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T-03406A-06-0257

T-01051B-06-0257

PART 1 OF 2

BAR CODE # 0000060977

To review Part 2 please see:

BAR CODE #0000061161

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
4/1/2005	Level 3	CMP - Ordering Review 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) 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 Line-va, Guide for Resale, UNE, and Interconnectivity, Services (SIG) V43.0	04/11/05	Qwest Communications
4/4/05	Level 1	CMP - Request for Competitive Response/Competitive Inquiry - V14.0	4/5/05	Qwest Communications
4/4/05	Level 1	CMP - Qwest 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

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Date Submitted	Type of Change/CR Number	Summary of Change	Status/proposed effective date	Submitter
4/7/2005	Level 3	CMP - Final Reply 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 Reply 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 - Hunting 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 Canara 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 - BEB and Sx 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 (LUNE-P) with Qwest Digital Subscriber Line (Qwest DSL) - V41.0	05/03/05	Qwest Communications

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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 Plans and 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 POC 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 POC Line and ASR LIS Trunking Classes Cancelled Derivative	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 Inevitable 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 Interconnect - Unrouted Sub-Loops and Field Interconnect	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 Customer 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

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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 - RENOTICE 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 Hoj 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), CentriX 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 Juice Registrations	5/2/05	Qwest Communications
5/2/05	Level 1	CMP - Ordering - Tel. law V79	5/3/05	Qwest Communications
5/2/05	Level 1	CMP - Loop Quality Monitor & 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 - V166.0 - V166.0 - V166.0 - 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 Interchange Carrier/Local Primary Interchange 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 for Air 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 (RBC)	05/23/05	Qwest Communications
5/9/2005	Level 3	CMP - Expedite and Escalations Overview V22	6/16/05	Qwest Communications
5/9/2005	Level 2	CMP - Migration and Conversions - V23.0	5/31/2005	Qwest Communications
5/9/2005	Level 4	CMP - CLEC Pending Documentation Request Process	6/23/2005	Qwest Communications
5/9/05	Level 1	CMP - Local Service Ordering Guidelines (LSOG) - Directory Listing (DL) V25, for Paris (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 7405 Issue G Interconnection - Unbundled Sub-Loops and FLD Interconnection	5/13/05	Qwest Communications
5/12/05	Level 1	CMP - Resale - 800, 888 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 - Continuation of Retail - V10.0	5/16/05	Qwest Communications
5/16/2005	Level 3	CMP - Hunting for 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 Configuration & Raw Loop Data CLEC Job Aid	5/20/05	Qwest Communications
05/23/05	Level 3	CMP - FINAL NOTICE - Primary Interexchange Carrier Local Priority Interexchange Carrier (PIC/LPIC)	6/7/05	Qwest Communications
05/23/05	Level 2	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on V23.0	05/31/05	Qwest Communications
5/25/2005	Level 2	CMP - Migrations for 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 Review V82	6/16/2005	Qwest Communications
05/26/05	Level 3	PROS.05.26.05.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 Files, 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

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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 Advises File Guide Updates	7/18/2005	Qwest Communications
06/02/05	Level 3	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on Expedite and Installation Overview V62.0	06/17/05	Qwest Communications
6/2/05	Level 1	CMP - Ordering Overview V65	6/3/05	Qwest Communications
6/3/2005	Level 3	CMP - Revised Notification - Wholesale Customer Contacts V24, Expedite and Escalations V23 CMP - Wholesale Customer Contact V24, Expedites and Escalations V23	7/11/2005	Qwest Communications
6/3/05	Level 1	CMP - Retailer on 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 - Reiteration 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 Interexchange Carrier/Local Primary Interexchange Carrier (PIC/LPIC) Verification - V3.0, CLEC PIC/LPIC Verification Request to Establish or Change Input and Output Requirements	7/6/2005	Qwest Communications
6/10/2005	Level 2	CMP - Wholesale Customer Service Repair Escalation List for Residential, Small Business, Large Business, and Wholesale	7/1/2005	Qwest Communications

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 - Expeditive Regulations V24	7/18/2005	Qwest Communications
6/13/2005	Level 3	CMP - Ordering Priority 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-Negotiation - 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 Approval	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 of 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 My Website Streamline Changes Exp	7/8/2005	Qwest Communications
6/17/2005	Level 2	CMP - Service Migration 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 - Synchritization 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 - V60.0	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 - Additions: Message Capacity - 50/100 Residence and Business - V5.0	6/8/2005	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 - REVISION: 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 Final Notice Customer Contacts V24_Expedites and Escalations	07/11/05	Qwest Communications
6/24/05	Level 1	CMP - RETRACT ON - 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 Specific	6/27/05	Qwest Communications

EXHIBIT C

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.htm (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/changequest.htm (Select either CLEC-Qwest Change Request - Product/Process Interactive Reports or CLEC-Qwest Change Request - Systems Interactive Reports.)</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 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/changequest.html (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>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	How 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/marchive.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'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 4 Types of Change</p> <p>Qwest implemented Section 4 as agreed to by the Redesign Team.</p>	<p>September 20, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes - CMP Redesign Meeting September 18 and 20 Final Minutes, Pages 6 and 7.)</p>	<p>September 20, 2001</p> <p>Qwest has complied with this process for over 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/e/downloads/2001/011012/System%20Distribution%20Doc.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/e/downloads/2002/020215/systemsfbdistpackage.pdf http://www.qwest.com/wholesale/download/2002/020215/systemsfbdistpackage.pdf http://www.qwest.com/wholesale/download/2002/020215/systemsfbdistpackage.pdf</p>	

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		<p>There were 0 Regulatory CRs, 28 CLEC originated CRs, and 8 Qwest originated CRs on the candidate list for the IMA 18.0 Release.</p> <p>It should be noted that CLECs have had the ability to submit CRs since the inception of Qwest's Change Management Process f.k.a. CICMP. Between January 1, 2000 and September 30, 2001 Qwest processed and closed 68 OSS Interface CRs.</p>
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Process	Date Process was Baseline'd 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>

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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>	
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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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			<p>10.) SCR073003-01 IMA Add New IMA Reject Reason "Requested Product Not Available "Milestone Missed: CR Posted to Web was missed due to the evaluation of this CR to determine if it should be processed as a systems or P/P CR.</p> <p>Correction: Qwest originally reported that it was responsible for missing 1 additional milestone. The milestone was missed because the CLEC did not show up for the clarification meeting so the meeting had to be rescheduled (see SCR120301-1).</p> <p>Note: Discussions to clarify Qwest-originated OSS Interface CRs are generally held informally within Qwest by the originator of the CR and the Qwest Subject Matter Experts (SMEs) before the CR is even submitted to the CMP and meeting minutes are not prepared for such discussions. After the CR is formally submitted to the CMP, it is forwarded to Qwest SMEs, who may clarify the CR (although that is usually not necessary, as clarification discussions have already been held before the CR</p>	
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			<p>is submitted to CMP). In general, the date that the CR is forwarded to the Qwest SMEs is the date that is populated in the clarification meeting field in the CLEC-Qwest Systems Interactive Report and thus for milestone measurement purposes.</p>	
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Process	Date Process was 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 Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 5.4 Qwest Initiated Product/Process Changes</p> <p>Qwest implemented Section 5.4 as agreed to by the Redesign Team.</p> <p>Qwest implemented the process improvements that were agreed to by the Redesign Team.</p>	<p>Qwest implemented the process as agreed to in concept during the March 19 CMP Redesign Meeting.</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement in concept on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes -CMP Redesign Meeting March 18 & 19 Final Minutes, Page 10.)</p> <p>April 16, 2002 (Revised and Baseline'd)</p> <p>Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes - CMP Redesign Meeting April 16 Draft Minutes, Page 7.)</p>	<p>April 1, 2002 (Original)</p> <p>April 22, 2002 (Revised)</p>	<p>Qwest has complied with the original process for over 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/changequest.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> <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: PROS.04.04.02.F/00418.Service _Managers. No</p>	
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		<p>levelPROS.04.04.02.F/00418. Service Managers. No comment cycle explanation. 4.) Notification number: TRNG.04.23.02.F.02166.May_TRNG_Schedule. No level 5.) Notification number TRNG.04.23.02.F.02166.May_TRNG_Schedule. No comment cycle explanation 6.) Notification number: TRNG.04.03.02.F.02167.2Q02_Update. No level 7.) Notification number: TRNG.04.03.02.F.02167.2Q02_Update. No comment cycle explanation. 8.) Notification number: NETW.04.19.02.R.01810.#77405_D. Delay in response to comments. 9.) Notification number: NETW.04.19.02.R.01810.#77405_D. Delay in final notification. 10.) Notification number: PROD.06.25.03.F.03440.Resale_General_V26. Notification not sent prior to actual effective date. NOTE: This miss was inadvertently left off of the 2Q03 report. 11.) Notification number: PROD.11.10.03.F.01035.Resale_GeneralV35. Notifications not sent prior to actual effective date.</p>
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12.) Notification number:
 PROD.11.17.03.F.1071.Grandpa
 rentMS_NE_IA. Notifications
 not sent prior to actual effective
 date.

13.) Notification number:
 PROD.01.06.04.F.01223.PCAT_
 Updates Notification not sent
 prior to actual effective date.

14.) Notification number:
 PROS.12.05.03.F.01131.Provisi
 oningV29. Notifications not
 sent prior to actual effective
 date. NOTE: This accounts for
 two misses – Initial and Final.

15.) Notification number:
 PROS.03.31.04.F.01528.PCAT_
 Updates. Notification not sent
 prior to actual effective date.

16.) Notification number:
 PROS.07.28.04.F.01932.Interce
 ptCLEC_CustCall. Notification
 not sent prior to actual effective
 date.

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

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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</p> <p>Qwest implemented Section 5.5 as agreed to by the Redesign Team.</p>	<p>June 5, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting Minutes for June 5-6)</p>	<p>June 19, 2002</p>	<p>This process has been in place for over 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.htm (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_3_8_00.html</p>

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 8.0 Change to Existing OSS Interfaces</p> <p>Qwest implemented Section 8.0 as agreed to by the Redesign Team.</p>	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 8.</p>	<p>See Qwest's Record of Compliance column.</p>	<p>Qwest agreed to implement no more than 3 major IMA releases and 3 IMA point releases within a calendar year. Qwest has complied with this process for over 2 years.</p> <p>In 2001, Qwest implemented 2 major and 3 point releases. In 2002, Qwest implemented 3 major and 2 point releases.</p> <p>Qwest agreed to support the previous major IMA release for 6 months after the subsequent major IMA EDI (i.e., application to application) release has been implemented. Qwest has complied with this process for over 2 years.</p> <p>IMA Release 6.0 was implemented December 8, 2000 and IMA Release 5.0 was retired June 8, 2001.</p> <p>IMA Release 7.0 was implemented April 22, 2001 and IMA Release 6.0 was retired December 7, 2001. (Qwest exceeded its commitment to the CLECs.)</p> <p>IMA Release 8.0 was</p>	

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	<p>implemented August 18, 2001 and IMA Release 7.0 was retired March 16, 2002. (Qwest exceeded its commitment to the CLECs.)</p>		
	<p>IMA Release 9.0 was implemented February 25, 2002 and IMA Release 8.0 was retired October 18, 2002. (Qwest exceeded its commitment to the CLECs.)</p>		
	<p>IMA Release 10.0 was implemented June 17, 2002 and IMA Release 9.0 was retired on December 17, 2002. (Qwest exceeded its commitment to the CLECs.)</p>		
	<p>IMA Release 11.0 was implemented November 18, 2002. IMA Release 10.0 was retired on July 18, 2003. IMA Release 12.0 was implemented April 7, 2003 and IMA Release 11.0 was retired on November 7, 2003. IMA 12.0 was retired March 20, 2004. IMA Release 13.0 was implemented August 4, 2003. Qwest agreed, except in one instance which followed the Exception Process, that major IMA releases should occur no less than 3 months apart. Qwest has complied with this process</p>		

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			<p>for over 2 years. (See release dates above.) In the instance, with IMA 13.0 QWEST issued CR# SCR010203-01EX Exception request to change the IMA 13.0 Timeline. This change was voted on and unanimously approved.</p> <p>IMA Release 14.0 was implemented December 8, 2003 and IMA 13.0 was retired on August 4, 2004.</p> <p>IMA Release 15.0 was implemented April 19, 2004 and IMA 14.0 was retired on December 12, 2004</p> <p>IMA 16.0 was implemented October 18, 2004 and the IMA 15.0 was retired on April 11, 2005</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
Section 8.1 Application to Application Interface Qwest implemented Section 8.1 as agreed to by the Redesign Team.	November 1, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.htm (See Meeting Minutes - CMP Redesign Meeting November 1 Final Minutes, Page 8.	November, 2001	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 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	Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/cnla/bysubcat/1.1834.5.6.00.html

Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 8.2	November 1, 2001	November, 2001	Qwest introduced changes to an	http://www.qwest.com/wholesale

**Change Management Improvements
2nd Quarter 2005**

<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/bysubca/1.1834.4.5.00.html (See CEMR Release 1.03.06 notices.0</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 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>

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

Change Management Improvements
2nd Quarter 2005

		<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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**Change Management Improvements
2nd Quarter 2005**

			Release.	

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 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>	

**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 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. (SYST.03.31.03.F.04282.SchldD 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.04001.1MA_Rlse_9_01.doc</p>

Chapter 4 Management Improvements
2nd Quarter 2005

			<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</p> <p>Qwest implemented Section 13 as agreed to by the Redesign Team.</p>	<p>May 2, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://Qwest.com/wholesale/cmp/redesign.html (see CMP Re-Design Meeting May 1-2, Page 11)</p>		<p>Although the Redesign Team agreed to the documented process for training, it should be noted that Qwest has provided training on OSS Interfaces and Product/Process changes since the beginning of 2000.</p>	<p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/training/index.html</p>

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 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 compiled 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 Initiation Ongoing Archive</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 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/re/design.html (see CMP Re-Design 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 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

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Change Management Improvements
2nd Quarter 2005

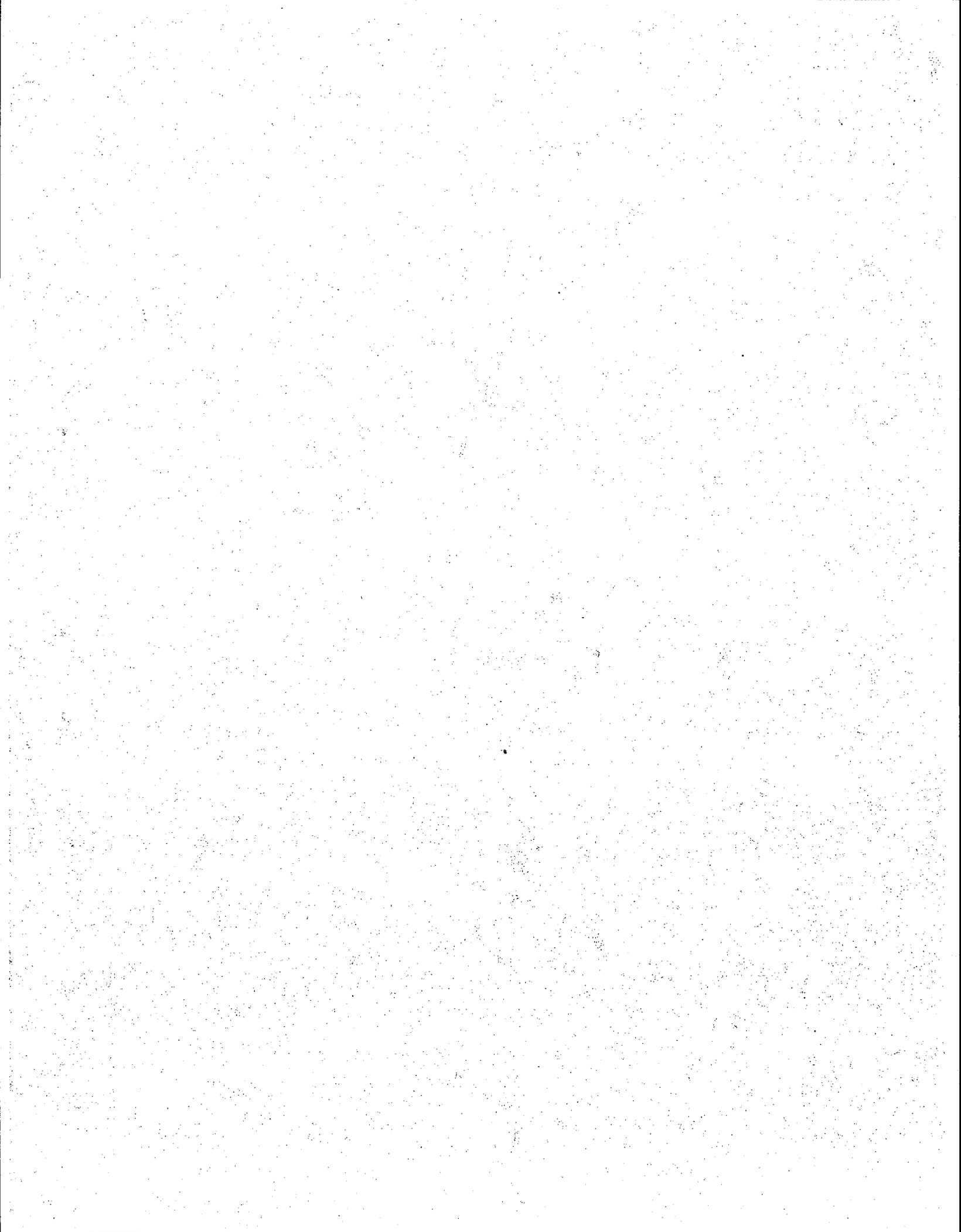
Process	Date Process was Baseline by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 16 Exception</p> <p>Qwest implemented Section 16 as agreed to by the Redesign Team.</p>	<p>June 6, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting Minutes for June 5-6)</p>	<p>June 19, 2002 (original)</p>	<p>This process has been in place for over 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
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</p> <p>Qwest implemented Section 17 as agreed to by the Redesign Team.</p>	<p>July 10, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting Minutes for July, 10)</p>	<p>July 17, 2002</p>	<p>This process has been in place for over 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.</p> <p>Following is a description of the missed notification milestones:</p> <p>1.) CR Number: SCR041703-04EX (MCI exception) Milestone missed: The disposition notification and tally form were not posted on time.</p> <p>2.) CR Number: SCR041703-04EX (Qwest exception) Milestone missed: The disposition notification and tally form were not posted on time.</p>	<p>Supporting data can be found at: http://www.qwest.com/wholesale/cmp/teammeetings.html and http://www.qwest.com/wholesale/notices/cnla/</p>

Change Management Improvements
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 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>



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3 MARC SPITZER

Commissioner

4 WILLIAM MUNDELL

Commissioner

5 MIKE GLEASON

Commissioner

6 KRISTIN MAYES

Commissioner

AZ CORP COMMISSION
DOCUMENT CONTROL

7
8 DOCKET NO. T-00000A-97-0238

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

QWEST'S QUARTERLY REPORT
REGARDING ITS CHANGE
MANAGEMENT PROCESS

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

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

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

² Staff's CMP Report at 15.

1 Commission adopted Staff's reporting recommendation in its OSS Order.³ Qwest submits this
2 report regarding events that occurred from July through August 2005 ("3Q2005") 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 3rd Quarter 2005 ("3Q2005"), 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 3Q2005, CLECs submitted 1 systems CR, which constituted 33% of the total
14 number of systems CRs, and 3 product/process CRs, which constituted 50% of the
15 product/process CRs. Qwest submitted 2 systems CRs, which constituted 67% of the total
16 number of systems CRs, and 3 product/process CRs, which constituted 50% of the
17 product/process CRs.⁵

18 Exhibit B, entitled Qwest Wholesale Change Management Process: Status and
19 Disposition of Changes/ 3rd 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.

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

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

11 Exhibit C, entitled Qwest Whole Change Management Process: Summary of
12 Changes by Interface Release/3rd Quarter 2005, sets forth information regarding interface
13 changes that were implemented during 3Q2005.

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

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

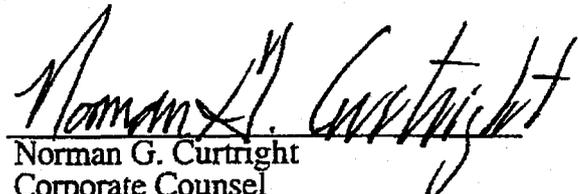
23 _____
24 ⁶ Level 0 changes are defined as those that do not change the meaning of documentation, do not alter CLEC
operating procedures, and are effective immediately without notice. Because these changes do not require any
notification, web change form, or history log, they are not tracked and are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

25 ⁷ 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/whaticmp.html>

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

4 RESPECTFULLY SUBMITTED this 31st day of October, 2005.

5
6 QWEST CORPORATION

7
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12 Phoenix, Arizona 85012
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19 Phoenix, AZ 85007

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EXHIBIT A

Qwest Wholesale Change Management Process (CLEC and Qwest Change) Requests Submitted Third Quarter 2005

	CLECs	Qwest
Number of Systems CRs:	1	2
Percentage of total Systems CRs:	33%	67%
Number of Product/Process CRs:	3	3
Percentage of total Product/Process CRs:	50%	50%

Systems Change Requests		
Date submitted	Change Request number	Summary of change
8/30/2005	SCR083005-01	Implement Edits Related to TRRO (FCC 04-290)
8/31/2005	SCR083105-01	New QORA Edits
9/27/2005	SCR092705-01	QORA: Display Completion Notice and Completed Status
		Eschelon
Product/Process Change Requests		
Date Submitted	Change Request number	Summary of change
7/1/2005	PC070105-1	Remote Terminal/Feeder Distribution Interface with CLEC Presence Moves
7/25/2005	PC072505-1	Cable Pair & Binding Post Identification
7/27/2005	PC072705-1CM	Change Criteria When CR goes into CLEC Test
7/29/2005	PC072905-1	Title Revision 08/10/2005: Delivery Interval for UBL ADSL and for 2-Wire Non-Loaded UBL (Orig Title: Delivery Interval for ADSL and xDSL Capable Loops)
8/17/2005	PC081705-1	First Right of Refusal Procedures
		Submitter
		Qwest Corporation
		Qwest Corporation
		Granite Telecommunications
		Qwest Corporations
		InTEC, Inc.
		Covad

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EXHIBIT B

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Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
06/13/05	Level 3	CMP - FINAL NOTICE and Qwest Response to Comments on Expedites & Escalations V24	07/18/05	Qwest Communications
06/13/05	Level 3	CMP - FINAL NOTICE on Ordering V87	07/18/05	Qwest Communications
06/14/05	Level 3	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on Re-Notification - Provisioning and Installation - V64.0	07/29/05	Qwest Communications
06/16/05	Level 3	CMP - FINAL NOTICE - Resale - Self-Healing Network Service (SHNS) - V7.0	08/01/05	Qwest Communications
06/17/05	Level 3	CMP - FINAL NOTICE and Qwest Response to Comment - Process Change Regarding FID SFG on Remote Call Forwarding/Market Expansion Line in the Western	08/01/05	Qwest Communications
06/20/05	Level 2	CMP - FINAL NOTICE and Qwest Response to Comment - Resale - Qwest Digital Subscriber Line (Qwest DSL™) - V60.0, -Unbundled Network Elements-Platform (UNE-P) with Qwest Digital Subscriber Line (Qwest DSL™) - V52.0	07/11/05	Qwest Communications
06/20/05	Level 2	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on Pre-Ordering Overview V40, Ordering Overview V89	07/11/05	Qwest Communications
06/20/05	Level 2	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on Maintenance and Repair Overview - V49.0	07/18/05	Qwest Communications
06/23/05	Level 4	CMP - FINAL NOTICE - Additional Message Capacity - 50/100 Residence and Business- V5.0	08/08/05	Qwest Communications
06/29/05	Level 2	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on Ordering Overview V90	07/20/05	Qwest Communications
07/01/05	Level 1	CMP - Portland IMA FBDL Class Cancelled - August Registrations	07/01/05	Qwest Communications
07/01/05	Level 2	CMP - Provisioning and Installation Overview - V69.0	07/22/05	Qwest Communications
07/08/05	Level 3	CMP - Provisioning and Installation Overview - V70.0	08/12/05	Qwest Communications
07/08/05	Level 3	CMP - FINAL NOTICE on Provisioning and Installation Overview - V70.0	08/12/05	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
07/14/05	Level 2	CMP - Collocation - General Information - V41.0	08/04/05	Qwest Communications
07/22/05	Level 2	CMP - Wholesale Customer Service Repair Escalation List for Residence, Small Business, Large Business, and Wholesale - V3.0	08/12/05	Qwest Communications
07/25/05	Level 2	CMP - PCAT Update CRIS August Release - New Customer Questionnaires V20, Customer Records and Information System (CRIS) V31	08/22/05	Qwest Communications
07/25/05	Level 3	CMP - Temporary Disconnection for Non-Payment/Restore - V6.0	09/08/05	Qwest Communications
07/25/05	Level 3	CMP - FINAL NOTICE - Temporary Disconnection for Non-Payment/Restore - V6.0	09/08/05	Qwest Communications
07/27/05	Level 2	CMP - Unbundled Local Loop - General Information - V57.0	08/17/05	Qwest Communications
08/01/05	Level 2	CMP - Qwest Critical Facility Video/Photography Policy - V1.0	08/22/05	Qwest Communications
08/05/05	Level 2	CMP - Collocation - Direct Current (DC) Power Overview - V1.0 and Collocation Entrance Facilities Overview - V1.0	08/26/05	Qwest Communications
08/08/05	Level 2	CMP - Technical Escalations Contact List	08/28/05	Qwest Communications
08/12/05	Level 2	CMP - Wholesale Customer Service Repair Escalation List for Residence, Small Business, Large Business, and Wholesale - V4.0	09/02/05	Qwest Communications
08/12/05	Level 2	CMP - FINAL NOTICE and Qwest Response to Comment - Wholesale Customer Service Repair Escalation List for Residence, Small Business, Large Business, and Wholesale - V4.0	09/02/05	Qwest Communications
08/17/05	Level 2	CMP - Collocation General Information - V45.0	09/07/05	Qwest Communications
08/17/05	Level 2	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on Collocation - General Information - V45.0	09/07/05	Qwest Communications
08/18/05	Level 3	CMP - Changes associated with Cable Verification process in CEMR Online Help	10/10/05	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
08/18/05	Level 3	CMP - FINAL NOTICE - Changes associated with Cable Verification process in CEMR Online Help	10/10/05	Qwest Communications
08/19/05	Level 3	CMP - Facility-Based CLECs and Reseller/Unbundled Network CLECs Directory Listing User Document V4.09	10/03/05	Qwest Communications
08/19/05	Level 3	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on Facility-Based CLECs and Reseller/Unbundled Network CLECs Directory Listing User Document V4.09	10/03/05	Qwest Communications
09/06/05	Level 2	CMP - Collocation CLEC and Qwest Cabling Receipt Process Overview - V1.0 and Collocation - CLEC-to-CLEC Connections Overview - V1.0	09/27/05	Qwest Communications
09/06/05	Level 2	CMP - Call Forwarding Variable - V9.0, Resale - Private Line Transport (PLT) Digital Service Level 0 (DSO) Voice Grade (VG) - V9.0, Resale - Market Expansion Line (MEL) - V12.0	09/27/05	Qwest Communications
09/08/05	Level 2	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on Call Forwarding Variable - V9.0, Resale Private Line Transport (PLT) Digital Service Level 0 (DSO) Voice Grade (VG) - V9.0, Resale - Market Expansion Line (MEL) - V12.0	09/27/05	Qwest Communications
09/06/05	Level 2	CMP - Business/Residence Qualifiers - V1.0	09/27/05	Qwest Communications
09/06/05	Level 2	CMP-Final Notice and Qwest Response to Comment - Business/Residence Qualifiers - V1.0	09/27/05	Qwest Communications
09/06/05	Level 2	CMP - Wholesale Web Home Page Design	09/27/05	Qwest Communications
09/07/05	Level 3	CMP - Provisioning and Installation Overview - V73.0	10/22/05	Qwest Communications
09/07/05	Level 3	CMP - FINAL NOTICE and Qwest Response to Comment - Provisioning and Installation Overview - V73.0	10/22/05	Qwest Communications
09/08/05	Level 2	CMP - New Customer Questionnaires V21	09/29/05	Qwest Communications
09/08/05	Level 2	CMP - FINAL NOTICE and Qwest Response to Comments - New Customer Questionnaires V21	09/29/05	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
09/09/05	Level 2	CMP - Local Service Ordering Guidelines (LSOG) and Product Catalogs (PCAT) updates associated with IMA 18.0 System Release	10/17/05	Qwest Communications
09/09/05	Level 2	CMP - Revised FINAL NOTICE - Local Service Ordering Guidelines (LSOG) and Product Catalogs (PCAT) Updates Associated with IMA 18.0 System Release	10/17/05	Qwest Communications
09/09/05	Level 2	CMP - CLEC and Reseller Customer Service Web Page Redirect and new Web page for the External Documentation Request Process and CLEC Impacting External Process Clarification Request	09/30/05	Qwest Communications
09/12/05	Level 3	CMP - Expedites and Escalations V27	10/27/05	Qwest Communications
09/12/05	Level 3	CMP - FINAL NOTICE and Qwest Response to Comments on Expedites and Escalations V27	10/27/05	Qwest Communications
09/14/05	Level 3	CMP - Service Address File User Guide Version 3	10/17/05	Qwest Communications
09/14/05	Level 3	CMP - FINAL NOTICE - Service Address File User Guide Version 3	10/17/05	Qwest Communications
09/16/05	Level 2	CMP - Service Interval Guide For Resale, UNE and Interconnection Services (SIG) V53	10/15/05	Qwest Communications
09/16/05	Level 2	CMP - FINAL NOTICE - Service Interval Guide For Resale, UNE and Interconnection Services (SIG) V53	10/15/05	Qwest Communications
09/16/05	Level 3	CMP - Technical Publication 77369 Issue E	10/31/05	Qwest Communications
09/16/05	Level 3	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on Technical Publication 77369 Issue E	10/31/05	Qwest Communications
09/16/05	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™) - V58.0, - Line Splitting - V22.0	10/31/05	Qwest Communications
09/16/05	Level 3	CMP - Service Interval Guide For Resale, UNE and Interconnection Services (SIG) V54	10/31/05	Qwest Communications
09/20/05	Level 3	CMP - Local Number Portability (LNP) - V35.0	11/04/05	Qwest Communications
09/20/05	Level 3	CMP - Appointment Scheduler Changes	10/31/05	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
09/20/05	Level 4	CMP - Field Connection Point (FCP)/Cross-Connect Collocation - V15.0 and Remote Collocation - V23.0	10/31/05	Qwest Communications
09/20/05	Level 4	CMP - FINAL NOTICE on Field Connection Point (FCP)/Cross-Connect Collocation V15.0 and Remote Collocation - V23.0	10/31/05	Qwest Communications
09/20/05	Level 4	CMP - Port In - V11.0	10/21/05	Qwest Communications
09/20/05	Level 4	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on Port In - V11.0	10/21/05	Qwest Communications
09/23/05	Level 2	CMP - Expedites and Escalations V28, Ordering Overview V94, Wholesale Customer Contacts V27	10/15/05	Qwest Communications
09/27/05	Level 2	CMP - Collocation - Available Inventory Overview V1.0 and Collocation - Cancellation Overview - V1.0	10/18/05	Qwest Communications
09/28/05	Level 2	CMP - UNE-Star Documentation	10/19/05	Qwest Communications
09/28/05	Level 2	CMP - UNE-Star Documentation	10/19/05	Qwest Communications
09/29/05	Level 2	CMP - Message Waiting Indication - Residence - V11.0	10/20/05	Qwest Communications
09/30/05	Level 1	CMP - IMA Release 18.0 - Release Date Change / Update to Training Documents	09/30/05	Qwest Communications
09/30/05	Level 1	CMP - Accepting November Registrations/ASR Class Location Changed	09/30/05	Qwest Communications
09/30/05	Level 3	CMP - Provisioning and Installation Overview V74, Ordering Overview V96	11/14/05	Qwest Communications
08/11/05	Level 1	CMP - Remove reference to Web-based Training	08/12/05	Qwest Communications
08/11/05	Level 1	CMP - Unbundled Local Loop - General Information - V59.0	08/12/05	Qwest Communications
08/12/05	Level 1	CMP - Withdraw White Pages Directory Listings V28	08/12/05	Qwest Communications
08/18/05	Level 1	CMP - Batch Hot Cut Process - V4.0	08/19/05	Qwest Communications
08/18/05	Level 1	CMP - Remove reference to Web-based Training	08/19/05	Qwest Communications
08/18/05	Level 1	CMP - DS3 Resale via IMA Web Based Training Updated	08/18/05	Qwest Communications
08/19/05	Level 1	CMP - Collocation - General Information - V43.0	08/22/05	Qwest Communications
08/22/05	Level 1	CMP - BFR SR V21.0	08/23/05	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
08/23/05	Level 1	CMP - Remove reference to Web-based Training	08/24/05	Qwest Communications
08/25/05	Level 1	CMP - Collocation - General Information - V44.0	08/26/05	Qwest Communications
08/26/05	Level 1	CMP - SONET Ring Service (SRS) WBT Course Removal	08/26/05	Qwest Communications
08/31/05	Level 1	CMP - Technical Publication 77368 - Issue D	09/01/05	Qwest Communications
09/31/05	Level 1	CMP - 4Q05 Class Offerings	08/31/05	Qwest Communications
08/04/05	Level 1	CMP - BFR and SR Processes	08/05/05	Qwest Communications
08/05/05	Level 1	CMP - Remove reference to Web-based Training	08/05/05	Qwest Communications
08/05/05	Level 1	CMP - Grandparent Additional Message Capacity - 100	08/08/05	Qwest Communications
08/05/05	Level 1	CMP - Shared Loop via IMA Web Based Training Updated	08/05/05	Qwest Communications
08/08/05	Level 1	CMP - White Pages Directory Listings (WPDL) V28	08/09/05	Qwest Communications
07/11/05	Level 1	CMP - PIC and LPIC Verification Job Aid Updated	07/11/05	Qwest Communications
07/14/05	Level 1	CMP - Resale - Market Expansion Line (MEL) - V11.0	07/15/05	Qwest Communications
07/14/05	Level 1	CMP - Collocation - General Information	07/15/05	Qwest Communications
07/15/05	Level 1	CMP - Public Response Calling Service	07/18/05	Qwest Communications
07/18/05	Level 1	CMP - Service Interval Guide For Resale, UNE, and Interconnection Services (SIG) V52	07/19/05	Qwest Communications
07/18/05	Level 1	CMP - Retirement of Poles, Ducts, and Rights of Way Job Aid	07/18/05	Qwest Communications
07/20/05	Level 1	CMP - CEMR Web Based Training Updated	07/20/05	Qwest Communications
07/28/05	Level 1	CMP - Remove reference to Web-based Training	07/29/05	Qwest Communications
07/29/05	Level 1	CMP - Accepting September Registrations	07/29/05	Qwest Communications
07/05/05	Level 1	CMP - Resale - Competitive Response/Competitive Inquiry - V17.0, Resale - Customer Incentive Program - V3.0	07/06/05	Qwest Communications

EXHIBIT C

Qwest Wholesale Change Management Process Summary of change by Interface release

Third 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

3

Qwest CRs

1

Change Request number

Summary

Submitter

SCR040605-01IF

Wireline Transit Records

Qwest

SCR041204-01

Populate CABS Billing with Activity by WTN

AT&T

SCR121102-01

Cabability to request suppression of the paper
Summary Bill except the summary page

Eschelon

SCR041504-01

LATA Identifier

AT&T

EXHIBIT D

Qwest Wholesale Change Management Process: Escalation Process

Third 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
3rd Quarter 2005**

Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 1 Introduction and Scope</p> <p>Qwest implemented Section 1 as agreed to by the Redesign Team.</p>	<p>October 2, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 2-3 Final Minutes, page 4 paragraph 1.)</p>	<p>October 3, 2001</p>	<p>Qwest has complied with this process for over 47 months.</p> <p>Owest processed 528 new OSS Interface CRs between October 3, 2001 and September 30, 2005.</p> <p>Qwest processed 291 new Product Process CRs between October 3, 2001 and September 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
3rd 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 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
3rd Quarter 2005**

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 3 Meetings</p> <p>Qwest implemented Section 3 as agreed to by the Redesign Team.</p>	<p>August 8, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting August 7 & 8 Final Minutes - 8-29-01 Attachment 9, Page 8.)</p>	<p>See Qwest's Record of Compliance column.</p>	<p>Qwest has conducted CMP monthly meetings at least once per month since the inception of Qwest's CMP in 1999. In October, 2001, CMP monthly meetings were extended to two full day sessions per the request of the CLEC participants. 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
3rd Quarter 2005**

				improvements to its CMP website as a result of the Redesign effort.	
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**Change Management Improvements
3rd Quarter 2005**

Process	Date Process was Baselined 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 48 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 http://www.qwest.com/wholesale/downloads/2002/020215/systemsfebdistpackage.pdf</p>

**Change Management Improvements
3rd Quarter 2005**

			<p>There was 1 Regulatory CR, 12 Industry Guideline CRs, 34 CLEC Originated CRs, and 13 Qwest Originated CRs on the candidate list for the IMA 12.0 Release.</p> <p>There was 1 Regulatory CR, 33 CLEC Originated CRs, and 17 Qwest Originated CRs on the candidate list for the IMA 13.0 Release.</p> <p>There were 0 Regulatory CRs, 38 CLEC Originated CRs, and 15 Qwest Originated CRs on the candidate list for the IMA 14.0 Release.</p> <p>There were 0 Regulatory CRs, 38 CLEC originated CRs, and 20 Qwest originated CRs on the candidate list for the IMA 15.0 Release.</p> <p>There were 0 Regulatory CRs, 33 CLEC originated CRs, and 19 Qwest originated CRs on the candidate list for the IMA 16.0 Release.</p> <p>There were 0 Regulatory CRs, 33 CLEC originated CRs, and 8 Qwest originated CRs on the candidate list for the IMA 17.0 Release.</p>
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Change Management Improvements
3rd 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</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 47 months.</p> <p>Between November 1, 2001 and September 30, 2005, Qwest processed 476 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 3816 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: Http://www.qwest.com/wholesale/cmp/change_request.html (Select CLEC-Qwest Change Request - Systems Interactive Reports.)</p>

**Change Management Improvements
3rd 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
3rd 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
3rd 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
3rd 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 46 months.</p> <p>Between November 1, 2001 and September 30, 2005, Qwest processed 238 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 2365 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.) PCI10201-2</p>	<p>Supporting data can be found at: Http://www.qwest.com/wholesale/cmp/changerequest.html (Select CLEC-Qwest Change Request – Product and Process Interactive Reports.)</p>

**Change Management Improvements
3rd Quarter 2005**

		<p>Milestone Missed: Customer Contacted Explanation: Employee was ill, manager did not reassign CR to a backup employee. Missed milestone by 2 days.</p> <p>2.) PCI10201-2 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.) PCI20301-2 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.) PCI20301-3 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.) PCI20301-4 Milestone Missed: Clarification</p>	
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Change Management Improvements
3rd Quarter 2005

			<p>Meeting Held Explanation: The date that the clarification meeting should have been held conflicted with the monthly CMP meetings, so the clarification meeting was held 2 days late. 6.) PC120301-5 Milestone Missed: Clarification Meeting Held Explanation: The date that the clarification meeting should have been held conflicted with the monthly CMP meetings, so the clarification meeting was held 4 days late. 7.) PC110201-1 Milestone Missed: Clarification Meeting Held Explanation: The clarification meeting was held 3 days late. 8.) PC062603-1 Milestone Missed: Send Acknowledgement Explanation: Acknowledgement was missed by 2 days.</p>	
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Change Management Improvements
3rd Quarter 2005

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 5.4 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 41 months and the revised process for over 41 months.</p> <p>Between April 1, 2002 and September 30, 2005, Qwest submitted 1650 new Product/Process Changes in accordance with the Qwest Product/Process Change Process.</p> <p>There are 6 CMP Notification Requirements for each Level 1 Change. Issue notice with the following: 1.) Level of disposition, 2.) Description of change 3.) Note that changes are effective immediately 4.) List no comment cycle and contact email for CMP Manager 5.) Include web notification form or redlined document, if required. 6.) Include history log, if required.</p> <p>There are 11 CMP Notification Requirements for each Level 2 Change. Issue notice with the following: 1.) Level of disposition, 2.) Description of change 3.) List of comment cycle timeframes 4.) Provide comment URL 5.) Note the</p>	<p>Supporting data can be found at: http://www.qwest.com/wholesale/notices/cnla/ (Select Product, Process, Training, Network-Tech Pubs)</p> <p>Http://www.qwest.com/wholesale/cmp/Changerequest.html (Select CLEC-Qwest Change Request - Product and Process Interactive Reports)</p>

Change Management Improvements
3rd Quarter 2005

			<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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**Change Management Improvements
3rd Quarter 2005**

		<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 1) 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 954 Level 1 changes, 351 Level 2 changes, 242 Level 3 changes, and 103 Level 4 changes via the notification process.</p> <p>Qwest initiated 110 Level 4 Product/Process CRs during this</p>	
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**Change Management Improvements
3rd Quarter 2005**

	<p>time period and is responsible 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 99.79%</p>		
	<p>Qwest is responsible for missing only 17 Level 1-4 CMP Notification Requirements out of a possible 11578 that have occurred so far. This equates to an average compliance rate of 99.85%.</p> <p>Following is a description of the missed Level 4 CR milestones: 1.) PC100202-1 Milestone Missed: Initial Response posted to the web Meeting Held Explanation: Date missed due to a posting error 2.) PC101802-2IG Milestone Missed: Initial Response posted to the web Meeting Held Explanation: Date missed due to a posting error</p>		
	<p>Following is a description of the missed notification milestones: 1.) Notification number: PROS.04.03.02.F.00415.Billing _ Output. No level. 2.) Notification number: PROS.04.03.02.F.00415.Billing _ Output. No comment cycle explanation. 3.) Notification number:</p>		

Change Management Improvements
3rd Quarter 2005

	<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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Change Management Improvements
3rd Quarter 2005

			<p>sent prior to actual effective date.</p> <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-ICM 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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Change Management Improvements
3rd Quarter 2005

			<p>milestones. Qwest is 100% compliant with the new milestones.</p> <p>Note: For Qwest-originated Product and Process CRs, the CMP framework does not require clarification meetings to be held, but Qwest has included this as a CMP milestone. Discussions to clarify Qwest-originated Product or Process CRs are generally held informally within Qwest by the originator of the CR and Qwest Subject Matter Experts (SMEs) before the CR is even submitted to the CMP, and meeting minutes are not prepared for such discussions. After the CR is formally submitted to CMP, Qwest SMEs may, but generally do not, clarify the CR. In addition, Qwest generally holds meetings with the CR originator after submission of the CR to CMP to discuss such matters as the CMP requirements related to the CR. In general, this is the meeting date that is populated in the clarification meeting field in the CLEC-Qwest Product-Process Interactive Report.</p>	
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**Change Management Improvements
3rd 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 5.5 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 42 months. During this time, the Postponement Process has not been evoked.</p>	

Change Management Improvements
3rd 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 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 46 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 September 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>

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 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>	

Change Management Improvements
3rd 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 7.2 Introduction of a New GUI</p> <p>Qwest implemented Section 7 as agreed to by the Redesign Team.</p>	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes -- CMP Redesign Meeting November 1 Final Minutes, Page 11.)</p>	<p>November, 2001</p>	<p>Qwest introduced a new GUI (FORCAST) on March 8, 2002. There are 6 CMP milestones for the introduction of a new GUI: 1.) Release Notification; 2.) Issue Draft Release Notes, 3.) Interface Overview; 4.) CLEC Comments and Qwest Response; 5.) Final Notification; and 6.) Deployment. Qwest demonstrated 100% compliance with these milestones.</p> <p>Qwest introduced a new GUI (QORA) on November 3, 2003. There are 6 CMP milestones for the introduction of a new GUI: 1.) Release Notification; 2.) Issue Draft Release Notes, 3.) Interface Overview; 4.) CLEC Comments and Qwest Response; 5.) Final Notification; and 6.) Deployment. Qwest demonstrated 100% compliance with these milestones. Qwest is in compliance with the milestones.</p>	<p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/cnla/bysubcat/1.1834.3.8.00.html</p>

**Change Management Improvements
3rd 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 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>	

Change Management Improvements
3rd Quarter 2005

			<p>implemented August 18, 2001 and IMA Release 7.0 was retired March 16, 2002. (Qwest exceeded its commitment to the CLECs.)</p> <p>IMA Release 9.0 was implemented February 25, 2002 and IMA Release 8.0 was retired October 18, 2002. (Qwest exceeded its commitment to the CLECs.)</p> <p>IMA Release 10.0 was implemented June 17, 2002 and IMA Release 9.0 was retired on December 17, 2002. (Qwest exceeded its commitment to the CLECs.)</p> <p>IMA Release 11.0 was implemented November 18, 2002. IMA Release 10.0 was retired on July 18, 2003. IMA Release 12.0 was implemented April 7, 2003 and IMA Release 11.0 was retired on November 7, 2003. IMA 12.0 was retired March 20, 2004. IMA Release 13.0 was implemented August 4, 2003. Qwest agreed, except in one instance which followed the Exception Process, that major IMA releases should occur no less than 3 months apart. Qwest has complied with this process</p>
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**Change Management Improvements
3rd Quarter 2005**

			<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>	
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**Change Management Improvements
3rd 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 8.1 Application to Application Interface</p> <p>Qwest implemented Section 8.1 as agreed to by the Redesign Team.</p>	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 8.</p>	<p>November, 2001</p>	<p>Qwest introduced Changes to an Existing OSS Interface – Application to Application Interface for IMA 10.0 on April 4, 2002, IMA 11.0 on November 18, 2002, IMA 12.0 on April 7, 2003, IMA 13.0 on August 4, 2003, IMA 14.0 on December 4, 2003, IMA 15.0 on April 19, 2004, IMA 16.0 on October 18, 2004, 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 Baseline'd 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>	<p>November, 2001</p>	<p>Qwest introduced changes to an</p>	<p>http://www.qwest.com/wholesale</p>

**Change Management Improvements
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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/1.1834.4.5.00.html (See CEMR Release 1.03.06 notices.0</p>
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Change Management Improvements
3rd Quarter 2005

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

Change Management Improvements
3rd 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 10 Prioritization</p> <p>Qwest implemented Section 10 and subsequent modifications to it as agreed to by the Redesign Team.</p>			<p>The CLECs have been able to prioritize CRs as described below:</p> <p>There were 4 Regulatory CRs, 0 Industry Guideline CRs, 24 CLEC Originated CRs, and 25 Qwest Originated CRs on the candidate list for the IMA 10.0 Release. The CLECs prioritized everything except the Regulatory CRs in August 2001 and again in October/November 2001.</p> <p>There were 2 Regulatory CRs, 16 Industry Guideline CRs, 10 CLEC Originated CRs, and 12 Qwest Originated CRs on the candidate list for the IMA 11.0 Release. It should be noted that the 2 Regulatory CRs were for PID improvements. The CLECs prioritized everything except the Regulatory CRs. Effective with Qwest's IMA 12.0 Release and beyond, PID improvements will be treated as either CLEC Originated CRs or Qwest Originated CRs.</p> <p>There was 1 Regulatory CR, 12 Industry Guideline CRs, 34 CLEC Originated CRs, and 13 Qwest Originated CRs on the</p>	<p>The CRs that were candidates for the IMA 10.0 Release, by CR type, can be found at the following URL: http://www.qwest.com/wholesale/downloads/2001/011012/System_Distribution_Doc.pdf (See Distribution Package for 10-18-01, Attachment E for CRs originally classified as Regulatory CRs and Attachment F for Qwest Originated and CLEC Originated CRs. NOTE: There were no industry Guideline CRs for the IMA 10.0 Release.</p> <p>The CRs that were candidates for the IMA 11.0 Release, by CR type, can be found at the following URL: http://www.qwest.com/wholesale/downloads/2001/011012/System_Distribution_Doc.pdf See Distribution Package for 10-18-01, Attachment E for CRs originally classified as Regulatory CRs and Attachment F for Qwest Originated and CLEC Originated CRs. NOTE: There were no industry Guideline CRs for the IMA 10.0 Release.</p>

Change Management Improvements
3rd Quarter 2005

			<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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Change Management Improvements
3rd 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 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>	

Change Management Improvements
3rd 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 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 37 months.</p> <p>Between February 2, 2002 and September 30, 2005, there were 157 planned outages. Qwest missed the notification interval 1 time on March 31, 2003. (SYST.03.31.03.F.04282.SchdD wnTmiMAEDIGUI)</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 September 30, 2005, Qwest processed 44 Severity 1s, 2628 Severity 2s, 10499 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 therefor not subject to the Production Support Process.</p> <p>On June 18, 2002, CLECs and Qwest agreed to processes for</p>	<p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notifications/cnla/bysubcat/1.1834.3.00.html (See Planned Outage notification type.)</p> <p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notifications/cnla/bysubcat/1.1834.5.00.html (See 3/27 Release Notice SYST.03.27.02.F.04001.1MA_Rlse_9_01.doc)</p>

Change Management Improvements
3rd Quarter 2005

			<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 2nd quarter 2004 and corrected within 4th 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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**Change Management Improvements
3rd 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 13 Training</p> <p>Qwest implemented Section 13 as agreed to by the Redesign Team.</p>	<p>May 2, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://Qwest.com/wholesale/cmp/redesign.html (see CMP Re-Design Meeting May 1-2, Page 11)</p>		<p>Although the Redesign Team agreed to the documented process for training, it should be noted that Qwest has provided training on OSS Interfaces and Product/Process changes since the beginning of 2000.</p>	<p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/training/index.html</p>

**Change Management Improvements
3rd 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 September 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 PC102301-2-E02.</p>	<p>Supporting data can be found at: Http://www.qwest.com/wholesale/cmp/index.html (See Escalations and Disputes</p> <ul style="list-style-type: none"> - Initiation - Ongoing - Archive

**Change Management Improvements
3rd Quarter 2005**

Process	Date Process was Basellined 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 Re-Design 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 46 months, but has not been invoked since agreement on the process was reached. Qwest's Dispute Resolution tool may be found on Qwest's CMP web site.</p> <p>On November 24, 2004, Qwest processed 1 Product/Process dispute in accordance with the CMP Dispute Process. There is one milestone for each dispute</p> <p>1) Acknowledge receipt of the complete Dispute Resolution e-mail within one (1) business day. Qwest demonstrated 100% compliance with this milestone.</p>	<p>Supporting data can be found at: http://qwest.com/wholesale/cmp/escdisp.html</p> <p>See Escalations and Disputes</p> <ul style="list-style-type: none"> - Initiation - Ongoing - Archive

Change Management Improvements
3rd Quarter 2005

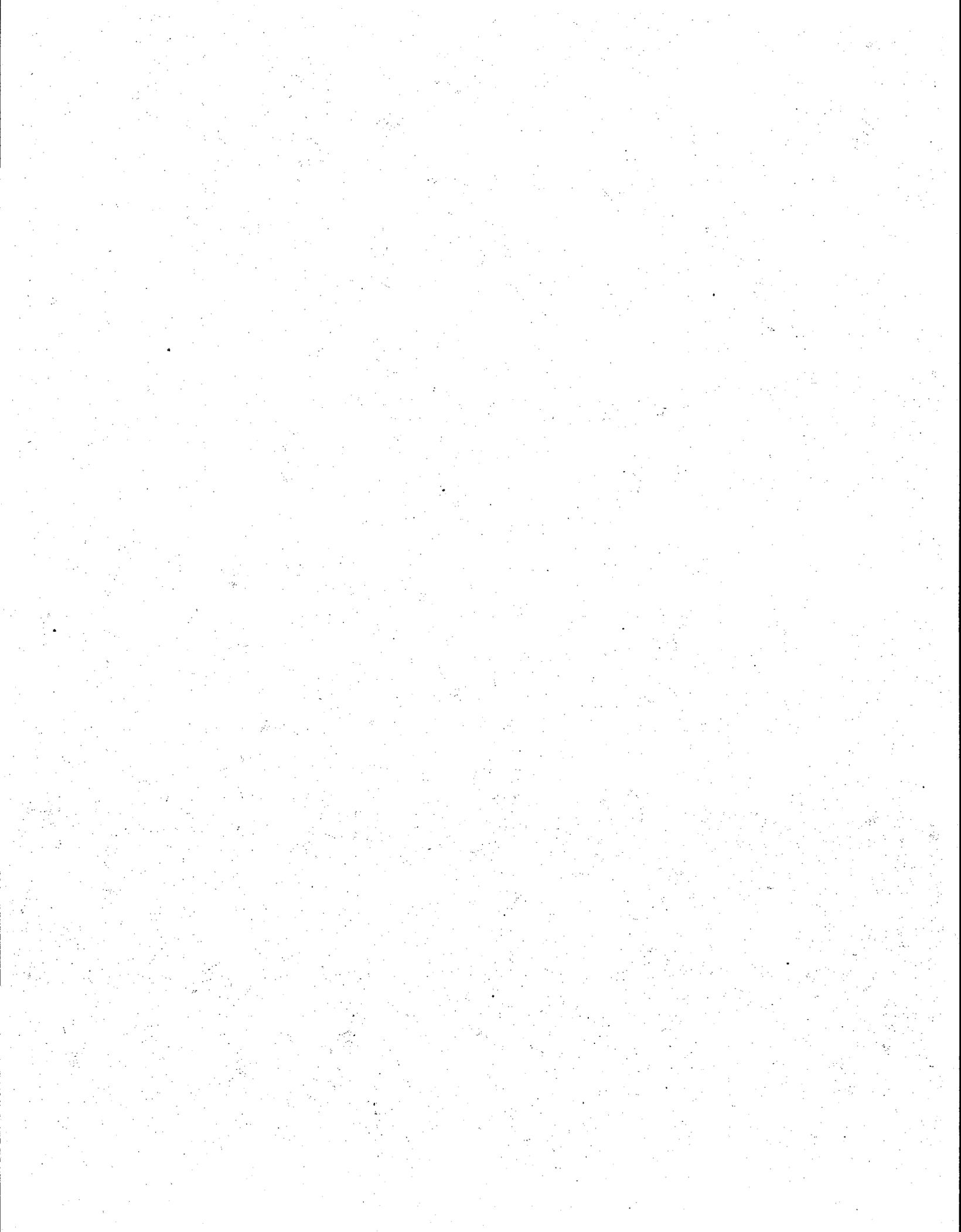
Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 16 Exception</p> <p>Qwest implemented Section 16 as agreed to by the Redesign Team.</p>	<p>June 6, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting Minutes for June 5-6)</p>	<p>June 19, 2002 (original)</p>	<p>This process has been in place for over 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"> 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
3rd 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</p> <p>Qwest implemented Section 17 as agreed to by the Redesign Team.</p>	<p>July 10, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting Minutes for July 10)</p>	<p>July 17, 2002</p>	<p>This process has been in place for over 37 months. During this time, Qwest has conducted 40 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 118 milestones. Qwest has demonstrated 98.30 % compliance with these milestones.</p> <p>Following is a description of the missed notification milestones:</p> <p>1.) CR Number: SCR041703-04EX (MCI exception) Milestone missed: The disposition notification and tally form were not posted on time.</p> <p>2.) CR Number: SCR041703-04EX (Qwest exception) Milestone missed: The disposition notification and tally form were not posted on time.</p>	<p>Supporting data can be found at: http://www.qwest.com/wholesale/cmp/teammeetings.htm and http://www.qwest.com/wholesale/notices/cnla/</p>

**Change Management Improvements
3rd Quarter 2005**

Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 18 Oversight Review Process</p> <p>Qwest implemented Section 18 as agreed to by the Redesign Team.</p>	<p>September 13, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting Minutes for September 12-13)</p>	<p>September 18, 2002</p>	<p>This process has been in place for over 36 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>



BEFORE THE ARIZONA CORPORATION COMMISSION

1
2 **JEFF HATCH-MILLER**

Chairman

3 **MARC SPITZER**

Commissioner

4 **WILLIAM MUNDELL**

Commissioner

5 **MIKE GLEASON**

Commissioner

6 **KRISTIN MAYES**

Commissioner

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7
8 **IN THE MATTER OF QWEST**
9 **CORPORATION'S COMPLIANCE WITH**
10 **§271 OF THE TELECOMMUNICATIONS**
11 **ACT OF 1996**

DOCKET NO. T-00000A-97-0238

QWEST'S QUARTERLY REPORT
REGARDING ITS CHANGE
MANAGEMENT PROCESS

12
13
14 Qwest Corporation ("Qwest") submits this Quarterly Report regarding its Change
15 Management Process pursuant to the Arizona Corporation Commission's ("ACC") Order¹
16 relating to Qwest's Operational Support systems ("OSS"), which, among other things, adopted
17 certain reporting recommendations in Staff's Supplemental Report on Qwest's Compliance with
18 Checklist Item No. 2: Access to Unbundled Network Elements (UNEs), Change Management
19 Process and Stand-Alone Test Environment, dated May 7, 2002 ("Staff's CMP Report"), at pp.
20 14-15.

