



BEFORE THE ARIZONA CORPORATION COMMISSION

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

**DOCKET NO. T-00000A-97-0238**  
**QWEST'S QUARTERLY REPORT  
REGARDING ITS CHANGE  
MANAGEMENT PROCESS**

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

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

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

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

1 Commission adopted Staff's reporting recommendation in its OSS Order.<sup>3</sup> Qwest submits this  
2 report regarding events that occurred from September through December 2005 ("4Q2005") in  
3 accordance with the Commission's Order.

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

6 Exhibit A, entitled Qwest Wholesale Change Management Process: CLEC and Qwest  
7 Change Requests Submitted 4th Quarter 2005 ("4Q2005"), 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.<sup>4</sup>

13 During 4Q2005, CLECs submitted three systems CR, which constituted 43% of the total  
14 number of systems CRs, and two product/process CRs, which constituted 40% of the  
15 product/process CRs. Qwest submitted four systems CRs, which constituted 57% of the total  
16 number of systems CRs, and three product/process CRs, which constituted 60% of the  
17 product/process CRs.<sup>5</sup>

18 Exhibit B, entitled Qwest Wholesale Change Management Process: Status and  
19 Disposition of Changes/4th 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:

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

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

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

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

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

10 Exhibit C, entitled Qwest Whole Change Management Process: Summary of  
11 Changes by Interface Release/4th Quarter 2005, sets forth information regarding interface  
12 changes that were implemented during 4Q2005.

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

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

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

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

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

3 RESPECTFULLY SUBMITTED this 31st day of January, 2006.

4 QWEST CORPORATION

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# **EXHIBIT A**

**Qwest Wholesale Change Management Process: CLEC and Qwest Change Requests Submitted  
4th Quarter 2005**

	CLECs	Qwest
<b>Number of Systems CRs:</b>	3	4
<b>Percentage of total Systems CRs:</b>	43%	57%
<b>Number of Product/Process CRs:</b>	2	3
<b>Percentage of total Product/Process CRs:</b>	40%	60%

<b>Systems Change Requests</b>			
Date submitted	Change Request number	Summary of change	Submitter
10/5/2005	SCR100505-01	MEDIAAC - TIC Authorization for Non-Design	Qwest Corporation
10/5/2005	SCR100505-02	CEMR - No Access/Appointment Changes	Qwest Corporation
10/25/2005	SCR102505-01X	Extension of 17.0 Sunset	Escheion
1025/05	SCR102505-02	Edits for the LSR Delivery Address Activity (DACT) field	MCI
10/26/2005	SCR102605-01	(Revision to Title 12/8/05) Change to "IMA EDI to new X12 4060 standards	Escheion
11/29/2005	SCR112905-01IG	CABS BOS Version 45	Qwest Corporation
12/13/2005	SCR121305-01	Implement XML Interface for IMA EDI	Qwest Corporation
<b>Product/Process Change Requests</b>			
Date Submitted	Change Request number	Summary of change	Submitter
11/2/2005	PC110205-3CM	Escalation Process Section 14.2 CMP Document Language Change	Qwest Corporations
11/2/2005	PC110205-1	Reeport Containing USOC/Class of Service/Rates	Qwest Corporations
11/2/2005	PC110205-2	Grandparent Qwest DSL	Qwest Corporations
11/21/2005	PC112105-1	AT&T requests an installation date of less than 3 days on expedites when a CNR condition has been resolved	AT&T
12/6/2005	PC120605-1EX	EEL Maintenance Window Change	Cbeyond

