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BEFORE THE ARIZONA RECEIVED COMMISSION

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DOCKET NO. T-00000A-97-0238

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

QWEST'S QUARTERLY REPORT
REGARDING ITS CHANGE
MANAGEMENT PROCESS

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

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

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

² Staff's CMP Report at 15.

1 Commission adopted Staff's reporting recommendation in its OSS Order.³ Qwest submits this
2 report regarding events that occurred from April through June 2005 ("1Q2005") in accordance
3 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 2nd Quarter 2005 ("2Q2005"), 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 2Q2005, CLECs submitted 8 systems CRs, which constituted 37% of the total
14 number of systems CRs, and 5 product/process CRs, which constituted 42% of the
15 product/process CRs. Qwest submitted 13 systems CRs, which constituted 62% of the total
16 number of systems CRs, and 7 product/process CRs, which constituted 58% of the
17 product/process CRs.⁵

18 Exhibit B, entitled Qwest Wholesale Change Management Process: Status and
19 Disposition of Changes/ 2nd 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

27 ⁵ Section 5.4 of Qwest's Wholesale Change Management Process Document ("Wholesale CMP") provides that
28 Qwest must submit CRs for Level 4 product/process changes. While Qwest does not submit CRs to initiate Level
29 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/^{2nd} 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 April 1, 2005 through June 30, 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

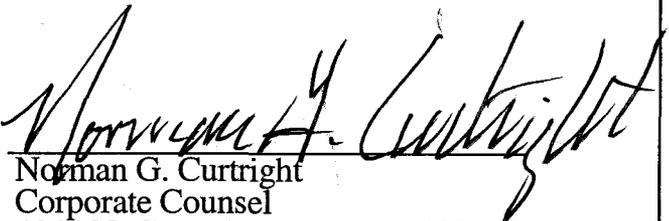
⁶ Level 0 changes are defined as those that do not change the meaning of documentation, do not alter CLEC operating procedures, and are effective immediately without notice. Because these changes do not require any notification, web change form, or history log, they are not tracked and are not reported 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/whaticmp.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 July, 2005.

5 QWEST SERVICES CORPORATION

6
7
8 By: 
9 Norman G. Curtright
10 Corporate Counsel
11 4041 N. Central Ave., Suite 1100
12 Phoenix, Arizona 85012
13 Telephone: (602) 630-2187

12 **ORIGINAL and 13 copies hand-delivered for**
13 **Filing this 29th day of July, 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 July, 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

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

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

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

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

**COPY of the foregoing mailed
this 29th day of July, 2005 to:**

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

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

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

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

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

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

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

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

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

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

EXHIBIT A

**Qwest Wholesale Change Management Process: C, EC and Qwest Change Requests Submitted
Second Quarter 2005**

	CLECs	Qwest
Number of Systems CRs:	8	13
Percentage of total Systems CRs:	38%	62%
Number of Product/Process CRs:	5	7
Percentage of total Product/Process CRs:	42%	58%

Systems Change Requests			Submitter
Date submitted	Change Request number	Summary of change	
4/6/2005	SCR040605-011G	Wireline Transit Records	Qwest Communications
4/18/2005	SCR041805-01	CEMR: Expand the Number of Characters Allowed in the Non-Design Customer Field	Eschelon
4/21/2005	SCR042105-01	Retire the Interoperability Environment	Qwest Communications
4/26/2005	SCR42605-01	Migration of the IMA EDI Interface to XML	Qwest Communications
5/3/2005	SCR050305-01	Bulk PIC Change Process in IMA	Eschelon
5/4/2005	SCR050405-03	CEMR Enhancement to Combine Two (2) RCE/CEMR screens into one	Qwest Communications
5/4/2005	SCR050405-04	Provide Individual WTNs (Working Telephone Number) with all NRCs (Non-Recurring Charge)	Eschelon
5/4/2005	SCR050405-02	CEMR Enhancement to Automate Display Abbreviated Trouble History (DATH) Analysis	Qwest Communications
5/4/2005	SCR050405-01	What's New? C Changes via RSS	Eschelon
5/17/2005	SCR051705-011G	CABS: Enhancement 44	Qwest Communications
5/26/2005	SCR052605-03	CEMR Enhancement to improve no access scenarios	Qwest Communications
6/1/2005	SCR060105-031G	A303: 1 - EXACT Upgrade	Qwest Communications

