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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<sup>1</sup> 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.<sup>2</sup> 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

<sup>1</sup> 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").

<sup>2</sup> Staff's CMP Report at 15.

1 Order.<sup>3</sup> Qwest submits this report regarding events that occurred from July through  
2 September 2004 ("3Q2004") in accordance with the Commission's Order.

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

5 Exhibit A, entitled Qwest Wholesale Change Management Process: CLEC and  
6 Qwest Change Requests Submitted 3<sup>rd</sup> Quarter 2004 ("3Q2004"), sets forth a listing of  
7 the number of CLEC and Qwest originated systems and product/process Change Requests  
8 ("CRs"), along with the percentage of the total CRs submitted during the quarter by  
9 CLECs and Qwest, and a listing of all of the CRs submitted during the quarter, including  
10 the date on which the change was submitted, CR number, summary of the change  
11 requested, and the party that submitted the change.<sup>4</sup>

12 During 3Q2004, CLECs submitted 8 systems CRs, which constituted 100% of the  
13 total number of systems CRs, and 7 product/process CRs, which constituted 78% of the  
14 product/process CRs. Qwest submitted 0 systems CRs, which constituted 0% of the total  
15 number of systems CRs, and 2 product/process CRs, which constituted 22% of the  
16 product/process CRs.<sup>5</sup>

17 Exhibit B, entitled Qwest Wholesale Change Management Process: Status and  
18 Disposition of Changes/3<sup>rd</sup> Quarter 2004, sets forth a summary of the current status or  
19 disposition of all systems and product/process changes. These changes are listed in the  
20 following order:

21  
22  
23 <sup>3</sup> OSS Order, at ¶¶72, 151, and ordering paragraphs (August 28, 2003).

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

<sup>5</sup> 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.

- 1           ● CLEC Systems Change Requests
- 2           ● CLEC Product/Process Change Requests
- 3           ● Qwest Systems Change Requests
- 4           ● Qwest Product/Process Change Requests and Changes

5           Within the listing of Qwest Product/Process Change Requests and Changes, Qwest Level  
6           4 changes (which require a CR) are listed first, followed by an aggregate listing of Level  
7           1-3 changes.<sup>6</sup> For each change listed, Exhibit B contains the date on which the change  
8           was submitted, the type of change or CR number, a summary of the change, the status and  
9           proposed effective date, if applicable, and the party that submitted the change.

10           Exhibit C, entitled Qwest Wholesale Change Management Process: Summary of  
11           Changes by Interface Release/3<sup>rd</sup> Quarter 2004, sets forth information regarding interface  
12           changes that were implemented during 2Q2004.

13           Exhibit D contains two tables, entitled Qwest Wholesale Change Management  
14           Process: Escalation Process and Qwest Wholesale Change Management Process: Dispute  
15           Resolution Process, which set forth the escalations and dispute resolutions initiated from  
16           July 1, 2004 through September 30, 2004. These tables list the issues escalated and those  
17           taken to dispute resolution, if any, along with the resolution reached.

18           Finally, Qwest has also attached as Exhibit E an updated matrix that catalogues  
19           Qwest's compliance with each of the sections of Qwest's Wholesale CMP<sup>7</sup> to provide  
20           additional data regarding the effectiveness of the CMP. The matrix shows that the core  
21           provisions of the redesigned process have been in effect for two years now and lists the  
22           timeframes and Qwest deliverables in the Wholesale CMP -- each of which was defined

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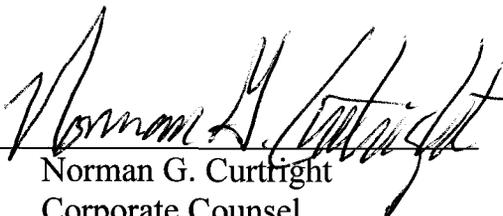
23  
24           <sup>6</sup> Level 0 changes are defined as those that do not change the meaning of documentation, do not alter  
25           CLEC operating procedures, and are effective immediately without notice. Because these changes do not  
26           require any notification, web change form, or history log, they are not tracked and are not reported here.

<sup>7</sup> 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/whaticmp.html>

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

4 RESPECTFULLY SUBMITTED this 19<sup>th</sup> day of October, 2004.

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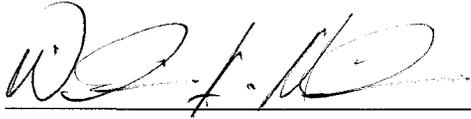
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*Elizaveta A*

**Qwest Wholesale Change Management Process: CLEC and Qwest Change Requests Submitted  
Third Quarter 2004**

	CLECs	Qwest
Number of Systems CRs:	8	0
Percentage of total Systems CRs:	100%	0%
Number of Product/Process CRs:	7	2
Percentage of total Product/Process CRs:	78%	22%

Systems Change Requests			
Date submitted	Change Request number	Summary of change	Submitter
7/8/2004	SCR070804-02	Request for a parsed and structured CSR for Trunks	AT&T
7/8/2004	SCR070804-01	Parsed and Structured CSR for Centrex	AT&T
8/9/2004	SCR080904-01	Query by LSR ID in IMA GUI Order/Open LSR	Eschelon
8/9/2004	SCR080904-02	Provide All FOC Responses in IMA GUI LSR Notice Inquiry	Eschelon
8/12/2004	SCR081204-01	LSR ID on responses	Eschelon
8/12/2004	SCR081204-02	QORA: Allow Supplements on ASRs in Submitted Status	Eschelon
8/23/2004	SCR082304-01	IMA Capability to provide Correct Status of Orders Completed in Error	Eschelon
9/15/2004	SCR091504-01	Premium Wiring for EEL's	Velocity Telephone Inc.

Product/Process Change Requests			
Date Submitted	Change Request number	Summary of change	Submitter
7/8/2004	PC070804-1	Develop more efficient and effective process for ASR jeopardies	Eschelon
7/22/2004	PC072204-1	Clarification of wording for CLEC to CLEC Connections	Qwest Communications
7/26/2004	PC072604-1	Line Sharing Provisioning Interval	Covad

Date submitted	Change Request number	Summary of change	Submitter
8/2/2004	PC080204-1	Escalation Code and sub code, including examples, documented on Qwest's Wholesale web site	Eschelon
8/19/2004	pc081904-1	The capability for ATT to re-MLT (Mechanize Loop Test) a TN during the open referral time.	AT&T
9/7/2004	PC090704-1	CLECs and Qwest will develop, and Qwest will document a new process, which allows CLECs to notify Qwest when Qwest makes changes to an undocumented existing process and it impacts any CLEC.	Eschelon
9/15/2004	PC091504-1	Elimination of 2FR and 4FR USOC in North Dakota	Qwest Communications
9/21/2004	PC092104-1	Grandparent Scan Alert in Oregon and Washington	Qwest Communications
9/28/2004	PC092704-1	Grandparent LADS in UT and IA	Qwest Communications

*Elizabeth B*  
**Qwest Wholesale Change Management Process: Status and Disposition of Changes**  
**Third Quarter 2004**

CLEC Systems Change Requests				
Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
7/8/2004	SCR070804-02	Request for a parsed and structured CSR for Trunks	Presented	AT&T
7/8/2004	SCR070804-01	Parsed and Structured CSR for Centrex	Presented	AT&T
8/9/2004	SCR080904-01	Query by LSR ID in IMA GUI Order/Open LSR	Clarification	Eschelon
8/9/2004	SCR080904-02	Provide All FOC Responses in IMA GUI LSR Notice Inquiry	Clarification	Eschelon
8/12/2004	SCR081204-01	LSR ID on responses	Presented	Eschelon
8/12/2004	SCR081204-02	QORA: Allow Supplements on ASRs in Submitted Status	Clarification	Eschelon
8/23/2004	SCR082304-01	IMA Capability to provide Correct Status of Orders Completed in Error	Submitted	Eschelon
9/15/2004	SCR091504-01	Premium Wiring for EEL's	Clarification	Velocity Telephone Inc.