# **EXHIBIT B**

Qwest Wholesale Change Management Process: Status and Disposition of Changes 4th Quarter 2005			
CLEC Systems Change Requests			
Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date Submitter
10/25/2005	SCR102505-01EX	Extension of 17.0 Sunset	Completed Eschelon
10/25/2005	SCR102505-02	Edits for the LSR Delivery Address Activity (DACT) field	Pending Prioritization MCI
10/26/2005	SCR102605-01	Change to IMA EDI to new X12 4060 standards	Pending Prioritization Eschelon
CLEC Product/Process Change Requests			
Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date Submitter
11/21/2005	PC112105-1	AT&T requests an installation date of less than 3 days on expedites when a CNR condition has been resolved	Evaluation AT&T
12/6/2005	PC120605-1EX	EEL Maintenance Window Change	Development Cbeyond
Qwest Systems Change Requests			
Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date Submitter
10/5/2005	SCR100505-01	MEDIAAC - TIC Authorization for Non-Design	Completed Qwest Corporation
10/5/2005	SCR100505-02	CEMR - No Access/Appointment Changes	Completed Qwest Corporation
11/29/2005	SCR112905-01IG	CABS BOS Version 45	Development Qwest Corporation
12/13/2005	SCR121305-01	Implement XML Interface for IMA EDI	Presented Qwest Corporation
Qwest Product/Process Change Requests and changes			
Date Submitted	CR Number (Level 4 changes)	Summary of change	Status*/proposed effective date Submitter
11/2/2005	PC110205-3CM	Escalation Process Section 14.2 CMP Document Language Change	Completed Qwest Corporations
11/2/2005	PC110205-1	Report Containing USOC/Class of Service/Rates	Completed Qwest Corporations
11/2/2005	PC110205-2	Grandparent Qwest DSL	Development Qwest Corporations
Date Submitted	Level of Change	Summary of Change	Status*/proposed effective date Submitter
9/30/2005	Level 3	CMP - FINAL NOTICE - Service Address File User Guide Version 3	10/17/2005 Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
10/3/2005	Level 3	CMP - Customer Service Center hours	11/17/2005	Qwest Communications
10/05/05	Level 1	CMP - Maintenance and Repair Overview - V50.0	10/6/2005	Qwest Communications
10/05/05	Level 1	CMP - Resale - Private Line Transport (PLT) - GeoMax™ - V2.0	10/6/2005	Qwest Communications
10/5/2005	Level 2	CMP - Collocation - General Information - V48.0	10/26/2005	Qwest Communications
10/6/2005	Level 4	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on Port In - V11.0	10/21/2005	Qwest Communications
10/07/05	Level 1	CMP - Provisioning and Installation Overview - V75.0	10/10/2005	Qwest Communications
10/07/05	Level 1	CMP - CEMR Web Based Training Updated	10/7/2005	Qwest Communications
10/7/2005	Level 3	CMP - FINAL NOTICE and Qwest Response to Comment - Provisioning and Installation Overview - V73.0	10/22/2005	Qwest Communications
10/11/05	Level 1	CMP - Forecasting - V30	10/12/2005	Qwest Communications
10/11/05	Level 1	CMP - Maintenance and Repair Overview - V51.0	10/11/2005	Qwest Communications
10/11/2005	Level 2	CMP - Service Interval Guide For Resale, UNE and Interconnection Services (SIG) V55	11/1/2005	Qwest Communications
10/11/2005	Level 2	CMP - Collocation Decommissioning Overview V1.0 and Collocation Test Access Points Overview V1.0	11/1/2005	Qwest Communications
10/12/05	Level 1	CMP - Multiple PCAT Updates - Add template language	10/12/2005	Qwest Communications
10/12/05	Level 1	CMP - Retraction of Resale - Qwest Digital Subscriber Line (Qwest DSL) - V66.0, Unbundled Network Elements—Platform (UNE-P) with Qwest Digital Subscriber Line (Qwest DSL) - V58.0, - Line Splitting - V22.0	10/12/2005	Qwest Communications
10/12/05	Level 1	CMP - Retraction - Service Interval Guide For Resale, UNE and Interconnection Services (SIG) V54	10/12/2005	Qwest Communications
10/12/2005	Level 3	CMP - FINAL NOTICE and Qwest Response to Comments on Expedites and Escalations V27	10/27/2005	Qwest Communications
10/13/2005	Level 2	CMP - FAX Number Change	11/3/2005	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
10/14/2005	Level 3	CMP – FINAL NOTICE and Qwest Response to CLEC Comments on Technical Publication 77369 Issue E	10/31/2005	Qwest Communications
10/14/2005	Level 3	CMP – FINAL NOTICE _Appointment Scheduler Change	10/31/2005	Qwest Communications
10/17/05	Level 1	CMP - Collocation - General Information - V49.0	10/18/2005	Qwest Communications
10/17/05	Level 1	CMP - Expedites and Escalations V29	10/18/2005	Qwest Communications
10/18/05	Level 1	CMP - Retract Expedites and Escalations V29	10/18/2005	Qwest Communications
10/18/2005	Level 4	CMP – Correction to FINAL NOTICE ONLY on Field Connection Point (FCP)/Cross-Connect Collocation V15.0 and Remote Collocation - V23.0 CMP – FINAL NOTICE on Field Connection Point (FCP)/Cross-Connect Collocation V15.0 and Remote Collocation - V23.0	10/31/2005	Qwest Communications
10/19/2005	Level 2	CMP - Local Number Portability - V36.0	11/9/2005	Qwest Communications
10/19/2005	Level 3	CMP - Expedites and Escalations V30	1/3/2006	Qwest Communications
10/20/05	Level 1	CMP - Call Forwarding Decision Matrix for Plain Old Telephone Service (POTS) – V5.0	10/21/2005	Qwest Communications
10/20/2005	Level 3	CMP - Ordering Overview V99	12/5/2005	Qwest Communications
10/20/2005	Level 3	CMP – FINAL NOTICE on Local Number Portability (LNP) - V35.0	11/4/2005	Qwest Communications
10/25/2005	Level 2	CMP - Collocation - Direct Current (DC) Power Reduction Overview – V1.0 and Collocation Early Access Overview - V1.0	11/15/05	Qwest Communications
10/26/2005	Level 3	CMP - Unbundled Network Elements- Platform (UNE-P) - General Information – V59.0, Unbundled Network Elements - Platform (UNE-P) – Plain Old Telephone Service (POTS) – V31.0	12/10/2005	Qwest Communications
10/27/2005	Level 2	CMP - Long Distance Carrier Selection V9	11/17/2005	Qwest Communications
10/28/2005	Level 3	CMP – Final Notice and Response to Comments - Provisioning and Installation Overview V74, Ordering Overview V96	11/14/2005	Qwest Communications
10/28/2005	Level 3	CMP – FINAL NOTICE – Customer Serv Center Hours	11/17/2005	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
10/28/2005	Level 3	CMP - Do Not Disturb - V5.0, No Solicitation - V5.0	12/10/2005	Qwest Communications
10/31/05	Level 1	CMP - Forecasting - V31.0	11/1/2005	Qwest Communications
10/31/05	Level 1	CMP - Collocation - General Information - V51.0	11/1/2005	Qwest Communications
10/31/05	Level 1	CMP - Bona Fide Request (BFR) and Special Request (SR) Processes V22	11/1/2005	Qwest Communications
10/31/05	Level 1	CMP - Accepting December Registrations	10/31/2005	Qwest Communications
10/31/2005	Level 2	CMP - Local Service Ordering Guidelines (LSOG) Home	11/21/2005	Qwest Communications
10/31/2005	Level 3	CMP - Resale - General - V56	12/15/2005	Qwest Communications
11/2/2005	Level 2	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on Local Number Portability - V36.0	11/9/2005	Qwest Communications
11/07/05	Level 1	CMP - Ordering Overview V100	11/8/2005	Qwest Communications
11/08/05	Level 1	CMP - Resale - Synchronous Service Transport (SST) - V8.0	11/9/2005	Qwest Communications