Date submitted	Change Request number	Summary of change	Submitter
6/1/2005	SCR060105-02IG	ASL/G 1 - QORA Upgrade	Qwest Communications
6/1/2005	SCR060105-04	New QORA Edits	Qwest Communications
6/1/2005	SCR060105-01	BFC/DLC Mechanization IMA/Appointment Schedule	Qwest Communications
6/14/2005	SCR061405-01	Forecasting Report to view and export into Excel	VCI Company
6/14/2005	SCR061405-02	QORA - UOM (Unified Ordering Model) ASR Ordering	Qwest Communications
6/14/2005	SCR061405-03	Daily Reject/Jeopardy Report to view and export into Excel	VCI Company
6/21/2005	SCR062105-01	Retirement of the Resale Product Database (RPD)	Qwest Communications
6/29/2005	SCR062905-02	Addition to Product Currently in the Standalone Test Environment (SATE)	QCC
6/29/2005	SCR062905-01	CEM (Check Boxes for Authorizing Additional Test) and Dispatch	Integra
Product/Process Change Requests			
Date Submitted	Change Request number	Summary of change	Submitter
4/1/2005	PC040105-01	Qwest Directory Assistance (DA) Database Lookup for CLECs	Hickory Tech
4/12/2005	PC041205-1	Qwest Critical Facility Video/Photography Policy v1.0	Qwest Communications
5/4/2005	PC050405-1	Provide individual WTNs (Working Telephone Number) with all NRCs (Non-Recurring Charge)	Qwest Communications
5/9/2005	PC050905-1	Rec'd Services	Covad
5/16/2005	PC051605-1	Grandfathered Voice Mail 100 Extra Message Capacity	Qwest Communications
5/16/2005	PC051605-2	SEG #11 Elimination	Qwest Communications
5/26/2005	PC052605-2CM	Requirements for interoperability Environment	Qwest Communications
5/26/2005	PC052605-1	Grandfathered 1FC, AVV, ALN in North Dakota	Qwest Communications
6/1/2005	PC060105-1	Look at Lines in Service Report	Covad

EXHIBIT B

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

CLEC Systems Change Requests

Date Submitted	Type of Change/CR Number	Summary of Change	Status*/proposed effective date	Submitter
4/18/2005	SCR041805-01	CEMR: Expand the Number of Characters Allowed in the Non-Design Custom Field		Eschelon
5/3/2005	SCR050305-01	Bulk PIC Change Process in IMA		Eschelon
5/4/2005	SCR050405-04	Provide individual WTNs (Working Telephone Number) with all NRCs (Non-Recurring Charge)		Eschelon
5/4/2005	SCR050405-01	Wholesale PIC Changes via RSS		Eschelon
6/14/2005	SCR061405-01	Provisioning Report to view and export into Excel		VCI Company
6/14/2005	SCR061405-03	Daily Reject/Jopardy Report to view and export into Excel		VCI Company
6/29/2005	SCR062905-02	Addition to Product Currently in the Standalone Test Environment (SATL)		QCC
6/29/2005	SCR062905-01	CEMR Check Boxes for Authorizing Additional Testing and Dispatch		Integra

CLEC Product Process Change Requests

Date Submitted	Type of Change/CR Number	Summary of Change	Status*/proposed effective date	Submitter
4/1/2005	PC040105-01	Qwest Directory Assistance (DA) Database Lookups for CLECs		Hickory Tech
5/9/2005	PC050905-1	Reduce Intervals		Covad
6/1/2005	PC060105-1	Update Lines in Status Report		Covad
6/30/2005	PC063005-2	Expand the options of requesting that the service at the old address not be reconnected until the service at the new address is working to include Centrex Plus and Centron Products		Eschelon
6/30/2005	PC063005-1	Cease completion verification calls		McLeod

Qwest Systems Change Requests

Date Submitted	Type of Change/CR Number	Summary of Change	Status*/proposed effective date	Submitter
4/6/2005	SCR040605-01IG	Wireline Transfer Records		Qwest Communication
4/21/2005	SCR042105-01	Retire the Interoperability Environment		Qwest Communication
4/26/2005	SCR42605-01	Migration of the IMA EDI Interface to XML		Qwest Communication