CLEC Product/Process Change Requests				
Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
7/8/2004	PC070804-1	Develop more efficient and effective process for ASR leopardies	Clarification	Eschelon
7/26/2004	PC072604-1	Line Sharing Provisioning Interval	Submitted	Covad
8/2/2004	PC080204-1	Escalation Code and sub code, including examples, documented on Qwest's Wholesale web site	Presented	Eschelon
8/19/2004	pc081904-1	The capability for ATT to re-MLT (Mechanize Loop Test) a TIN during the open referral time.	Submitted	AT&T
9/7/2004	PC090704-1	CLECs and Qwest will develop, and Qwest will document a new process, which allows CLECs to notify Qwest when Qwest makes changes to an undocumented existing process and it impacts any CLEC.	Clarification	Eschelon

Qwest Systems Change Requests				
Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
<b>Qwest Product/Process Change Requests and changes</b>				
Date Submitted	CR Number (Level 4 changes)	Summary of change	Status*/proposed effective date	Submitter
7/22/2004	PC072204-1	Clarification of wording for CLEC to CLEC Connections	Submitted	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
9/15/2004	PC091504-1	Elimination of 2FR and 4FR USOC in North Dakota	Clarification	Qwest Communications
9/21/2004	PC092104-1	Grandparent Scan Alert in Oregon and Washington	Submitted	Qwest Communications
9/28/2004	PC092704-1	Grandparent LADS in UT and IA	Submitted	Qwest Communications
		Summary of Change	Status/proposed effective date	Submitter
07/01/04	Level 1	CMP - Forecasting V21.0	7/02/04	Qwest Communications
07/01/04	Level 1	CMP - Qwest 101 Class Length Shortened from 2 days to 1.5 days	7/01/04	Qwest Communications
07/01/04	Level 1	CMP - Website Event Notifier	7/02/04	Qwest Communications
07/01/04	Level 2	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on Billing Information - Additional Outputs - SMDR, Completion Report, Loss Report - V12.0	07/08/04	Qwest Communications
07/02/04	Level 3	CMP - QSearch Service	08/09/04	Qwest Communications
07/02/04	Level 4	CMP - Resale - Local Exchange Services - Business and Residence Plain Old Telephone Service (POTS) - V31.0, PreferredChoice™ Packages - V6.0, Qwest Choice Home™ - V2.0, ValueChoice™ Packages - V14.0	08/16/04	Qwest Communications
07/06/04	Level 1	CMP - Unbundled Network Elements-Platform (UNE-P) - Private Branch Exchange (PBX) Trunks - V23.0	7/07/04	Qwest Communications
07/06/04	Level 1	CMP - Resale - Competitive Response/Competitive Inquiry - V12.0 - Arizona specific	07/07/04	Qwest Communications
07/06/04	Level 1	CMP - Release of CEMR (Customer Electronic Maintenance & Repair) Web Based Training	7/06/04	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
07/06/04	Level 3	CMP - FINAL NOTICE Facility-Based CLECs and Reseller/Unbundled Network CLECs Directory Listing User Document V4.04	07/21/04	Qwest Communications
07/07/04	Level 3	CMP - FINAL NOTICE on New Customer Questionnaires V11	07/22/04	Qwest Communications
07/08/04	Level 1	CMP - Bona Fide Request (BFR) and Special Request (SR) Processes V12.0	7/09/04	Qwest Communications
07/08/04	Level 1	CMP - Additional Information regarding Work Movement within Qwest	7/08/04	Qwest Communications
07/09/04	Level 3	CMP - FINAL NOTICE on Technical Publication #77408, Unbundled Packet Switching Issue D	07/26/04	Qwest Communications
07/09/04	Level 3	CMP - Technical Publication #77413 Issue A, Internet Protocol (IP) Centrex	08/23/04	Qwest Communications
07/12/04	Level 1	CMP - Collocation - General Information - V26.0	7/13/04	Qwest Communications
07/15/04	Level 1	CMP - Resale - Asynchronous Transfer Mode (ATM) - V15.0 - Resale - Frame Relay Service (FRS) - V11.0	7/16/04	Qwest Communications
07/15/04	Level 1	CMP - Billing Information - Customer Records and Information System (CRIS) V28.0	7/16/04	Qwest Communications
07/15/04	Level 1	CMP - Directory Delivery Lists V3.0	7/16/04	Qwest Communications
07/15/04	Level 1	CMP - Websites Associated with CR PC011604-1 Examples	7/15/04	Qwest Communications
07/15/04	Level 3	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on Expedites & Escalations Overview V11 Reissue	07/31/04	Qwest Communications
07/16/04	Level 1	CMP - Collocation - General Information - V25.0 Retraction	7/16/04	Qwest Communications
07/19/04	Level 1	CMP - Resale - Qwest Inside Wire Maintenance (IWM) Plans - V10.0	7/20/04	Qwest Communications
07/19/04	Level 3	CMP - CRUNEC V7.0	09/02/04	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
07/20/04	Level 1	CMP - Resale - Centrex 21 - V20.0, Unbundled Network Elements - Platform (UNE-P) - Centrex -V33.0	7/21/04	Qwest Communications
07/20/04	Level 1	CMP - Call Forwarding Variable - V6.0	7/21/04	Qwest Communications
07/20/04	Level 1	CMP - Blocking Job Aid - V5.0	7/21/04	Qwest Communications
07/20/04	Level 3	CMP - Maintenance and Repair Overview V34.0	09/03/04	Qwest Communications
07/21/04	Level 1	CMP - Multiple PCAT changes for Line Conditioning	7/22/04	Qwest Communications
07/21/04	Level 1	CMP - Interconnection Agreement V68.0	7/22/04	Qwest Communications
07/21/04	Level 2	CMP - Provisioning and Installation Overview V47.0	08/11/04	Qwest Communications
07/22/04	Level 1	CMP - Getting Started as a Facility-Based CLEC V12.0	7/23/04	Qwest Communications
07/23/04	Level 1	CMP - Common Language V4.0	7/23/04	Qwest Communications
07/23/04	Level 1	CMP - Billed Number Screening - V8.0	7/26/04	Qwest Communications
07/23/04	Level 1	CMP - QORA™, GUI Web Based Training (Qwest® On-Line Request Application) Updated	7/23/04	Qwest Communications
07/23/04	Level 2	CMP - Qwest Easy Access - Residence and Business - V10.0	08/13/04	Qwest Communications
07/23/04	Level 3	CMP - FINAL NOTICE for QSearch Service V7.0	08/09/04	Qwest Communications
07/23/04	Level 3	CMP - Facility-Based CLECs and Reseller/Unbundled Network CLECs Directory Listing User Document V4.05	09/03/04	Qwest Communications
07/26/04	Level 1	CMP - UBL/LNP Classes Cancelled in Minneapolis	7/26/04	Qwest Communications
07/27/04	Level 1	CMP - Local Number Portability (LNP) - V27.0	7/28/04	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
07/28/04	Level 1	CMP - Intercept CLEC Customer Calls to Qwest Repair Center	7/29/04	Qwest Communications
07/28/04	Level 2	CMP - Unbundled Packet Switching (UPS) - V10.0, Local Service Ordering Guidelines (LSOG) Local Service Ordering Overview (OVR) V 28.0	08/18/04	Qwest Communications
07/29/04	Level 1	CMP - Abbreviated Access Correction	7/30/04	Qwest Communications
07/29/04	Level 1	CMP - Qwest Interconnect OSS Electronic Access V22 and Ordering Overview V53	08/01/04	Qwest Communications
07/30/04	Level 1	CMP - Accepting September Registrations / IMA FBDL Offering in Minneapolis	7/30/04	Qwest Communications
07/30/04	Level 4	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on - Resale - Local Exchange Services - Business and Residence Plain Old Telephone Service (POTS) - V31.0, PreferredChoice™ Packages - V6.0, Qwest Choice Home™ - V2.0, ValueChoice™ Packages - V14.0	08/16/04	Qwest Communications
08/02/04	Level 1	CMP - Qwest's Change Request Response - PC032504-1 "Special Service Protection (SSP) for UNE Loops"	08/03/04	Qwest Communications
08/03/04	Level 1	CMP - Unbundled Dark Fiber (UDF) - V21.0	08/04/04	Qwest Communications
08/04/04	Level 1	CMP - Facility-Based CLECs and Reseller/Unbundled Network CLECs Directory Listing User Document	08/05/04	Qwest Communications
08/04/04	Level 2	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on Provisioning and Installation Overview V47.0	08/11/04	Qwest Communications
08/04/04	Level 3	RESEND: CMP - FINAL NOTICE for Technical Publication #77413 Issue A, Internet Protocol (IP) Centrex	08/23/04	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
08/05/04	Level 1	CMP - Resale - Qwest Inside Wire Maintenance (IWM) Plans - V11.0	08/06/04	Qwest Communications
08/06/04	Level 1	CMP - FORCAST WBT Courses Removed	08/06/04	Qwest Communications
08/09/04	Level 1	CMP - Maintenance and Repair Overview V35.0 CMP - Resale- Qwest Digital Subscriber Line (Qwest DSL) V32.0 - Resale- Customized Call Management Services (CCMS), Centralflex and Centron 1 - V14.0	08/10/04	Qwest Communications