11/08/05	Level 1	CMP - Change Management Process Document Changes - CLEC Test	11/8/2005	Qwest Communications
11/08/05	Level 1	CMP - IMA Facility Based Directory Listing Class Offering	11/08/05	Qwest Communications
11/9/2005	Level 2	CMP-Maintenance and Repair Overview - V53.0	12/15/05	Qwest Communications
11/11/05	Level 1	CMP - Access to Emergency Services 911/E911 - V17.0	11/12/2005	Qwest Communications
11/14/05	Level 1	CMP - Collocation - General Information - V52.0	11/15/2005	Qwest Communications
11/15/2005	Level 2	CMP - Centrex PCATs	12/6/2005	Qwest Communications
11/17/05	Level 1	CMP - Electronic Access V26_IABS V13	11/18/2005	Qwest Communications
11/17/2005	Level 2	CMP - Collocation - Joint Inventory Visit Process Overview V1.0 and Collocation - Joint Testing Process at the Interconnection Distribution Frame (ICDF) Overview - V1.0	12/8/2005	Qwest Communications
11/18/2005	Level 2	CMP - Maintenance and Repair Overview - V54.0	12/12/2005	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
11/18/2005	Level 3	CMP – FINAL NOTICE and Qwest Response to Comment - Expedites and Escalations V30	1/3/2006	Qwest Communications
11/18/2005	Level 3	CMP – FINAL NOTICE	12/5/2005	Qwest Communications
11/21/05	Level 1	CMP - Port Within - V9.0	11/22/2005	Qwest Communications
11/21/2005	Level 2	CMP - Wholesale Customer Service Web Page Streamline Changes	12/13/2005	Qwest Communications
11/22/2005	Level 2	CMP - Technical Escalations Contact List	12/13/2005	Qwest Communications
11/22/2005	Level 2	CMP - Migrations and Conversions PCAT V25	12/13/2005	Qwest Communications
11/22/2005	Level 4	CMP - Billing Information - Customer Records and Information System (CRIS) - V34.0	1/6/2005	Qwest Communications
11/23/05	Level 1	CMP - GLEC PIC/LPIC Verification Access Request	11/28/2005	Qwest Communications
11/23/05	Level 1	CMP - Hurricane Katrina Link-Up Credit Process	11/23/05	Qwest Communications
11/23/2005	Level 2	CMP – FINAL NOTICE and Qwest Response to Comment - Maintenance and Repair Overview - V53.0	12/5/05	Qwest Communications
11/23/2005	Level 3	CMP – FINAL NOTICE - Unbundled Network Elements- Platform (UNE-P) - General Information – V59.0, Unbundled Network Elements - Platform (UNE-P) – Plain Old Telephone Service (POTS) – V31.0	12/10/2005	Qwest Communications
11/23/2005	Level 3	CMP – FINAL NOTICE - Do Not Disturb - V5.0, No Solicitation - V5.0	12/10/2005	Qwest Communications
11/28/2005	Level 3	CMP - Customer Contacts V28, Expedites and Escalations V32	1/2/2006	Qwest Communications
11/29/2005	Level 2	CMP – FINAL NOTICE and Qwest Response to Comments - Centrex PCATs	12/6/2005	Qwest Communications
11/30/05	Level 1	CMP – 1Q06 Class Offerings	11/30/05	Qwest Communications
11/30/2005	Level 2	CMP - Wholesale Calendar	12/21/2005	Qwest Communications
11/30/2005	Level 3	CMP – FINAL NOTICE – Resale – General – V56.0	12/15/2005	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
12/01/05	Level 1	CMP - Provisioning and Installation Overview - V78.0	12/02/05	Qwest Communications
12/01/05	Level 1	CMP - CEMR Web Based Training Updated	12/02/05	Qwest Communications
12/1/2005	Level 2	CMP - Telecommunications Service Priority (TSP) - V1.0	12/22/2005	Qwest Communications
12/1/2005	Level 2	CMP - Electronic Access V27	12/22/2005	Qwest Communications
12/2/2005	Level 2	CMP -- FINAL NOTICE and Qwest Response to Comment - Maintenance and Repair Overview - V54.0	12/12/2005	Qwest Communications
12/5/2005	Level 3	CMP - Customer Contacts V29	1/9/2005	Qwest Communications
12/6/2005	Level 2	CMP -- FINAL NOTICE and Qwest Response to Comment - Technical Escalations Contact List	12/13/2005	Qwest Communications
12/6/2005	Level 2	CMP -- FINAL NOTICE and Qwest Response to Comment - Migrations and Conversions PCAT V25	12/13/2005	Qwest Communications
12/07/05	Level 1	CMP - Collocation - General Information - V53.0	12/08/05	Qwest Communications
12/07/05	Level 1	CMP - Port Within - V10.0	12/08/05	Qwest Communications
12/08/05	Level 1	CMP - Facility-Based CLECs and Reseller/Unbundled Network CLECs Directory Listing User Document V4.10	12/08/05	Qwest Communications
12/08/05	Level 1	CMP - Retraction of Facility-Based CLECs and Reseller/Unbundled Network CLECs Directory Listing User Document V4.10	12/08/05	Qwest Communications
12/8/2005	Level 2	CMP - Collocation - Qwest Network Interconnection Guidelines Overview - V1.0 and Collocation - Express/Shared Fiber Process Overview - V1.0	12/29/2005	Qwest Communications
12/09/05	Level 1	CMP - Service Interval Guide For Resale, UNE and Interconnection Services (SIG) V57	12/10/05	Qwest Communications
12/09/05	Level 1	CMP - PIC and LPIC Verification Job Aid Updated	12/09/05	Qwest Communications
12/9/2005	Level 2	CMP - Enhanced Extended Loop (EEL) - V34.0; Loop Mux Combination LMC - V28.0 and Unbundled Local Loop - Digital Signal Level 1 (DS1) Capable Loop - V21.0	12/30/2005	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
12/13/2005	Level 2	CMP - Resale - Competitive Response/Competitive Inquiry - V18.0, Resale - Customer Incentive Program - V5.0	1/3/2006	Qwest Communications
12/13/2005	Level 3	CMP - Customer Contacts V30	1/16/2006	Qwest Communications
12/14/2005	Level 3	CMP - Synchronization Testing Overview - V2.0	1/30/2006	Qwest Communications
12/14/2005	Level 3	CMP - Multiple PCATs - Removal of Network Disclosure 459 language	1/30/2006	Qwest Communications
12/14/2005	Level 4	CMP - Resale - Qwest Digital Subscriber Line (Qwest DSL™) - V67.0 - Unbundled Network Elements—Platform (UNE-P) with Qwest Digital Subscriber Line (Qwest DSL™) - V59.0	1/28/2006	Qwest Communications
12/16/05	Level 1	CMP - Provide individual WTNs with all NRCs	12/19/05	Qwest Communications
12/16/2005	Level 3	CMP - Fiber to the Premise Update - Colorado and Utah Specific	1/27/2006	Qwest Communications
12/16/2005	Level 3	CMP - FINAL NOTICE and Qwest Response to Comments on Customer Contacts V28, Expedites and Escalations V32	1/2/2006	Qwest Communications
12/19/05	Level 1	CMP - Resale - Promotions - V2.0	12/20/05	Qwest Communications
12/19/05	Level 1	CMP - Technical Publication - Qwest DS1 Radio Service - 77380	12/20/05	Qwest Communications
12/19/2005	Level 2	CMP - Collocation - Qwest Premises Access Overview V1.0 and Collocation - Virtual to Physical Cageless Conversion Overview - V1.0	1/9/2006	Qwest Communications
12/20/05	Level 1	CMP - Migrations and Conversions PCAT V26	12/21/05	Qwest Communications
12/21/2005	Level 2	CMP - Facility-Based CLECs and Reseller/Unbundled Network CLECs Directory Listing User Document V4.10	1/11/2006	Qwest Communications
12/22/05	Level 1	CMP - Ordering Overview V103	12/27/05	Qwest Communications
12/22/2005	Level 2	CMP - FINAL NOTICE and Qwest Response to Comment - Enhanced Extended Loop (EEL) - V34, Loop Mux Combination LMC - V28.0 and Unbundled Local Loop - Digital Signal Level 1 (DS1) Capable Loop - V21.0	12/30/2005	Qwest Communications
12/22/2005	Level 3	CMP - FINAL NOTICE - Customer Contacts V29	1/9/2005	Qwest Communications