Date Submitted	Type of Change/CR Number	Summary of Change	Status*/proposed effective date	Submitter
5/4/2005	SCR050405-03	CEMR Enhancement to Combine Two (2) RCE/CEMR screens into one		Qwest Communications
5/4/2005	SCR050405-02	CEMR Enhancement to Automate Display Abbreviated Trouble History (DATAH) Analysis		Qwest Communications
5/17/2005	SCR051705-01IG	CABS BOS Version 44		Qwest Communications
5/26/2005	SCR052605-03	CEMR Enhancement to improve no access scenarios		Qwest Communications
6/1/2005	SCR060105-03IG	ASOG 31 - EXACT Upgrade		Qwest Communications
6/1/2005	SCR060105-02IG	ASOG 31 - QORA Upgrade		Qwest Communications
6/1/2005	SCR060105-04	New QORA Edit		Qwest Communications
6/1/2005	SCR060105-01	BHC IDLC Mechanization IMA/Appointment Scheduler		Qwest Communications
6/14/2005	SCR061405-02	QORA - UOM (Unlinked Ordering Model) ASR Ordering		Qwest Communications
6/21/2005	SCR062105-01	Retirement of the Product Database (RPD)		Qwest Communications
Qwest Product/Process Change Requests and changes				
Date Submitted	CR Number (Level 4 changes)	Summary of change	Status*/proposed effective date	Submitter
4/12/2005	PC041205-1	Qwest Critical Capacity Video/Photography Policy V1.0		Qwest Communications
5/4/2005	PC050405-1	Provide individual MTNs (Working Telephone Number) with all NRCs (Not-Recurring Charge)		Qwest Communications
5/16/2005	PC051605-1	Grandparent Voice Mail 100 Extra Message Capacity		Qwest Communications
5/16/2005	PC051605-2	SFG FID Elimination		Qwest Communications
5/26/2005	PC052605-2CM	Retire the inter-operability Environment		Qwest Communications
5/26/2005	PC052605-1	Grandparent FC, AVV, ALN in North Dakota		Qwest Communications
6/29/2005	PC062905-1CM	Add New Level 3 Change Category in Section 5.4.4 of the CMP Document		Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of Change	Status/proposed effective date	Submitter
		Summary of Change	Status/proposed effective date	Submitter
4/1/2005	Level 3	CMP - Ordering Overview V71 and Pre-Ordering Overview V36	5/16/2005	Qwest Communications
4/1/05	Level 1	CMP - Billing Information - Billing and Receivable Tracking (BART) - V6.0, Billing Information - Customer Records and Information System (CRIS) - V30.0, Billing Information - Integrated Access Billing System (IABS™) V11.0	4/4/05	Qwest Communications
4/1/05	Level 1	CMP - Unbundled Network Elements-Platform (UNE-P) - Public-Access Lines (PAL) V17.0 and Resale - Public Access Lines (PAL) V14.0	4/4/05	Qwest Communications
4/4/2005	Level 3	CMP - Series Hunting - V14	5/19/2005	Qwest Communications
4/4/2005	Level 2	CMP - Local Interconnection Service (LIS) V14.0	4/25/2005	Qwest Communications
4/4/2005	Level 2	CMP - 800 Contact Numbers Update	4/25/2005	Qwest Communications
4/4/2005	Level 2	CMP - FINAL NOTICE and Qwest Response to Comments on Service Rate vs. Guide for Resale, UNE, and Interconnection Services (SIG) V43.0	04/11/05	Qwest Communications
4/4/05	Level 1	CMP - Resale - Competitive Response/Competitive Inquiry - V14.0	4/5/05	Qwest Communications
4/4/05	Level 1	CMP - Order Pre-Order Validation Review Course Offerings / Schedule Information	4/4/05	Qwest Communications
4/5/2005	Level 3	CMP - Resale - Qwest Digital Subscriber Line (Qwest DSL) - V51.0, - Unbundled Network Elements-Platform (UNE-P) with Qwest Digital Subscriber Line (Qwest DSL) - V43.0	5/20/2005	Qwest Communications
4/5/2005	Level 3	CMP - Ordering Overview V73	5/16/2005	Qwest Communications
4/5/2005	Level 2	CMP - FINAL NOTICE and Qwest Response to Comments on New Customer Questionnaires V13	04/12/05	Qwest Communications
4/6/2005	Level 3	CMP - FINAL NOTICE on Service Interval Guide for Resale, UNE and Interconnection Services (SIG) V42.0	04/21/05	Qwest Communications
4/6/2005	Level 3	CMP - FINAL NOTICE and Qwest Response to Comments on - 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
4/7/2005	Level 3	CMP - Final - Qwest Response to Comment - Common Channel Signaling Access Capability (CCSAC)/Signaling System 7 (SS7) - Unbundled - V11.0	04/22/05	Qwest Communications
4/7/2005	Level 3	CMP - FINAL NOTICE on Ordering Overview V70	04/25/05	Qwest Communications
4/7/2005	Level 2	CMP - Final Notice and Response to Comments - Resale - 800/888 Service Line V1.0	04/15/05	Qwest Communications
4/7/05	Level 1	CMP - Ordering Overview V74	4/8/05	Qwest Communications
4/7/05	Level 1	CMP - List of Qualified TNs for Qwest DSL Premier Service	4/8/05	Qwest Communications
4/8/2005	Level 4	CMP - CLEC Impacting Change Process Clarification Request	5/23/2005	Qwest Communications
4/8/05	Level 1	CMP - Resale - Grandparenting of Business Packages and Centrex 21	4/11/05	Qwest Communications
4/8/05	Level 1	CMP - Hurricane Job Aid and Blocking Job Aid	4/11/05	Qwest Communications
4/8/05	Level 1	CMP - Grandparent Business Packages and Centrex 21	4/8/05	Qwest Communications
4/8/05	Level 1	CMP - Loop Qualification & Raw Loop Data CLEC Job Aid	4/11/05	Qwest Communications
4/11/2005	Level 2	CMP - Pre-Ordering Overview V37	5/2/2005	Qwest Communications
4/12/05	Level 1	CMP - Resale General V53.0	4/12/05	Qwest Communications
4/13/2005	Level 2	CMP - Voice Messaging Service (VMS) And Business Voice Messaging Service (BVMS)	5/4/2005	Qwest Communications
4/13/05	Level 1	CMP - Ordering Overview V76	4/14/05	Qwest Communications
4/13/05	Level 1	CMP - BEE and S Processes	4/14/05	Qwest Communications
4/14/05	Level 1	CMP - Resale Features - V3	4/15/05	Qwest Communications
04/15/05	Level 3	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on 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

