1) Capable Loop - V15.0	02/18/04	Qwest Communications
02/17/04	Level 1	CMP - Unbundled Local Loop – Digital Signal Level 3 (DS3) Capable Loop – V13.0	02/18/04	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
02/17/04	Level 1	CMP - Unbundled Local Loop - Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI) Capable Loop – V13.0	02/18/04	Qwest Communications
02/13/04	Level 1	CMP - Call Forwarding Busy Line/Don't Answer Expanded – V7.0	02/16/04	Qwest Communications
02/18/04	Level 1	CMP - Unbundled Local Loop - Optical Carrier Level n (OCn) Capable Loop - V10.0	02/19/04	Qwest Communications
02/24/04	Level 1	Line - Integrated Services Digital Network (xDSL-	02/25/04	Communications
02/18/04	Level 1	CMP - Service Interval Guide for Resale, UNE and Interconnection Services (SIG) V30.0	02/19/04	Qwest Communications
02/16/04	Level 1	CMP - Qwest Maintenance and Repair Invoice Tool User Guide Version 3	02/17/04	Qwest Communications
02/17/04	Level 1	CMP - Enhanced Extended Loop (EEL) - V25.0	02/18/04	Qwest Communications
02/17/04	Level 1	CMP - Loop MUX Combination (LMC) - V21.0	02/18/04	Qwest Communications
02/23/04	Level 1	(PLT) GeoMax™ - V2.0	02/24/04	Communications
02/18/04	Level 1	CMP - Dispatch V2.0	02/19/04	Qwest Communications
02/27/04	Level 1	CMP – Process Option of "Lines in Service Report"	02/27/04	Qwest Communications
02/26/04	Level 1	CMP - Unbundled Network Elements - Platform (UNE-P) – Plain Old Telephone Service (POTS)	02/27/04	Qwest Communications
02/24/04	Level 1	CMP - Unbundled Dark Fiber (UDF) - V17.0	02/25/04	Qwest Communications
02/25/04	Level 1	CMP - RETRACTION of Loop Splitting - V16.0	02/25/04	Qwest Communications
02/02/04	Level 1	CMP - UBL / LNP Classes Cancelled for February in Minneapolis / ASR Wireless Class in Des Moines Rescheduled Due to Weather	02/02/04	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
02/09/04	Level 1	CMP – CEMR Class Cancelled in Denver / IMA Hands On Resale and Facility Based Classes	02/09/04	Qwest Communications
02/12/04	Level 1	CMP – Update to Existing Customer Web Based IMA Training Courses	02/13/04	Qwest Communications
02/16/04	Level 1	Portland / LNP for Wireless Service Providers Class Cancelled in Seattle	02/16/04	Qwest Communications
02/19/04	Level 1	CMP – Revised Update to Existing Customer Web Based IMA Training Courses	02/19/04	Qwest Communications
02/23/04	Level 1	CMP – QORA Hands On Class Cancelled in Salt Lake City on March 12	02/23/04	Qwest Communications
02/23/04	Level 1	CMP – Updated QORA Hands On Class Cancelled in Salt Lake City on March 12 to Reflect Correct Location	02/23/04	Qwest Communications
02/26/04	Level 1	CMP - DSL Resale via IMA Web-based Training Updated	02/27/04	Qwest Communications
02/27/04	Level 1	CMP – 2Q04 Class Offerings / Seattle ASR Classes Cancelled / Minneapolis LNP for Wireless Service Providers Class Cancelled	02/27/04	Qwest Communications
02/25/04	Level 1	CMP - CMP Website CR Interactive Reports Process Option available	02/25/04	Qwest Communications
2/9/2004	Level 2	CMP - Migrations and Conversions Overview V15	3/1/2004	Qwest Communications
2/13/2004	Level 2	CMP - Change in CMP Point of Contact	3/5/2004	Qwest Communications
2/17/2004	Level 2	CMP - Maintenance and Repair Overview V27.0	3/9/2004	Qwest Communications
2/19/2004	Level 2	CMP - Resale - Private Line Transport (PLT) - GeoMax™ – V1.0	3/11/2004	Qwest Communications
2/20/2004	Level 2	CMP - Ordering Overview V46.0	3/12/2004	Qwest Communications
2/24/2004	Level 2	CMP - Provisioning and Installation Overview V35.0	3/16/2004	Qwest Communications
02/05/04	Level 2	CMP – FINAL NOTICE and Qwest Response to CLEC Comments on Maintenance and Repair Overview V22.0	02/13/04	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
02/27/04	Level 2	CMP - FINAL NOTICE and Qwest Response to CLEC comments on Change in CMP Point of Contact	03/05/04	Qwest Communications
2/2/2004	Level 3	CMP - Billing Information - Customer Records and Information System V24	3/18/2004	Qwest Communications
2/5/2004	Level 3	CMP – Maintenance and Repair Overview V23.0 revised	3/22/2004	Qwest Communications
2/23/2004	Level 3	CMP - Remote Collocation - V18.0	4/8/2004	Qwest Communications
02/11/04	Level 3	CMP - Common Area Splitter Collocation - V11.0	02/26/04	Qwest Communications
02/06/04	Level 3	CMP – FINAL Notice and Qwest Response to CLEC Comments on Morning Appointments are Not Available	02/22/04	Qwest Communications
02/13/04	Level 3	CMP – FINAL NOTICE - Resale - Qwest Digital Subscriber Line (Qwest DSL) - V17.0	02/28/04	Qwest Communications
2/12/2004	Level 3	CMP – FINAL NOTICE - Loop Splitting - V16.0	2/28/2004	Qwest Communications
2/13/2004	Level 3	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on Unbundled Network Elements-Platform (UNE-P) - General Information– V43.0	3/1/2004	Qwest Communications
2/17/2004	Level 3	CMP – FINAL NOTICE on Provisioning and Installation Overview V33.0	3/3/2004	Qwest Communications
2/26/2004	Level 3	CMP – FINAL NOTICE and Qwest Response to CLEC Comments on Maintenance and Repair Overview V23.0	3/12/2004	Qwest Communications
2/13/2004	Level 4	CMP - Grandparenting of specific Measured Service USOCs in New Mexico – Business	3/22/2004	Qwest Communications
2/13/2004	Level 4	CMP – FINAL NOTICE – Grandparenting of Resale - Synchronous Service Transport (SST) and Resale - Self-Healing Network Service (SHNS) USOCs	3/31/04	Qwest Communications
2/19/2004	Level 4	CMP – FINAL NOTICE on Provisioning and Installation Overview V34.0	3/5/2004	Qwest Communications
2/19/2004	Level 4	CMP – FINAL NOTICE on Maintenance and Repair Overview V25.0	3/5/04	Qwest Communications
03/02/04	Level 1	CMP - External Documentation Request Process Guide V2.0	03/03/04	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
3/3/2004	Level 3	CMP – FINAL NOTICE on Billing Information - Customer Records and Information System V24	03/18/04	Qwest Communications
03/04/04	Level 1	CMP - Unbundled Network Elements-Platform (UNE-P) with Qwest Digital Subscriber Line (Qwest DSL) - V18.0	03/05/04	Qwest Communications