# **EXHIBIT C**

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Qwest Wholesale Change Management Process: Summary of change by Interface release		
4th Quarter 2005		
<b>EXACT</b>		
<b>Number of CRs</b>		
<b>CLEC CRs</b>	0	
<b>Qwest CRs</b>	0	
<b>Change Request number</b>	<b>Summary</b>	<b>Submitter</b>
<b>Wholesale Billing Interface</b>		
<b>Number of CRs</b>		
<b>CLEC CRs</b>	1	
<b>Qwest CRs</b>	1	
<b>Change Request number</b>	<b>Summary</b>	<b>Submitter</b>
SCR050405-04	Provide individual TNs with all NRCs	Eschelon
SCR051705-01IG	CABS BOS Version 44	Qwest Corporations

# **EXHIBIT D**

<b>Qwest Wholesale Change Management Process: Escalation Process</b>			
4th Quarter 2005			
<b>Date submitted</b>	<b>Escalation number</b>	<b>Summary of escalation</b>	<b>Submitter</b>
10/6/2005	E36	Issue regarding Qwest denial of CR #SCR061405-01	VCI
10/6/2005	E37	Issue regarding Qwest denial of CR #SCR061405-03	VCI
10/18/2005	E38	Issue related to the retirement of RPD	Eschelon
10/28/2005	E39	2w/4w loops should remain in the Expedites Requireing Approval process and not incur charges	McLeod
<b>Note:</b> Escalation detail is available at <a href="http://www.qwest.com/wholesale/cmp/escalations.html">http://www.qwest.com/wholesale/cmp/escalations.html</a>			
<b>Qwest Wholesale Change Management Process: Dispute Resolution Process</b>			
4th Quarter 2005			
<b>Date submitted</b>	<b>CR Number</b>	<b>Summary of change</b>	<b>Submitter</b>
10/20/2005	SCR061405-01, SCR061405-02	VCI Company disagrees with the escalation rquest response received to implement a "Provisioning Report to View and Export Into Excel	VCI

# **EXHIBIT E**

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**Change Management Improvements  
4th Quarter 2005**

<b>Process</b>	<b>Date Process was Baselined by the Redesign Team</b>	<b>Date Process was Implemented</b>	<b>Qwest's Record of Compliance</b>	<b>Supporting References</b>
<p><b>Section 1 Introduction and Scope</b></p> <p>Qwest implemented Section 1 as agreed to by the Redesign Team.</p>	<p>October 2, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL:  <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting October 2-3 Final Minutes, page 4 paragraph 1.)</p>	<p>October 3, 2001</p>	<p>Qwest has complied with this process for over 50 months.</p> <p>Qwest processed 525 new OSS Interface CRs between October 3, 2001 and December 31, 2005.</p> <p>Qwest processed 296 new Product Process CRs between October 3, 2001 and December 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:  <a href="http://www.qwest.com/wholesale/cmp/changerequest.html">http://www.qwest.com/wholesale/cmp/changerequest.html</a>          (Select either CLEC-Qwest Change Request – Product/Process Interactive Reports or CLEC-Qwest Change Request – Systems Interactive Reports.)</p>

**Change Management Improvements  
4th Quarter 2005**

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

**Change Management Improvements  
4th Quarter 2005**

<b>Process</b>	<b>Date Process was Baselined by the Redesign Team</b>	<b>Date Process was Implemented</b>	<b>Qwest's Record of Compliance</b>	<b>Supporting References</b>
<p><b>Section 3 Meetings</b></p> <p>Qwest implemented Section 3 as agreed to by the Redesign Team.</p>	<p>August 8, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL:  <a href="http://qwest.com/wholesale/cmp/redesign.html">http://qwest.com/wholesale/cmp/redesign.html</a> (see CMP Redesign Meeting August 7 &amp; 8 Final Minutes - 8-29-01 Attachment 9, Page 8.)</p>	<p>See Qwest's Record of Compliance column.</p>	<p>Qwest has conducted CMP monthly meetings at least once per month since the inception of Qwest's CMP in 1999. In October, 2001, CMP monthly meetings were extended to two full day sessions per the request of the CLEC participants. 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:  <a href="http://www.qwest.com/wholesale/cmp/tmarchive.html">http://www.qwest.com/wholesale/cmp/tmarchive.html</a> (CMP meeting material, including dates of meetings, distribution packages and meeting minutes)  <a href="http://www.qwest.com/wholesale/cmp/index.html">http://www.qwest.com/wholesale/cmp/index.html</a> (Qwest's CMP web site)</p>

**Change Management Improvements  
4th Quarter 2005**

				improvements to its CMP website as a result of the Redesign effort.	
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**Change Management Improvements  
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<b>Process</b>	<b>Date Process was Baseline'd by the Redesign Team</b>	<b>Date Process was Implemented</b>	<b>Qwest's Record of Compliance</b>	<b>Supporting References</b>
<p><b>Section 4 Types of Change</b></p> <p>Qwest implemented Section 4 as agreed to by the Redesign Team.</p>	<p>September 20, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL:  <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting September 18 and 20 Final Minutes, Pages 6 and 7.)</p>	<p>September 20, 2001</p>	<p>Qwest has complied with this process for over 51 months. It should be noted that there was an impasse issue relating to the definition of Regulatory CRs that was resolved on April 4, 2002. However, the team had reached agreement on the other aspects of the definition and the impasse resolution did not change the language contained in the Qwest Wholesale Change Management Process document.</p> <p>There were 4 Regulatory CRs, 0 Industry Guideline CRs, 24 CLEC Originated CRs, and 25 Qwest Originated CRs on the candidate list for the IMA 10.0 Release.</p> <p>There were 2 Regulatory CRs, 16 Industry Guideline CRs, 10 CLEC Originated CRs, and 12 Qwest Originated CRs on the candidate list for the IMA 11.0 Release. It should be noted that the 2 Regulatory CRs were for PID improvements. Effective with Qwest's IMA 12.0 Release and beyond, PID improvements will be treated as either CLEC Originated CRs or Qwest Originated CRs.</p>	<p>The CRs that were candidates for the IMA 10.0 Release, by CR type, can be found at the following URL:  <a href="http://www.qwest.com/wholesale/downloads/2001/011012/Systems_Distribution_Doc.pdf">http://www.qwest.com/wholesale/downloads/2001/011012/Systems_Distribution_Doc.pdf</a> (See Distribution Package for 10-18-01, Attachment E for CRs originally classified as Regulatory CRs and Attachment F for Qwest Originated and CLEC Originated CRs. NOTE: There were no industry Guideline CRs for the IMA 10.0 Release.</p> <p>The CRs that were candidates for the IMA 11.0 Release, by CR type, can be found at the following URL:  <a href="http://www.qwest.com/wholesale/downloads/2002/020215/systemsfebdistpackage.pdf">http://www.qwest.com/wholesale/downloads/2002/020215/systemsfebdistpackage.pdf</a>  <a href="http://www.qwest.com/wholesale/downloads/2002/020215/systemsfebdistpackage.pdf">http://www.qwest.com/wholesale/downloads/2002/020215/systemsfebdistpackage.pdf</a></p>