Date Submitted	Type of Change/CR Number	Summary of Change	Status/proposed effective date	Submitter
4/15/05	Level 1	CMP - Resale Exchange Services -- Business and Residence/Plat Telephone Service (POTS) - V36.0	4/18/05	Qwest Communications
04/18/05	Level 2	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on 800 Contact Number Update	04/25/05	Qwest Communications
4/18/05	Level 1	CMP - White Pages Directory Listings V27.0	4/19/05	Qwest Communications
4/18/05	Level 1	CMP - ASR Private Line and ASR LIS Trunking Classes Cancelled Demer	4/18/05	Qwest Communications
4/18/05	Level 1	CMP - Forecasting V28.0	4/19/05	Qwest Communications
4/19/2005	level 3	CMP - New Customer Questionnaires V16	6/3/2005	Qwest Communications
4/19/2005	Level 3	CMP - Operator Services - V15.0	6/3/2005	Qwest Communications
4/19/05	Level 1	CMP - Call Forwarding Alternate Answer	4/20/05	Qwest Communications
4/20/05	Level 1	CMP - Temporary Disconnection for Non-Payment/Restore V5.0	4/21/05	Qwest Communications
4/20/05	Level 1	CMP - Maintenance and Repair Overview V48.0	4/21/05	Qwest Communications
4/20/05	Level 1	CMP - Ordering Overview V77	4/21/05	Qwest Communications
04/21/05	Level 4	CMP - Final Notice	05/07/05	Qwest Communications
4/21/05	Level 1	CMP - Service Internal Guide for Resale, UNE, and Interconnection Services (SIG) V45.0	4/22/05	Qwest Communications
4/21/05	Level 1	CMP - QORA Pre-Order Validation Review Training Materials	4/21/05	Qwest Communications
04/22/05	Level 3	CMP - FINAL NOTICE on Tech Pub 77405 Issue G Interconnection - Unrouted Sub-Loops and Field Interconnectivity	05/09/05	Qwest Communications
4/22/05	Level 1	CMP - Local Service Ordering Guidelines (LSOGs)	4/23/05	Qwest Communications
4/26/2005	Level 3	CMP - New Gasline Questionnaires V17.0	6/10/2005	Qwest Communications
4/26/2005	Level 2	CMP - Qwest Interconnect OSS Electronic Access V25	5/17/2005	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of Change	Status*/proposed effective date	Submitter
4/26/2005	Level 3	CMP - Resale - Qwest Digital Subscriber Line (Qwest DSL) - Qwest Digital Subscriber Line (Qwest DSL) - V46.0	6/10/2005	Qwest Communications
4/27/05	Level 1	CMP - Provisioning and Installation Overview - V61.0	4/28/05	Qwest Communications
4/27/05	Level 1	CMP - Local Service Ordering Guidelines (LSOG) - Local Service Request (LSR) V50	4/28/05	Qwest Communications
4/28/05	Level 1	CEMR Web Based Training Update (Customer Electronic Maintenance & Repair)	4/29/05	Qwest Communications
4/29/2005	Level 4	CMP - RENEWAL of Conversion of Enhanced Extended Loop (EEL) and Loop MUX Combination (LMC) Circuits and Service Code Modifier Change	6/1/2005	Qwest Communications
4/29/2005	Level 2	CMP - Batch Hot Cut Process V3.0	5/20/2005	Qwest Communications
04/29/05	Level 3	CMP - FINAL NOTICE and Qwest Response to Comments on Ordering Overview V71 and Pre-Ordering Overview V36	05/16/05	Qwest Communications
04/29/05	Level 3	CMP - FINAL NOTICE on Ordering Overview V73	05/16/05	Qwest Communications
4/29/05	Level 1	CMP - Resale - Customized Call Management Services (CCMS), Centraflex and Centron 1™ - V16.0	4/29/05	Qwest Communications
5/2/05	Level 1	CMP - Resale - Qwest™ Metro Optical Ethernet (MOE) - V5.0	5/3/05	Qwest Communications
5/2/05	Level 1	CMP - Accepting Jurisdiction Registrations	5/2/05	Qwest Communications
5/2/05	Level 1	CMP - Ordering Overview V79	5/3/05	Qwest Communications
5/2/05	Level 1	CMP - Loop Configuration & Raw Loop Data CLEC Job Aid	5/3/05	Qwest Communications
5/3/05	Level 1	CMP - Resale - Qwest Digital Subscriber Line (Qwest DSL™) - V56.0 - Unbundled Network Elements—Platform (UNE-P) with Qwest Digital Subscriber Line (Qwest DSL™) - V48.0	5/4/05	Qwest Communications
5/4/2005	Level 2	CMP - Ordering Overview V80	6/1/2005	Qwest Communications
5/4/2005	Level 3	CMP - Primary Interexchange Carrier/Local Primary Interexchange Carrier (PIC/LPIC) Verification V2.0	6/7/2005	Qwest Communications
05/04/05	Level 3	CMP-FINAL NOTICE - Series Hunting - V14.0	05/19/05	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of Change	Status*/proposed effective date	Submitter
5/4/05	Level 1	CMP - DSE Repair Calls Related To VOIP Service	5/5/05	Qwest Communications
5/4/05	Level 1	CMP - Resale - Competitive Response/Competitive Inquiry - V15.0	5/5/05	Qwest Communications
05/05/05	Level 3	CMP - FINAL NOTICE and Response to Comment - Resale - Qwest Digital Subscriber Line (Qwest DSL) - V51.0, - Unbundled Network Elements - Platform (UNE-P) with Qwest Digital Subscriber Line (Qwest DSL) - V43.0	05/20/05	Qwest Communications
5/5/05	Level 1	CMP - Resale - Local Exchange Services - Business and Residence Plain Old Telephone Service (POTS) - V37.0	5/6/05	Qwest Communications
5/5/05	Level 1	CMP - Migrations and Conversions V22	5/5/05	Qwest Communications
05/06/05	Level 4	CMP - FINAL NOTICE on CLEC Impacting Change Process Clarification Request	05/23/05	Qwest Communications
5/9/2005	Level 3	CMP - Expedites and Escalations Overview V22	6/16/05	Qwest Communications