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

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

² Staff's CMP Report at 15.

1 Commission adopted Staff's reporting recommendation in its OSS Order.³ Qwest submits this
2 report regarding events that occurred from 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.⁴

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.⁵

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:

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

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

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

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

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

10 Exhibit C, entitled Qwest Whole Change Management Process: Summary of
11 Changes by Interface Release/4th Quarter 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 CMP⁷ to provide additional data
20 regarding the effectiveness of the CMP. The matrix shows that the core provisions of the
21 redesigned process have been in effect for 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

23 _____
24 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.

25 ⁷ 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

5
6
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EXHIBIT A

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

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

Systems Change Requests			
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	Eschelon
10/25/05	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	Eschelon
11/29/2005	SCR112905-01IG	CABS BOS Version 45	Qwest Corporation
12/13/2005	SCR121305-01	Implement XML Interface for IMA EDI	Qwest Corporation
Product/Process Change Requests			
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	Report 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			
Qwest 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
Qwest 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 Cbeeyond
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
10/29/2005	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
11/09/05	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
11/09/05	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 - CLEC 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	12/15/05	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
12/5/2005	Level 2	CMP - FINAL NOTICE and Qwest Response to Comment - Technical Escallatons 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

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

EXHIBIT D

Qwest Wholesale Change Management Process - Escalation Process

4th Quarter 2005

Date submitted	Escalation number	Summary of escalation	Submitter
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

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

Qwest Wholesale Change Management Process - Dispute Resolution Process

4th Quarter 2005

Date submitted	CR Number	Summary of change	Submitter
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

Change Management Improvements
4th Quarter 2005

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 1 Introduction and Scope</p> <p>Qwest implemented Section 1 as agreed to by the Redesign Team.</p>	<p>October 2, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 2-3 Final Minutes, page 4 paragraph 1.)</p>	<p>October 3, 2001</p>	<p>Qwest has compiled 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: 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
4th 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 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/wholesal/cmp/poc.html (CLEC-Qwest POC List)</p> <p>http://www.qwest.com/wholesal/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/wholesal/cmp/escdisp.html (See actual escalations.)</p> <p>http://www.qwest.com/wholesal/cmp/review.html (This is the tool the CLECs use to submit comments on a given PCAT or TechPub.)</p>

**Change Management Improvements
4th Quarter 2005**

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 3 Meetings</p> <p>Qwest implemented Section 3 as agreed to by the Redesign Team.</p>	<p>August 8, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Re-Design Meeting August 7 & 8 Final Minutes - 8-29-01 Attachment 9, Page 8.)</p>	<p>See Qwest's Record of Compliance column.</p>	<p>Qwest has conducted CMP monthly meetings at least once per month since the inception of Qwest's CMP in 1999. In October, 2001, CMP monthly meetings were extended to two full day sessions per the request of the CLEC participants. 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/marchive.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
4th Quarter 2005**

			improvements to its CMP website as a result of the Redesign effort.	
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**Change Management Improvements
4th 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 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: 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 http://www.qwest.com/wholesale/downloads/2002/020215/systemsfebdistpackage.pdf</p>

**Change Management Improvements
4th Quarter 2005**

			<p>There was 1 Regulatory CR, 12 Industry Guideline CRs, 34 CLEC Originated CRs, and 13 Qwest Originated CRs on the candidate list for the IMA 12.0 Release.</p> <p>There was 1 Regulatory CR, 33 CLEC Originated CRs, and 17 Qwest Originated CRs on the candidate list for the IMA 13.0 Release.</p> <p>There were 0 Regulatory CRs, 38 CLEC Originated CRs, and 15 Qwest Originated CRs on the candidate list for the IMA 14.0 Release.</p> <p>There were 0 Regulatory CRs, 38 CLEC originated CRs, and 20 Qwest originated CRs on the candidate list for the IMA 15.0 Release.</p> <p>There were 0 Regulatory CRs, 33 CLEC originated CRs, and 19 Qwest originated CRs on the candidate list for the IMA 16.0 Release.</p> <p>There were 0 Regulatory CRs, 33 CLEC originated CRs, and 8 Qwest originated CRs on the candidate list for the IMA 17.0 Release.</p>	
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**Change Management Improvements
4th Quarter 2005**

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 5</p> <p>Sections 5.1 and 5.2 CLEC-Qwest OSS Interface Change Request Initiation Process</p> <p>Qwest implemented Section 5.1 as agreed to by the Redesign Team.</p> <p>Qwest implemented the process improvements that were agreed to by the Redesign Team.</p>	<p>September 5, 2001 (Original)</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes - CMP Redesign Meeting September 5 Final Minutes, Page 4.)</p> <p>October 16, 2001 (Revised)</p> <p>Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes - CMP Redesign Meeting October 16 Final Minutes, Page 2.)</p>	<p>October 1, 2001(Original)</p> <p>October 30, 2001 (Revised)</p>	<p>Qwest has complied with the revised process 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: Http://www.qwest.com/wholesale/cmp/changerequest.html (Select CLEC-Qwest Change Request - Systems Interactive Reports.)</p>

**Change Management Improvements
4th 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.) SCRO12802-1 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.) SCRO12802-1 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.) SCRO12802-2 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
4th 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
4th 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
4th Quarter 2005**

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 5.3 CLEC Product/Process Change Request Initiation Process</p> <p>Qwest implemented Section 5.3 as agreed to by the Redesign Team.</p> <p>Qwest implemented the process improvements that were agreed to by the Redesign Team.</p>	<p>September 5, 2001 (Original)</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting September 5 Final Minutes, Page 4.)</p> <p>October 16, 2001 (Revised)</p> <p>Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 2.)</p>	<p>October 1, 2001 (Original)</p> <p>October 30, 2001 (Revised)</p>	<p>Qwest has complied with the revised process for 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 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: Http://www.qwest.com/wholesale/cmp/changerequest.html (Select CLEC-Qwest Change Request – Product and Process Interactive Reports.)</p>

Change Management Improvements
4th Quarter 2005

		<p>Milestone Missed: Customer Contacted Explanation: Employee was ill, manager did not reassign CR to a backup employee. Missed milestone by 2 days.</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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**Change Management Improvements
4th Quarter 2005**

			<p>Meeting Held Explanation: The date that the clarification meeting should have been held conflicted with the monthly CMP meetings, so the clarification meeting was held 2 days late. 6.) PC120301-5 Milestone Missed: Clarification Meeting Held Explanation: The date that the clarification meeting should have been held conflicted with the monthly CMP meetings, so the clarification meeting was held 4 days late. 7.) PC110201-1 Milestone Missed: Clarification Meeting Held Explanation: The clarification meeting was held 3 days late. 8.) PC062603-1 Milestone Missed: Send Acknowledgement Explanation: Acknowledgement was missed by 2 days.</p>
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**Change Management Improvements
4th Quarter 2005**

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 5.4 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 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 Level 1 Change. Issue notice with the following: 1.) Level of disposition, 2.) Description of change 3.) Note that changes are effective immediately 4.) List no comment cycle and contact email for CMP Manager 5.) Include web notification form or redlined document, if required. 6.) Include history log, if required.</p> <p>There are 11 CMP Notification Requirements for each Level 2 Change. Issue notice with the following: 1.) Level of disposition, 2.) Description of change 3.) List of comment cycle timeframes 4.) Provide comment URL 5.) Note the</p>	<p>Supporting data can be found at: http://www.qwest.com/wholesale/notices/cnla/ (Select Product, Process, Training, Network-Tech Pubs)</p> <p>Http://www.qwest.com/wholesale/cmp/changerequest.html (Select CLEC-Qwest Change Request - Product and Process Interactive Reports)</p>

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		<p>proposed effective date, 6.) Link to Document Review web site, if required; 7.) Post documentation on to the Document Review web site, if required; 8.) Include web notification form or redlined document, if required; 9.) Include history log, if required; 10.) Response to CLEC comments, if applicable. 11.) Final notification, if applicable.</p> <p>There are 11 CMP Notification Requirements for each Level 3 Change. Issue notice with the following: 1.) Level of disposition, 2.) Description of change 3.) List of comment cycle timeframes 4.) Provide comment URL 5.) Note the proposed effective date, 6.) Link to Document Review web site, if required; 7.) Post documentation on to the Document Review web site, if required; 8.) Include web notification form or redlined document, if required; 9.) Include history log, if required; 10.) Response to CLEC comments, if applicable. 11.) Final notification.</p> <p>There are 9 CMP milestones for each Level 4-Change Request Change 1.) Send Acknowledgement; 2.) Post CR to Web; 3.) Contact CR</p>	
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**Change Management Improvements
4th Quarter 2005**

			<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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**Change Management Improvements
4th Quarter 2005**

		<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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Change Management Improvements
4th Quarter 2005

		<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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Change Management Improvements
4th Quarter 2005

			<p>sent prior to actual effective date.</p> <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</p>
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Change Management Improvements
4th Quarter 2005

			<p>milestones. Qwest is 100% compliant with the new milestones.</p> <p>Note: For Qwest-originated Product and Process CRs, the CMP framework does not require clarification meetings to be held, but Qwest has included this as a CMP milestone. Discussions to clarify Qwest-originated Product or Process CRs are generally held informally within Qwest by the originator of the CR and Qwest Subject Matter Experts (SMEs) before the CR is even submitted to the CMP, and meeting minutes are not prepared for such discussions. After the CR is formally submitted to CMP, Qwest SMEs may, but generally do not, clarify the CR. In addition, Qwest generally holds meetings with the CR originator after submission of the CR to CMP to discuss such matters as the CMP requirements related to the CR. In general, this is the meeting date that is populated in the clarification meeting field in the CLEC-Qwest Product-Process Interactive Report.</p>	
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**Change Management Improvements
4th 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 5.5 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 45 months. During this time, the Postponement Process has not been evoked.</p>	

Change Management Improvements
4th Quarter 2005

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

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Process	Date Process was Basellined 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>	

**Change Management Improvements
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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 7.2 Introduction of a New GUI Qwest implemented Section 7 as agreed to by the Redesign Team.</p>	<p>November 1, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes - CMP Redesign Meeting November 1 Final Minutes, Page 11.)</p>	<p>November, 2001</p>	<p>Qwest introduced a new GUI (FORCAST) on March 8, 2002. There are 6 CMP milestones for the introduction of a new GUI: 1.) Release Notification; 2.) Issue Draft Release Notes, 3.) Interface Overview; 4.) CLEC Comments and Qwest Response; 5.) Final Notification; and 6.) Deployment. Qwest demonstrated 100% compliance with these milestones.</p> <p>Qwest introduced a new GUI (QORA) on November 3, 2003. There are 6 CMP milestones for the introduction of a new GUI: 1.) Release Notification; 2.) Issue Draft Release Notes, 3.) Interface Overview; 4.) CLEC Comments and Qwest Response; 5.) Final Notification; and 6.) Deployment. Qwest demonstrated 100% compliance with these milestones Qwest is in compliance with the milestones.</p> <p>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: http://www.qwest.com/wholesale/notices/enr/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 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. IMA Release 12.0 was implemented April 7, 2003 and IMA Release 11.0 was retired on November 7, 2003. IMA 12.0 was retired March 20, 2004. IMA Release 13.0 was implemented August 4, 2003. Qwest agreed, except in one instance which followed the Exception Process, that major IMA releases should occur no less than 3 months apart. Qwest has complied with this process</p>
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<p>for over 2 years. (See release dates above.) In the instance, with IMA 13.0 QWEST issued CR# SCR010203-01EX Exception request to change the IMA 13.0 Timeline. This change was voted on and unanimously approved.</p>	<p>IMA Release 14.0 was implemented December 8, 2003 and IMA 13.0 was retired on August 4, 2004.</p>	<p>IMA Release 15.0 was implemented April 19, 2004 and IMA 14.0 was retired on December 12, 2004</p>	<p>IMA 16.0 was implemented October 18, 2004 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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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 8.1 Application to Application Interface</p> <p>Qwest implemented Section 8.1 as agreed to by the Redesign Team.</p>	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes - CMP Redesign Meeting November 1 Final Minutes, Page 8.</p>	<p>November, 2001</p>	<p>Qwest introduced Changes to an Existing OSS Interface - Application to Application Interface for IMA 10.0 on April 4, 2002, IMA 11.0 on November 18, 2002, IMA 12.0 on April 7, 2003, IMA 13.0 on August 4, 2003, IMA 14.0 on December 4, 2003, IMA 15.0 on April 19, 2004., IMA 16.0 on October 18, 2004, 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: http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,5,6,00.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 8.2 Graphical User Interface</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: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 8.</p>	<p>November, 2001</p>	<p>Qwest introduced changes to an existing OSS Interface – 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>http://www.qwest.com/wholesale/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 Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 9 Retirement of Existing OSS Interface</p>	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team discussed this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes - CMP Redesign Meeting November 1 Final Minutes, Page 12. Although the minutes do not specifically reflect that agreement was reached, the process was incorporated in the Qwest Wholesale Change Management Process document, which is indicative of acceptance.</p>	<p>November, 2001.</p>	<p>Qwest implemented a Retirement of an Existing OSS Interface - Graphical User Interface (CTAG) on July 22, 2002.</p> <p>Qwest implemented a Retirement of an Existing OSS Interface - TELIS on August 1, 2004.</p> <p>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</p> <p>Qwest implemented Section 10 and subsequent modifications to it as agreed to by the Redesign Team.</p>			<p>The CLECs have been able to prioritize CRs as described below:</p> <p>There were 4 Regulatory CRs, 0 Industry Guideline CRs, 24 CLEC Originated CRs, and 25 Qwest Originated CRs on the candidate list for the IMA 10.0 Release. The CLECs prioritized everything except the Regulatory CRs in August 2001 and again in October/November 2001.</p> <p>There were 2 Regulatory CRs, 16 Industry Guideline CRs, 10 CLEC Originated CRs, and 12 Qwest Originated CRs on the candidate list for the IMA 11.0 Release. It should be noted that the 2 Regulatory CRs were for PID improvements. The CLECs prioritized everything except the Regulatory CRs. Effective with Qwest's IMA 12.0 Release and beyond, PID improvements will be treated as either CLEC Originated CRs or Qwest Originated CRs.</p> <p>There was 1 Regulatory CR, 12 Industry Guideline CRs, 34 CLEC Originated CRs, and 13 Qwest Originated CRs on the</p>	<p>The CRs that were candidates for the IMA 10.0 Release, by CR type, can be found at the following URL: http://www.qwest.com/wholesale/downloads/2001/011012/System_Distribution_Doc.pdf (See Distribution Package for 10-18-01, Attachment E for CRs originally classified as Regulatory CRs and Attachment F for Qwest Originated and CLEC Originated CRs. NOTE: There were no industry Guideline CRs for the IMA 10.0 Release.</p> <p>The CRs that were candidates for the IMA 11.0 Release, by CR type, can be found at the following URL: http://www.qwest.com/wholesale/downloads/2001/011012/System_Distribution_Doc.pdf (See Distribution Package for 10-18-01, Attachment E for CRs originally classified as Regulatory CRs and Attachment F for Qwest Originated and CLEC Originated CRs. NOTE: There were no industry Guideline CRs for the IMA 10.0 Release.</p>

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			<p>candidate list for the IMA 12.0 Release.</p> <p>There was 1 Regulatory CR, 33 CLEC Originated CRs, and 17 Qwest Originated CRs on the candidate list for the IMA 13.0 Release.</p> <p>There were 0 Regulatory CRs, 38 CLEC Originated CRs, and 15 Qwest Originated CRs on the candidate list for the IMA 14.0 Release.</p> <p>There were 0 Regulatory CRs, 38 CLEC originated CRs, and 20 Qwest originated CRs on the candidate list for the IMA 15.0 Release.</p> <p>There were 0 Regulatory CRs, 33 CLEC originated CRs, and 19 Qwest originated CRs on the candidate list for the IMA 16.0 Release.</p> <p>There were 0 Regulatory CRs, 33 CLEC originated CRs, and 8 Qwest originated CRs on the candidate list for the IMA 17.0 Release.</p> <p>There were 0 Regulatory CRs, 28 CLEC originated CRs, and 6 Qwest originated CRs on the candidate list for the IMA 18.0</p>	
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Change Management Improvements
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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 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	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 12 Production Support</p> <p>Qwest implemented Section 12 as agreed to by the Redesign Team.</p>	<p>December 10, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting December 10-11 Final Minutes, Page 7.)</p>	<p>February 2002</p>	<p>Qwest has complied with this process for nearly 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: http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834_3_8.00.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_5_6.00.html (See 3/27 Release Notice SYST.03.27.02.F.04001.1MA_Rlse_9_01.doc)</p>

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			<p>Product/Process production support. Qwest implemented this process on July 15, 2002.</p> <p>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 2nd quarter 2004 and corrected within 4th 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>Section 13 Training</p> <p>Qwest implemented Section 13 as agreed to by the Redesign Team.</p>	<p>May 2, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://Qwest.com/wholesale/cmp/redesign.html (see CMP Re-Design Meeting May 1-2, Page 11)</p>		<p>Although the Redesign Team agreed to the documented process for training, it should be noted that Qwest has provided training on OSS Interfaces and Product/Process changes since the beginning of 2000.</p>	<p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/training/index.html</p>

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Process	Date Process was Baselined 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 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: Http://www.qwest.com/wholesale/cmp/index.html (See Escalations and Disputes</p> <ul style="list-style-type: none"> - Initiation - Ongoing - Archive

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 15 Dispute Resolution</p> <p>Qwest implemented Section 15 as agreed to by the Redesign Team.</p>	<p>September 20, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://QWEst.com/wholesale/cm/p/redesign.html (see CMP Re-Design 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 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.</p> <p>On November 24, 2004, Qwest processed 1 Product/Process dispute in accordance with the CMP Dispute Process.</p> <p>On October 20, 2005, Qwest processed 1 System dispute in accordance with the CMP Dispute Process.</p> <p>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: http://qwest.com/wholesale/cmp/escdisp.html</p> <p>See Escalations and Disputes</p> <ul style="list-style-type: none"> - Initiation - Ongoing - Archive

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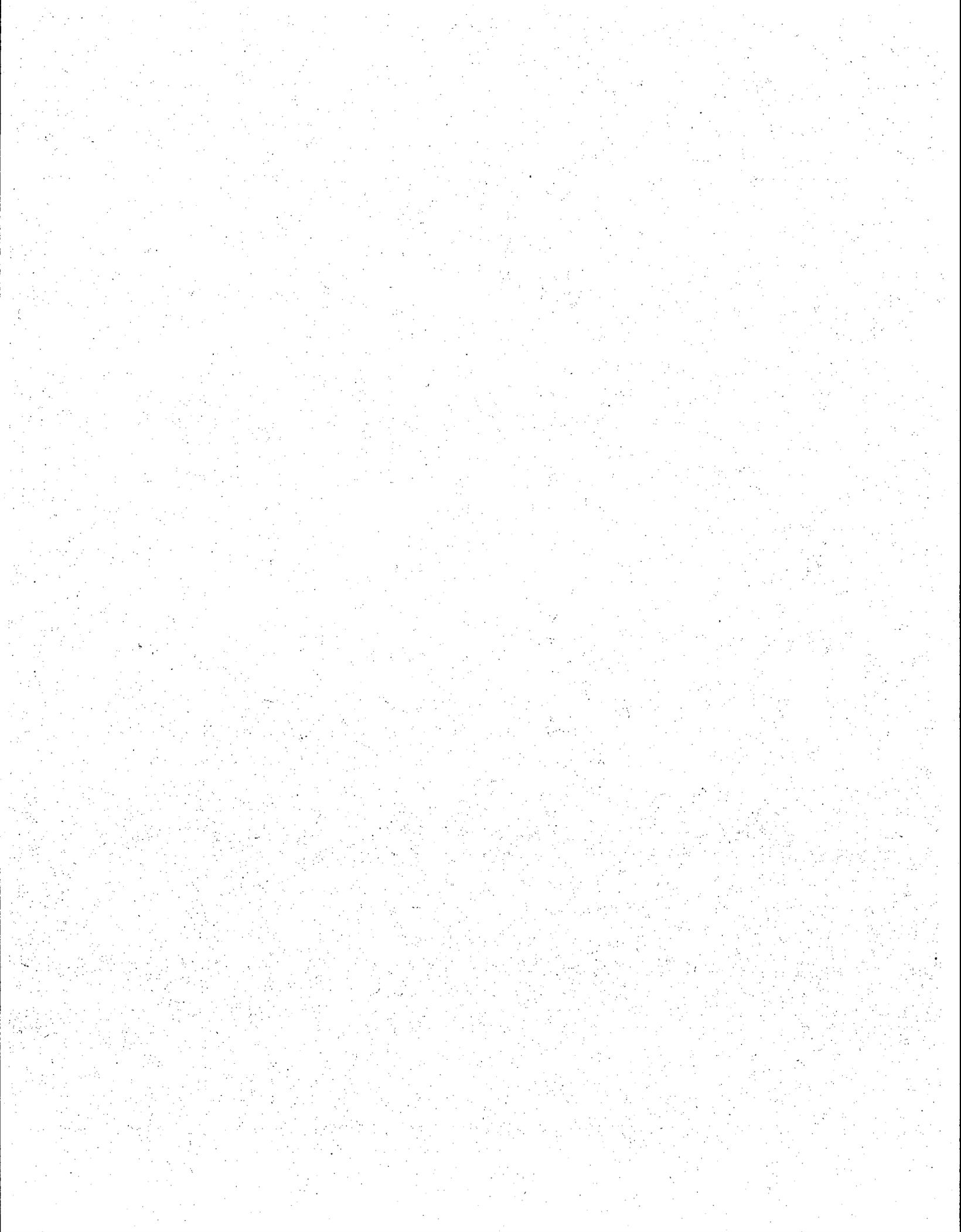
Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 16 Exception</p> <p>Qwest implemented Section 16 as agreed to by the Redesign Team.</p>	<p>June 6, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting Minutes for June 5-6)</p>	<p>June 19, 2002 (original)</p>	<p>This process has been in place for over 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> <p>1) CR Number: SCR041703-04EX (MCI exception) Milestone missed: The disposition notification and tally form were not posted on time.</p> <p>2) CR Number: SCR041703-04EX (Qwest exception) Milestone missed: The disposition notification and tally form were not posted on time.</p>	<p>Supporting data can be found at: http://www.qwest.com/wholesale/cmp/teammeetings.html and http://www.qwest.com/wholesale/notices/cnla/</p>

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 17 Voting</p> <p>Qwest implemented Section 17 as agreed to by the Redesign Team.</p>	<p>July 10, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Re-Design 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.</p> <p>Following is a description of the missed notification milestones:</p> <p>1.) CR Number: SCR041703-04EX (MCI exception) Milestone missed: The disposition notification and tally form were not posted on time.</p> <p>2.) CR Number: SCR041703-04EX (Qwest exception) Milestone missed: The disposition notification and tally form were not posted on time.</p>	<p>Supporting data can be found at: http://www.qwest.com/wholesale/cmp/learnmeetings.html and http://www.qwest.com/wholesale/notices/cnla/</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 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 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: http://www.qwest.com/wholesale/cmp/coc.html</p>



BEFORE THE ARIZONA CORPORATION COMMISSION

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JEFF HATCH-MILLER
Chairman
MARC SPITZER
Commissioner
WILLIAM MUNDELL
Commissioner
MIKE GLEASON
Commissioner
KRISTIN MAYES
Commissioner

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DOCUMENT CONTROL

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") 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 during 1st Quarter 2006 ("1Q2006") in accordance with the
3 Commission's Order.

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

6 Exhibit A, entitled Qwest Wholesale Change Management Process: CLEC and Qwest
7 Change Requests Submitted 1st Quarter 2006 ("1Q2006"), 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 1Q2006, CLECs submitted one systems CR, which constituted 33% of the total
14 number of systems CRs, and zero product/process CRs, which constituted 0% of the
15 product/process CRs. Qwest submitted two systems CRs, which constituted 67% of the total
16 number of systems CRs, and three product/process CRs, which constituted 100% of the
17 product/process CRs.⁵

18 Exhibit B, entitled Qwest Wholesale Change Management Process: Status and
19 Disposition of Changes/1st Quarter 2006, 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 ³ OSS Order, at ¶¶72, 151, and ordering paragraphs (August 28, 2003).

23 ⁴ 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

25 ⁵ 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.⁶ For each change listed, Exhibit B contains the date on which the change was
8 submitted, the type of change or CR number, a summary of the change, the status and proposed
9 effective date, if applicable, and the party that submitted the change.

10 Exhibit C, entitled Qwest Whole Change Management Process: Summary of
11 Changes by Interface Release/1st Quarter 2006, sets forth information regarding interface
12 changes that were implemented during 1Q2006.

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 during 1Q2006. These
16 tables list the issues escalated and those taken to dispute resolution, if any, along with the
17 resolution reached.

18 Finally, Qwest has also attached as Exhibit E an updated matrix that catalogues Qwest's
19 compliance with each of the sections of Qwest's Wholesale CMP⁷ to provide additional data
20 regarding the effectiveness of the CMP. The matrix shows that the core provisions of the
21 redesigned process have been in effect for 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

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

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

1 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 28th day of April, 2006.

4 QWEST CORPORATION

6
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EXHIBIT A

Qwest Wholesale Change Management Process - CLEC and Qwest Change Requests Submitted

April 2006

	CLECs	Qwest
Number of Systems CRs:	1	2
Percentage of total Systems CRs:	33%	67%
Number of Product/Process CRs:	0	3
Percentage of total Product/Process CRs:	0%	100%

System Change Requests			
Date submitted	Change Request number	Summary of change	Submitter
1/5/2006	SCR10506-01IG	ASOG 32 Industry Release/New QORA ASR Gateway Edits	Qwest Corporation
2/1/2006	SCR020106-01	Appointment Selection	Qwest Corporation
2/24/2006	SCR022406-01EX	Extension of Sunset of 19.0t	Eschelon
Product/Process Change Requests			
Date Submitted	Change Request number	Summary of change	Submitter
2/1/2006	PC020106-1	Temporary remove availability of protected OC192 and protected 10G WAN PHY access	Qwest Corporation
3/6/2006	PC030606-1	Qwest contacting CLECs customers to confirm	Qwest Corporation
3/28/2006	PC032806-1	Remove TAP when rejected by state	Qwest Corporation

EXHIBIT B

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
01/11/06	Level 1	CMP - Product Catalog (PCAT) Updates Associated with the URL Change for Facility-Based CLECs and Reseller/Unbundled Network CLECs Directory Listing User Document	1/12/2006	Qwest Corporation
01/12/06	Level 1	CMP - User Guide Removed from Training Web Site	1/12/2006	Qwest Corporation
1/12/2006	Level 3	CMP - FINAL NOTICE - Fiber to the Premise Update - Colorado and Utah Specific	1/27/2006	Qwest Corporation
1/13/2006	Level 3	CMP - Facility-Based CLECs and Reseller/Unbundled Network CLECs Directory Listing User Document V4.11	2/27/2006	Qwest Corporation
1/13/2006	Level 3	CMP - FINAL NOTICE - Multiple PCATs - Removal of Network Disclosure 459 language	1/30/2006	Qwest Corporation
1/13/2006	Level 4	CMP - FINAL NOTICE and Qwest response to CLEC Comments on - 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 Corporation
1/13/2006	Level 3	CMP - FINAL NOTICE - Synchronization Testing Overview - V2.0	1/30/2006	Qwest Corporation
01/16/06	Level 1	CMP - Multiple Collocation Download Updates	1/17/2006	Qwest Corporation
01/17/06	Level 1	CMP - Getting Started Interconnection Agreement	1/18/2006	Qwest Corporation
01/17/06	Level 1	CMP - Access to Poles, Ducts and Rights of Way (PDR) - V19.0	1/18/2006	Qwest Corporation
1/19/2006	Level 2	CMP - Interconnection Agreement V71	2/9/2006	Qwest Corporation
1/19/2006	Level 2	CMP - Enhanced Extended Loop - (EEL) - V35.0 and Loop MUX Combination (LMC) - V29.0	2/9/2006	Qwest Corporation
01/19/06	Level 1	CMP - Forecasting - V32.0	1/20/2006	Qwest Corporation
1/20/2006	Level 2	CMP - Unbundled Local Loop - General Information - V62.0	2/10/2006	Qwest Corporation
1/20/2006	Level 3	CMP - Access to Poles, Ducts and Rights of Way (PDR) - V20.0	3/6/2006	Qwest Corporation
01/20/06	Level 1	CMP - Resale - Qwest Digital Subscriber Line (Qwest DSL™) - V68.0 - Unbundled Network Elements—Platform (UNE-P) with Qwest Digital Subscriber Line (Qwest DSL™) - V60.0	1/23/2006	Qwest Corporation
01/20/06	Level 1	CMP - Retraction of Maintenance and Repair Overview V56.0	1/20/2006	Qwest Corporation
1/23/2006	Level 2	CMP - White Pages Directory Listings (WPDL) V30	2/13/2006	Qwest Corporation
1/25/2006	Level 2	CMP - Provisioning and Installation Overview - V80.0	2/15/2006	Qwest Corporation
01/26/06	Level 1	CMP - BFR SR V23	1/27/2006	Qwest Corporation

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
01/27/06	Level 1	CMP - Grandparent DSL Related Updates	1/28/2006	Qwest Corporation
01/27/06	Level 1	CMP - Service Interval Guide For Resale, UNE and Interconnection Services (SIG) V61	1/28/2006	Qwest Corporation
01/27/06	Level 1	CMP - Loop Qual & Raw Loop Data CLEC Job Aid	1/28/2006	Qwest Corporation
01/27/06	Level 1	CMP - Fiber To The Premise (FTTP) Update	1/28/2006	Qwest Corporation
01/27/06	Level 1	CMP - Change Management Process Document Changes - Escalation	1/30/2006	Qwest Corporation
01/31/06	Level 1	CMP -- Accepting March Registrations	1/31/2006	Qwest Corporation
01/31/06	Level 1	CMP - Local Service Ordering Guidelines (LSOG) - End User V41	1/31/2006	Qwest Corporation
2/2/2006	Level 2	CMP - Technical Escalations Contact List	2/23/2006	Qwest Corporation
02/02/06	Level 1	CMP - Change History Logs to Improve Readability	2/2/2006	Qwest Corporation
02/02/06	Level 1	CMP -- Resale -- Private Line Transport (PLT) - GeoMax™ - V3.0	2/3/2006	Qwest Corporation
2/6/2006	Level 2	CMP - Directory Listings User Doc_New Customer Questionnaires	2/27/2006	Qwest Corporation
2/6/2006	Level 3	CMP - Regulatory Documents	3/23/2006	Qwest Corporation
2/6/2006	Level 2	CMP - FINAL NOTICE and Qwest Response to Comments on White Pages Directory Listings (WPDJ) V30	2/13/2006	Qwest Corporation
2/8/2006	Level 2	CMP - Billing Information - Dispute Process - V3.0	3/1/2006	Qwest Corporation
2/8/2006	Level 2	CMP - Billing Information - Local Exchange Carrier Invoice System (LEXIS) - V3.0	3/1/2006	Qwest Corporation
2/8/2006	Level 2	CMP - FINAL NOTICE and Qwest Response to Comment - Provisioning and Installation Overview - V80.0	2/15/2006	Qwest Corporation
02/09/06	Level 1	CMP - Enhanced Extended Loop - (EEL) - V36.0 and Loop MUX Combination (LMC) - V30.0	2/10/2006	Qwest Corporation
2/12/2006	Level 3	CMP - FINAL NOTICE and Qwest Response to Comments on Facility-Based CLECs and Reseller/Unbundled Network CLECs Directory Liting User Document V4.11	2/27/2006	Qwest Corporation
2/13/2006	Level 2	CMP - Access to Poles, Ducts and Rights of Way (PDR) - V21.0	3/6/2006	Qwest Corporation
2/13/2006	Level 2	CMP - Collocation - General Information - V57.0	3/6/2006	Qwest Corporation
02/14/06	Level 1	CMP - Expedites & Escalations V34	2/15/2006	Qwest Corporation

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
2/16/2006	Level 2	CMP - Service Address File (SAF) Removal	3/9/2006	Qwest Corporation
02/16/06	Level 1	CMP - Service Interval Guide For Resale, UNE and Interconnection Services (SIG) V63	2/17/2006	Qwest Corporation
02/15/06	Level 1	CMP - PARTIAL RETRACTION - Resale - Qwest Digital Subscriber Line (Qwest DSL™) - V58.0, - Unbundled Network Elements—Platform (UNE-P) with Qwest Digital Subscriber Line (Qwest DSL™) - V50.0	2/16/2006	Qwest Corporation
2/16/2006	Level 2	CMP - FINAL NOTICE and Qwest Response to Comments - Technical Escalations Contact List	2/23/2006	Qwest Corporation
2/19/2006	Level 3	CMP - FINAL NOTICE - Access to Poles, Ducts and Rights of Way (PDR) - V20.0	3/6/2006	Qwest Corporation
02/23/06	Level 1	CMP - PARTIAL RETRACTION on Service Address File Guide Updates	2/24/2006	Qwest Corporation
2/24/2006	Level 3	CMP - Service Interval Guide For Resale, UNE and Interconnection Services (SIG) V64	4/10/2006	Qwest Corporation
2/24/2006	Level 3	CMP - Directed Call Pickup - V6.0	4/10/2006	Qwest Corporation
2/27/2006	Level 2	CMP - Facility-Based CLECs and Reseller/Unbundled Network CLECs Directory Listing User Document V14	3/20/2006	Qwest Corporation
02/28/06	Level 1	CMP - 2Q06 Class Offerings	2/28/2006	Qwest Corporation
3/1/2006	Level 3	CMP - Expedites and Escalations V35	4/15/2006	Qwest Corporation
03/02/06	Level 1	CMP - Enhanced Extended Loop (EEL) - V37.0 and Loop MUX Combination (LMC) - V31.0	3/3/2006	Qwest Corporation
03/03/06	Level 1	CMP - Training Web Site Course Removals	3/17/2006	Qwest Corporation
3/6/2006	Level 2	CMP - Customer Contacts V33, Ordering Overview V105, and Pre_Ordering Overview V43	3/27/2006	Qwest Corporation
03/06/06	Level 1	CMP - Retraction Customer Contacts V33	3/6/2006	Qwest Corporation
03/08/06	Level 1	CMP - Electronic Access V26 and OSS "How to Get a Digital Certificate" Download	3/10/2006	Qwest Corporation
3/8/2006	Level 3	CMP - Final Notice Regulatory Documents	3/23/2006	Qwest Corporation
3/9/2006	Level 2	CMP - Maintenance and Repair Overview - V57.0	3/30/2006	Qwest Corporation
03/09/06	Level 1	CMP - Unbundled Local Loop - General Information - V63.0	3/10/2006	Qwest Corporation
03/09/06	Level 1	CMP - Technical Publication 77368 - Issue E	3/10/2006	Qwest Corporation
3/10/2006	Level 3	CMP - NDM Dial Up	4/24/2006	Qwest Corporation
3/10/2006	Level 2	CMP - Local Service Ordering Guidelines (LSOG) and Product Catalogs (PCATs) Updates Associated with IMA 19.0 System Release	4/10/2006	Qwest Corporation
03/10/06	Level 1	CMP - BFR SR V24	3/13/2006	Qwest Corporation

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
03/10/06	Level 1	CMP - Release of Line Sharing/Shared Loop Product CMP - Release of Line Sharing/Shared Loop Product CMP - Release of Line Sharing/Shared Loop Product Web-Based Training	3/10/2006	Qwest Corporation
03/10/06	Level 1	CMP - Release of IMA-GUI Web Based Training/IMA Release 19.0	3/10/2006	Qwest Corporation
3/17/2006	Level 2	CMP - Customer Contacts V34, Expedites and Escalations V36 Maintenance and Repair V58	4/7/2006	Qwest Corporation
3/17/2006	Level 2	CMP - Multiple PCAT Updates - Rename Account Maintenance Support Center (AMSC)	4/7/2006	Qwest Corporation
03/17/06	Level 1	CMP - Customer Contacts V35	3/20/2006	Qwest Corporation
03/20/06	Level 1	CMP - Protected OC192 and protected 10G WAN PHY temporary FCC 1 tariff removal	3/21/2006	Qwest Corporation
3/24/2006	Level 2	CMP - Pre-Ordering Overview V45 CMP - Pre-Ordering Overview V45	4/14/2006	Qwest Corporation
03/24/06	Level 1	CMP - CEMR Web Based Training Updated	3/24/2006	Qwest Corporation
3/24/2006	Level 2	CMP - FINAL NOTICE and Qwest Response to Comment - Local Service Ordering Guidelines (LSOG) and Product Catalogs (PCATs) Updates Associated with IMA 18.0 System	4/10/2006	Qwest Corporation
3/26/2006	Level 3	CMP - FINAL NOTICE - Service Interval Guide For Resale, UNE and Interconnection Services (SIG) V64	4/10/2006	Qwest Corporation
3/27/2006	Level 3	CMP - FINAL NOTICE - Directed Call Pickup -- V6.0 CMP - CSIE_Contact_Information	4/10/2006	Qwest Corporation
3/27/2006	Level 3	CMP - Multiple PCAT updates for CSIE Contact Information	5/1/2006	Qwest Corporation
3/27/2006	Level 3	CMP - Maintenance and Repair Overview V59.0 and Provisioning and Installation Overview V82.0	5/1/2006	Qwest Corporation
03/27/06	Level 1	CMP - Forecasting - V33.0	3/28/2006	Qwest Corporation
03/28/06	Level 1	CMP - Service Interval Guide For Resale, UNE and Interconnection Services (SIG) V65	3/29/2006	Qwest Corporation
03/29/06	Level 1	CMP - Unbundled Network Elements--Platform (UNE-P) with Qwest Digital Subscriber Line (Qwest DSL™) - V63.0 and Unbundled Network Elements- Platform (UNE-P) - General Information - V62.0	3/30/2006	Qwest Corporation

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

EXHIBIT C

**Qwest Wholesale Change Management Process Summary of change by Interface release
1st Quarter 2006**

EXACT		
	Number of CRs	
CLEC CRs	0	
Qwest CRs	0	
Change Request number	Summary	Submitter

Wholesale Billing Interface		
	Number of CRs	
CLEC CRs		
Qwest CRs		
Change Request number	Summary	Submitter

ASR Gateway/QORA Release		
	Number of CRs	
CLEC CRs	0	
Qwest CRs	1	
Change Request number	Summary	Submitter
SCR010506-01IG	ASOG 32 Industry Release New QORA ASR Gateway Edits	Qwest Corporation

Other		
	Number of CRs	
CLEC CRs	0	
Qwest CRs	0	
Change Request number	Summary	Submitter

GEMR		
	Number of CRs	
CLEC CRs	0	
Qwest CRs	1	
Change Request number	Summary	Submitter
SCR020106-01	Appointment Selection	Qwest Corporation

Process and Documentation		
	Number of CRs	
CLEC CRs	0	
Qwest CRs	0	
Change Request number	Summary	Submitter
ASR Gateway/QORA/UDM		
	Number of CRs	
CLEC CRs	0	
Qwest CRs	0	
Change Request number	Summary	Submitter
MEDIAAC		
	Number of CRs	
CLEC CRs	0	
Qwest CRs	0	
Change Request number	Summary	Submitter
IMA/Release		
	Number of CRs	
CLEC CRs	0	
Qwest CRs	0	
Change Request number	Summary	Submitter
PIG/EPIC		
	Number of CRs	
CLEC CRs	0	
Qwest CRs	0	
Change Request number	Summary	Submitter

EXHIBIT D

Qwest Wholesale Change Management Process Escalation Process

1st Quarter 2006

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

1st Quarter 2006

Date submitted	CR Number	Summary of change	Submitter
Note: Dispute detail is available at http://www.qwest.com/wholesale/cmp/dispute.html			

EXHIBIT E

**Change Management Improvements
1st Quarter 2006**

Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 1 Introduction and Scope</p> <p>Qwest implemented Section 1 as agreed to by the Redesign Team.</p>	<p>October 2, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 2-3 Final Minutes, page 4 paragraph 1.)</p>	<p>October 3, 2001</p>	<p>Qwest has complied with this process for over 53 months.</p> <p>Qwest processed 525 new OSS Interface CRs between October 3, 2001 and March 31, 2006.</p> <p>Qwest processed 296 new Product Process CRs between October 3, 2001 and March 31, 2006</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
1st Quarter 2006**

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/escdisps.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>

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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 3 Meetings</p> <p>Qwest implemented Section 3 as agreed to by the Redesign Team.</p>	<p>August 8, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting August 7 & 8 Final Minutes - 8-29-01 Attachment 9, Page 8.)</p>	<p>See Qwest's Record of Compliance column.</p>	<p>Qwest has conducted CMP monthly meetings at least once per month since the inception of Qwest's CMP in 1999. In October, 2001, CMP monthly meetings were extended to two full day sessions per the request of the CLEC participants. 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/tmagchive.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>

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			improvements to its CMP website as a result of the Redesign effort.	
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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 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 54 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 http://www.qwest.com/wholesale/downloads/2002/020215/systemsfebdistpackage.pdf</p>

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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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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 5</p> <p>Sections 5.1 and 5.2 CLEC-Qwest OSS Interface Change Request Initiation Process</p> <p>Qwest implemented Section 5.1 as agreed to by the Redesign Team.</p> <p>Qwest implemented the process improvements that were agreed to by the Redesign Team.</p>	<p>September 5, 2001 (Original)</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes - CMP Redesign Meeting September 5 Final Minutes, Page 4.)</p> <p>October 16, 2001 (Revised)</p> <p>Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes - CMP Redesign Meeting October 16 Final Minutes, Page 2.)</p>	<p>October 1, 2001 (Original)</p> <p>October 30, 2001 (Revised)</p>	<p>Qwest has complied with the revised process 53 months.</p> <p>Between November 1, 2001 and March 31, 2006, 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: Http://www.qwest.com/wholesale/cmp/changerequest.html (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>		