**Change Management Improvements  
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			<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  
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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 5</b></p> <p><b>Sections 5.1 and 5.2 CLEC-Qwest OSS Interface Change Request Initiation Process</b></p> <p>Qwest implemented Section 5.1 as agreed to by the Redesign Team.</p> <p>Qwest implemented the process improvements that were agreed to by the Redesign Team.</p>	<p>September 5, 2001 (Original)</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL:  <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting September 5 Final Minutes, Page 4.)</p> <p>October 16, 2001 (Revised)</p> <p>Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL:  <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 2.)</p>	<p>October 1, 2001(Original)</p> <p>October 30, 2001 (Revised)</p>	<p>Qwest has complied with the revised process 50 months.</p> <p>Between November 1, 2001 and December 31, 2005, Qwest processed 483 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 3879 milestones that have occurred so far. This equates to an average compliance rate of 99.74%</p> <p>Following is a description of the missed milestones:</p> <p>1.) SCR012802-1</p>	<p>Supporting data can be found at:  <a href="http://www.qwest.com/wholesale/cmp/changerequest.html">Http://www.qwest.com/wholesale/cmp/changerequest.html</a>            (Select CLEC-Qwest Change Request – Systems Interactive Reports.)</p>

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

**Change Management Improvements  
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			<p>however, the initial response was not posted to the web until the following day. A process improvement was implemented in April, 2002 to correct this deficiency.</p> <p>5.) SCR062402-01 Milestone Missed: Initial Response Explanation: The initial response was not posted to until the following day.</p> <p>6.) SCR062402-01 Milestone Missed: Initial Response Explanation Posted to Web: The initial response was not posted until the following day.</p> <p>7.) SCR122002-01 Add UNE-P Centrex 21 to SATE. Milestone Missed: Acknowledgement of CR. The acknowledgement was missed by one day.</p> <p>8.) SCR122002-0 Add Service order inquiry status (SOSI) to SATE. Milestone Missed: Acknowledgement of CR. The acknowledgement was missed by one day.</p> <p>9.) SCR073003-01 IMA Add New IMA Reject Reason "Requested Product Not Available" Milestone Missed: Acknowledgement of CR was missed due to the evaluation of this CR to determine if it should be processed as a systems or Product/Process CR.</p>	
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**Change Management Improvements  
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			<p>10.) SCR073003-01 IMA Add New IMA Reject Reason "Requested Product Not Available" Milestone Missed: CR Posted to Web was missed due to the evaluation of this CR to determine if it should be processed as a systems or P/P CR.</p> <p>Correction: Qwest originally reported that it was responsible for missing 1 additional milestone. The milestone was missed because the CLEC did not show up for the clarification meeting so the meeting had to be rescheduled (see SCR120301-1).</p> <p>Note: Discussions to clarify Qwest-originated OSS Interface CRs are generally held informally within Qwest by the originator of the CR and the Qwest Subject Matter Experts (SMEs) before the CR is even submitted to the CMP and meeting minutes are not prepared for such discussions. After the CR is formally submitted to the CMP, it is forwarded to Qwest SMEs, who may clarify the CR (although that is usually not necessary, as clarification discussions have already been held before the CR</p>	
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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 5.3 CLEC Product/Process Change Request Initiation Process</b></p> <p>Qwest implemented Section 5.3 as agreed to by the Redesign Team.</p> <p>Qwest implemented the process improvements that were agreed to by the Redesign Team.</p>	<p>September 5, 2001 (Original)</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL:  <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting September 5 Final Minutes, Page 4.)</p> <p>October 16, 2001 (Revised)</p> <p>Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL:  <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 2.)</p>	<p>October 1, 2001(Original)</p> <p>October 30, 2001 (Revised)</p>	<p>Qwest has complied with the revised process for 49 months.</p> <p>Between November 1, 2001 and December 31, 2005, Qwest processed 240 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 2405 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:  <a href="http://www.qwest.com/wholesale/cmp/changerequest.html">Http://www.qwest.com/wholesale/cmp/changerequest.html</a>          (Select CLEC-Qwest Change Request – Product and Process Interactive Reports.)</p>

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			<p>Milestone Missed: Customer Contacted Explanation: Employee was ill, manager did not reassign CR to a backup employee. Missed milestone by 2 days.</p> <p>2.) PC110201-2 Milestone Missed: Clarification Meeting Held Explanation: CRPM was ill, manager did not reassign CR to a backup employee. Missed milestone by 13 days. It is not clear in the notes why the meeting was scheduled for 11/27. The 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><b>Meeting Held</b>          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  <b>Milestone Missed: Clarification Meeting Held</b>          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  <b>Milestone Missed: Clarification Meeting Held</b>          Explanation: The clarification meeting was held 3 days late.          8.) PC062603-1  <b>Milestone Missed: Send Acknowledgement</b>          Explanation: Acknowledgement was missed by 2 days.</p>	
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<b>Process</b>	<b>Date Process was Baselined by the Redesign Team</b>	<b>Date Process was Implemented</b>	<b>Qwest's Record of Compliance</b>	<b>Supporting References</b>
<p><b>Section 5.4 Qwest Initiated Product/Process Changes</b></p> <p>Qwest implemented Section 5.4 as agreed to by the Redesign Team.</p> <p>Qwest implemented the process improvements that were agreed to by the Redesign Team.</p>	<p>Qwest implemented the process as agreed to in concept during the March 19 CMP Redesign Meeting.</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement in concept on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes –CMP Redesign Meeting March 18 &amp; 19 Final Minutes, Page 10.)</p> <p>April 16, 2002 (Revised and Baselined)</p> <p>Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL: <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting April 16 Draft Minutes, Page 7.)</p>	<p>April 1, 2002 (Original)</p> <p>April 22, 2002 (Revised)</p>	<p>Qwest has complied with the original process for over 41 months and the revised process for over 44 months.</p> <p>Between April 1, 2002 and December 31, 2005, Qwest submitted 1731 new Product/Process Changes in accordance with the Qwest Product/Process Change Process.</p> <p>There are 6 CMP Notification Requirements for each <b>Level 1</b> 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 redeclined document, if required. 6.) Include history log, if required.</p> <p>There are 11 CMP Notification Requirements for each <b>Level 2</b> Change. Issue notice with the following: 1.) Level of disposition, 2.) Description of change 3.) List of comment cycle timeframes 4.) Provide comment URL 5.) Note the</p>	<p>Supporting data can be found at: <a href="http://www.qwest.com/wholesale/notices/cnla/">http://www.qwest.com/wholesale/notices/cnla/</a> (Select Product, Process, Training, Network-Tech Pubs)</p> <p><a href="http://www.qwest.com/wholesale/cmp/changerequest.html">Http://www.qwest.com/wholesale/cmp/changerequest.html</a> (Select CLEC-Qwest Change Request – Product and Process Interactive Reports)</p>