03/04/04	Level 1	CMP - Resale -Qwest Inside Wire Maintenance (IWM) Plans - V9.0	03/05/04	Qwest Communications
03/04/04	Level 1	CMP - Unbundled Network Elements-Platform (UNE-P) - General Information – V46.0	03/05/04	Qwest Communications
3/4/2004	Level 2	CMP - Unbundled Customer Controlled Rearrangement Element (UCCRE) – V1.0	03/25/04	Qwest Communications
3/4/2004	Level 2	CMP – FINAL NOTICE and Qwest Response to CLEC Comments on Ordering Overview V46.0	03/12/04	Qwest Communications
3/4/2004	Level 4	CMP - CMP Document Changes	04/19/04	Qwest Communications
03/05/04	Level 1	CMP – Denver POTS Classes Cancelled	03/05/04	Qwest Communications
3/5/2004	Level 3	CMP - Resale - Qwest Digital Subscriber Line (Qwest DSL) - V22.0 - Unbundled Network Elements-Platform (UNE-P) with Qwest Digital Subscriber Line (Qwest DSL) - V19.0	04/21/04	Qwest Communications
3/5/2004	Level 4	CMP – FINAL NOTICE on Grandparenting of Measured Service USOC's in New Mexico - Business	03/22/04	Qwest Communications
3/5/2004	Level 4	CMP - White Pages Directory Listings - V23.0, - Facility-Based CLECs and Reseller/Unbundled Network CLECs Directory Listing User Document V4.02	04/19/04	Qwest Communications
03/08/04	Level 1	CMP - Geographic Deaveraging - General Information V12.0	03/09/04	Qwest Communications
3/8/2004	Level 2	CMP - Service Interval Guide for Resale, UNE and Interconnection Services (SIG) V31.0	03/29/04	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
3/9/2004	Level 2	CMP – FINAL NOTICE and Qwest Response to CLEC Comments on Provisioning and Installation Overview V35.0	03/16/04	Qwest Communications
3/9/2004	Level 4	CMP - Grandparenting of Measured Service Plan USOCs - South Dakota specific	04/23/04	Qwest Communications
3/9/2004	Level 4	CMP - Grandparenting of specific Measured Service USOCs in Minnesota - Residence	04/23/04	Qwest Communications
3/9/2004	Level 4	CMP – Grandparenting of specific Measured Service USOCs in Utah – Residence	04/23/04	Qwest Communications
03/10/04	Level 1	CMP - Unbundled Dedicated Interoffice Transport (UDIT) - V20.0	03/11/04	Qwest Communications
03/11/04	Level 1	CMP - Bona Fide Request (BFR) and Special Request (SR) Processes V8.0	03/12/04	Qwest Communications
03/11/04	Level 1	CMP - Intercept Services	03/12/04	Qwest Communications
3/12/2004	Level 3	CMP – FINAL NOTICE - Remote Collocation - V18.0	03/29/04	Qwest Communications
3/15/2004	Level 2	CMP - Local Service Ordering Guidelines (LSOG) – Manual Local Response (FOC, Error, Reject, Jeopardy, Cancel Notice) V17.0	04/05/04	Qwest Communications
3/15/2004	Level 2	CMP - PSON, CSR and FOC Content Change and Eastern ZCID Summary BANS	04/19/04	Qwest Communications
3/15/2004	Level 3	CMP - Interconnection Agreement V68.0	~~04/29/04~~	Qwest Communications
3/16/2004	Level 3	CMP - Provisioning and Installation Overview V39.0	04/30/04	Qwest Communications
03/17/04	Level 1	CMP - Ordering Overview V48.0	03/18/04	Qwest Communications
03/17/04	Level 1	CMP - Retraction of Interconnection Agreement V68.0	03/17/04	Qwest Communications
3/17/2004	Level 2	CMP - Wholesale Customer Contacts V21.0	04/07/04	Qwest Communications
03/18/04	Level 1	CMP - Unbundled Network Elements - Platform (UNE-P) – Plain Old Telephone Service (POTS) – V24.0	03/19/04	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
03/18/04	Level 1	CMP – IMA Release 15.0 Pre-Recorded Web Conference Offering	03/18/04	Qwest Communications
3/18/2004	Level 2	CMP - Blocking Job Aid – V4.0, Hunting Job Aid – V2.0	04/19/04	Qwest Communications
3/18/2004	Level 2	CMP - Local Service Ordering Guidelines (LSOG) and Product Catalogs (PCAT) updates associated with IMA System Release 15.0	04/19/04	Qwest Communications
03/22/04	Level 1	CMP - Qwest Choice Business V2.0	03/23/04	Qwest Communications
3/22/2004	Level 3	CMP - Resale - Qwest Digital Subscriber Line (Qwest DSL) - V23.0	05/06/04	Qwest Communications
03/23/04	Level 1	CMP - Interconnection – Synchronous Service Transport (SST) – V3.0 – and Interconnection - Self-Healing Network Service (SHNS) – V2.0	03/24/04	Qwest Communications
3/23/2004	Level 4	CMP - Collocation - General Information - V21.0	05/07/04	Qwest Communications
03/25/04	Level 1	CMP – IMA Release 15.0 Training Materials and Web Conference Access Method Updated	03/25/04	Qwest Communications
3/25/2004	Level 2	CMP – CMP Website CR Interactive Reports	04/15/04	Qwest Communications
3/25/2004	Level 4	CMP – FINAL NOTICE on White Pages Directory Listings - V23.0, Facility-Based CLECs and Reseller/Unbundled Network CLECs Directory Listing User Document V4.02	04/19/04	Qwest Communications
3/29/2004	Level 2	CMP – FINAL NOTICE and Qwest Response to CLEC Comments on PSON, CSR and FOC Content Change and Eastern ZCID Summary BANS	04/19/04	Qwest Communications
3/29/2004	Level 4	CMP - Reserved Telephone Number Investigation - V1.0	05/13/04	Qwest Communications
03/30/04	Level 1	CMP - Resale - Synchronous Service Transport (SST) – V4.0	03/31/04	Qwest Communications
03/30/04	Level 1	CMP - Remote Collocation - V18.0	03/31/04	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
03/30/04	Level 1	CMP - Unbundled Local Loop PCAT updates associated with Ad-Hoc meetings on Template changes	03/31/04	Qwest Communications
03/30/04	Level 1	CMP - Resale Qwest Digital Subscriber Line (Qwest DSL) - V24.0	03/31/04	Qwest Communications
3/30/2004	Level 3	CMP - Common Channel Signaling Access Capability (CCSAC)/Signaling System 7 (SS7) – Unbundled V9.0	05/14/04	Qwest Communications
03/31/04	Level 1	CMP – Accepting March Registrations	03/31/04	Qwest Communications
03/31/04	Level 1	CMP – IMA Release 15.0 Training Materials Updated	03/31/04	Qwest Communications
3/31/2004	Level 2	CMP - Access to Poles, Ducts and Rights of Way (PDR) - V17.0, Unbundled Dark Fiber (UDF) - V18.0, Qwest Interconnect OSS Electronic Access – V20.0, Getting Started as a Facility-Bases Competitive Local Exchange Carrier (CLEC) V10.0, New Customer Questionnaires V9.0	04/21/04	Qwest Communications