5/9/2005	Level 2	CMP - Migrations and Conversions - V23.0	5/31/2005	Qwest Communications
5/9/2005	Level 4	CMP - CLEC External Documentation Request Process	6/23/2005	Qwest Communications
5/9/05	Level 1	CMP - Local Service Ordering Guidelines (LSOG) - Directory Listing (DL) V45, Final Issue (EU) V39	5/10/05	Qwest Communications
5/10/2005	Level 2	CMP - Collocation, Transfer of Responsibility Overview - V1.0	5/31/2005	Qwest Communications
5/10/2005	Level 3	CMP - Provisioning and Installation Overview V62.0	6/17/2005	Qwest Communications
5/12/05	Level 1	CMP - Tech Pub 17405 Issue G Interconnection - Unbundled Sub-Loops and Field Interconnection	5/13/05	Qwest Communications
5/12/05	Level 1	CMP - Resale - 00.988 ServiceLine - V2.0	5/13/05	Qwest Communications
05/13/05	Level 3	CMP - FINAL NOTICE Operator Services - V15.0	06/03/05	Qwest Communications
5/13/05	Level 1	CMP - Continuity of Service Redial - V10.0	5/16/05	Qwest Communications
5/16/2005	Level 3	CMP - Hunting of Aid - V6.0	6/30/2005	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of Change	Status*/proposed effective date	Submitter
05/16/05	Level 4	CMP - FINAL NOTICE on RENOTICE of Conversion of Enhanced Extended Loop (EEL) and Loop MUX Combination (LMC) Circuits and Service Code Modifier Change	06/01/05	Qwest Communications
5/17/2005	Level 3	CMP - Resale - Competitive Response/Competitive Inquiry - V16.0, Resale - Customer Incentive Program - V2.0	7/1/2005	Qwest Communications
5/19/2005	Level 2	CMP - Provisioning and Installation Overview - V63.0	6/9/2005	Qwest Communications
05/19/05	Level 3	CMP - FINAL NOTICE on New Customer Questionnaires	06/03/05	Qwest Communications
5/19/05	Level 1	CMP - Loop Qualification & Raw Loop Data CLEC Job Aid	5/20/05	Qwest Communications
05/23/05	Level 3	CMP - FINAL NOTICE - Primary Interexchange Carrier/Local Primary Interexchange Carrier (PIC/LPIC)	6/7/05	Qwest Communications
05/23/05	Level 2	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on Migration Plans and Conversions - V23.0	05/31/05	Qwest Communications
5/25/2005	Level 2	CMP - Migrations from Conversions Overview V24	6/22/2005	Qwest Communications
5/26/2005	Level 3	CMP - Network Disclosure 459 Web Access Change	6/30/2005	Qwest Communications
5/26/2005	Level 2	CMP - Qwest Network Overview V82	6/16/2005	Qwest Communications
05/26/05	Level 3	PROS.05.25.05 F. 42930.FNL_NewCustQuestionV17	06/10/05	Qwest Communications
5/27/2005	Level 3	CMP - Resale - Qwest Digital Subscriber Line (Qwest DSL™) - V58.0 - Unbundled Network Elements—Platform (UNE-P) with Qwest Digital Subscriber Line (Qwest DSL™) - V50.0	7/11/2005	Qwest Communications
5/27/2005	Level 3	CMP - Pre-Ordering Overview V39 and Loop Qualification & Raw Loop Data - CLEC Job Aid	7/11/2005	Qwest Communications
5/27/05	Level 1	CMP - Collocation - General Information - V38.0	5/28/05	Qwest Communications
5/31/2005	Level 2	CMP - Access to Poles, ducts and Rights of Way - V18.0	6/21/2005	Qwest Communications
5/31/05	Level 1	CMP - Resale - Synchronous Service Transport (SST) - V7.0	6/1/05	Qwest Communications
5/31/05	Level 1	CMP - Multiple P/T update for Optional testing	6/1/05	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
5/31/05	Level 1	CMP - 3005 Glass Offerings	5/31/05	Qwest Communications
06/01/05	Level 3	CMP - FINAL NOTICE on Expedites and Escalations Overview V22	6/16/05	Qwest Communications
6/1/05	Level 1	CMP - Provisioning and Installation Overview - V65.0	6/2/05	Qwest Communications
6/2/2005	Level 2	CMP - Public Response Calling Service (PRCS)	6/23/2005	Qwest Communications
6/2/2005	Level 3	CMP - Service Address File Guide Updates	7/18/2005	Qwest Communications
06/02/05	Level 3	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on Primary Calling and Installation Overview V62.0	06/17/05	Qwest Communications
6/2/05	Level 1	CMP - Ordering Overview V85	6/3/05	Qwest Communications
6/3/2005	Level 3	CMP - Revised Notification - Wholesale Customer Contacts V24, Expedites and Escalations V23 CMP - Wholesale Customer Contact V24, Expedites and Escalations V23	7/11/2005	Qwest Communications
6/3/05	Level 1	CMP - Retraction of Ordering Overview V83.0	6/3/05	Qwest Communications
6/7/2005	Level 2	CMP - Wholesale Website Forms Navigation Changes	6/28/2005	Qwest Communications
6/7/05	Level 1	CMP - PIC/LPIC Job Aid Updated	6/7/05	Qwest Communications
06/08/05	Level 4	CMP - FINAL NOTICE on CLEC External Documentation Request Process	06/23/05	Qwest Communications
6/8/05	Level 1	CMP - Retraction of PIC/LPIC Verification Job Aid	6/8/05	Qwest Communications
06/09/05	Level 2	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on Calling Overview V82	06/16/05	Qwest Communications
6/10/2005	Level 2	CMP - Primary Interchange Carrier/Local Primary Interchange Carrier (PIC/LPIC) Verification - V3.0, CLEC PIC/LPIC Verification Request to Establish or Change Input and Output Requirements	7/8/2005	Qwest Communications
6/10/2005	Level 2	CMP - Wholesale Customer Service Repair Escalation List for Residence, Small Business, Large Business, and Wholesale	7/11/2005	Qwest Communications

