



BEFORE THE ARIZONA CORPORATION COMMISSION

1

2 JEFF HATCH-MILLER

Chairman

3 MARC SPITZER

Commissioner

4 WILLIAM MUNDELL

Commissioner

5 MIKE GLEASON

Commissioner

6 KRISTIN MAYES

Commissioner

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

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15 Qwest Corporation ("Qwest") submits this Quarterly Report regarding its Change
16 Management Process pursuant to the Arizona Corporation Commission's ("ACC") Order¹
17 relating to Qwest's Operational Support systems ("OSS"), which, among other things, adopted
18 certain reporting recommendations in Staff's Supplemental Report on Qwest's Compliance with
19 Checklist Item No. 2: Access to Unbundled Network Elements (UNEs), Change Management
20 Process and Stand-Alone Test Environment, dated May 7, 2002 ("Staff's CMP Report"), at pp.
21 14-15.

21

22 In Staff's CMP Report, Staff recommended that Qwest develop a report on the
23 effectiveness of the Re-Designed Change Management Process, to be filed with the ACC on a
24 quarterly basis.² In accordance with that recommendation, Qwest began submitting quarterly
25 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 Telecommunications Act of 1996*, at ¶¶72, 151, and ordering paragraphs (August 28, 2003)("OSS Order").

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² Staff's CMP Report at 15.

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QWEST'S QUARTERLY REPORT
REGARDING ITS CHANGE
MANAGEMENT PROCESS

1 Commission adopted Staff's reporting recommendation in its OSS Order.³ Qwest submits this
2 report regarding events that occurred from January through March 2005 ("1Q2005") 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 1st Quarter 2005 ("1Q2005"), 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 1Q2005, CLECs submitted 8 systems CRs, which constituted 57% of the total
14 number of systems CRs, and 3 product/process CRs, which constituted 33% of the
15 product/process CRs. Qwest submitted 6 systems CRs, which constituted 43% of the total
16 number of systems CRs, and 6 product/process CRs, which constituted 67% of the
17 product/process CRs.⁵

18 Exhibit B, entitled Qwest Wholesale Change Management Process: Status and
19 Disposition of Changes/ 1st Quarter 2005, sets forth a summary of the current status or
20 disposition of all systems and product/process changes. These changes are listed in the
21 following order:

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.

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

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

Exhibit C, entitled Qwest Whole Change Management Process: Summary of Changes by Interface Release/^{1st} Quarter 2005, sets forth information regarding interface changes that were implemented during 3Q2004.

Exhibit D contains two tables, entitled Qwest Wholesale Change Management Process: Escalation Process and Qwest Wholesale Change Management Process: Dispute Resolution Process, which set forth the escalations and dispute resolutions initiated from January 1, 2005 through March 31, 2005. These tables list the issues escalated and those taken to dispute resolution, if any, along with the resolution reached.

Finally, Qwest has also attached as Exhibit E an updated matrix that catalogues Qwest's compliance with each of the sections of Qwest's Wholesale CMP⁷ to provide additional data regarding the effectiveness of the CMP. The matrix shows that the core provisions of the redesigned process have been in effect for two and one-half years now and lists the timeframes

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

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

1 and Qwest deliverables in the Wholesale CMP – each of which was defined and agreed to
2 through the redesign process – along with specific information detailing Qwest’s record of
3 compliance with those obligations. Qwest’s compliance rate continues to exceed 99%.

4 RESPECTFULLY SUBMITTED this 29th day of April, 2005.

5 QWEST SERVICES CORPORATION

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7
8 By:


Norman G. Curtright
Corporate Counsel
4041 N. Central Ave., Suite 1100
Phoenix, Arizona 85012
Telephone: (602) 630-2187

9
10
11
12 **ORIGINAL and 13 copies hand-delivered for**
13 **Filing this 29th^t day of April, 2005 to:**

14 Docket Control
15 ARIZONA CORPORATION COMMISSION
16 1200 W. Washington Street
17 Phoenix, AZ 85007

18 **COPY of the foregoing emailed**
19 **this 29th day of April, 2005 to:**

20 Maureen A. Scott, Esq.
21 Legal Division
22 ARIZONA CORPORATION COMMISSION
23 1200 W. Washington Street
24 Phoenix, AZ 95007
25 Email: mscott@cc.state.az.us

Matt Rowell
ARIZONA CORPORATION COMMISSION
1200 W. Washington Street
Phoenix, AZ 85007
Email: mrowell@cc.state.az.us

24 Ernest G. Johnson, Director
25 Utilities Division
26 ARIZONA CORPORATION COMMISSION
1200 W. Washington Street
Phoenix, AZ 85007