***Change Request Status Codes**

The following status codes will be applied to Qwest and CLEC initiated CRs. The status of the CR will be included in the Interactive Reports. CR status codes will not necessarily be assigned in the order set forth below, and not every status code will apply to every CR.

□ Submitted - The CR receives a Submitted status when Qwest's CMP Manager has formally acknowledged the CR. The CR remains in Submitted status until Qwest has conducted a Clarification meeting with the originator.

□ Clarification – The CR is updated to Clarification status once the clarification meeting has been held with the originator.

□ Evaluation – The CR moves into Evaluation status if the CR requires further investigation.

□ Presented – The CR moves into Presented status after the originator has presented it at the monthly CMP meeting.

□ Pending Prioritization – The Systems CR moves into Pending Prioritization status after it has been Presented and is waiting for Prioritization.

□ Prioritized - The Prioritized status is not applicable to all Change Requests. The Prioritized status is only applicable to CRs for which the impacted interface is an OSS that requires prioritization (e.g. IMA). The CR receives a status of Prioritized once it has been presented for prioritization and the Prioritization process has been completed.

□ Development – A Product/Process CR moves into a Development status when Qwest's response requires development of a new or revised process. A Systems CR moves into Development status when development begins.

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter

□ CLEC Test – A CR moves into the CLEC Test status upon agreement by the participants in the CMP meeting. CLECs have the ability to evaluate the effectiveness of Qwest's change and its implementation, provide feedback, and indicate whether further action is required. Through interaction between Qwest and the interested CLECs, a Product/Process Change as initially implemented may undergo modification. Depending on the magnitude of such modifications, it may be appropriate to return the CR to Development status. Problems found with newly deployed Systems changes will be handled in accordance with Production Support process as described in Section 12.0. If no further action is required for a consecutive 60 day period, the status moves to Completed, unless the parties agree otherwise.

□ Completed – The CR moves to a completed status when the CLECs and Qwest agree that no further action is required to fulfill the requirements of the CR.

□ Denied – The CR receives a Denied status when Qwest denies the CR.

□ Deferred - The CR receives a Deferred status if the CMP CR originator does not intend to escalate or dispute the CR at the present time, but wants the ability to activate or close the CR at a later date.

□ Withdrawn - The CR receives a Withdrawn status when the CR originator requests that the CR be withdrawn from the CMP process and the CR is not sponsored by another party.

Note: The above language is an excerpt from Section 5.7 of the Wholesale Change Management Process Document. The document can be found at http://www.qwest.com/wholesale/cmp/whatiscmp.html

EXHIBIT C

Qwest Wholesale Change Management Process: Summary of change by Interface release
1st Quarter 2004

EXACT

	Number of CRs
CLEC CRs	0
Qwest CRs	1

Change Request number	Summary	Submitter
SCR103003-05IG	ASOG 28 - EXACT Upgrade	Qwest Communications

EBTA/MEDIACC

	Number of CRs
CLEC CRs	0
Qwest CRs	1

Change Request number	Summary	Submitter
SCR111103-03	Improved Options for POTS Repair	Qwest Communications

PIC Verification

	Number of CRs
CLEC CRs	0
Qwest CRs	1

Change Request number	Summary	Submitter
SCR053003-01IG	CARE expansion to 1500 bytes	Qwest Communications

QORA

	Number of CRs
CLEC CRs	0
Qwest CRs	1

Change Request number	Summary	Submitter
SCR103003-02IG	ASOG 28 - QORA Upgrade	Qwest Communications

TELIS

	Number of CRs
CLEC CRs	0
Qwest CRs	1

Change Request number	Summary	Submitter
SCR103003-04IG	ASOG 28 - TELIS Upgrade	Qwest Communications

EXHIBIT D

Qwest Wholesale Change Management Process: Escalation Process
1st Quarter 2004

Date submitted	Escalation number	Summary of escalation	Submitter
1/9/2004	SCR070103-01ES	Allow financial suspend orders to flow through for Washington, Oregon and Northern Idaho	MCI
1/14/2003	SCR042303-01XE21	AT&T requests that vendor Meet (coordinated dispatch) requests for non design POTS service be at specific times	AT&T
1/14/2003	SCR030403-01E21	Commit time to be communicated on an Event Report through the attribute "Commitment Time"	AT&T
3/23/2004	PC110403-1-E25	AT&T desires an implementation date as soon as possible for PC110403-1	AT&T
3/23/2004	SCR031303-01-E24	Qwest to provide an implementation date as soon as possible for SCR031303-01	AT&T
3/23/2004	SCR102703-01-E23	Implementation date of no later than June 2004 is requested fro SCR102703-01	AT&T
3/15/2004	SCR111203-01-E22	Request for information regarding any unplanned outages	AT&T

Note: No Escalations were received during February 2004
Note: Escalation detail is available at http://www.qwest.com/wholesale/cmp/escalations.html

Qwest Wholesale Change Management Process: Dispute Resolution Process
1st Quarter 2004

Date submitted	D R number	Summary of change	Submitter

Note: No Disputes were received during 1st Quarter 2004

EXHIBIT

E

Change Management Improvements
1st Quarter 2004

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 1 Introduction and Scope Qwest implemented Section 1 as agreed to by the Redesign Team.	October 2, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 2-3 Final Minutes, page 4 paragraph 1.)	October 3, 2001	Qwest has complied with this process for over 29 months. Qwest processed 457new OSS Interface CRs between October 3, 2001 and March 31, 2004. Qwest processed 232 new Product Process CRs between October 3, 2001 and March 31, 2004. Qwest has rejected only 4 Process CR on the grounds that they were deemed to be out of scope of the Change Management Process.	Supporting data can be found at the following URL: http://www.qwest.com/wholesale/cmp/changerequest.html (Select either CLEC-Qwest Change Request – Product/Process Interactive Reports or CLEC-Qwest Change Request – Systems Interactive Reports.)

Change Management Improvements
1st Quarter 2004

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 2 **Managing the Change Management Process** Qwest implemented Section 2 as agreed to by the Redesign Team.	Varies by sub-section.	Qwest implemented Section 2 as specified in the Qwest's Record of Compliance column.	Qwest has modified the processes, as necessary, as determined by the Redesign Team. Qwest posts a POC list to the CMP web site. CMP Managers have been in place since the inception of CMP in 1999. CR Project Managers have been in place (fulfilling the roles and responsibilities described in the CMP) since August, 2001. Escalation/Dispute Resolution Managers have been in place (fulfilling the roles and responsibilities described in the CMP) since September, 2001. Qwest posted a CLEC comments tool to the CMP web site. In April 2002, CLECs and Qwest agreed to procedures to manage changes to the CMP. In June 2002, CLECs and Qwest agreed to use a CR to manage changes.	Supporting data can be found at the following URLS: http://www.qwest.com/wholesale/cmp/poc.html (CLEC-Qwest POC List) http://www.qwest.com/wholesale/cmp/changerequest.html (See either CLEC-Qwest Change Request – Product/Process Interactive Reports or CLEC-Qwest Change Request – Systems Interactive Reports These contain the names of the CR Project Managers assigned to each of the CRs.) http://www.qwest.com/wholesale/cmp/escdisp.html (See actual escalations.) http://www.qwest.com/wholesale/cmp/review.html (This is the tool the CLECs use to submit comments on a given PCAT or TechPub.)