08/10/04	Level 1	CMP - Collocation - General Information - V28.0	08/11/04	Qwest Communications
08/10/04	Level 1	CMP - Local Service Ordering Guidelines (LSOG) - Directory Listings (DL) V37.0	08/11/04	Qwest Communications
08/10/04	Level 1	CMP - Competitive Local Exchange Carrier (CLEC) Requested Unbundled Network Elements (UNE) Construction (CRUNEC) V7 -- Retraction	08/10/04	Qwest Communications
08/11/04	Level 1	CMP - Billed Number Screening - V9.0	08/12/04	Qwest Communications
08/12/04	Level 1	CMP - Bona Fide Request (BFR) and Special Request (SR) Processes V13.0	08/13/04	Qwest Communications
08/16/04	Level 1	CMP - Resale - Local Exchange Services - Business and Residence Plain Old Telephone Service (POTS) - V32.0, Directory Assistance - V2.0, Resale - Qwest Inside Wire Maintenance (IWM) Plans - V12.0	08/17/04	Qwest Communications
08/17/04	Level 2	CMP - Pre-Ordering Overview - V32.0	09/07/04	Qwest Communications
08/18/04	Level 3	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on the Maintenance and Repair Overview V34.0	09/03/04	Qwest Communications
08/18/04	Level 3	CMP - FINAL NOTICE Facility-Based CLECs and Reseller/Unbundled Network CLECs Directory Listing User Document V4.05	09/03/04	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
08/19/04	Level 1	CMP - Message Waiting Indication	08/20/04	Qwest Communications
08/19/04	Level 1	CMP - Bona Fide Request (BFR) and Special Request (SR) Processes V14.0	08/20/04	Qwest Communications
08/20/04	Level 1	CMP - Resale - Centrex Prime - V13.0	08/23/04	Qwest Communications
08/20/04	Level 1	CMP - Facility Based Directory Listing (FBDL) Web-based Training Updated	08/20/04	Qwest Communications
08/23/04	Level 1	CMP - Unbundled Network Elements-Platform (UNE-P) - General Information - V48.0	08/24/04	Qwest Communications
08/24/04	Level 1	CMP - Resale - Private Line Transport (PLT) Digital Service Level 1 (DS1) - V8.0	08/25/04	Qwest Communications
08/24/04	Level 1	CMP - ML T Verification Codes	08/25/04	Qwest Communications
08/24/04	Level 2	CMP - Technical Publication #77405 Issue F, Unbundled Sub-Loops and Field Interconnection	09/14/04	Qwest Communications
08/24/04	Level 2	CMP - White Pages Directory Listings V24.0	09/14/04	Qwest Communications
08/24/04	Level 3	CMP - Resale - Synchronous Service Transport (SST) - V5.0	10/08/04	Qwest Communications
08/25/04	Level 1	CMP - Caller ID - V7.0	08/26/04	Qwest Communications
08/26/04	Level 1	CMP - Geographic Deaveraging - General Information V16.0	08/27/04	Qwest Communications
08/26/04	Level 1	CMP - Wholesale Customer Service Repair Escalation List for Residence, Small Business, Large Business, and Wholesale	08/27/04	Qwest Communications
08/26/04	Level 2	CMP - Collocation - General Information - V29.0	09/16/04	Qwest Communications
08/30/04	Level 1	CMP - 4Q04 Class Offerings / Seattle IMA Classes Cancelled	08/30/04	Qwest Communications
08/30/04	Level 3	CMP - Maintenance and Repair Overview V36.0	10/14/04	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
08/31/04	Level 1	CMP - Multi-Line Hunting - V9.0	09/01/04	Qwest Communications
08/31/04	Level 1	CMP - Resale - Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) - V22.0	09/01/04	Qwest Communications
08/31/04	Level 3	CMP - Collocation - General Information - V30.0	10/15/04	Qwest Communications
09/01/04	Level 1	CMP - Provisioning and Installation Overview V48.0	09/02/04	Qwest Communications
09/02/04	Level 1	CMP - Call Forwarding MSS FID	09/03/04	Qwest Communications
09/02/04	Level 1	CMP - Multiple PCAT changes for Line Conditioning	09/03/04	Qwest Communications
09/02/04	Level 1	CMP - Getting Started as a Facility-Based Competitive Local Exchange Carrier (CLEC) V13.0	09/03/04	Qwest Communications
09/03/04	Level 1	CMP - Billing Information - Integrated Access Billing System (IABS) - Minnesota Specific	09/03/04	Qwest Communications
09/03/04	Level 1	CMP - Update to Existing Customer Web Based IMA Training Courses	09/03/04	Qwest Communications
09/07/04	Level 1	CMP - CustomNet	09/08/04	Qwest Communications
09/07/04	Level 2	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on White Pages Directory Listings V24.0	09/14/04	Qwest Communications
09/07/04	Level 2	CMP - Call Forwarding Variable - V7.0, Call Forwarding - Customer Programmable - V6.0	09/28/04	Qwest Communications
09/07/04	Level 3	CMP - CRUNEC V7.0	10/22/04	Qwest Communications
09/07/04	Level 3	CMP - Resale - Qwest Metro Optical Ethernet (MOE) - V3.0	10/22/04	Qwest Communications
09/08/04	Level 1	CMP - Line Splitting - V18.0	09/09/04	Qwest Communications
09/09/04	Level 1	CMP - Bona Fide Request (BFR) and Special Request (SR) Processes V15	09/10/04	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
09/09/04	Level 1	CMP - Resale and UNE-P POTS	09/10/04	Qwest Communications
09/09/04	Level 2	CMP - Operator Services V12.0	09/30/04	Qwest Communications
09/09/04	Level 2	CMP - Directory Assistance (DA) Service V12.0	09/30/04	Qwest Communications
09/13/04	Level 1	CMP - Resale - Qwest Digital Subscriber Line (Qwest DSL) - V34.0	09/14/04	Qwest Communications
09/13/04	Level 2	CMP - Port In - V5.0	10/04/04	Qwest Communications
09/14/04	Level 1	CMP - Remote Access Forwarding (Call Following) and Scheduled Forwarding	09/15/04	Qwest Communications
09/14/04	Level 2	CMP - ISDN BRI	10/05/04	Qwest Communications
09/14/04	Level 2	CMP - Resale - Private Line Transport (PLT) Digital Service Level 1 (DS1) - V9.0	10/05/04	Qwest Communications
09/17/04	Level 1	CMP - Forecasting V22.0	09/20/04	Qwest Communications
09/17/04	Level 2	CMP - Local Service Ordering Guidelines (LSOG), Service Interval Guide (SIG) for Resale, Unbundled Network Elements (UNE) and Interconnection Services and Product Catalogs (PCAT)	10/18/04	Qwest Communications
09/20/04	Level 1	CMP - IMA Release 16.0 Pre-Recorded Web Conference Offering	09/20/04	Qwest Communications
09/20/04	Level 3	CMP - Resale Frame Relay	11/04/04	Qwest Communications
09/20/04	Level 4	CMP - Ordering Overview V55.0	11/04/04	Qwest Communications
09/21/04	Level 2	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on Call Forwarding Variable - V7.0, Call Forwarding - Customer Programmable V6.0	09/28/04	Qwest Communications
09/22/04	Level 1	CMP - Caller ID - V8.0	09/23/04	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
09/22/04	Level 2	CMP - Resale and UNE-P ISDN PRI	10/13/04	Qwest Communications
09/22/04	Level 3	CMP - Operator Services V13.0	11/06/04	Qwest Communications
09/22/04	Level 3	CMP - Directory Assistance (DA) Service -V13.0	11/06/04	Qwest Communications
09/23/04	Level 1	CMP - Common Channel Signaling Access Capability (CCSAC) - Unbundled - V10.0	09/24/04	Qwest Communications
09/23/04	Level 3	CMP - FINAL NOTICE on Resale - Synchronous Service Transport (SST) - V5.0	10/08/04	Qwest Communications
09/24/04	Level 1	CMP - Resale - Qwest Digital Subscriber Line (Qwest DSL) - V36.0, Unbundled Network Elements-Platform (UNE-P) with Qwest Digital Subscriber Line (Qwest DSL) V26.0	09/27/04	Qwest Communications
09/27/04	Level 1	CMP - Resale - Qwest Digital Subscriber Line (Qwest DSL) - V37.0, Resale - Customized Call Management Services (CCMS), Centralflex® and Centron 1™ - V15.0	09/28/04	Qwest Communications
09/27/04	Level 1	CMP - RETRACTION of Resale - Qwest Digital Subscriber Line (Qwest DSL™) Host Service - V1.0	09/27/04	Qwest Communications
09/27/04	Level 2	CMP - Port In - V5.0	10/04/04	Qwest Communications
09/27/04	Level 2	CMP - Centrex 21 Flow-through Edits	10/18/04	Qwest Communications
09/27/04	Level 2	CMP - Local Number Portability (LNP) - V28	10/18/04	Qwest Communications
09/27/04	Level 2	CMP - Resale - Qwest Digital Subscriber Line (Qwest DSL™) Host Service - V1.0	10/18/04	Qwest Communications
09/28/04	Level 1	CMP - Web Event Notification	09/28/04	Qwest Communications
09/28/04	Level 2	CMP - CustomNet - V10.0, Ordering Overview - V56.0	10/19/04	Qwest Communications
09/28/04	Level 2	CMP - Maintenance and Repair Overview V38.0	10/19/04	Qwest Communications