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

1	Email: EJohnson@cc.state.az.us	Email: danielwaggoner@dwt.com
2	Lyn Farmer, Chief Administrative Law Judge	Mitchell F. Brecher
3	Jane Rodda, Administrative Law Judge	Greenberg Traurig, LLP
4	Hearing Division	800 Connecticut Avenue, NW
5	ARIZONA CORPORATION COMMISSION	Washington, DC 20006
6	1200 W. Washington	Email: BrecherM@gtlaw.com
7	Phoenix, AZ 85007	
8	Email: lfarmer@cc.state.az.us	
9	Eric S. Heath	Thomas Campbell
10	SPRINT COMMUNICATIONS CO.	LEWIS & ROCA
11	100 Spear Street, Suite 930	40 N. Central Avenue
12	San Francisco, CA 94105	Phoenix, AZ 85004
13	Email: eric.s.heath@mail.sprint.com	Email: tcampbell@lrlaw.com
14	Joan S. Burke	Thomas F. Dixon
15	OSBORN MALEDON, P.A.	WORLD COM, INC.
16	2929 N. Central Avenue, 21 st Floor	707 N. 17 th Street, #3900
17	P.O. Box 36379	Denver, CO 80202
18	Phoenix, AZ 85067-6379	Email: thomas.f.dixon@wcom.com
19	Email: jsburke@omlaw.com	
20	Scott S. Wakefield	Michael M. Grant
21	RUCO	Todd C. Wiley
22	1110 West Washington, Suite 220	GALLAGHER & KENNEDY
23	Phoenix, AZ 85007	2575 E. Camelback Road
24	Email: swakefield@azruco.com	Phoenix, AZ 85016-9225
25		Email: michael.grant@azbar.org
26		TCW@gknet.com
27	Michael Patten	Mark DiNunzio
28	ROSHKA, HEYMAN & DEWULF	COX COMMUNICATIONS
29	400 E. Van Buren, Suite 900	20402 North 29 th Avenue
30	Phoenix, AZ 85004-3906	Phoenix, AZ 85027-3148
31	Email: mpatten@rhd-law.com	Email: mark.dinunzio@cox.com
32	Brian Thomas	Joyce Hundley
33	Time Warner Telecom, Inc.	U.S. DEPARTMENT OF JUSTICE
34	223 Taylor Avenue North	Antitrust Division
35	Seattle, WA 98109	1401 H Street N.W., Suite 8000
36	Email: brian.thomas@twtelecom.com	Washington, D.C. 20530
37		Email: joyce.hundley@usdoj.gov
38	Andrew O. Isar	Raymond S. Heyman
39	TELECOMMUNICATIONS RESELLERS	ROSHKA, HEYMAN & DEWULF
40	ASSOCIATION	400 N. Van Buren, Suite 800
41	4312 - 92 nd Avenue, N.W.	Phoenix, AZ 85004-3906
42	Gig Harbor, WA 98335	Email: rheyman@rhd-law.com

1 Email: AISAR@Harbor-Group.com

2 Jeffrey Crockett
3 SNELL & WILMER
4 One Arizona Center
Phoenix, AZ 85004-0001
Email: jcrockett@swlaw.com

Steven J. Duffy
ISAACSON & DUFFY P.C.
3101 N. Central Avenue, Suite 1090
Phoenix, AZ 85012
Email: steveduffy@isaacsonduffy.com

5 Karen Clauson
6 ESCHELON TELECOM
7 730 Second Avenue South, Suite 1200
Minneapolis, MN 55402
Email: kclauson@eschelon.com

Curt Huttzell
State Government Affairs
Electric Lightwave, Inc.
4 Triad Center, Suite 200
Salt Lake City, UT 84180
Email: chuttzell@czn.com

9 Megan Doberneck
10 COVAD COMMUNICATIONS COMPANY
11 7901 Lowrey Boulevard
Denver, CO 80230
Email: mdoberne@covad.com

12
13 **COPY of the foregoing mailed**
14 **this 29th day of April, 2005 to:**

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

Diane Bacon, Legislative Director
COMMUNICATIONS WORKERS OF
AMERICA
5818 N. 7TH Street, Suite 206
Phoenix, AZ 85014-5811

18 Mike Allentoff
19 GLOBAL CROSSING SERVICES, INC.
20 1080 Pittsford Victor Road
Pittsford, NY 14534

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

21 David Kaufman
22 ESPIRE COMMUNICATIONS
23 1129 Paseo de Peralta
Santa Fe, NM 87501

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

24 Michael Morris
25 Allegiance Telecom of Arizona, Inc.
26 505 Sansome Street, 20th Floor
San Francisco, CA 94111

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

EXHIBIT A

**Qwest Wholesale Change Management Process: CLEC and Qwest Change Requests Submitted
First Quarter 2005**

	CLECs	Qwest
Number of Systems CRs:	8	6
Percentage of total Systems CRs:	57%	43%
Number of Product/Process CRs:	3	6
Percentage of total Product/Process CRs:	33%	67%

Systems Change Requests			
Date submitted	Change Request number	Summary of change	Submitter
1/5/2005	SCR010505-01	Migrate existing Design Service Status (DSOS) functions into CEMR and Retire DSOS	Qwest Communications
1/7/2005	SCR010705-01	Directory Listing changes in conjunction with LNP	Sprint
1/11/2005	SCR011005-01IG	CABS BOS Version 43	Qwest Communications
1/12/2005	SCR011205-01	Changes to the DLIS Systems to enhance the customer experience	Qwest Communications
2/2/2005	SCR020205-01RG	FCC TAP/Lifeline Mandate	Qwest Communications
2/2/2005	SCR020205-02IG	Discontinue 960 BYTE CARE	Qwest Communications
2/2/2005	SCR020205-03EX	Request Extension of 16.0 IMA EDI Sunset Date to 12/10/05	Time Warner Telecom
2/7/2005	SCR020705-01	Allow EDI Processing of Bordertown Orders Using BTN NPA Not the CO NPA	MCI
2/15/2005	SCR021505-01	Change to Developer Worksheet Change Summary (Appendix E) of Disclosure Documentation	Qwest Communications
2/17/2005	SCR021705-02	LSPID Within Pre-Order CSR Response for EDI	MCI
2/17/2005	SCR021705-01	Reduce the response time for SATE FBDL test scenarios	AT&T