Change Management Improvements
1st Quarter 2004

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 3 Meetings Qwest implemented Section 3 as agreed to by the Redesign Team.	August 8, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Re-Design Meeting August 7 & 8 Final Minutes - 8-29-01 Attachment 9, Page 8.)	See Qwest's Record of Compliance column.	Qwest has conducted CMP monthly meetings at least once per month since the inception of Qwest's CMP in 1999. In October, 2001, CMP monthly meetings were extended to two full day sessions per the request of the CLEC participants. Qwest has provided meeting materials, also known as distribution packages, since the inception of Qwest's CMP in 1999. An improved distribution package format was introduced in September, 2001 for the Product and Process CMP meetings and in October 2001 for the Systems CMP meetings. Qwest has recorded meeting minutes since August 15, 2001 for Product and Process CMP meetings, and since September 19, 2001 for Systems CMP meetings. Qwest has made a number of improvements to its CMP website as a result of the Redesign effort.	Supporting data can be found at the following URLS: http://www.qwest.com/wholesale/cmp/tmarchive.html (CMP meeting material, including dates of meetings, distribution packages and meeting minutes) http://www.qwest.com/wholesale/cmp/index.html (Qwest's CMP web site)

Change Management Improvements
1st Quarter 2004

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 4 **Types of Change** Qwest implemented Section 4 as agreed to by the Redesign Team.	September 20, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting September 18 and 20 Final Minutes, Pages 6 and 7.)	September 20, 2001	Qwest has complied with this process for over 30 months. It should be noted that there was an impasse issue relating to the definition of Regulatory CRs that was resolved on April 4, 2002. However, the team had reached agreement on the other aspects of the definition and the impasse resolution did not change the language contained in the Qwest Wholesale Change Management Process document. There were 4 Regulatory CRs, 0 Industry Guideline CRs, 24 CLEC Originated CRs, and 25 Qwest Originated CRs on the candidate list for the IMA 10.0 Release. There were 2 Regulatory CRs, 16 Industry Guideline CRs, 10 CLEC Originated CRs, and 12 Qwest Originated CRs on the candidate list for the IMA 11.0 Release. It should be noted that the 2 Regulatory CRs were for PID improvements. Effective with Qwest's IMA 12.0 Release and beyond, PID improvements will be treated as either CLEC Originated CRs or Qwest Originated CRs.	The CRs that were candidates for the IMA 10.0 Release, by CR type, can be found at the following URL: http://www.qwest.com/wholesale/downloads/2001/011012/Systems_Distribution_Doc.pdf (See Distribution Package for 10-18-01, Attachment E for CRs originally classified as Regulatory CRs and Attachment F for Qwest Originated and CLEC Originated CRs. NOTE: There were no industry Guideline CRs for the IMA 10.0 Release. The CRs that were candidates for the IMA 11.0 Release, by CR type, can be found at the following URL: http://www.qwest.com/wholesale/downloads/2002/020215/systemsfebdistpackage.pdfhttp://www.qwest.com/wholesale/downloads/2002/020215/systemsfebdistpackage.pdfhttp://www.qwest.com/wholesale/downloads/2002/020215/systemsfebdistpackage.pdf	

			There was 1 Regulatory CR, 12 Industry Guideline CRs, 34 CLEC Originated CRs, and 13 Qwest Originated CRs on the candidate list for the IMA 12.0 Release. There was 1 Regulatory CR, 33 CLEC Originated CRs, and 17 Qwest Originated CRs on the candidate list for the IMA 13.0 Release. There were 0 Regulatory CRs, 38 CLEC Originated CRs, and 15 Qwest Originated CRs on the candidate list for the IMA 14.0 Release. There were 0 Regulatory CRs, 38 CLEC originated CRs, and 20 Qwest originated CRs on the candidate list for the IMA 15.0 Release. There were 0 Regulatory CRs, 33 CLEC originated CRs, and 19 Qwest originated CRs on the candidate list for the IMA 16.0 Release. It should be noted that CLECs have had the ability to submit CRs since the inception of Qwest's Change Management Process f.k.a. CICMP. Between	

Change Management Improvements
1st Quarter 2004

			January 1, 2000 and September 30, 2001 Qwest processed and closed 68 OSS Interface CRs.	

Change Management Improvements
1st Quarter 2004

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 5 **Sections 5.1 and 5.2 CLEC-Qwest OSS Interface Change Request Initiation Process** Qwest implemented Section 5.1 as agreed to by the Redesign Team. Qwest implemented the process improvements that were agreed to by the Redesign Team.	September 5, 2001 (Original) Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting September 5 Final Minutes, Page 4.) October 16, 2001 (Revised) Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 2.)	October 1, 2001(Original) October 30, 2001 (Revised)	Qwest has complied with the revised process 29 months. Between November 1, 2001 and March 31, 2004, Qwest processed 406 new OSS Interface CRs in accordance with the CLEC-Qwest OSS Interface Change Request Initiation Process. There are up to 9 CMP milestones for each CR 1.) Send Acknowledgement; 2.) Post CR to Web; 3.) Contact CR Originator; 4.) Hold Clarification Meeting; 5.) Send Initial Qwest Response; 6.) Post Initial Qwest Response to Web; 7.) Present CR; 8.) Send Final Qwest Response, if applicable; and 9.) Post Final Qwest Response to Web, if applicable. For the time period specified above, Qwest is responsible for missing only 10 milestones of a possible 2718 milestones that have occurred so far. This equates to an average compliance rate of 99.63% Following is a description of the missed milestones: 1.) SCR012802-1	Supporting data can be found at: Http://www.qwest.com/wholesale/cmp/changerequest.html (Select CLEC-Qwest Change Request – Systems Interactive Reports.)

			Milestone Missed: Initial Response Posted to Web Explanation: The initial response was sent to the CLEC on time, however, the initial response was not posted to the web until the following day. A process improvement was implemented in April, 2002 to correct this deficiency. 2.) SCR012802-1 Milestone Missed: Final Response Issued: Explanation: The functionality originally requested is not feasible. However, Qwest agreed to conduct an ongoing analysis of issues identified by the CLECs. Therefore, a final response has not been issued and this CR has not been closed 3.) SCR012802-1 Milestone Missed: Final Response Posted to Web. Explanation: The functionality originally requested is not feasible. However, Qwest agreed to conduct an ongoing analysis of issues identified by the CLECs. Therefore, a final response has not been issued and this CR has not been closed. 4.) SCR012802-2 Milestone Missed: Initial Response Posted to Web Explanation: The initial response was sent to the CLEC on time,	

			however, the initial response was not posted to the web until the following day. A process improvement was implemented in April, 2002 to correct this deficiency. 5.) SCR062402-01 Milestone Missed: Initial Response Explanation: The initial response was not posted to until the following day. 6.) SCR062402-01 Milestone Missed: Initial Response Explanation Posted to Web: The initial response was not posted until the following day. 7.) SCR122002-01 Add UNE-P Centrex 21 to SATE. Milestone Missed: Acknowledgement of CR. The acknowledgement was missed by one day. 8) .SCR122002-0 Add Service order inquiry status (SOSI) to SATE. Milestone Missed: Acknowledgement of CR. The acknowledgement was missed by one day. 9.) SCR073003-01 IMA Add New IMA Reject Reason "Requested Product Not Available" Milestone Missed: Acknowledgement of CR was missed due to the evaluation of this CR to determine if it should be processed as a systems or Product/Process CR.	

