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DOCKET NO. T-00000A-97-0238

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9 **IN THE MATTER OF QWEST**
10 **CORPORATION'S COMPLIANCE WITH**
11 **§271 OF THE TELECOMMUNICATIONS**
12 **ACT OF 1996**

QWEST'S QUARTERLY REPORT
REGARDING ITS CHANGE
MANAGEMENT PROCESS

13
14 Qwest Corporation ("Qwest") submits this Quarterly Report regarding its Change
15 Management Process pursuant to the Arizona Corporation Commission's ("ACC") Order¹
16 relating to Qwest's Operational Support systems ("OSS"), which, among other things, adopted
17 certain reporting recommendations in Staff's Supplemental Report on Qwest's Compliance with
18 Checklist Item No. 2: Access to Unbundled Network Elements (UNEs), Change Management
19 Process and Stand-Alone Test Environment, dated May 7, 2002 ("Staff's CMP Report"), at pp.
20 14-15.

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

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

² Staff's CMP Report at 15.

1 Commission adopted Staff's reporting recommendation in its OSS Order.³ Qwest submits this
2 report regarding events that occurred from October through December 2004 ("4Q2004") in
3 accordance with the Commission's Order.

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

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

13 During 4Q2004, CLECs submitted 3 systems CRs, which constituted 50% of the total
14 number of systems CRs, and 6 product/process CRs, which constituted 55% of the
15 product/process CRs. Qwest submitted 3 systems CRs, which constituted 50% of the total
16 number of systems CRs, and 5 product/process CRs, which constituted 45% of the
17 product/process CRs.⁵

18 Exhibit B, entitled Qwest Wholesale Change Management Process: Status and
19 Disposition of Changes/4th Quarter 2004, sets forth a summary of the current status or disposition
20 of all systems and product/process changes. These changes are listed in the following order:

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

24 ⁴ Further information regarding each CR can be found using the Product/Process Interactive Reports and Systems
25 Interactive Reports on Qwest's wholesale web site. Links to those reports can be found at the following URL:
26 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.

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

10 Exhibit C, entitled Qwest Whole Change Management Process: Summary of
11 Changes by Interface Release/4th Quarter 2004, sets forth information regarding interface
12 changes that were implemented during 3Q2004.

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

18 Finally, Qwest has also attached as Exhibit E an updated matrix that catalogues Qwest's
19 compliance with each of the sections of Qwest's Wholesale CMP⁷ to provide additional data
20 regarding the effectiveness of the CMP. The matrix shows that the core provisions of the
21 redesigned process have been in effect for two years now and lists the timeframes and Qwest
22 deliverables in the Wholesale CMP – each of which was defined and agreed to through the

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

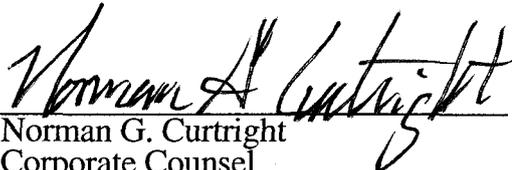
26 ⁷ The current version of Qwest's Wholesale CMP can be found on the "What is CMP?" page of Qwest's wholesale
web site at <http://www.qwest.com/wholesale/cmp/whatiscmp.html>

1 redesign process – along with specific information detailing Qwest’s record of compliance with
2 those obligations. Qwest’s compliance rate continues to exceed 99%.

3 Qwest has complied with all 271 Checklist requirements and was granted 271 approval
4 in December 2004. Therefore, going forward, this report will not be filed in Docket No.
5 T-00000A-97-0238, but will be sent to the ACC’s Compliance Division.

6 RESPECTFULLY SUBMITTED this 31st day of January, 2005.

7
8 QWEST SERVICES CORPORATION

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EXHIBIT A

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

	CLECs	Qwest
Number of Systems CRs:	3	3
Percentage of total Systems CRs:	50%	50%
Number of Product/Process CRs:	6	5
Percentage of total Product/Process CRs:	55%	45%

Systems Change Requests			
Date submitted	Change Request number	Summary of change	Submitter
10/1/2004	SCR100104-01	Provide Circuit ID on Billing Outputs for the Shared Loop Family of Products	Covad
10/27/2004	SCR102704-01RG	FCC Triennial Review Order CC 01-338 (TRO) U S Court of Appeals for the DC Circuit decision (USTA) Decision No. 00-1012, and FCC Interim Rules Compliance: Certain Unbundled Network Elements (UNE) Product Discontinuance	Qwest Communications
11/16/2004	SCR111604-01	Billmate Changes the Presentation of Transfer Balance Data in EDI Invoices	Qwest Communications
11/17/2004	SCR111704-01	Paper Order Completion Notice	VCI Company
11/19/2004	SCR111904-01	Request more information on Loss Reports	VCI Company
12/9/2004	SCR120904-02	Combination and/or Elimination of Certain IMA EDI Documentation Components	Qwest Communications