Date submitted	Change Request number	Summary of change	Submitter
3/1/2005	SCR030105-01	Adjustment Recognition with Circuit ID/TN (Phase 2 of SCR112503-02X)	Eschelon
3/4/2005	SCR030405-01	Change to Reject Codes	Eschelon
3/11/2005	SCR031105-01	Change of usage of CCNA for Sprint on LNP Orders	Sprint

Product/Process Change Requests			
Date Submitted	Change Request number	Summary of change	Submitter
1/5/2005	PC010595-1	Enhanced Extended Loop (EEL) and Loop Mux Combo (LMC) Service Code Modifier Change	Qwest Communications
1/7/2005	PC010705-1	Reduce the Interval Time Required for a 'simple' Port	Comcast
1/25/2005	PC012505-1	Grandparent all Business Packages	Qwest Communications
2/2/2005	PC020205-1	DD Intervals on 911	Qwest Communications
2/2/2005	PC020205-3CM	Update CMP Document to allow flexibility on monthly meetings schedule	Qwest Communications
2/2/2005	PC020205-2EX	Fiber to the Premise (FTTP) Battery Replacement Process	Qwest Communications
2/7/2005	PC020705-1	Buried Service Wire Process Change	AT&T
2/21/2005	PC022105-1	ASR Initial Jeopardy Sent to E-mail address on ASR	Eschelon
3/2/2005	PC030205-1IG	Port in PCAT - Stop Force Port Activities	Qwest Communications

EXHIBIT B

**Qwest Wholesale Change Management Process: Status and Disposition of Changes
1st Quarter 2005**

CLEC Systems Change Requests				
Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
1/7/2005	SCR010705-01	Directory Listing changes in conjunction with LNP	Evaluation	Sprint
2/2/2005	SCR020205-03EX	Request Extension of 16.0 IMA EDI Sunset Date to 12/10/05	Completed	Time Warner Telecom
2/7/2005	SCR020705-01	Allow EDI Processing of Bordertown Orders Using BTN NPA Not the CO NPA	Withdrawn	MCI
2/17/2005	SCR021705-01	Reduce the response time for SATE FBDL test scenarios	Evaluation	AT&T
2/17/2005	SCR021705-02	LSPID Within Pre-Order CSR Response for EDI	Withdrawn	MCI
3/1/2005	SCR030105-01	Adjustment Recognition with Circuit ID/TN (Phase 2 of SCR112503-02X)	Denied	Eschelon
3/4/2005	SCR030405-01	Change to Reject Codes	Presented	Eschelon
3/11/2005	SCR031105-01	Change of usage of CCNA for Sprint on LNP Orders	Presented	Sprint
CLEC Product/Process Change Requests				
Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
1/7/2005	PC010705-1	Reduce the Interval Time Required for a 'simple' Port	Denied	Comcast
2/7/2005	PC020705-1	Buried Service Wire Process Change	Evaluation	AT&T
2/21/2005	PC022105-1	ASR Initial Jeopardy Sent to E-mail address on ASR	Denied	Eschelon
Qwest Systems Change Requests				
Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
1/5/2005	SCR010505-01	Migrate existing Design Service Status (DSOS) functions into CEMR and Retire DS)S	CLEC Test	Qwest
1/11/2005	SCR011005-01IG	CABS BOS Version 43	Presented	Qwest
1/12/2005	SCR011205-01	Changes to the DLIS Systems to enhance the customer experience	CLEC Test	Qwest
2/2/2005	SCR020205-01RG	FCC TAP/Lifeline Mandate	Presented	Qwest
2/2/2005	SCR020205-02IG	Discontinue 960 BYTE CARE	Development	Qwest
2/15/2005	SCR021505-01	Change to Developer Worksheet Change Summary (Appendix E) of Disclosure Documentation	Development	Qwest
Qwest Product/Process Change Requests and changes				