			10.) SCR073003-01 IMA Add New IMA Reject Reason "Requested Product Not Available "Milestone Missed: CR Posted to Web was missed due to the evaluation of this CR to determine if it should be processed as a systems or P/P CR. Correction: Qwest originally reported that it was responsible for missing 1 additional milestone. The milestone was missed because the CLEC did not show up for the clarification meeting so the meeting had to be rescheduled (see SCR120301-1). Note: Discussions to clarify Qwest-originated OSS Interface CRs are generally held informally within Qwest by the originator of the CR and the Qwest Subject Matter Experts (SMEs) before the CR is even submitted to the CMP and meeting minutes are not prepared for such discussions. After the CR is formally submitted to the CMP, it is forwarded to Qwest SMEs, who may clarify the CR (although that is usually not necessary, as clarification discussions have already been held before the CR	

			is submitted to CMP). In general, the date that the CR is forwarded to the Qwest SMEs is the date that is populated in the clarification meeting field in the CLEC-Qwest Systems Interactive Report and thus for milestone measurement purposes.	

Change Management Improvements
1st Quarter 2004

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 5.3 **CLEC Product/Process Change Request Initiation Process** Qwest implemented Section 5.3 as agreed to by the Redesign Team. Qwest implemented the process improvements that were agreed to by the Redesign Team.	September 5, 2001 (Original) Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting September 5 Final Minutes, Page 4.) October 16, 2001 (Revised) Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 2.)	October 1, 2001(Original) October 30, 2001 (Revised)	Qwest has complied with the revised process for 28 months. Between November 1, 2001 and March 31, 2004, Qwest processed 186 new CLEC Product/Process CRs in accordance with the CLEC Product/Process Change Request Initiation Process. There are up to 9 CMP milestones for each CR 1.) Send Acknowledgement; 2.) Post CR to Web; 3.) Contact CR Originator; 4.) Hold Clarification Meeting; 5.) Send Initial Qwest Response; 6.) Post Initial Qwest Response to Web; 7.) Present CR; 8.) Send Final Qwest Response, if applicable; and 9.) Post Final Qwest Response to Web, if applicable. For the time period specified above, Qwest is responsible for missing only 8 milestones out of a possible 1458 milestones that have occurred so far. This equates to an average compliance rate of 99.45% Following is a description of the missed milestones: 1.) PC110201-2	Supporting data can be found at: Http://www.qwest.com/wholesale/cmp/changerequest.html (Select CLEC-Qwest Change Request – Product and Process Interactive Reports.)

			Milestone Missed: Customer Contacted Explanation: Employee was ill, manager did not reassign CR to a backup employee. Missed milestone by 2 days. 2.) PC110201-2 Milestone Missed: Clarification Meeting Held Explanation: CRPM was ill, manager did not reassign CR to a backup employee. Missed milestone by 13 days. It is not clear in the notes why the meeting was scheduled for 11/27. The CLEC was contacted on 11/12. 3.) PC120301-2 Milestone Missed: Clarification Meeting Held Explanation: The date that the clarification meeting should have been held conflicted with the monthly CMP meetings, so the clarification meeting was held 2 days late. 4.) PC120301-3 Milestone Missed: Clarification Meeting Held Explanation: The date that the clarification meeting should have been held conflicted with the monthly CMP meetings, so the clarification meeting was held 2 days late. 5.) PC120301-4 Milestone Missed: Clarification	

			Meeting Held Explanation: The date that the clarification meeting should have been held conflicted with the monthly CMP meetings, so the clarification meeting was held 2 days late. 6.) PC120301-5 Milestone Missed: Clarification Meeting Held Explanation: The date that the clarification meeting should have been held conflicted with the monthly CMP meetings, so the clarification meeting was held 4 days late. 7.) PC110201-1 Milestone Missed: Clarification Meeting Held Explanation: The clarification meeting was held 3 days late. 8.) PC062603-1 Milestone Missed: Send Acknowledgement Explanation: Acknowledgement was missed by 2 days.	

Change Management Improvements
1st Quarter 2004

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 5.4 **Qwest Initiated Product/Process Changes** Qwest implemented Section 5.4 as agreed to by the Redesign Team. Qwest implemented the process improvements that were agreed to by the Redesign Team.	Qwest implemented the process as agreed to in concept during the March 19 CMP Redesign Meeting. Meeting minutes that reflect that the Redesign Team reached agreement in concept on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes –CMP Redesign Meeting March 18 & 19 Final Minutes, Page 10.) April 16, 2002 (Revised and Baselined) Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting April 16 Draft Minutes, Page 7.)	April 1, 2002 (Original) April 22, 2002 (Revised)	Qwest has complied with the original process for over 23 months and the revised process for over 23 months. Between April 1, 2002 and March 31, 2004, Qwest submitted 1020 new Product/Process Changes in accordance with the Qwest Product/Process Change Process. There are 6 CMP Notification Requirements for each **Level 1** Change. Issue notice with the following: 1.) Level of disposition, 2.) Description of change 3.) Note that changes are effective immediately 4.) List no comment cycle and contact email for CMP Manager 5.) Include web notification form or redlined document, if required. 6.) Include history log, if required. There are 11 CMP Notification Requirements for each **Level 2** Change. Issue notice with the following: 1.) Level of disposition, 2.) Description of change 3.) List of comment cycle timeframes 4.) Provide comment URL 5.) Note the	Supporting data can be found at: http://www.qwest.com/wholesale/notices/cnla/ (Select Product, Process, Training, Network-Tech Pubs) Http://www.qwest.com/wholesale/cmp/changerequest.html (Select CLEC-Qwest Change Request – Product and Process Interactive Reports)

			proposed effective date, 6.) Link to Document Review web site, if required; 7.) Post documentation on to the Document Review web site, if required; 8.) Include web notification form or redlined document, if required; 9.) Include history log, if required; 10.) Response to CLEC comments, if applicable. 11.) Final notification, if applicable. There are 11 CMP Notification Requirements for each **Level 3** Change. Issue notice with the following: 1.) Level of disposition, 2.) Description of change 3.) List of comment cycle timeframes 4.) Provide comment URL 5.) Note the proposed effective date, 6.) Link to Document Review web site, if required; 7.) Post documentation on to the Document Review web site, if required; 8.) Include web notification form or redlined document, if required; 9.) Include history log, if required; 10.) Response to CLEC comments, if applicable. 11.) Final notification. There are 9 CMP milestones for each Level 4-Change Request Change 1.) Send Acknowledgement; 2.) Post CR to Web; 3.) Contact CR	