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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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			<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 Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 5.3 CLEC Product/Process Change Request Initiation Process</p> <p>Qwest implemented Section 5.3 as agreed to by the Redesign Team.</p> <p>Qwest implemented the process improvements that were agreed to by the Redesign Team.</p>	<p>September 5, 2001 (Original)</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes - CMP Redesign Meeting September 5 Final Minutes, Page 4.)</p> <p>October 16, 2001 (Revised)</p> <p>Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes - CMP Redesign Meeting October 16 Final Minutes, Page 2.)</p>	<p>October 1, 2001 (Original)</p> <p>October 30, 2001 (Revised)</p>	<p>Qwest has complied with the revised process for 52 months.</p> <p>Between November 1, 2001 and March 31, 2006, 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 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>PCI10201-2</p>	<p>Supporting data can be found at: Http://www.qwest.com/wholesale/cmp/changequest.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. 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. 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. 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. 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. 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. PC110201-1 Milestone Missed: Clarification Meeting Held Explanation: The clarification meeting was held 3 days late. PC062603-1 Milestone Missed: Send Acknowledgement Explanation: Acknowledgement was missed by 2 days.</p>	
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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 5.4 Qwest Initiated Product/Process Changes</p> <p>Qwest implemented Section 5.4 as agreed to by the Redesign Team.</p> <p>Qwest implemented the process improvements that were agreed to by the Redesign Team.</p>	<p>Qwest implemented the process as agreed to in concept during the March 19 CMP Redesign Meeting.</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement in concept on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes -CMP Redesign Meeting March 18 & 19 Final Minutes, Page 10.)</p> <p>April 16, 2002 (Revised and Baseline'd)</p> <p>Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes - CMP Redesign Meeting April 16 Draft Minutes, Page 7.)</p>	<p>April 1, 2002 (Original)</p> <p>April 22, 2002 (Revised)</p>	<p>Qwest has complied with the original process for over 44 months and the revised process for over 47 months.</p> <p>Between April 1, 2002 and March 31, 2006, Qwest submitted 1809 new Product/Process Changes in accordance with the Qwest Product/Process Change Process.</p> <p>There are 6 CMP Notification Requirements for each Level 1 Change. Issue notice with the following: 1.) Level of disposition, 2.) Description of change 3.) Note that changes are effective immediately 4.) List no comment cycle and contact email for CMP Manager 5.) Include web notification form or redlined document, if required. 6.) Include history log, if required.</p> <p>There are 11 CMP Notification Requirements for each Level 2 Change. Issue notice with the following: 1.) Level of disposition, 2.) Description of change 3.) List of comment cycle timeframes 4.) Provide comment URL 5.) Note the</p>	<p>Supporting data can be found at: http://www.qwest.com/wholesale/notices/cnla/ (Select Product, Process, Training, Network-Tech Pubs)</p> <p>Http://www.qwest.com/wholesale/cmp/changerequest.html (Select CLEC-Qwest Change Request - Product and Process Interactive Reports)</p>

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			<p>proposed effective date, 6.) Link to Document Review web site, if required; 7.) Post documentation on to the Document Review web site, if required; 8.) Include web notification form or redlined document, if required; 9.) Include history log, if required; 10.) Response to CLEC comments, if applicable. 11.) Final notification, if applicable.</p> <p>There are 11 CMP Notification Requirements for each Level 3 Change. Issue notice with the following: 1.) Level of disposition, 2.) Description of change 3.) List of comment cycle timeframes 4.) Provide comment URL 5.) Note the proposed effective date, 6.) Link to Document Review web site, if required; 7.) Post documentation on to the Document Review web site, if required; 8.) Include web notification form or redlined document, if required; 9.) Include history log, if required; 10.) Response to CLEC comments, if applicable. 11.) Final notification.</p> <p>There are 9 CMP milestones for each Level 4-Change Request Change 1.) Send Acknowledgement; 2.) Post CR to Web; 3.) Contact CR</p>
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			<p>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 1039 Level 1 changes, 401 Level 2 changes, 264 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 18 Level 1-4 CMP Notification Requirements out of a possible 12771 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 level)PROS.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.</p> <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: <u>This accounts for two misses - Initial and Final.</u></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>17.) Notification number: NETW.03.09.06.F.03763.Tech_Pub_77368_Issue 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-ICM was voted on</p>
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			<p>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 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-</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</p> <p>Qwest implemented Section 5.5 as agreed to by the Redesign Team.</p>	<p>June 5, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting Minutes for June 5-6)</p>	<p>June 19, 2002</p>	<p>This process has been in place for over 48 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 52 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, March 2006</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. <p>Qwest introduced a new Interface (QORA - UOM) on October 10, 2005. 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.) 	<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 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>	

Change Management Improvements
1st Quarter 2006

			<p>implemented August 18, 2001 and IMA Release 7.0 was retired March 16, 2002. (Qwest exceeded its commitment to the CLECs.)</p> <p>IMA Release 9.0 was implemented February 25, 2002 and IMA Release 8.0 was retired October 18, 2002. (Qwest exceeded its commitment to the CLECs.)</p> <p>IMA Release 10.0 was implemented June 17, 2002 and IMA Release 9.0 was retired on December 17, 2002. (Qwest exceeded its commitment to the CLECs.)</p> <p>IMA Release 11.0 was implemented November 18, 2002. IMA Release 10.0 was retired on July 18, 2003. IMA Release 12.0 was implemented April 7, 2003 and IMA Release 11.0 was retired on November 7, 2003. IMA 12.0 was retired March 20, 2004. IMA Release 13.0 was implemented August 4, 2003. Qwest agreed, except in one instance which followed the Exception Process, that major IMA releases should occur no less than 3 months apart. Qwest has complied with this process</p>
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**Change Management Improvements
1st Quarter 2006**

		<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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Change Management Improvements
1st Quarter 2006

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 8.1 Application to Application Interface</p> <p>Qwest implemented Section 8.1 as agreed to by the Redesign Team.</p>	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes - CMP Redesign Meeting November 1 Final Minutes, Page 8.</p>	<p>November, 2001</p>	<p>Qwest introduced Changes to an Existing OSS Interface - Application to Application Interface for IMA 10.0 on April 4, 2002, IMA 11.0 on November 18, 2002, IMA 12.0 on April 7, 2003, IMA 13.0 on August 4, 2003, IMA 14.0 on December 4, 2003, IMA 15.0 on April 19, 2004., IMA 16.0 on October 18, 2004, 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: http://www.qwest.com/wholesale/notices/enja/bysubcat/1,1834.5,6.00.html</p>

**Change Management Improvements
1st Quarter 2006**

Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 8.2 Graphical User Interface</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: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes - CMP Redesign Meeting November 1 Final Minutes, Page 8.</p>	<p>November, 2001</p>	<p>Qwest introduced changes to an existing OSS Interface - 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>http://www.qwest.com/wholesale/notices/cnla/bysubcat/1.1834.4.5.00.html (See CEMR Release 1.03.06 notices.0</p>

**Change Management Improvements
1st Quarter 2006**

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>

Change Management Improvements
1st Quarter 2006

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 10 Prioritization</p> <p>Qwest implemented Section 10 and subsequent modifications to it as agreed to by the Redesign Team.</p>			<p>The CLECs have been able to prioritize CRs as described below:</p> <p>There were 4 Regulatory CRs, 0 Industry Guideline CRs, 24 CLEC Originated CRs, and 25 Qwest Originated CRs on the candidate list for the IMA 10.0 Release. The CLECs prioritized everything except the Regulatory CRs in August 2001 and again in October/November 2001.</p> <p>There were 2 Regulatory CRs, 16 Industry Guideline CRs, 10 CLEC Originated CRs, and 12 Qwest Originated CRs on the candidate list for the IMA 11.0 Release. It should be noted that the 2 Regulatory CRs were for PID improvements. The CLECs prioritized everything except the Regulatory CRs. Effective with Qwest's IMA 12.0 Release and beyond, PID improvements will be treated as either CLEC Originated CRs or Qwest Originated CRs.</p> <p>There was 1 Regulatory CR, 12 Industry Guideline CRs, 34 CLEC Originated CRs, and 13 Qwest Originated CRs on the</p>	<p>The CRs that were candidates for the IMA 10.0 Release, by CR type, can be found at the following URL: http://www.qwest.com/wholesale/downloads/2001/011012/System%20Distribution%20Doc.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%20Distribution%20Doc.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>

Change Management Improvements
1st Quarter 2006

			<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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**Change Management Improvements
1st Quarter 2006**

			<p>Release.</p> <p>There were 0 Regulatory CRs, 25 CLEC originated CRs, and 3 Qwest originated CRs on the candidate list for the IMA 19.0 Release.</p> <p>There were 0 Regulatory CRs, 20 CLEC originated CRs, and 1 Qwest originated CR on the candidate list for the IMA 20.0 Release</p>	

**Change Management Improvements
1st Quarter 2006**

Process	Date Process was Baseline'd 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>	

**Change Management Improvements
1st Quarter 2006**

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 12 Production Support</p> <p>Qwest implemented Section 12 as agreed to by the Redesign Team.</p>	<p>December 10, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting December 10-11 Final Minutes, Page 7.)</p>	<p>February 2002</p>	<p>Qwest has complied with this process for nearly 43 months.</p> <p>Between February 2, 2002 and March 31, 2006, there were 217 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 99.53% compliance with this process.</p> <p>It has been Qwest's practice, prior to the Redesign effort, to conduct post-deployment meetings.</p> <p>Between February 1, 2002 and March 31, 2006, Qwest processed 46 Severity 1s, 2669 Severity 2s, 10866 Severity 3s, and 94 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/1.1834.3.00.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/1.1834.5.00.html (See 3/27 Release Notice SYST.03.27.02.F.04001.1MA_Rlse_9_01.doc)</p>

Change Management Improvements
1st Quarter 2006

Product/Process production support. Qwest implemented this process on July 15, 2002.

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 2nd quarter 2004 and corrected within 4th quarter 2004. There were no CLECs that reported the problem. No CLEC coding changes were required.

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

Change Management Improvements
1st Quarter 2006

Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 13 Training</p> <p>Qwest implemented Section 13 as agreed to by the Redesign Team.</p>	<p>May 2, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://Qwest.com/wholesale/cmp/redesign.html (see CMP Redesign 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
1st Quarter 2006**

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 46 months</p> <p>Between November 16, 2001 and March 31, 2006, 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: 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
1st Quarter 2006**

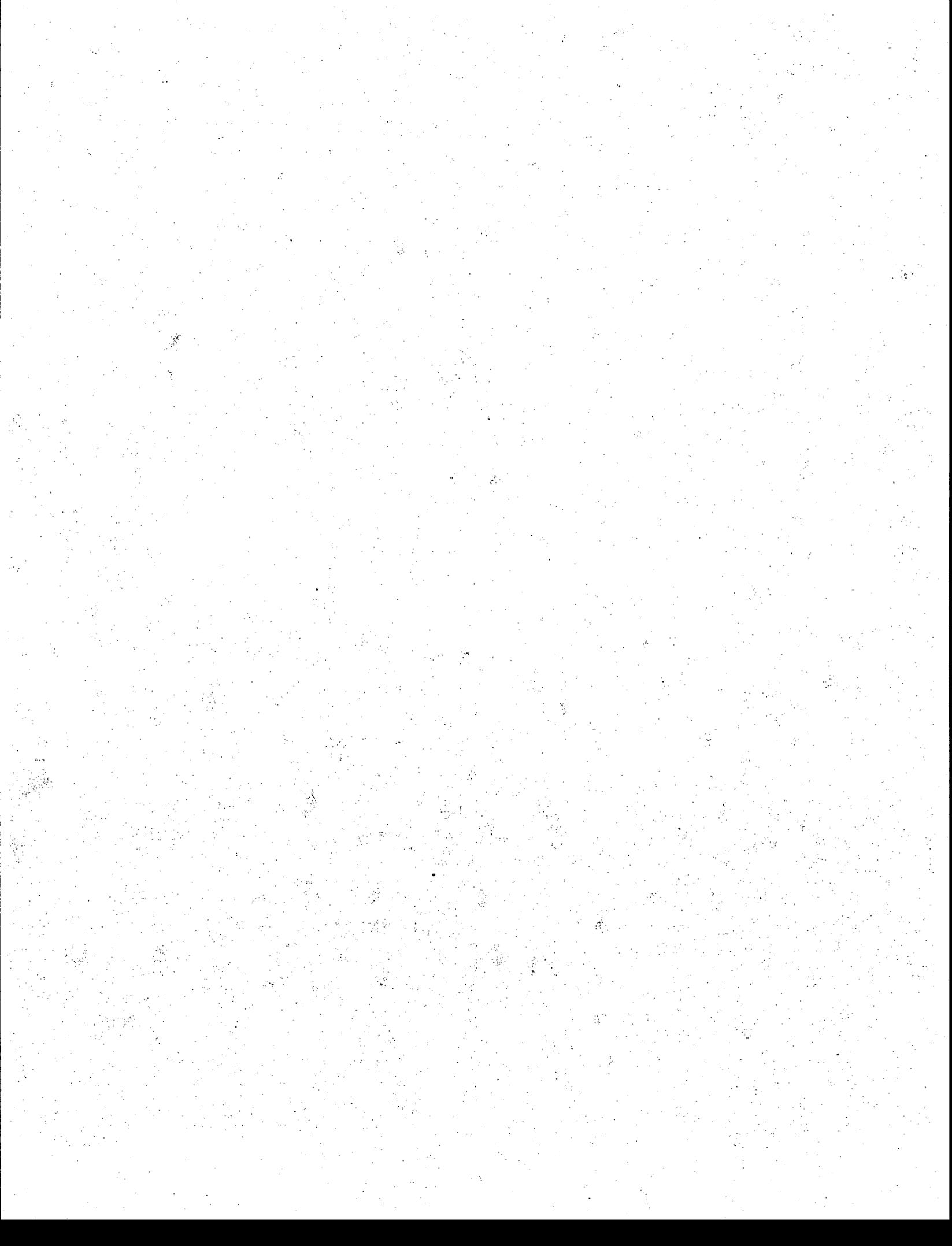
Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 15 Dispute Resolution Qwest implemented Section 15 as agreed to by the Redesign Team.</p>	<p>September 20, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: 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 53 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: http://qwest.com/wholesale/cmp/escdisp.html See Escalations and Disputes - Initiation - Ongoing - Archive</p>

**Change Management Improvements
1st Quarter 2006**

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</p> <p>Qwest implemented Section 16 as agreed to by the Redesign Team.</p>	<p>June 6, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting Minutes for June 5-6)</p>	<p>June 19, 2002 (original)</p>	<p>This process has been in place for over 42 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/cntrl/</p>

**Change Management Improvements
1st Quarter 2006**

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</p> <p>Qwest implemented Section 17 as agreed to by the Redesign Team.</p>	<p>July 10, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting Minutes for July 10)</p>	<p>July 17, 2002</p>	<p>This process has been in place for over 43 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.</p> <p>Following is a description of the missed notification milestones:</p> <p>1.) CR Number: SCR041703-04EX (MCI exception) Milestone missed: The disposition notification and tally form were not posted on time.</p> <p>2.) CR Number: SCR041703-04EX (Qwest exception) Milestone missed: The disposition notification and tally form were not posted on time.</p>	<p>Supporting data can be found at: http://www.qwest.com/wholesale/cmp/teammeetings.html and http://www.qwest.com/wholesale/notices/cnlw/</p>



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BEFORE THE ARIZONA CORPORATION COMMISSION

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JEFF HATCH-MILLER

Chairman

MARC SPITZER

Commissioner

WILLIAM MUNDELL

Commissioner

MIKE GLEASON

Commissioner

KRISTIN MAYES

Commissioner

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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**

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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.

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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

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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 during 2nd Quarter 2006 ("2Q2006") in accordance with
3 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 2006 ("2Q2006"), 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 2Q2006, CLECs submitted four systems CR, which constituted 57% of the total
14 number of systems CRs, and one product/process CRs, which constituted 33% of the
15 product/process CRs. Qwest submitted three systems CRs, which constituted 43% of the total
16 number of systems CRs, and two product/process CRs, which constituted 67% of the
17 product/process CRs.⁵

18 Exhibit B, entitled Qwest Wholesale Change Management Process: Status and
19 Disposition of Changes/2nd Quarter 2006, sets forth a summary of the current status or
20 disposition of all systems and product/process changes. These changes are listed in the
21 following order:

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

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

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

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

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

10 Exhibit C, entitled Qwest Whole Change Management Process: Summary of
11 Changes by Interface Release/2nd Quarter 2006, sets forth information regarding interface
12 changes that were implemented during 2Q2006.

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 during 2Q2006. These
16 tables list the issues escalated and those taken to dispute resolution, if any, along with the
17 resolution reached.

18 Finally, Qwest has also attached as Exhibit E an updated matrix that catalogues Qwest's
19 compliance with each of the sections of Qwest's Wholesale CMP⁷ to provide additional data
20 regarding the effectiveness of the CMP. The matrix shows that the core provisions of the
21 redesigned process have been in effect for 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

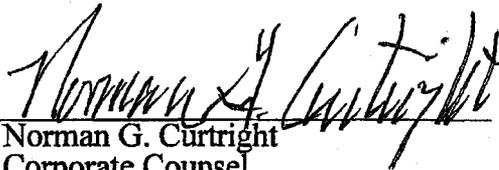
23 ⁶ Level 0 changes are defined as those that do not change the meaning of documentation, do not alter CLEC
24 operating procedures, and are effective immediately without notice. Because these changes do not require any
25 notification, web change form, or history log, they are not tracked and are not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

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

1 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 July, 2006.

4
5 QWEST CORPORATION

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

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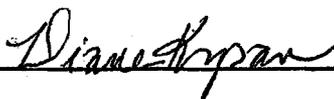
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EXHIBIT A

**Qwest Wholesale Change Management Process CLEC and Qwest Change Requests Submitted
2nd Quarter 2006**

	CLECs	Qwest
Number of Systems CRs:	4	3
Percentage of total Systems CRs:	57%	43%
Number of Product/Process CRs:	1	2
Percentage of total Product/Process CRs:	33%	67%

Systems Change Requests			Submitter
Date submitted	Change Request number	Summary of change	Submitter
4/3/2006	SCR040306-01	Add Specific Reject Codes	Qwest Corporation
5/16/2006	SCR051606-01IG	CABS BOS Version 36	Qwest Corporation
5/31/2006	SCR053106-01	IMA Change to Allow CLEC to Use Q or Z in The NSTN Field	Electric Light Wave
6/29/2006	SCR062906-01	Ability to Download IMA GUI Line Loss Notifications	Eschelon
6/29/2006	SCR062906-02	Ability to Convert FBDL Listing with Changes (FBDL ACT = V)	Eschelon
6/29/2006	SCR062906-03	Allow End State Ordering for Resale POTS Service	Eschelon
6/30/2006	SCR063006-01IG	ASOG 33 Industry Release/QORA GUI and ASR Gateway Enhancements	Qwest Corporation
Product/Process Change Requests			Submitter
Date Submitted	Change Request number	Summary of change	Submitter
4/13/2006	PC041306-1CM	Eliminate duplicate work associated to Event Notification	Qwest Corporation
6/29/2006	PC062906-1	Ability to Request Dual Service on Partial Moves	Eschelon
6/30/2006	PC063006-1	TAP availability to ETC	Qwest Corporation

EXHIBIT B

**Qwest Wholesale Change Management Process Status and Disposition of Changes
2nd Quarter 2006**

Qwest Wholesale Change Management Process Status and Disposition of Changes 2nd Quarter 2006					
Qwest Systems Change Requests					
Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter	
5/31/2006	SCR053106-01	IMA Change to Allow CLEC to Use Q or Z in the NSTN Field	Pending Prioritization	Electric Lightwave	
6/29/2006	SCR062906-01	Ability to Download IMA GUI Line Loss Notifications	Submitted	Eschelon	
6/29/2006	SCR062906-02	Ability to Convert FBDL Listing with Changes (FBDL ACT = V)	Submitted	Eschelon	
6/29/2006	SCR062906-03	Allow for End State Ordering for Resale POTS Service	Submitted	Eschelon	
6/30/2006	SCR063006-01IG	ASOG 33 Industry Release/QORA GUI and ASR Gateway Enhancements	Submitted	Eschelon	
Qwest Product/Process Change Requests					
Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter	
6/30/2006	PC063006-1	Ability to Request Dual Service on Partial Moves	Submitted	Eschelon	
Qwest Systems Change Requests					
Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter	
4/3/2006	SCR040306-01	Add Product Specific Codes	Pending Prioritization	Qwest Corporation	
5/16/2006	SCR051606-01IG	CABS BOS Version 46	Development	Qwest Corporation	
6/30/2006	SCR063006-01IG	ASOG 33 Industry Release/QORA GUI and ASR Gateway Enhancements	Submitted	Qwest Corporation	
Qwest Product/Process Change Requests and Changes					
Date Submitted	CR Number (Level 4 changes)	Summary of change	Status/proposed effective date	Submitter	
4/13/2006	PC041306-1CM	Eliminate duplicate work associated Event Notification	Presented	Qwest Corporation	
6/29/2006	PC062906-1	Ability to Request Dual Service on Partial Moves	Submitted	Qwest Corporation	
6/30/2006	PC063006-1	Tap Availability to ETC	Submitted	Qwest Corporation	
Date Submitted	Level of Change	Summary of Change	Status/proposed effective date	Submitter	
4/3/2006	Level 2	CMP - Local Number Portability (LNP) - V40.0	4/24/2006	Qwest Corporation	

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
4/4/2006	Level 2	CMP - Technical Publication 77350, Telecommunication Equipment Installation Guide, RG 47-0005 Form	4/25/2006	Qwest Corporation
4/5/06	Level 1	CMP - ASR Private Line and ASR LIS Trunking Denver Classes Rescheduled	04/05/06	Qwest Corporation
4/5/2006	Level 3	CMP - Unbundled Local Loop - General Information - V64.0	5/8/2006	Qwest Corporation
4/6/2006	Level 3	CMP - FINAL NOTICE NDM DialUp	4/24/2006	Qwest Corporation
4/7/06	Level 1	CMP - Multiple PCATs - Local Qwest 101 Web Based Training	04/07/06	Qwest Corporation
4/7/06	Level 1	CMP - Release of Local Qwest 101 Web-based Training	04/07/06	Qwest Corporation
4/7/06	Level 1	CMP - Service Order Activity not on LSR	04/10/06	Qwest Corporation
4/10/06	Level 1	CMP - QORA™- GUI Web Based Training (Qwest@ On-Line Request Application) Updated	04/10/06	Qwest Corporation
4/10/06	Level 1	CMP - Facility Based Directory Listing (FBDL) Web-based Training Updated	04/10/06	Qwest Corporation
4/12/06	Level 1	CMP - Multiple PCATs - Local Qwest 101 Web Based Training	04/13/06	Qwest Corporation
4/12/06	Level 1	CMP - Release of Local Qwest 101 Web-based Training - RESEND	04/12/06	Qwest Corporation
4/13/06	Level 1	CMP - Local Number Portability (LNP) Product and CEMR (Customer Electronic Maintenance & Repair) Web-Based Training Update	04/13/06	Qwest Corporation
4/13/06	Level 1	CMP - Local Service Ordering Guidelines (LSOG) - End User (EU) V43 - Downloadable Form	04/13/06	Qwest Corporation
4/14/06	Level 1	CMP - Resale - Centrex Plus and Centron® - V20.0 - Iowa, Washington specific	04/17/06	Qwest Corporation
4/14/2006	Level 2	CMP - FINAL NOTICE and Qwest Response to Comment - Ordering Overview V107 and Migrations and Conversions V27	4/21/2006	Qwest Corporation
4/14/2006	Level 3	CMP - FINAL NOTICE - Multiple PCAT updates for CSIE Contact Information	5/1/2006	Qwest Corporation
4/14/2006	Level 3	CMP - FINAL NOTICE and Qwest Response to Comment - CSIE_Contact_Information	5/1/2006	Qwest Corporation
4/14/2006	Level 3	CMP - FINAL NOTICE and Qwest Response to Comment - Maintenance and Repair Overview V59.0 and Provisioning and Installation Overview V82.0	5/8/2006	Qwest Corporation
4/17/06	Level 1	CMP - Collocation - Qwest Network Interconnection Guidelines Overview - V2.0	04/18/06	Qwest Corporation

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
4/19/06	Level 1	CMP - Multiple PCATs - Local Qwest 101 Web Based Training	04/20/06	Qwest Corporation
4/19/06	Level 1	CMP - UJDIT Rename Account Maintenance Support Center (AMSC) Synchron Up	04/20/06	Qwest Corporation
4/19/06	Level 1	CMP - URL Change for Facility Based CLECs and Reseller/Unbundled Network CLECs Directory Listing User Document with Redirect Link	04/19/06	Qwest Corporation
4/21/06	Level 1	CMP - Local Service Ordering Guidelines (LSOGs) Updates associated with Release 19.0 Addendum 1	04/24/06	Qwest Corporation
4/21/06	Level 1	CMP - Ordering Overview V112	04/24/06	Qwest Corporation
4/21/2006	Level 2	CMP - Resale - General - V60	5/12/2006	Qwest Corporation
4/21/2006	Level 3	CMP - FINAL NOTICE and Qwest Response to Comment - Unbundled Local Loop - General Information - V64.0	5/8/2006	Qwest Corporation
4/24/06	Level 1	CMP - BFR SR V25	04/25/06	Qwest Corporation
4/25/2006	Level 2	CMP - Change in CMP Points of Contact	5/17/2006	Qwest Corporation
4/25/2006	Level 3	CMP - Operator Services (OS) V16	6/5/2006	Qwest Corporation
4/27/06	Level 1	CMP - Multiple PCATs - Local Qwest 101 Web Based Training	04/28/06	Qwest Corporation
4/27/06	Level 1	CMP - Multiple PCATs Q101 Training	04/28/06	Qwest Corporation
4/28/06	Level 1	CMP - Accepting June Registrations	04/28/06	Qwest Corporation
4/28/06	Level 1	CMP - Facility - Based Directory Listing V16	05/01/06	Qwest Corporation
4/28/06	Level 1	CMP - Grandparented Qwest DSL Business Repair	05/01/06	Qwest Corporation
4/28/06	Level 1	CMP - Resale - Local Exchange Services - Business and Residence Plain Old Telephone Service (POTS) - V44	05/01/06	Qwest Corporation
4/28/06	Level 1	CMP - White Pages Directory Listings (WPDL) V32.0	05/01/06	Qwest Corporation
4/28/2006	Level 3	CMP - Pre-Ordering Overview V49	6/2/2006	Qwest Corporation
4/28/2006	Level 3	CMP - Ordering Overview V113	5/31/2006	Qwest Corporation
5/1/06	Level 1	CMP - Process Clarification Meeting Resolution	05/02/06	Qwest Corporation
5/1/2006	Level 3	CMP - Customer Contacts V39	6/5/2006	Qwest Corporation
5/1/2006	Level 3	CMP - Repair Customer Contact for EEL and LMC for the 5 Eastern States	6/5/2006	Qwest Corporation
5/4/06	Level 1	CMP - Multiple PCATs - Local Qwest 101 Web Based Training	05/05/06	Qwest Corporation
5/4/2006	Level 2	CMP - Technical Escalation Contact List V12	5/25/2006	Qwest Corporation
5/5/2006	Level 3	CMP - Call Forwarding Feature PCAT MSS Updates	6/6/2006	Qwest Corporation
5/8/06	Level 1	CMP - IMA Release 19.0 Training Material Re-post	05/08/06	Qwest Corporation
5/8/06	Level 1	CMP - Pre-Ordering Overview V52	05/08/06	Qwest Corporation
5/9/06	Level 1	CMP - BFR SR V27	05/10/06	Qwest Corporation

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
5/10/2006	Level 2	CMP - Service Interval Guide for Resale, UNE and Interconnection Services (SIG) V67	5/31/2006	Qwest Corporation
5/11/06	Level 1	CMP - Multiple PCATs - Local Qwest 101 Web Based Training	05/12/06	Qwest Corporation
5/11/2006	Level 2	CMP - Qwest Design Services Trouble Ticket and Cause Codes Update	6/1/2006	Qwest Corporation
5/11/2006	Level 2	CMP - Technical Publication, 77355, Grounding - CO and Remote Equipment Environment	6/1/2006	Qwest Corporation
5/15/06	Level 1	CMP - Custom Ringing Service - V11.0	05/16/06	Qwest Corporation
5/16/2006	Level 3	CMP - Final Notice CMP - OrderingOverviewV113	5/31/2006	Qwest Corporation
5/17/06	Level 1	CMP - Service Interval Guide for Resale, UNE, and Interconnection Services (SIG) V68	05/18/06	Qwest Corporation
5/17/2006	Level 3	CMP - FINAL NOTICE - Operator Services (OS) V18	6/5/2006	Qwest Corporation
5/18/06	Level 1	CMP - Local Interconnection Service (LIS) Product Web-Based Training Updated	05/18/06	Qwest Corporation
5/18/06	Level 1	CMP - Resale - Local Exchange Services - Business and Residence Plain Old Telephone Service (POTS) - V45.0	05/19/06	Qwest Corporation
5/18/2006	Level 3	CMP - Final Notice - Pre-OrdOverviewV49	6/2/2006	Qwest Corporation
5/19/2006	Level 2	CMP - Directory Assistance (DA) V15	6/9/2006	Qwest Corporation
5/19/2006	Level 3	CMP - Final Notice Customer contacts V39	6/5/2006	Qwest Corporation
5/19/2006	Level 3	CMP_FINAL NOTICE - Repair Customer Contact for EEL and LMC for 5 Eastern States	6/5/2006	Qwest Corporation
5/22/2006	Level 3	CMP - FINAL NOTICE - Call Forwarding FeaturePCAT MSS Updates	6/6/2006	Qwest Corporation
5/24/2006	Level 2	CMP - Customer Contacts V42	6/14/2006	Qwest Corporation
5/25/2006	Level 2	CMP - Service Interval Guide For Resale, UNE and Interconnection Services (SIG) V69	6/15/2006	Qwest Corporation
5/30/2006	Level 3	CMP - Collocation - Qwest Premises Access Overview V2.0	6/30/2006	Qwest Corporation
5/31/06	Level 1	CMP - 3Q06 Class Offerings	05/31/06	Qwest Corporation
5/31/06	Level 1	CMP - BFR SR V28	06/01/06	Qwest Corporation
6/1/2006	Level 3	CMP - Multiple PCAT Update Held Orders to 90 Days	7/14/2006	Qwest Corporation
6/1/2006	Level 3	CMP - Multiple PCAT Update Held to 90 days	7/14/2006	Qwest Corporation
6/2/2006	Level 2	CMP - Collocation - General Information - V61.0	6/23/2006	Qwest Corporation
6/2/2006	Level 2	CMP - Shared Caged Physical Collocation - V13.0	6/23/2006	Qwest Corporation
6/2/2006	Level 3	CMP - Collocation Decommissioning Overview - V2.0	7/17/2006	Qwest Corporation
6/5/06	Level 1	CMP - Local Qwest 101 Web Based Training PCAT	06/06/06	Qwest Corporation
6/6/2006	Level 3	CMP - Provisioning and Installation Overview - V87.0	7/7/2006	Qwest Corporation

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
6/9/2006	Level 2	CMP - Wholesale Web Home Page Redesign	6/30/2006	Qwest Corporation
6/12/2006	Level 3	CMP - Call Forwarding Feature PCAT MSS Updates	7/27/2006	Qwest Corporation
6/15/06	Level 1	CMP - BFR SR V29	06/16/06	Qwest Corporation
6/15/06	Level 1	CMP - Operator Services V19	06/16/06	Qwest Corporation
6/16/06	Level 1	CMP - Operation Support System (OSS) Site updated with XML reference	06/16/06	Qwest Corporation
6/16/2006	Level 2	FINAL NOTICE CMP - Collocation - General Information - V61.0	6/23/2006	Qwest Corporation
6/16/2006	Level 3	CMP_FINAL NOTICE - Collocation - Qwest Premises Access Overview V2.0	7/1/2006	Qwest Corporation
6/19/2006	Level 3	CMP - Expedites and Escalations V41.0	7/24/2006	Qwest Corporation
6/20/06	Level 1	CMP - Qwest Business Line Volume Purchase Plan (QBLVPP)	06/20/06	Qwest Corporation
6/20/2006	Level 3	CMP - Ordering Overview	8/4/2006	Qwest Corporation
6/21/2006	Level 3	CMP - Customer Contacts V45	8/5/2006	Qwest Corporation
6/22/2006	Level 2	CMP - Suspension of Service - V4.0	7/13/2006	Qwest Corporation
6/22/2006	Level 3	CMP - Final Notice - Provisioning and Installation	7/7/2006	Qwest Corporation
6/23/06	Level 1	CMP - QPAP V6.0	06/26/06	Qwest Corporation
6/23/2006	Level 3	CMP - Directory Assistance (DA) V16.0	8/7/2006	Qwest Corporation
6/23/2006	Level 3	CMP - Port In - V13.0	7/26/2006	Qwest Corporation
6/23/2006	Level 3	CMP - QSearch Service - V9.0	7/31/2006	Qwest Corporation
6/24/2006	Level 2	CMP - Service Interval Guide for Resale, UNE and Interconnection Service (SIG) V72	7/15/2006	Qwest Corporation
6/27/2006	Level 3	CMP - Resale - General - V63.0	8/11/2006	Qwest Corporation
6/29/2006	Level 3	Revised CMP - FINAL NOTICE - Multiple PCAT Update Held Order 90 Day	7/14/2006	Qwest Corporation
6/29/2006	Level 3	Revised CMP - FINAL NOTICE - Multiple PCAT Update Held Orders to 90 days	7/14/2006	Qwest Corporation
6/30/06	Level 1	CMP - Accepting August Registrations / Seattle ASR Class Dates Changed	06/30/06	Qwest Corporation
6/30/2006	Level 2	CMP - Web Page Updates to Training, Notices, and Forums Site (Notice and Subscribe Tool) - Consolidate navigation/remove obsolete or duplicated information	7/21/2006	Qwest Corporation
6/30/2006	Level 3	CMP - FINAL NOTICE - Collocation Decommissioning Overview - V2.0	7/17/2006	Qwest Corporation
6/30/2006	Level 3	CMP - Port In - V14.0 and Port Within V12.0	8/14/2006	Qwest Corporation
7/3/06	Level 1	CMP - Ordering Overview V120	07/05/06	Qwest Corporation
7/5/06	Level 1	CMP - Local Service Freeze V18	07/06/06	Qwest Corporation
7/13/06	Level 1	CMP - Port In - V15 and Port Within - V13.0	07/14/06	Qwest Corporation

EXHIBIT C

Qwest Wholesale Change Management Process: Summary of change by Interface release		
2nd Quarter 2006		
EXACT		
Number of CRs		
CLEC CRs	0	
Qwest CRs	0	
Change Request number	Summary	Submitter
Wholesale Billing Interface		
Number of CRs		
CLEC CRs		
Qwest CRs	1	
Change Request number	Summary	Submitter
SCR112905-01IG	CABS BOS Version 45	Qwest Corporation
ASR Gateway/QORA Release		
Number of CRs		
CLEC CRs	0	
Qwest CRs	1	
Change Request number	Summary	Submitter
SCR010506-01IG	ASOG 32 Industry Release New QORA ASR Gateway Edits	Qwest Corporation
SATE		
Number of CRs		
CLEC CRs	1	
Qwest CRs	0	
Change Request number	Summary	Submitter
SCR062905-02RG	Addition to Products Currently in the Stand Alone Test Environment (SATE)	Qwest Communications Corp (QCC)
CEMR		
Number of CRs		
CLEC CRs	0	
Qwest CRs	0	
Change Request number	Summary	Submitter
Process and Documentation		

Number of CRs		
CLEC CRs	0	
Qwest CRs	0	
Change Request number	Summary	Submitter
ASR Gateway/QORA UOM		
Number of CRs		
CLEC CRs	0	
Qwest CRs	0	
Change Request number	Summary	Submitter
MEDIAAC		
Number of CRs		
CLEC CRs	0	
Qwest CRs	0	
Change Request number	Summary	Submitter
IMA 19.0 Release		
Number of CRs		
CLEC CRs	4	
Qwest CRs	1	
Change Request number	Summary	Submitter
SCR061703-01	Create new fields of OCC and OCCNA on the LSR and DL forms to identify Old Service Provider	Qwest Corporation
SCR040204-01	PreOrder and Order Error Message When NPA NXX Does Not Belong to Qwest	AT&T
SCR051304-01	Request for Line Loss Notification to notify CLECs if the customer was lost to a Wireless Carrier	AT&T
SCR030405-01	Changes to Reject RT Codes	Eschelon
SCR103102-02	Eliminate PON tracking requirement for Reserved TNs	MCI
Product Databases		
Number of CRs		
CLEC CRs	0	

Qwest CRs	1		
Change Request number	Summary	Submitter	
SCR062105-01	Retirement of the Resale Product Database (RPD)	Qwest Corporation	

EXHIBIT D

Qwest Wholesale Change Management Process: Escalation Process			
2nd Quarter 2006			
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			
2nd Quarter 2006			
Date submitted	CR Number	Summary of change	Submitter
Note: Dispute detail is available at http://www.qwest.com/wholesale/cmp/dispute.html			

EXHIBIT E

**Change Management Improvements
2nd Quarter 2006**

Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 1 Introduction and Scope</p> <p>Qwest implemented Section 1 as agreed to by the Redesign Team.</p>	<p>October 2, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 2-3 Final Minutes, page 4 paragraph 1.)</p>	<p>October 3, 2001</p>	<p>Qwest has complied with this process for over 56 months.</p> <p>Qwest processed 525 new OSS Interface CRs between October 3, 2001 and June 30, 2006.</p> <p>Qwest processed 296 new Product Process CRs between October 3, 2001 and June 30, 2006</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 2006**

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.htm (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>

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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 3 Meetings</p> <p>Qwest implemented Section 3 as agreed to by the Redesign Team.</p>	<p>August 8, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting August 7 & 8 Final Minutes - 8-29-01 Attachment 9, Page 8.)</p>	<p>See Qwest's Record of Compliance column.</p>	<p>Qwest has conducted CMP monthly meetings at least once per month since the inception of Qwest's CMP in 1999. In October, 2001, CMP monthly meetings were extended to two full day sessions per the request of the CLEC participants. 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>

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			improvements to its CMP website as a result of the Redesign effort.	
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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 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 57 months. It should be noted that there was an impasse issue relating to the definition of Regulatory CRs that was resolved on April 4, 2002. However, the team had reached agreement on the other aspects of the definition and the impasse resolution did not change the language contained in the Qwest Wholesale Change Management Process document.</p> <p>There were 4 Regulatory CRs, 0 Industry Guideline CRs, 24 CLEC Originated CRs, and 25 Qwest Originated CRs on the candidate list for the IMA 10.0 Release.</p> <p>There were 2 Regulatory CRs, 16 Industry Guideline CRs, 10 CLEC Originated CRs, and 12 Qwest Originated CRs on the candidate list for the IMA 11.0 Release. It should be noted that the 2 Regulatory CRs were for PID improvements. Effective with Qwest's IMA 12.0 Release and beyond, PID improvements will be treated as either CLEC Originated CRs or Qwest Originated CRs.</p>	<p>The CRs that were candidates for the IMA 10.0 Release, by CR type, can be found at the following URL: http://www.qwest.com/wholesale/downloads/2001/011012/System_Distribution_Doc.pdf (See Distribution Package for 10-18-01, Attachment E for CRs originally classified as Regulatory CRs and Attachment F for Qwest Originated and CLEC Originated CRs. NOTE: There were no industry Guideline CRs for the IMA 10.0 Release.</p> <p>The CRs that were candidates for the IMA 11.0 Release, by CR type, can be found at the following URL: http://www.qwest.com/wholesale/downloads/2002/020215/systemsfebdistpackage.pdf http://www.qwest.com/wholesale/downloads/2002/020215/systemsfebdistpackage.pdf</p>

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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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			<p>There were 0 Regulatory CRs, 28 CLEC originated CRs, and 8 Qwest originated CRs on the candidate list for the IMA 18.0 Release.</p> <p>There were 0 Regulatory CRs, 25 CLEC originated CRs, and 3 Qwest originated CRs on the candidate list for the IMA 19.0 Release.</p> <p>There were 0 Regulatory CRs, 20 CLEC originated CRs, and 1 Qwest originated CR on the candidate list for the IMA 20.0 Release</p> <p>It should be noted that CLECs have had the ability to submit CRs since the inception of Qwest's Change Management Process f.k.a. CICMP. Between January 1, 2000 and September 30, 2001 Qwest processed and closed 68 OSS Interface CRs.</p>	
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Process	Date Process was Baseline'd 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 56 months.</p> <p>Between November 1, 2001 and June 30, 2006, Qwest processed 490 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 3928 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: Http://www.qwest.com/wholesale/cmp/changerequest.html (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>			

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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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			<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 Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 5.3 CLEC Product/Process Change Request Initiation Process</p> <p>Qwest implemented Section 5.3 as agreed to by the Redesign Team.</p> <p>Qwest implemented the process improvements that were agreed to by the Redesign Team.</p>	<p>September 5, 2001 (Original)</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting September 5 Final Minutes, Page 4.)</p> <p>October 16, 2001 (Revised)</p> <p>Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 2.)</p>	<p>October 1, 2001 (Original)</p> <p>October 30, 2001 (Revised)</p>	<p>Qwest has complied with the revised process for 55 months.</p> <p>Between November 1, 2001 and June 30, 2006, Qwest processed 243 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 2426 milestones that have occurred so far. This equates to an average compliance rate of 99.67%</p> <p>Following is a description of the missed milestones:</p> <p>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. 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. 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. 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. 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. 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. PC110201-1 Milestone Missed: Clarification Meeting Held Explanation: The clarification meeting was held 3 days late. PC062603-1 Milestone Missed: Send Acknowledgement Explanation: Acknowledgement was missed by 2 days.</p>	
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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 5.4 Qwest Initiated Product/Process Changes</p> <p>Qwest implemented Section 5.4 as agreed to by the Redesign Team.</p> <p>Qwest implemented the process improvements that were agreed to by the Redesign Team.</p>	<p>Qwest implemented the process as agreed to in concept during the March 19 CMP Redesign Meeting.</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement in concept on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes –CMP Redesign Meeting March 18 & 19 Final Minutes, Page 10.)</p> <p>April 16, 2002 (Revised and Baseline'd)</p> <p>Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting April 16 Draft Minutes, Page 7.)</p>	<p>April 1, 2002 (Original)</p> <p>April 22, 2002 (Revised)</p>	<p>Qwest has complied with the original process for over 47 months and the revised process for over 51 months.</p> <p>Between April 1, 2002 and June 30, 2006, Qwest submitted 1892 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 1084 Level 1 changes, 418 Level 2 changes, 285 Level 3 changes, and 105 Level 4 changes via the notification process.</p> <p>Qwest initiated 127 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 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 20 Level 1-4 CMP Notification Requirements out of a possible 13371 that have occurred so far. This equates to an average compliance rate of 99.85%.</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.</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</p>			

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			<p>sent prior to actual effective date. 12.) Notification number: PROD.11.17.03.F.1071.Grandpa reutMS_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 - <u>Initial and Final</u>. 15.) Notification number: PROS.03.31.04.F.01528.PCAT_ Updates. Notification not sent prior to actual effective date. 16.) Notification number: PROS.07.28.04.F.01932.Interce ptCLEC_CustCall. Notification not sent prior to actual effective date. 17.) Notification number: NETW.03.09.06.F.03763.Tech_Pub_77368_Issue Notification not sent prior to actual effective date. 18.) Notification number: NETW.04.04.06.F.03829.RG47-0005_TechPub_77350 Notification not sent prior to actual effective date. 19.) Notification number:</p>	
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			<p>TRNG.04.07.06.F.03830.LocalQ 101WBT Notification not sent to all customers 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-ICM 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 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,</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</p> <p>Qwest implemented Section 5.5 as agreed to by the Redesign Team.</p>	<p>June 5, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting Minutes for June 5-6)</p>	<p>June 19, 2002</p>	<p>This process has been in place for over 52 months. During this time, the Postponement Process has not been evoked.</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>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.htm (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 55 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, March 2006, & April 2006.</p>	<p>The current view of Qwest's OSS Interface Release Calendar can be found at the following URL: http://www.qwest.com/wholesale/cmp/osscalendar.html</p>

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

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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 7.2 Introduction of a New GUI</p> <p>Qwest implemented Section 7 as agreed to by the Redesign Team.</p>	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes - CMP Redesign Meeting November 1 Final Minutes, Page 11.)</p>	<p>November, 2001</p>	<p>Qwest introduced a new GUI (FORCAST) on March 8, 2002. There are 6 CMP milestones for the introduction of a new GUI: 1.) Release Notification; 2.) Issue Draft Release Notes; 3.) Interface Overview; 4.) CLEC Comments and Qwest Response; 5.) Final Notification; and 6.) Deployment. Qwest demonstrated 100% compliance with these milestones.</p> <p>Qwest introduced a new GUI (QORA) on November 3, 2003. There are 6 CMP milestones for the introduction of a new GUI: 1.) Release Notification; 2.) Issue Draft Release Notes; 3.) Interface Overview; 4.) CLEC Comments and Qwest Response; 5.) Final Notification; and 6.) Deployment. Qwest demonstrated 100% compliance with these milestones.</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: http://www.qwest.com/wholesale/notifications/cnla/bysubcat/1_1834_3_8_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 4 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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**Change Management Improvements
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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> <p>IMA 19.0 was implemented on April 10, 2006 and IMA 18.0 will retire on October 10, 2006</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 8.1 Application to Application Interface</p> <p>Qwest implemented Section 8.1 as agreed to by the Redesign Team.</p>	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 8.</p>	<p>November, 2001</p>	<p>Qwest introduced Changes to an Existing OSS Interface – Application to Application Interface for IMA 10.0 on April 4, 2002, IMA 11.0 on November 18, 2002, IMA 12.0 on April 7, 2003, IMA 13.0 on August 4, 2003, IMA 14.0 on December 4, 2003, IMA 15.0 on April 19, 2004., IMA 16.0 on October 18, 2004, IMA 17.0 on April 10, 2005, IMA 18.0 on October 17, 2005, IMA 19.0 on April 10, 2006.</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 and IMA 19.0.</p>	<p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notifications/cnla/bysubcat/1.1834.56.00.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 8.2 Graphical User Interface</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: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes - CMP Redesign Meeting November 1 Final Minutes, Page 8.</p>	<p>November, 2001</p>	<p>Qwest introduced changes to an existing OSS Interface - 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, IMA GUI 18.0 on October 17, 2005 and IMA GUI 19.0 on April 10, 2006.</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</p>	<p>http://www.qwest.com/wholesale/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 Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 9 Retirement of Existing OSS Interface	<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>	November, 2001.	<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>Qwest implemented the Retirement of the Resale Product Database (RPD) on April 29, 2006.</p> <p>There are 5 CMP milestones for retirement of an existing Graphical User Interface: 1.) Initial Retirement Notice; 2.) Qwest Response to CLEC Comments; 3.) Establish comparable functionality; 4.) Final Retirement Notice; 5.) Retirement.</p> <p>Qwest demonstrated 100% compliance with these milestones.</p>	<p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,38,00.html</p>

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

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			<p>candidate list for the IMA 12.0 Release.</p> <p>There was 1 Regulatory CR, 33 CLEC Originated CRs, and 17 Qwest Originated CRs on the candidate list for the IMA 13.0 Release.</p> <p>There were 0 Regulatory CRs, 38 CLEC Originated CRs, and 15 Qwest Originated CRs on the candidate list for the IMA 14.0 Release.</p> <p>There were 0 Regulatory CRs, 38 CLEC originated CRs, and 20 Qwest originated CRs on the candidate list for the IMA 15.0 Release.</p> <p>There were 0 Regulatory CRs, 33 CLEC originated CRs, and 19 Qwest originated CRs on the candidate list for the IMA 16.0 Release.</p> <p>There were 0 Regulatory CRs, 33 CLEC originated CRs, and 8 Qwest originated CRs on the candidate list for the IMA 17.0 Release.</p> <p>There were 0 Regulatory CRs, 28 CLEC originated CRs, and 6 Qwest originated CRs on the candidate list for the IMA 18.0</p>	
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Process	Date Process was Baseline by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 11 Application-to-Application Interface Testing</p> <p>Qwest implemented Section 11 as agreed to by the Redesign Team.</p>	<p>February 7, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting February 5 - 7 Final Minutes - 03/12/02, Page 14, Paragraph 2.)</p>	<p>February, 2002</p>	<p>Although through the Redesign process the team agreed to the improved process for interface testing, it should be noted that SATE has been available to the CLECs since August 2001 and was used by CLECs to migrate their systems to the IMA 8.0 Release and later releases.</p>	

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 12 Production Support</p> <p>Qwest implemented Section 12 as agreed to by the Redesign Team.</p>	<p>December 10, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting December 10-11 Final Minutes, Page 7.)</p>	<p>February 2002</p>	<p>Qwest has complied with this process for nearly 46 months.</p> <p>Between February 2, 2002 and June 30, 2006, there were 243 planned outages. Qwest missed the notification interval 1 time on March 31, 2003. (SYST.03.31.03.F.04282.SchdD wnTmIAEDIGUI)</p> <p>Qwest has demonstrated 99.58% 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, 2006 Qwest processed 47 Severity 1s, 2704 Severity 2s, 11107 Severity 3s, and 97 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>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 2nd quarter 2004 and corrected within 4th 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>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 Redesign Meeting May 1-2, Page 11)</p>		<p>Although the Redesign Team agreed to the documented process for training, it should be noted that Qwest has provided training on OSS Interfaces and Product/Process changes since the beginning of 2000.</p>	<p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/training/index.html</p>

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 14 Escalation Process Qwest implemented Section 14 as agreed to by the Redesign Team.</p>	<p>September 20, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (See CMP 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 46 months Between November 16, 2001 and June 30, 2006 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% In accordance with the CMP, Qwest must post an escalation on the web within 1 business day of receipt of the complete escalation. Qwest missed this milestone by 1 day for PC102301-2-E02.</p>	<p>Supporting data can be found at: Http://www.qwest.com/wholesale/cmp/index.html (See Escalations and Disputes - Initiation - Ongoing - Archive</p>

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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 15 Dispute Resolution 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: http://QWEst.com/wholesale/cm/p/redesign.html (see CMP Redesign Meeting Sept. 18 & 20 Final Minutes - 10-10-01, Page 5.)</p>	<p>November 16, 2001</p>	<p>This process has been in place for 53 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: http://qwest.com/wholesale/cmp/escdisp.html See Escalations and Disputes - Initiation - Ongoing - Archive</p>

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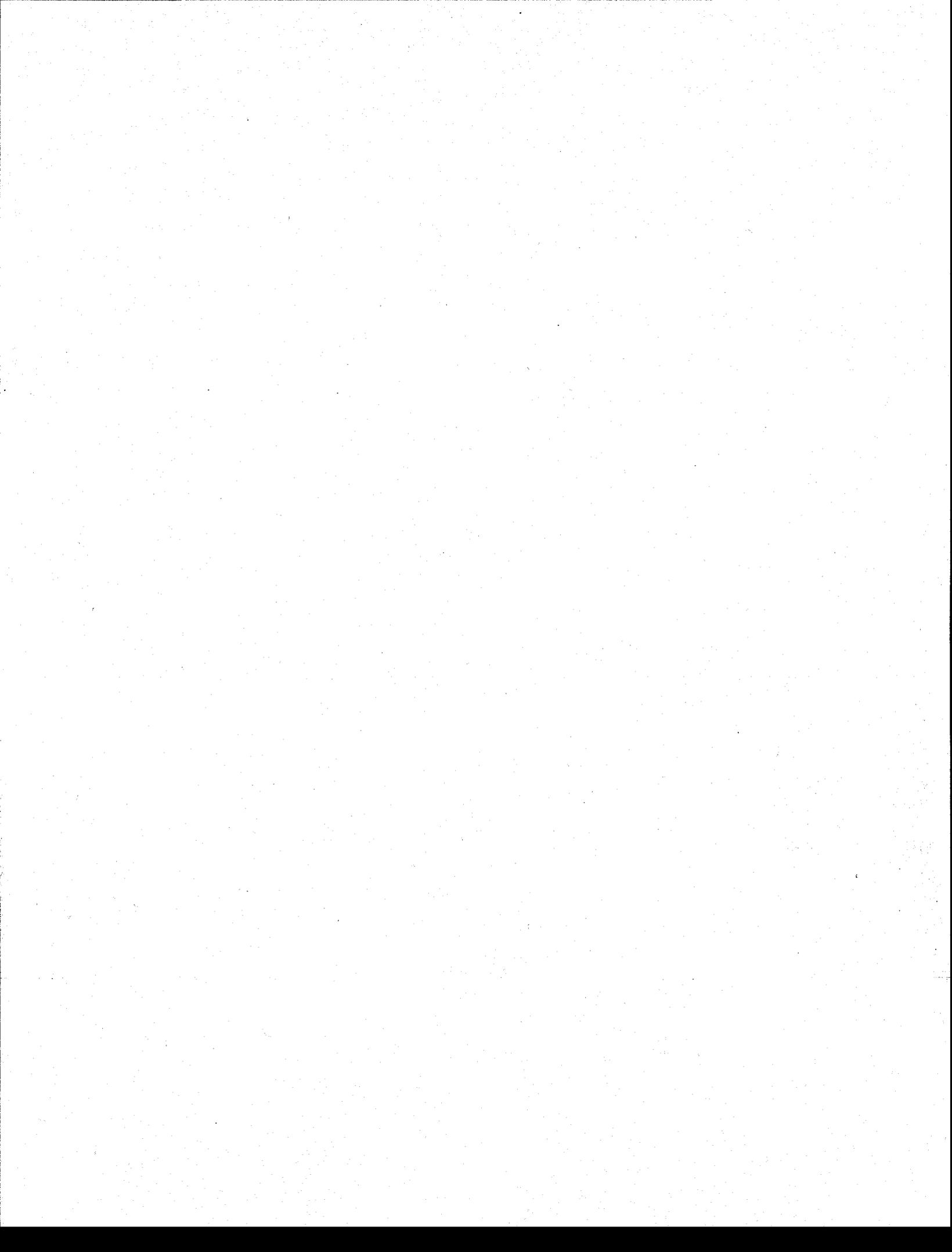
Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 16 Exception</p> <p>Qwest implemented Section 16 as agreed to by the Redesign Team.</p>	<p>June 6, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting Minutes for June 5-6)</p>	<p>June 19, 2002 (original)</p>	<p>This process has been in place for over 45 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> <p>1) CR Number: SCR041703-04EX (MCI exception) Milestone missed: The disposition notification and tally form were not posted on time.</p> <p>2) CR Number: SCR041703-04EX (Qwest exception) Milestone missed: The disposition notification and tally form were not posted on time.</p>	<p>Supporting data can be found at: http://www.qwest.com/wholesale/cmp/teammeetings.html and http://www.qwest.com/wholesale/notices/cnla/</p>

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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 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 Re-Design Meeting Minutes for July 10)</p>	<p>July 17, 2002</p>	<p>This process has been in place for over 46 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: http://www.qwest.com/wholesale/cmp/teammeetings.html and http://www.qwest.com/wholesale/notices/cn1a/</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 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 45 months. During this time, 7 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>



Arizona Corporation Commission
Docket No. T-03406A-06-0257
Docket No. T-01051B-06-0257
Qwest Corporation – Exhibit JM-D2
Exhibits of Jill Martain
August 28, 2006

EXHIBIT JM-D2

History Log

Line #	Version - Filename	Effective Date	Change			Update Activity
			Section #	Section Name	Subsection Name	
1	Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 02-07-02 - CLEAN - Version 1.0	02-07-02	All			Accepted changes to Master Redlined CLEC-Qwest CMP Redesign Framework
2	Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 02-20-02 - CLEAN - Version 2.0	02-20-02	2.1	Types of Change	Regulatory Change	Added changes to Regulatory Changes section as agreed to at Feb 19 Redesign Meeting.
3	MasterRedlineCLEAN030702	03-11-02	3.1	Change Request Initiation Process	CLEC-Qwest OSS Interface Change Request Initiation Process	Added language agreed to at March 7 Redesign Meeting.
4			9.0	Prioritization	N/A	Added language agreed to at March 7 Redesign Meeting.
5			9.3	Prioritization	SCRIP	Added language agreed to at March 7 Redesign Meeting.
6			5.1.6	Change to Existing Interfaces	Final Interface Technical Specifications	Added language agreed to at March 7 Redesign Meeting.
7	MasterRedlineCLEAN032702	03-27-02	3.1	Change Request Initiation Process	CLEC-Qwest OSS Interface Change Request Initiation Process	Added Reasons for Denial Language
8			3.3	Change Request Initiation Process	CLEC-Qwest OSS Interface Change Request Initiation Process	Added Reasons for Denial Language
9	MasterRedlineCLEAN040802	04-08-02	1.0	Introduction and Scope		Added language agreed to at April 4 Redesign Meeting.
10			2.0	Managing The CMP		Added language agreed to at April 4 Redesign Meeting. Moved Section to 2.0 from 7.0
11			3.0	Meetings		Moved section to 3.0 from 8.0.
12			6.0	OSS Interface Release Calendar		Added language agreed to at April 4 Redesign Meeting.
13			10.0	Prioritization		Moved Appendices to end of document
14			10.2.4	Prioritization	Late Adder	Added language agreed to at April 4 Redesign Meeting.
15	MasterRedlineCLEAN041602b	04-16-02	5.4	Change Request Initiation Process	Qwest Originated Product/Process	Added language agreed to at April 16 Redesign Meeting.