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			<p>proposed effective date, 6.) Link to Document Review web site, if required; 7.) Post documentation on to the Document Review web site, if required; 8.) Include web notification form or redlined document, if required; 9.) Include history log, if required; 10.) Response to CLEC comments, if applicable. 11.) Final notification, if applicable.</p> <p>There are 11 CMP Notification Requirements for each Level 3 Change. Issue notice with the following: 1.) Level of disposition, 2.) Description of change 3.) List of comment cycle timeframes 4.) Provide comment URL 5.) Note the proposed effective date, 6.) Link to Document Review web site, if required; 7.) Post documentation on to the Document Review web site, if required; 8.) Include web notification form or redlined document, if required; 9.) Include history log, if required; 10.) Response to CLEC comments, if applicable. 11.) Final notification.</p> <p>There are 9 CMP milestones for each Level 4-Change Request Change 1.) Send Acknowledgement; 2.) Post CR to Web; 3.) Contact CR</p>	
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			<p>Originator; 4.) Hold Clarification Meeting; 5.) Send Initial Qwest Response; 6.) Post Initial Qwest Response to Web; 7.) Present CR; 8.) Send Final Qwest Response, if applicable; and 9.) Post Final Qwest Response to Web, if applicable. In addition there are 11 CMP Notification Requirements. Issue notice with the following: 1.) Level of disposition, 2.) Description of change 3.) List of comment cycle timeframes 4.) Provide comment URL 5.) Note the proposed effective date, 6.) Link to Document Review web site, if required; 7.) Post documentation on to the Document Review web site, if required; 8.) Include web notification form or redlined document, if required; 9.) Include history log, if required; 10.) Response to CLEC comments, if applicable. 11.) Final notification.</p> <p>For the time period specified above, Qwest initiated 997 Level 1 changes, 375 Level 2 changes, 254 Level 3 changes, and 105 Level 4 changes via the notification process.</p> <p>Qwest initiated 113 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 965 milestones that have occurred so far. This equates to an average compliance rate of 99.79%</p> <p>Qwest is responsible for missing only 17 Level 1-4 CMP Notification Requirements out of a possible 12200 that have occurred so far. This equates to an average compliance rate of 99.86%.</p> <p>Following is a description of the missed Level 4 CR milestones:</p> <p>1.) PC100202-1 Milestone Missed: Initial Response posted to the web Meeting Held Explanation: Date missed due to a posting error</p> <p>2.) PC101802-2IG Milestone Missed: Initial Response posted to the web Meeting Held Explanation: Date missed due to a posting error</p> <p>Following is a description of the missed notification milestones:</p> <p>1.) Notification number: PROS.04.03.02.F.00415.Billing _ Output. No level.</p> <p>2.) Notification number: PROS.04.03.02.F.00415.Billing _ Output. No comment cycle explanation.</p> <p>3.) Notification number:</p>	
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			<p>PROS.04.04.02.F/00418.Service _Managers. No levelPROS.04.04.02.F/00418.Se rvice_Managers. No comment cycle explanation. 4.) Notification number: TRNG.04.23.02.F.02166.May_T RNG_Schedule. No level 5.) Notification number TRNG.04.23.02.F.02166. May_TRNG_Schedule. No comment cycle explanation 6.) Notification number: TRNG.04.03.02.F.02167.2Q02_ Update. No level 7.) Notification number: TRNG.04.03.02.F.02167.2Q02_ Update. No comment cycle explanation. 8.) Notification number: NETW.04.19.02.R. 01810.#77405_D. Delay in response to comments. 9.) Notification number: NETW.04.19.02.R. 01810.#77405_D. Delay in final notification. 10.) Notification number: PROD.06.25.03.F.03440.Resale _General_V26. Notification not sent prior to actual effective date. NOTE: This miss was inadvertently left off of the 2Q03 report. 11.) Notification number: PROD.11.10.03.F.01035.Resale GeneralV35. Notifications not</p>	
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			<p>sent prior to actual effective date.          12.) Notification number: PROD.11.17.03.F.1071.GrandparentMS_NE_IA. Notifications not sent prior to actual effective date.          13.) Notification number: PROD.01.06.04.F.01223.PCAT_Updates. Notification not sent prior to actual effective date.          14.) Notification number: PROS.12.05.03.F.01131.Provisi oningV29. Notifications not sent prior to actual effective date. NOTE: This accounts for two misses – Initial and Final.          15.) Notification number: PROS.03.31.04.F.01528.PCAT_Updates. Notification not sent prior to actual effective date.          16.) Notification number: PROS.07.28.04.F.01932.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.</p> <p>Discussions to clarify Qwest-originated Product or Process CRs are generally held informally within Qwest by the originator of the CR and Qwest Subject Matter Experts (SMEs) before the CR is even submitted to the CMP, and meeting minutes are not prepared for such discussions. After the CR is formally submitted to CMP, Qwest SMEs may, but generally do not, clarify the CR. In addition, Qwest generally holds meetings with the CR originator after submission of the CR to CMP to discuss such matters as the CMP requirements related to the CR. In general, this is the meeting date that is populated in the clarification meeting field in the CLEC-Qwest Product-Process Interactive Report.</p>	
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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 5.5 Postponement</b></p> <p>Qwest implemented Section 5.5 as agreed to by the Redesign Team.</p>	<p>June 5, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL:  <a href="http://qwest.com/wholesale/cmp/redesign.html">http://qwest.com/wholesale/cmp/redesign.html</a> (see CMP Redesign Meeting Minutes for June 5-6)</p>	<p>June 19, 2002</p>	<p>This process has been in place for over 45 months. During this time, the Postponement Process has not been evoked.</p>	