			Originator; 4.) Hold Clarification Meeting; 5.) Send Initial Qwest Response; 6.) Post Initial Qwest Response to Web; 7.) Present CR; 8.) Send Final Qwest Response, if applicable; and 9.) Post Final Qwest Response to Web, if applicable. In addition there are 11 CMP Notification Requirements. Issue notice with the following: 1.) Level of disposition, 2.) Description of change 3.) List of comment cycle timeframes 4.) Provide comment URL 5.) Note the proposed effective date, 6.) Link to Document Review web site, if required; 7.) Post documentation on to the Document Review web site, if required; 8.) Include web notification form or redlined document, if required; 9.) Include history log, if required; 10.) Response to CLEC comments, if applicable. 11.) Final notification. For the time period specified above Qwest initiated 606 Level 1 changes, 213 Level 2 changes, 130 Level 3 changes, and 71 Level 4 changes. Qwest is responsible for missing 2 Level 4-CR milestones out of a possible 487 milestones that	

			have occurred so far. This equates to an average compliance rate of 99.59% Qwest is responsible for missing only 15 Level 1-4 CMP Notification Requirements out of a possible 6921 that have occurred so far. This equates to an average compliance rate of 99.78% Following is a description of the missed Level 4 CR milestones: 1.) PC100202-1 Milestone Missed: Initial Response posted to the web Meeting Held Explanation: Date missed due to a posting error 2.) PC101802-2IG Milestone Missed: Initial Response posted to the web Meeting Held Explanation: Date missed due to a posting error Following is a description of the missed notification milestones: 1.) Notification number: PROS.04.03.02.F.00415.Billing_Output. No level. 2.) Notification number: PROS.04.03.02.F.00415.Billing_Output. No comment cycle explanation. 2.) Notification number: PROS.04.04.02.F/00418.Service_Managers. No	

			levelPROS.04.04.02.F/0041 8.Service_Managers. No comment cycle explanation. 4.)Notification number: TRNG.04.23.02.F.02166.May_TRNG_Schedule. No level 5.) Notification number TRNG.04.23.02.F.02166. May_TRNG_Schedule. No comment cycle explanation 6.)Notification number: TRNG.04.03.02.F.02167.2Q02_Update. No level 7.) Notification number: TRNG.04.03.02.F.02167.2Q02_Update. No comment cycle explanation. 8.)Notification number: NETW.04.19.02.R. 01810.#77405_D. Delay in response to comments. 9.)Notification number: NETW.04.19.02.R. 01810.#77405_D. Delay in final notification. 10.) Notification number: PROD.06.25.03.F.03440.Resale_General_V26. Notification not sent prior to actual effective date. NOTE: This miss was inadvertently left off of the 2Q03 report. 11.) Notification number: PROD.11.10.03.F.01035.Resale GeneralV35. Notifications not sent prior to actual effective date.	

			12.) Notification number: PROD.11.17.03.F.1071.GrandparentMS_NE_IA. Notifications not sent prior to actual effective date. 13.) Notification number: PROD.01.06.04.F.01223.PCAT_Updates Notification not sent prior to actual effective date. 14.) Notification number: PROS.12.05.03.F.01131.ProvisioningV29. Notifications not sent prior to actual effective date. Note: Through the CMP, a CMP CR was issued to change Qwest's process for redlining and green highlighting (PC100102-1CM was voted on by the CLEC community on December 18, 2002 and the CMP Document was revised on January 6, 2003). This process changed the associated milestones. Qwest is 100% compliant with the new milestones. Note: For Qwest-originated Product and Process CRs, the CMP framework does not require clarification meetings to be held, but Qwest has included this as a CMP milestone. Discussions to clarify Qwest-originated Product or Process	

			CRs are generally held informally within Qwest by the originator of the CR and Qwest Subject Matter Experts (SMEs) before the CR is even submitted to the CMP, and meeting minutes are not prepared for such discussions. After the CR is formally submitted to CMP, Qwest SMEs may, but generally do not, clarify the CR. In addition, Qwest generally holds meetings with the CR originator after submission of the CR to CMP to discuss such matters as the CMP requirements related to the CR. In general, this is the meeting date that is populated in the clarification meeting field in the CLEC-Qwest Product-Process Interactive Report.	

Change Management Improvements
1st Quarter 2004

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 5.5 Postponement Qwest implemented Section 5.5 as agreed to by the Redesign Team.	June 5, 2002 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Re-Design Meeting Minutes for June 5-6)	June 19, 2002	This process has been in place for over 21 months. During this time, the Postponement Process has not been evoked.	

Change Management Improvements
1st Quarter 2004

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 6 **OSS Interface Release Calendar** Qwest implemented Section 6 as agreed to by the Redesign Team.	October 16, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 3.)	November, 2001	Qwest has complied with the improved OSS Interface Release Calendar for 28 months. The previous Calendar already provided OSS Release information, but was improved with the inclusion of additional customer facing system information. The revised OSS Interface Release Calendar was posted on the web in November 2001. Quarterly updates were posted on the web in January 2002, April 2002, July 2002, October 2002, January 2003, April 2003, July 2003, September 2003, December 2003, and January 2004.	The current view of Qwest's OSS Interface Release Calendar can be found at the following URL: http://www.qwest.com/wholesale/cmp/osscalendar.html

Change Management Improvements
1st Quarter 2004

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 7 **Introduction of a New OSS Interface** **Section 7.1** **Introduction of a New Application to Application Interface**	November 1, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 11.)	November, 2001.	Qwest introduced a new OSS Interface (ASR Pre-Order via XML) on October 29, 2003. There are 8 CMP milestones for the introduction of a new OSS Interface: 1.) Release Notification; 2.) CLEC Comments and Qwest Response; 3.) Implementation Plan review meeting; 4) Draft Technical Specifications issued; 5.) Walk through of Draft Technical Specifications; 6.) CLEC Comments and Qwest Response; 7.) Final Technical Specifications; and 8.) Release into Production. Qwest is 100% in compliance with all milestones	

Change Management Improvements
1st Quarter 2004

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 7.2 **Introduction of a New GUI** Qwest implemented Section 7 as agreed to by the Redesign Team.	November 1, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 11.)	November, 2001	Qwest introduced a new GUI (FORCAST) on March 8, 2002. There are 6 CMP milestones for the introduction of a new GUI: 1.) Release Notification; 2.) Issue Draft Release Notes, 3.) Interface Overview; 4.) CLEC Comments and Qwest Response; 5.) Final Notification; and 6.) Deployment. Qwest demonstrated 100% compliance with these milestones. Qwest introduced a new GUI (QORA) on November 3, 2003. There are 6 CMP milestones for the introduction of a new GUI: 1.) Release Notification; 2.) Issue Draft Release Notes, 3.) Interface Overview; 4.) CLEC Comments and Qwest Response; 5.) Final Notification; and 6.) Deployment. Qwest demonstrated 100% compliance with these milestones Qwest is in compliance with the milestones.	Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,38,00.html