Note: Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services (local exchange services) provided by CLECs to their end users

Note: Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Qwest Wholesale Change Management Process Document -01-30-06

Line #	Version - Filename	Effective Date	Change			Update Activity
			Section #	Section Name	Subsection Name	
16	MasterRedlineCLEAN05202	05-02-02	5.1	Change Request Process	Changes CLEC-Qwest OSS Interface Change Request Initiation Process	Added revised language agreed to at May 2, 2002 Redesign Meeting.
17			5.5	Change Request Process	Crossover Change Requests	Added revised language agreed to at May 2, 2002 Redesign Meeting.
18			10.2.5	Prioritization	Withdrawal of Prioritized CRs	Added language agreed to at May 2, 2002 Redesign Meeting.
19			10.3	Prioritization	SCRIP	Added revised language agreed to at May 2, 2002 Redesign Meeting.
20			13.0	Training	N/A	Added language agreed to at May 2, 2002 Redesign Meeting.
21	MasterRedlineCLEAN052202a	05-22-02	5.6	Change Request Process	Change Request Status Codes	Added language agreed to at May 21-22, 2002 Redesign Meeting.
22			5.7	Change Request Process	Change Request Suffixes	Added language agreed to at May 21-22, 2002 Redesign Meeting.
23	MasterRedlineCLEAN060602	06-06-02	2.5	Managing the Change Management Process	Method of Communication	Added language agreed to at June 5-6, 2002 Redesign Meeting.
24			5.1	Change Request Process	CR Initiation Process	Added language agreed to at June 5-6, 2002 Redesign Meeting.
25			5.3	Change Request Process	CLEC Product/Process Change Request Initiation Process	Added language agreed to at June 5-6, 2002 Redesign Meeting.
26			5.3	Change Request Process	CLEC Product/Process Change Request Initiation Process	Added IMA Software Development Timeline agreed to at June 5-6, 2002 Redesign Meeting.
27			5.5	Change Request Process	Positionment and Arbitration of a Product/Process Change Multiple	Added language agreed to at June 5-6, 2002 Redesign Meeting.
28			5.6, 5.7, and 5.8	Change Request Process		Renumbered based on addition of new Section 5.5
29			16.0	Exception Process		Added language agreed to at June 5-6, 2002 Redesign Meeting.
30			Definition of Terms	Definition of Terms		Added language agreed to at June 5-6, 2002 Redesign Meeting.
31			All	All	All	Cosmetic and clarifying changes agreed to at June 5-6, 2002 Redesign Meeting.
32	MasterRedlineCLEAN061802	06-18-02	2.1	Managing the	Managing the Change	Added language agreed to at June 17-18, 2002

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Qwest Wholesale Change Management Process Document -01-30-06

Line #	Version - Filename	Effective Date	Change				Update Activity
			Section #	Section Name	Subsection Name	Change Name	
				Change Management Process	Management Process Document	Redesign Meeting.	
33			12.4	Production Support	Reporting Trouble to IT	Added language agreed to at June 17-18, 2002 Redesign Meeting.	
34			12.5	Production Support	Severity Levels	Made changes at June 17-18, 2002 Redesign Meeting.	
35			12.8	Production Support	Process Production Support	Added language agreed to at June 17-18, 2002 Redesign Meeting.	
37	MasterRedlinedCLEAN071002	07-10-02	2.2	Managing the Change Management Process	Change Management Point of Contact (POC)	Added language agreed to at July 10, 2002 Redesign Meeting.	
38			2.3	Managing the Change Management Process	Change Management Point of Contact (POC) List	Added language agreed to at July 10, 2002 Redesign Meeting.	
39			17.0	Voting	n/a	Added language agreed to at July 10, 2002 Redesign Meeting.	
40			All	All	All	Cosmetic and clarifying changes agreed to at July 10, 2002 Redesign Meeting.	
41	MasterRedlinedCLEAN072302	07-23-02	10.0	Prioritization		Revised language agreed to at July 23, 2002 Redesign Meeting.	
42			10.1	Prioritization	Test Environment Releases	Added language agreed to at July 23, 2002 Redesign Meeting.	
43			All	All	All	Cosmetic and clarifying changes agreed to at July 23, 2002 Redesign Meeting.	
44	MasterRedlinedCLEAN072602	07-26-02	1.0	Introduction and Scope		Revised language agreed to at July 26, 2002 Redesign Meeting.	
45			2.4.4	Managing the Change Management Process	Implementation Obligations	Added language agreed to at July 26, 2002 Redesign Meeting.	
46			5.6	Change Request Process	Comparability of Change Request Treatment	Added language agreed to at July 26, 2002 Redesign Meeting.	
47			10.1	Prioritization	Test Environment Releases	Revised language agreed to at July 26, 2002 Redesign Meeting.	
48	QwestWhslChgMgtDoc091302	09-13-02	All			Accepted all agreed to CLEAN-UP changes and additions from multiple Redesign Meetings.	
49			2.1	Managing the Change	Managing the Change Management Process	Added language agreed to at multiple CLEAN-UP Redesign Meetings.	

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Qwest Wholesale Change Management Process Document -01-30-06

Line #	Version - Filename	Effective Date	Change				Update Activity
			Section #	Section Name	Subsection Name	Document	
50			2.4.4	Managing the Change Management Process	Implementation Obligations	Document	Added language agreed to at multiple CLEAN-UP Redesign Meetings.
51			2.4.5	Managing the Change Management Process	Adherence to this CMP		Added language agreed to at multiple CLEAN-UP Redesign Meetings.
52			2.5	Managing the Change Management Process	Method of Communication		Added language agreed to at multiple CLEAN-UP Redesign Meetings.
53			3.0	Meetings			Added language agreed to at multiple CLEAN-UP Redesign Meetings.
54			5.1.2	Change Request Process	Implementation of Industry Guideline CRs		Added language agreed to at multiple CLEAN-UP Redesign Meetings.
55			5.6	Managing the Change Management Process	Comparability of Change Request Treatment		Added language agreed to at multiple CLEAN-UP Redesign Meetings.
56			16.2	Exception Process	Emergency Call/Meeting Notice to Discuss Exception Request		Added language agreed to at multiple CLEAN-UP Redesign Meetings.
57			16.3	Exception Process	Notice of Exception Request Discussion and Vote at Upcoming CMP Meeting		Added language agreed to at multiple CLEAN-UP Redesign Meetings.
58			18.0	Oversight Review Process			Added language agreed to at multiple CLEAN-UP Redesign Meetings.
59	QwestWhsiChgMgtDoc100902	10-09-02	All				Added language and accepted CLEAN-UP changes and additions from 10-08-02 and 10-09-02 Redesign Meetings.
60	QwestWhsiChgMgtDoc101502	10-15-02	17.0				Added language proposed by AT&T and accepted by Qwest and WorldCom on 10-15-02.
61	QwestWhsiChgMgtDoc010603	01-06-03	12.0	Production Support	Request for a Production Support Change		Modified language as approved by unanimous CMP vote at December 18, 2002, Monthly CMP Product/Process Meeting
62			5.0	Change Request Process	Level 1 Process/Deliverables		Modified language as approved by unanimous CMP vote at December 18, 2002, Monthly CMP

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Qwest Wholesale Change Management Process Document –01-30-06

Line #	Version - Filename	Effective Date	Change			Update Activity
			Section #	Section Name	Subsection Name	
63			5.0	Change Request Process	Level 2 Process/Deliverables	Product/Process Meeting Modified language as approved by unanimous CMP vote at December 18, 2002, Monthly CMP Product/Process Meeting
64			5.0	Change Request Process	Level 3 Process/Deliverables	Modified language as approved by unanimous CMP vote at December 18, 2002, Monthly CMP Product/Process Meeting
65			5.0	Change Request Process	Level 4 Process/Deliverables	Modified language as approved by unanimous CMP vote at December 18, 2002, Monthly CMP Product/Process Meeting
66	QwestWwhsChgMgtDoc053003	05-30-03	8.0	Change to an Existing OSS Interface		Modified language as approved by unanimous CMP vote at May 27, 2003, Ad Hoc CMP Product/Process Meeting
67	QwestWwhsChgMgtDoc061803	06-18-03	5.0	Change Request Process	Systems Change Request Origination Process	Modified language as approved by unanimous CMP vote at the June 18, 2003, CMP Product/Process Meeting
68	QwestWwhsChgMgtDoc121103	12-11-03	5.1.4, 10.3.1, 10.4	Change Request Process, Prioritization	Systems Change Request Origination Process, Prioritization Review, Special Change Request Process	Modified language as approved by unanimous CMP vote at September 17, 2003, CMP Product/Process Meeting
69	QwestWwhsChgMgtDoc041904	04-19-04	3.0	Change Management Process Meetings		Added language agreed to at the January 2004 CMP Product/Process Meeting
			12.4 12.5	Production Support	Reporting Trouble to IT Severity Levels	Added language agreed to at the January 2004 CMP Product/Process Meeting
			12.7	Production Support	Notification Intervals	Added language agreed to at the January 2004 CMP Product/Process Meeting
			12.3	Production Support	Request for a Production Support Change	Added language around making a software patch or event notification or initiate a meeting to discuss the patch
70	QwestWwhsChgMgtDoc022105	02-21-05	5.1.4	Change Request Process	Systems Change Request Origination Process	Added language agreed to at the December 2004 CMP Product/Process Meeting
			5.2.5	Change Request Process	Code & Test	Added language agreed to at the December 2004 CMP Product/Process Meeting
			8.0	Change to an Existing OSS Interface		Added language agreed to at the December 2004 CMP Product/Process Meeting
			8.1.1	Change to an Existing OSS	Draft Interface Technical Specifications	Added language agreed to at the December 2004 CMP Product/Process Meeting

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Qwest Wholesale Change Management Process Document –01-30-06

Line #	Version - Filename	Effective Date	Change			
			Section #	Section Name	Subsection Name	Update Activity
				Interface		
			8.1.2	Change to an Existing OSS Interface	Walk Through of Draft Interface Technical Specifications	Added language agreed to at the December 2004 CMP Product/Process Meeting
			8.1.3	Change to an Existing OSS Interface	CLEC Comments on Draft Interface Technical Specifications	Added language agreed to at the December 2004 CMP Product/Process Meeting
			8.1.4	Change to an Existing OSS Interface	Qwest Response to CLEC Comments	Added language agreed to at the December 2004 CMP Product/Process Meeting
			8.1.5	Change to an Existing OSS Interface	Final Interface Technical Specifications	Added language agreed to at the December 2004 CMP Product/Process Meeting
			10.1	Prioritization	Test Environment Releases	Added language agreed to at the December 2004 CMP Product/Process Meeting
71	QwestWhslChgMgtDoc030305	03-03-05	Table of Contents			Modified Appendix D entry to relay most current effective date on Sample CR Form
			Appendix D	Sample Change Request Form -- As Of 03/03/05		Updated Appendix D -- Sample Change Request Form with most current approved document as agreed to in January 2005 CMP Product/Process Meeting
72	QwestWhslChgMgtDoc032805	03-28-05	3.0	Change Management Process Meetings		Added language agreed to at the March 2005 CMP Product/Process Meeting
73	QwestWhslChgMgtDoc091305	09-13-05	11.0	Application-to-Application Interface Testing		Remove reference to interoperability testing environment.
			Definition of Terms	Definition of Terms	Design, Development, Notification, Testing, Implementation and Disposition	Remove reference to interoperability testing environment in both the Term and Definition portion.
74	QwestWhslChgMgtDoc110805	11-08-05	5.8	Change Request Process	Change Request Status Codes	Modified wording on when a CR is moved to CLEC test (See CR 072705-1CM)
75	QwestWhslChgMgtDoc013006	01-30-06	14.2	Escalation Process	Cycle	Added language to change the Escalation Process when a meeting is held to discuss the escalation. Qwest will also respond to the originating CLEC and copy the participating CLECs with the binding position via email.

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Qwest Wholesale Change Management Process Document -

CHANGE MANAGEMENT PROCESS (CMP) FOR LOCAL SERVICES

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Note: Throughout this document, OSS interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services (local exchange services) provided by CLECs to their end users

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CHANGE MANAGEMENT PROCESS (CMP)

1.0 INTRODUCTION AND SCOPE

This document defines the processes for change management of Operations Support Systems (OSS) Interfaces, products and processes (including manual) as described below. CMP provides a means to address changes that support or affect pre-ordering, ordering/provisioning, maintenance/repair and billing capabilities and associated documentation and production support issues for local services (local exchange services) provided by Competitive Local Exchange Carriers (CLECs) to their end users. This CMP is applicable to Qwest's 14 state in-region serving territory.

This CMP is managed by CLEC and Qwest Points of Contact (POCs) each having distinct roles and responsibilities. The CLECs and Qwest will hold regular meetings to exchange information about the status of existing changes, the need for new changes, what changes Qwest is proposing, how the process is working, etc. The process also allows for escalation to resolve disputes, if necessary.

Qwest will track changes to OSS Interfaces, products and processes. This CMP includes the identification of changes and encompasses, as applicable, Design, Development, Notification, Testing, Implementation, Disposition of changes, etc. (See Change Request Status Codes, Section 5.8). Qwest will process any such changes in accordance with this CMP.

In cases of conflict between the changes implemented through this CMP and any CLEC interconnection agreement (whether based on the Qwest SGAT or not), the rates, terms and conditions of such interconnection agreement shall prevail as between Qwest and the CLEC party to such interconnection agreement. In addition, if changes implemented through this CMP do not necessarily present a direct conflict with a CLEC interconnection agreement, but would abridge or expand the rights of a party to such agreement, the rates, terms and conditions of such interconnection agreement shall prevail as between Qwest and the CLEC party to such agreement.

This CMP is dynamic in nature and, as such, is managed through the regularly scheduled meetings. The parties agree to act in Good Faith in exercising their rights and performing their obligations pursuant to this CMP. This document may be revised through the procedures described in Section 2.0.

Any opinions expressed at the CMP meetings by representatives of government agencies such as state Public Utilities Commissions (PUC), Federal Communications Commission (FCC), and the Department of Justice (DOJ) do not bind such government agencies.

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Throughout this CMP document, terms such as "agreement" or "consensus" are used to identify instances when participants attempt to informally arrive at a unanimous decision by the CMP group at a noticed CMP Meeting. At any time, when the parties cannot informally reach a decision, the parties may continue to work together to reach resolution or conduct a vote in accordance with Section 17.0.

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2.0 MANAGING THE CHANGE MANAGEMENT PROCESS

2.1 Managing the Change Management Process Document

Proposed modifications to this CMP framework shall be originated by a change request submitted by CLEC or Qwest in accordance with Section 5.0. Acceptance of such changes will be discussed at a regularly scheduled Monthly CMP Product/Process Meeting.

The originator of the change will send proposed redlined language and the reasons for the request with the change request at least fourteen (14) days in advance of the Monthly CMP Product/Process Meeting. The request originator will present the proposal to the CMP participants. The parties will develop a process for input into the proposed change including when the vote will be taken. Incorporating a change into this CMP requires unanimous agreement using the Voting Process, as described in Section 17.0. Each CMP change request will be assigned a CR number that contains a suffix of "CM" and will be included in the Monthly CMP Product/Process Meeting distribution package. The CMP change request and redlined language will be included in the Monthly CMP Product/Process Meeting distribution package and the CMP change request will be identified as a proposed change to the CMP framework on the agenda. The requested change will be reviewed at a Monthly CMP Product/Process Meeting and voted on no earlier than the following CMP Product/Process meeting. The agenda for the Monthly CMP Product/Process Meeting, at which the vote will be taken, will indicate that a vote will be taken.

There will be a standing agenda item for each monthly CMP Meeting for discussion about issues relating to the operation and effectiveness of CMP. This discussion is intended to be open and receptive to all input with the goal of constantly evaluating and improving this CMP.

2.2 Change Management Point-of-Contact (POC)

Qwest and each CLEC will designate primary, secondary, and, if desired, tertiary change management POC(s), who will serve as the official designees for matters regarding this CMP. CLECs and Qwest will exchange primary, secondary and tertiary POC information including items such as:

- Name
- Title
- Company
- Telephone number
- E-mail address
- Fax number
- Cell phone/Pager number
- POC designation (e.g., primary, secondary, or tertiary)

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2.3 Change Management POC List

Primary, secondary and tertiary CLEC and Qwest POCs will be included in the Qwest maintained POC list. It is the CLEC POC's responsibility to notify Qwest of any POC changes at <http://www.qwest.com/wholesale/cmp/ppform.html>. If Qwest makes a Primary POC change it will follow the process as described in Section 5.4.3. The list will be posted on the Qwest CMP Web site and may include other contacts.

2.4 Qwest CMP Responsibilities

2.4.1 CMP Manager

The Qwest CMP Manager is the Qwest Product/Process POC and is responsible for properly processing submitted CRs, conducting the Monthly CMP Product/Process Meeting, assembling and distributing the meeting distribution package, and ensuring minutes are written and distributed in accordance with the agreed-upon timeline.

The Qwest CMP Manager is the Qwest Systems POC and is responsible for properly processing submitted CRs, conducting the Monthly CMP Systems Meeting, assembling and distributing the meeting distribution package, and ensuring minutes are written and distributed in accordance with the agreed-upon timeline. The CMP Manager also distributes the list of CRs eligible for prioritization to Qwest and the CLECs for ranking, tabulates the rankings, and forwards the resulting prioritization of the CRs to Qwest and the CLECs. In addition, the CMP Manager is responsible for coordinating the publication of the Qwest OSS Interface Release Calendar, as described in Section 6.0.

2.4.2 Change Request Project Manager (CRPM)

The Qwest CRPM manages CRs throughout the CMP CR lifecycle. The CRPM is responsible for obtaining a clear understanding of exactly what deliverables the CR originator requires to close the CR, arranging the CR clarification meetings and coordinating necessary Subject Matter Experts (SMEs) from within Qwest to respond to the CR, and coordinating the participation of the necessary SMEs in the discussions with the CLECs.

2.4.3 Escalation/Dispute Resolution Manager

The Escalation/Dispute Resolution Manager is responsible for managing escalations, disputes and postponements in accordance with the CMP Escalation, Dispute Resolution and Postponement Processes. (See Sections 14.0, 15.0 and 5.5)

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2.4.4 Implementation Obligations

When Qwest commits to make a change pursuant to CMP, Qwest will review and revise internal and external documentation, as needed, to ensure that the change is appropriately reflected. Qwest will conduct training to communicate the changes to all appropriate Qwest personnel so that they are made aware of relevant changes. If Sections 5.0, 7.0, 8.0 or 9.0 require notification of the change, such notification will be provided in accordance with that section and will include references to external Qwest documentation that will be modified to reflect the change, if applicable. All of the forgoing activities will take place by the implementation date of the change.

2.4.5 Adherence to this CMP

As a general rule, if a CLEC indicates that Qwest is not following this CMP, and Qwest agrees, Qwest will correct the situation by following the process. If Qwest has failed to follow this CMP for a particular change, and is not able to withdraw the change and follow the applicable process, then Qwest and CLECs must unanimously agree on a different manner to correct the situation. If Qwest and the CLECs attempt to, but do not agree that a process was not followed or cannot agree on a manner to correct the situation, any CLEC may pursue any appropriate process available in this CMP (e.g., production support, escalation, dispute resolution, oversight committee).

2.5 Method of Communication

The method of communication is e-mail with supporting information posted to the Web site when applicable (see Section 3.3 Qwest Wholesale CMP Web Site). Communications sent by e-mail resulting from CMP will include in the subject line "CMP". E-mail communications regarding document changes will include direct Web site links to the related documentation. All Notifications are sent as "mailouts" and are distributed to all those who subscribe to such notifications at <http://www.qwest.com/wholesale/notices/cnla/maillist.html>.

Redlined PCATs and Technical Publications associated with product, process, and systems changes will be posted to the Qwest CMP Document Review Web site, <http://www.qwest.com/wholesale/cmp/review.html>. For the duration of the agreed upon comment period as specified in this CMP, CLECs may submit comments on the proposed documentation change. At the Qwest CMP Document Review Web site, CLECs may submit their comments on a specific document by selecting the "Submit Comments" link associated with the document. The "Submit Comments" link will take CLECs to an HTML comment template. If for any reason the "Submit" button on the site does not function properly, CLECs may submit comments to cmpcomm@qwest.com. After the conclusion of the applicable CLEC comment period, Qwest will aggregate all CLEC comments with Qwest responses and distribute to all CLECs via Notification e-mail within the applicable period.

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In some instances, a CLEC or Qwest may wish to include proprietary information in a CR. To do this the CLEC or Qwest must identify the proprietary information with bracketed text, in all capitals, preceded and followed by the words "PROPRIETARY BEGIN" and "PROPRIETARY END," respectively. Qwest will blackout properly formatted proprietary information when the CR is posted to the CR Database and distributed in the CMP Monthly Meeting distribution packet.

If a CLEC or Qwest wishes to ask a question, submit a comment, or provide information that is of a proprietary nature, the CLEC or Qwest must communicate directly with the CMP Manager via e-mail, cmpcr@qwest.com. Such e-mails must have a subject line beginning with PROPRIETARY.

This CMP contains references to required notifications. Such references typically identify specific information that must be included in such notifications. Such information is not an exclusive list. Qwest will use reasonable efforts to include such other information in its possession that may be useful in aiding CLECs to understand the scope and purpose of the notification.

2.6 CMP Relationship with Management of Performance Indicator Definitions (PIDs)

Qwest Performance Indicator Definitions (PIDs) have been established through collaboration among Qwest, CLECs and state public utilities commissions in a forum known as the Regional Oversight Committee Technical Advisory Group (ROC TAG). This activity was performed in order to test Qwest's performance in connection with Qwest's application to obtain approval under Section 271 of the Telecommunications Act of 1996. The parties anticipate that the ROC TAG (or similar industry group separate from the CMP body) will continue in some form after approval of Qwest's Section 271 application. The parties expect that this industry group will be responsible for change management of the Qwest PIDs (the "PID Administration Group").

The parties acknowledge that the operation of PIDs may be impacted by changes to Qwest OSS Interfaces, products or processes that are within the scope of CMP. Conversely, Qwest OSS Interfaces, products or processes may be impacted by changes to, or the operation of, PIDs that are within the scope of the PID Administration Group. As a result, efficient operation of this CMP requires communication and coordination, including the establishment of processes, between the PID Administration Group and the CMP body.

The parties recognize that if an issue results from CMP that relates to the PIDs (e.g., Qwest denies a CR with reference to PIDs, discussion of PID administration is needed in order to implement a CR, etc.), any party to this CMP may take the issue to the PID Administration Group for discussion and resolution as appropriate under the procedures for that Group. At the time any party brings such an issue to the PID Administration Group, such party shall notify Qwest and Qwest will distribute an e-mail notification to the CMP body. Qwest shall also distribute to the CMP body all correspondence with the PID Administration Group relating to the

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issue at the time such correspondence is exchanged with the PID Administration Group (if Qwest is not copied on such correspondence, the involved CLEC will forward such correspondence to Qwest for distribution to the CMP body). Qwest or an interested CLEC will bring any resolution or recommendation from the PID Administration Group relating to such issues to the CMP body for consideration in resolving related CMP issues.

It is possible that the PID Administration Group will identify issues that relate to CMP. In that case, the CMP body would expect the PID Administration Group (or a party from that group) to bring such issues to the CMP body for resolution or a recommendation. Such issues may be raised in the form of a CR, but may be raised in a different manner if appropriate. Qwest or an interested CLEC will return to the PID Administration Group any resolution or recommendation from the CMP body on such issues. Qwest and CLECs participating in the PID Administration Group agree that they will propose, develop, and adopt processes for the PID Administration Group that will enable the coordination called for in this Section. One such process may include joint meetings, on an as needed basis, of the PID Administration Group and the CMP body to address issues that affect both groups.

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3.0 CHANGE MANAGEMENT PROCESS MEETINGS

Change Management Process meetings will be conducted on a regularly scheduled basis. The CMP Product/Process and Systems Meetings will be conducted on the same day of each month or on at least two (2) consecutive days on a monthly basis, unless other arrangements are agreed upon by the CLECs and Qwest. Meeting participants can choose to attend meetings in person or participate by conference call.

Meetings are held to review, manage the implementation of Product/Process and System changes, and address Change Requests. Qwest will review the status of all applicable Change Requests. The meeting may also include discussions of Qwest's OSS Interface Release Calendar.

CLEC's request for additional agenda items and associated materials must be submitted to Qwest at least five (5) business days by noon (MT) in advance of the meeting. Qwest is responsible for distributing the agenda and associated meeting materials and will be responsible for preparing, maintaining, and distributing meeting minutes. Attendees with any walk-on items should bring hard copy materials of the walk-on items to the meeting and should, at least two (2) hours prior to the meeting, provide copies of such materials electronically (soft copy) to the CMP Manager, cmpcr@qwest.com, for distribution to all parties.

All attendees, whether in person or by phone, must identify themselves and the company they represent.

Additional meetings may be held at the request of Qwest or any CLEC. Meeting notification must contain an agenda plus any supporting meeting materials. Notification for these meetings will be distributed at least five (5) business days prior to their occurrence. Qwest will record and distribute meeting minutes, unless otherwise noted in this CMP.

3.1 Meeting Materials (Distribution Package) for Monthly Change Management Process Meetings

Meeting materials will include the following information:

- Meeting Logistics
- Minutes from previous meeting
- Agenda
- Change Requests and responses, as applicable
 - New/Active
 - Updated
- Issues, Action Items Log and associated statuses
- Release Summary, as applicable

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- OSS Interface Release Calendar, as described in Section 6.0
- Date TBD Trouble Tickets, as described in Section 12.3
- Any other material to be discussed

Qwest will provide Meeting Materials (distribution package) electronically, by noon (MT), three (3) business days prior to the Monthly CMP Meeting. In addition, Qwest will provide hard copies of the distribution package at the Monthly CMP Meeting.

3.2 Meeting Minutes for Change Management Process Meetings

Qwest will take minutes. Qwest will summarize discussions in meeting minutes and include any revised documents such as issues, action items and statuses.

Minutes will be distributed to meeting participants for comments or revisions no later than five (5) business days by noon (MT) after the meeting. CLEC comments will be provided by noon (MT) two (2) business days after receiving draft minutes to the Qwest CMP Manager, cmpcr@qwest.com. Revised minutes, if CLEC comments are received, will be posted to the CMP Web site within nine (9) business days by noon (MT) after the meeting.

3.3 Qwest Wholesale CMP Web Site

To facilitate access to CMP documentation, Qwest will maintain CMP information on its Web site. The Web site should be easy to use and will be updated in a timely manner. The Web site will be a well organized central repository for CLEC notifications and CMP documentation. Active documentation, including meeting materials (distribution package), will be maintained on the Web site. Change Requests and notifications will be identified in accordance with the agreed upon naming conventions to facilitate ease of identification. Qwest will maintain closed and old versions of documents on the Web site's Archive page for 18 months before storing off line. Information that has been removed from the Web site can be obtained by contacting the Qwest CMP Manager, cmpcr@qwest.com. At a minimum, the CMP Web site will include:

- Current version of the Qwest Wholesale Change Management Process Document
- OSS Interface Release Calendar
- OSS Interface hours of availability
- Links to related Web sites, such as IMA EDI, IMA GUI, CEMR, Document Review and Notifications
- Change Request Form and instructions to complete form
- Submitted and open Change Requests and the status of each, including written responses to CLEC inquiries
- Meeting (formal and informal) information for Monthly CMP Meetings and interim meetings or conference calls, including descriptions of meetings and participants, agendas, minutes, sign-up forms, and schedules, if applicable
- Interactive CR Report

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- Meeting materials (distribution package)
- CLEC Notifications and associated requirements
- Directory to CLEC Notifications for the month
- Business rules, SATE test case scenarios Technical Specifications, and user guides will be provided via links on the CMP Web site
- Contact information for the CMP POC list, including CLEC, Qwest and other participants (with participant consent to publish contact information on Web page)
- Redlined PCAT and Technical Publications - see Section 2.5
- Instructions for receiving CMP communications – see Section 2.5

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4.0 TYPES OF CHANGE

A Change Request must be within the scope of CMP and will fall into one of the following classifications. Types of Changes apply to Systems and Product/Process.

4.1 Regulatory Change

A Regulatory Change is mandated by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority, or state and federal courts. Regulatory changes are not voluntary but are requisite to comply with newly passed legislation, regulatory requirements, or court rulings. Either the CLEC or Qwest may originate the Change Request.

4.2 Industry Guideline Change

An Industry Guideline Change implements Industry Guidelines. Either Qwest or the CLEC may originate the Change Request and these changes are subject to the same processes under this CMP as Qwest and CLEC Originated Changes. These industry guidelines are defined by:

- Alliance for Telecommunications Industry Solutions (ATIS) sponsored
- Ordering and Billing Forum (OBF)
- Local Service Ordering and Provisioning Committee (LSOP)
- Telecommunications Industry Forum (TCIF)
- Electronic Commerce Inter-exchange Committee (ECIC)
- Electronic Data Interchange Committee (EDI)
- American National Standards Institute (ANSI)

4.3 Qwest Originated Change

A Qwest Originated Change is originated by Qwest and does not fall within the changes listed above.

4.4 CLEC Originated Change

A CLEC Originated Change is originated by the CLEC and does not fall within the changes listed above.

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5.0 CHANGE REQUEST PROCESS

5.1 CLEC-Qwest OSS Interface Change Request Process

A CLEC or Qwest seeking to change an existing OSS Interface, to establish a new OSS Interface, or to retire an existing OSS Interface must submit a Change Request (CR). A Change Request originator will complete and e-mail a completed Change Request (CR) Form to the Qwest CMP Manager, cmpcr@qwest.com, in accordance with the instructions set forth in the Qwest Wholesale CMP Web site located at the following URL: <http://www.qwest.com/wholesale/cmp/index.html>.

The CR Process supports Regulatory, Industry Guideline, CLEC originated and Qwest originated changes. The process for Regulatory changes will be managed as described in Section 5.1.1, Section 5.1.2 and Section 5.1.3.

5.1.1 Regulatory Change Request

Qwest or any CLEC may submit Regulatory CRs. The party submitting a Regulatory CR must also include sufficient information to justify the CR being treated as a Regulatory CR in the Description of Change section of the CR Form. Such information must include specific references to regulatory or court orders or legislation as well as dates, docket or case numbers, page or paragraph numbers and the mandatory or recommended implementation dates, if any. All Regulatory CRs initially must be submitted as systems CRs, including when the Regulatory CR clearly is for a product/process change, and will be introduced at the Monthly CMP Systems Meeting. If the Regulatory CR originator seeks to establish that the CR should be implemented by a manual process, the originator must so indicate on the CR Form and include as much information supporting the application of the exception as practicable.

Qwest will send CLECs a notification when it posts Regulatory CRs to the Web site and identify when comments are due and when a vote is to be taken, as described below. Regulatory CRs will also be identified in the Monthly CMP Systems Meeting distribution package.

Not later than eight (8) business days prior to the Monthly CMP Systems Meeting, any party objecting to the classification of such CR as Regulatory must submit a statement to the CMP Manager, cmpcr@qwest.com, documenting reasons why the objecting party does not agree that the CR should be classified as a Regulatory change. Regulatory CRs may not be presented as walk-on items.

If Qwest or any CLEC has objected to the classification of a CR as Regulatory, that CR will be discussed at the next Monthly CMP Systems Meeting. At that meeting, Qwest and the CLECs will conduct a vote under Section 17.0 to determine whether there is unanimous agreement that the CR is a Regulatory change. If Qwest or any CLEC does not agree that the CR is Regulatory, the CR will be treated as a non-Regulatory CR and prioritized, if applicable, with the CLEC originated and Qwest originated CRs, unless and until the CR is declared to be Regulatory through the Dispute Resolution Process. (See Section 15.0) Final determination of

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CR type will be made by the CLEC and Qwest POCs at that Monthly CMP Systems Meeting, and documented in the meeting minutes.

5.1.2 Implementation of Regulatory CRs

As a general rule, a Regulatory Change will be implemented by mechanization unless all parties agree otherwise, as described below.

For each Regulatory CR, Qwest will provide a cost analysis for both a manual and a mechanized solution. The cost analyses will include a description of the work to be performed and any underlying estimates that Qwest has performed associated with those costs. Qwest will also provide an estimated Level of Effort expressed in terms of person hours required for the mechanized solution. The cost analyses will be based on factors considered by Qwest, which may include volume, number of CLECs, technical feasibility, parity with retail, or effectiveness/ feasibility of a manual process.

The Regulatory CR will be implemented by a manual solution if there is a Majority vote, as described in Section 17.0, at the Monthly CMP Systems Meeting in favor of one of the following exceptions.

A. The mechanized solution is not technically feasible.

or

B. There is a significant difference in the costs for the manual and mechanized solutions. Cost estimates will allow for direct comparisons between solutions using comparable methodologies and time periods.

Any party that desires to present information to establish an exception may do so at the Monthly Systems CMP Meeting when the implementation plan is presented.

Once a Regulatory CR has been agreed upon to be implemented by a manual solution, the CR will be, from that point forward, tracked as a product/process CR through the Monthly CMP Product/Process Meetings. (See Section 5.7)

If Qwest is unable to fully implement a mechanized solution in the first Release that occurs after the CMP participants agree that a change is a Regulatory CR, Qwest's implementation plan for the mechanized solution may include the short-term implementation of a manual work-around until the mechanized solution can be implemented. In that situation, a single systems Regulatory CR will be used for the implementation of both the manual and mechanized changes. Qwest will continue to work that Regulatory CR until the mechanized solution is implemented.

If a Regulatory CR is implemented by a manual process and later it is determined that a change in circumstance warrants a mechanized solution, Qwest or any CLEC may submit a new systems CR which must include evidence of the change in circumstance, such as an estimated

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volume increase or changes in technical feasibility, and the number of the CR that was implemented using a manual process. The CR originator may request that the new CR be treated as a Regulatory CR. If Qwest or any CLEC does not agree to treat the new CR as a Regulatory CR, it will be treated as a Qwest or CLEC originated change.

Any party that disagrees with the majority decision regarding Exceptions A and B may initiate the Dispute Resolution Process. (See Section 15.0)

5.1.3 Industry Guideline Change Request

Industry Guideline CRs will be submitted as Systems CRs, but if it is determined they should be implemented as a Product/Process change, the CR will follow the Crossover process as documented in Section 5.7. The party submitting the Industry Guideline CR must identify on the CR Form that the CR should be designated an Industry Guideline CR and identify the industry forum that recommended that change. The party submitting an Industry Guideline CR must also include sufficient information to justify the CR being treated as an Industry Guideline CR in the Description of Change section of the CR Form. Such information must include specific references to the industry forum issue or recommendation and the recommended implementation date, if any.

5.1.4 Systems Change Request Origination Process

If a CLEC or Qwest wants Qwest to change, introduce or retire an OSS Interface, the originator will e-mail a Change Request (CR) Form to the Qwest CMP Manager, cmpcr@qwest.com. No later than two (2) business days after Qwest receives the CR, the Qwest CMP Manager reviews the CR for completeness, and requests additional information from the CR originator, if necessary.

Once the CR is complete:

- The Qwest CMP Manager will assign a CR Number, and log the CR into the CMP database
- The Qwest CMP Manager sends acknowledgement of receipt to the CR originator and updates the CMP database.

Within two (2) days after acknowledgement:

- The CMP Manager assigns a Change Request Project Manager (CRPM) and identifies the appropriate Director responsible for the CR.
- The Qwest CMP Manager posts the valid CR to the CMP Web site via Qwest's interactive report. The report will contain the CR details, originator identity, assigned CRPM, assigned CR Number and, when practicable, the designated Qwest SME and associated Director.
- The CRPM obtains from the Director the names of the assigned Subject Matter Expert(s) (SME)
- The CRPM will provide a copy of the detailed CR report to the CR originator which includes the following information:
 - Description of CR
 - Originating CLEC

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- Assigned CRPM contact information
- Assigned CR number
- Designated Qwest SMEs and associated director(s)
- Status of the CR (e.g., Submitted)

Within eight (8) business days after receipt of a complete CR, the CRPM coordinates and holds a clarification meeting with the CR originator and Qwest's SME(s). If the originator is not available within the above specified time frame, then the clarification meeting will be held at a mutually agreed upon time. Qwest may not provide a response to a CR until a clarification meeting has been held. The CR originator may invite representatives from other companies to participate on the clarification call. Such participation is not intended to replace the presentation of the CR at the Monthly CMP Meeting.

At the clarification meeting, Qwest and the originator will review the submitted CR, validate the intent of the originator's CR, clarify all aspects, identify all questions to be answered, and determine deliverables Qwest must produce in order to close the CR. The originator should provide, in the CR, as much detail as possible. After the clarification meeting has been held, the CRPM will document and issue meeting minutes within five (5) business days.

CRs received fourteen (14) calendar days prior to the next scheduled Monthly CMP Systems Meeting will be presented at that Monthly CMP Systems Meeting for clarification from all CLECs participating in the Monthly CMP Systems Meeting.

At the Monthly CMP Systems Meeting, the originator will present the CR and provide any business reasons for the CR. Items or issues identified during the previously held clarification meeting will be relayed. CLECs participating in the Monthly CMP Systems Meeting will be given the opportunity to comment on the CR and provide additional clarifications. If appropriate, Qwest's SME(s) will identify options and potential solutions to the CR. Clarifications and/or modifications related to the CR will be incorporated into the evaluation of the CR.

CRs that are not submitted fourteen (14) calendar days prior to the Monthly CMP Systems Meeting may be introduced at that Monthly CMP Systems Meeting as walk-on items. The Originating CLEC will present the CR and participating CLECs will be allowed to provide comments to the CR. Qwest will provide a status of the CR.

Qwest will develop a draft response based on the CR discussion at the Monthly CMP Systems Meeting. Prior to the next scheduled Monthly CMP Systems Meeting the CRPM will post responses to systems CRs to the CMP database. The response will be made available via the interactive reports and the distribution package for the Monthly CMP Systems Meeting. Qwest will conduct a walk through of the response and participating CLECs will be provided the opportunity to discuss, clarify and comment on Qwest's Response. Qwest's Responses will be either:

- "Accepted" (Qwest will implement the request) with position stated, or

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- "Denied" (Qwest will not implement the request) with basis for the denial and a detailed explanation, including reference to substantiating material. OSS Interface Change Request may be denied for one or more of the following reasons:
 - Technologically not feasible—a technical solution is not available
 - Regulatory ruling/Legal implications—regulatory or legal reasons prohibit the change as requested, or if the request benefits some CLECs and negatively impact others (parity among CLECs) (Contrary to ICA provisions)
 - Outside the Scope of the Change Management Process—the request is not within the scope of the Change Management Process (as defined in this CMP); seeks adherence to existing procedures, or requests for information
 - Economically not feasible—low demand, cost prohibitive to implement the request, or both
 - The requested change does not result in a reasonably demonstrable business benefit (to Qwest or the requesting CLEC) or customer service improvement

Qwest will not deny a CR solely on the basis that the CR involves a change to back-end systems. Qwest will apply these same concepts to CRs that Qwest originates. The Special Change Request Process (SCRCP) (Section 10.4) may be invoked if a CR was denied as economically not feasible.

Based on the comments received from the Monthly CMP Systems Meeting, Qwest may revise its response and issue a revised draft response at the next Monthly CMP Systems Meeting.

If any CLEC does not accept Qwest's response, any CLEC may elect to escalate or dispute the CR in accordance with the agreed upon CMP Escalation Process or Dispute Resolution Process. (Sections 14.0 and 15.0) If the Originator does not agree with the determination to escalate or pursue dispute resolution, it may withdraw its participation from the CR and any other CLEC may become responsible for pursuing the CR Escalation upon providing written notification to the Qwest CMP Manager, cmpcr@qwest.com. The CR will be assigned an escalation suffix and remain an active CR. Qwest will note in the status history of the interactive reports that the CR has been escalated. However, the CR status will reflect the stage of the CR as it progresses through the CR lifecycle.

If any CLEC does not accept Qwest's response and does not intend to escalate or dispute at the present time, it may request Qwest to status the CR as 'Deferred.' The CR will remain as Deferred and any CLEC may re-activate the CR at a later date.

NOTE: For system CRs associated with Billing, CRs will likely be prioritized for a specific set of Qwest billing system implementation dates (referred in this document as a "Release" or "release") versus one specific release with a single implementation date which is the case for IMA and CEMR/MEDIACC. In the context of Billing prioritization and/or packaging, when "release" is referred to, the reference is to a specific set of billing system implementation dates.

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At the last Monthly CMP Systems Meeting before Prioritization, Qwest will facilitate the presentation of all CRs eligible for Prioritization. In order for a CR to be eligible for prioritization in the upcoming release, it must be presented at least one (1) month prior to the Prioritization Review meeting in accordance with Section 10.3.1. At this meeting Qwest will provide a high level estimate of the Level of Effort of each CR and the estimated total capacity of the Release. This estimate will be an estimate of the number of person hours required to incorporate the CR into the Release. Ranking will proceed, as described in Section 10.0, Prioritization. The results of the ranking will produce an Initial Prioritization List.

Pursuant to this CMP, Qwest may develop a temporary manual solution to a mechanized change identified in an active systems CR. In these situations, Qwest will open a second systems CR with the same number as the original CR and a "MN" suffix. Qwest will process this "MN" CR as a systems CR through its entire life cycle. During this time the original systems CR will remain open and follow the appropriate systems CR process. The temporary manual solution will remain available at least until closure of the associated systems CR. If possible, all or part of the temporary manual solution can be reintroduced in Production Support if a manual workaround is required. A new CR is not required to revert to the temporary manual solution.

5.2 CLEC-Qwest OSS Interface Change Request Lifecycle

A CLEC or Qwest may elect to withdraw a CR that has been prioritized for an OSS Interface Release, in accordance with Section 10.3.5. Based on the Initial Prioritization List, Qwest will begin its development cycle that includes the milestones listed below.

5.2.1 Business and Systems Requirements

Qwest engineers define the business and functional specifications during this phase. The specifications are completed on a per candidate basis in priority order. During business and system requirements, any candidates which have affinities and may be more efficiently implemented together will be discussed. Candidates with affinities are defined as candidates with similarities in functions or software components. Qwest will present, at the Monthly CMP Systems Meeting, any complexities, changes in candidate size, or other concerns that may arise during business or system requirements, which would impact the implementation of the candidate.