1/27/04

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
09/28/04	Level 3	CMP - Resale - Qwest Digital Subscriber Line (Qwest DSL) - V38.0, -Unbundled Network Elements-Platform (UNE-P) with Qwest Digital Subscriber Line (Qwest DSL) - V27.0	11/12/04	Qwest Communications
09/29/04	Level 1	CMP - Call Forwarding Busy Line/Don't Answer Intraoffice - V10.0	09/30/04	Qwest Communications
09/29/04	Level 2	- Local Number Portability (LNP) - V29.0 Re-notifi	10/20/04	Qwest Communications
09/29/04	Level 3	CMP - FINAL NOTICE and Qwest Response to Comments on Maintenance and Repair Overview V36.0	10/14/04	Qwest Communications
09/30/04	Level 1	CMP - Accepting November Registrations	09/30/04	Qwest Communications
09/30/04	Level 3	CMP - FINAL NOTICE - Collocation - General Information - V30.0	10/15/04	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
<input type="checkbox"/> 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. <input type="checkbox"/> 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. <input type="checkbox"/> Denied – The CR receives a Denied status when Qwest denies the CR. <input type="checkbox"/> 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. <input type="checkbox"/> 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/whatscmp.html>

*Exhibit C*

**Qwest Wholesale Change Management Process: Summary of change by Interface release  
Third Quarter 2004**

**EXACT**

	Number of CRs
CLEC CRs	0
Qwest CRs	1

Change Request number	Summary	Submitter
SCR042604-01IG	ASOG 29 - EXACT Upgrade	Qwest Communications

**CRIS Billing Interface**

	Number of CRs	
CLEC CRs	2	
Qwest CRs		
Change Request number	Summary	Submitter
SCR061003-01	Change DUF to provide 202409 and 202410 in all regions	MCI
SCR102703-01ES	Unrated DUF files Across state boundaries	AT&T

**QORA**

	Number of CRs
CLEC CRs	0
Qwest CRs	1

Change Request number	Summary	Submitter
SCR042604-02IG	ASOG 29 - QORA Upgrade	Qwest Communications