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
Date Submitted	CR Number (Level 4 changes)	Summary of change	Status*/proposed effective date	Submitter
1/5/2005	PC010505-1	Enhanced Extended Loop (EEL) and Loop Mux Combo (LMC) Service Code Modifier Change	Development	Qwest
1/25/2005	PC012505-1	Grandparent all Business Packages	Development	Qwest
2/2/2005	PC020205-1	DD Intervals on 911	Development	Qwest
2/2/2005	PC02005-3CM	Update CMP Document to allow flexibility on monthly meetings schedule	Completed	Qwest
2/2/2005	PC020205-2EX	Fiber to the Premise (FTTP) Battery Replacement Process	CLEC Test	Qwest
3/2/2005	PC030205-1IG	Port in PCAT - Stop Force Port Activities	Presented	Qwest
Date Submitted	Level of Change	Summary of Change	Status*/proposed effective date	Submitter
01/05/05	Level 3	CMP – Revised FINAL NOTICE and Qwest Response to Comments on Forecasting V26.0	1/20/2005	Qwest Communications
01/05/05	Level 3	CMP – FINAL NOTICE and Qwest Response to CLEC Comments on Provisioning and Installation Overview V54.0	1/20/2005	Qwest Communications
01/06/05	Level 4	CMP – Change Management Process Document Changes	02/21/05	Qwest Communications
01/10/05	Level 1	CMP – Provisioning and Installation V56.0	01/11/05	Qwest Communications
01/10/05	Level 2	CMP - Resale and UNE-P Centrex	01/31/05	Qwest Communications
01/10/05	Level 3	CMP - Expedites and Escalations V17.0	02/11/05	Qwest Communications
01/11/05	Level 1	CMP - Operator Services V14.0	01/12/05	Qwest Communications
01/11/05	Level 2	CMP - Change in CMP Point of Contact	02/16/05	Qwest Communications
01/11/05	Level 2	CMP – FINAL NOTICE Update to SAGA Data Fields	1/18/2005	Qwest Communications
01/11/05	Level 3	CMP – FINAL NOTICE and Qwest Response to CLEC Comments on Fiber to the Premise - RidgeGate Development - Colorado Specific	1/27/2005	Qwest Communications
01/12/05	Level 3	CMP - PIC LPIC Verification	02/25/05	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
01/13/05	Level 3	CMP - Provisioning and Installation Overview V57.0	02/28/05	Qwest Communications
01/13/05	Level 4	CMP - REVISED FINAL NOTICE - UPDATE Elimination of DS-1 Radio	4/1/2005	Qwest Communications
01/14/05	Level 1	CMP - LMOS Disposition and Cause Codes	01/17/05	Qwest Communications
01/17/05	Level 1	CMP - Enhanced Extend Loop (EEL) - V27.0, Loop MUX Combination (LMC) - V22.0	01/18/05	Qwest Communications
01/17/05	Level 3	CMP - FINAL NOTICE - Resale - General - V48.0	2/11/2005	Qwest Communications
01/19/05	Level 1	CMP - Ordering Overview - V64.0	01/20/05	Qwest Communications
01/19/05	Level 1	CMP - Bona Fide Request and Special Request V18	01/20/05	Qwest Communications
01/19/05	Level 1	CMP - Forecasting V27.0	01/20/05	Qwest Communications
01/19/05	Level 3	CMP-Revised Final Notice-Correction-Unbundled Local Loop - General Information-V48.0 CMP - FINAL NOTICE - Unbundled Local Loop - General Information - V47.0	1/28/2005	Qwest Communications
01/19/05	Level 4	CMP - Resale - Qwest Digital Subscriber Line (Qwest DSL) - V47.0 -Unbundled Network Elements Platform (UNE-P) with Qwest Digital Subscriber Line (Qwest DSL) - V36.0	03/04/05	Qwest Communications
01/24/05	Level 1	CMP - Local Service Ordering Guidelines (LSOG) - Directory Listings (DL) V42.0	01/25/05	Qwest Communications
01/24/05	Level 1	CMP - Maintenance and Repair Overview V45	01/25/05	Qwest Communications
01/27/05	Level 1	CMP - Local Service Ordering Guidelines (LSOG) - Loop Service (LS)	01/28/05	Qwest Communications
01/27/05	Level 3	CMP - FINAL NOTICE and Qwest Response to Comments on Expedites and Escalations V17.0	2/11/2005	Qwest Communications
01/28/05	Level 1	CMP - Resale - Centrex 21 - V22.0	01/31/05	Qwest Communications
01/28/05	Level 2	CMP - Facility-Based CLECs and Reseller/Unbundled Network CLECs Directory Listing User Document V4.07	02/27/05	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
01/31/05	Level 1	CMP - Accepting March Registrations	01/31/05	Qwest Communications
02/01/05	Level 2	CMP - Signaling Link Data Sheet	02/22/05	Qwest Communications
02/01/05	Level 4	CMP - CMP - Multiple PCAT Updates associated with CR	03/18/05	Qwest Communications
02/03/05	Level 1	CMP - Temporary Disconnection for Non-Payment/Restore - V4.0	02/04/05	Qwest Communications
02/03/05	Level 2	CMP - Ordering Overview V65, Expedites and Escalations Overview V18	02/24/05	Qwest Communications
02/04/05	Level 4	CMP - FINAL NOTICE on Change Management Process Document Changes	2/21/2005	Qwest Communications
02/08/05	Level 3	CMP - Access to Emergency Services (911/E911) V16.0	03/25/05	Qwest Communications
02/09/05	Level 1	CMP - Continuous Redial - V9 and Blocking Job Aid - V8	02/10/05	Qwest Communications
02/10/05	Level 1	CMP - Access To Telephone Numbers V6.0	02/11/05	Qwest Communications
02/10/05	Level 1	CMP - Access to Emergency Services (911/E911) V16.0 Retraction	02/10/05	Qwest Communications
02/10/05	Level 2	CMP - Change Request Form	03/03/05	Qwest Communications
02/10/05	Level 3	CMP-FINAL NOTICE PIC LPIC Verification	2/25/2005	Qwest Communications
02/11/05	Level 1	CMP - Service Interval Guide for Resale, UNE and Interconnection Service (SIG) V40.0	02/14/05	Qwest Communications
02/11/05	Level 1	CMP - Ordering Overview V66.0	02/14/05	Qwest Communications
02/11/05	Level 2	CMP - Account Team V8 Customer Contacts V22	03/04/05	Qwest Communications
02/11/05	Level 3	CMP-FINAL NOTICE and Qwest Response to CLEC Comments on Provisioning and Installation Overview V57.0	2/28/2005	Qwest Communications