During the business and systems requirement efforts, CRs may be modified or new CRs may be generated (by CLECs or Qwest), with a request that the new or modified CRs be considered for addition to the Initial Prioritization List (late added CRs). If there is a unanimous votes (see Section 17.0) to consider the late added CRs for addition to the Initial Prioritization List, Qwest will size the CR's requirements work effort. If the requirements work effort for the late added CRs can be completed by the end of system requirements, the candidate list and the new CRs will be prioritized by CLECs in accordance with the agreed upon Ranking of Later Added CR process (see Section 10.3.4). If the requirements work effort for the late added CRs cannot be completed by the end of system requirements, the CR will not be eligible for the Release and will be returned to the pool of CRs that are available for prioritization in the next OSS Interface

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Release. If packaging has already been presented as described in 5.2.2, any party seeking to submit a late-added CR must follow the Exception process.

5.2.2 Packaging

At the conclusion of system requirements, Qwest will present packaging option(s) for implementing the release candidates, including a package of only the prioritized candidates in order. Packaging options are defined as different combinations of candidates proposed for continuing through the next stage of development. Packaging options may not exist for the Release; *i.e.*, there may only be one straightforward set of candidates to continue working through the next stage of development. Options may be identified due to:

- affinities in candidates
- resource constraints which prevent some candidates from being implemented but allow others to be completed

Qwest will provide an updated estimate of the Level of Effort for each CR and the estimated total capacity of the Release. If more than one option is presented, a vote will be held within two (2) days after the meeting on the options. The packaging option with the largest number of votes will continue through the design phase of the development cycle.

5.2.3 Design

Qwest engineers define the architectural and code changes required to complete the work associated with each candidate. The design work is completed on the candidates, which have been packaged.

5.2.4 Commitment

After design, Qwest will present a commitment list of CRs that can be implemented. Qwest will provide an updated Level of Effort for each CR and the estimated total capacity of the Release. These candidates become the committed candidates for the Release.

5.2.5 Code & Test

Qwest engineers will perform the coding and testing required by Qwest to complete the work associated with the committed candidates. The code is developed and baselined before being delivered to system test. A system test plan (system test cases, costs, schedule, test environment, test data, etc.) is completed. The system is tested for meeting business and system requirements, certification is completed on the system readiness for production, and pre-final documentation is reviewed and baselined. If, in the course of the code and test effort, Qwest determines that it cannot complete the work required to include a candidate in the planned Release, Qwest will discuss options with the CLECs in the next Monthly CMP Systems Meeting. Options can include either the removal of that candidate from the list or a postponement in the implementation date to incorporate that candidate. If the candidate is removed from the list, Qwest will also advise the CLECs whether or not the candidate could

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become a candidate for the next Point Release, with appropriate disclosure as part of the current Major Release of the OSS Interface. Alternatively, the candidate will be returned to the pool of CRs that are available for prioritization in the next OSS Interface Release.

5.2.6 Deployment

During the deployment phase, Qwest representatives from the business and operations review and agree the system is ready for full deployment. Qwest deploys the Release and initiates and conducts production support.

When Qwest has completed development of the OSS Interface change, Qwest will release the OSS Interface functionality into production for use by the CLECs.

Upon implementation of the OSS Interface Release, the CRs will be updated to CLEC test and presented for closure at the next Monthly CMP Systems Meeting.

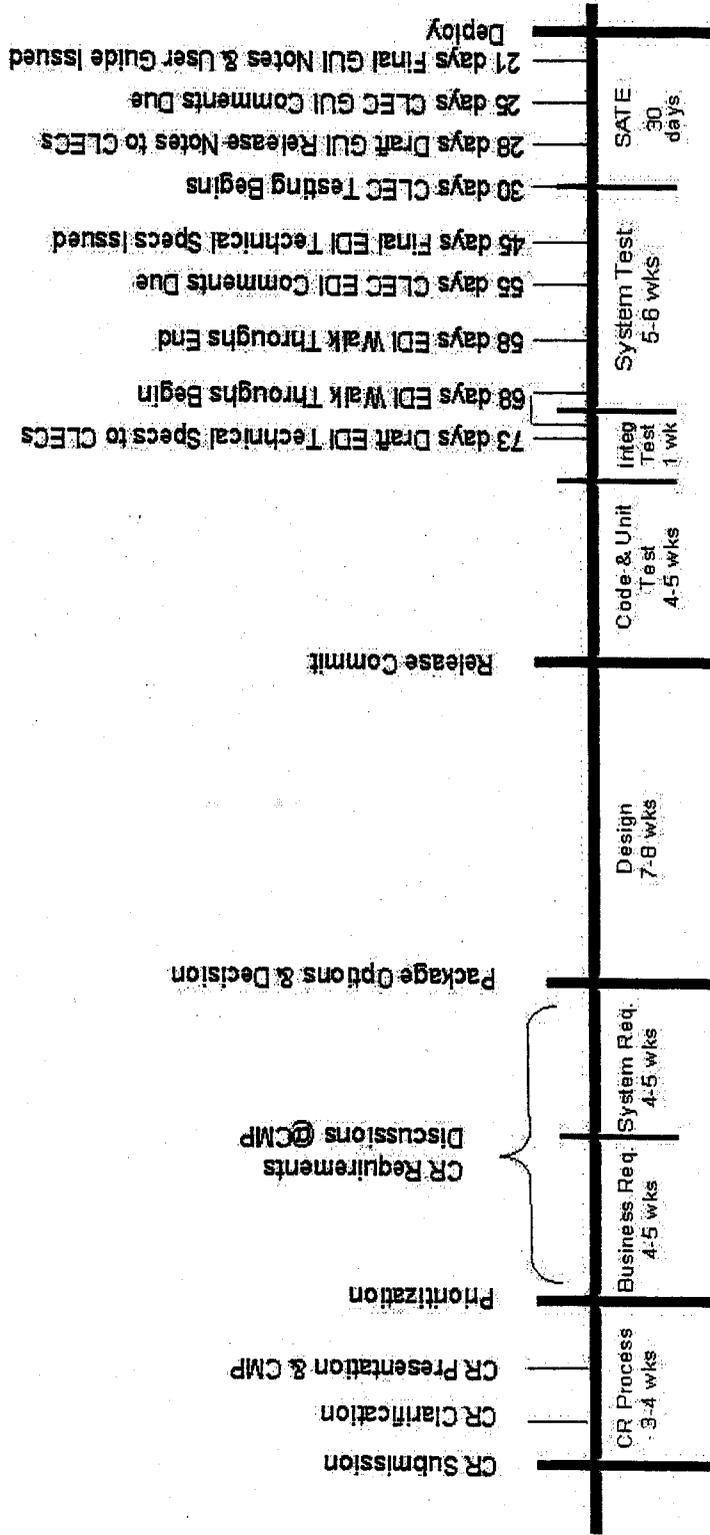
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Figure 1: IMA Software Development Timeline

IMA Software Development Timeline

Time for each phase is approximate and based on current release timelines. Time per phase can change per business needs.



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5.3 CLEC Originated Product/Process Change Request Process

If a CLEC wants Qwest to change a product/process, the CLEC e-mails a Change Request (CR) Form to the Qwest CMP Manager, cmpcr@qwest.com. No later than two (2) business days after Qwest receives the CR:

- The Qwest CMP Manager reviews the CR for completeness, and requests additional information from the CR originator, if necessary
- The Qwest CMP Manager assigns a CR Number and logs the CR into the CMP database
- The Qwest CMP Manager sends acknowledgment of receipt to the CR originator and updates the CMP Database

Within two (2) business days after acknowledgement:

- The Qwest CMP Manager posts the detailed CR report to the CMP Web site
- The CMP Manager assigns a Change Request Project Manager (CRPM) and identifies the appropriate Director responsible for the CR
- The CRPM obtains from the Director the names of the assigned Subject Matter Expert(s) (SME)
- The CRPM will provide a copy of the detailed CR report to the CR originator which includes the following information:
 - Description of CR
 - Originator (i.e., CLEC name)
 - Assigned CRPM contact information
 - Assigned CR number
 - Designated Qwest SMEs and associated director(s)
 - Status of the CR (e.g, Submitted)

Within eight (8) business days after receipt of a complete CR, the CRPM coordinates and holds a clarification meeting with the Originating CLEC and Qwest's SMEs. If the originating CLEC is not available within the above specified time frame, then the clarification meeting will be held at a mutually agreed upon time. Qwest will not provide a response to a CR until a clarification meeting has been held. The CR originator may invite representatives from other companies to participate on the clarification call. Such participation is not intended to replace the presentation of the CR at the Monthly CMP Meeting.

At the clarification meeting, Qwest and the Originating CLEC will review the submitted CR, validate the intent of the Originating CLEC's CR, clarify all aspects, identify all questions to be answered, and determine deliverables to be produced. After the clarification meeting has been held, the CRPM will document and issue meeting minutes within five (5) business days. Qwest's SME will internally identify options and potential solutions to the CR.

CRs received fourteen (14) calendar days prior to the next scheduled Monthly CMP Product/Process Meeting will be presented at that Monthly CMP Product/Process Meeting. CRs that are not submitted by the above specified cut-off date may be presented at that Monthly CMP Product/Process Meeting as a walk-on item with current status. The Originating

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CLEC will present the CR and provide any business reasons for the CR. Items or issues identified during the previously held clarification meeting will be relayed. Participating CLECs will be given the opportunity to comment on the CR and subsequent clarifications. If appropriate, Qwest's SME(s) will identify options and potential solutions to the CR. Clarifications and/or modifications related to the CR will be incorporated into the evaluation of the CR. Subsequently, Qwest will develop a draft response based on the discussion from the Monthly CMP Product/Process Meeting. Qwest's response will be:

- "Accepted" (Qwest will implement the CLEC request) with position stated, or
- "Denied" (Qwest will not implement the CLEC request) with basis for the denial and a detailed explanation, including reference to substantiating material. CLEC originated Product/Process Change Request may be denied for one or more of the following reasons:
 - Technologically not feasible—a technical solution is not available
 - Regulatory ruling/Legal implications—regulatory or legal reasons prohibit the change as requested, or if the request benefits some CLECs and negatively impact others (parity among CLECs) (Contrary to ICA provisions)
 - Outside the Scope of the Change Management Process—the request is not within the scope of the Change Management Process (as defined in this CMP), seeks adherence to existing procedures, or requests for information
 - Economically not feasible—low demand, cost prohibitive to implement the request, or both
 - The requested change does not result in a reasonably demonstrable business benefit (to Qwest or the requesting CLEC) or customer service improvement

Qwest will not deny a CR solely on the basis that the CR involves a change to the back-end systems. Qwest will apply these same concepts to CRs that Qwest originates. SCRIP may be invoked if a CR was denied due to Economically not feasible.

At least one (1) week prior to the next scheduled Monthly CMP Product/Process Meeting, the CRPM will have the response posted to the Web, added to the CMP Database, and will notify all CLECs via e-mail.

All Qwest Responses will be presented at the next scheduled Monthly CMP Product/Process Meeting. Qwest will conduct a walk through of its Response. Participating CLECs will be provided the opportunity to discuss, clarify and comment on Qwest's Response.

Based on the comments received from the Monthly CMP Product/Process Meeting, Qwest may revise its Response and issue a modified Response at the next Monthly CMP Product/Process Meeting. Within ten (10) business days after the Monthly CMP Product/Process Meeting, Qwest will notify the CLECs of Qwest's intent to modify its Response.

If the CLECs do not accept Qwest's Response, any CLEC can elect to escalate or dispute the CR in accordance with the agreed upon CMP Escalation Process or Dispute Resolution Process. (See Sections 14.0 and 15.0) If the originating CLEC does not agree with the determination to escalate or pursue dispute resolution, it may withdraw its participation from the CR and any other CLEC may become responsible for pursuing the CR upon providing written

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notification to the Qwest CMP Manager, cmpr@qwest.com. Qwest will note in the status history of the interactive reports that the CR has been escalated. However, the CR status will reflect the stage of the CR as it progresses through the CR lifecycle.

If the CLECs do not accept Qwest's Response and do not intend to escalate or dispute at the present time, they may request Qwest to status the CR as Deferred. The CR will remain as Deferred and CLECs may reactivate the CR at a later date.

The CLECs' acceptance of Qwest's Response may result in:

- The Response answered the CR and no further action is required
- The Response provided an implementation plan for a product/process to be developed
- Qwest Denied the CLEC CR and no further action is required by CLEC

5.3.1 Implementation Notification

If the CLECs have accepted Qwest's response, Qwest will provide notice of planned implementation as follows.

Prior to implementing a CLEC originated product/process CR Qwest must notify the CLECs of the pending change. Qwest will issue such notifications at the time it intends to implement a CLEC originated change (in whole or in part). It is possible that more than one such notification will be issued in order to fully address the CLEC requested change. Such notifications may be issued during CLEC Test and may continue to be issued until the CLEC initiated CR is closed. These notifications will adhere to the notification standards for Level 1, Level 2, and Level 3 detailed in Section 5.4 (Qwest Originated Product/Process Changes). If the change is not specifically captured in the existing Level categories, or if the change is captured in the Level 4 categories, Qwest will follow the Level 3 notification schedule.

Finally, the CR will be closed when CLECs determine that no further action is required for that CR.

5.4 Qwest Originated Product/Process Changes

The following defines five levels of Qwest originated product/process changes and the process by which Qwest will originate and implement these changes. None of the following shall be construed to supersede timelines or provisions mandated by federal or state regulatory authorities, certain CLEC facing Web sites (e.g., ICONN and Network Disclosures) or individual interconnection agreements. Each notification will state that it does not supercede individual interconnection agreements. The lists of change categories under each level provided below are exhaustive/finite but may be modified by the process set forth in Section 2.1. Qwest will utilize these lists when determining the disposition level to which new changes will be categorized. The changes that go through these processes are not changes to OSS Interfaces. Level 1-4 changes under this process will be tracked and differentiated by level in the History Log for the affected documents.

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5.4.1 Level 0 Changes

Level 0 changes are defined as changes that do not change the meaning of documentation and do not alter CLEC operating procedures. Level 0 changes are effective immediately without notification.

Level 0 Change Categories are:

- Font and typeface changes (e.g., bold to un-bold or bold to italics)
- Capitalization
- Spelling corrections and typographical errors other than numbers that appear as part of an interval or timeframe
- Hyphenation
- Acronym vs. non-acronym (e.g., inserting words to spell out an acronym)
- Symbols (e.g., changing bullets from circles to squares for consistency in document)
- Word changes from singular to plural (or vice versa) to correct grammar
- Punctuation
- Changing of a number to words (or vice versa)
- Changing a word to a synonym
- Contact personnel title changes where contact information does not change
- Alphabetizing information
- Indenting (left/right/center justifying for consistency)
- Grammatical corrections (making a complete sentence out of a phrase)
- Corrections to apply consistency to product names (i.e., "PBX - Resale" changed to "Resale - PBX")
- Moving paragraphs/sentences within the same section of a document to improve readability
- Hyperlink corrections within documentation
- Removing unnecessary repetitive words in the same paragraph or short section.

For any change that Qwest considers a Level 0 change that does not specifically fit into one of the categories listed above, Qwest shall issue a Level 3 notification.

5.4.1.1 Level 0 Process/Deliverables

For Level 0 changes, Qwest will not provide a notification, Web change form, or History Log to CLECs. Changes to the documentation will be updated and posted immediately.

5.4.2 Level 1 Changes

Level 1 changes are defined as changes that do not alter CLEC operating procedures or changes that are time critical corrections to a Qwest product/process. Time critical corrections may alter CLEC operating procedures, but only if such Qwest product/process has first been implemented through the appropriate level under CMP. Level 1 changes are effective immediately upon notification.

Note: Throughout this document, OSS interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services (local exchange services) provided by CLECs to their end users

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Level 1 Change Categories are:

- Time critical corrections to information that adversely impacts CLECs' ability to conduct business with Qwest
- Corrections/clarifications/additional information that do not change the product/process
- Corrections to synch up related PCAT documentation with the primary PCAT documentation that was modified through a higher level change (notification needs to include reference to primary PCAT documentation)
- Document corrections to synch up with existing OSS Interfaces documentation (notification needs to include reference to OSS Interfaces documentation)
- Process options with no mandatory deadline, that do not supercede the existing processes and that do not impose charges, regardless of whether the CLEC exercises the option
- Modifications to Frequently Asked Questions that do not change the existing product/process
- Re-notifications issued within one hundred and eighty (180) calendar days after initial notification (notification will include reference to date of initial notification or, if not available, reference to existing PCAT)
- Regulatory Orders that mandate a product/process change to be effective in less than twenty-one (21) days
- Training information (note: if a class is cancelled, notification is provided two (2) weeks in advance)
- URL changes with redirect link

For any change that Qwest considers a Level 1 change that does not specifically fit into one of the categories listed above, Qwest shall issue a Level 3 notification.

5.4.2.1 Level 1 Process/Deliverables

For Level 1 changes, Qwest will provide a notification to CLECs. Level 1 notifications will state the disposition level 1, description of change, that changes are effective immediately, that there is no comment cycle and will advise CLECs to contact the CMP Manager by e-mail at cmpcr@qwest.com immediately if the change alters the CLECs' operating procedures and requires Qwest's assistance to resolve. Qwest will respond to the CLEC, within one (1) business day, and work to resolve the issue. Possible resolutions may include withdrawal of the change, re-notification under a different level or creation of a new category of change under a different level. In addition, Qwest will provide the following for PCAT and Non-FCC Technical Publication ("Tech Pub") changes:

- The complete red-lined PCAT or Non-FCC Tech Pub will be available for review in the Product/Process Document Review Archive section of the CMP Web site, http://www.uswest.com/wholesale/cmp/review_archive.html,
- A History Log that tracks the changes

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5.4.3 Level 2 Changes

Level 2 changes are defined as changes that have minimal effect on CLEC operating procedures. Qwest will provide notification of Level 2 changes at least twenty-one (21) calendar days prior to implementation.

Level 2 Change Categories are:

- Contact Information updates excluding time critical corrections (Expedites and Escalations Overview (<http://www.qwest.com/wholesale/clecs/exesclover.html>), Wholesale Customer Contacts (<http://www.qwest.com/wholesale/clecs/escalations.html>), Technical Escalations Contact List (<http://www.qwest.com/wholesale/systems/productionsupport.html>), CMP Points of Contact (POCs, Qwest POC changes only) (<http://www.qwest.com/wholesale/cmp/poc.html>))
- Changes to a form that do not introduce changes to the underlying process
- Changes to eliminate/replace existing Web functionality will be available for twenty-one (21) days until comments are addressed. (Either a demo or screen shot presentation will be available at the time of the notification for evaluation during the twenty-one (21) day cycle.)
- Removal of data stored under an archive URL
- Elimination of a URL re-direct
- Addition of new Web functionality (e.g., CNLA)
- Re-notifications issued one hundred and eighty (180) calendar days or more after the initial notification (notification will include reference to date of initial notification or, if not available, reference to existing PCAT)
- Documentation concerning existing processes/products not previously documented
- Changes to manually generated notifications normally transmitted to CLECs through their OSS Interfaces that are made to standardize or clarify, but do not change the reasons for, such notifications
- LSOG/PCAT documentation changes associated with new OSS Interface Release documentation resulting from an OSS Interface CR
- Reduction to an interval in Qwest's SIG

For any change that Qwest considers a Level 2 change that does not specifically fit into one of the categories listed above, Qwest shall issue a Level 3 notification.

5.4.3.1 Level 2 Process/Deliverables

For Level 2 changes, Qwest will provide a notification to CLECs. Level 2 notifications will state the disposition level 2, description of change, proposed implementation date, and CLEC/Qwest comment cycle timeframes. In addition to the notification, any documentation changes required to PCATs and Non-FCC Tech Pubs will be red-lined and available for review in the Document Review section of the CMP Web site, <http://www.qwest.com/wholesale/cmp/review.html>, commonly known as the Document Review site. In the Document Review site, a comment button will be available next to the document to allow CLECs to provide comments. For Level 2 changes that do not impact PCATs or Non-FCC Tech Pubs, a comments link will be provided within the notification for comments.

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Qwest must provide initial notification of Level 2 changes at least twenty-one (21) calendar days prior to implementation and adhere to the following comment cycle:

- CLECs have seven (7) calendar days following initial notification of the change to provide written comments on the notification.
- Qwest will reply to CLEC comments no later than seven (7) calendar days following the CLEC cut-off for comments. The Qwest reply will also include confirmation of the implementation date. In the event there are extenuating circumstances, (e.g., requested change requires significant research, information is required from national standards body or industry (e.g., Telcordia)), Qwest's response will indicate the course of action Qwest is taking and Qwest will provide additional information when available. Once the information is available, Qwest will provide a notification and any available updated documentation (e.g., Tech Pubs, PCATs) at least seven (7) calendar days prior to implementation. If Qwest extends the comment response period, Qwest will present an update on the response at each Monthly CMP Product/Process Meeting until final notification is distributed.
- Qwest will implement no sooner than twenty-one (21) calendar days from the initial notification.

CLECs may provide General comments regarding the change (e.g., clarification, request for modification, request to change the disposition level of a noticed change). Comments must be provided during the comments cycle as outlined for level 2 changes.

If a CLEC requests to change the disposition level of a noticed change, CLECs and Qwest will discuss such requests at the next Monthly CMP Product/Process Meeting. In the event that timing doesn't allow for discussion at the upcoming Monthly CMP Product/Process Meeting, Qwest will call a special ad hoc meeting to address the request. If the parties are not able to reach agreement on any such request, CLECs and Qwest will take a vote in accordance with Section 17.0. The result will be determined by the Majority. If the disposition level of a change is modified, from the date of the modification forward, such change will proceed under the modified level with notifications and timelines agreed to by the participants.

For general comments, Qwest will respond to comments and provide a final notification of the change. Additionally, Qwest will provide documentation of proposed changes to Qwest PCATs and Non-FCC Tech Pubs to CLECs and implement the change(s) according to the timeframes put forth above. If there are no CLEC comments, a final notification will not be provided and the changes will be effective according to the date provided in the original notification.

If the CLECs do not accept Qwest's response, any CLEC may elect to escalate or pursue dispute resolution in accordance with the agreed upon CMP Escalation Process or Dispute Resolution Process. (See Sections 14.0 and 15.0)

5.4.4 Level 3 Changes

Level 3 changes are defined as changes that have moderate effect on CLEC operating procedures and require more lead-time before implementation than Level 2 changes. Qwest

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will provide initial notification of Level 3 changes at least thirty-one (31) calendar days prior to implementation.

Level 3 Change Categories are:

- NC/NCI code changes
- Adding of new features to existing products (excluding resale)
- Customer-facing Center hours and holiday schedule changes
- Modify/change existing manual process
- Expanding the availability and applicability or functionality of an existing product or existing feature (excluding resale)
- Regulatory Orders that mandate a product/process change to be effective in twenty-one (21) days or more

For any change that Qwest considers a Level 3 change that does not specifically fit into one of the categories listed above, Qwest shall issue a Level 3 notification.

5.4.4.1 Level 3 Process/Deliverables

For Level 3 changes, Qwest will provide a notification to CLECs. Level 3 notifications will state the disposition level 3, description of change, proposed implementation date, and CLEC/Qwest comment cycle timeframes. Level 3 notifications will only include Level 3 changes and any dependent Level 1 and Level 2 changes. Level 3 notifications of Tech Pub changes may include notification of any Level 1, Level 2 and Level 3 change.

For a Level 3 notification that Qwest believes should fall under a different Level, Qwest will propose the Level under which it believes that change should be processed. CLECs and Qwest will discuss the proposal in the next Monthly CMP Product/Process Meeting. In addition to the notification, any documentation changes required to PCATs and Non-FCC Tech Pubs will be red-lined and available for review in the Document Review section of the CMP Web site, <http://www.qwest.com/wholesale/cmp/review.html>, commonly known as the Document Review site. In the Document Review site, a comment button will be available next to the document to allow CLECs to provide written comments. For Level 3 changes that do not impact PCATs or Non-FCC Tech pubs, a link will be provided within the notification for comments.

Qwest will provide initial notification of Level 3 changes at least thirty-one (31) calendar days prior to implementation and adhere to the following comment cycle:

- CLECs have fifteen (15) calendar days following initial notification of the change to provide written comments on the notification
- Qwest will reply to CLEC comments no later than fifteen (15) calendar days following the CLEC cut-off for comments. The Qwest reply will also include confirmation of the implementation date. In the event there are extenuating circumstances, (e.g., requested change requires significant research, information is required from national standards body or industry (e.g., Telcordia)), Qwest's response will indicate the course of action Qwest is taking and Qwest will provide additional information when available. Once the information is available, Qwest will provide a notification and any available updated documentation (e.g.,

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Tech Pubs, PCATs) at least fifteen (15) calendar days prior to implementation. If Qwest extends the comment response period, Qwest will present an update on the response at each Monthly CMP Product/Process Meeting until final notification is distributed.

- Qwest will implement no sooner than fifteen (15) calendar days after providing the response to CLEC comments. For example, if there are no CLEC comments, Qwest may send out a final notification on the first day following the CLEC cut-off for comments (day 16 after the initial notification). Thus, implementation would be thirty-one (31) days from the initial notification. However, if Qwest does not respond to the CLEC comments until the 15th day after the CLEC cut-off for comments, the earliest possible implementation date would be forty-five (45) calendar days from the initial notification.

CLEC comments must be provided during the comment cycle as outlined for Level 3 changes. Comments may be one of the following:

- General comments regarding the change (e.g., clarification, request for modification)
- Request to change disposition level of a noticed change
 - If the request is for a change to Level 4, the request must include substantive information to warrant a change in disposition (e.g., business need, financial impact).
 - A request to change disposition level to a Level 0, Level 1 or Level 2 is not required to include substantive information to warrant a change.
- Request for postponement of implementation date, or effective date

For general comments, Qwest will respond to comments and provide a final notification of the change. Additionally, Qwest will provide documentation of proposed changes to Qwest PCATs and Non-FCC Tech Pubs available to CLECs and implement the change(s) according to the timeframes put forth above.

CLECs and Qwest will discuss requests to change the disposition level of notified changes at the next Monthly CMP Product/Process Meeting. In the event that timing doesn't allow for discussion at the upcoming Monthly CMP Product/Process Meeting, Qwest will call a special ad hoc meeting to address the request. If the parties are not able to reach agreement on any such request, CLECs and Qwest will take a vote in accordance with Section 17.0. The result will be determined by the Majority. If the disposition level of a change is modified, from the date of the modification forward, such change will proceed under the modified level with notifications and timelines agreed to by the participants. Except that, within five (5) business days after the disposition level is changed to a Level 1, Qwest will provide a Level 1 notification.

For a request for postponement of a Level 3 change, Qwest will follow the procedures as outlined in Section 5.5 of this document.

If the CLECs do not accept Qwest's response, any CLEC may elect to escalate or pursue dispute resolution in accordance with the agreed upon CMP Escalation or Dispute Resolution procedures. (See Sections 14.0 and 15.0)

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5.4.5 Level 4 Changes

Level 4 changes are defined as changes that have a major effect on existing CLEC operating procedures or that require the development of new procedures. Level 4 changes will be originated using the CMP CR process and provide CLECs an opportunity to have input into the development of the change prior to implementation.

Level 4 Change Categories are:

- New products, features, services (excluding resale)
- Increase to an interval in Qwest's Service Interval Guide (SIG)
- Changes to CMP
- New PCAT/Tech Pub for new processes
- New manual process
- Limiting the availability and applicability or functionality of an existing product or existing feature
- Addition of a required field on a form excluding mechanized forms that are changed through an OSS Interface CR (See Section 5.1)

For any noticed change that Qwest considers a Level 4 change that does not specifically fit into one of the categories listed above, Qwest shall issue a Level 3 notification with an indication in the notification that Qwest believes the change should be a Level 4 change.

5.4.5.1 Level 4 Process/Deliverables

Qwest will submit a completed Change Request no later than fourteen (14) calendar days prior to the Monthly CMP Product/Process Meeting. At a minimum, each Change Request will include the following information:

- A description of the proposed change
- A proposed implementation date (if known)
- Indication of the reason for change (e.g., regulatory mandate)
- Basis for disposition of Level 4

Within two (2) business days from receipt of the CR:

- The Qwest CMP Manager assigns a CR Number and logs the CR into the CMP Database
- The Qwest CMP Manager sends acknowledgment of receipt to the CR originator and updates the CMP Database

Within two (2) business days after acknowledgement:

- The Qwest CMP Manager posts the detailed CR report to the CMP Web site
- The CMP Manager assigns a Change Request Project Manager (CRPM) and identifies the appropriate Director responsible for the CR
- The CRPM identifies the CR Subject Matter Expert (SME) and the SME's Director.
- The CRPM will provide a copy of the detailed CR report to the CR originator which includes the following information:

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- Description of CR
- Assigned CRPM
- Assigned CR number
- Designated Qwest SME(s) and associated director(s)
- Status of the CR (e.g., Submitted)

Qwest will present the Change Request at the Monthly CMP Product/Process Meeting. The purpose of the presentation will be to:

- Clarify the proposal with the CLECs
- Confirm the disposition level of the Change (see below).
- Propose suggested input approach (e.g., a 2 hour meeting, 4 meetings over a two week period, etc.), and obtain agreement for input approach
- Confirm deadline, if change is mandated
- Provide proposed implementation date, if applicable

At the Monthly CMP Product/Process Meeting, the parties will discuss whether to treat the Change Request as a Level 4 change. If the parties agree, the Change Request will be reclassified as a Level 0, 1, 2 or 3 change, and the change will follow the process set forth above for Level 0, 1, 2, or 3 changes, as applicable. If the parties do not agree to reclassify the Change Request as a Level 0, 1, 2 or 3 change, the following process will apply:

- The parties will develop a process for Qwest to obtain CLEC input into the proposed change. Examples of processes for input include, but are not limited to, one-day conferences, multi-day conferences, or written comment cycles.
- After completion of the input cycle, as defined during the Monthly CMP Product/Process Meeting, Qwest will modify the CR, if necessary, and design the solution considering all CLEC input.
- For Level 4 changes, when the solution is designed and all documentation is available for review, a notification of the planned change is provided to the CLECs. Level 4 notifications will only include Level 4 changes and any dependent Level 1, Level 2 changes, and Level 3 changes. Level 4 notifications of Tech Pub changes may include notification of any Level 1, Level 2, Level 3, and Level 4 change. This notification will be provided at least thirty one (31) calendar days prior to implementation. The notification will contain reference to the original CR, proposed implementation date, and the CLEC/Qwest comment cycle. In addition, any documentation changes required to PCATs and Non-FCC Tech Pubs will be red-lined and available for review in the Document Review site with a Comment button available to provide written comments. For Level 4 changes that do not impact PCATs or Non-FCC Tech Pubs, a comments link will be provided within the notification.
- CLECs have fifteen (15) calendar days following notification of the planned change to provide written comments on the notification
- Qwest will reply to CLEC comments no later than fifteen (15) calendar days following the CLEC cut-off for comments. The Qwest reply will also include confirmation of the implementation date. In the event there are extenuating circumstances, (e.g., requested change requires significant research, information is required from national standards body or industry (e.g., Telcordia)), Qwest's response will indicate the course of action Qwest is

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taking and Qwest will provide additional information when available. Once the information is available Qwest will provide a notification and any available updated documentation (e.g., Tech Pubs, PCATs) at least fifteen (15) calendar days prior to implementation. If Qwest extends the comment response period, Qwest will present an update on the response at each Monthly CMP Product/Process Meeting until final notification is distributed.

- Qwest will implement no sooner than fifteen (15) calendar days after providing the response to CLEC comments. For example, if there are no CLEC comments, Qwest may send out a final notification on the first day following the CLEC cut-off for comments (day 16 after the initial notification). Thus, implementation would be thirty one (31) days from the initial notification. However, if Qwest does not respond to the CLEC comments until the 15th day after the CLEC cut-off for comments, the earliest possible implementation date would be forty five (45) calendar days from the initial notification.

CLEC comments must be provided during the comment cycle as outlined for Level 4. CLEC comments may be one of the following:

- General comments regarding the change (e.g., clarification, request for modification)
- Request for postponement of implementation, or effective date for which comments are being provided.

For general comments, Qwest will respond to comments and provide a final notification of the change. Additionally, Qwest will provide documentation of proposed changes to Qwest PCATs and Non-FCC Tech Pubs available to CLECs and implement the change(s) according to the timeframes put forth above.

For a request for postponement of a Level 4 change, Qwest will follow the procedures as outlined in Section 5.5 of this document.

If the CLECs do not accept Qwest's response, any CLEC may elect to escalate the CR or pursue the Dispute Resolution Process in accordance with Section 15.0.

5.5 Postponement and Arbitration of a Product/Process Change

A CLEC may request that Qwest postpone the implementation of a Qwest-originated or CLEC-originated product/process change in accordance with this section.

5.5.1 Timeframe for Request for Postponement

A CLEC invokes the Postponement Process in accordance with the conditions and timeframes specified below:

5.5.1.1 Qwest-Originated Product /Process Changes

For Qwest-originated Level 3 or Level 4 product/process changes, if a CLEC intends to invoke the postponement process, it must do so during the final CLEC comment period.

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If, however, in its response to CLEC comments Qwest revises the proposed change and that revision materially impacts a CLEC, a CLEC may invoke the postponement process within five (5) business days after the issuance of Qwest's final notification of the change.

5.5.1.2 CLEC-Originated Product/Process Changes

For CLEC-originated product/process changes, if a CLEC intends to invoke the postponement process, it must do so during the CLEC comment period applicable to the notification called for in Section 5.3.1.

If, however, in its response to CLEC comments Qwest revises the proposed change and that revision materially impacts a CLEC, a CLEC may invoke the postponement process within five (5) business days after the issuance of Qwest's final notification of the change.

5.5.1.3 A CLEC may Join or Oppose a Postponement Request

A CLEC may only join or oppose a postponement request if it submits a request to join or oppose the postponement request within two (2) business days after the issuance date of Qwest's notification to the CLECs that a postponement request has been received by Qwest.

5.5.2 Process for Initiating a Postponement Request

5.5.2.1 CLEC Initiates Postponement Request by E-mail

A request for postponement, a request to join a postponement request or opposition to a postponement request must be sent to the Qwest CMP Postponement e-mail address (cmpesc@qwest.com).

The subject line of the request must include:

- CLEC Company Name
- POSTPONEMENT
- Change Request (CR) number or Notification Subject Line and Notification Date as appropriate

5.5.2.1.1 Required Content for Request for Postponement

A CLEC may request that Qwest postpone implementation of all or part of the proposed change until the issue is resolved in CMP or until the dispute is resolved pursuant to the Dispute Resolution Process (Section 15.0). In its request for postponement, whether initiating or joining a postponement request, a CLEC shall provide the following information, if relevant:

- The basis for the request for a postponement;
- The extent of the postponement requested, including the portions of the proposed change to be postponed and length of requested postponement;
- The harm that the CLEC will suffer if the proposed change is not postponed, including the business impact on the CLEC if the proposed change is not postponed; and

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- Whether and how the CLEC alleges that the proposed change violates its interconnection agreement(s) or any applicable commission rules or any applicable law.

5.5.2.1.2 Additional Requirement for Request for Postponement Arising from Revision

If a CLEC requests a postponement because Qwest's response to CLEC comments includes a revision of the proposed change and that revision materially impacts a CLEC, such a request must contain a description of why Qwest's response affects the CLEC in a new or different way than the proposed change initially affected the CLEC, along with the information that would have been required if the CLEC submitted a request for postponement in its comments.

5.5.2.1.3 Opposition to a Postponement Request

If a CLEC wishes to oppose a postponement request, it must submit its opposition to a postponement request within the same time period that CLECs have to join a postponement request. Any opposition to a postponement request must include information responsive to the assertions made by the CLEC seeking postponement as called for in Section 5.5.2.1.1. For example, under Section 5.5.2.1.1, CLEC(s) seeking postponement must describe the harm it will suffer if the change is not postponed. In response to this assertion, a CLEC opposing a postponement request will state the harm it would suffer if Qwest does postpone the change.

5.5.2.2 Qwest will Work to Resolve CLEC Concerns

Following the receipt of a postponement request, Qwest will proactively work with the objecting CLEC(s) to resolve the concerns of the CLEC(s).

5.5.2.3 Qwest Acknowledges Receipt of Request and Notifies CLECs

Within two (2) business days after receipt of the postponement request, Qwest will acknowledge receipt of the postponement request or the request to join the postponement with an acknowledgment e-mail to the originator of the request. If the request does not contain the relevant information, as specified in Section 5.5.2.1.1, Qwest will notify the CLEC by the close of business on the following day, identifying and requesting information that was not originally included. When the postponement e-mail is complete, the acknowledgment e-mail will include:

- Date and time of receipt of postponement request
- Date and time of acknowledgment e-mail
- Qwest will give notification and post the postponement request and any associated responses on the CMP Web site within three (3) business days after receipt of the complete request or response.

5.5.3 Qwest's Determination of Postponement Request

The standard set forth in this section applies only to Qwest's postponement determination under this section and the arbitrator's determination under Section 5.5.4.5 and has no bearing on the standard applicable to any other review or determination.

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5.5.3.1 Standard for Determining whether to Postpone.

Qwest will postpone the implementation of the proposed change whenever Qwest reasonably determines that postponing the proposed change will prevent more harm or cost to the requesting and any joining CLECs than postponing the proposed change imposes harm or cost upon Qwest or any CLECs who oppose the postponement. Qwest will postpone the implementation of the proposed change if it is inconsistent with a requesting or joining CLEC's interconnection agreement, applicable commission rule or law.

Qwest will not postpone the implementation of the proposed change whenever Qwest reasonably determines that postponing the proposed change will impose more harm or cost upon Qwest or any CLECs who oppose the postponement than postponing the proposed change will prevent harm or cost to the CLECs supporting the postponement. Qwest will provide in its response notification that the proposed change will not be postponed.

5.5.3.2 Qwest's Response to Request for Postponement

If Qwest decides to postpone the proposed change, it will provide the following information in its response:

- The time period (not less than thirty (30) calendar days) for which the proposed change will be postponed;
- The CLECs for which the proposed change will be postponed; and
- Any other details of the postponement, including the portions of the proposed change to be postponed and the length of the postponement.

If Qwest decides not to postpone the proposed change, it will provide in its response:

- The reason the requested postponement is not being implemented;
- An explanation of the harm and cost evaluation; and
- How Qwest alleges that the proposed change is consistent with interconnection agreement(s) or any applicable commission rules or any applicable law.

5.5.3.3 30-day Postponement if Request is Denied

If Qwest does not grant the requested postponement, Qwest will not implement the objected-to proposed change for at least thirty (30) calendar days following notification to CLECs that Qwest will not postpone the proposed change.

5.5.4 Optional Arbitration Process for Interim Postponement of Disputed Changes while Dispute Resolution Proceeds

If Qwest does not postpone a proposed change and a CLEC has initiated Dispute Resolution proceedings (Section 15.0) with regard to the proposed change, the CLEC has the option to request a neutral arbitrator to determine whether Qwest must postpone implementation of that proposed change. This optional arbitration provides interim relief only and is limited to the question of whether Qwest must postpone implementation of the proposed change until the

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dispute or the postponement request is resolved under the Dispute Resolution process. The arbitrator's decision will have application in all of the states where the CLEC initiates Dispute Resolution proceedings on the issue. As decisions on the dispute or the postponement request are made in each state, such decisions will supersede the determination of the arbitrator for that state.

All references in Section 5.5.4 (including all subsections) to "CLEC" and "CLECs" include all CLECs who have submitted or joined requests for postponement of a proposed change, initiated Dispute Resolution proceedings and seek arbitration for the interim postponement of the same proposed change. There may be multiple CLECs seeking postponement of the same proposed change in any given state. Such CLECs will, to the greatest extent possible, cooperate with one another to select a single arbitrator to address the issue of interim postponement for a given state. In the event that one or more CLECs have initiated Dispute Resolution proceedings on the issue of interim postponement of the same proposed change in multiple states, such CLECs may agree to the use of a single arbitrator to address such issue for all such states.

References in Section 5.5.4 (including all subsections) to "parties" will include Qwest and all CLECs who have submitted or joined requests for postponement of the same proposed change, initiated Dispute Resolution proceedings and seek arbitration for the interim postponement of that proposed change. However, the reference to "all parties" in Section 5.5.4.1.1 means Qwest and all CLECs in CMP who have received proper notification, in accordance with Section 3.0, about selection of individuals for the Agreed Arbitrators List and participated in the selection discussions.

This optional arbitration process set forth below does not apply to any proceeding before a regulatory or other authority.

5.5.4.1 Selection of Arbitrator

If a CLEC chooses arbitration under this section, the parties shall select a neutral arbitrator by agreeing to an individual or by following the processes set forth below to select an arbitrator from an alternative dispute resolution organization.

5.5.4.1.1 Agreed Arbitrators List

Qwest and the CLECs may, by mutual agreement, develop a list of individual arbitrators to which all parties agree as an additional source for selection of a neutral arbitrator (Agreed Arbitrators List). Names of arbitrators may be added to the list at any time upon agreement of all parties. Qwest or any CLEC may strike an individual arbitrator from the Agreed Arbitrators List at any time, except that Qwest or any CLEC may not strike an arbitrator from the list while an arbitration initiated under this provision is pending before that arbitrator. If a CLEC chooses a name from the Agreed Arbitrators List, that individual will be the arbitrator.

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5.5.4.1.2 Alternative Dispute Resolution Organization

If a CLEC does not choose an individual arbitrator from the Agreed Arbitrators List, or if Qwest and CLECs do not otherwise agree on an individual arbitrator, then Qwest and the CLEC shall select a neutral arbitrator from any of the following pursuant to the process set forth below: Judicial Arbitrator Group (JAG), American Arbitration Association (AAA), JAMS, or any other mutually agreeable alternative dispute resolution organization. Within two (2) business days after receipt of Qwest's acknowledgment e-mail, the CLEC shall advise the alternative dispute resolution organization and Qwest of the identity of the parties and the nature of the dispute and the CLEC shall acquire from JAG, AAA, JAMS, or other alternative dispute resolution organization as to which agreement is reached, a list of 5 potential arbitrators who have no apparent conflict of interest or any circumstances likely to affect their impartiality or independence and who have experience in handling general commercial disputes, along with a brief summary of each potential arbitrator's relevant background and experience. The CLEC shall forward the list to the specified Qwest contact as soon as practicable after it receives the list, along with the identity of the two of the five potential arbitrators the CLEC wishes to strike from the list. Within one business day after receipt of the list and indication of the potential arbitrators the CLEC has stricken, Qwest will respond to the CLEC contact with the two additional names Qwest wishes to strike from the list.

5.5.4.2 Initiating Postponement Arbitration

A CLEC initiates arbitration for interim postponement of Qwest's implementation of a proposed change under this provision by sending an e-mail to Qwest at cmpesc@qwest.com. The e-mail must include, at a minimum, the following:

- Subject line that includes "Postponement" and the CR [insert number] or Notification Subject Line
- The CLEC's contact person for matters relating to the postponement arbitration and method of communication (e.g., e-mail address or facsimile number)
- A statement that the CLEC desires to have a neutral arbitrator decide whether Qwest must postpone implementation of the change until the request for postponement is decided by the regulatory or other authority
- A copy of the documents that the CLEC filed with the Regulatory or other authority to initiate the dispute resolution
- The identity of the alternative dispute resolution organization or individual arbitrator the CLEC proposes to use

Within two (2) business days after receipt of the Request for Postponement Arbitration, Qwest shall respond with an e-mail acknowledging receipt of the Request for Postponement Arbitration. The e-mail must include, at a minimum, the following:

- A subject line that includes "Acknowledgment of Request for Postponement" and the CR [insert number] or Notification Subject Line
- Qwest's contact person for matters relating to the postponement arbitration and method of communication (e.g., e-mail address or facsimile number)

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- If the Request for Postponement Arbitration identifies an alternative dispute resolution organization other than those listed in Section 5.5.4.1.2 or individual other than those on the Agreed Arbitrators List, Qwest's acknowledgment will state whether it agrees to the use of that alternative dispute resolution organization or individual arbitrator and, if it does not agree, Qwest will identify an organization or individual arbitrator that appears on the Agreed Arbitrator List that it agrees to use.

Qwest and the CLEC shall communicate with one another regarding matters relating to the postponement arbitration through the contact person and by the method of communication designated in accordance with the process set forth above.

5.5.4.3 No Unilateral Communication with Arbitrator or Potential Arbitrator

Neither Qwest nor the CLEC, and no person acting on behalf of either Qwest or the CLEC, shall communicate unilaterally concerning the arbitration with the arbitrator or any potential arbitrator.

5.5.4.4 Scope of Authority of the Arbitrator

The arbitrator shall decide only the issue of whether Qwest must postpone implementation of the change. The arbitrator shall not have authority to award any damages or make any other determination outside this scope.

If the CLEC has initiated dispute resolution with regard to the same change in more than one state, a single arbitrator can decide the postponement issue for all states in which the CLEC has initiated dispute resolution proceedings regarding the same issue.

This arbitration option is not an exclusive remedy and does not preclude any CLEC from using appropriate state commission procedures, expedited or otherwise, to raise issues or seek a postponement.

5.5.4.5 Arbitrator's Decision

The arbitrator shall decide the issue upon written submissions. The CLEC and Qwest both shall submit their position statements to the arbitrator and to each other by e-mail or facsimile within one business day from the date on which agreement regarding the identity of the arbitrator is reached.

In determining whether Qwest must postpone implementation of a proposed change, the arbitrator must apply the standards set forth in Section 5.5.3.1.

The arbitrator must provide his/her decision to Qwest and the CLECs *within five (5) business days* after receipt of the parties' position statements. The arbitrator's decision must be in writing, signed by the arbitrator, and must include a brief summary of the basis for the decision.

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5.5.4.6 Effect of Arbitrator's Decision

The parties agree to abide by the arbitrator's decision regarding a postponement of implementation in the state in which the decision applies until the decision expires. If the arbitrator's decision applies to more than one state, the decision will expire on a state by state basis. Unless the parties agree otherwise, the arbitrator's decision expires in a state when the first of any of the following occurs in that state:

- The regulatory or other authority from whom the CLEC has requested a postponement rules on the postponement request; or
- The dispute resolution proceeding initiated by the CLEC regarding the proposed change is dismissed, withdrawn, or otherwise concluded without a ruling on the CLEC's request for a postponement; or
- Any regulatory or other authority orders otherwise at the request of Qwest or the CLEC.

The arbitrator's decision regarding postponement of implementation is not binding precedent and shall have no precedential or persuasive value. The parties shall not cite or present the content of any arbitrator's decision as having precedential or persuasive value.

5.5.4.7 Arbitration Costs

Each party shall bear the costs it incurs in preparing and presenting its own case. The party against whom the issue is decided shall pay the costs for the arbitrator.

5.6 Comparability of Change Request Treatment

When a CLEC or Qwest submits a Product/Process CR in CMP, Sections 5.3 and 5.4, respectively, are applicable. While the processes contained in these sections are not identical, Qwest and the CLECs intend that the events and timeframes associated with Qwest and CLEC Product/Process CRs will be the same in all material respects for CRs that are comparable. Comparability of CRs is determined based on relative complexity, time for implementation and other relevant factors. The parties agree to periodically assess the time required to complete comparable CRs. To facilitate this assessment, Qwest will document the amount of time it takes to evaluate a Qwest originated Product/Process CR prior to CR submission to compare to the documented time it takes to evaluate a CLEC Product/Process CR. Evaluation time for Qwest Product/Process CRs shall include only activities similar to those Qwest performs for a CLEC originated Product/Process CR after CR submission until Qwest issues its final response.

5.7 Crossover Change Requests

During the operation of this CMP, there may be situations when systems CRs have requirements for product/process discussions or solutions, or when product/process CRs require System solutions. These crossover CR situations exist in three basic categories:

Category A. If a CR submitted to the product/process CMP is discovered to require a mechanized solution the following will occur:

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Note: Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

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- Qwest will open a new systems CR, on behalf of the original CR originator, with a reference to the product/process CR number
- Qwest will close the product/process CR with a reference to the new systems CR number
- The new systems CR will comply with the CMP OSS Interface CR process(See Section 5.1)

Category B. If a CR submitted to the Systems CMP is discovered to require a manual solution the following will occur:

- Qwest will open a product/process CR, on behalf of the original CR originator, with a reference to the systems CR number;
- Qwest will close the systems CR with a reference to the new product/process CR number.
- This CR will comply with the CMP product/process CR process.

Category C. If a CR submitted to the Systems CMP is discovered to require an interim manual solution, the CR will be tracked as a systems CR for the length of the CR lifecycle including the development and implementation of both the interim manual and final mechanized solutions. In these situations, Qwest will open a second systems CR with the same number as the original CR and a "MN" suffix.

The determination to close and open CRs as described above will be made by the CMP body at a Monthly CMP Product/Process Meeting.

If a CR becomes a crossover CR, Qwest may request an ad hoc clarification meeting with the CR originator or request that a portion of the appropriate Monthly CMP Meeting be devoted to discussing the CR. If a CR is closed in one CMP arena and opened in the other, the new CR will retain the status, where feasible, and the date submitted of the old, "closed" CR. Under no circumstances will the CR be restarted.

All crossover CRs will be distinctly labeled in the Monthly CMP Meeting distribution packages and addressed as a separate item on the Monthly CMP Meeting agenda. All crossover CRs (including those closed in Categories A and B) will include the "X" designation identified in Section 5.9. All Regulatory and Industry Guideline CRs will be submitted as systems CRs and maintained in the Systems database until closure, or until they are deemed to require a manual process solution, at which point they will become product/process CRs.

5.8 Change Request Status Codes

The following status codes will be applied to Change Requests of all types (i.e., Regulatory, Industry Guideline, Qwest Originated, CLEC Originated). The status of the CR will be included in the interactive reports. CR status codes will not necessarily be assigned in the order set forth below, and not every status code will apply to every CR.