Product/Process Change Requests			
Date Submitted	Change Request number	Summary of change	Submitter
10/1/2004	PC100104-1	Track and Archive External Documentation on Requests	Eschelon
10/4/2004	PC100404-1	Closing CLEC Non Designed Trouble Tickets	Qwest Communications
10/5/2004	PC100504-1	Request to clear a working left in	Qwest Communications

Date submitted	Change Request number	Summary of change	Submitter
10/18/2004	PC101804-1CM	Modifications to Billing and Repair Change Management Prioritization Process	Qwest Communications
10/19/2004	PC101904-2	To Modify Change Request Form to Include 'Impacts LSOG Forms'	AT&T
10/19/2004	PC101904-1	Modify Release Commitment Deliverables	AT&T
10/27/2004	PC102704-1ES	New Revised title effective 1/11/05: Certain Unbundled Network Elements (UNE) Product Discontinuance (see Description of Change for previous title)	Qwest Communications
10/27/2004	PC102704-2	Eliminate DS1 Radio	Qwest Communications
11/15/2004	PC111504-1	Excessive Repair/DSL hold time escalation contact information	Eschelon
11/29/2004	PC112904-1	Rate Quotes and Number Referrals from Qwest Operator Services	AT&T
12/4/2004	PC120104-1	Remove Conditioning from Resale and UNE-P for Qwest DSL	Qwest Communications

EXHIBIT B

**Qwest Wholesale Change Management Process: Status and Disposition of Changes
Fourth Quarter 2004**

CLEC Systems Change Requests				
Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
10/1/2004	SCR100104-01	Provide Circuit ID on Billing Outputs for the Shared Loop Family of Products	Denied	Covad
11/17/2004	SCR111704-01	Paper Order Completion Notice	Denied	VCI Company
11/19/2004	SCR111904-01	Request More Information on Loss Reports	Denied	VCI Company

CLEC Product/Process Change Requests				
Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
10/1/2004	PC100104-1	Track and Archive External Documentation on Requests	Development	Eschelon
10/19/2004	PC101904-2	To Modify Change Request Form to include 'Impacts LSOG Forms'	Development	AT&T
10/19/2004	PC101904-1	Modify Release Commitment Deliverables	Denied	AT&T
11/15/2004	PC111504-1	Excessive Repair/DSL hold time escalation contact information	Presented	Eschelon
11/29/2004	PC112904-1	Rate Quotes and Number Referrals from Qwest Operator Services	Presented	AT&T

Qwest Systems Change Requests				
Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
10/27/2004	SCR102704-01RG	FCC Triennial Review Order CC 01-338 (TRO) U S Court of Appeals for the DC Circuit decision (USTA) Decision No. 00-1012, and FCC Interim Rules Compliance: Certain Unbundled Network Elements (UNE) Product Discontinuance	Completed	Qwest
11/16/2004	SCR111604-01	Billmate Changes the Presentation of Transfer Balance Data in EDI Invoices	Development	Qwest
12/9/2004	SCR120904-02	Combination and/or elimination of Certain IMA EDI Documentation Components	Clarification	Qwest
Qwest Product/Process Change Requests and changes				
Date Submitted	CR Number (Level 4 changes)	Summary of change	Status/proposed effective date	Submitter
10/4/2004	PC100404-1	Closing CLEC Non Designed Trouble Tickets	Development	Qwest