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<b>Process</b>	<b>Date Process was Baseline'd by the Redesign Team</b>	<b>Date Process was Implemented</b>	<b>Qwest's Record of Compliance</b>	<b>Supporting References</b>
<p><b>Section 6 OSS Interface Release Calendar</b></p> <p>Qwest implemented Section 6 as agreed to by the Redesign Team.</p>	<p>October 16, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL:  <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes -- CMP Redesign Meeting October 16 Final Minutes, Page 3.)</p>	<p>November, 2001</p>	<p>Qwest has complied with the improved OSS Interface Release Calendar for 49 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, June 2005, September 2005, December 2005</p>	<p>The current view of Qwest's OSS Interface Release Calendar can be found at the following URL:  <a href="http://www.qwest.com/wholesale/cmp/osscalendar.html">http://www.qwest.com/wholesale/cmp/osscalendar.html</a></p>

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

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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 7.2 Introduction of a New GUI</b></p> <p>Qwest implemented Section 7 as agreed to by the Redesign Team.</p>	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL:  <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 11.)</p>	<p>November, 2001</p>	<p>Qwest introduced a new GUI (FORCAST) on March 8, 2002. There are 6 CMP milestones for the introduction of a new GUI:            1.) Release Notification; 2.) Issue Draft Release Notes, 3.) Interface Overview; 4.) CLEC Comments and Qwest Response; 5.) Final Notification; and 6.) Deployment. Qwest demonstrated 100% compliance with these milestones.</p> <p>Qwest introduced a new GUI (QORA) on November 3, 2003. There are 6 CMP milestones for the introduction of a new GUI:            1.) Release Notification; 2.) Issue Draft Release Notes, 3.) Interface Overview; 4.) CLEC Comments and Qwest Response; 5.) Final Notification; and 6.) Deployment. Qwest demonstrated 100% compliance with these milestones.</p> <p>Qwest introduced a new Interface (QORA - UOM) on October 10, 2005. There are 6 CMP milestones for the introduction of a new GUI:            1.) Release Notification; 2.) Issue Draft Release Notes, 3.)</p>	<p>Supporting data can be found at the following URL:  <a href="http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,38,00.html">http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,38,00.html</a></p>

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				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.	
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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 8.0 Change to Existing OSS Interfaces</b></p> <p>Qwest implemented Section 8.0 as agreed to by the Redesign Team.</p>	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL:  <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes -- CMP Redesign Meeting November 1 Final Minutes, Page 8.</p>	<p>See Qwest's Record of Compliance column.</p>	<p>Qwest agreed to implement no more than 3 major IMA releases and 3 IMA point releases within a calendar year. Qwest has complied with this process for over 3 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 3 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 IMA 15.0 was retired on April 11, 2005</p> <p>IMA 17.0 was implemented April 11, 2005 and IMA 16.0 will retire December 10, 2005.</p> <p>IMA 18.0 was implemented October 17, 2005 and IMA 17.0 will retire on June 10, 2006.</p>	
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<b>Process</b>	<b>Date Process was Baseline by the Redesign Team</b>	<b>Date Process was Implemented</b>	<b>Qwest's Record of Compliance</b>	<b>Supporting References</b>
<p><b>Section 8.1 Application to Application Interface</b></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:  <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 8.</p>	<p>November, 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, IMA 17.0 on April 10, 2005, IMA 18.0 on October 17, 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, IMA 17.0 and IMA 18.0.</p>	<p>Supporting data can be found at the following URL:  <a href="http://www.qwest.com/wholesale/notices/cnla/bysubcat/1.1834.56.00.html">http://www.qwest.com/wholesale/notices/cnla/bysubcat/1.1834.56.00.html</a></p>

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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 8.2 Graphical User Interface</b></p> <p>Qwest implemented Section 8.2 as agreed to by the Redesign Team.</p>	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL:  <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 8.</p>	<p>November, 2001</p>	<p>Qwest introduced changes to an existing OSS Interface – GUI (CEMR) on April 7, 2002, November 3, 2002, March 17, 2003, April 14, 2003, August 18, 2003, December 15, 2003, April 5, 2004, June 28, 2004, December 13, 2004, March 27, 2005, July 19, 2005, and December 10, 2005. (MEDIAAC) June 27, 2005 and December 12, 2005.</p> <p>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, IMA GUI 17.0 on April 11, 2005 and IMA GUI 18.0 on October 17, 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><a href="http://www.qwest.com/wholesale/notices/cnla/bysubcat/1.1834.45.00.html">http://www.qwest.com/wholesale/notices/cnla/bysubcat/1.1834.45.00.html</a> (See CEMR Release 1.03.06 notices.0</p>

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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><b>Section 9 Retirement of Existing OSS Interface</b></p>	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team discussed this section of the Qwest Wholesale Change Management Process document can be found at the following URL:  <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 12. Although the minutes do not specifically reflect that agreement was reached, the process was incorporated in the Qwest Wholesale Change Management Process document, which is indicative of acceptance.</p>	<p>November, 2001.</p>	<p>Qwest implemented a Retirement of an Existing OSS Interface – Graphical User Interface (CTAG) on July 22, 2002.</p> <p>Qwest implemented a Retirement of an Existing OSS Interface – TELIS on August 1, 2004.</p> <p>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:  <a href="http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,38,00.html">http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,38,00.html</a></p>

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

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			<p>candidate list for the IMA 12.0 Release.</p> <p>There was 1 Regulatory CR, 33 CLEC Originated CRs, and 17 Qwest Originated CRs on the candidate list for the IMA 13.0 Release.</p> <p>There were 0 Regulatory CRs, 38 CLEC Originated CRs, and 15 Qwest Originated CRs on the candidate list for the IMA 14.0 Release.</p> <p>There were 0 Regulatory CRs, 38 CLEC originated CRs, and 20 Qwest originated CRs on the candidate list for the IMA 15.0 Release.</p> <p>There were 0 Regulatory CRs, 33 CLEC originated CRs, and 19 Qwest originated CRs on the candidate list for the IMA 16.0 Release.</p> <p>There were 0 Regulatory CRs, 33 CLEC originated CRs, and 8 Qwest originated CRs on the candidate list for the IMA 17.0 Release.</p> <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 Baseline by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 11 Application-to-Application Interface Testing</b></p> <p>Qwest implemented Section 11 as agreed to by the Redesign Team.</p>	<p>February 7, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL:  <a href="http://qwest.com/wholesale/cmp/redesign.html">http://qwest.com/wholesale/cmp/redesign.html</a> (see CMP Redesign Meeting February 5 - 7 Final Minutes - 03/12/02, Page 14, Paragraph 2.)</p>	<p>February, 2002</p>	<p>Although through the Redesign process the team agreed to the improved process for interface testing, it should be noted that SATE has been available to the CLECs since August 2001 and was used by CLECs to migrate their systems to the IMA 8.0 Release and later releases.</p>	