Change Management Improvements
1st Quarter 2004

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 8.0 **Change to Existing OSS Interfaces** Qwest implemented Section 8.0 as agreed to by the Redesign Team.	November 1, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 8.	See Qwest's Record of Compliance column.	Qwest agreed to implement no more than 3 major IMA releases and 3 IMA point releases within a calendar year. Qwest has complied with this process for over 2 years. In 2001, Qwest implemented 2 major and 3 point releases. In 2002, Qwest implemented 3 major and 2 point releases. Qwest agreed to support the previous major IMA release for 6 months after the subsequent major IMA EDI (i.e., application to application) release has been implemented. Qwest has complied with this process for over 2 years. IMA Release 6.0 was implemented December 8, 2000 and IMA Release 5.0 was retired June 8, 2001. IMA Release 7.0 was implemented April 22, 2001 and IMA Release 6.0 was retired December 7, 2001. (Qwest exceeded its commitment to the CLECs.) IMA Release 8.0 was	

			implemented August 18, 2001 and IMA Release 7.0 was retired March 16, 2002. (Qwest exceeded its commitment to the CLECs.) IMA Release 9.0 was implemented February 25, 2002 and IMA Release 8.0 was retired October 18, 2002. (Qwest exceeded its commitment to the CLECs.) IMA Release 10.0 was implemented June 17, 2002 and IMA Release 9.0 was retired on December 17, 2002. (Qwest exceeded its commitment to the CLECs.) IMA Release 11.0 was implemented November 18, 2002. IMA Release 10.0 was retired on July 18, 2003. IMA Release 12.0 was implemented April 7, 2003 and IMA Release 11.0 was retired on November 7, 2003.IMA Release 13.0 was implemented August 4, 2003. Qwest agreed, except in one instance which followed the Exception Process, that major IMA releases should occur no less than 3 months apart. Qwest has complied with this process for over 2 years. (See release	

			dates above.) In the instance, with IMA 13.0 QWEST issued CR# SCR010203-01EX Exception request to change the IMA 13.0 Timeline. This change was voted on and unanimously approved. IMA Release 14.0 was implemented December 8, 2003.	

Change Management Improvements
1st Quarter 2004

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 8.1 **Application to Application Interface** Qwest implemented Section 8.1 as agreed to by the Redesign Team.	November 1, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 8.	November, 2001	Qwest introduced Changes to an Existing OSS Interface – Application to Application Interface for IMA 10.0 on April 4, 2002, IMA 11.0 on November 18, 2002, IMA 12.0 on April 7, 2003, IMA 13.0 on August 4, 2003, IMA 14.0 on December 4, 2003. There are 6 CMP milestones for changes to an existing application to application interface: 1.) Draft Interface Technical Specifications; 2.) Walk-through of Draft Interface Technical Specifications; 3.) Qwest Response to CLEC Comments; 4.) Final Interface Technical Specifications; 5.) Joint Testing; and 6.) Deployment. Qwest demonstrated 100% compliance with these milestones for IMA 10.0 , IMA 11.0, IMA 12.0, IMA 13.0, and IMA 14.0. To date for IMA 15.0, Qwest has complied with milestones 1-4 with 100% compliance. IMA 15.0 has a planned implementation date of April 2004.	Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,56,00.html

Change Management Improvements
1st Quarter 2004

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 8.2 **Graphical User Interface** Qwest implemented Section 8.2 as agreed to by the Redesign Team.	November 1, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 8.	November, 2001	Qwest introduced changes to an existing OSS Interface – GUI (CEMR) on April 7, 2002, November 3, 2002, March 17, 2003, April 14, 2003, August 18, 2003 And December 15, 2003 IMA-GUI 10.0 Release on April 4, 2002, IMA-GUI 11.0 on November 18, 2002, IMA-GUI 12.0 on April 7, 2003, IMA-GUI 13.0 on August 4, 2003 and IMA GUI 14.0 on December 8, 2003 There are 4 CMP milestones for changes to an existing GUI: 1.) Draft GUI Release Notice; 2.) Qwest Response to CLEC Comments; 3.) Final Interface Release Notice; and 4.) Deployment. Qwest demonstrated 100% compliance with these milestones.	http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,45,00.html (See CEMR Release 1.03.06 notices.0

Change Management Improvements
1st Quarter 2004

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 9 **Retirement of Existing OSS Interface**	November 1, 2001 Meeting minutes that reflect that the Redesign Team discussed this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 12. Although the minutes do not specifically reflect that agreement was reached, the process was incorporated in the Qwest Wholesale Change Management Process document, which is indicative of acceptance.	November, 2001.	Qwest implemented a Retirement of an Existing OSS Interface – Graphical User Interface (CTAG) on July 22, 2002. There are 5 CMP milestones for retirement of an existing Graphical User Interface: 1.) Initial Retirement Notice; 2.) Qwest Response to CLEC Comments; 3.) Establish comparable functionality; 4.) Final Retirement Notice; 5.) Retirement. Qwest demonstrated 100% compliance with these milestones.	Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,38,00.html

Change Management Improvements
1st Quarter 2004

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 10 Prioritization Qwest implemented Section 10 and subsequent modifications to it as agreed to by the Redesign Team.			The CLECs have been able to prioritize CRs as described below: There were 4 Regulatory CRs, 0 Industry Guideline CRs, 24 CLEC Originated CRs, and 25 Qwest Originated CRs on the candidate list for the IMA 10.0 Release. The CLECs prioritized everything except the Regulatory CRs in August 2001 and again in October/November 2001. There were 2 Regulatory CRs, 16 Industry Guideline CRs, 10 CLEC Originated CRs, and 12 Qwest Originated CRs on the candidate list for the IMA 11.0 Release. It should be noted that the 2 Regulatory CRs were for PID improvements. The CLECs prioritized everything except the Regulatory CRs. Effective with Qwest's IMA 12.0 Release and beyond, PID improvements will be treated as either CLEC Originated CRs or Qwest Originated CRs. There was 1 Regulatory CR, 12 Industry Guideline CRs, 34 CLEC Originated CRs, and 13 Qwest Originated CRs on the	The CRs that were candidates for the IMA 10.0 Release, by CR type, can be found at the following URL: http://www.qwest.com/wholesale/downloads/2001/011012/Systems_Distribution_Doc.pdf (See Distribution Package for 10-18-01, Attachment E for CRs originally classified as Regulatory CRs and Attachment F for Qwest Originated and CLEC Originated CRs. NOTE: There were no industry Guideline CRs for the IMA 10.0 Release. The CRs that were candidates for the IMA 11.0 Release, by CR type, can be found at the following URL: http://www.qwest.com/wholesale/downloads/2001/011012/Systems_Distribution_Doc.pdf See Distribution Package for 10-18-01, Attachment E for CRs originally classified as Regulatory CRs and Attachment F for Qwest Originated and CLEC Originated CRs. NOTE: There were no industry Guideline CRs for the IMA 10.0 Release.

			candidate list for the IMA 12.0 Release. There was 1 Regulatory CR, 33 CLEC Originated CRs, and 17 Qwest Originated CRs on the candidate list for the IMA 13.0 Release. There were 0 Regulatory CRs, 38 CLEC Originated CRs, and 15 Qwest Originated CRs on the candidate list for the IMA 14.0 Release. There were 0 Regulatory CRs, 38 CLEC originated CRs, and 20 Qwest originated CRs on the candidate list for the IMA 15.0 Release. There were 0 Regulatory CRs, 33 CLEC originated CRs, and 19 Qwest originated CRs on the candidate list for the IMA 16.0 Release	

Change Management Improvements
1st Quarter 2004

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 11 Application-to-Application Interface Testing Qwest implemented Section 11 as agreed to by the Redesign Team.	February 7, 2002 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting February 5 - 7 Final Minutes – 03/12/02, Page 14, Paragraph 2.)	February, 2002	Although through the Redesign process the team agreed to the improved process for interface testing, it should be noted that SATE has been available to the CLECs since August 2001 and was used by CLECs to migrate their systems to the IMA 8.0 Release and later releases.	