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
10/5/2004	PC100504-1	Request to clear a working left in	Development	Qwest
10/18/2004	PC101804-1CM	Modifications to Billing and Repair Change Management Prioritization Process	Development	Qwest
10/27/2004	PC102704-1ES	New Revised title effective 1/1/05: Certain Unbundled Network Elements (UNE) Product Discontinuance (see Description of Change for previous title)	Completed	Qwest
10/27/2004	PC102704-2	Eliminate DS1 Radio	Development	Qwest
12/1/2004	PC120104-1	Remove Conditioning from Resale and UNE-P for Qwest DSL	Presented	Qwest
Date Submitted	Level of Change	Summary of Change	Status/proposed effective date	Submitter
10/01/04	Level 2	CMP – FINAL NOTICE and Qwest Response to CLEC Comments on Product/Process: 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
10/04/04	Level 1	CMP - ISDN BRI	10/05/04	Qwest Communications
10/07/04	Level 1	CMP - CMP - Local Service Ordering Guidelines (LSOG) - Directory Listings (DL) V38.0	10/08/04	Qwest Communications
10/07/04	Level 1	CMP - Feature PCATS	10/08/04	Qwest Communications
10/07/04	Level 1	CMP - Geographic Deaveraging - General Information V18	10/08/04	Qwest Communications
10/07/04	Level 2	CMP - Collocation - General Information - V31.0	10/28/04	Qwest Communications
10/07/04	Level 3	CMP – Collocation – General Information – V32.0	11/21/04	Qwest Communications
10/07/04	Level 3	CMP - CRUNEC V7.0	10/22/04	Qwest Communications
10/07/04	Level 3	CMP – FINAL NOTICE - Resale – Qwestä Metro Optical Ethernet (MOE) – V3.0	10/22/04	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
10/08/04	Level 2	CMP - Resale - Qwest Digital Subscriber Line (Qwest DSL™) – V39.0, - Unbundled Network Elements—Platform (UNE-P) with Qwest Digital Subscriber Line (Qwest DSL™) – V28.0	10/29/04	Qwest Communications
10/08/04	Level 3	CMP - Provisioning and Installation V50.0	11/22/04	Qwest Communications
10/11/04	Level 1	CMP - Bona Fide Request (BFR) and Special Request (SR) Processes V16	10/12/04	Qwest Communications
10/11/04	Level 1	CMP - Forecasting - V23.0	10/12/04	Qwest Communications
10/11/04	Level 2	CMP - Ordering Overview V57	11/01/04	Qwest Communications
10/11/04	Level 2	CMP - Dual Service - V1.0	11/01/04	Qwest Communications
10/11/04	Level 3	CMP - Resale - Market Expansion Line ® (MEL) – V8.0	11/01/04	Qwest Communications
10/12/04	Level 1	CMP - Qwest Inside Wire Maintenance (IWM) Plans - V13.0	10/13/04	Qwest Communications
10/12/04	Level 2	CMP - CustomNet - V10.0, Ordering Overview – V56.	10/19/04	Qwest Communications
10/14/04	Level 1	CMP - Remote Collocation - V22.0, Field Connection Point (FCP)/Cross-Connect Collocation - V13.0 and Unbundle Packet Switching (UPS) - V11.0	10/15/04	Qwest Communications
10/15/04	Level 1	CMP - Local Service Ordering Guidelines - Number Portability (NP) V17.0	10/18/04	Qwest Communications
10/15/04	Level 3	CMP - Competitive Response/Competitive Inquiry – V13.0	11/29/04	Qwest Communications
10/18/04	Level 3	CMP – FINAL NOTICE Operator Services V13.	11/2/04	Qwest Communications
10/18/04	Level 3	CMP – FINAL NOTICE Directory Assistance (DA) Service V13.0	11/02/04	Qwest Communications
10/19/04	Level 1	CMP – Qwest Easy Access – Residence and Business V11.0, -DialLock® V7.0, -Security Screen®, -One Number Service, -CallCurfew®	10/20/04	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
10/20/04	Level 3	CMP – FINAL NOTICE CMP - Resale Frame Relay	11/04/04	Qwest Communications
10/20/04	Level 4	CMP – Final_Ordering Overview V55.0	11/04/04	Qwest Communications
10/21/04	Level 1	CMP - Forecasting V24.0	10/22/04	v
10/21/04	Level 2	CMP - Collocation - General Information - V31.0	10/28/04	Qwest Communications
10/22/04	Level 1	CMP - Resale - Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) – V24.0, Unbundled Network Elements -Platform (UNE-P) - Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) – V30.0	10/25/04	Qwest Communications
10/22/04	Level 2	CMP - Resale - Market Expansion Line ® (MEL) – V7.0	12/06/04	Qwest Communications
10/22/04	Level 2	CMP - Local Number Portability (LNP) - V31.0, Port In – V7.0 and Port Within – V5.0	11/12/04	Qwest Communications
10/25/04	Level 2	CMP - Migrations and Conversions Overview V19	11/15/04	Qwest Communications
10/25/04	Level 2	CMP - Dual Service - V1.0	11/01/04	Qwest Communications
10/25/04	Level 3	CMP - Qwest Interconnect OSS Electronic Access V23.0 and Operation Support Systems	12/09/04	Qwest Communications
10/25/04	Level 3	CMP - Access to SAGA and FAM	12/09/04	Qwest Communications
10/27/04	Level 1	CMP - LMOS Disposition and Cause Codes	10/28/04	Qwest Communications