Note: Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services (local exchange services) provided by CLECs to their end users

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- Submitted - A CR is updated to Submitted status when Qwest's CMP Manager has formally acknowledged the CR. The CR remains in Submitted status until Qwest has conducted a clarification meeting with the originator.
- Clarification – A CR is updated to Clarification status once the clarification meeting has been held with the originator.
- Evaluation – A CR is updated to Evaluation status if the CR requires further investigation by Qwest.
- Presented – A CR is updated to Presented status after the originator has presented it at the Monthly CMP Meeting.
- Pending Prioritization – The Pending Prioritization status is only applicable to CRs for which the impacted OSS Interface requires prioritization (e.g. IMA). A CR is updated to Pending Prioritization status after it has been presented and is waiting for Prioritization.
- Prioritized - The Prioritized status is only applicable to CRs for which the impacted interface is an OSS Interface that requires prioritization (e.g., IMA). A CR is updated to Prioritized status once it has been presented for prioritization and the Prioritization Process (Section 10.2) has been completed.
- Packaged – A CR is updated to Packaged status from Prioritized status if it is included in the packaging option chosen for the release. Design work is continued on change requests that have been packaged. CRs not updated to Packaged status (from Prioritized status) will revert to Pending Prioritization status.
- Development – A product/process CR is updated to a Development status when Qwest's response requires development of a new or revised process. A systems CR is updated to Development status when development begins for the next OSS Interface Release.
- CLEC Test – A CR is updated to the CLEC Test status upon the effective date of the change. CLECs have the ability to evaluate the effectiveness of Qwest's change and its implementation, provide feedback, and indicate whether further action is required. Through interaction between Qwest and the interested CLECs, a product/process Change as initially implemented may undergo modification. Depending on the magnitude of such modifications, it may be appropriate to return the CR to Development status. Problems found with newly deployed Systems changes will be handled in accordance with Production Support process as described in Section 12.0. Certain processes in Section 12.0 are also applicable to product/process changes. If no further action is required for a consecutive 60 day period, the status is updated to Completed, unless the parties agree otherwise.
- Completed – A CR is updated to Completed status when the CLECs and Qwest agree that no further action is required to fulfill the requirements of the CR.
- Denied – A CR is updated to Denied status when Qwest denies the CR.
- Deferred - A CR is updated to Deferred status if the originator does not intend to escalate or dispute the CR at the present time, but wants the ability to activate or close the CR at a later date.
- Pending Withdrawal – A CR is updated to a status of Pending Withdrawal when the originator requests that a CR be withdrawn from the CMP process. Change Requests with a status of Pending Withdrawal are reviewed at the appropriate Monthly CMP Meeting to determine if another party wishes to sponsor the CR.

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- Withdrawn - The CR receives a Withdrawn status when the CR originator requests that the CR be withdrawn from the CMP and the CR is not sponsored by another party.

5.9 Change Request Designations

In certain circumstances CR numbers will require special suffix designations to identify certain characteristics. Suffixes include:

- "CM" - Changes to the CMP framework
- "DR" - Dispute Resolution Process invoked on a CR
- "ES" - Escalation Process invoked on a CR
- "EX" - Change being implemented utilizing the Exception process
- "IG" - Industry Guideline CR
- "MN" - CR for a manual workaround related to an OSS Interface Change Request
- "RG" - Regulatory CR
- "SC" - Change being implemented as an SCRP request
- "X" - Crossover CR

Note: Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services (local exchange services) provided by CLECs to their end users

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6.0 OSS INTERFACE RELEASE CALENDAR

Qwest will provide a rolling 12 month OSS Interface Release calendar in the distribution package of the first scheduled Monthly CMP Systems Meeting of each quarter. The calendar will show Release schedules, for all OSS Interfaces within the scope of CMP starting in that quarter and for a total of 12 months in the future. The following schedule entries will be made available, when applicable:

- Name of OSS Interface
- Date for CMP CR Submission Cutoff (for prioritized OSS Interfaces)
- Date for issuing Draft Release Notes
- Date when Initial Notification for new OSS Interfaces will be issued
- Date when Initial Notification for OSS Interface retirements will be issued
- Date when comparable functionality for OSS Interface retirements will be available
- Date for issuing Initial or Draft Technical Specifications
- Comment cycle timeline
- Prioritization, packaging and commitment timeline (for prioritized OSS Interfaces)
- Date for issuing Final Technical Specifications
- Testing period
- Date for issuing Final Release Notes
- Planned Release Production Date
- Release sunset dates (as applicable)

The OSS Interface Release calendar will be posted on the CMP Web site as a stand-alone document.

Note: Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services (local exchange services) provided by CLECs to their end users

Note: Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

7.0 INTRODUCTION OF A NEW OSS INTERFACE

The process for introducing a new OSS Interface will be part of this CMP. Introduction of a new OSS Interface may include an application-to-application or a Graphical User Interface (GUI).

It is recognized that the planning cycle for a new OSS Interface, of any type, may be greater than the time originally allotted. In that case, discussions between CLECs and Qwest will be held prior to the announcement of the new OSS Interface.

With a new OSS Interface, CLECs and Qwest may define the scope of functionality introduced as part of the OSS Interface.

7.1 Introduction of a New Application-to-Application Interface

At least two hundred and seventy (270) calendar days in advance of the planned Release Production date of a new application-to-application interface, Qwest will issue a Release Notification, post the Preliminary Interface Implementation Plan on Qwest's Web site, and host a design and development meeting.

7.1.1 Initial Release Notification

The Initial Release Notification will include:

- Where practicable, the Release Announcement and Preliminary Interface Implementation Plan will include: Proposed functionality of the OSS Interface including whether the OSS Interface will replace an existing OSS Interface
- Proposed implementation timeline (e.g., milestone dates, CLEC/Qwest comment cycle)
- Proposed meeting date to review the Preliminary Interface Implementation Plan
- Exceptions to industry guidelines/standards, if applicable
- Planned Release Production Date

7.1.2 CLEC Comments to Initial Release Notification

CLECs have fourteen (14) calendar days from the Initial Release Notification to provide written comments/questions on the documentation. CLECs may submit comments via the Qwest CMP comment Web site at <http://www.qwest.com/wholesale/cmp/comment.html>.

7.1.3 Qwest Response to CLEC Comments

Qwest will respond with written answers to all CLEC issues within twenty-one (21) calendar days after the Initial Release Notification.

Note: Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services (local exchange services) provided by CLECs to their end users

Note: Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

7.1.4 Preliminary Implementation Plan Review Meeting

Qwest will review CLEC comments and the implementation schedule at the Preliminary Implementation Plan Review Meeting no later than two hundred and forty-two (242) calendar days prior to the Release Production Date.

7.1.5 Draft Interface Technical Specifications

Qwest will issue a notification associated with draft interface Technical Specifications no later than one hundred twenty (120) calendar days prior to implementing the Release. In addition, Qwest will confirm the schedule for the walk through of Technical Specifications, CLEC comments, and Qwest response cycle.

The Draft Interface Technical Specification notification will include:

- Purpose
- Logistical information (including a conference line) for walk through
- Reference to draft Technical Specifications, or Web site
- Additional pertinent material
- CLEC Comment/Qwest Response cycle
- Draft connectivity and firewall rules
- Draft Test Plan

7.1.6 Walk Through of Draft Interface Technical Specifications

Qwest will sponsor a walk through, including the appropriate internal Subject Matter Experts (SMEs), between one-hundred and ten (110) calendar days prior to Release Production and one hundred and six (106) calendar days prior to the Release Production Date. A walk through will afford CLEC SMEs the opportunity to ask questions and discuss specific requirements with Qwest's technical team and will take as much of this period as is necessary to address CLECs' questions. CLECs are encouraged to invite their technical experts, systems architects, and designers, to attend the walk through.

Qwest will lead the review of Draft Interface Technical Specifications. Qwest technical experts will answer the CLEC SMEs' questions. Qwest will capture action items such as requests for further clarification. Qwest will follow-up on all action items.

7.1.7 CLEC Comments on Draft Interface Technical Specifications

If the CLEC identifies issues or requires clarification, the CLEC must send written comments/concerns to Qwest no later than one-hundred and four (104) calendar days prior to the Release Production Date. CLECs may submit comments via the Qwest CMP comment Web site at <http://www.qwest.com/wholesale/cmp/comment.html>.

Note: Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services (local exchange services) provided by CLECs to their end users

Note: Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

7.1.8 Qwest Response to CLEC Comments

Qwest will review and respond with written answers to all CLEC issues, comments/concerns and action items captured at the walk through, no later than one hundred (100) calendar days prior to the Release Production Date. The answers will be shared with all CLECs, unless the CLECs question(s) are marked proprietary. Any changes that may occur as a result of the responses will be distributed to all CLECs in the Final Interface Technical Specifications notification. The Final Interface Technical Specifications notification will include the description of any change(s) made as a result of CLEC comments. The change(s) will be reflected in the final Technical Specifications.

7.1.9 Final Interface Technical Specifications

Generally, no later than one hundred (100) calendar days prior to the Release Production Date of the new OSS Interface, Qwest will issue the Final Technical Specifications to CLECs via Web site posting and a CLEC notification.

The Final Interface Technical Specifications notification will include:

- Summary of changes from Qwest response to CLEC comments on Draft Technical Specifications
- If applicable, Indication of type of change (e.g., documentation change, business rule change, clarification change)
- Purpose
- Reference to Final Technical Specifications, or Web site
- Additional pertinent material
- Final Connectivity and Firewall Rules
- Final Test Plan (including Joint Testing Period)
- Final Release Production Date
- Qwest response to CLEC comments

The implementation timeline for the Release will not begin until Final Interface Technical Specifications are provided. Production Support type changes within the thirty (30) calendar day test window can occur without advance notification but will be posted within twenty four (24) hours of the change.

7.2 Introduction of a New GUI

7.2.1 Initial Release Notification

Qwest will issue an Initial Release Notification no later than forty-five (45) calendar days in advance of the Release Production Date. This will include:

Note: Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services (local exchange services) provided by CLECs to their end users

Note: Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

- Proposed functionality of the OSS Interface including whether the new OSS Interface will replace an existing OSS Interface.
- Implementation timeline (e.g., milestone dates, CLEC/Qwest comment cycle, GUI overview meeting date)
- Release Production Date
- Logistics for GUI Overview Meeting

7.2.2 Draft Release Notes

Qwest will issue a Draft Release Notes notification no later than twenty-eight (28) calendar days in advance of the planned Release Production Date of a new GUI. At a minimum, the notification will include:

- Draft User Guide
- How and When Training will be administered

7.2.3 GUI Overview Meeting

The GUI Overview meeting will be held no later than twenty-seven (27) calendar days prior to the Release Production Date. At the meeting, Qwest will present an overview of the new OSS Interface.

7.2.4 CLEC Comments

At least twenty-five (25) calendar days prior to the Release Production Date. CLECs must forward their written comments and concerns to Qwest. CLECs may submit comments via the Qwest CMP comment Web site at <http://www.qwest.com/wholesale/cmp/comment.html>.

7.2.5 Qwest Response to CLEC Comments

Qwest will consider CLEC comments and respond with written answers as part of the Final Notification.

7.2.6 Final Release Notes

Qwest will issue Final Release Notes notification no later than twenty-one (21) calendar days prior to the Release Production date. The notification will include:

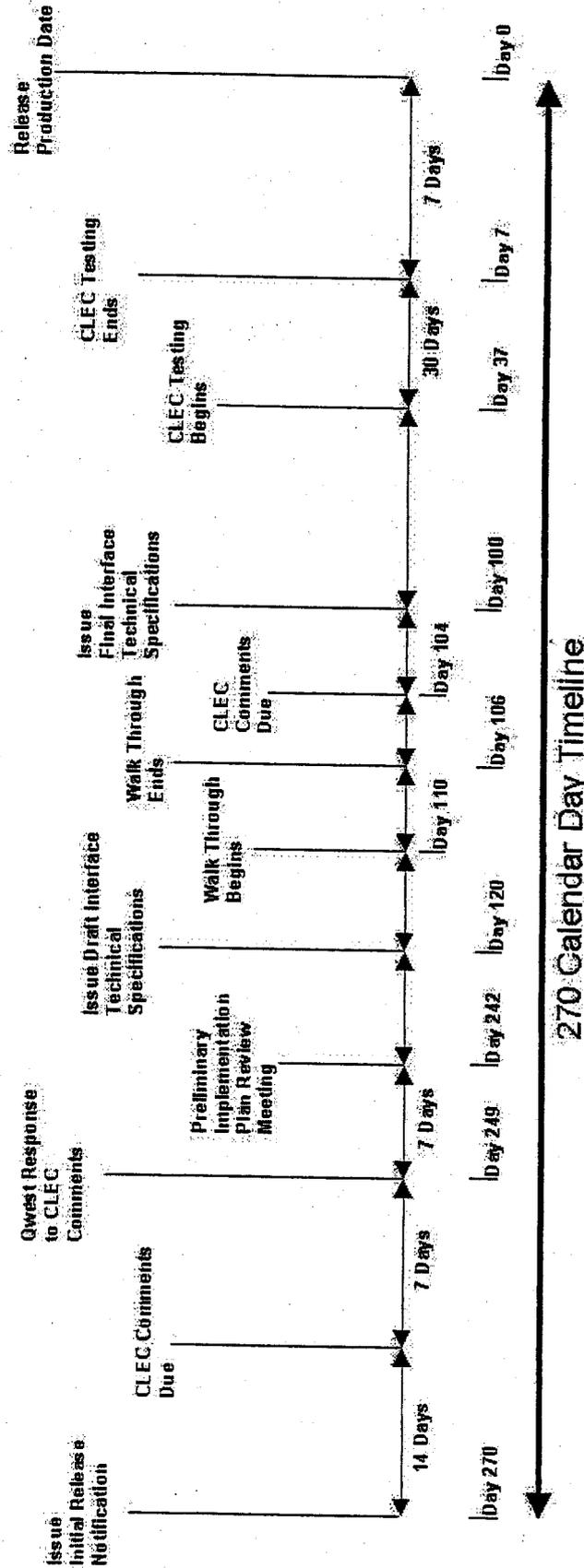
- A summary of changes from the Draft Release Notes notification, including type of changes (e.g., documentation change, clarification, business rule change).
- Final User Guide
- Final Training information
- Final Release Production Date.
- Qwest response to CLEC comments

Note: Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services (local exchange services) provided by CLECs to their end users

Note: Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Figure 2: Introduction of a New Application-to-Application OSS Interface Timeline

Qwest-CLEC Change Management Process Introduction of a New Application-to-Application OSS Interface Timeline



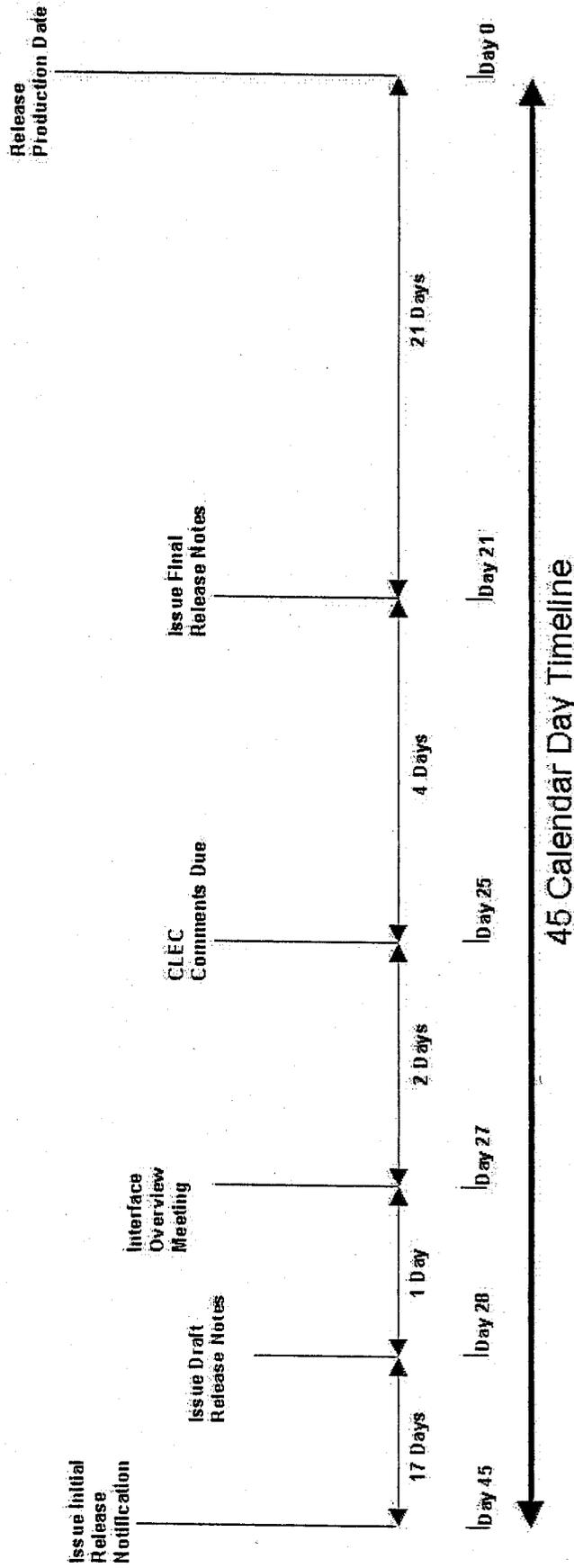
The events listed above are intended to occur on business days. If the date on which any event is scheduled to occur falls on a weekend or holiday, then Qwest and the CLECs may negotiate a revised timeline.

Note: Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services (local exchange services) provided by CLECs to their end users

Note: Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Figure 3: Introduction of a New Graphical User Interface (GUI) Timeline

Qwest-CLEC Change Management Process Introduction of A New Graphical User Interface (GUI) Timeline



The events listed above are intended to occur on business days. If the date on which any event is scheduled to occur falls on a weekend or holiday, then Qwest and the CLECs may negotiate a revised timeline.

Note: Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services (local exchange services) provided by CLECs to their end users

Note: Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

8.0 CHANGE TO AN EXISTING OSS INTERFACE

The process for changing an existing OSS Interface will be part of this CMP. Changes to an existing OSS Interface may include an application-to-application or a Graphical User Interface (GUI).

It is recognized that the planning cycle for a change to an OSS Interface, of any type, may be greater than the time originally allotted and that discussions between CLECs and Qwest may be held prior to the announcement of the change to the OSS Interface.

With a change to an OSS Interface, CLECs and Qwest may define the scope of functionality introduced as part of the OSS Interface.

Qwest standard operating practice is to implement three Major Releases and three Point Releases (for IMA only) within a calendar year. Unless mandated as a Regulatory Change, Qwest will implement no more than four (4) Releases per IMA OSS Interface requiring coding changes to the CLEC interfaces within a calendar year. Unless mandated as a Regulatory Change, the Major Release changes will occur no less than seventy-five (75) calendar days apart.

At a Monthly CMP Systems Meeting in the fourth quarter of each year, Qwest will communicate to the CLECs the Major Release schedule and hourly capacity of each release for the next calendar year. Qwest will subsequently issue a notification containing the same information. Qwest will attempt to provide this information prior to any prioritization scheduled during the fourth quarter.

Application-to-Application OSS Interface

Qwest will support the previous Major Release of Interconnect Mediated Access (IMA) EDI for one hundred eighty (180) calendar days after the subsequent Major Release of IMA EDI has been implemented. In the event that IMA EDI major releases are implemented more than six (6) months apart, any CLEC desiring to delay retirement of the previous release should submit a CR requesting the delay. Qwest will review and grant the retirement delay up until sixty (60) days after the Release Production Date of the next Major Release; however, Qwest will maintain no more than three (3) Major Releases of IMA EDI in production at any time. Qwest may retire the extended release before the extension expires when all CLECs have migrated off the extended release, but no earlier than five (5) business days after the last scheduled CLEC migration from the extended release. CLECs who do not successfully migrate from the retiring release, must contact their Qwest EDI Implementation Team immediately to schedule a new migration. Any such new migration shall not be rescheduled beyond the sixty (60) day retirement delay. (A timeline illustrating the operation of this provision is provided at the end of Section 8.) Past Releases of IMA EDI will only be modified as a result of production support

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Note: Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

changes. When such production support changes are made, Qwest will also modify the related documentation. All other changes become candidates for future IMA EDI Releases.

Qwest makes one Release of the Electronic Bonding-Trouble Administration (EBTA) and billing interfaces available at any given time, and will not support any previous Releases.

Graphical User Interface (GUI)

Qwest makes one Release of a GUI available at any given time and will not support any previous Releases.

IMA GUI changes for a pre-order or ordering will be implemented at the same time as an IMA EDI Release.

8.1 Application-to-Application Interface

This section describes the timelines that Qwest, and any CLEC choosing to implement on the Qwest Release Production Date, will adhere to in changing existing application-to-application interfaces.¹ For any CLEC not choosing to implement on the Qwest Release Production Date, Qwest and the CLEC will negotiate a mutually agreed to CLEC implementation timeline, including testing.

8.1.1 Draft Interface Technical Specifications

Prior to Qwest implementing a change to an existing application-to-application interface, Qwest will notify CLECs of the draft Technical Specifications. Qwest will issue draft Technical Specifications no later than seventy-three (73) calendar days prior to the implementation date unless an exception has been granted. Technical Specifications are documents that provide information the CLECs need to code the application-to-application interface. The Draft Technical Specifications notification letter will include:

- Written summary of change(s)
- Planned time frame for Release Production
- Purpose
- Logistical information (including a conference line) for walk through
- Reference to draft Technical Specifications, or reference to a Web site with draft specifications
- Additional pertinent material
- Draft Technical Specifications documentation, or instructions on how to access the draft Technical Specifications documentation on the Web site.

¹ For a CLEC converting from a prior release, the CLEC implementation date can be no earlier than the weekend after the Qwest Release Production Date, if production LSR conversion is required.

Note: Throughout this document, OSS interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services (local exchange services) provided by CLECs to their end users

Note: Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

8.1.2 Walk Through of Draft Interface Technical Specifications

Qwest will sponsor a walk through, including the appropriate internal Subject Matter Experts (SMEs), between sixty-eight (68) calendar days prior to the planned implementation date and fifty-eight (58) calendar days prior to the planned implementation date. A walk through will afford CLEC SMEs the opportunity to ask questions and discuss specific requirements with Qwest's technical team and will take as much of this period as is necessary to address CLECs' questions. CLECs are encouraged to invite their technical experts, systems architects, and designers, to attend the walk through.

Qwest will lead the review of the Draft Technical Specifications. Qwest technical experts will answer the CLEC SMEs' questions. Qwest will capture action items such as requests for further clarification. Qwest will follow-up on all action items and notify CLECs of responses forty five (45) calendar days prior to the planned implementation date.

8.1.3 CLEC Comments on Draft Interface Technical Specifications

If the CLEC identifies issues or requires clarification, the CLEC must send written comments to Qwest no later than fifty-five (55) calendar days prior to the planned implementation date. CLECs may submit comments via the Qwest CMP comment Web site at <http://www.qwest.com/wholesale/cmp/comment.html>.

8.1.4 Qwest Response to CLEC Comments

Qwest will review and respond with written answers to all CLEC issues, comments/concerns no later than forty-five (45) calendar days prior to final implementation date. The answers will be shared with all CLECs, unless the CLECs question(s) are marked proprietary. Any changes that may occur as a result of the responses will be distributed to all CLECs in the same notification letter. The notification will include the description of any change(s) made as a result of CLEC comments. The change(s) will be reflected in the Final Technical Specifications.

8.1.5 Final Interface Technical Specifications

The Final Interface Technical Specifications will include the following:

- Reference to Final Technical Specifications, or Web site
- Qwest response to CLEC comments
- Summary of changes from the prior implementation, including any changes made as a result of CLEC comments on Draft Technical Specifications
- Indication of type of change (e.g., documentation change, business rule change, clarification change)
- Final Joint Test Plan including transactions which have changed
- The suite of re-certification test scenarios

Note: Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services (local exchange services) provided by CLECs to their end users

Note: Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

- Joint Testing Period
- Final implementation date

Qwest will issue Final Interface Technical Specifications no later than forty-five (45) calendar days before the final implementation date, unless the exception process has been invoked. The implementation timeline for the Release will not begin until Final Technical Specifications are provided. Production Support type of changes that occur within the thirty (30) calendar day test window can occur without advance notification but will be posted within 24 hours of the change.

8.1.6 Joint Testing Period

Qwest will provide a thirty (30) day test window for any CLEC who desires to jointly test with Qwest prior to the Release Production Date.

8.1.7 Release Documentation Addenda

After the Final Technical Specifications are published, there may be other changes made to documentation or the coding that is documented in the form of addenda.

- 1st Addendum – 2 weeks after the Release the 1st addendum is sent to the CLECs, if needed.
- Subsequent Addendum's – Subsequent addendum's are sent to the CLECs after the Release Production Date as needed. There is no current process and timeline.
- EDI CLECs –one hundred eighty (180) calendar days after the Release those CLECs using EDI are required to cut over to the new Release. CLECs are not required to support all new Releases.

8.2 Graphical User Interface (GUI)

8.2.1 Draft GUI Release Notes

Prior to implementation of a change to an existing GUI, Qwest will notify CLECs of the Draft GUI Release Notes and the planned Release Production Date.

Notification will occur no later than twenty-eight (28) calendar days prior to the planned Release Production Date unless an exception has been granted. This notification will include draft user guide information if necessary.

The notification will contain:

- Written summary of change(s)
- Planned time frame for Release Production
- Any cross-reference to draft documentation such as the user guide or revised user guide pages.

Note: Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services (local exchange services) provided by CLECs to their end users

Note: Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

8.2.2 CLEC Comments on Draft Interface Release Notification

CLECs must provide comments/questions on the Draft GUI Release Notes no less than twenty-five (25) calendar days prior to the planned Release Production Date. CLECs may submit comments via the Qwest CMP comment Web site at <http://www.qwest.com/wholesale/cmp/comment.html> or via an e-mail to cmpcomm@qwest.com.

8.2.3 Qwest Response to Comments

Qwest will consider CLEC comments and will address them in the Final GUI Release Notification no later than twenty one (21) calendar days before the Release Production Date.

8.2.4 Content of Final Interface Release Notification

The Final Interface Release Notification, will include:

- Final notification letter
- Summary of changes from draft GUI Release notification
- Final user guide (or revised pages)
- Final Release Production Date
- Qwest Response to CLEC comments

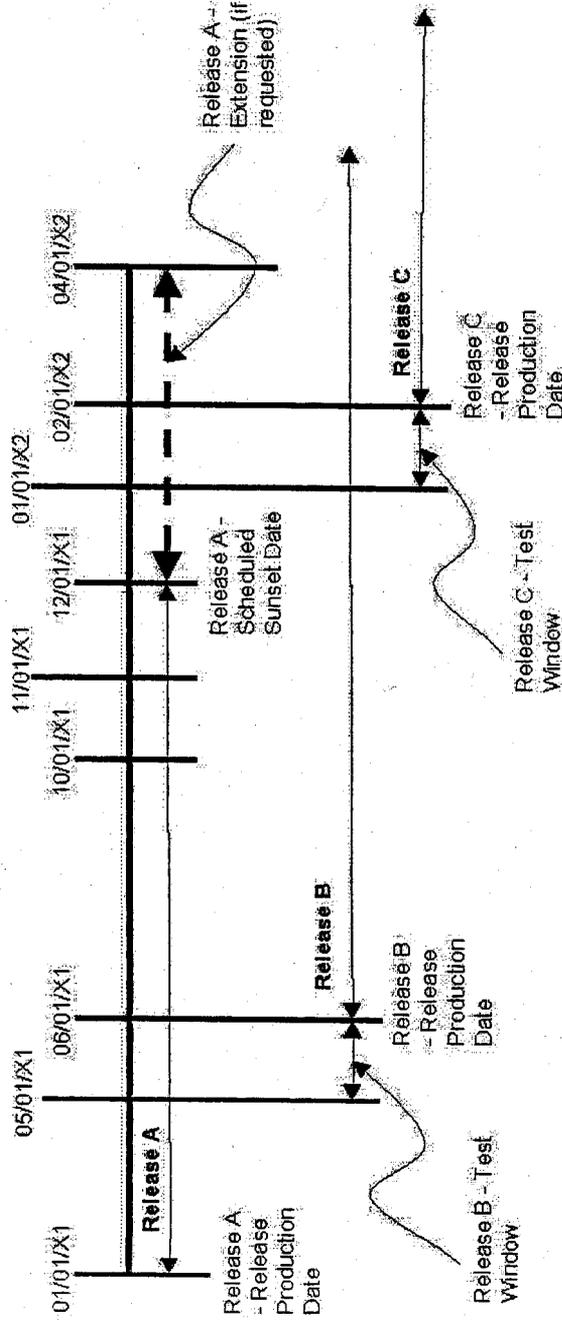
Qwest will issue the Final Interface Release Notification no later than twenty-one (21) calendar days before the final Release Production Date. Qwest will post this information on the CMP Web site. Production support type changes that occur without advance notification will be posted within 24 hours of the change. The implementation timeline for the Release will not begin until all related documentation is provided.

Note: Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services (local exchange services) provided by CLECs to their end users

Note: Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

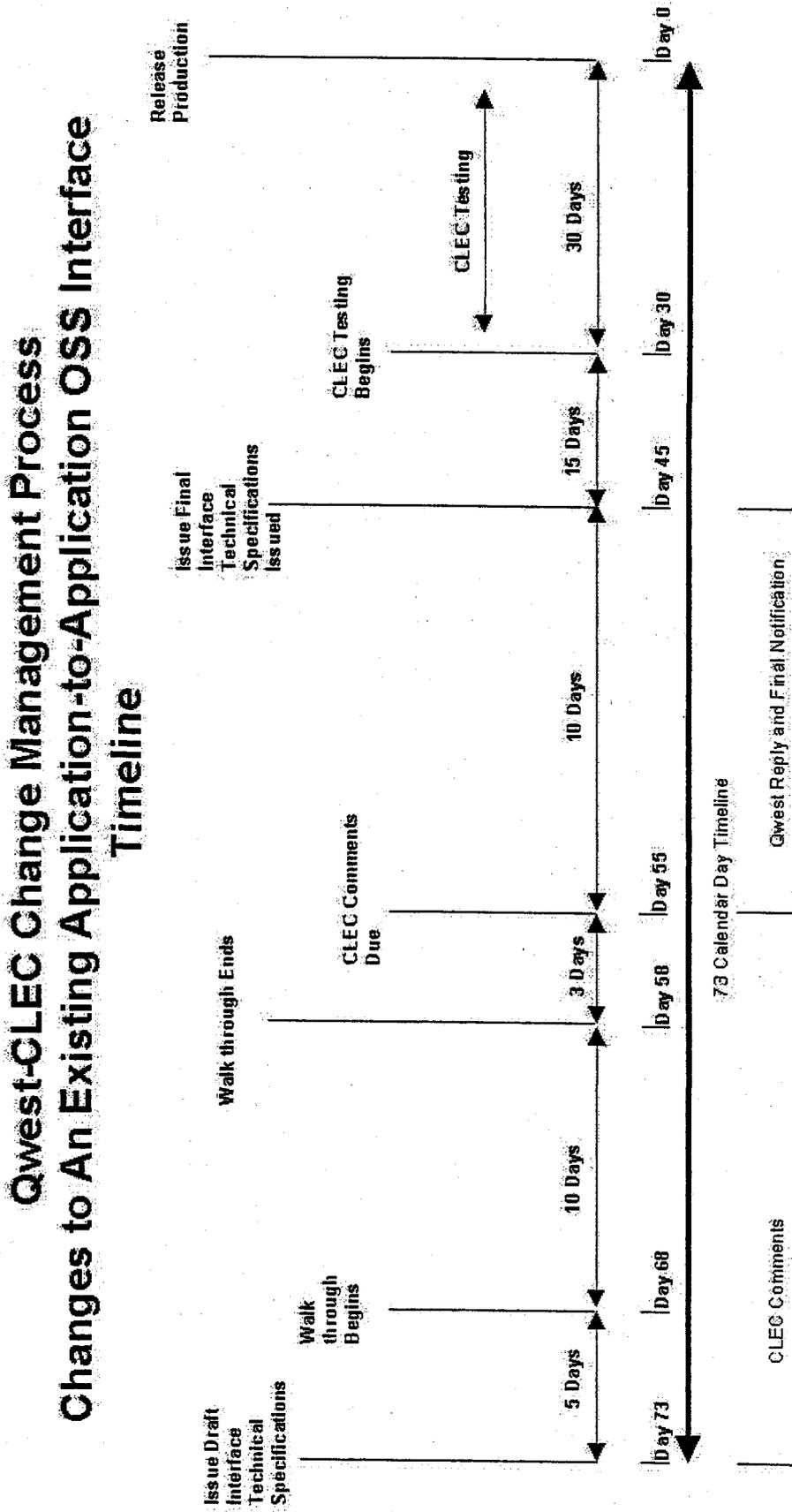
Figure 4: Release Extension Illustrative Timeline

Qwest-CLEC Change Management Process Change to an Existing OSS Interface Release Extension Illustrative Timeline



Note: Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services (local exchange services) provided by CLECs to their end users
 Note: Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Figure 5: Changes to an Existing Application-to-Application OSS Interface Timeline



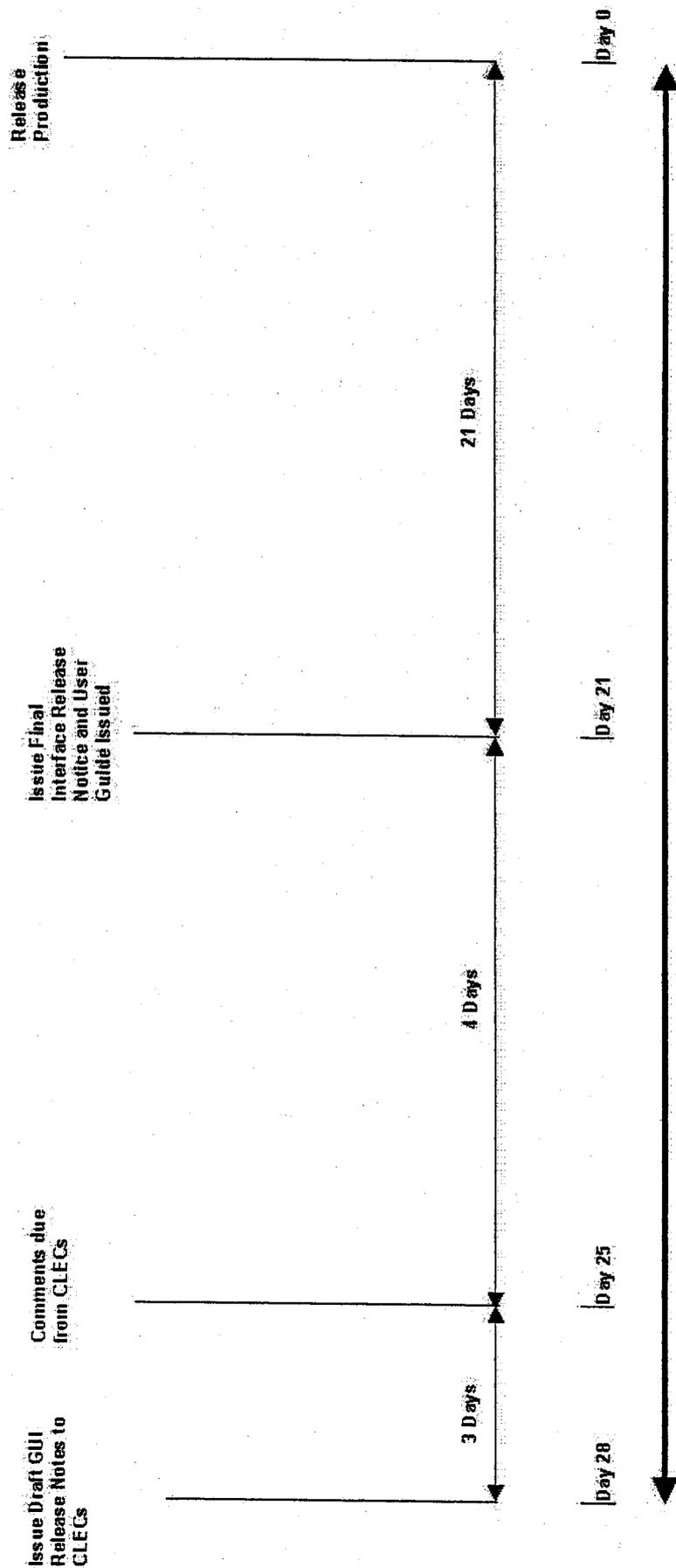
The events listed above are intended to occur on business days. If the date on which any event is scheduled to occur falls on a weekend or holiday, then Qwest and the CLECs may negotiate a revised timeline.

Note: Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services (local exchange services) provided by CLECs to their end users

Note: Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Figure 6: Changes to An Existing Graphical User Interface (GUI) Timeline

Qwest-CLEC Change Management Process Changes to An Existing Graphical User Interface (GUI) Timeline



²⁸ Calendar Day Timeline

The events listed above are intended to occur on business days. If the date on which any event is scheduled to occur falls on a weekend or holiday, then Qwest and the CLECs may negotiate a revised timeline.

Note: Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services (local exchange services) provided by CLECs to their end users

Note: Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

9.0 RETIREMENT OF AN EXISTING OSS INTERFACE

The retirement of an existing OSS Interface occurs when Qwest ceases to accept transactions using a specific OSS Interface. This may include the removal of a GUI or a protocol transmission of information (Application-to-Application) interface.

9.1 Application-to-Application OSS Interface

9.1.1 Initial Retirement Notification

At least two hundred seventy (270) calendar days before the retirement date of application-to-application interfaces, Qwest will share the retirement plans via Web site posting and CLEC notification. The scheduled new application-to-application interface is to be in a CLEC certified production Release prior to the retirement date of the older interface.

Alternatively, Qwest may choose to retire an interface if there is no CLEC usage of that interface for the most recent ninety (90) consecutive calendar days. Qwest will provide thirty (30) calendar day notification of the retirement via Web posting and CLEC notification.

Qwest will issue the initial Retirement Notification no later than two hundred seventy (270) calendar days before retirement. The Initial Retirement Notification will include:

- The rationale for retiring the OSS Interface
- Available alternative interface options for existing functionality
- The proposed detailed retirement timeline (e.g., milestone dates, CLEC-Qwest comment and response cycle)
- Planned retirement date

9.1.2 CLEC Comments to Initial Retirement Notification

CLEC comments on the Initial Retirement Notification are due to Qwest no later than fifteen (15) calendar days following the Initial Retirement Notification. CLECs may submit comments via the Qwest CMP comment Web site at <http://www.qwest.com/wholesale/cmp/comment.html>.

9.1.3 Qwest Response to Comments

Qwest will consider CLEC comments and respond in the Final Retirement Notification.

9.1.4 Final Retirement Notification

The Final Retirement Notification will be provided to CLECs no later than two-hundred and twenty-eight (228) calendar days prior to the retirement date of the application-to-application interface. The Final Retirement Notification will contain:

Note: Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services (local exchange services) provided by CLECs to their end users

Note: Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

- The rationale for retiring the OSS Interface (e.g., no usage or replacement)
- If applicable, where the replacement functionality will reside in a new interface and when the new interface has been certified by a CLEC
- Qwest's responses to CLECs' comments/concerns
- Actual retirement date

9.1.5 Comparable Functionality

Unless otherwise agreed to by Qwest and a CLEC user, when Qwest issues the Initial Retirement Notification the retirement of an interface for which a comparable interface does or will exist, a CLEC user will not be permitted to commence building to the retiring interface. CLEC users of the retiring interface will be grandfathered until the retirement of the interface. Qwest will ensure that an interface with comparable functionality is available no later than one hundred and eighty (180) calendar days prior to retirement of an Application-to-Application interface.

9.2 Graphical User Interface (GUI)

9.2.1 Initial Retirement Notification

At least sixty (60) calendar days in advance of the retirement date of a GUI, Qwest will share the retirement plans via Web site posting and CLEC notification. The scheduled new interface is to be in a CLEC certified production Release prior to the retirement of the older interface.

Alternatively, Qwest may choose to retire a GUI if there is no CLEC usage of that interface for the most recent ninety (90) consecutive calendar days. Qwest will provide thirty (30) calendar day notification of the retirement via Web posting and CLEC notification.

Initial Retirement Notification will include:

- The rationale for retiring the OSS Interface
- Available alternative interface options for existing functionality
- The proposed detailed retirement timeline (e.g., milestone dates, CLEC-Qwest comment and response cycle)
- Planned retirement date

9.2.2 CLEC Comments to Initial Retirement Notification

CLEC comments to the Initial Retirement Notification are due to Qwest no later than fifteen (15) calendar days following the Initial Retirement Notification. CLECs may submit comments via the Qwest CMP comment Web site at <http://www.qwest.com/wholesale/cmp/comment.html>.

Note: Throughout this document, OSS interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services (local exchange services) provided by CLECs to their end users

Note: Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

9.2.3 Qwest Response to Comments

Qwest will consider CLEC comments and respond in the Final Release Notification.

9.2.4 Comparable Functionality

Qwest will ensure comparable functionality no later than thirty-one (31) days before retirement of a GUI.

9.2.5 Final Retirement Notification

The Final Retirement Notification, for GUI retirements, will be provided to CLECs no later than twenty-one (21) calendar days before the retirement date. The Final Retirement Notification will contain:

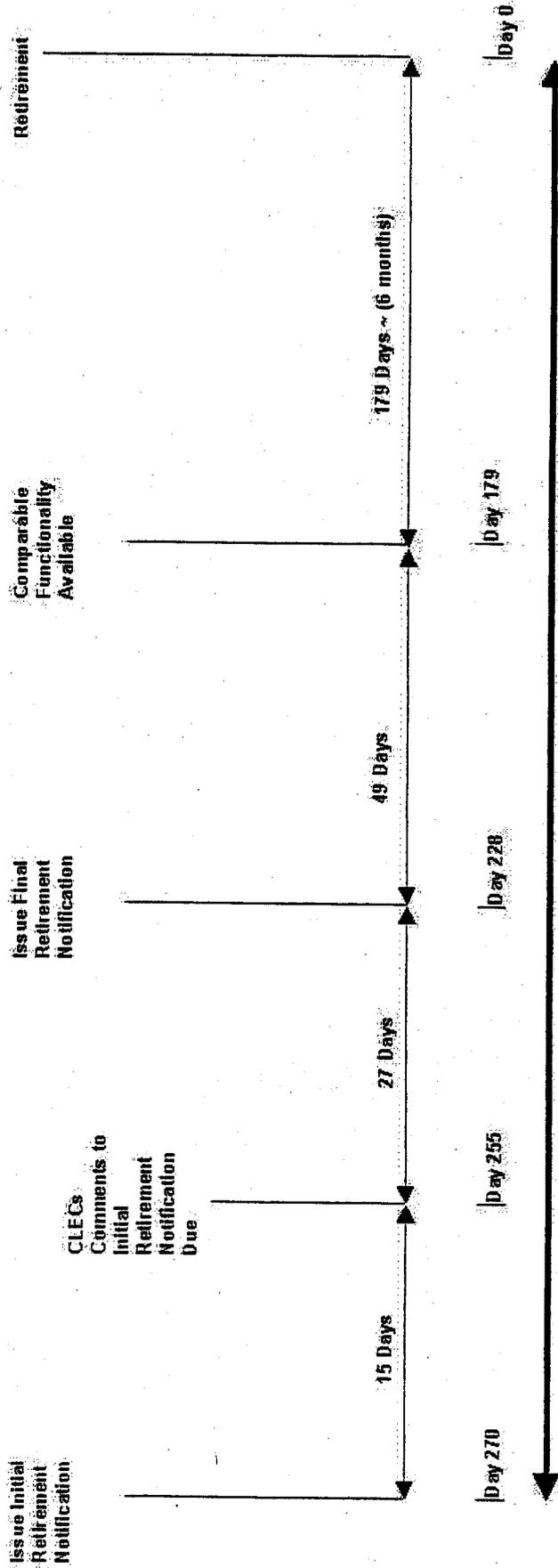
- The rationale for retiring the OSS Interface (e.g., no usage or replacement)
- If applicable, where the replacement functionality will reside in a new interface and when the new interface has been certified by a CLEC
- Qwest's responses to CLECs' comments/concerns
- Actual retirement date

Note: Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services (local exchange services) provided by CLECs to their end users

Note: Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Figure 7: Retirement of an Existing Application-to-Application OSS Interface Timeline

Qwest-CLEC Change Management Process Retirement of An Existing Application-to-Application OSS Interface Timeline



270 Calendar Days (Approximately)

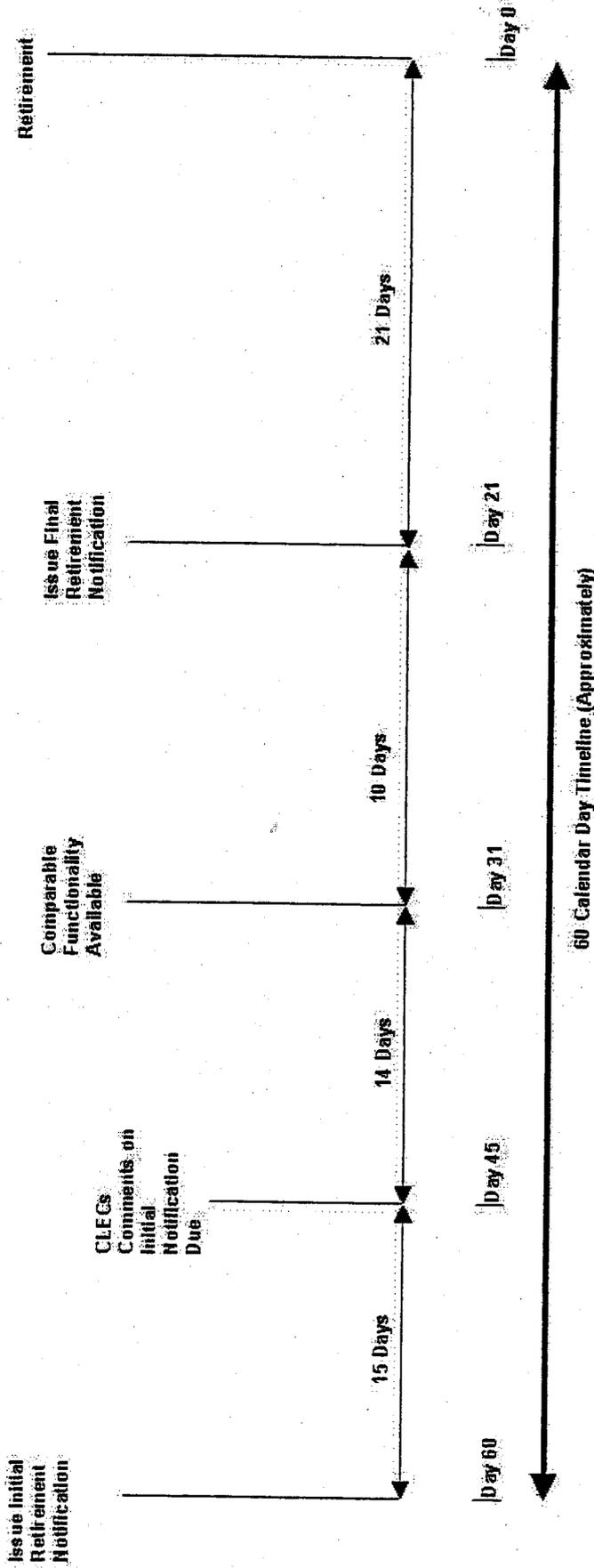
The events listed above are intended to occur on business days. If the date on which any event is scheduled to occur falls on a weekend or holiday, then Qwest and the CLECs may negotiate a revised timeline.

Note: Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services (local exchange services) provided by CLECs to their end users

Note: Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Figure 8: Retirement of an Existing Graphic User Interface Timeline

Qwest-CLEC Change Management Process Retirement of An Existing Graphic User Interface Timeline



The events listed above are intended to occur on business days. If the date on which any event is scheduled to occur falls on a weekend or holiday, then Qwest and the CLECs may negotiate a revised timeline.

Note: Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services (local exchange services) provided by CLECs to their end users

Note: Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

10.0 PRIORITIZATION

Each OSS Interface Release is prioritized separately. If the Systems CMP Change Requests for any interface do not exceed Release capacity, no prioritization for that Release is required. The prioritization process provides an opportunity for CLECs and Qwest to prioritize OSS Interface Change Requests (CRs). CRs for introduction of a new interface or retirement of an existing interface are not subject to prioritization and will follow the introduction or retirement processes outlined in Sections 7.0 and 9.0, respectively.

10.1 Test Environment Releases

When an OSS Interface release is prioritized, some of the prioritized OSS Interface CRs will cause a change in that OSS Interface's corresponding test environment. These changes will be included in the test environment release that is made available thirty (30) days prior to the OSS Interface implementation date, and will not be subject to prioritization. The business and systems requirements for these test environment changes will be developed in the same order as the prioritized OSS Interface CRs. Qwest will ensure that the resources allocated to the test environment are sufficient to complete the corresponding OSS Interface Release changes described above.

Any remaining test environment capacity will be allocated to CRs that are specific to the test environment. CRs that are specific to the test environment will be prioritized in accordance with Section 10.0.

Qwest's OSS Interface production environment and test environment development efforts will not compete for resources.

10.2 Regulatory Change Requests

Regulatory changes, are defined in Section 4.0. Separate procedures are required for prioritization of CRs requesting Regulatory changes to ensure that Qwest can comply with the recommended or required implementation date, if any. The process for determining whether a CR is a Regulatory Change is set forth in Section 5.1.

Qwest will send CLECs a notification when it posts Regulatory CRs to the Web and identify when comments are due, as described in Section 5.1. Regulatory CRs will also be identified in the Monthly CMP Systems Meeting distribution package.

10.2.1 Regulatory Changes

For Regulatory Changes, Qwest will implement changes no later than the time specified in the legislation, regulatory requirement, or court ruling. If no time is specified, Qwest will implement the change as soon as practicable.

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Regulatory CRs will be ranked with all other CRs. If the implementation date for a Regulatory CR requires all or a part of the change to be included in the upcoming Major Release, the CR will not be subject to ranking and will be automatically included in that Major Release.