*Elizabeth Q*

**Qwest Wholesale Change Management Process: Escalation Process**  
Third Quarter 2004

Date submitted	Escalation number	Summary of escalation	Submitter
8/23/2004	E 31	Qwest's position on setting aside funds and allocated hours for CLEC billing and repair changes	Covad

Note: Escalation detail is available at <http://www.qwest.com/wholesale/cm/escalations.html>

**Qwest Wholesale Change Management Process: Dispute Resolution Process**  
Third Quarter 2004

Date submitted	D R number	Summary of change	Submitter
Note: No Disputes were received during Third Quarter 2004			

**Change Management Improvements  
Third Quarter 2004**

*Mark E*

Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 1 Introduction and Scope</p> <p>Qwest implemented Section 1 as agreed to by the Redesign Team.</p>	<p>October 2, 2001</p> <p>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:  <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting October 2-3 Final Minutes, page 4 paragraph 1.)</p>	<p>October 3, 2001</p>	<p>Qwest has complied with this process for over 35 months.</p> <p>Qwest processed 484 new OSS Interface CRs between October 3, 2001 and September 30, 2004.</p> <p>Qwest processed 248 new Product Process CRs between October 3, 2001 and September 30, 2004.</p> <p>Qwest has rejected only 6 Process CR on the grounds that they were deemed to be out of scope of the Change Management Process.</p>	<p>Supporting data can be found at the following URL:  <a href="http://www.qwest.com/wholesale/cmp/changerequest.html">http://www.qwest.com/wholesale/cmp/changerequest.html</a>                      (Select either CLEC-Qwest Change Request – Product/Process Interactive Reports or CLEC-Qwest Change Request – Systems Interactive Reports.)</p>

**Change Management Improvements  
Third Quarter 2004**

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

## Change Management Improvements Third Quarter 2004

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 3 Meetings</b></p> <p>Qwest implemented Section 3 as agreed to by the Redesign Team.</p>	<p>August 8, 2001</p> <p>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:  <a href="http://qwest.com/wholesale/cmp/redesign.html">http://qwest.com/wholesale/cmp/redesign.html</a> (see CMP Redesign Meeting August 7 &amp; 8 Final Minutes - 8-29-01 Attachment 9, Page 8.)</p>	<p>See Qwest's Record of Compliance column.</p>	<p>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.</p> <p>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.</p> <p>Qwest has recorded meeting minutes since August 15, 2001 for Product and Process CMP meetings, and since September 19, 2001 for Systems CMP meetings.</p> <p>Qwest has made a number of improvements to its CMP website as a result of the Redesign effort.</p>	<p>Supporting data can be found at the following URLs:  <a href="http://www.qwest.com/wholesale/cmp/marchive.html">http://www.qwest.com/wholesale/cmp/marchive.html</a> (CMP meeting material, including dates of meetings, distribution packages and meeting minutes)  <a href="http://www.qwest.com/wholesale/cmp/index.html">http://www.qwest.com/wholesale/cmp/index.html</a> (Qwest's CMP web site)</p>

**Change Management Improvements  
Third Quarter 2004**

Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 4 Types of Change</b></p> <p>Qwest implemented Section 4 as agreed to by the Redesign Team.</p>	<p>September 20, 2001</p> <p>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:  <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting September 18 and 20 Final Minutes, Pages 6 and 7.)</p>	<p>September 20, 2001</p>	<p>Qwest has complied with this process for over 36 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.</p> <p>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.</p> <p>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.</p>	<p>The CRs that were candidates for the IMA 10.0 Release, by CR type, can be found at the following URL:  <a href="http://www.qwest.com/wholesale/downloads/2001/011012/System%20Distribution%20Package%20for%2010-18-01">http://www.qwest.com/wholesale/downloads/2001/011012/System Distribution Package for 10-18-01</a>, 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.</p> <p>The CRs that were candidates for the IMA 11.0 Release, by CR type, can be found at the following URL:  <a href="http://www.qwest.com/wholesale/downloads/2002/020215/systems/2002/020215/systemstebdispackage.pdf">http://www.qwest.com/wholesale/downloads/2002/020215/systemstebdispackage.pdf</a>  <a href="http://www.qwest.com/wholesale/downloads/2002/020215/systemstebdispackage.pdf">http://www.qwest.com/wholesale/downloads/2002/020215/systemstebdispackage.pdf</a></p>

**Change Management Improvements  
Third Quarter 2004**

			<p>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.</p> <p>There was 1 Regulatory CR, 33 CLEC Originated CRs, and 17 Qwest Originated CRs on the candidate list for the IMA 13.0 Release.</p> <p>There were 0 Regulatory CRs, 38 CLEC Originated CRs, and 15 Qwest Originated CRs on the candidate list for the IMA 14.0 Release.</p> <p>There were 0 Regulatory CRs, 38 CLEC originated CRs, and 20 Qwest originated CRs on the candidate list for the IMA 15.0 Release.</p> <p>There were 0 Regulatory CRs, 33 CLEC originated CRs, and 19 Qwest originated CRs on the candidate list for the IMA 16.0 Release.</p> <p>There were 0 Regulatory CRs, 33 CLEC originated CRs, and 8 Qwest originated CRs on the candidate list for the IMA 17.0 Release.</p>	
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**Change Management Improvements  
Third Quarter 2004**

			<p>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 January 1, 2000 and September 30, 2001 Qwest processed and closed 68 OSS Interface CRs.</p>	
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## Change Management Improvements Third Quarter 2004

Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 5</b></p> <p><b>Sections 5.1 and 5.2</b></p> <p><b>CLEC-Qwest OSS Interface Change Request Initiation Process</b></p> <p>Qwest implemented Section 5.1 as agreed to by the Redesign Team.</p> <p>Qwest implemented the process improvements that were agreed to by the Redesign Team.</p>	<p>September 5, 2001 (Original)</p> <p>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:  <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting September 5 Final Minutes, Page 4.)</p> <p>October 16, 2001 (Revised)</p> <p>Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL:  <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 2.)</p>	<p>October 1, 2001 (Original)</p> <p>October 30, 2001 (Revised)</p>	<p>Qwest has complied with the revised process 35 months.</p> <p>Between November 1, 2001 and September 30, 2004, Qwest processed 432 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.</p> <p>For the time period specified above, Qwest is responsible for missing only 10 milestones of a possible 2897 milestones that have occurred so far. This equates to an average compliance rate of 99.65%</p> <p>Following is a description of the missed milestones:</p> <p>1.) SCR012802-1</p>	<p>Supporting data can be found at:  <a href="http://www.qwest.com/wholesale/cmp/changerequest.html">Http://www.qwest.com/wholesale/cmp/changerequest.html</a>            (Select CLEC-Qwest Change Request – Systems Interactive Reports.)</p>