10/28/04	Level 1	CMP - Pre-Ordering Overview V34.0	10/29/04	Qwest Communications
10/28/04	Level 1	CMP - Migrations and Conversions Overview V19 -- Retraction	10/28/04	Qwest Communications
10/28/04	Level 3	CMP - Resale - Qwest Digital Subscriber Line (Qwest DSL™) – V41.0 - Unbundled Network Elements—Platform (UNE-P) with Qwest Digital Subscriber Line (Qwest DSL™) – V30.0	12/06/04	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
10/28/04	Level 3	CMP – FINAL NOTICE and Qwest Response to CLEC Comments on - 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
10/28/04	Level 3	CMP – FINAL NOTICE for Collocation – General Information – V32.0	11/12/04	Qwest Communications
10/29/04	Level 1	CMP – Accepting December Registrations / Minneapolis IMA Classes Cancelled	10/29/04	Qwest Communications
10/29/04	Level 2	CMP - Service Interval Guide for Resale, UNE and Interconnection Service (SIG) V 38.0	11/19/04	Qwest Communications
10/29/04	Level 3	CMP - White Pages Directory Listing V25.0	12/13/04	Qwest Communications
10/29/04	Level 3	CMP - Provisioning and Installation Overview V52.0	12/13/04	Qwest Communications
10/29/04	Level 3	CMP – FINAL NOTICE on Provisioning and Installation V50.0	11/15/04	Qwest Communications
10/29/04	Level 4	CMP – Elimination of 2FR and 4FR USOCs - North Dakota specific	12/15/04	Qwest Communications
10/29/04	Level 4	CMP - Resale – Scan-Alert – V5.0, – Unbundled Network Elements-Platform (UNE-P) - General Information – V50.0, Oregon and Washington state specific update	12/15/04	Qwest Communications
10/29/04	Level 4	CMP - Resale - Private Line Transport (PLT) Digital Service Level 0 (DS0) Voice Grade (VG)– V8.0 – Iowa and Utah state specific update	12/15/04	Qwest Communications
10/29/04	Level 4	CMP - Resale – Scan-Alert – V5.0, – Unbundled Network Elements-Platform (UNE-P) - General Information – V50.0, Oregon and Washington state specific update	12/15/04	Qwest Communications
11/02/04	Level 1	CMP - Resale - Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) – V25.0	11/03/04	Qwest Communications
11/02/04	Level 2	CMP - Migrations and Conversions Overview V19	11/23/04	Qwest Communications
11/02/04	Level 3	CMP - Resale - Asynchronous Transfer Mode (ATM) – V16.0	12/17/04	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
11/03/04	Level 1	CMP - Unbundled Network Element (UNE) - Switching (UBS) - V28.0, Bona Fide Request (BFR) and Special Request (SR) Processes - V17.0	11/04/04	Qwest Communications
11/03/04	Level 3	CMP - Ordering Overview V59.0	12/18/04	Qwest Communications
11/04/04	Level 1	CMP - Resale - Centrex 21 - V21.0, Unbundled Network Elements - Platform (UNE-P) - Centrex - V34.0	11/05/04	Qwest Communications
11/05/04	Level 2	CMP - Local Number Portability (LNP) - V31.0, Port In - V7.0 and Port Within - V5.0	11/12/04	Qwest Communications
11/05/04	Level 3	CMP - Maintenance and Repair Overview V40.0	12/13/04	Qwest Communications
11/09/04	Level 1	CMP - Ordering Overview V62.0	11/10/04	Qwest Communications
11/09/04	Level 1	CMP - Forecasting V25.0	11/10/04	Qwest Communications
11/10/04	Level 2	CMP - Expedites and Escalations Overview V16	12/01/04	Qwest Communications
11/10/04	Level 3	CMP - Pre-Ordering Overview V35.0	12/13/04	Qwest Communications
11/11/04	Level 1	CMP - Resale - Qwest Metro Optical Ethernet (MOE) - V4.0	11/12/04	Qwest Communications
11/12/04	Level 1	CMP - -- Denver IMA Classes Cancelled	11/12/04	Qwest Communications
11/12/04	Level 3	CMP - FINAL NOTICE - Competitive Response/Competitive Inquiry - V13.0	11/29/04	Qwest Communications
11/15/04	Level 2	CMP - Maintenance and Repair Overview V41.0	12/06/04	Qwest Communications
11/15/04	Level 2	CMP - Feature PCATs	12/06/04	Qwest Communications
11/15/04	Level 2	CMP - Resale - Private Line Transport - Serial Digital Video Service (SDVS) at 270 Mbps - V1.0	12/06/04	Qwest Communications
11/15/04	Level 3	CMP - 2004 Wholesale Holiday Eve's Schedule	12/24/2004 and 12/31/04 only	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
11/18/04	Level 1	CMP - Custom Number Services - V5.0	11/19/04	Qwest Communications
11/18/04	Level 3	CMP - FINAL NOTICE on Qwest Interconnect OSS Electronic Access V23.0 and Operation Support	12/09/04	Qwest Communications
11/18/04	Level 3	CMP - FINAL NOTICE on Access to SAGA and FAM	12/09/04	Qwest Communications
11/19/04	Level 1	CMP - Resale - Qwest Digital Subscriber Line (Qwest DSL) - V42.0 - Unbundled Network Elements Platform (UNE-P) with Qwest Digital Subscriber Line (Qwest DSL) - V31.0	11/22/04	Qwest Communications
11/19/04	Level 1	CMP - RETRACTION - Market Expansion Line @ (MEL) - V8.0	11/19/04	Qwest Communications