10.2.2 Industry Guideline Changes

Industry Guideline CRs will be identified in the Monthly CMP Systems Meeting distribution package. Industry Guideline CRs will be ranked with all other systems CRs during prioritization as described in Section 10.0. If an Industry Guideline CR is prioritized high enough to be included in the business and systems requirements phase and is dependant on a "foundation" CR, the "foundation" CR will automatically be worked in conjunction with the Industry Guideline CR.

10.2.3 Regulatory Change Implementation

When more than one Major Release is scheduled before the mandated or recommended implementation date for a Regulatory CR, Qwest will present information to CLECs regarding any technical, practical, or development cycle considerations that may affect Qwest's ability to implement the CR in any particular Major Release as part of the CR review and continue to provide information up to the packaging options. At the Monthly CMP Systems Meeting where the Regulatory CR is presented, Qwest will advise CLECs of the possible scheduled Releases in which Qwest could implement the CR and the CLECs and Qwest will determine how to allocate those CRs among the available Major Releases, taking into account the information provided by Qwest regarding technical, practical, and/or development considerations. If the Regulatory CR is not included in a prior Release, it will be implemented in the latest Release specified by Qwest.

10.3 Prioritization Process

10.3.1 Prioritization Review

At the last Monthly CMP Systems Meeting before Prioritization, Qwest will facilitate a Prioritization Review including a discussion of all CRs eligible for prioritization in a Major Release. If there are any Industry Guideline CRs eligible for prioritization, Qwest will identify all Industry Guideline CRs that would need to be implemented prior to or in conjunction with such CRs. Qwest will distribute all materials five (5) calendar days prior to the Prioritization Review. The materials will include:

- Agenda
- Summary document of all CRs eligible for prioritization including identification of dependencies (see Appendix A - Sample – IMA 11.0 Rank Eligible CRs)

Both CLECs and Qwest will have appropriate Subject Matter Experts in attendance at the Prioritization Review. The review and discussion meetings are open to all CLECs.

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Note: Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

The Prioritization Review objectives are to:

- Allow CLECs and Qwest to discuss eligible OSS interface or test environment Change Requests by providing specific input as to the relative importance that CLECs, as a group, and Qwest assign to each such Change Request.

10.3.2 Ranking Process

Within three (3) business days following the Monthly CMP Systems Meeting that includes the Prioritization Review, Qwest will distribute the Prioritization Form for ranking. Ranking will be conducted according to the following guidelines:

- Each CLEC and Qwest may submit one completed Prioritization Form. The ranking must be submitted by a Point of Contact. The ranking will be submitted to the Qwest CMP Manager in accordance with the process described in Section 10.3.3 below. Refer to Appendix B: Sample – IMA 11.0 Initial Prioritization Form
- Qwest and each CLEC ranks each Change Request on the Prioritization Form by providing a point value from 1 through n, where n is the total quantity of CRs. The highest point value will be assigned to the CR that Qwest and CLECs wish to be implemented first. The total points will be calculated by the Qwest CMP Manager and the results will be distributed to the CLECs in accordance with the process described in Section 10.3.3 below. Refer to Appendix C : Sample – IMA 11.0 Prioritization List.

10.3.3 Ranking Tabulation Process

CLECs and Qwest who choose to vote must submit their completed Prioritization Form via e-mail, cmpcr@qwest.com, within three (3) business days following Qwest's distribution of the Prioritization Form. Within two (2) business days following the deadline for submission of ranking, Qwest will tabulate all rankings and e-mail the resulting Initial Prioritization List to the CLECs. The results will be announced at the next scheduled Monthly CMP Systems Meeting. Prioritization is based on the results of the votes received by the deadline. Based on the outcome of the final ranking of the CR candidates, an Initial Prioritization List is produced.

10.3.4 Ranking of Late Added CRs

For those late added CRs that are eligible for inclusion, as a candidate, in the most recently prioritized Release, the prioritization process will be as follows.

- Within three (3) business days following the Monthly CMP Systems Meeting that resulted in the decision to include the late added CR as a candidate in the recently prioritized Release, Qwest will distribute the late added CR for ranking, along with the initial prioritization.
- Each CLEC and Qwest may submit a suggested rank for the late added CR. The suggested rank will be the number corresponding to the position on the Initial Prioritization List that the CLEC or Qwest believes the late added CR should be inserted.

Note: Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services (local exchange services) provided by CLECs to their end users

Note: Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

- CLECs and Qwest who choose to vote must return their suggested rank for the late added CR via e-mail within three (3) business days following Qwest's distribution of the late added CR for ranking.

Within two (2) business days following the deadline for the return of the suggested rank, Qwest will tabulate the results by averaging the returned suggested ranks for the late added CR. Qwest will insert the late added CR into the Initial Prioritization List at the resulting point on the list and will renumber the remaining candidates on the list based on this insertion. Qwest will e-mail an updated Prioritization List to the CLECs. The results will be announced at the next scheduled Monthly CMP Systems Meeting.

10.3.5 Withdrawal of Prioritized CRs

A CLEC or Qwest may elect to withdraw a CR that has been prioritized for an OSS Interface Release. This process may be invoked at any time between the prioritization process and the commitment for the Release. Qwest will determine its ability to work additional CRs for the Release based upon the timing of the withdrawal request. After commitment, a CLEC or Qwest could request the CR be withdrawn, however, the withdrawal of the CR may not be feasible based upon the development status at the time of the withdrawal request. The process will be as follows:

- The originating CLEC or Qwest will submit an e-mail request to the Qwest CMP Manager, cmpcr@qwest.com, indicating that they wish to withdraw the CR. This e-mail must be sent no later than twenty one (21) calendar days prior to the Monthly CMP Systems Meeting at which the request will be discussed. The written request must contain:
 - the CR number
 - the CR title
 - an explanation of why the originator wishes to withdraw the CR
- Within two (2) business days after receipt of the request to withdraw the CR the CMP Manager will notify, in writing, all of the CLECs that submitted a prioritization ranking. The subject line will note "INTENT TO WITHDRAW PRIORITIZED CR [number]." The notification will include:
 - the CR number
 - the CR title,
 - the ranking that it received from the prioritization,
 - the explanation of why the originator wishes to withdraw the CR
- If a CLEC or Qwest disagrees with the withdrawal of the CR from the Release, they have the option to assume sponsorship of that CR. They may do so by notifying the CMP Manager, cmpcr@qwest.com, in writing of their intent to assume sponsorship of the CR within five (5) business days after the CMP Manager has sent the intent to withdraw e-mail. If the CMP Manager receives no response within five (5) business days, then the CR will be withdrawn. The new status will be reviewed in the next Monthly CMP Systems Meeting.

Note: Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services (local exchange services) provided by CLECs to their end users

Note: Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

10.4 Special Change Request Process (SCRP)

In the event that a systems CR is not ranked high enough in prioritization for inclusion in the next Release, or as otherwise provided in this CMP, the CR originator may elect to invoke the CMP Special Change Request Process (SCRP) as described in this section. In the event that a carrier submits a CR after prioritization and wishes to invoke the SCRCP, the originator may elect not to follow the Late Added CR process as defined in Section 10.3.4.

The SCRCP does not supercede the process defined in Section 5.0 (Change Request Origination Process).

The foregoing process applies to Qwest and CLEC originated CRs. In the event a CR is submitted through the SCRCP, Qwest agrees that it will not divert IT resources available to work on the CMP systems CRs, to support the SCRCP request. Qwest will have to apply additional resources to, and track, the additional work required for the CR it seeks to implement through the SCRCP.

All time intervals within which a response is required from one Party to another under this section are maximum time intervals. Each Party agrees that it will provide all responses in writing to the other Party as soon as the Party has the information and analysis required to respond, even if the time interval stated herein for a response is not over.

10.4.1 SCRCP Request Form

To invoke the SCRCP, the CR originator must send an e-mail to the Qwest CMP SCRCP mailbox (cmpsc@qwest.com). The subject line of the e-mail message must include:

- "SCRCP FORM"
- CR number and title
- CR originator's company name

The text of the e-mail message must include:

- Description of the CR
- A completed SCRCP Form (See Appendix E)
- A single point of contact for the SCRCP request including:
 - Primary requestor's name and company
 - Phone number
 - E-mail address
- Circumstances which have necessitated the invocation of the SCRCP
- Desired implementation date
- If more than one company is making the SCRCP request, the names and point of contact information for the other requesting companies.

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Note: Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

10.4.2 Qwest Acknowledges SCRP Request Receipt with a Confirmation E-mail

Within two (2) business days following receipt of the SCRP request e-mail, Qwest will acknowledge receipt of the complete SCRP request e-mail with a confirmation e-mail and advise the SCRP Requestor of any missing information needed for Qwest to process and analyze the request. When the SCRP request e-mail is complete, the SCRP confirmation e-mail will include:

- Date and time of receipt of complete SCRP request e-mail
- Date and time of SCRP confirmation e-mail
- SCRP title and number
- The name, telephone number and e-mail address of the assigned Qwest manager
- Amount of the non-refundable Processing Fee as specified in Section 10.4.8.

10.4.3 Process Fee Invoice

Within one (1) business day of sending the SCRP confirmation e-mail Qwest will bill the SCRP Requestor a non-refundable Processing Fee as specified in Section 10.4.8 below.

10.4.4 SCRP Review Meeting

Within ten (10) business days after the SCRP confirmation e-mail, Qwest will schedule and hold a review meeting with the SCRP Requestor to review Qwest's analysis of the request.

10.4.5 Preliminary SCRP Quote and Review Meeting

During business and systems requirements analysis, Qwest will review the SCRP request to determine if it has any affinities with CRs packaged for the planned OSS Interface Release. As soon as feasible, but in any case within thirty (30) business days, after receipt of a completed SCRP request form, Qwest will schedule and hold a meeting with the SCRP Requestor to provide and review:

- An estimated Preliminary SCRP quote. The SCRP quote will, at a minimum, include the following information:
 - A description of the work to be performed
 - Estimated Development costs with a cap on cost
 - Targeted Release
 - An estimate of the terms and conditions surrounding the firm SCRP quote. (If the estimate increases before Qwest issues the Firm SCRP Quote, Qwest will communicate the cost increases to the SCRP Requestor.) The SCRP Requestor must comply with payment terms as outlined in Section 10.4.7 before Qwest proceeds with the request.
- An invoice covering the business and systems requirements analysis
 - Payment for this invoice is due no later than thirty (30) calendar days following Qwest's written issuance of the Preliminary SCRP Quote. Qwest will not proceed with further

Note: Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services (local exchange services) provided by CLECs to their end users

Note: Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

development in support of the SCRP Request until the business and systems analysis and processing invoices are paid.

10.4.5.1 SCRP Requestor Accepts the Preliminary Quote and Decision for Qwest to Proceed

The SCRP Requestor has ten (10) business days, upon receipt of the SCRP quote, to either agree to purchase under the quoted price or cancel the SCRP request.

If the SCRP Requestor accepts the SCRP Preliminary Quote, the SCRP Requestor must send an e-mail to the assigned Qwest manager with the following information:

The subject line of the e-mail message must include:

- "SCRP PRELIMINARY QUOTE ACCEPTED"
- CR number and title
- CR originator's company name

The text of the e-mail message must include:

- Statement accepting SCRP Preliminary Quote, planned OSS Interface Release date, and terms and conditions
- CR originator's name, phone number, and e-mail address

10.4.5.2 SCRP Requestor Asks to Change the SCRP Request

If the SCRP Requestor decides to modify the SCRP request after Qwest provides the preliminary SCRP Quote, the SCRP requestor must submit a written request for change to the assigned Qwest manager. If changes are acceptable to Qwest, Qwest will notify the SCRP Requestor by e-mail within five (5) business days after receipt of such request for a change with a revised preliminary SCRP Quote, if applicable. The SCRP Requestor must inform Qwest, in writing, within five (5) business days, if the modified SCRP quote is acceptable, further changes are required, or the SCRP request is cancelled.

10.4.5.3 SCRP Requestor Cancels the SCRP Request

The last point at which a SCRP Request may be cancelled is at the Monthly CMP Meeting at which Qwest presents the CRs that Qwest has committed to in the Release. Otherwise, the SCRP request will be implemented with the Release and the SCRP Requestor is obligated to pay the full amount of the firm SCRP quote consistent with the payment schedule described below in Section 10.4.7.

Note: Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services (local exchange services) provided by CLECs to their end users

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10.4.6 Firm SCRP Quote and Review

Qwest will provide the SCRP Requestor a Firm SCRP Quote when Qwest commits CRs to the specific OSS Interface Release.

Qwest will send an e-mail to the SCRP Requestor with the following information:

- The subject line of the e-mail message must include:
 - "FIRM SCRP QUOTE"
 - CR number and title
 - CR originator's company name
- The text of the e-mail message must include:
 - Final SCRP quote and terms and conditions
 - Committed implementation date, or OSS Interface Release
 - Qwest contact name, phone number, and e-mail address

Qwest will schedule and hold a meeting to review the quote no less than ten (10) days following issuance of the Firm SCRP Quote. At this meeting Qwest will review the elements of the Firm Quote and the firm Release Date of the targeted Release.

10.4.7 Payment Schedule

The SCRP Requestor must pay 50% of the Firm SCRP Quote no more than ten (10) calendar days following the scheduled Release date and the remaining 50% of the Firm SCRP Quote within thirty (30) calendar days after the scheduled Release date.

10.4.8 Applicable SCRP Charges

This section describes the different costs for a SCRP request.

- Processing Fee – a one-time flat fee that must be paid within thirty (30) calendar days after the Qwest-SCRP Review meeting to review the SCRP form. This fee is non-refundable and is treated separately from those charges for development and implementation as described under "Charges for the SCRP Request" below.
- Charges for Business and Systems Requirements - These charges include the costs of developing business and systems requirements.
- Charges for the Development of the SCRP Request – These charges, included in the Preliminary and Firm SCRP Quotes, including labor charges, time and capital costs incurred as a result of developing code and performing testing.

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11.0 APPLICATION-TO-APPLICATION INTERFACE TESTING

If a CLEC is using an application-to-application interface, the CLEC must work with Qwest to certify the business scenarios that CLEC will be using in order to ensure successful transaction processing in production. If multiple CLECs are using a service bureau provider, the service bureau provider need only be certified for the first participating CLEC; subsequent CLECs using the service bureau provider need not be re-certified. Qwest and CLEC shall mutually agree to the business scenarios for which CLEC requires certification. Certification will be granted for the specified Release of the application-to-application interface. If CLEC is certifying multiple products or services, CLEC has the option of certifying those products or services serially or in parallel if technically feasible.

New Releases of the application-to-application interface may require re-certification of some or all business scenarios. A determination as to the need for re-certification will be made by the Qwest coordinator in conjunction with the Release Manager of each Release. Notification of the need for re-certification will be provided to CLEC as the new Release is implemented. The suite of re-certification test scenarios will be provided to CLECs with the Final Technical Specifications. If CLEC is certifying multiple products or services, CLEC has the option of certifying those products or services serially or in parallel, if technically feasible. If multiple CLECs are using a service bureau provider, the service bureau provider need only be re-certified for the first participating CLEC; subsequent CLECs using the service bureau provider need not be re-certified.

Qwest provides a separate Customer Test Environment (CTE) for the testing of transaction based application-to-application interfaces for pre-order, order, and maintenance/repair. The CTE will be developed for each Major Release and updated for each Point Release that has changes that were disclosed but not implemented as part of the Major Release. Qwest will provide test files for batch/file interfaces (e.g., billing).

The CTE for Pre-order and Order currently includes:

- Stand Alone Test Environment (SATE)

The CTE for Maintenance and Repair currently includes:

- CMIP Interface Test Environment (MEDIACC)

Qwest provides Initial Implementation Testing, and Migration Testing (from one Release to the next) for all types of OSS Interface Change Requests. Such testing provides the opportunity to test the code associated with those OSS Interface exchange requests. The CTE will also provide the opportunity for regression testing of OSS Interface functionality.

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11.1 Testing Process

Qwest will send an industry notification, including testing schedules (see Section 8.0 – Changes to Existing OSS Interfaces), to CLECs so they may determine their intent to participate in the test. CLECs wishing to test with Qwest must participate in at least one joint planning session and determine:

- Connectivity (required)
- Progression Testing (required)
- Controlled Production Testing (required)
- Production Turn-up (required)
- A test schedule (required) that reflects agreed upon dates for phases

A joint CLEC-Qwest test plan may also include some or all of the following based on type of testing requested:

- Requirements Review
- Test Data Development

Qwest will communicate any agreed upon changes to the test schedule. CLECs are responsible for establishing and maintaining connectivity to the CTE.

The CLEC should, in general, experience response times similar to production provided a CLEC uses the same software components and similar connectivity configuration in its test environment that it does in production. This environment is not intended for volume testing. The CTE contains the appropriate applications for pre-ordering and Local Service Request (LSR) ordering, including the service order processor. Production code problems identified in the test environment will be resolved by using the Production Support process as outlined in Section 12.0.

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12.0 PRODUCTION SUPPORT

12.1 Notification of Planned Outages

Planned Outages are reserved times for scheduled maintenance to OSS Interfaces. Qwest sends associated notifications to all CLECs. Planned Outage Notifications must include:

- Identification of the subject OSS Interface
- Description of the scheduled OSS Interface maintenance activity
- Impact to the CLECs (e.g., geographic area, products affected, system implications, and business implications)
- Scheduled date and scheduled start and stop times
- Work around, if applicable
- Qwest contact for more information on the scheduled OSS Interface maintenance activity

Planned Outage Notifications will be sent to CLECs and appropriate Qwest personnel no later than two (2) calendar days after the scheduling of the OSS Interface maintenance activity.

12.2 Newly Deployed OSS Interface Release

Following the Release Production Date of an OSS Interface change, Qwest will use production support procedures for maintenance of software as outlined below. Problems encountered by the user will be reported, if at all, to the IT Wholesale Systems Help Desk (IT Help Desk). Qwest will monitor, track, and address troubles reported by CLECs or identified by Qwest. Problems reported will be known as IT Trouble Tickets.

A week after the deployment of an IMA Release into production, Qwest will host a conference call with the CLECs to review any identified problems and answer any questions pertaining to the newly deployed software. Qwest will follow this CMP for documenting the meeting as described in Section 3.2. Issues will be addressed with specific CLECs and results/status will be reviewed at the next Monthly CMP Systems Meeting.

12.3 Request for a Production Support Change

The IT Help Desk supports CLECs who have questions regarding connectivity, outputs, and system outages. The IT Help Desk serves as the first point of contact for reporting trouble. If the IT Help Desk is unable to assist the CLEC, it will refer information to the proper Subject Matter Expert, also known as Tier 2 or Tier 3 support, who may call the CLEC directly. Often, however, an IT Help Desk representative will contact the CLEC to provide information or to confirm resolution of the trouble ticket.

Qwest will assign each CLEC generated and Qwest generated IT Trouble ticket a Severity Level 1 to 4, as defined in Section 12.5. Severity 1 and Severity 2 IT trouble tickets will be

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implemented immediately by means of an emergency Release of process, software or documentation (known as a Patch). If Qwest and CLEC deem implementation is not timely, and a work around exists or can be developed, Qwest will implement the work around in the interim. Severity 3 and Severity 4 IT trouble tickets may be implemented when appropriate taking into consideration upcoming Patches, Major Releases and Point Releases and any synergies that exist with work being done in the upcoming Patches, Major Releases and Point Releases.

Qwest will attempt to make a software patch when the system is not working as defined in the technical specifications and/or the GUI systems documentation (excluding PCAT documentation), and issue an event notification clearly defining the change.

If Qwest determines that a software patch is not feasible, and/or Qwest or any CLEC identifies a Patch Release of software or related systems documentation changes that may impact CLEC production coding, Qwest will issue an event notification, initiate a Technical Escalation, and request a joint meeting between Qwest and the CLECs in order to discuss the particular Patch Release. Qwest will notify CLECs of the joint meeting in which Qwest will review the Patch Release, the proposed solution, and the variables which affect the resolution. In all instances, these joint meetings are exempt from the five (5) business day advance notification requirement described in Section 3.0.

At this joint meeting, Qwest and the impacted CLECs will discuss how the pending Patch Release will affect their code. Qwest and the impacted CLECs will discuss any potential resolution options and implementation timeframes. In the event that agreement cannot be reached between Qwest and the impacted CLECs regarding the type of Patch Release to be implemented, the parties will attempt to negotiate an appropriate workaround.

The first time a trouble is reported by Qwest or CLEC, the Qwest IT Help Desk will assign an IT Trouble Ticket tracking number, which will be communicated to the CLEC at the time the CLEC reports the trouble. The affected CLEC(s) and Qwest will attempt to reach agreement on resolution of the problem and closing of the IT Trouble Ticket. If no agreement is reached, any party may use the Technical Escalation Process, <http://www.qwest.com/wholesale/systems/productionsupport.html>. When the IT Trouble Ticket has been closed, Qwest will notify CLECs with one of the following disposition codes:

- No Trouble Found – to be used when Qwest investigation indicates that no trouble exists in Qwest systems.
- Trouble to be Resolved in Patch – to be used when the IT Trouble Ticket will be resolved in a Patch. Qwest will provide a date for implementation of the Patch. This is typically applied to Severity 1 and Severity 2 troubles, although Severity 3 and Severity 4 troubles may be resolved in a Patch where synergies exist.
- CLEC Should Submit CMP CR – to be used when Qwest's investigation indicates that the System is working pursuant to the Technical Specifications (unless the Technical

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Specifications are incorrect), and that the IT Trouble Ticket is requesting a systems change that should be submitted as a CMP CR.

- Resolved – to be used when the IT Trouble Ticket investigation has resolved the trouble.

If Qwest has identified the source of a problem for a Severity 3 or Severity 4 IT Trouble Ticket but has not scheduled the problem resolution, Qwest may place the trouble ticket into a "Date TBD" status, but will not close the trouble ticket. Once a trouble ticket is placed in "Date TBD" status, Qwest will no longer issue status notifications for the trouble ticket. Instead, Qwest will track "Date TBD" trouble tickets and report status of these trouble tickets on the CMP Web site and in the Monthly CMP Systems Meeting. When a "Date TBD" trouble ticket is scheduled to be resolved in a Patch, Release or otherwise, Qwest will issue a notification announcing that the trouble ticket will be resolved and remove the trouble ticket from the list reported on the CMP Web site and in the Monthly CMP Systems Meeting.

For "Date TBD" trouble tickets, either Qwest or a CLEC may originate a Change Request to correct the problem. (See Section 5.0 for CR Origination.) If the initiating party knows that the CR relates to a trouble ticket, it will identify the trouble ticket number on the CR.

Instances where Qwest or CLECs misinterpret Technical Specifications and/or business rules must be addressed on a case-by-case basis. All parties will take all reasonable steps to ensure that any disagreements regarding the interpretation of a new or modified OSS Interface are identified and resolved during the change management review of the Change Request.

12.4 Reporting Trouble to IT

Qwest will open a trouble ticket at the time the trouble is first reported by CLEC or detected by Qwest. The ITWSHD Tier 1 will communicate the ticket number to the CLEC at the time the trouble is reported. Once a trouble ticket is opened at the ITWSHD, a CLEC or Qwest may request that the Event Notification process begin on the ticket as described in section 12.6.

If a ticket has been opened, and subsequent to the ticket creation, CLECs call in on the same problem, and the ITWSHD recognizes that it is the same problem, a new ticket is not created. The ITWSHD documents each subsequent call in the primary IT trouble ticket.

If one or more CLECs call in on the same problem, but it is not recognized as the same problem, one or more tickets may be created. When the problem is recognized as the same, one of the tickets becomes the primary ticket, and the other tickets are linked to the primary ticket. The ITWSHD provides the primary ticket number to other reporting CLECs. A CLEC can request its ticket be linked to an already existing open IT ticket belonging to another CLEC. When the problem is closed, the primary and all related tickets will be closed.

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12.4.1 Systems Problem Requiring a Workaround

If a CLEC is experiencing problems with Qwest because of a system "issue", the CLEC will report the trouble to the ITWSHD. The ITWSHD will create a trouble ticket as outlined above.

The ITWSHD Tier 1 will refer the ticket to the IT Tier 2 or 3 resolution process. If, during the resolution process, the Tier 2 or 3 resolution team determines that a workaround is required ITWSHD (with IT Tier 2 or 3 on the line, as appropriate) will contact the CLEC to develop an understanding of how the problem is impacting the CLEC. If requested and available, the CLEC will provide information regarding details of the problem, e.g., reject notices, LSRs, TNs or circuit numbers. Upon understanding the problem, the IT Tier 1 agent, with the CLEC on the line, will contact the ISC Help Desk and open a Call Center Database Ticket. The IT Tier 2 or 3 resolution team along with the WSD Tier 2 team, and other appropriate SMEs, (Resolution Team) will develop a proposed work around. The WSD Tier 2 team will work collaboratively with the CLEC(s) reporting the issue to finalize the work around. The ITWSHD will provide the CLEC and the WSD Tier 2 team with the IT Trouble Ticket number in order to cross-reference it with the Call Center Database Ticket. The ITWSHD will also record the Call Center Database Ticket number on the IT Trouble Ticket. The CLEC will provide both teams with primary contact information. If the CLEC and Qwest cannot agree upon the work around solution, the CLEC can use either the Technical Escalation process or escalate to the WSD Tiers, as appropriate. Qwest will use its best efforts to retain the CLEC's requested due dates, regardless of whether a work around is required.

12.5 Severity Levels

Severity level is a means of assessing and documenting the impact of the loss of functionality to CLEC(s) and impact to the CLEC's business. The severity level gives restoration or repair priority to problems causing the greatest impact to CLEC(s) or its business.

Guidelines for determining severity levels are listed below. Severity level may be determined by one or more of the listed bullet items under each Severity Level (the list is not exhaustive). Examples of some trouble ticket situations follow. Please keep in mind these are guidelines, and each situation is unique. The IT Help Desk representative, based on discussion with the CLEC, will make the determination of the severity level and will communicate the severity level to the CLEC at the time the CLEC reports the trouble. If the CLEC disagrees with the severity level assigned by the IT Help Desk personnel, either on the initial call or at any time while the ticket is open, a CLEC may request the ITWSHD to change the severity level, identifying the reason for the change in severity. If Qwest questions the validity of the change in severity, Qwest will contact the CLEC Severity Escalation Contact who raised the severity for clarification.

Severity 1: Critical Impact

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- Critical.
- High visibility.
- A large number of orders or CLECs are affected.
- A single CLEC cannot submit its business transactions.
- Affects online commitment.
- Production or cycle stopped – priority batch commitment missed.
- Major impact on revenue.
- Major component not available for use.
- Many and/or major files lost.
- Major loss of functionality.
- Problem can not be bypassed.
- No viable or productive work around available.

Examples:

- Major network backbone outage without redundancy.
- Environmental problems causing multiple system failures.
- Large number of service or other work order commitments missed.
- A Software Defect in an edit which prevents any orders from being submitted.

Severity 2: Serious Impact

- Serious
- Moderate visibility
- Moderate to large number of CLECs, or orders affected
- Potentially affects online commitment
- Serious slow response times
- Serious loss of functionality
- Potentially affects production – potential miss of priority batch commitment
- Moderate impact on revenue
- Limited use of product or component
- Component continues to fail. Intermittently down for short periods, but repetitive
- Few or small files lost
- Problems may have a possible bypass; the bypass must be acceptable to CLECs
- Major access down, but a partial backup exists

Examples:

- A single company, large number of orders impacted
- Frequent intermittent logoffs
- Service and/or other work order commitments delayed or missed

Severity 3: Moderate Impact

- Low to medium visibility

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- Low CLEC, or low order impact
- Low impact on revenue
- Limited use of product or component
- Single CLEC device affected
- Minimal loss of functionality
- Problem may be bypassed; redundancy in place. Bypass must be acceptable to CLECs
- Automated workaround in place and known. Workaround must be acceptable to CLECs

Example:

- Hardware errors, no impact yet

Severity 4: Minimal Impact

- Low or no visibility
- No direct impact on CLEC
- Few functions impaired
- Problem can be bypassed; bypass must be acceptable to CLECs
- System resource low; no impact yet
- Preventative maintenance request

Examples:

- Misleading, unclear system messages causing confusion for users
- Device or software regularly has to be reset, but continues to work

12.6 Status Notification for IT Trouble Tickets

There are two types of status notifications for IT Trouble Tickets:

- Target Notifications: for tickets that relate to only one reporting CLEC – Target Notifications may be communicated by direct phone calls
- Event Notifications: for tickets that relate to more than one CLEC or for reported troubles that Qwest believes will impact more than one CLEC
- Event Notifications are sent by Qwest to all CLECs who subscribe to the IT Help Desk. Event Notifications will include ticket status (e.g., open, no change, resolved) and as much of the following information as is known to Qwest at the time the notification is sent:
 - Description of the problem
 - Impact to the CLECs (e.g., geographic area, products affected, business implications, other pertinent information available)
 - Estimated resolution date and time if known
 - Resolution if known
 - Severity level
 - Trouble ticket number(s), date and time
 - Work around if defined, including the Call Center Database Reference Ticket number

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- Qwest contact for more information on the problem
- System affected
- Escalation information as available

Both types of notifications will be sent to the CLECs and appropriate Qwest personnel within the time frame set forth in the table below and will include all related system trouble ticket number(s).

12.7 Notification Intervals

Qwest will distribute notifications during the IT Help Desk normal hours of operation (Monday-Friday 6:00 a.m. - 8:00 p.m. (MT) and Saturday 7:00 a.m. - 3:00 p.m. MT). Qwest will continue to work severity 1 problems outside of Help Desk hours of operation, and will communicate with the CLEC(s) as needed. A severity 2 problem may be worked outside the IT Help Desk normal hours of operation on a case-by-case basis.

Notification Intervals are based on the severity level of the ticket, the ticket's Disposition code (e.g., Initial, Update, Closure, etc.), and status changes.

The chart below indicates the response intervals a CLEC can expect to receive after reporting a trouble ticket to the IT Help Desk. Beginning with the issue's immediate acceptance as multi-CLEC impacting issue, Qwest will create and distribute the Initial notification.

Severity Level of Ticket	Response Interval for Status Changes	Response Interval for No Status Changes		Notification Interval upon Resolution
1	Within 1 hour	1 hour		Within 1 hour
2	Within 1 hour	1 hour		Within 1 hour
3	Within 4 hours	Workaround Provided	None. Only status changes will be communicated when a workaround is provided.	Within 4 hours
		No Workaround Provided	4 hours	
4	Within 24 hours	Workaround Provided	None. Only status changes will be communicated when a workaround is provided.	Within 4 hours
		No Workaround Provided	Every 48 hours.	

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“Notification Interval for Any Change in Status” means that a notification will be sent out within the time specified from the time a change in status occurs. Qwest will provide updates to those notifications that do not have a workaround until a workaround is established to inform the CLEC that the issue is still under investigation. Qwest will not issue Updates when Qwest has provided a Workaround, but no change in status has occurred. “Notification Interval upon Resolution” means that a notification will be sent out within the time specified from the resolution of the problem.

12.8 Process Production Support

Process troubles encountered by CLECs will be reported, if at all, to the ISC Help Desk (Tier 0). In some cases the Qwest Service Manager (Tier 3) may report the CLEC trouble to the ISC Help Desk. Tier 0 will open a Call Center Database Ticket for all reported troubles.

12.8.1 Reporting Trouble to the ISC

The ISC Help Desk (Tier 0) serves as the first point of contact for reporting troubles that appear process related. Qwest has seven Tiers in Wholesale Service Delivery (WSD) for process Production Support. References to escalation of process Production Support issues means escalation to one of these seven tiers. Contact information is available through the Service Manager (Tier 3). The Tiers in WSD are as follows:

- Tier 0 – ISC Help Desk
- Tier 1 – Customer Service Inquiry and Education (CSIE) Service Delivery Coordinator (SDC)
- Tier 2 – CSIE Center Coaches and Team Leaders, Duty Pager, Process Specialist
- Tier 3 - Service Manager
- Tier 4 – Senior Service Manager
- Tier 5 – Service Center Director
- Tier 6 – Service Center Senior Director

A CLEC may, at any point, escalate to any of the seven Tiers.

If a CLEC is experiencing troubles with Qwest because of a process issue, the CLEC will report the trouble to Tier 0. Tier 0 will attempt to resolve the trouble including determining whether the trouble is a process or systems issue. To facilitate this determination, upon request, the CLEC will provide, by facsimile or e-mail, documentation regarding details of the trouble, e.g., reject notices, LSRs, TNs or circuit numbers if available. Tier 0 will create a Call Center Database Ticket with a two (2) hour response commitment (“out in 2 hour” status), and provide the ticket number to the CLEC. If Tier 0 determines that the trouble is a systems issue, they will follow the process described in Section 12.8.4. With respect to whether the trouble is a systems or

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process issue, a CLEC may escalate to Tier 1 before the Tier 0 follows the process outlined in Section 12.8.4.

If Tier 0 does not determine that the trouble is a systems issue or is not able to resolve the trouble, Tier 0 will offer the CLEC the option of either a warm transfer to Tier 1 (with the CLEC on the line), or have Qwest place the Call Center Database Ticket into the Tier 1 work queue. Tier 1 will then analyze the ticket and attempt to resolve the trouble or determine if the trouble is a systems or a process issue. If the trouble is a process issue, Tier 1 will notify the Tier 2 process specialist. Tier 2 process specialist will notify all call handling centers (Tier 0, Tier 1 and Tier 2 at each center) of the reported trouble and current status. If Tier 1 determines that the trouble is a systems issue, they will follow the process described in Section 12.8.4.

The reporting CLEC(s) and Qwest will attempt to reach agreement on resolution of the trouble. This resolution includes identification of processes to handle affected orders reported by the CLEC and orders affected but not reported. If Qwest and the CLEC determine that the trouble can be resolved in a timely manner, Qwest will status the CLEC every 2 hours by telephone, unless otherwise agreed, until the trouble is resolved to the CLEC's satisfaction. If, at any point, the parties conclude that they are unable to resolve the trouble in a timely manner, the CLEC and Qwest will proceed to develop a work around, as described below. At any point, the reporting CLEC may elect to escalate the issue to a higher Tier.

Except in a work around situation, see Section 12.8.3, once the trouble is resolved and all affected orders have been identified and processed, Qwest will seek CLEC agreement to close the ticket(s). If agreement is not reached, CLEC may escalate through the remaining Tiers.

After ticket closure, if the CLEC indicates that the issue is not resolved, the CLEC contacts Tier 2 and refers to the applicable ticket number. Tier 2 reviews the closed ticket, opens a new ticket, and cross-references the closed ticket.

Qwest will use its best efforts to retain the CLEC's requested due dates.

12.8.2 Multiple Tickets

If one or more CLECs call in multiple tickets, but neither the CLECs nor Qwest recognize that the tickets stem from the same trouble, one or more tickets may be created.

Qwest will attempt to determine if multiple tickets are the result of the same process trouble. Also, after reporting a trouble to Tier 0, a CLEC may determine that the same problem exists for multiple orders and report the association to Tier 0. In either case, when the association is identified, Tier 0 will designate one ticket per CLEC as a primary ticket, cross-reference that CLEC's other tickets to its primary ticket and provide the primary ticket number to that CLEC. Tier 2 process specialist will advise the call handling centers (Tier 0, Tier 1 and Tier 2 at each center) and Service Managers (Tier 3) of the issue.

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Once a primary ticket is designated for a CLEC, the CLEC need not open additional trouble tickets for the same type of trouble. Any additional trouble of the same type encountered by the CLEC may be reported directly to Tier 2 with reference to the primary ticket number.

Qwest will also analyze the issue to determine if other CLECs are impacted by the trouble. If other CLECs are impacted by the trouble, within 3 business hours after this determination, the Tier 2 process specialist will advise the call handling centers (Tier 0, Tier 1 and Tier 2 at each center) and the Service Managers (Tier 3) of the issue and the seven digit ticket number for the initial trouble ticket (Reference Ticket). At the same time, Qwest will also communicate information about the trouble, including the Reference Ticket number, to the impacted CLECs through the Event Notification process, as described in Section 12.6. If other CLECs experience a trouble that appears related to the Reference Ticket, the CLECs will open a trouble ticket with Tier 0 and provide the Reference Ticket number to assist in resolving the trouble.

12.8.3 Work Arounds

The reporting CLEC(s) and Qwest will attempt to reach agreement on whether a workaround is required and, if so, the nature of the work around. For example, a work around will provide a means to process affected orders reported by the CLEC, orders affected but not reported, and any new orders that will be impacted by the trouble. If no agreement is reached, the CLEC may escalate through the remaining Tiers.

If a work around is developed, Tier 1 will advise the CLEC(s) and the Tier 2 process specialist will advise the call handling centers (Tier 0, Tier 1 and Tier 2 at each center) and the Service Manager (Tier 3) of the work around and the Reference Ticket number. Tier 1 will communicate with the CLEC(s) during this affected order processing period in the manner and according to the notification timelines established in Section 12.8.1. After the work around has been implemented, Tier 1 will contact the CLECs who have open tickets to notify them that the work around has been implemented and seek concurrence with the CLECs that the Call Center Database tickets can be closed. The closed Reference Ticket will describe the work around process. The work around will remain in place until the trouble is resolved and all affected orders have been identified and processed.

Once the work around has been implemented, the associated tickets are closed. After ticket closure, CLEC may continue to use the work around. If issues arise, CLEC may contact Tier 2 directly, identifying the Reference Ticket number. If a different CLEC experiences a trouble that appears to require the same work around, that CLEC will open a Call Center Data base ticket with Tier 0 and provide the Reference Ticket number for the work around.

12.8.4 Transfer Issue from WSD to ITWSHD

CLECs may report issues to the ISC Help Desk (Tier 0) that are later determined to be systems issues. Once the ISC Help Desk or higher WSD Tier determines that the issue is the result of a

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system error, that Tier will contact the CLEC and ask if the CLEC would like that Tier to contact the ITWSHD to report the system trouble. If the CLEC so requests, the Tier agent will contact the ITWSHD, report the trouble and communicate the Call Center Database Ticket to the ITWSHD agent with the CLEC on the line. The ITWSHD agent will provide the CLEC and the WSD agent with the IT Trouble Ticket number. The IT Trouble Ticket will be processed in accordance with the Systems Production Support provisions of Section 12.0.

12.9 Communications

When Call Center Database and IT Trouble Tickets are open regarding the same trouble, the IT and WSD organizations will communicate as follows. The WSD Tier 2 Process Specialists will be informed of the status of IT Trouble Tickets through ITWSHD system Event Notifications. Additionally, WSD Tier 2 has direct contact with the ITWSHD as a participant on the Resolution Team, as necessary. As the circumstances warrant, the WSD Tier 2 process specialist will advise the call handling centers (Tier 0, Tier 1 and Tier 2 at each center) and the Service Manager (Tier 3) of the information pertinent to ongoing resolution of the trouble.

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13.0 TRAINING

Qwest will incorporate all substantive changes to existing Graphical User Interfaces (GUI), including the introduction of new GUI, into CLEC training programs. Qwest will execute CLEC training for pre-order, ordering, billing, and maintenance and repair GUIs.

13.1 Introduction of a New GUI

Qwest will include a CLEC training schedule with the Initial Release Notification for the introduction of a new GUI issued in accordance with the interval specified in Section 7.0. Qwest will make available CLEC training beginning no less than twenty-one (21) calendar days prior to the Release Production Date. Web based training will remain available for the life of the Release.

13.2 Changes to an Existing GUI

Qwest will include a CLEC training schedule with the Draft Release Notes issued for a change to an existing GUI in accordance with the interval specified in Section 8.0. Qwest will make available CLEC training beginning no less than twenty-one (21) calendar days prior to the Release Production date. Web based training will remain available for the life of the Release.

CEMR training will not be available before the Release Production Date but will be conducted for ninety (90) days in the live environment after the Release Production date.

13.3 Product and Process Introductions and Changes

Qwest may offer CLEC training for product and process introductions and changes based on the complexity of the introduction or change. This training is offered in many forms, but is most commonly offered in the following delivery methods: Web-based, instructor-led, job aids, or conference calls.

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14.0 ESCALATION PROCESS

14.1 Guidelines

- The Escalation Process will include items that are defined as within the CMP scope.
- The decision to escalate is left to the discretion of the CLEC, based on the severity of the missed or unaccepted response/resolution.
- Escalations may also involve issues related to CMP itself, including the administration of this CMP.
- The expectation is that escalation should occur only after Change Management procedures have occurred per this CMP.

14.2 Cycle

Item must be formally escalated through the CMP Web site, http://www.qwest.com/wholesale/cmp/escalations_dispute.html. Alternatively, the issue may be escalated by sending an e-mail to the Qwest CMP escalation e-mail address cmpesc@qwest.com.

- Subject line of the escalation e-mail must include:
 - CLEC Company name
 - "ESCALATION"
 - Change Request (CR) number and status, if applicable
- Content of e-mail must enclose appropriate supporting documentation, if applicable, and to the extent that the supporting documentation does not include the following information, the following must be provided:
 - Description of item being escalated
 - History of item
 - Reason for Escalation
 - Business need and impact
 - Desired CLEC resolution
 - CLEC contact information including Name, Title, Phone Number, and e-mail address
 - CLEC may request that impacted activities be stopped, continued or an interim solution be established.
- Qwest will acknowledge receipt of the complete escalation e-mail with an acknowledgement of the e-mail no later than the close of business of the following business day. If the escalation e-mail does not contain the preceding specified information Qwest will notify the CLEC by the close of business on the following business day, identifying and requesting information that was not originally included.
- When the escalation e-mail is complete, the acknowledgement e-mail will include:
 - Date and time of escalation receipt
 - Date and time of acknowledgement e-mail
 - Name, phone number and e-mail address of the Qwest Director, or above, assigned to the escalation.
- Qwest will post escalated issue and any associated responses on the CMP Web site within one (1) business day of receipt of the complete escalation or response.

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- Qwest will give notification that an escalation has been requested via the Industry Mail Out process
- Any other CLEC wishing to participate in the escalation may do so by selecting the participate button adjacent to the escalation on the CMP Escalation Web site, <http://www.qwest.com/wholesale/cmp/escalations.html>, within one (1) business day of the mail out. Alternately, a CLEC may participate by sending an e-mail to cmpesc@qwest.com within one business day of the Qwest notification. The subject line of the e-mail must include the title of the escalated issue followed by "ESCALATION PARTICIPATION."
- If Qwest determines a CLEC meeting is needed to further discuss the escalation, and upon agreement by the originating CLEC, Qwest will also invite the CLECs that chose to participate in the escalation. The meeting will not require 5 day advance notification due to the escalation time constraints.
- Qwest will respond to the originating CLEC and copy the participating CLECs, with a binding position e-mail including supporting rationale as soon as practicable, but no later than:
 - For escalated CRs, seven (7) calendar days after sending the acknowledgment e-mail,
 - For all other escalations, fourteen (14) calendar days after sending the acknowledgment e-mail.
- The escalating CLEC will respond to Qwest within seven (7) calendar days with a binding position e-mail.
- When the escalation is closed, the resolution will be subject to this CMP

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15.0 DISPUTE RESOLUTION PROCESS

CLECs and Qwest will work together in good faith to resolve any issue brought before this CMP. In the event that an impasse issue develops, a party may pursue the dispute resolution processes set forth below:

- Item must be formally identified through the CMP Web site, http://www.qwest.com/wholesale/cmp/escalations_dispute.html. Alternately, a party may send an e-mail to the Qwest CMP Dispute Resolution e-mail address, cmpdisp@qwest.com. Subject line of the e-mail must include:
 - CLEC Company name
 - "Dispute Resolution"
 - Change Request (CR) number and status, if applicable
- Content of e-mail must include appropriate supporting documentation, if applicable, and to the extent that the supporting documentation does not include the following information, the following:
 - Description of item
 - History of item
 - Reason for Escalation
 - Business need and impact
 - Desired CLEC resolution
 - CLEC contact information including Name, Title, Phone Number, and e-mail address
 - Qwest will acknowledge receipt of the complete Dispute Resolution e-mail within one (1) business day
- Qwest or any CLEC may suggest that the issue be resolved through an Alternative Dispute Resolution (ADR) process, such as arbitration or mediation using the American Arbitration Association (AAA) or other rules. If the parties agree to use an ADR process and agree upon the process and rules to be used, including whether the results of the ADR process are binding, the dispute will be resolved through the agreed-upon ADR process.
- Without the necessity for a prior ADR Process, Qwest or any CLEC may submit the issue, following the commission's established procedures, with the appropriate regulatory agency requesting resolution of the dispute. This provision is not intended to change the scope of any regulatory agency's authority with regard to Qwest or the CLECs.

This process does not limit any party's right to seek remedies in a regulatory or legal arena at any time.

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16.0 EXCEPTION PROCESS

Qwest and CLECs recognize the need to allow occasional exceptions to this CMP described herein. Extenuating circumstances affecting Qwest or the CLECs may warrant deviation from this CMP. An exception request will be addressed on a case-by-case basis where Qwest and CLECs may decide to handle the exception request outside of the established CMP. An exception request must be presented to the CMP community for acceptance in accordance with this section to determine if the request shall be treated as an exception.

16.1 Exception Initiation and Acknowledgement

If Qwest or a CLEC wishes that any request within the scope of CMP be handled on an exception basis, the party who makes such a request will issue an exception request ("Exception Request"). Exception Requests will be submitted in one of two ways:

- If the request pertains to a single, previously submitted, open CR, the Exception Requestor must follow the process described in Section 16.1.1.
- If the Exception Request is not currently addressed in a single, previously submitted, open CR or if the request involves two or more previously submitted, open CRs, the Exception Requestor must complete a CR form and e-mail it to the CMP Manager, cmpcr@qwest.com. The Exception Requestor must complete the following sections of the CR form: date submitted, company, originator, proprietary (if applicable), optional available dates/times for meetings, area of request, description of exception requested. The description of the exception must contain the information listed in Section 16.1.1.

16.1.1 Requestor Submits an Exception Request

If the Exception Request pertains to a previously submitted CR, the Exception Requestor must send an e-mail to the CMP Manager, cmpcr@qwest.com, with "EXCEPTION" in the subject line. The text of the request must contain the following information:

- Change Request number(s) of an existing Change Request(s) or a completed Change Request form (See Section 5.0)
- Description of the request with good cause for seeking an exception
- A clear statement outlining the course of action the Exception Requestor wishes parties to follow and the desired outcome, if the Exception Request is granted (e.g., timeframe or targeted release)
- Supporting documentation
- Primary contact information
- Whether the Requestor wishes to have the request considered at the next Monthly CMP Meeting, or requests an Exception Call/Meeting pursuant to Section 16.2 prior to the next Monthly CMP Meeting
- If a CLEC requests an Exception Call/Meeting, the CLEC should indicate whether it desires a pre-meeting with Qwest, including the CLEC's desire to have certain Qwest subject matter experts attend the pre-meeting and/or Exception Call/Meeting.

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16.1.2 Tracking of an Exception Request

Exception Requests will be identified by adding the suffix "EX" to the CR number. If an Exception Request references existing CRs, and the Exception Request is granted, the CR numbers of the referenced CRs will then be modified to include the "EX" suffix.

Within one (1) business day after receipt of an Exception Request, Qwest's CMP Manager will acknowledge receipt of the Exception Request by e-mail to the Requestor. The CMP Manager will include in the acknowledgement an indication of whether an Exception Call/Meeting will be scheduled. If an Exception Call/Meeting is not requested, the Exception change request will be presented to the CMP community as described in Section 16.3 below. The acknowledgement will also include the CR or tracking number.

16.2 Exception Notification

Within three (3) business days after receipt of the request, if an Exception Call/Meeting is requested, the CMP Manager will issue a notification to the CMP community for an Exception Call/Meeting (the "Exception Notification"). The Exception Call/Meeting shall be held on a date agreed to by the Requestor, provided that it shall not be held less than seven (7) business days after issuance of the Exception Notification.

The subject line of the Exception Notification must include:

- "EXCEPTION NOTIFICATION"

The content of the Exception Notification will include:

- Requestor
- Logistics for Exception Call/Meeting
- Agenda
- Change Request number on which the exception is sought
- Description of the request with good cause for seeking an exception
- Desired outcome (e.g., timeframe or targeted release)
- Supporting documentation
- Primary contact information
- A clear statement that a decision is required to accept, or decline this request as an Exception during this Exception Call/Meeting.
- Logistics for a pre-meeting, in accordance with Section 16.2.1
- An initial assessment from Qwest regarding the impact if the Exception Request is granted, if available.

16.2.1 Pre-Meeting

The pre-meeting shall be held on a date agreed to by the Requestor, provided that it shall not be held less than two (2) business days after issuance of the Exception Notification. Qwest shall conduct the pre-meeting with the Exception Requestor, any CLECs that wish to participate, Qwest SMEs, and specially requested Qwest personnel, or their equivalents. In all instances, the pre-

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meeting is exempt from the five (5) business day advance notification requirement described in Section 3.0. The purpose of the pre-meeting is to enable Qwest and CLECs to discuss options for the vote, determine the additional SMEs to invite to the Exception Call/Meeting, and develop a clear statement delineating what "Yes" and "No" votes will mean.

No later than three (3) business days following the pre-meeting, Qwest will distribute an Exception Voting Notification. The subject line of the notification will contain:

- "PRE-MEETING RESULTS – VOTING INSTRUCTIONS"

The body of the notification will contain:

- A clear statement outlining the course of action parties will follow if the Exception Request is granted
- A description of any modifications to the Exception Request made during the pre-meeting
- A clear statement delineating what "Yes" and "No" votes will mean
- Logistics for the Exception Meeting or the Monthly CMP Meeting, at which the vote will be held
- Logistics for additional pre-meetings, if applicable

16.2.2 Conduct Exception Call/Meeting

Qwest will conduct the Exception call/meeting to allow the Requestor to clarify the Exception Request. The Exception Requestor shall present the request and provide good cause as to why such a request should be treated as an exception. Qwest and CLECs present will be given the opportunity to comment on the request. Discussion may also include substantive issues and potential solutions, and schedules for subsequent activities (e.g., meeting, deliverables, milestones, and implementation dates). After the discussion, Qwest will conduct a vote as described in Section 16.4.