PIP-3
 Service
 05-05

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
06/10/05	Level 3	CMP - FINAL NOTICE and Qwest Response to Comment - Resale - Qwest Digital Subscriber Line (Qwest DSL) - V54.0	06/10/05	Qwest Communications
6/13/2005	Level 3	CMP - Expedite Escalations V24	7/18/2005	Qwest Communications
6/13/2005	Level 3	CMP - Ordering Overview V87	7/18/2005	Qwest Communications
6/13/05	Level 1	CMP - PIC and LRIC Verification Job Aid Updated	6/13/05	Qwest Communications
6/14/2005	Level 3	CMP - Re-Notification - Provisioning and Installation - V64.0	7/29/2005	Qwest Communications
6/14/05	Level 1	CMP - Advanced Intelligent Network (AIN) - V3.0	6/15/05	Qwest Communications
6/14/05	Level 1	CMP - Ordering Overview V88	6/15/05	Qwest Communications
6/14/05	Level 1	CMP - Introduction to Service Request & Billing for CLEC's WBT Course Renewal	6/24/05	Qwest Communications
06/15/05	Level 3	CMP - FINAL NOTICE on Hunting Job Aid - V6.0	06/30/05	Qwest Communications
06/15/05	Level 2	CMP - REVISED FINAL NOTICE Migrations and Conversions Overview V24 CMP - FINAL NOTICE and Qwest Response to CLEC Comments on Migrations and Conversions Overview V24	06/22/05	Qwest Communications
06/15/05	Level 3	CMP - FINAL NOTICE on Network Disclosure 459 Web Access Change	06/30/05	Qwest Communications
6/16/2005	Level 3	CMP - Resale - Self-Healing Network Service (SHNS) - V7.0	8/1/2005	Qwest Communications
06/16/05	Level 3	CMP - FINAL NOTICE on Resale - Competitive Response/Competitive Inquiry - V16.0, Resale - Customer Incentive Program - V2.0	07/01/05	Qwest Communications
6/16/05	Level 1	CMP - Resale - Market Expansion Line® (MEL) - V10.0	6/17/05	Qwest Communications
6/17/2005	Level 3	CMP - Process Change Regarding FID SFG on Remote Call Forwarding/Market Expansion Line in the Western Region	8/1/2005	Qwest Communications
6/17/2005	Level 2	CMP - Wholesale Market Website Streamline Changes	7/8/2005	Qwest Communications
6/17/2005	Level 2	CMP - Service in the Market Guide For Resale, UNE, and Interconnection (SIG) V46	7/11/2005	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of Change	Status*/proposed effective date	Submitter
6/20/2005	Level 2	CMP - Resale - Qwest Digital Subscriber Line (Qwest DSL™) - V60.0 - Unbundled Network Elements—Platform (UNE-P) with Qwest Digital Subscriber Line (Qwest DSL™) - V52.0	7/11/2005	Qwest Communications
6/20/2005	Level 2	CMP - Synchronization Testing Overview - V1.0	7/11/2005	Qwest Communications
6/20/2005	Level 2	CMP - Maintenance and Repair Overview - V49.0	7/18/2005	Qwest Communications
6/20/2005	Level 2	CMP - Pre-Ordering Overview V40, Ordering Overview V89	7/11/2005	Qwest Communications
06/20/05	Level 3	CMP - FINAL NOTICE on Pre-Ordering Overview V39 and Loop Qualification & Raw Loop Data CLEC Job Aid	07/11/05	Qwest Communications
6/21/05	Level 1	CMP - Provisioning and Installation - V68.0	6/22/05	Qwest Communications
6/21/05	Level 1	CMP - Wholesale Customer Contacts V25	6/22/05	Qwest Communications
6/22/05	Level 1	CMP - Service Interval Guide For Resale, UNE, and Interconnection Services (SIG) V47	6/23/05	Qwest Communications
6/23/2005	Level 4	CMP - Additional Message Capacity - 50/100 Residence and Business - V5.0	8/8/2005	Qwest Communications
6/24/2005	Level 2	CMP - Service Interval Guide For Resale, UNE, and Interconnection Services (SIG) V48	7/18/2005	Qwest Communications
06/24/05	Level 3	CMP - FINAL NOTICE	07/11/05	Qwest Communications
06/24/05	Level 3	CMP - REVISED FINAL NOTICE on Service Address File Guide Updates - CMP - FINAL NOTICE on Service	07/11/05	Qwest Communications
06/24/05	Level 3	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on Multiple Customer Contacts V24_Expedites and Escalations V22	07/11/05	Qwest Communications
6/24/05	Level 1	CMP - RETRACTION - Billed Number Screening	6/24/05	Qwest Communications
6/24/05	Level 1	CMP - Resale - Qwest Digital Subscriber Line (Qwest DSL™) - V61.0 - Unbundled Network Elements—Platform (UNE-P) with Qwest Digital Subscriber Line (Qwest DSL™) - V53.0 - New Mexico & pt cil	6/27/05	Qwest Communications