02/14/05	Level 3	CMP - Resale - General - V49.0	03/31/05	Qwest Communications
02/15/05	Level 1	CMP - Expedites and Escalations V19	02/16/05	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
02/16/05	Level 2	CMP - Working Left in V1.0	03/09/05	Qwest Communications
02/17/05	Level 1	CMP - Remove Downloads SAGA and FAM	02/18/05	Qwest Communications
02/17/05	Level 4	CMP-FINAL NOTICE and Qwest Response to CLEC Comments on - Resale - Qwest Digital Subscriber Line (QWEST DSL) - V47.0, Unbundled Network Elements-Platform (UNE-P) with Qwest Digital Subscriber Line (Qwest DSL) - V36.0	3/4/2005	Qwest Communications
02/18/05	Level 1	CMP - Removal of Facility Based Directory Listings (FBDL) E-mail Box	02/18/05	Qwest Communications
02/18/05	Level 4	CMP - Billing Information - Dispute Process - V1.0	04/04/05	Qwest Communications
02/21/05	Level 1	CMP - Unbundled Local Loop - General Information - V50.0	02/22/05	Qwest Communications
02/21/05	Level 2	CMP - Access To Telephone Numbers - V7.0	03/14/05	Qwest Communications
02/21/05	Level 3	CMP - Changing service code modifiers in Enhanced Extended Loop (EEL) - V28.0 and Loop MUX Combination (LMC) - V23.0	04/11/05	Qwest Communications
02/21/05	Level 4	CMP - Conversion of Enhanced Extended Loop (EEL) and Loop MUX Combination (LMC) Circuits and Service Code Modifier Change	04/11/05	Qwest Communications
02/22/05	Level 1	CMP - Migrations and Conversions Overview V20	02/23/05	Qwest Communications
02/22/05	Level 1	CMP - Resale - Local Exchange Services - Business and Residence Plain Old Telephone Service (POTS) - V34.0	02/23/05	Qwest Communications
02/23/05	Level 4	CMP - New Customer Questionnaires V12	04/09/05	Qwest Communications
02/24/05	Level 1	CMP - Local Service Ordering Guidelines - Overview (OVR) V30.0 and Local Service Request (LSR) V47.0	02/25/05	Qwest Communications
02/24/05	Level 4	CMP - Grandparent Business Packages and Centrex 21	04/11/05	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
02/25/05	Level 3	CMP - Resale - Qwest Digital Subscriber Line (Qwest DSL™) – V48.0 - Unbundled Network Elements—Platform (UNE-P) with Qwest Digital Subscriber Line (Qwest DSL™) – V40.0	04/11/05	Qwest Communications
02/28/05	Level 1	CMP - Resale - Direct Inward Dialing (DID) – V8.0, Unbundled Network Elements- Platform (UNE-P) – Private Branch Exchange (PBX) Trunks ~ V25.0	03/01/05	Qwest Communications
02/28/05	Level 1	CMP – 2Q05 Class Offerings / Additional Class Offerings in Phoenix	02/28/05	Qwest Communications
02/28/05	Level 2	CMP - Qwest Interconnect OSS Electronic Access V24 and Operations Support Systems "How to Get a Digital Certificate" Update	03/28/05	Qwest Communications
02/28/05	Level 2	CMP - Ordering Overview V68	03/21/05	Qwest Communications
02/28/05	Level 3	CMP - Technical Publication 77403, Unbundled Combinations Including Enhanced Extended Loops (EEL) and Loop Mux Combinations (LMC)	04/11/05	Qwest Communications
03/01/05	Level 2	CMP - Local Number Portability (LNP) - V33.0	03/22/05	Qwest Communications
03/02/05	Level 3	CMP - Re-Notification - Qwest Critical Facility Video Photo Policy - V1.0	04/16/05	Qwest Communications
03/03/05	Level 1	CMP - Resale and UNE-P ISDN BRI	03/04/05	Qwest Communications
03/03/05	Level 1	CMP - Service Interval Guide for Resale, UNE and Interconnection Services (SIG) V41.0; Loop Qual and Raw Loop Data Job Aid; PCAT: Provisioning and Installation Overview V60.0	03/04/05	Qwest Communications
03/03/05	Level 1	CMP - Multiple UNE-P PCATs	03/04/05	Qwest Communications
03/03/05	Level 2	CMP - Re-notification: Local Service Ordering Guidelines (LSOG): Local Service Request (LSR) V47.0	03/24/05	Qwest Communications
03/03/05	Level 4	CMP – FINAL NOTICE and Qwest Response to comments on Multiple PCAT Updates associated with CR	3/18/2005	Qwest Communications
03/04/05	Level 3	CMP - Maintenance and Repair Overview V46.0	04/18/05	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
03/07/05	Level 3	CMP - Maintenance and Repair Overview V47.0	04/21/05	Qwest Communications
03/08/05	Level 3	CMP - Common Channel Signaling Access Capability (CCSAC)/Signaling System 7 (SS7) - Unbundled - V11.0	04/22/05	Qwest Communications
03/09/05	Level 2	CMP - Wholesale Website Business Procedure Navigation Changes	03/30/05	Qwest Communications
03/10/05	Level 1	CMP - BVMS Hyperlink Change	03/11/05	Qwest Communications
03/10/05	Level 3	CMP - Ordering Overview V70	04/25/05	Qwest Communications
03/11/05	Level 2	CMP - Local Service Ordering Guideline (LSOG) and Product Catalog (PCAT) Updates Associated with IMA 17.0 System Release	04/11/05	Qwest Communications
03/14/05	Level 1	CMP - QORA™- GUI Web Based Training (Qwest@ On-Line Request Application) Updated	03/14/05	Qwest Communications
03/14/05	Level 1	CMP - IMA Release 17.0 Pre-Recorded Web Conference Offering	03/14/05	Qwest Communications
03/15/05	Level 2	CMP - FINAL NOTICE - Local Number Portability (LNP) - V33.0	3/22/2005	Qwest Communications
03/16/05	Level 1	CMP - Local Service Ordering Guidelines (LSOG) - Resale Service Split (RSS) and Centrex Resale Service Split (CRSS) Forms	03/17/05	Qwest Communications
03/16/05	Level 3	CMP - Final Notice and Qwest Response to comments on - Resale - General - V49.0	3/31/2005	Qwest Communications
03/17/05	Level 2	CMP - FINAL NOTICE and Qwest Response to Comments on Re-notification: Local Service Ordering Guidelines (LSOG): Local Service Request (LSR) V47.0	3/24/2005	Qwest Communications