Change Management Improvements
1st Quarter 2004

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 12 **Production Support** Qwest implemented Section 12 as agreed to by the Redesign Team.	December 10 ,2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting December 10-11 Final Minutes, Page 7.)	February 2002	Qwest has complied with this process for nearly 23 months. Between February 2, 2002 and March 31 2004, there were 94 planned outages. Qwest missed the notification interval 1 time on March 31, 2003. (SYST.03.31.03.F.04282.SchdDwnTmIMAEDIGUI) Qwest has demonstrated 98.93% compliance with this process. It has been Qwest's practice, prior to the Redesign effort, to conduct post-deployment meetings. Between February 1,2002 and March 31, 2004, Qwest processed 17 Severity 1s, 2329 Severity 2s, 6192 Severity 3s, and 23 Severity 4s. Correction: Qwest previously reported 3 Severity 4's. These Severity 4's were resolved and closed during the initial help desk contact, and therefor not subject to the Production Support Process. On June 18, 2002, CLECs and Qwest agreed to processes for	Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,38,00.html (See Planned Outage notification type.) Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,56,00.html (See 3/27 Release Notice SYST.03.27.02.F.04001.IMA_Rlse_9_01.doc

			Product/Process production support. Qwest implemented this process on July 15, 2002. Note: In the process of preparing the reply comments for the OSS Declaration in the FCC 271 proceedings, Qwest discovered that a number of event notifications that were required to be issued by the CMP Framework had not been issued, even though the underlying defects had been corrected. After investigating the reasons for the non-issuance of these notifications, it became apparent that there was confusion among some members of the Qwest IT Staff. Once it identified the missing event notification problem and its cause, Qwest promptly issued clarifying instructions to the IT Staff so that going forward there will be no confusion.	

Change Management Improvements
1st Quarter 2004

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 13 **Training** Qwest implemented Section 13 as agreed to by the Redesign Team.	May 2, 2002 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://Qwest.com/wholesale/cmp/redesign.html (see CMP Re-Design Meeting May 1-2, Page 11)		Although the Redesign Team agreed to the documented process for training, it should be noted that Qwest has provided training on OSS Interfaces and Product/Process changes since the beginning of 2000.	Supporting data can be found at the following URL: http://www.qwest.com/wholesale/training/index.html

Change Management Improvements
1st Quarter 2004

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 14 **Escalation Process** Qwest implemented Section 14 as agreed to by the Redesign Team.	September 20, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (See CMP Re-Design Meeting Sept. 18 & 20 Final Minutes – 10/10/01, Page 3.)	November 16, 2001	Qwest has complied with the Escalation Process for 28 months Between November 16, 2001 and March 31, 2004, Qwest processed 16 OSS Interface escalations and 9 Product/Process escalations in accordance with the CMP Escalation Process. There are 8 CMP milestones for each escalation: 1.) Monitor Escalation; 2.) Validate Escalation; 3.) Acknowledge Escalation; 4) Post Escalation to Web; 5.) Notify CLECs of Escalation 6.) Monitor for Participation; 7.) Qwest Binding Position; and 8.) Monitor for CLEC Response. Qwest is responsible for missing 1 milestone out of a possible 199 milestones. This equates to an average compliance rate of 99.50% In accordance with the CMP, Qwest must post an escalation on the web within 1 business day of receipt of the complete escalation. Qwest missed this milestone by 1 day for PC102301-2-E02.	Supporting data can be found at: Http://www.qwest.com/wholesale/cmp/index.html (See Escalations and Disputes - Initiation - Ongoing - Archive

Change Management Improvements
1st Quarter 2004

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 15 **Dispute Resolution** Qwest implemented Section 15 as agreed to by the Redesign Team.	September 20, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://QWEst.com/wholesale/cmp/redesign.html (see CMP Re-Design Meeting Sept. 18 & 20 Final Minutes - 10-10-01, Page 5.)	November 16, 2001	This process has been in place for 28 months, but has not been invoked since agreement on the process was reached. Qwest's Dispute Resolution tool may be found on Qwest's CMP web site.	Supporting data can be found at: http://qwest.com/wholesale/cmp/escdisp.html See Escalations and Disputes - Initiation - Ongoing - Archive

Change Management Improvements
1st Quarter 2004

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 16 Exception Qwest implemented Section 16 as agreed to by the Redesign Team.	June 6, 2002 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Re-Design Meeting Minutes for June 5-6)	June 19, 2002 (original)	This process has been in place for over 21 months. During this time, Qwest has received 24 Exception requests. There are 6 CMP milestones for the Exception process: 1.) Acknowledge receipt of Exception submission; 2.) Issue Notification of pre-meeting; 3.) Conduct pre-meeting; 4.) Issue vote notification and ballot; 5) Conduct vote; 6.) Post disposition notification and tally form. Qwest is responsible for missing 2 milestone out of a possible 144 milestones. This equates to an average compliance rate of 98.61%. Following is a description of the missed notification milestones: 1) CR Number: SCR041703-04EX (MCI exception) Milestone missed: The disposition notification and tally form were not posted on time. 2) CR Number: SCR041703-04EX (Qwest exception) Milestone missed: The disposition notification and tally form were not posted on time.	Supporting data can be found at: http://www.qwest.com/wholesale/cmp/teammeetings.html and http://www.qwest.com/wholesale/notices/cnla/

			Note: Through the Redesign Process on September 12, 2002, the milestones were amended to require a pre-meeting for all Exception Requests.	

Change Management Improvements
1st Quarter 2004

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 17 **Voting** Qwest implemented Section 17 as agreed to by the Redesign Team.	July 10, 2002 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Re-Design Meeting Minutes for July 10)	July 17, 2002	This process has been in place for over 20 months. During this time, Qwest has conducted 33 votes. There are 3 CMP milestones for the Voting process: 1.) Issue Notification of a vote; 2.) Issue Notification of vote result; 3.) Post vote result and meeting minutes. Qwest is responsible for missing 2 milestones out of a possible 99milestones. Qwest has demonstrated 98.01%compliance with these milestones. Following is a description of the missed notification milestones: 1.) CR Number: SCR041703-04EX (MCI exception) Milestone missed: The disposition notification and tally form were not posted on time. 2.) CR Number: SCR041703-04EX (Qwest exception) Milestone missed: The disposition notification and tally form were not posted on time.	Supporting data can be found at: http://www.qwest.com/wholesale/cmp/teammeetings.html and http://www.qwest.com/wholesale/notices/cnla/

Change Management Improvements
1st Quarter 2004

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 18 **Oversight Review Process** Qwest implemented Section 18 as agreed to by the Redesign Team.	September 13, 2002 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Re-Design Meeting Minutes for September 12-13)	September 18, 2002	This process has been in place for over 18 months. During this time, 4 referrals have been made to the Oversight Review Committee.	Qwest developed a web site to manage requests and information relating to the Oversight Review Process. This web site is located at: http://www.qwest.com/wholesale/cmp/coc.html