EXHIBIT C

Qwest Wholesale Change Management Process: Summary of change by Interface release		
Second 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	0	
Qwest CRs	0	
Change Request number	Summary	Submitter

EXHIBIT D

Qwest Wholesale Change Management Process: Escalation Process			
Second Quarter 2005			
Date submitted	Escalation number	Summary of escalation	Submitter
Note: Escalation detail is available at http://www.qwest.com/wholesale/cmp/escalations.html			
Qwest Wholesale Change Management Process: Dispute Resolution Process			
Second Quarter 2005			
Date submitted	CR Number	Summary of change	Submitter

EXHIBIT E

**Change Management Improvements
2nd 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 4-3 Final Minutes, page 4 paragraph 1.)</p>	<p>October 3, 2001</p>	<p>Qwest has complied with this process for over 44 months.</p> <p>Qwest processed 525 new OSS Interface CRs between October 3, 2001 and June 30, 2005.</p> <p>Qwest processed 285 new Product Process CRs between October 3, 2001 and June 30, 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
2nd 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
2nd Quarter 2005**

Process	Date Process was Baseline'd by the Redesign Team	Change 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>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. 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>Qwest has made a number of</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
2nd Quarter 2005**

			improvements to its CMP website as a result of the Redesign effort.	
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**Change Management Improvements
2nd Quarter 2005**

Process	Date Process was Baseline 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 45 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/systemsfebdistpackage.pdf</p>	

**Change Management Improvements
2nd Quarter 2005**

There were 0 Regulatory CRs, 28 CLEC originated CRs, and 8 Qwest originated CRs on the candidate list for the IMA 18.0 Release.

It should be noted that CLECs have had the ability to submit CRs since the inception of Qwest's Change Management Process f.k.a. CICMP. Between January 1, 2000 and September 30, 2001 Qwest processed and closed 68 OSS Interface CRs.

**Change Management Improvements
2nd Quarter 2005**

Process	Date Process was Baseline 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 44 months.</p> <p>Between November 1, 2001 and June 30, 2005, Qwest processed 473 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 3789 milestones that have occurred so far. This equates to an average compliance rate of 99.73%</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
2nd 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
2nd 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
2nd 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
2nd 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
2nd 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 5.3 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 43 months.</p> <p>Between November 1, 2001 and June 30, 2005, Qwest processed 232 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 2359 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.) 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>