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			<p>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,</p>	
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**Change Management Improvements  
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			<p>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.</p> <p>5.) SCR062402-01 Milestone Missed: Initial Response Explanation: The initial response was not posted to until the following day.</p> <p>6.) SCR062402-01 Milestone Missed: Initial Response Explanation Posted to Web: The initial response was not posted until the following day.</p> <p>7.) SCR122002-01 Add UNE-P Centrex 21 to SATE. Milestone Missed: Acknowledgement of CR. The acknowledgement was missed by one day.</p> <p>8.) SCR122002-0 Add Service order inquiry status (SOSI) to SATE. Milestone Missed: Acknowledgement of CR. The acknowledgement was missed by one day.</p> <p>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.</p>
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**Change Management Improvements  
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			<p>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.</p> <p>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).</p> <p>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</p>	
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			<p>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.</p>	
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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 5.3 CLEC Product/Process Change Request Initiation Process</b></p> <p>Qwest implemented Section 5.3 as agreed to by the Redesign Team.</p> <p>Qwest implemented the process improvements that were agreed to by the Redesign Team.</p>	<p>September 5, 2001 (Original)</p> <p>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:  <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 2.)</p>	<p>October 1, 2001 (Original)</p> <p>October 30, 2001 (Revised)</p>	<p>Qwest has complied with the revised process for 34 months.</p> <p>Between November 1, 2001 and September 30, 2004, Qwest processed 200 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.</p> <p>For the time period specified above, Qwest is responsible for missing only 8 milestones out of a possible 1564 milestones that have occurred so far. This equates to an average compliance rate of 99.61%</p> <p>Following is a description of the missed milestones:</p> <p>1.) PC110201-2</p>	<p>Supporting data can be found at:  <a href="http://www.qwest.com/wholesale/cmp/changerequest.html">Http://www.qwest.com/wholesale/cmp/changerequest.html</a>            (Select CLEC-Qwest Change Request – Product and Process Interactive Reports.)</p>

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			<p>Milestone Missed: Customer Contacted Explanation: Employee was ill, manager did not reassign CR to a backup employee. Missed milestone by 2 days.</p> <p>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 CL/EC was contacted on 11/12.</p> <p>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.</p> <p>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.</p> <p>5.) PC120301-4 Milestone Missed: Clarification</p>	
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			<p>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.</p>	
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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 5.4 Qwest Initiated Product/Process Changes</b></p> <p>Qwest implemented Section 5.4 as agreed to by the Redesign Team.</p> <p>Qwest implemented the process improvements that were agreed to by the Redesign Team.</p>	<p>Qwest implemented the process as agreed to in concept during the March 19 CMP Redesign Meeting.</p> <p>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:  <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes –CMP Redesign Meeting March 18 &amp; 19 Final Minutes, Page 10.)</p> <p>April 16, 2002 (Revised and Baseline'd)</p> <p>Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL:  <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting April 16 Draft Minutes, Page 7.)</p>	<p>April 1, 2002 (Original) April 22, 2002 (Revised)</p>	<p>Qwest has complied with the original process for over 29 months and the revised process for over 29 months.</p> <p>Between April 1, 2002 and September 30, 2004, Qwest submitted 1264 new Product/Process Changes in accordance with the Qwest Product/Process Change Process.</p> <p>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.</p> <p>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</p>	<p>Supporting data can be found at:  <a href="http://www.qwest.com/wholesale/notices/cmla/">http://www.qwest.com/wholesale/notices/cmla/</a> (Select Product, Process, Training, Network-Tech Pubs)</p> <p><a href="http://www.qwest.com/wholesale/cmp/changerequest.html">Http://www.qwest.com/wholesale/cmp/changerequest.html</a> (Select CLEC-Qwest Change Request – Product and Process Interactive Reports)</p>

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			<p>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.</p>	
		<p>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.</p>	<p>There are 9 CMP milestones for each Level 4-Change Request Change 1.) Send Acknowledgement; 2.) Post CR to Web; 3.) Contact CR</p>	

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			<p>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.</p> <p>For the time period specified above, Qwest initiated 751 Level 1 changes, 264 Level 2 changes, 164 Level 3 changes, and 85 Level 4 changes.</p> <p>Qwest is responsible for missing 2 Level 4-CR milestones out of a possible 487 milestones that</p>	
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			<p>have occurred so far. This equates to an average compliance rate of 99.59%</p> <p>Qwest is responsible for missing only 17 Level 1-4 CMP Notification Requirements out of a possible 8632 that have occurred so far. This equates to an average compliance rate of 99.80%. Doug there was no change in %</p> <p>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</p> <p>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.          3.) Notification number: PROS.04.04.02.F/00418.Service</p>	
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		<p>             _Managers. No              levelPROS.04.04.02.F/00418.Se              rvice_Managers. No comment              cycle explanation.              4.) Notification number:              TRNG.04.23.02.F.02166.May_T              RNG_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           </p>	
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			<p>date. 12.) Notification number: PROD.11.17.03.F.1071.Grandpa rentMS_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.Provisi oningV29. Notifications not sent prior to actual effective date. NOTE: This accounts for two misses – Initial and Final. 15.) Notification number: PROS.03.31.04.F.01528.PCAT_ Updates. Notification not sent prior to actual effective date. 16.) Notification number: PROS.07.28.04.F.01932.Interce ptCLEC_CustCall. Notification not sent prior to actual effective date.</p>	
			<p>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%</p>	

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			<p>compliant with the new milestones.</p> <p>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.</p> <p>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.</p>	
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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 5.5 Postponement</b></p> <p>Qwest implemented Section 5.5 as agreed to by the Redesign Team.</p>	<p>June 5, 2002</p> <p>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:  <a href="http://qwest.com/wholesale/cmp/redesign.html">http://qwest.com/wholesale/cmp/redesign.html</a> (see CMP Redesign Meeting Minutes for June 5-6)</p>	<p>June 19, 2002</p>	<p>This process has been in place for over 30 months. During this time, the Postponement Process has not been evoked.</p>	

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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 6 OSS Interface Release Calendar</b></p> <p>Qwest implemented Section 6 as agreed to by the Redesign Team.</p>	<p>October 16, 2001</p> <p>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:  <a href="http://www.qwest.com/wholesale/emp/redesign.html">http://www.qwest.com/wholesale/emp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 3.)</p>	<p>November, 2001</p>	<p>Qwest has complied with the improved OSS Interface Release Calendar for 34 months.</p> <p>The previous Calendar already provided OSS Release information, but was improved with the inclusion of additional customer facing system information.</p> <p>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, January 2004, April 2004, and July 2004.</p>	<p>The current view of Qwest's OSS Interface Release Calendar can be found at the following URL:  <a href="http://www.qwest.com/wholesale/emp/osscalendar.html">http://www.qwest.com/wholesale/emp/osscalendar.html</a></p>

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 7</b>  <b>Introduction of a New OSS Interface</b></p> <p><b>Section 7.1</b>  <b>Introduction of a New Application to Application Interface</b></p>	<p>November 1, 2001</p> <p>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:  <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 11.)</p>	<p>November, 2001.</p>	<p>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</p>	

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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 7.2 Introduction of a New GUI</b></p> <p>Qwest implemented Section 7 as agreed to by the Redesign Team.</p>	<p>November 1, 2001</p> <p>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:  <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 11.)</p>	<p>November, 2001</p>	<p>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.</p> <p>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.</p>	<p>Supporting data can be found at the following URL:  <a href="http://www.qwest.com/wholesale/notices/cmla/by/subcat/1.1834.38.00.html">http://www.qwest.com/wholesale/notices/cmla/by/subcat/1.1834.38.00.html</a></p>