11/19/04	Level 1	CMP - CEMR (Customer Electronic Maintenance & Repair) Web Based Training Update	11/19/04	Qwest Communications
11/19/04	Level 1	CMP - RETRACTION of Collocation - Transfer of Responsibility V1.0, Collocation - General Information - V34.0	11/20/04	Qwest Communications
11/19/04	Level 3	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on - Resale - Qwest Digital Subscriber Line (Qwest DSL) - V41.0, Unbundled Network Elements-Platform (UNE-P) with Qwest Digital Subscriber Line (Qwest DSL) - V30.0	12/06/04	Qwest Communications
11/22/04	Level 2	CMP - Resale - Qwest Digital Subscriber Line (Qwest DSL) - V43.0, - Unbundled Network Elements-Platform (UNE-P) with Qwest Digital Subscriber Line (Qwest DSL) V32.0	12/13/04	Qwest Communications
11/22/04	Level 3	CMP - FINAL NOTICE Provisioning and Installation Overview V52.0	12/13/04	Qwest Communications
11/23/04	Level 3	CMP - Technical Publication 77389, Unbundled Dedicated Local Interoffice Transport Issue H	01/07/05	Qwest Communications
11/23/04	Level 3	CMP - Maintenance and Repair Overview V42.0	01/03/05	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
11/24/04	Level 1	CMP - Retraction - Scan-Alert - V5.0, - Unbundled Network Elements-Platform (UNE-P) General Information - V50.0, Oregon and Washington state specific update	11/24/04	Qwest Communications
11/24/04	Level 3	CMP - Forecasting V26.0	01/08/05	Qwest Communications
11/24/04	Level 3	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on White Pages Directory Listing V25.0	12/13/04	Qwest Communications
11/24/04	Level 3	CMP - FINAL NOTICE Maintenance and Repair Overview V40.0	12/13/04	Qwest Communications
11/24/04	Level 4	CMP - FINAL NOTICE Elimination of 2FR and 4FR USOCs - North Dakota specific	12/15/04	Qwest Communications
11/24/04	Level 4	CMP - FINAL NOTICE - Resale - Private Line Transport (PLT) Digital Service Level 0 (DS0) Voice Grade (VG)- V8.0 - Iowa and Utah state specific update	12/15/04	Qwest Communications
11/29/04	Level 1	CMP - Service Interval Guide for Resale, UNE and Interconnection Service (SIG) V39.0	11/30/04	Qwest Communications
11/29/04	Level 1	CMP - Local Service Ordering Guidelines (LSOG) - Directory Listings (DL) V41.0	11/30/04	Qwest Communications
11/29/04	Level 1	CMP - Resale - General - V46.0	11/30/04	Qwest Communications
11/29/04	Level 2	CMP - Series Hunting - V13.0	12/20/04	Qwest Communications
11/29/04	Level 2	CMP - Final Notice and Qwest Responses to CLEC Comments on Feature PCATs	12/06/04	Qwest Communications
11/30/04	Level 1	CMP - 1Q05 Course Offerings	11/30/04	Qwest Communications
12/01/04	Level 1	CMP - Collocation - General Information - V36.0	12/02/04	Qwest Communications
12/01/04	Level 4	CMP - Elimination of DS-1 Radio	01/15/05	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
12/02/04	Level 1	CMP - Dual Service - V2.0	12/03/04	Qwest Communications
12/02/04	Level 1	CMP - Re-posting of the job aid covering the use of the Held, Escalated, and Expedite Tool (HEET).	12/02/04	Qwest Communications
12/02/04	Level 3	CMP - FINAL NOTICE - Resale - Asynchronous Transfer Mode (ATM) - V16.0	12/17/04	Qwest Communications
12/03/04	Level 3	CMP - FINAL NOTICE and Qwest Response to Comments on Ordering Overview V59.0	12/18/04	Qwest Communications
12/06/04	Level 1	CMP - Foreign Directory Name (FDN) Table - Recent update clarification	12/07/04	Qwest Communications
12/06/04	Level 2	CMP - Access to Emergency Services (911/E911) V15.0	12/27/04	Qwest Communications
12/06/04	Level 2	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on - Resale - Qwest Digital Subscriber Line (Qwest DSL) - V43.0, Unbundled Network Elements-Platform (UNE-P) with Qwest Digital Subscriber Line (Qwest DSL) - V32.0	12/13/04	Qwest Communications
12/06/04	Level 3	CMP - Provisioning and Installation Overview V54.0	01/20/05	Qwest Communications
12/06/04	Level 3	CMP - 2004 Wholesale Holiday Eve's Schedule	12/24/2004 and 12/31/04 only	Qwest Communications
12/09/04	Level 2	CMP - DSL Remote Terminal (RT) Augment Schedule	01/03/05	Qwest Communications
12/10/04	Level 3	CMP - REVISED FINAL NOTICE - UPDATE Pre-Ordering Overview V35.0	01/17/05	Qwest Communications
12/13/04	Level 1	CMP - RETRACTION of a portion of Ordering Overview V59	12/13/04	Qwest Communications
12/13/04	Level 3	CMP - Fiber to the Premise - RidgeGate Development - Colorado Specific	01/27/05	Qwest Communications
12/14/04	Level 3	CMP - Qwest Critical Facility Video/Photography Policy V1.0	01/28/05	Qwest Communications
12/16/04	Level 1	CMP - Resale General - V47.0	12/17/04	Qwest Communications