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		<p>Milestone Missed: Customer Contacted Explanation: Employee was ill, manager did not reassign CR to a backup employee. Missed milestone by 2 days.</p> <p>2.) PC110201-2 Milestone Missed: Clarification Meeting Held Explanation: CRPM was ill, manager did not reassign CR to a backup employee. Missed milestone by 13 days. It is not clear in the notes why the meeting was scheduled for 11/27. The CLEC was contacted on 11/12.</p> <p>3.) PC120301-2 Milestone Missed: Clarification Meeting Held Explanation: The date that the clarification meeting should have been held conflicted with the monthly CMP meetings, so the clarification meeting was held 2 days late.</p> <p>4.) PC120301-3 Milestone Missed: Clarification Meeting Held Explanation: The date that the clarification meeting should have been held conflicted with the monthly CMP meetings, so the clarification meeting was held 2 days late.</p> <p>5.) PC120301-4 Milestone Missed: Clarification</p>	
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		<p>Meeting Held Explanation: The date that the clarification meeting should have been held conflicted with the monthly CMP meetings, so the clarification meeting was held 2 days late. 6.) PC120301-5 Milestone Missed: Clarification Meeting Held Explanation: The date that the clarification meeting should have been held conflicted with the monthly CMP meetings, so the clarification meeting was held 4 days late. 7.) PC110201-1 Milestone Missed: Clarification Meeting Held Explanation: The clarification meeting was held 3 days late. 8.) PC062603-1 Milestone Missed: Send Acknowledgement Explanation: Acknowledgement was missed by 2 days.</p>	
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Process	Date Process was 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 38 months and the revised process for over 38 months.</p> <p>Between April 1, 2002 and June 30, 2005, Qwest submitted 1567 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 proposed effective date, 6.) Link</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>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 Originator; 4.) Hold</p>	
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		<p>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 909 Level 1 changes, 328 Level 2 changes, 229 Level 3 changes, and 101 Level 4 changes via the notification process.</p> <p>Qwest initiated 104 Level 4 Product/Process CRs during this time period and is responsible</p>	
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		<p>for missing 2 Level 4-CR milestones out of a possible 938 milestones that have occurred so far. This equates to an average compliance rate of 99.78% 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: PROS.04.04.02.F/00418.Service Managers. No 	
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	<p>levelPROS.04.04.02.F/00418.Se vice_Managers. No comment cycle explanation.</p> <p>4.) Notification number: TRNG.04.23.02.F.02166.May_T RNG_Schedule. No level</p> <p>5.) Notification number TRNG.04.23.02.F.02166. May_TRNG_Schedule. No comment cycle explanation</p> <p>6.) Notification number: TRNG.04.03.02.F.02167.2Q02_ Update. No level</p> <p>7.) Notification number: TRNG.04.03.02.F.02167.2Q02_ Update. No comment cycle explanation.</p> <p>8.) Notification number: NETW.04.19.02.R. 01810.#77405_D. Delay in response to comments.</p> <p>9.) Notification number: NETW.04.19.02.R. 01810.#77405_D. Delay in final notification.</p> <p>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.</p> <p>11.) Notification number: PROD.11.10.03.F.01035.Resale GeneralV35. Notifications not sent prior to actual effective date.</p>		
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		<p>12.) Notification number: PROD.11.17.03.F.1071.Grandpa rentMS_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.Provisi oningV29. 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.Interce ptCLEC_CustCall. Notification not sent prior to actual effective date.</p> <p>Note: Through the CMP, a CMP CR was issued to change Qwest's process for redlining and green highlighting (PC100102-1CM was voted on by the CLEC community on December 18, 2002 and the CMP Document was revised on January 6, 2003). This process changed the associated milestones. Qwest is 100% compliant with the new</p>	
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			<p>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 Baseline'd 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 39 months. During this time, the Postponement Process has not been evoked.</p>	

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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>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 43 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, March 2005 and June 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:</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. Qwest is in compliance with the 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 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.</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 and the IMA 15.0 was retired on April 11, 2005</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>	November, 2001	<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, IMA 17.0 on April 10, 2005</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, IMA 16.0, and IMA 17.0</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</p>	<p>November 1, 2001</p>	November, 2001	<p>Qwest introduced changes to an</p>	<p>http://www.qwest.com/wholesale</p>

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<p>Graphical User Interface 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>existing OSS Interface – GUI (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, IMA GUI 16.0 on October 18, 2004 and IMA GUI 17.0 on April 11, 2005</p> <p>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>e/notices/cnla/bysubcat/1,1834,45,00.html (See CEMR Release 1.03.06 notices.0)</p>
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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>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>Qwest implemented the Retirement of the Interoperability Environment on June 27, 2005</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 Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 10 Prioritization 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 Baseline'd by the Redesign Team	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 34 months.</p> <p>Between February 2, 2002 and June 30, 2005, there were 149 planned outages. Qwest missed the notification interval 1 time on March 31, 2003.</p> <p>(SYST.03.31.03.F.04282.Schdd wnTmMAEDIGUI)</p> <p>Qwest has demonstrated 99.32% 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 June 30, 2005, Qwest processed 41 Severity 1s, 2587 Severity 2s, 10118 Severity 3s, and 87 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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**Change Management Improvements
2nd Quarter 2005**

Process	Date Process was Baselined 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>

**Change Management Improvements
2nd 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 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 June 30, 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 PCI02301-2-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
2nd 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 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 43 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.</p> <p>There is one milestone for each dispute</p> <p>1) Acknowledge receipt of the complete Dispute Resolution e-mail within one (1) business day.</p> <p>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 Baseline'd 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 36 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 milestones 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
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			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
2nd 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 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 34 months. During this time, Qwest has conducted 39 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 115 milestones. Qwest has demonstrated 98.26 % 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 Baseline 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 33 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>