03/18/05	Level 3	CMP - Resale - Qwest Digital Subscriber Line (Qwest DSL™) - V49.0 - Unbundled Network Elements—Platform (UNE-P) with Qwest Digital Subscriber Line (Qwest DSL™) - V41.0	05/03/05	Qwest Communications
03/18/05	Level 3	CMP - Resale - Qwest Digital Subscriber Line (Qwest DSL™) - V50.0 - Unbundled Network Elements—Platform (UNE-P) with Qwest Digital Subscriber Line (Qwest DSL™) - V42.0	04/21/05	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
03/18/05	Level 3	CMP - Service Interval Guide for Resale, UNE and Interconnection Services (SIG) V42.0	04/21/05	Qwest Communications
03/18/05	Level 4	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on Billing Information - Dispute Process - V1.0	4/4/2005	Qwest Communications
03/21/05	Level 1	CMP - Retraction of Qwest Critical Facility Video Photo Policy - V1.0	03/22/05	Qwest Communications
03/21/05	Level 1	CMP - IMA Release 17.0 Training Materials Updated	03/21/05	Qwest Communications
03/21/05	Level 2	CMP - Service Interval Guide For Resale, UNE, and Interconnection Services (SIG) V43.0	04/11/05	Qwest Communications
03/22/05	Level 2	CMP - New Customer Questionnaires V13	04/21/05	Qwest Communications
03/23/05	Level 4	CMP - Access to Emergency Services (911/E911)	05/07/05	Qwest Communications
03/24/05	Level 2	CMP - Resale - 800/888 ServiceLine - V1.0	04/15/05	Qwest Communications
03/24/05	Level 3	CMP - FINAL NOTICE on Technical Publication 77403, Unbundled Combinations Including Enhanced Extended Loops (EEL) and Loop Mux Combinations (LMC) Iss D	4/11/2005	Qwest Communications
03/25/05	Level 1	CMP - Design Service Order Status Job Aid Web Site	03/28/05	Qwest Communications
03/25/05	Level 1	CMP - DSOS function move to CEMR-Multiple PCAT updates	03/28/05	Qwest Communications
03/25/05	Level 1	CMP - Change Management Process Document Changes	03/28/05	Qwest Communications
03/25/05	Level 2	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on Working Left In V1.0	4/1/2005	Qwest Communications
03/25/05	Level 2	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on Local Service Ordering Guidelines (L-SOGs) and Product Catalogs (PCATs)	4/11/2005	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
03/25/05	Level 3	CMP – Tech Pub 77405 Issue G Interconnection – Unbundled Sub-Loops and Field Interconnection	05/09/05	Qwest Communications
03/25/05	Level 3	CMP – Final Notice and Qwest Response to Comment for Changing Service Code Modifiers in Enhanced Extended Loop (EEL) – V28.0 and Loop MUX Combination (LMC) – V23.0	4/11/2005	Qwest Communications
03/25/05	Level 3	CMP – FINAL NOTICE - Resale - Qwest Digital Subscriber Line (Qwest DSL™) – V48.0 - Unbundled Network Elements—Platform (UNE-P) with Qwest Digital Subscriber Line (Qwest DSL™) – V40.0	4/11/2005	Qwest Communications
03/25/05	Level 4	CMP – FINAL NOTICE – Grandparent Business Packages and Resale Centrex 21	4/11/2005	Qwest Communications
03/28/05	Level 1	CMP - New Customer Questionnaire V14	03/29/05	Qwest Communications
03/28/05	Level 1	CMP - Batch Hot Cut Process -- V2.0	03/29/05	Qwest Communications
03/28/05	Level 4	CMP – FINAL NOTICE and Qwest Response to CLEC Comments on New Customer Questionnaires V12	4/12/2005	Qwest Communications
03/31/05	Level 1	CMP - Resale – Synchronous Service Transport (SST) – V6.0, -Resale – Self-Healing Network Service (SHNS) – V6.0	04/01/05	Qwest Communications
03/31/05	level 1	CMP - Geographic Deaveraging V19.0	04/01/05	Qwest Communications
03/31/05	Level 1	CMP – Accepting May Registrations	03/31/05	Qwest Communications
03/31/05	Level 3	CMP – FINAL NOTICE on Maintenance and Repair Overview V46	4/18/2005	Qwest Communications
03/31/05	Level 3	CMP – FINAL NOTICE on Maintenance and Repair Overview V47	4/21/2005	Qwest Communications
03/31/05	Level 4	CMP-REVISED FINAL NOTICE - UPDATE Elimination of DS-1 Radio	8/1/2005	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
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- CLEC Test – A CR moves into the CLEC Test status upon agreement by the participants in the CMP meeting. CLECs have the ability to evaluate the effectiveness of Qwest's change and its implementation, provide feedback, and indicate whether further action is required. Through interaction between Qwest and the interested CLECs, a Product/Process Change as initially implemented may undergo modification. Depending on the magnitude of such modifications, it may be appropriate to return the CR to Development status. Problems found with newly deployed Systems changes will be handled in accordance with Production Support process as described in Section 12.0. If no further action is required for a consecutive 60 day period, the status moves to Completed, unless the parties agree otherwise.
- Completed – The CR moves to a completed status when the CLECs and Qwest agree that no further action is required to fulfill the requirements of the CR.
- Denied – The CR receives a Denied status when Qwest denies the CR.
- Deferred - The CR receives a Deferred status if the CMP CR originator does not intend to escalate or dispute the CR at the present time, but wants the ability to activate or close the CR at a later date.
- Withdrawn - The CR receives a Withdrawn status when the CR originator requests that the CR be withdrawn from the CMP process and the CR is not sponsored by another party.