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

ge 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.
- 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.

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
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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
Fourth Quarter 2004**

EXACT		
	Number of CRs	
CLEC CRs	0	
Qwest CRs	0	
Change Request number	Summary	Submitter
Wholesale Billing Interface		
	Number of CRs	
CLEC CRs	2	
Qwest CRs	2	
Change Request number	Summary	Submitter
SCR121603-01	Only show the actual Circuit ID on all billing media in the Eastern Region	Qwest
SCR112503-02X	Adjustment Recognition	Eschelon
SCR110802-02IG	Provide adjustment FROM and THRU dates for BOS formatted UNE accounts	Qwest
SCR071603-02	Bordertown Change to Billing Files	McLeod USA

EXHIBIT D

Qwest Wholesale Change Management Process: Escalation Process
Fourth Quarter 2004

Date submitted	Escalation number	Summary of escalation	Submitter
11/8/2004	E32	Qwest initially initiated a "Regulatory" Systems change request SCR102704-1RG. When numerous CLECs objected, Qwest withdrew the systems change request and re-issued the exact change request via the Product and Process CMP. Please see Covad's comments attached that continue to apply to PC102704-1.	Covad

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

Qwest Wholesale Change Management Process: Dispute Resolution Process
Fourth Quarter 2004

Date submitted	D R number	Summary of change	Submitter
11/24/2004	PC102704-1ES	Tel West reasserts its objection that the change request is not regulatory. Tel West does not dispute that Qwest has the option to exercise the rights afforded to it by the USTA II decision	Tel West

EXHIBIT E

**Change Management Improvements
Fourth Quarter 2004**

Process	Date Process was Baselined 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: http://www.qwest.com/wholesale/cmp/redesign.html (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 38 months.</p> <p>Qwest processed 490 new OSS Interface CRs between October 3, 2001 and December 31, 2004.</p> <p>Qwest processed 264 new Product Process CRs between October 3, 2001 and December 31, 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: 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.)</p>

**Change Management Improvements
Fourth Quarter 2004**

Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 2 Managing the Change Management Process</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>http://www.qwest.com/wholesale/cmp/poc.html (CLEC-Qwest POC List)</p> <p>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)</p> <p>These contain the names of the CR Project Managers assigned to each of the CRs.)</p> <p>http://www.qwest.com/wholesale/cmp/escdisp.html (See actual escalations.)</p> <p>http://www.qwest.com/wholesale/cmp/review.html (This is the tool the CLECs use to submit comments on a given PCAT or TechPub.)</p>

**Change Management Improvements
Fourth Quarter 2004**

Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 3 Meetings</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: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting August 7 & 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: 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)</p>

**Change Management Improvements
Fourth Quarter 2004**

Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 4 Types of Change</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: http://www.qwest.com/wholesale/cmp/redesign.html (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 39 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: 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.</p> <p>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/systemsfbdistpackage.pdf http://www.qwest.com/wholesale/downloads/2002/020215/systemsfbdistpackage.pdf</p>

**Change Management Improvements
Fourth Quarter 2004**

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 5 Sections 5.1 and 5.2 CLEC-Qwest OSS Interface Change Request Initiation Process</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: http://www.qwest.com/wholesale/cmp/redesign.html (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: http://www.qwest.com/wholesale/cmp/redesign.html (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 38 months.</p> <p>Between November 1, 2001 and December 31, 2004, Qwest processed 438 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 2952 milestones that have occurred so far. This equates to an average compliance rate of 99.66%</p> <p>Following is a description of the missed milestones:</p> <p>1.) SCR012802-1</p>	<p>Supporting data can be found at: Http://www.qwest.com/wholesale/cmp/changerequest.html (Select CLEC-Qwest Change Request – Systems Interactive Reports.)</p>

**Change Management Improvements
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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.</p>		
	<p>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</p>		
	<p>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.</p>		
	<p>4.) SCR012802-2 Milestone Missed: Initial Response Posted to Web Explanation: The initial response was sent to the CLEC on time,</p>		