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 8.0 Change to Existing OSS Interfaces</b></p> <p>Qwest implemented Section 8.0 as agreed to by the Redesign Team.</p>	<p>November 1, 2001</p> <p>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:  <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 8.</p>	<p>See Qwest's Record of Compliance column.</p>	<p>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.</p> <p>In 2001, Qwest implemented 2 major and 3 point releases. In 2002, Qwest implemented 3 major and 2 point releases.</p> <p>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.</p> <p>IMA Release 6.0 was implemented December 8, 2000 and IMA Release 5.0 was retired June 8, 2001.</p> <p>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.)</p> <p>IMA Release 8.0 was</p>	

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			<p>implemented August 18, 2001 and IMA Release 7.0 was retired March 16, 2002. (Qwest exceeded its commitment to the CLECs.)</p> <p>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.)</p> <p>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.)</p> <p>IMA Release 11.0 was implemented November 18, 2002. IMA Release 10.0 was retired on July 18, 2003.</p> <p>IMA Release 12.0 was implemented April 7, 2003 and IMA Release 11.0 was retired on November 7, 2003. IMA 12.0 was retired March 20, 2004.</p> <p>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</p>	
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			<p>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.</p> <p>IMA Release 14.0 was implemented December 8, 2003.</p> <p>IMA Release 15.0 was implemented April 19, 2004.</p>	
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<p><b>Process</b></p> <p><b>Section 8.1</b> <b>Application to Application Interface</b></p> <p>Qwest implemented Section 8.1 as agreed to by the Redesign Team.</p>	<p><b>Date Process was Baselined by the Redesign Team</b></p> <p>November 1, 2001</p> <p>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: <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 8.</p>	<p><b>Date Process was Implemented</b></p> <p>November, 2001</p>	<p><b>Qwest's Record of Compliance</b></p> <p>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, IMA 15.0 on April 19, 2004.</p> <p>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, and IMA 15.0.</p>	<p><b>Supporting References</b></p> <p>Supporting data can be found at the following URL: <a href="http://www.qwest.com/wholesale/notes/cnla/bysubcat/1.1834.5.00.html">http://www.qwest.com/wholesale/notes/cnla/bysubcat/1.1834.5.00.html</a></p>
<p><b>Process</b></p> <p><b>Section 8.2</b> <b>Graphical User Interface</b></p>	<p><b>Date Process was Baselined by the Redesign Team</b></p> <p>November 1, 2001</p> <p>Meeting minutes that reflect that</p>	<p><b>Date Process was Implemented</b></p> <p>November, 2001</p>	<p><b>Qwest's Record of Compliance</b></p> <p>Qwest introduced changes to an existing OSS Interface – GUI (CEMR) on April 7, 2002,</p>	<p><b>Supporting References</b></p> <p><a href="http://www.qwest.com/wholesale/notes/cnla/bysubcat/1.1834.4.5.00.html">http://www.qwest.com/wholesale/notes/cnla/bysubcat/1.1834.4.5.00.html</a> (See CEMR Release</p>

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<p>Qwest implemented Section 8.2 as agreed to by the Redesign Team.</p>	<p>the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL:  <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 8.</p>		<p>November 3, 2002, March 17, 2003, April 14, 2003, August 18, 2003, December 15, 2003, April 5, 2004, and June 28, 2004          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, IMA GUI 14.0 on December 8, 2003 and IMA GUI 15.0 on April 19, 2004          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.</p>	<p>1.03.06 notices: 0</p>
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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 9 Retirement of Existing OSS Interface</b></p>	<p>November 1, 2001</p> <p>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:  <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (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.</p>	<p>November, 2001.</p>	<p>Qwest implemented a Retirement of an Existing OSS Interface – Graphical User Interface (CTAG) on July 22, 2002.</p> <p>Qwest implemented a Retirement of an Existing OSS Interface – TELIS on August 1, 2004.</p> <p>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.</p> <p>Qwest demonstrated 100% compliance with these milestones.</p>	<p>Supporting data can be found at the following URL:  <a href="http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,38,00.html">http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,38,00.html</a></p>

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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 10 Prioritization</b></p> <p>Qwest implemented Section 10 and subsequent modifications to it as agreed to by the Redesign Team.</p>			<p>The CLECs have been able to prioritize CRs as described below:</p> <p>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.</p> <p>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.</p> <p>There was 1 Regulatory CR, 12 Industry Guideline CRs, 34 CLEC Originated CRs, and 13 Qwest Originated CRs on the</p>	<p>The CRs that were candidates for the IMA 10.0 Release, by CR type, can be found at the following URL: <a href="http://www.qwest.com/wholesale/downloads/2001/011012/System%20Distribution%20Package%20for%2010-18-01,%20Attachment%20E%20for%20CRs%20originally%20classified%20as%20Regulatory%20CRs%20and%20Attachment%20F%20for%20Qwest%20Originated%20and%20CLEC%20Originated%20CRs">http://www.qwest.com/wholesale/downloads/2001/011012/System Distribution Doc.pdf</a> (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.</p> <p>The CRs that were candidates for the IMA 11.0 Release, by CR type, can be found at the following URL: <a href="http://www.qwest.com/wholesale/downloads/2001/011012/System Distribution Doc.pdf">http://www.qwest.com/wholesale/downloads/2001/011012/System Distribution Doc.pdf</a> 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.</p>

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			<p>candidate list for the IMA 12.0 Release.</p> <p>There was 1 Regulatory CR, 33 CLEC Originated CRs, and 17 Qwest Originated CRs on the candidate list for the IMA 13.0 Release.</p> <p>There were 0 Regulatory CRs, 38 CLEC Originated CRs, and 15 Qwest Originated CRs on the candidate list for the IMA 14.0 Release.</p> <p>There were 0 Regulatory CRs, 38 CLEC originated CRs, and 20 Qwest originated CRs on the candidate list for the IMA 15.0 Release.</p> <p>There were 0 Regulatory CRs, 33 CLEC originated CRs, and 19 Qwest originated CRs on the candidate list for the IMA 16.0 Release.</p> <p>There were 0 Regulatory CRs, 33 CLEC originated CRs, and 8 Qwest originated CRs on the candidate list for the IMA 17.0 Release.</p>	
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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 11 Application-to-Application Interface Testing</b></p> <p>Qwest implemented Section 11 as agreed to by the Redesign Team.</p>	<p>February 7, 2002</p> <p>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:  <a href="http://qwest.com/wholesale/cmp/redesign.html">http://qwest.com/wholesale/cmp/redesign.html</a> (see CMP Redesign Meeting February 5 - 7 Final Minutes – 03/12/02, Page 14, Paragraph 2.)</p>	<p>February, 2002</p>	<p>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.</p>	