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

EXHIBIT C

**Qwest Wholesale Change Management Process: Summary of change by Interface release
First Quarter 2005**

EXACT		
	Number of CRs	
CLEC CRs	0	
Qwest CRs	0	
Change Request number	Summary	Submitter
Wholesale Billing Interface		
	Number of CRs	
CLEC CRs	1	
Qwest CRs	1	
Change Request number	Summary	Submitter
SCR061703-03IG	Western Region to Provide Dollar Amount Associated to USOC for Other Charges	Qwest
5043176	Better Explanations of OCCs on Invoices	Eschelon

EXHIBIT D

Qwest Wholesale Change Management Process: Escalation Process
First Quarter 2005

Date submitted	Escalation number	Summary of escalation	Submitter
2/17/2005	E33	Covad seeks the opportunity to implement change request SCR100104-01 titled 'Provide Circuit ID on Billing Outputs for the Shared Loop Family of Products	Covad

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

Qwest Wholesale Change Management Process: Dispute Resolution Process
First Quarter 2005

Date submitted	CR Number	Summary of change	Submitter

EXHIBIT E

**Change Management Improvements
First Quarter 2005**

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: 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 41 months.</p> <p>Qwest processed 504 new OSS Interface CRs between October 3, 2001 and March 31, 2005.</p> <p>Qwest processed 273 new Product Process CRs between October 3, 2001 and March 31, 2005</p> <p>Qwest has rejected only 6 Process CRs 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
First Quarter 2005**

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
First Quarter 2005**

Process	Date Process was Baselined 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 Re-Design 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>In March of 2005, an Exception request (PC020205-3CM) was granted to allow the CMP Product/Process and Systems Meetings to be held on the same day of each month.</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>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
First Quarter 2005**

			Qwest has made a number of improvements to its CMP website as a result of the Redesign effort.	
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**Change Management Improvements
First Quarter 2005**

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 42 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/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/2002/020215/systemsfebdistpackage.pdf http://www.qwest.com/wholesale/downloads/2002/020215/systemsfebdistpackage.pdf</p>

**Change Management Improvements
First Quarter 2005**

			<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
First Quarter 2005**

			<p>There were 0 Regulatory CRs, 28 CLEC originated CRs, and 8 Qwest originated CRs on the candidate list for the IMA 18.0 Release.</p> <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
First Quarter 2005**