**Change Management Improvements
Fourth Quarter 2004**

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**Change Management Improvements
Fourth Quarter 2004**

	<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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**Change Management Improvements
Fourth Quarter 2004**

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 5.3 CLEC Product/Process Change Request Initiation Process</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: http://www.qwest.com/wholesale/cmp/redesign.html (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: http://www.qwest.com/wholesale/cmp/redesign.html (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 37 months.</p> <p>Between November 1, 2001 and December 31, 2004, Qwest processed 211 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 1899 milestones that have occurred so far. This equates to an average compliance rate of 99.57%</p> <p>Following is a description of the missed milestones:</p> <p>1.) PC110201-2</p>	<p>Supporting data can be found at: Http://www.qwest.com/wholesale/cmp/changerequest.html (Select CLEC-Qwest Change Request – Product and Process Interactive Reports.)</p>

**Change Management Improvements
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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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**Change Management Improvements
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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>Section 5.4 Qwest Initiated Product/Process Changes</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: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes –CMP Redesign Meeting March 18 & 19 Final Minutes, Page 10.)</p> <p>April 16, 2002 (Revised and Baselined)</p> <p>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.)</p>	<p>April 1, 2002 (Original)</p> <p>April 22, 2002 (Revised)</p>	<p>Qwest has complied with the original process for over 32 months and the revised process for over 32 months.</p> <p>Between April 1, 2002 and December 31, 2004, Qwest submitted 1355 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: http://www.qwest.com/wholesale/notices/cnla/ (Select Product, Process, Training, Network-Tech Pubs)</p> <p>Http://www.qwest.com/wholesale/cmp/changerequest.html (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>time period and is responsible for missing 2 Level 4-CR milestones out of a possible 774 milestones that have occurred so far. This equates to an average compliance rate of 99.74%</p> <p>Qwest is responsible for missing only 17 Level 1-4 CMP Notification Requirements out of a possible 9349 that have occurred so far. This equates to an average compliance rate of 99.82%.</p> <p>Following is a description of the missed Level 4 CR milestones:</p> <p>1.) PC100202-1 Milestone Missed: Initial Response posted to the web Meeting Held Explanation: Date missed due to a posting error</p> <p>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:</p> <p>1.) Notification number: PROS.04.03.02.F.00415.Billing _ Output. No level.</p> <p>2.) Notification number: PROS.04.03.02.F.00415.Billing _ Output. No comment cycle explanation.</p> <p>3.) Notification number:</p>	
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			<p>PROS.04.04.02.F/00418.Service _Managers. No level PROS.04.04.02.F/00418.Se rvic e_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</p>
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	<p>sent prior to actual effective date.</p> <p>12.) Notification number: PROD.11.17.03.F.1071.GrandparentMS_NE_IA. Notifications not sent prior to actual effective date.</p> <p>13.) Notification number: PROD.01.06.04.F.01223.PCAT_Updates Notification not sent prior to actual effective date.</p> <p>14.) Notification number: PROS.12.05.03.F.01131.ProvisioningV29. Notifications not sent prior to actual effective date. NOTE: This accounts for two misses – Initial and Final.</p> <p>15.) Notification number: PROS.03.31.04.F.01528.PCAT_Updates. Notification not sent prior to actual effective date.</p> <p>16.) Notification number: PROS.07.28.04.F.01932.InterceptCLEC_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</p>			
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			<p>milestones. Qwest is 100% 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. 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 Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 5.5 Postponement Qwest implemented Section 5.5 as agreed to by the Redesign Team.</p>	<p>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 Redesign Meeting Minutes for June 5-6)</p>	<p>June 19, 2002</p>	<p>This process has been in place for over 33 months. During this time, the Postponement Process has not been evoked.</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>Section 6 OSS Interface Release Calendar</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: http://www.qwest.com/wholesale/cmp/redesign.html (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 37 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, July 2004, October 2004 and December 2004.</p>	<p>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</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>Section 7 Introduction of a New OSS Interface</p> <p>Section 7.1 Introduction of a New Application to Application Interface</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: http://www.qwest.com/wholesale/cmp/redesign.html (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 Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 7.2 Introduction of a New GUI</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: http://www.qwest.com/wholesale/cmp/redesign.html (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:</p> <ol style="list-style-type: none"> 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>Qwest introduced a new GUI (QORA) on November 3, 2003. There are 6 CMP milestones for the introduction of a new GUI:</p> <ol style="list-style-type: none"> 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>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,38.00.html</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>Section 8.0 Change to Existing OSS Interfaces</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: http://www.qwest.com/wholesale/cmp/redesign.html (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 and IMA 13.0 was retired on August 4, 2004.</p> <p>IMA Release 15.0 was implemented April 19, 2004 and IMA 14.0 was retired on December 12, 2004</p> <p>IMA 16.0 was implemented October 18, 2004.</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>Section 8.1 Application to Application Interface</p> <p>Qwest implemented Section 8.1 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: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 8.</p>	<p>November, 2001</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., IMA 16.0 on October 18, 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, IMA 14.0, IMA 15.0 and IMA 16.0.</p>	<p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,56,00.html</p>