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 12 Production Support</b></p> <p>Qwest implemented Section 12 as agreed to by the Redesign Team.</p>	<p>December 10, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL:  <a href="http://qwest.com/wholesale/cmp/redesign.html">http://qwest.com/wholesale/cmp/redesign.html</a> (see CMP Redesign Meeting December 10-11 Final Minutes, Page 7.)</p>	<p>February 2002</p>	<p>Qwest has complied with this process for nearly 40 months.</p> <p>Between February 2, 2002 and December 31, 2005, there were 169 planned outages. Qwest missed the notification interval 1 time on March 31, 2003. (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 December 31, 2005, Qwest processed 45 Severity 1s, 2654 Severity 2s, 10655 Severity 3s, and 92 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:  <a href="http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,38,00.html">http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,38,00.html</a> (See Planned Outage notification type.)</p> <p>Supporting data can be found at the following URL:  <a href="http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,56,00.html">http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,56,00.html</a> (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>During the third quarter of 2005, it was determined that there was no Event Notification generated for a DUF problem that occurred in 2004. The problem was identified by Qwest 2<sup>nd</sup> quarter 2004 and corrected within 4<sup>th</sup> quarter 2004. There were no CLECs that reported the problem. No CLEC coding changes were required.</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</p>	
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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 13 Training</b></p> <p>Qwest implemented Section 13 as agreed to by the Redesign Team.</p>	<p>May 2, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL:  <a href="http://Qwest.com/wholesale/cmp/redesign.html">http://Qwest.com/wholesale/cmp/redesign.html</a> (see CMP Re-Design Meeting May 1-2, Page 11)</p>		<p>Although the Redesign Team agreed to the documented process for training, it should be noted that Qwest has provided training on OSS Interfaces and Product/Process changes since the beginning of 2000.</p>	<p>Supporting data can be found at the following URL:  <a href="http://www.qwest.com/wholesale/training/index.html">http://www.qwest.com/wholesale/training/index.html</a></p>

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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 14 Escalation Process</b></p> <p>Qwest implemented Section 14 as agreed to by the Redesign Team.</p>	<p>September 20, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL:  <a href="http://qwest.com/wholesale/cmp/redesign.html">http://qwest.com/wholesale/cmp/redesign.html</a> (See CMP Re-Design Meeting Sept. 18 &amp; 20 Final Minutes -- 10/10/01, Page 3.)</p>	<p>November 16, 2001</p>	<p>Qwest has complied with the Escalation Process for 43 months</p> <p>Between November 16, 2001 and December 31, 2005, Qwest processed 22 OSS Interface escalations and 16 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 304 milestones. This equates to an average compliance rate of 99.67%</p> <p>In accordance with the CMP, Qwest must post an escalation on the web within 1 business day of receipt of the complete escalation. Qwest missed this milestone by 1 day for PC102301-2-E02.</p>	<p>Supporting data can be found at:  <a href="http://www.qwest.com/wholesale/cmp/index.html">Http://www.qwest.com/wholesale/cmp/index.html</a> (See Escalations and Disputes</p> <ul style="list-style-type: none"> <li>- Initiation</li> <li>- Ongoing</li> <li>- Archive</li> </ul>

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<b>Process</b>	<b>Date Process was Baselined by the Redesign Team</b>	<b>Date Process was Implemented</b>	<b>Qwest's Record of Compliance</b>	<b>Supporting References</b>
<p><b>Section 15 Dispute Resolution</b> Qwest implemented Section 15 as agreed to by the Redesign Team.</p>	<p>September 20, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: <a href="http://QWEst.com/wholesale/cm/p/redesign.html">http://QWEst.com/wholesale/cm/p/redesign.html</a> (see CMP Re-Design Meeting Sept. 18 &amp; 20 Final Minutes - 10-10-01, Page 5.)</p>	<p>November 16, 2001</p>	<p>This process has been in place for 50 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.  On November 24, 2004, Qwest processed 1 Product/Process dispute in accordance with the CMP Dispute Process.  On October 20, 2005, Qwest processed 1 System dispute in accordance with the CMP Dispute Process.  There is one milestone for each dispute 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: <a href="http://qwest.com/wholesale/cmp/escdisp.html">http://qwest.com/wholesale/cmp/escdisp.html</a>  See Escalations and Disputes - Initiation - Ongoing - Archive</p>

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 16 Exception</b></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:  <a href="http://qwest.com/wholesale/cmp/redesign.html">http://qwest.com/wholesale/cmp/redesign.html</a> (see CMP Redesign Meeting Minutes for June 5-6)</p>	<p>June 19, 2002 (original)</p>	<p>This process has been in place for over 39 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"> <li>1) CR Number: SCR041703-04EX (MCI exception) Milestone missed: The disposition notification and tally form were not posted on time.</li> <li>2) CR Number: SCR041703-04EX (Qwest exception) Milestone missed: The disposition notification and tally form were not posted on time.</li> </ol>	<p>Supporting data can be found at:  <a href="http://www.qwest.com/wholesale/cmp/teammeetings.html">http://www.qwest.com/wholesale/cmp/teammeetings.html</a> and  <a href="http://www.qwest.com/wholesale/notices/cnla/">http://www.qwest.com/wholesale/notices/cnla/</a></p>



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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 17 Voting</b> 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: <a href="http://qwest.com/wholesale/cmp/redesign.html">http://qwest.com/wholesale/cmp/redesign.html</a> (see CMP Redesign Meeting Minutes for July 10)</p>	<p>July 17, 2002</p>	<p>This process has been in place for over 40 months. During this time, Qwest has conducted 43 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 127 milestones. Qwest has demonstrated 98.42 % 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: <a href="http://www.qwest.com/wholesale/cmp/teammeetings.html">http://www.qwest.com/wholesale/cmp/teammeetings.html</a> and <a href="http://www.qwest.com/wholesale/notices/cnla/">http://www.qwest.com/wholesale/notices/cnla/</a></p>

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 18 Oversight Review Process</b></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:  <a href="http://qwest.com/wholesale/cmp/redesign.html">http://qwest.com/wholesale/cmp/redesign.html</a> (see CMP Redesign Meeting Minutes for September 12-13)</p>	<p>September 18, 2002</p>	<p>This process has been in place for over 39 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:  <a href="http://www.qwest.com/wholesale/cmp/coc.html">http://www.qwest.com/wholesale/cmp/coc.html</a></p>