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 5</p> <p>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 41 months.</p> <p>Between November 1, 2001 and March 31, 2005, Qwest processed 452 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 3600 milestones that have occurred so far. This equates to an average compliance rate of 99.72%</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
First Quarter 2005**

			<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>	
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**Change Management Improvements
First Quarter 2005**

			<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
First Quarter 2005

			<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
First Quarter 2005**

			<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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**Change Management Improvements
First Quarter 2005**

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 40 months.</p> <p>Between November 1, 2001 and March 31, 2005, Qwest processed 220 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 225 milestones that have occurred so far. This equates to an average compliance rate of 99.64%</p> <p>Following is a description of the missed milestones:</p> <p>1.) PCI10201-2</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
First Quarter 2005**

			<p>Milestone Missed: Customer Contacted Explanation: Employee was ill, manager did not reassign CR to a backup employee. Missed milestone by 2 days. 2.) PC110201-2 Milestone Missed: Clarification Meeting Held Explanation: CRPM was ill, manager did not reassign CR to a backup employee. Missed milestone by 13 days. It is not clear in the notes why the meeting was scheduled for 11/27. The CLEC was contacted on 11/12. 3.) PC120301-2 Milestone Missed: Clarification Meeting Held Explanation: The date that the clarification meeting should have been held conflicted with the monthly CMP meetings, so the clarification meeting was held 2 days late. 4.) PC120301-3 Milestone Missed: Clarification Meeting Held Explanation: The date that the clarification meeting should have been held conflicted with the monthly CMP meetings, so the clarification meeting was held 2 days late. 5.) PC120301-4 Milestone Missed: Clarification</p>	
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**Change Management Improvements
First Quarter 2005**

			<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
First Quarter 2005**

Process	Date Process was Baseline'd 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 Baseline'd)</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 35 months and the revised process for over 35 months.</p> <p>Between April 1, 2002 and March 31, 2005, Qwest submitted 1442 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 Charge. 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 841 Level 1 changes, 301 Level 2 changes, 203 Level 3 changes, and 97 Level 4 changes via the notification process.</p> <p>Qwest initiated 92 Level 4 Product/Process CRs during this</p>	
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		<p>time period and is responsible for missing 2 Level 4-CR milestones out of a possible 830 milestones that have occurred so far. This equates to an average compliance rate of 99.75%</p> <p>Qwest is responsible for missing only 17 Level 1-4 CMP Notification Requirements out of a possible 10014 that have occurred so far. This equates to an average compliance rate of 99.83%.</p> <p>Following is a description of the missed Level 4 CR milestones:</p> <ol style="list-style-type: none"> 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>Following is a description of the missed notification milestones:</p> <ol style="list-style-type: none"> 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: 	
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		<p>PROS.04.04.02.F/00418.Service _Managers. No levelPROS.04.04.02.F/00418.Se vice_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</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: 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 36 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 40 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 December 2004 and March 2005.</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 Baseline'd 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 Baseline'd 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: 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: http://www.qwest.com/wholesale/notices/cnla/bysubcat/1.1834.38.00.html</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 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. 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. 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> <p>There were 0 Regulatory CRs, 28 CLEC originated CRs, and 6 Qwest originated CRs on the candidate list for the IMA 18.0</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 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 March 31,2005, there were 156 planned outages. Qwest missed the notification interval 1 time on March 31, 2003. (SYST.03.31.03.F.04282.SchdD wnTmlMAEDIGUI)</p> <p>Qwest has demonstrated 99.35% 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 March 31,2005,, Qwest processed 39 Severity 1s, 2538 Severity 2s,9379 Severity 3s, and 86 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 therefor 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.04001.1MA_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 Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 13 Training</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: 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 Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 14 Escalation Process</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: http://qwest.com/wholesale/cmp/redesign.html (See CMP Redesign 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 40 months</p> <p>Between November 16, 2001 and March 31, 2005, Qwest processed 20 OSS Interface escalations and 14 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 272 milestones. This equates to an average compliance rate of 99.63%</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: Http://www.qwest.com/wholesale/cmp/index.html (See Escalations and Disputes</p> <ul style="list-style-type: none"> - Initiation - Ongoing - Archive

**Change Management Improvements
First Quarter 2005**

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/p/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 40 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
First Quarter 2005**

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 16 Exception</p> <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: 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 33 months. During this time, Qwest has received 26 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 156 milestones. This equates to an average compliance rate of 98.71%.</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>

**Change Management Improvements
First Quarter 2005**

				Note: Through the Redesign Process on September 12, 2002, the milestones were amended to require a pre-meeting for all Exception Requests.	
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**Change Management Improvements
First Quarter 2005**

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 17 Voting</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: 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 31 months. During this time, Qwest has conducted 37 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 109 milestones. Qwest has demonstrated 98.16% 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: http://www.qwest.com/wholesale/cmp/teammeetings.html and http://www.qwest.com/wholesale/notices/cnla/</p>

**Change Management Improvements
First Quarter 2005**

Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 18 Oversight Review Process</p> <p>Qwest implemented Section 18 as agreed to by the Redesign Team.</p>	<p>September 13, 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 Minutes for September 12-13)</p>	<p>September 18, 2002</p>	<p>This process has been in place for over 30 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>