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 8.2 Graphical User Interface</p>	<p>November 1, 2001</p>	<p>November, 2001</p>	<p>Qwest introduced changes to an existing OSS Interface – GUI</p>	<p>http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,4</p>

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<p>Qwest implemented Section 8.2 as agreed to by the Redesign Team.</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: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 8.</p>		<p>(CEMR) on April 7, 2002, November 3, 2002, March 17, 2003, April 14, 2003, August 18, 2003, December 15, 2003, April 5, 2004, June 28, 2004 and December 13, 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, IMA GUI 15.0 on April 19, 2004 and IMA GUI 16.0 on October 18, 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>5.00.html (See CEMR Release 1.03.06 notices.0</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>Section 9 Retirement of Existing OSS Interface</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: 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.</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: http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,38,00.html</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>Section 10 Prioritization</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: http://www.qwest.com/wholesale/downloads/2001/011012/System_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.</p> <p>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/System_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.</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>Section 11 Application-to-Application Interface Testing</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: http://qwest.com/wholesale/cmp/redesign.html (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 Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 12 Production Support</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: http://qwest.com/wholesale/cmp/redesign.html (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 December 31, 2004, there were 137 planned outages. Qwest missed the notification interval 1 time on March 31, 2003. (SYST.03.31.03.F.04282.SchdD wnTmIMAEDIGUI) Qwest has demonstrated 99.27% 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 December 31, 2004, Qwest processed 34 Severity 1s, 2495 Severity 2s, 8755 Severity 3s, and 85 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, CLECs and Qwest agreed to processes for</p>	<p>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.)</p> <p>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)</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>Section 13 Training Qwest implemented Section 13 as agreed to by the Redesign Team.</p>	<p>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)</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: http://www.qwest.com/wholesale/training/index.html</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>Section 14 Escalation Process Qwest implemented Section 14 as agreed to by the Redesign Team.</p>	<p>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.)</p>	<p>November 16, 2001</p>	<p>Qwest has complied with the Escalation Process for 37 months Between November 16, 2001 and December 31, 2004, Qwest processed 19 OSS Interface escalations and 13 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 256 milestones. This equates to an average compliance rate of 99.61% 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: Http://www.qwest.com/wholesale/cmp/index.html (See Escalations and Disputes - Initiation - Ongoing - Archive</p>

**Change Management Improvements
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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>Section 15 Dispute Resolution</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: http://QWEst.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting Sept. 18 & 20 Final Minutes - 10-10-01, Page 5.)</p>	<p>November 16, 2001</p>	<p>This process has been in place for 37 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>On November 24, 2004, Qwest processed 1 Product/Process dispute in accordance with the CMP Dispute Process. There is one milestone for each dispute</p> <p>1) Acknowledge receipt of the complete Dispute Resolution e-mail within one (1) business day. Qwest demonstrated 100% compliance with this milestone.</p>	<p>Supporting data can be found at: http://qwest.com/wholesale/cmp/escdisp.html</p> <p>See Escalations and Disputes</p> <ul style="list-style-type: none"> - Initiation - Ongoing - Archive

**Change Management Improvements
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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>Section 16 Exception Qwest implemented Section 16 as agreed to by the Redesign Team.</p>	<p>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 Redesign Meeting Minutes for June 5-6)</p>	<p>June 19, 2002 (original)</p>	<p>This process has been in place for over 30 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> <ol style="list-style-type: none"> 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. 	<p>Supporting data can be found at: http://www.qwest.com/wholesale/cmp/teammeetings.html and http://www.qwest.com/wholesale/notices/cnla/</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>Section 17 Voting Qwest implemented Section 17 as agreed to by the Redesign Team.</p>	<p>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 Redesign Meeting Minutes for July 10)</p>	<p>July 17, 2002</p>	<p>This process has been in place for over 28 months. During this time, Qwest has conducted 34 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 100 milestones. Qwest has demonstrated 98.03% 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.</p>	<p>Supporting data can be found at: http://www.qwest.com/wholesale/cmp/teammeetings.html and http://www.qwest.com/wholesale/notices/cnla/</p>

**Change Management Improvements
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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>Section 18 Oversight Review Process 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: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting Minutes for September 12-13)</p>	<p>September 18, 2002</p>	<p>This process has been in place for over 27 months. During this time, 6 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: http://www.qwest.com/wholesale/cmp/coc.html</p>