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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 12 Production Support</b></p> <p>Qwest implemented Section 12 as agreed to by the Redesign Team.</p>	<p>December 10, 2001</p> <p>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:  <a href="http://qwest.com/wholesale/cmp/redesign.html">http://qwest.com/wholesale/cmp/redesign.html</a> (see CMP Redesign Meeting December 10-11 Final Minutes, Page 7.)</p>	<p>February 2002</p>	<p>Qwest has complied with this process for nearly 31 months.</p> <p>Between February 2, 2002 and September 30, 2004, there were 114 planned outages. Qwest missed the notification interval 1 time on March 31, 2003. (SYST.03.31.03.F.04282.SchdD wrTmlMAEDIGU)</p> <p>Qwest has demonstrated 99.91% compliance with this process.</p> <p>It has been Qwest's practice, prior to the Redesign effort, to conduct post-deployment meetings.</p> <p>Between February 1, 2002 and September 30, 2004, Qwest processed 31 Severity 1s, 2434 Severity 2s, 8005 Severity 3s, and 80 Severity 4s.</p> <p>Correction: Qwest previously reported 3 Severity 4's. These Severity 4's were resolved and closed during the initial help desk contact, and therefore not subject to the Production Support Process.</p> <p>On June 18, 2002, CLFCs and Qwest agreed to processes for</p>	<p>Supporting data can be found at the following URL:  <a href="http://www.qwest.com/wholesale/notices/cnla/bysubcat/1_1834_3_8_00.html">http://www.qwest.com/wholesale/notices/cnla/bysubcat/1_1834_3_8_00.html</a> (See Planned Outage notification type.)</p> <p>Supporting data can be found at the following URL:  <a href="http://www.qwest.com/wholesale/notices/cnla/bysubcat/1_1834_5_6_00.html">http://www.qwest.com/wholesale/notices/cnla/bysubcat/1_1834_5_6_00.html</a> (See 3/27 Release Notice  SYST.03.27.02.F.04001.IMA_Rlse_9_01.doc</p>

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			<p>Product/Process production support. Qwest implemented this process on July 15, 2002.</p> <p>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.</p>	
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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 13 Training</b></p> <p>Qwest implemented Section 13 as agreed to by the Redesign Team.</p>	<p>May 2, 2002</p> <p>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:  <a href="http://Qwest.com/wholesale/cmp/redesign.html">http://Qwest.com/wholesale/cmp/redesign.html</a> (see CMP Re-Design Meeting May 1-2, Page 11)</p>		<p>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.</p>	<p>Supporting data can be found at the following URL:  <a href="http://www.qwest.com/wholesale/training/index.html">http://www.qwest.com/wholesale/training/index.html</a></p>

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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 14 Escalation Process</b></p> <p>Qwest implemented Section 14 as agreed to by the Redesign Team.</p>	<p>September 20, 2001</p> <p>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:  <a href="http://qwest.com/wholesale/cmp/redesign.html">http://qwest.com/wholesale/cmp/redesign.html</a> (See CMP Redesign Meeting Sept. 18 &amp; 20 Final Minutes – 10/10/01, Page 3.)</p>	<p>November 16, 2001</p>	<p>Qwest has complied with the Escalation Process for 34 months</p> <p>Between November 16, 2001 and September 30, 2004, Qwest processed 19 OSS Interface escalations and 12 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 248 milestones. This equates to an average compliance rate of 99.59%</p> <p>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.</p>	<p>Supporting data can be found at:  <a href="http://www.qwest.com/wholesale/cmp/index.html">Http://www.qwest.com/wholesale/cmp/index.html</a> (See Escalations and Disputes</p> <ul style="list-style-type: none"> <li>- Initiation</li> <li>- Ongoing</li> <li>- Archive</li> </ul>

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 15 Dispute Resolution</b></p> <p>Qwest implemented Section 15 as agreed to by the Redesign Team.</p>	<p>September 20, 2001</p> <p>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:  <a href="http://QWest.com/wholesale/cmp/redesign.html">http://QWest.com/wholesale/cmp/redesign.html</a> (see CMP Redesign Meeting Sept. 18 &amp; 20 Final Minutes - 10-10-01, Page 5.)</p>	<p>November 16, 2001</p>	<p>This process has been in place for 34 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.</p>	<p>Supporting data can be found at:  <a href="http://qwest.com/wholesale/cmp/escdisp.html">http://qwest.com/wholesale/cmp/escdisp.html</a></p> <p>See Escalations and Disputes</p> <ul style="list-style-type: none"> <li>- Initiation</li> <li>- Ongoing</li> <li>- Archive</li> </ul>

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Qwest implemented Section 16 as agreed to by the Redesign Team.</p>	<p>June 6, 2002</p> <p>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:  <a href="http://qwest.com/wholesale/cmp/redesign.html">http://qwest.com/wholesale/cmp/redesign.html</a> (see CMP Redesign Meeting Minutes for June 5-6)</p>	<p>June 19, 2002 (original)</p>	<p>This process has been in place for over 27 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%.</p> <p>Following is a description of the missed notification milestones:</p> <p>1) CR Number: SCR041703-04EX (MCI exception)  Milestone missed: The disposition notification and tally form were not posted on time.</p> <p>2) CR Number: SCR041703-04EX (Qwest exception)  Milestone missed: The disposition notification and tally form were not posted on time.</p>	<p>Supporting data can be found at:  <a href="http://www.qwest.com/wholesale/cmp/teammeetings.html">http://www.qwest.com/wholesale/cmp/teammeetings.html</a> and  <a href="http://www.qwest.com/wholesale/notices/cnlal/">http://www.qwest.com/wholesale/notices/cnlal/</a></p>

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			<p style="text-align: center;">Note: Through the Redesign Process on September 12, 2002, the milestones were amended to require a pre-meeting for all Exception Requests.</p>	
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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 17 Voting</b></p> <p>Qwest implemented Section 17 as agreed to by the Redesign Team.</p>	<p>July 10, 2002</p> <p>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:  <a href="http://qwest.com/wholesale/cmp/redesign.html">http://qwest.com/wholesale/cmp/redesign.html</a> (see CMP Redesign Meeting Minutes for July 10)</p>	<p>July 17, 2002</p>	<p>This process has been in place for over 265 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 99 milestones. Qwest has demonstrated 98.01% compliance with these milestones.</p> <p>Following is a description of the missed notification milestones:</p> <p>1.) CR Number: SCR041703-04EX (MCI exception)  Milestone missed: The disposition notification and tally form were not posted on time.</p> <p>2.) CR Number: SCR041703-04EX (Qwest exception)  Milestone missed: The disposition notification and tally form were not posted on time.</p>	<p>Supporting data can be found at:  <a href="http://www.qwest.com/wholesale/cmp/teammeetings.html">http://www.qwest.com/wholesale/cmp/teammeetings.html</a> and  <a href="http://www.qwest.com/wholesale/notices/cnlal/">http://www.qwest.com/wholesale/notices/cnlal/</a></p>

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 18 Oversight Review Process</b> Qwest implemented Section 18 as agreed to by the Redesign Team.</p>	<p>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: <a href="http://qwest.com/wholesale/cmp/redesign.html">http://qwest.com/wholesale/cmp/redesign.html</a> (see CMP Redesign Meeting Minutes for September 12-13)</p>	<p>September 18, 2002</p>	<p>This process has been in place for over 24 months. During this time, 5 referrals have been made to the Oversight Review Committee.</p>	<p>Qwest developed a web site to manage requests and information relating to the Oversight Review Process. This web site is located at: <a href="http://www.qwest.com/wholesale/cmp/coc.html">http://www.qwest.com/wholesale/cmp/coc.html</a></p>