Qwest will write, distribute and post minutes as part of the Exception Request Disposition Notification no later than five (5) business days after the Exception Call/Meeting. The minutes will include the disposition and schedule of the implementation of the Exception Request.

16.3 Notification of Exception Request Discussion and Vote at Upcoming Monthly CMP Meeting

If an Exception Requestor desires that the vote be taken at the next Monthly CMP Meeting, the Exception Request must be submitted no later than thirteen (13) business days prior to that Monthly CMP Meeting. If an Exception Call/Meeting is not requested by the Exception Requestor, within three (3) business days after receipt of the request Qwest will notify the CLECs by e-mail that an Exception Request has been received by the CMP Manager.

The subject line of the notification must include:

- "EXCEPTION NOTIFICATION"

The notification content shall include:

- Requestor

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- Change Request number on which the exception is sought
- Description of the request with good cause for seeking an exception
- Desired outcome (e.g., timeframe or targeted release)
- Supporting documentation
- A clear statement that this request will be discussed and a decision is required to accept, or decline this request as an Exception, at the upcoming Monthly CMP Meeting
- Logistics for a pre-meeting, in accordance with Section 16.2.1
- An initial assessment from Qwest regarding the impact if the Exception Request is granted, if available

16.3.1 Discussion and Vote Taken at the Monthly CMP Meeting

If an Exception Call/Meeting is not requested, Qwest will note on the agenda of the next Monthly CMP Meeting that an Exception Request has been submitted, and that a decision is required to accept or decline this request as an Exception. Qwest will include the Exception Request and supporting documentation as part of the Monthly CMP Meeting distribution package.

The Exception Requestor shall present the request and provide good cause as to why such a request should be treated as an exception. Qwest and CLECs present will be given the opportunity to comment on the request. Discussion may also include substantive issues and potential solutions, and schedules for subsequent activities (e.g., meeting, deliverables, milestones, and implementation dates). After the discussion, Qwest will conduct a vote as described in Section 16.4.

16.4 Vote on Exception Request

A vote on whether an Exception Request will be handled on an exception basis will take place at the Exception Call/Meeting, if one is held (See Section 16.2.2). If an Exception Call/Meeting is not held, the vote will be taken at the Monthly CMP Meeting (See Section 16.3.1). The standards for determining whether a request will be handled on an exception basis are as follows:

- If the Exception Request is for a general change to the established CMP timelines for Product/Process changes, a two-thirds majority vote will be required unless Qwest or a CLEC demonstrates, with substantiating information, that one of the criteria for denial set forth in Section 5.3 is applicable. If one of the criteria for denial is applicable, the request will not be treated as an exception.
- If the Exception Request is for a Systems change or seeks to alter any part of this CMP (other than a particular instance of a Product/Process timeline change), a unanimous vote will be required.

Voting will be conducted pursuant to Section 17.0.

Any party that disagrees with results of a vote may initiate dispute resolution pursuant to the CMP Dispute Resolution provisions.

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16.5 Exception Request Disposition Notification

Qwest will issue a disposition notification, including meeting minutes, within five (5) business days after the close of the Exception Call/Meeting, or the Monthly CMP Meeting, at which the vote was taken. The disposition notification will be posted on the Web site.

16.6 Processing of the Exception Disposition

If the outcome of the vote is to grant the Exception Request, then Qwest may proceed with the agreed to disposition. If the outcome of the vote is not to treat the proposed change as an Exception, the originator may withdraw the Exception designation and continue to pursue its change under the established CMP. The originator of the change may also withdraw the change and discontinue pursuit of the requested change.

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17.0 VOTING

When a vote is called, Qwest and CLECs will follow the procedures described below, unless otherwise specified in this CMP.

The Qwest CMP Manager will schedule and hold a discussion call/meeting (if not pursuant to a Monthly CMP Meeting), issue an agenda with any supporting material, and conduct the vote as described below on the open issue. The agenda will be distributed and posted on the web site in advance of the call/meeting as also described below.

The results of the vote will be published, using the voting tally form (refer to Appendix F).

A total of 51% or more of the votes in favor of (or against) a proposal shall constitute a Majority in this CMP.

The standard for the determination of all issues put to a vote under this CMP is the decision of the Majority, except where a different voting standard is expressly stated in this CMP for a particular issue.

17.1 Voter

A Voter is any of the POCs designated under Section 2.2. Additionally, any CLEC POC may designate another member of its company or a third party as an interim POC to vote, for a specific vote, in the absence of the primary, secondary, and tertiary POCs. A third party vote must be accompanied by one of the following two valid forms of documentation (e-mail authorization or Letter of Authorization (LOA)). The e-mail must be sent to the CMP Manager, cmpcr@qwest.com, no later than two (2) hours before the meeting at which the vote will take place. The interim POC may provide an LOA to Qwest at the meeting, prior to the vote.

If an e-mail or LOA is provided to designate a third party interim POC, it must contain the following information in the subject line of the e-mail:

- "Voting Proxy"

The body of the e-mail or LOA must contain the following information:

- CLEC Name
- Third Party Company Name
- Brief description of the issue on which the vote is being taken
- Date vote call/meeting is scheduled to be held
- Signature of authorizing Carrier (LOA only)

If a meeting is scheduled for a vote but a vote is not taken, e-mailed designations or LOAs will be discarded.

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17.2 Participation in the Vote

Any Carrier that is authorized to provide local services in any one of Qwest's 14-state region may qualify as a Voter.

A Voter may participate in the vote in person, over the phone, or via e-mail ballot, as described in Section 17.4.3.

17.2.1 A Carrier is Entitled To a Single Vote

Each Carrier (Qwest or CLEC) is entitled to a single vote regardless of any affiliates. For example, at the time of this writing, WorldCom has several entities offering local services throughout the Qwest region (e.g., MFS, Brooks Fiber, MCI Metro, etc.). WorldCom would be entitled to one vote for all of these affiliates.

17.3 Notification of Vote

Qwest will notify CLECs by email within one (1) business day after determining when a vote on a specific issue must occur. This notification will in no event be less than five (5) business days before the call. The subject line of notification will be identified as "VOTE REQUIRED/Title of Issue." Within one (1) business day after issuing the notification, the notification and any supporting material will be posted on the web site.

17.3.1 Notification Content

When a notification is issued, the notification will be issued as a CMP notification and will consist of:

- a description of the issue and reason for calling a vote
- date and time of the voting call/meeting
- bridge number for the voting call, or logistics for the meeting
- supporting material, if any
- the deadline date and time for submitting e-mail votes

17.4 Voting Procedures

17.4.1 Quorum

At any CMP call/meeting where a vote is to be taken, a quorum of Carriers, as described in Section 17.2.1, (Qwest and CLEC) must be present. A quorum will be established as follows:

- Qwest and CLECs will determine the average number of Carriers (including Qwest) at the last six days of Monthly CMP Meetings, excluding the highest and lowest attendance numbers (e.g. add the number of Carriers at the remaining four meetings and divide by four) ("Average Number of Carriers").
- If 62.5% or more of the Average Number of Carriers is present, a quorum has been established. For purposes of establishing a quorum, a Carrier not participating in the meeting

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is considered present if it submitted an e-mail vote by the time designated in the notification of vote.

- When calculating the average number of Carriers and establishing quorum, Qwest will round to the nearest whole number; *i.e.*, Qwest will round a number ending in 0.5 and above to the higher whole number, and round a number ending below 0.5 to the lower whole number.

If a quorum is not present at a call/meeting when a vote is scheduled to be taken, the vote shall be postponed until such time as a quorum is established.

In the case of an Exception request, if a quorum is not established at the Exception all/Meeting, the vote shall be postponed for three (3) business days for a second Exception Call/Meeting. At the second Exception Call/Meeting, a vote will be taken regardless of whether a quorum is established. Prior to the second Exception Call/Meeting, Qwest will distribute a notification stating that at this meeting a vote will take place regardless of whether a quorum is established, and that votes will be accepted in accordance with Sections 17.1 and 17.4.1.

17.4.2 Casting Votes

Once a quorum is established, Qwest will ask for all Voters to place their vote by writing their vote and their company name on a piece of paper. The vote will be either a "Yes," "No" or "Abstain." When all companies have completed their votes, Qwest will collect the ballots. Voters attending by telephone will e-mail their vote to cmpcr@qwest.com, in accordance with Section 17.4.3. After collection of ballots Qwest will read aloud all votes received and collected. If a POC on the phone wishes to vote, but does not have access to a computer, Qwest will arrange with that POC a method to receive its vote. Only votes of "Yes" and "No" will count toward calculating a majority or unanimous decision.

17.4.3 E-mail Ballots

CLECs wishing to e-mail their vote to Qwest may do so by sending an e-mail to the Qwest CMP Manager, cmpcr@qwest.com. E-mail votes will only be accepted, and included in the tally of the votes, if received prior to the official close of voting during the voting call/meeting.

The subject line of the e-mail must include the following:

- "CLEC BALLOT"
- CLEC Name
- Representative Name

The body of the e-mail must include the following:

- CLEC Name
- Representative Name
- Brief description of the issue on which the vote is being taken
- Date vote call/meeting is scheduled to be held
- CLEC vote

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If a meeting is scheduled for a vote but a vote is not taken, e-mailed votes will be discarded. In addition, CLECs who submitted votes by e-mail will be notified that no vote was taken, their votes were discarded, and that the vote may be taken again at a later date.

In the event a CLEC is present to vote, after submitting an e-mail ballot, such CLEC may cast its vote at the call/meeting regardless of the e-mail ballot.

17.4.4 Voting Tally Form

The Voting Tally Form serves as a collective record of the individual company vote. The results of the tally will be included in the meeting minutes as an attached document.

The form will include the following information:

- *Name of Call/Meeting:* The name of the call/meeting
- *Date of Vote:* The date of occurrence
- *Subject:* The topic or issue that is causing the vote
- *Voting Carrier:* The Carrier's company name
- *Voting Participant:* Write the name of the Voter that participates in a 'vote' and how the vote was cast: in person, by phone or by email
- *Yes:* Place an 'X' in box if agreed with proposed plan
- *No:* Place an "X" in box if party disagrees with proposed plan
- *Abstain:* Any participant may abstain to place a vote by placing an "X" in the box
- *Result:* Qwest shall record the results of the vote in this box

Qwest will announce the results of the vote, by an e-mail notification, no later than five (5) business days following the call/meeting. The result will be included in meeting minutes and posted on the web site.

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18.0 OVERSIGHT REVIEW PROCESS

Qwest or a CLEC may identify issues with this CMP using the Oversight Review Process. Issues submitted through this process may include:

- Improper notification under CMP
- No notification under CMP
- Issues regarding scope of CMP
- Failures to adhere to CMP
- Interpretations of CMP
- Gaps in CMP

This Oversight Review Process is optional. It will not be used when one or more processes documented in this CMP are available to obtain the resolution the submitter desires. The submitter is expected to use such available processes. If a submitter chooses to use this process, the following applies.

18.1 Guidelines

- A submitter must submit a issue for Oversight Review, as outlined in Section 18.2 or 18.4.4
- A submitter must raise issues within a reasonable period of time after the submitter becomes aware of an issue
- A response to an Oversight Review Issue may be that the resolution requested should be pursued under a different process in this CMP
- If the parties do not agree whether this process applies, the issue will be brought before the CMP Oversight Committee to determine whether the resolution sought by the submitter is available through this process or another documented process in this CMP

18.2 Issue Submission

An issue may be presented to the CMP body at a monthly CMP Meeting as part of the standing agenda item relating to the operation and effectiveness of CMP (See Section 2.1) or may be formally submitted by an e-mail to cmpesc@qwest.com and the CMP POC of the carrier that is the subject of the issue. If the issue is presented at a Monthly CMP Meeting and is not resolved, the submitter must follow the e-mail submission process.

In the event a party chooses to submit an e-mail as described above, the subject line of the issue submission e-mail must include:

- Company name
- "CMP OVERSIGHT REVIEW ISSUE SUBMISSION"

The submission e-mail must include appropriate supporting documentation, if applicable, and, to the extent that the supporting documentation does not include the following information, the following must be provided:

- Description of issue
- Basis for considering the matter an Oversight Review Issue

Note: Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services (local exchange services) provided by CLECs to their end users

Note: Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

- Citation from the Qwest Wholesale Change Management Document that addresses specific guidelines, if applicable
- Desired resolution
- Contact information including Name, Title, Phone Number, and e-mail address

Qwest must acknowledge receipt of the complete issue submission with an acknowledgement within one (1) business day. If the issue submission does not contain the above-specified information, Qwest must notify the submitter within one (1) business day, identifying and requesting information that was not originally included. When the issue submission is complete, the acknowledgement email will include:

- Date and time of issue submission receipt
- Date and time of acknowledgement email

Qwest must issue a notification announcing that an Oversight Review Issue has been submitted within two (2) business days after receipt of the complete issue e-mail submission. The subject of the notification will include "CMP OVERSIGHT REVIEW ISSUE SUBMISSION."

18.3 Issue Resolution

18.3.1 Response

The carrier cited in the original submission must respond by e-mail to cmpecsc@qwest.com. Subject line of the Oversight Review issue response e-mail must include:

- Company name
- "CMP Oversight Review ISSUE RESPONSE"

The response e-mail must include appropriate supporting documentation, if applicable, and, to the extent that the supporting documentation does not include the following information, the following must be provided:

- Agreement/disagreement with the issue
- Reason for agreement/disagreement
- Citation from the Qwest Wholesale Change Management Process Document that addresses responding company position, if applicable
- Response to desired resolution, and alternative proposed resolution, if applicable
- Respondent contact information including Name, Title, Phone Number, and e-mail address

Qwest must distribute a notification with the contents of the response e-mail within two (2) business days of receipt. The subject of the notification must include "RESPONSE TO CMP OVERSIGHT REVIEW ISSUE."

18.3.2 Issue Meeting

If the submitter of the Oversight Review Issue is not satisfied with the response provided under Section 18.3.1, the submitter may request a meeting of Qwest and interested CLECs to discuss the issue. Such meeting will be held no later than five (5) business days after the submitter's meeting request. One of the matters to be addressed at this meeting is whether additional

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Note: Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

meetings should be held to address the issue. Such meetings will be open to all CLECs and Qwest shall provide advanced notification of such meetings pursuant to this CMP. Qwest will provide notification of the outcome of these discussions within two (2) business days after such discussions are concluded. The subject of the notification must include "OUTCOME OF CMP OVERSIGHT REVIEW ISSUE."

18.3.3 Election to Pursue Issue with CMP Oversight Committee

At any point in the process under Sections 18.2 or 18.3, a participant in the discussions of an Oversight Review issue may elect to pursue the issue with the CMP Oversight Committee by sending an email to cmpesc@qwest.com.

18.3.4 Escalation or Dispute Resolution

If any party is not satisfied with the outcome of this Section 18.3, it may follow the Escalation or Dispute Resolution Processes.

18.4 CMP Oversight Committee

18.4.1 Membership

The CMP Oversight Committee will be comprised of one representative from Qwest, one representative from each of up to six (6) CLECs, and one representative from each public utilities commission that wishes to participate. Members of the CMP Oversight Committee must have a comprehensive understanding of this CMP. Names of the members of the CMP Oversight Committee will be listed on the Qwest Wholesale CMP website at the following URL: <http://www.qwest.com/wholesale/cmp/coc.html>. The membership of the committee has been established through the end of 2003. For 2004 and each year thereafter, the CLEC membership will be established on an annual basis through self nomination. If more than six (6) CLECs are nominated for membership, the CLECs will rank the nominees. The six (6) highest ranked nominees will be the CLEC members of the committee for the following year.

18.4.2 Role of the CMP Oversight Committee

The CMP Oversight Committee will act as a subject matter expert regarding the provisions of this CMP. The CMP Oversight Committee will deliberate on CMP Oversight Review Issues and make recommendations to the CMP body on matters such as interpretation of this CMP and proposed changes to this CMP. A recommendation of the CMP Oversight Committee may result in a CR to change this CMP as contemplated by Section 2.1.

18.4.3 Meetings of the CMP Oversight Committee

Meetings of the CMP Oversight Committee will be called on an ad hoc basis, as needed to address CMP Oversight Review Issues as described in Section 18.4.4, and will be called in the same manner, and applying the same time periods, as set forth in Section 3.0, Change Management Process Meetings. A CMP Oversight Committee meeting may be held at the end of

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a scheduled monthly CMP Meeting. In addition to the CMP Oversight Committee members, other persons may participate in the CMP Oversight Committee meetings to assist the committee in understanding the issues; however, final recommendations to the CMP body may only be made by the CMP Oversight Committee members. In order to conduct a meeting of the CMP Oversight Committee, a majority of its members must be present in person or by teleconference.

18.4.4 Submission of Oversight Review issues to the CMP Oversight Committee

Oversight Review issues may be submitted to the CMP Oversight Committee in a number of ways:

- When parties disagree on the application of the Oversight Review Issue Submission Process to an issue that is raised (See Section 18.1)
- A party submitting a CMP Oversight Review Issue under Section 18.2, may direct that the issue be brought to the CMP Oversight Committee;
- During the process under Section 18.3, or once that process is completed, a CMP participant may raise the Oversight Review Issue to the CMP Oversight Committee;
- A CMP Oversight Review Issue may be referred to the CMP Oversight Committee during a Monthly CMP Meeting

18.4.5 CMP Oversight Review

Qwest must issue a notification announcing that a CMP Oversight Review Issue has been referred to the CMP Oversight Committee within two (2) business days after such referral is made. This notification will provide the information for the meeting of the CMP Oversight Committee. The subject of the notification will include "POTENTIAL CMP OVERSIGHT REVIEW ISSUE REFERRED TO THE CMP OVERSIGHT COMMITTEE." The notification will solicit from committee members and submitting carrier, dates during the next ten (10) calendar days on which they are available to meet to address the issue. Qwest will establish a meeting date will be established based on the members' and submitting carrier's availability.

18.4.6 Status and Recommendations of the CMP Oversight Committee

Status of outstanding Oversight Review issues will be provided at the monthly CMP meetings and will be posted on Qwest's Wholesale CMP website at the following URL: www.qwest.com/wholesale/coc.html. Recommendations of the CMP Oversight Committee will be distributed to the CMP by e-mail notification with a heading that includes "RECOMMENDATION OF THE CMP OVERSIGHT COMMITTEE." Such notifications will state the issue and briefly describe the recommendation and include a link to more detailed information about the issue. Recommendations of the CMP Oversight Committee will be included on the agenda for the next monthly CMP meeting for discussion by the CMP body. If there is not agreement on a single recommendation by the CMP Oversight Committee, the notification will include the competing recommendations discussed by the CMP Oversight Committee.

Note: Throughout this document, OSS interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services (local exchange services) provided by CLECs to their end users

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APPENDIX A: SAMPLE - IMA 11.0 RANK ELIGIBLE CRS

#	CR Number	Interface	Submit Date	Company	Status	Title	SHIP SIZE	ES LSR	ES LSR	ES LSR	GR Present	Ranking Note
							Extra Large	5501	8000	Winston, Connie		Category A: Not Rank Eligible
1	14886	IMA Common	9/28/01	Qwest	Pending Withdrawal	Pre-order Transaction: Due Date availability & standard intervals	Extra Large	5501	8000	Winston, Connie		Category A: Not Rank Eligible
2	23943	IMA Common	9/28/01	Qwest	Pending Withdrawal	Shared Distribution Loop- Long Term	Large	3001	5500	Winston, Connie		Category A: Not Rank Eligible
3	25505	IMA Common	9/28/01	Qwest	Pending Withdrawal	Line Splitting for UNE-P accounts	Large	3001	5500	Winston, Connie		Category A: Not Rank Eligible
4	25591	IMA Common	9/26/01	Qwest	Pending Withdrawal	Flowthrough validate LPIC LSR Entries	Medium	751	3000	Winston, Connie		Category A: Not Rank Eligible
5	25800	IMA Common	9/28/01	Qwest	Pending Withdrawal	Add New Auto Push Statuses	Medium	751	3000	Winston, Connie		Category A: Not Rank Eligible
6	27751	IMA Common	9/28/01	Qwest	Pending Withdrawal	Intrabuilding Cable.	Large	3001	5500	Winston, Connie		Category A: Not Rank Eligible
7	27756	IMA Common	9/26/01	Qwest	Pending Withdrawal	Cancellation Remarks	Small	201	750	Winston, Connie		Category A: Not Rank Eligible
Category B: Above the Line												
1	SCR013002-6	IMA Common	1/30/02	Qwest	Clarification	PID Impact - PO-2B: Unbundled Loop and Local Number Portability Edits	Large	3001	5500	Martain, Jill		Category B: Above the Line
2	SCR013002-7	IMA Common	1/30/02	Qwest	Clarification	PID Impact - PO-2B: Resale POTS Edits	Large	3001	5500	Martain, Jill		Category B: Above the Line
Category C: Rank Eligible												
1	24652	IMA Common	9/28/01	Qwest	Presented	Unbundled DID/PBX Trunk Port Facility move from LS to PS	Medium	751	3000	Winston, Connie		Category C: Rank Eligible
2	25091	IMA Common	9/26/01	Qwest	Presented	DSL Flowthrough - Re-Branding	Large	3001	5500	Winston, Connie		Category C: Rank Eligible
3	26636	IMA Common	9/28/01	Qwest	Presented	Shared Loop Enhancements	Medium	751	3000	Winston, Connie		Category C: Rank Eligible
4	30212	IMA Common	9/28/01	Qwest	Presented	Add New UNE-P PAL to IMA	Large	3001	5500	Winston, Connie		Category C: Rank Eligible
5	30215	IMA Common	10/23/01	Qwest	Presented	Wholesale Local Exchange Freeze	Large	3001	5500	Winston, Connie		Category C: Rank Eligible
6	31766	IMA Common	9/28/01	Qwest	Presented	Reject Duplicate LSRs	Medium	751	3000	Martain, Jill		Category C: Rank Eligible
7	5043011	IMA GUI	8/31/00	Eschelon	Presented	Add an online glossary of the field title abbreviations to help menu of IMA GUI	Medium	751	3000	Eschelon		Category C: Rank Eligible

Note: Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services (local exchange services) provided by CLECs to their end users

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APPENDIX B: SAMPLE - IMA 11.0 INITIAL PRIORITIZATION FORM

Assigned Point Value (see instructions)	Item Number	Item Title	Company	Interface	Products Impacted	Shift Size	Effort (Mn)	Estimate Max
1	24652	Unbundled DID/PBX Trunk Port Facility move from LS to PS	Qwest	IMA Common	Unbundled PID/PBX Trunk Port	Medium	751	3000
2	25091	DSL Flowthrough - Re-Branding	Qwest	IMA Common	DSL	Large	3001	5500
3	26636	Shared Loop Enhancements	Qwest	IMA Common	Shared Loop	Medium	751	3000
4	30212	Add New UNE-P PAL to IMA	Qwest	IMA Common	UNE-P PAL	Large	3001	5500
5	30215	Wholesale Local Exchange Freeze Based on CSRs	Qwest	IMA Common	All	Large	3001	5500
6	31766	Reject Duplicate LSRs	Qwest	IMA Common	All Products	Medium	751	3000
7	5043011	Add an online glossary of the field title abbreviations to help menu of IMA GUI	Eschelon	IMA GUI	All Products	Medium	751	3000
8	5043076	Create a separate field for line numbers in EDI responses	Eschelon	IMA EDI		Large	3001	5500
9	5206704	Add OCn capable loop LSR to IMA	ELI	IMA Common	DS1, DS3 & OCn Loop Orders	Large	3001	5500
10	5405937	CLECs require availability to view completed LSR information in IMA GUI	Verizon	IMA GUI	Resale	Large	3001	5500
11	5498578	Ability to send dual CFA information on an LSR for HDSL orders	WorldCom	IMA Common	HDSL	Small	201	750
12	SCR010902-1	Limited IMA GUI Access for Pre-Order Transactions Only	McLeodUSA	IMA GUI	All	Medium	751	3000
13	SCR012202-1	Incorrect Consolidation of DR5 USOC in IMA	Qwest	IMA Common	ISDN PRI	Medium	751	3000
14	SCR013002-3	IMA Pre-Order - Use CCNA to retrieve a Design Layout Report (DLR)	Qwest	IMA Common		Medium	751	3000
15	SCR013002-4	Revision of TOS field in IMA	Qwest	IMA GUI	UNE-P, Resale	Medium	751	3000
16	SCR013002-5	PIC Freeze Documentation	Qwest	IMA Common	Resale, UNE	Medium	751	3000

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APPENDIX C: SAMPLE - IMA 11.0 INITIAL PRIORITIZATION LIST

RANK	TOTAL POINT VALUE	ITEM NUMBER	ITEM	Company	Interface	Products Impacted	Size	ESTIMATED MIN	ESTIMATED MAX	Original List #
1	251	SCR013102-15	LSOG 6 - Upgrade Field Numbering and Naming to Existing Qwest Forms & EDI Maps (FOUNDATION CANDIDATE) (NOTE: Per February CMP Meeting Discussion, this CR should be ranked higher than all other LSOG 6 Change Requests)	Qwest	IMA Common	All Products	Extra Large	5501	8000	32
2	231	SCR013002-8	Flowthrough on Sup 2 Category Due Date	Qwest	IMA Common	All Products except Designed Products	Large	3001	5500	17
3	227	SCR101901-1	Allow customers to move and change local service providers at the same time. (NOTE: Per February CMP Meeting Discussion, this CR should be ranked higher than #26)	Eschelon	IMA Common	Centrex Resale, UNE-P	Extra Large	5500	8000	35
4	214	31766	Reject Duplicate LSRs	Qwest	IMA Common	All Products	Medium	751	3000	6
5	211	SCR013002-3	IMA Pre-Order - Use CCNA to retrieve a Design Layout Report (DLR)	Qwest	IMA Common		Medium	751	3000	14

Note: Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services (local exchange services) provided by CLECs to their end users

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APPENDIX D: SAMPLE CHANGE REQUEST FORM - AS OF 03/03/05

CHANGE REQUEST FORM

CR # _____ Status: _____
 Originated By: _____ Date Submitted: _____
 Company: _____ Internal Ref# _____
 Originator: _____
 Name, Title, and email/phone# _____

Area of Change Request: Please click appropriate box(es) and fill out the section(s) below.

- Product/Process System

Exception Process Requested: Please click appropriate boxes

- Yes No

(Exception Process Requests will be considered at the next monthly CMP meeting unless Exception call/meeting requested)

- Exception call/meeting requested
 Qwest SME(s) requested at Pre-Meeting (list if required) _____

Available Dates/Time for Clarification/Exception Pre-Meeting

1.
2.
3.
4.
5.

Regulatory or Industry Guideline CR: Please click appropriate box if you would like the CR to be considered as a Regulatory or Industry Guideline change.

- Regulatory Industry Guideline; Indicate industry forum: _____

Title of Change: _____

Description of Change/Exception: _____

Expected Deliverables/Proposed Implementation Date (if applicable): _____

OPTIONAL - COMPLETE THE SECTIONS BELOW WHERE APPLICABLE

Products Impacted: Please Click all appropriate boxes & also list specific products within product group, if applicable.

- | | |
|---|---|
| <input type="checkbox"/> Ancillary _____ | <input type="checkbox"/> LNP _____ |
| <input type="checkbox"/> LIDB _____ | <input type="checkbox"/> Private Line _____ |
| <input type="checkbox"/> 8XX _____ | <input type="checkbox"/> Resale _____ |
| <input type="checkbox"/> 911 _____ | <input type="checkbox"/> Switched Service _____ |
| <input type="checkbox"/> Calling Name _____ | <input type="checkbox"/> UDIT _____ |
| <input type="checkbox"/> SS7 _____ | <input type="checkbox"/> Unbundled Loop _____ |
| <input type="checkbox"/> AIN _____ | <input type="checkbox"/> UNE _____ |
| <input type="checkbox"/> DA _____ | <input type="checkbox"/> Switching _____ |
| <input type="checkbox"/> Operation Services _____ | <input type="checkbox"/> Transport (Include EUDIT) _____ |
| <input type="checkbox"/> INP _____ | <input type="checkbox"/> Loop _____ |
| <input type="checkbox"/> Centrex _____ | <input type="checkbox"/> UNE-P _____ |
| <input type="checkbox"/> Collocation _____ | <input type="checkbox"/> EEL (UNE-C) _____ |
| <input type="checkbox"/> Physical _____ | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Virtual _____ | <input type="checkbox"/> Wireless _____ |
| <input type="checkbox"/> Adjacent _____ | <input type="checkbox"/> LIS / Interconnect _____ |
| <input type="checkbox"/> ICDF Collocation _____ | <input type="checkbox"/> EICT _____ |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> Tandem Trans. / TST _____ |
| <input type="checkbox"/> Enterprise Data Source _____ | <input type="checkbox"/> DTT / Dedicated Transport _____ |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> Tandem Switching _____ |
| <input type="checkbox"/> Local Switching _____ | |

Area Impacted: Please click appropriate box.

- Pre-Ordering Provisioning
- Ordering
- Billing
- Maintenance / Repair Other _____

Form/Transaction/Process Impacted (IMA only): Please click all appropriate boxes.

- Order**
- LSR End User (EU) Resale (RS) Resale Split (RSS)
 - Centrex (CRS) Resale Pvt. Line (RPL) Hunt Group (HGI) Loop Service (LS)
 - Centrex Split (CRSS) Port Service (PS) Number Port (NP) Loop Service w/NP (LSNP)
 - Frame Relay (RFR) DID Resale (DRS) Directory Listings (DL)
 - Other _____

- LSR Activity**
- N - New C - Change D - Disconnect T - Outside Move
 - M - Inside Move Y - Deny L - Seasonal Suspend W - Conversion As Is
 - B - Restore R - Record Z - Conv as Spec/No DL V - Conversion As Spec
 - Other _____

- Pre-Order**
- Address Validation CSR TN Reservation Loop Qual
 - Facility Avail. Service Avail. CFA Validation Appointment Scheduler
 - Raw Loop Data DLR Meet Point Listing Reconciliation
 - Cancel Other _____

- Post-Order**
- Local Response Completion PSON Billing Completion
 - Status Updates. Status Inquiry LSR Notice Inquiry LSR Status Inquiry
 - DSRED Batch Hot Cut Provider Notification Other _____

OSS Interfaces Impacted: Please click all appropriate boxes.

- CEMR IMA EDI MEDIACC QORA
- EXACT IMA GUI Product Database Wholesale Billing Interface
- Directory Listing HEET SATE Other _____

Change Request Form Instructions

The Change Request (CR) Form is the written documentation for submitting a CR for a Product, Process or OSS interface (Systems) change. The CR should be reviewed and submitted by the individual, which was selected to act as a single point of contact for the management of CRs to Qwest. Electronic version of the CR Form can be downloaded from the Qwest Wholesale WEB Page at <http://www.qwest.com/wholesale/cmp/changerequest.html>.

Product/Process and System CRs may be submitted to Qwest via e-mail at: cmpcr@qwest.com

To input data to the form, use the Tab Key to navigate between each field. The following fields on the CR Form must be completed as a minimum, unless noted otherwise:

Submitted By

- Enter the date the CR is being submitted to the Qwest CMP Manager.
- Enter Company's name and Submitter's name, title, and email/Phone #.
- Optional – identify potential available dates Submitter is available for a Clarification Meeting.
- Optional – enter a Company Internal Reference No. to be identified.

Area of Change Request

- Select the type of CR that is being submitted (Product, Process, or Systems).

Exception Process Requested

- Originator should indicate if they wish to have the request handled on an exception basis.
- Exception requests will be considered at the next monthly CMP meeting, unless the Originator requests an emergency call/meeting.
- Optional - Select Emergency call/meeting requested, if an emergency call/meeting is required.
- Optional - Originator may request a pre-meeting with Qwest by selecting the Pre-meeting with Qwest requested box.
- Optional - Originator may identify certain Qwest SME(s) to attend the Pre-meeting by selecting the Qwest SME(s) requested at Pre-Meeting box and listing the SME(s).

Regulatory or Industry Guideline CR

- Select either Regulatory or Industry Guideline if you would like the CR to be considered as a Regulatory or Industry Guideline change

Title of Change

- Enter a title for this CR. This should concisely describe the CR.

Description of Change/Exception

- Describe the Functional needs of the change being requested. To the extent practical, please provide examples to support the functional need and the names of Qwest personnel with whom the originator has been working to resolve the request. Also include the business benefit of this request.
- If Exception Process requested, provide reason for seeking an exception.

Expected Deliverables/Proposed Implementation Date (if applicable)

- Enter the desired outcome required (e.g. revised process, clarification, improved communication, etc.) and the desired date for completion. The specific deliverables Qwest must produce in order to close the CR. The originator should provide as much detail as possible.

Products Impacted – Optional

- To the extent known, check the applicable products that are impacted by the CR.

Area Impacted – Optional

- To the extent known, check the applicable process areas that are impacted by the CR.

OSS Interfaces Impacted – Optional

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- To the extent known, check the applicable systems that are impacted by the CR.

Qwest's CMP Manager will complete the remainder of the Form.

APPENDIX E: SPECIAL CHANGE REQUEST PROCESS (SCRP) REQUEST FORM

SAMPLE

Qwest Wholesale Change Management Process (CMP)

Special Change Request Process (SCRP) Form

In the event that a systems CMP CR is not ranked high enough in prioritization for inclusion in the next Release, or as otherwise provided in the Qwest Wholesale CMP, the CR originator may elect to invoke the CMP Special Change Request Process (SCRP) as described Section 10.3 of the Qwest Wholesale Change Management Document.

The SCRCP may be requested up to five (5) calendar days after prioritization results are posted. However, the SCRCP does not supercede the process defined in Section 5.0 of the Qwest Wholesale Change Management Process Document.

The information requested on this form is essential for Qwest to evaluate your invocation of the Special Change Request Process (SCRCP). Specific timeframes for evaluating your request are identified in the Special Change Request section of the Qwest Wholesale Change Management Process Document.

Complete the application form in full, using additional pages as necessary, and then submit the form to cmpesc@qwest.com. All applicable sections must be completed before Qwest can begin processing your request.

Requested By Name: _____ **Email Address:** _____

Company Name: _____

Address: _____

Primary Technical Contact

Name: _____ **Email Address:** _____

Telephone Number: _____ **Fax Number:** _____

Primary Billing Contact

Name: _____ **Email Address:** _____

Telephone Number: _____ **Fax Number:** _____

Date of Request: _____

Date Received: _____ *(Completed by Qwest CMP Manager)*

1. Provide Qwest Wholesale CMP CR number for which you are requesting the SCRCP:

2. Provide reason for invoking the SCRP.

3. Provide proposed release to include CR in or proposed implementation date.

4. Provide any additional information that you feel would assist Qwest in preparing the SCRP quote.

5. List contact information for any other companies joining in the SCRP.

Company Name: _____

Contact Name: _____ Email Address: _____

Telephone Number: _____ Fax Number: _____

Company Name: _____

Contact Name: _____ Email Address: _____

Telephone Number: _____ Fax Number: _____

6. List additional contacts, such as technical personnel, who may help us during the evaluation of this request.

Contact Name: _____ Email Address: _____

Telephone Number: _____ Fax Number: _____

Contact Name: _____ Email Address: _____

Telephone Number: _____ Fax Number: _____

Please submit this form to Qwest in the following manner:

Send an e-mail to the Qwest CMP SCRP mailbox (cmpesc@qwest.com). The subject line of the e-mail message must include:

- "SCRP FORM"

- CR number and title
- CR originator's company name

The text of the e-mail message must include:

- Description of the CR
- A completed SCRP Form
- A single point of contact for the SCRP request including:
 - Primary requestor's name and company
 - Phone number
 - E-mail address
- Circumstances which have necessitated the invocation of the SCRP
- Desired implementation date
- If more than one company is making the SCRP request, the names and point of contact information for the other requesting companies.

DEFINITION OF TERMS

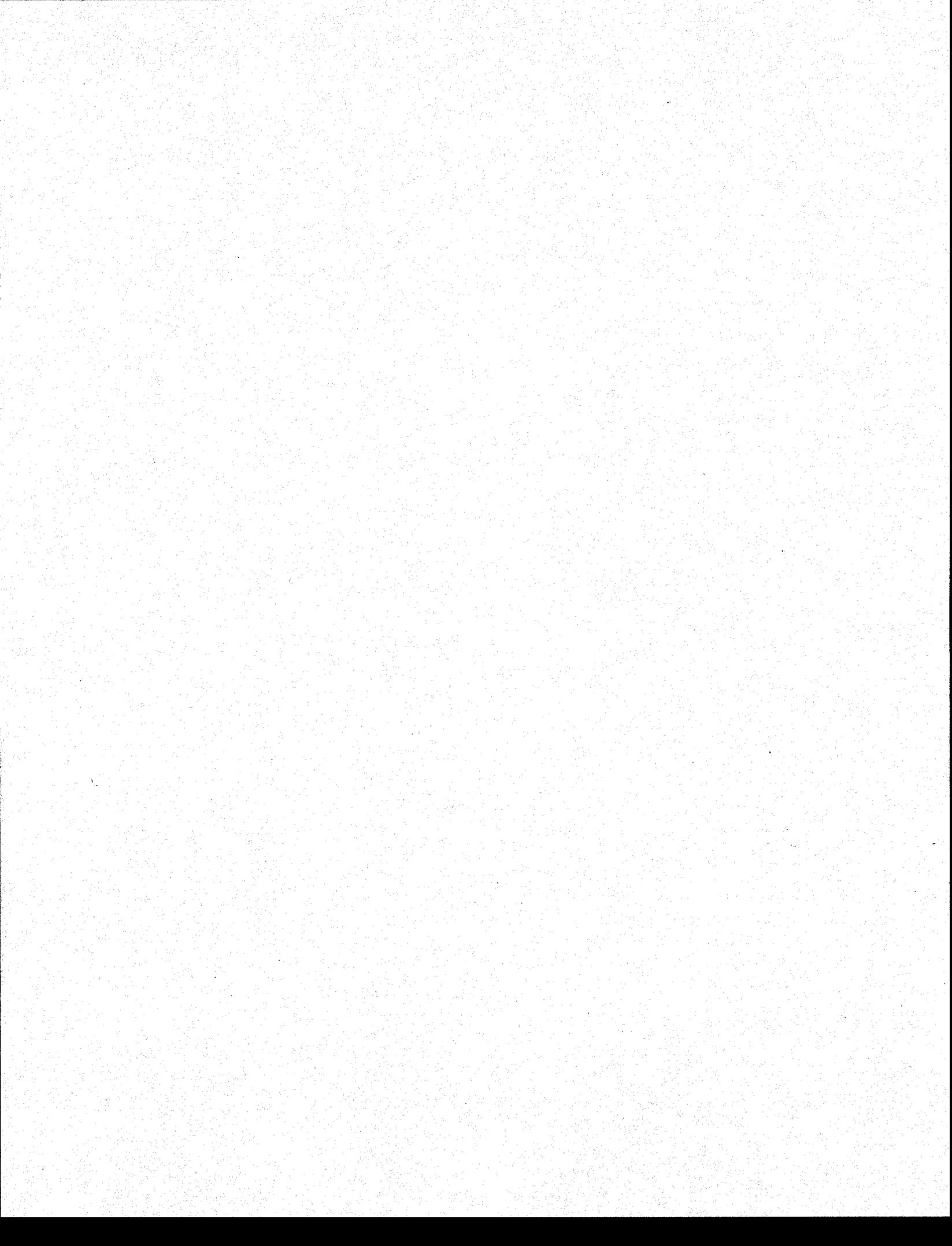
Term	Definition
CLEC	A telecommunications provider that has authority to provide local exchange telecommunications service on or after February 8, 1996, unless such provider has been declared an Incumbent Local Exchange Carrier under the Federal Telecommunications Act of 1996.
Design, Development, Notification, Testing, Implementation and Disposition	<p>Design: To plan out in a systematic way. Design at Qwest includes the Business Requirements Document and the Systems Requirements Document. These two documents are created to define the requirements of a Change Request (CR) in greater detail such that programmers can write system software to implement the CR.</p> <p>Development: The process of writing code to create changes to a computer system or sub system software that have been documented in the Business Requirements and Systems Requirements.</p> <p>Notification: The act or an instance of providing information. Various specific notifications are documented throughout this CMP. Notifications apply to both Systems and Product & Process changes</p> <p>Testing: The process of verifying that the capabilities of a new software Release were developed in accordance with the Technical Specifications and performs as expected. Testing would apply to both Qwest internal testing and joint Qwest/CLEC testing.</p> <p>Implementation: The execution of the steps and processes necessary in order to make a new Release of a computer system available in a particular environment. These environments are usually testing environments or production environments.</p> <p>Disposition: A final settlement as to the treatment of a particular Change Request.</p>
Good Faith	"Good faith" means honesty in fact and the observance of reasonable commercial standards of fair dealing.
History Log	A History Log documents the changes to a specific document. The log will contain the document name and, for each change, the document version number, change effective date, description of change, affected section name and number, reason for change, and any related CR or notification number.
Level of Effort	Estimated range of hours required to implement a Change

Term	Definition
	Request
OSS Interface	Existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users.
<p>OSS Interface Application to Application Testing</p> <ul style="list-style-type: none"> • Controlled Production Testing • Initial Implementation Testing • Migration Testing • Regression Testing 	<p>Controlled Production Testing: Controlled Production process is designed to validate CLEC ability to transmit transactions that meet industry standards and comply with Qwest business rules. Controlled Production consists of submitting requests to the Qwest production environment for provisioning as production orders with limited volumes. Qwest and CLEC use Controlled Production results to determine operational readiness for full production turn-up.</p> <p>Initial Implementation Testing: This type of application-to-application testing allows a CLEC to validate its technical development of an OSS Interface before turn-up in production of new transactions or significantly changed capabilities.</p> <p>Migration Testing: Process to test in the Customer Testing Environment a subsequent application-to-application Release from a previous Release. This type of testing allows a CLEC to move from one Release to a subsequent Release of a specific OSS Interface.</p> <p>Regression Testing: Process to test, in the Customer Test Environment, OSS Interfaces, business process or other related interactions. Regression Testing is primarily for use with 'no intent' toward meeting any Qwest entry or exit criteria within an implementation process. Regression Testing includes testing transactions previously tested, or certified.</p>
<p>Release</p> <ul style="list-style-type: none"> • Major Release • Point Release • Patch Release 	<p>A Release is an implementation of changes resulting from a CR or production support issue for a particular OSS Interface There are three types of Releases for IMA.:</p> <ul style="list-style-type: none"> • Major Release may be CLEC impacting (to systems code and CLEC operating procedures) via EDI changes, GUI changes, technical changes, or all. Major Releases are the primary vehicle for implementing systems Change Requests of all types (Regulatory, Industry Guideline, CLEC originated and Qwest originated). • Point Release may not be CLEC code impacting, but may affect CLEC operating procedures. The Point Release is used to fix bugs introduced in previous Releases, apply technical changes, make changes to the GUI, and/or deliver

Qwest Wholesale Change Management Process Document – 09-13-05

Term	Definition
	<p>enhancements to IMA disclosed in a Major Release that could not be delivered in the timeframe of the Major Release.</p> <ul style="list-style-type: none"> • Patch Release is a specially scheduled system change for the purpose of installing the software required to resolve an issue associated with a trouble ticket.
Release Notification	<p>A notification distributed by Qwest through the Mailout tool to provide the information required by the following sections of this CMP: 7.0 - Introduction of a New OSS Interface, 8.0 - Change to Existing OSS Interfaces and 9.0 - Retirement of Existing OSS Interfaces.</p>
Release Production Date	<p>The Release Production Date is the date that a software Release is first available to the CLECs for issuance of production transactions.</p>
Software Defects	<p>A problem with system software that is not working according to the Technical Specifications and is causing detrimental impacts to the users.</p>
Stand-alone Testing Environment (SATE)	<p>A Stand-Alone Testing Environment is a test environment that can be used by CLECs for Initial Implementation Testing, Migration Testing and Regression Testing. SATE takes CLEC pre-order and order transaction requests, passes the requests to the stand-alone database, and returns responses to the CLEC user. SATE uses pre-defined test account data and requests that are subject to the same BPL IMA/EDI edits as those used in production. The SATE is intended to mirror the production environment (including simulation of all legacy systems). SATE is part of the Customer Test Environment.</p>
Sub-systems	<p>A collection of tightly coupled software modules that is responsible for performing one or more specific functions in an OSS Interface.</p>
Subject Matter Expert (SME)	<p>An individual responsible for products, processes or systems identified or potentially affected by the CLEC or Qwest request. When attending a CMP meeting, a SME will either answer specific questions about the request or take action items to answer promptly specific questions.</p>
Technical Specifications	<p>Detailed documentation that contains all of the information that a CLEC will need in order to build a particular Release of an application-to-application OSS Interface. Technical Specifications include:</p> <ul style="list-style-type: none"> • A chapter for each transaction or product which includes a business (OBF forms to use) description, a business model (electronic transactions needed to complete a business function), trading partner access information, mapping

Term	Definition
	<p>examples, data dictionary</p> <p>Technical Specification Appendices for IMA include:</p> <ul style="list-style-type: none"> • Developer Worksheets • IMA Additional Edits (edits from backend OSS Interfaces) • Developer Worksheets Change Summary (field by field, Release by Release changes) • EDI Mapping and Code Conversion Changes (Release by Release changes) • Facility Based Directory Listings • Generic Order Flow Business Model <p>The above list may vary for non-IMA application to application interfaces</p>
Version	A version is the same as an OSS Interface Release (Major or Point Release)

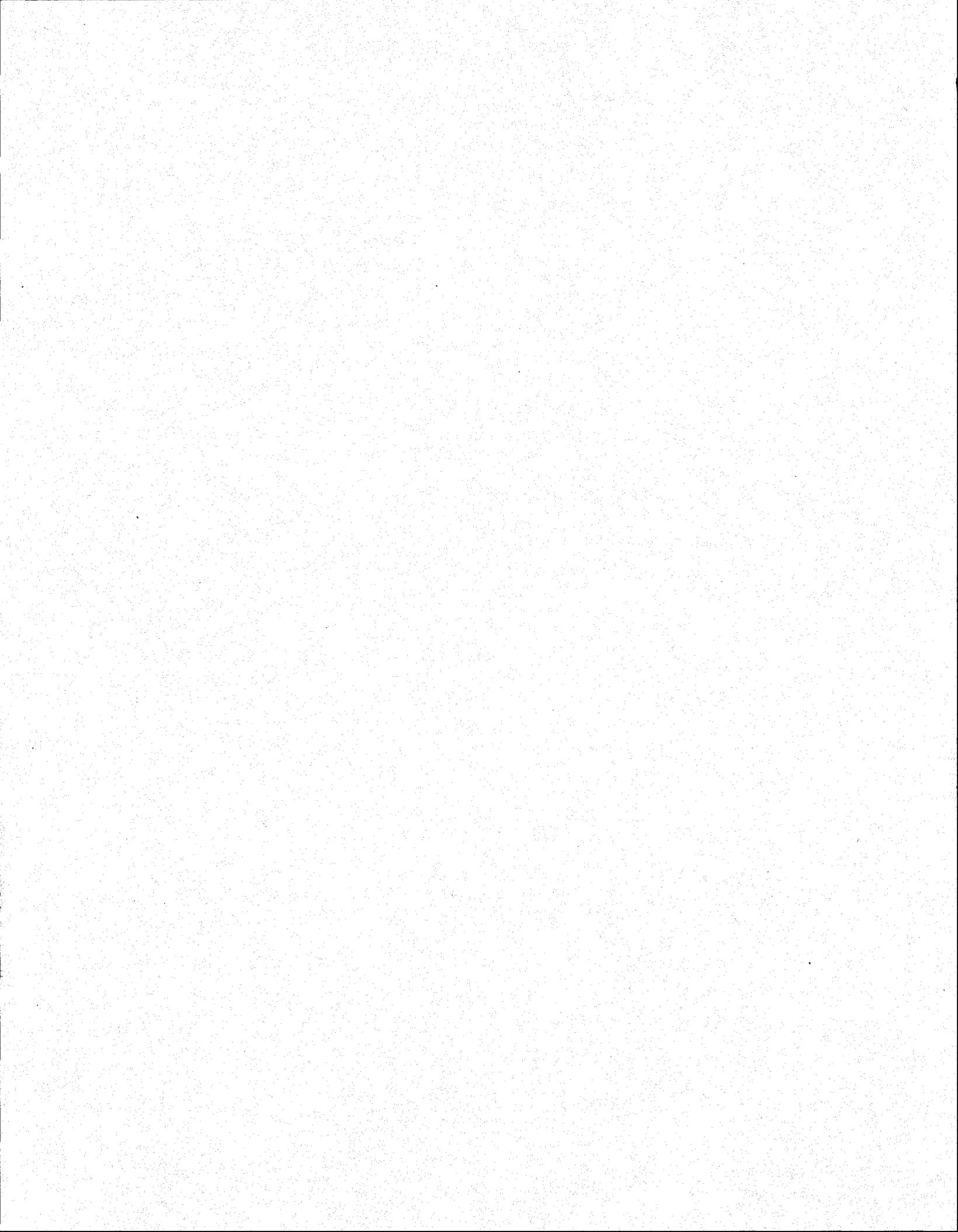


Arizona Corporation Commission
Docket No. T-03406A-06-0257
Docket No. T-01051B-06-0257
Qwest Corporation – Confidential Exhibit JM-D3
Exhibits of Jill Martain
August 28, 2006

CONFIDENTIAL EXHIBIT JM-D3

Arizona Corporation Commission
Docket No. T-03406A-06-0257
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August 28, 2006

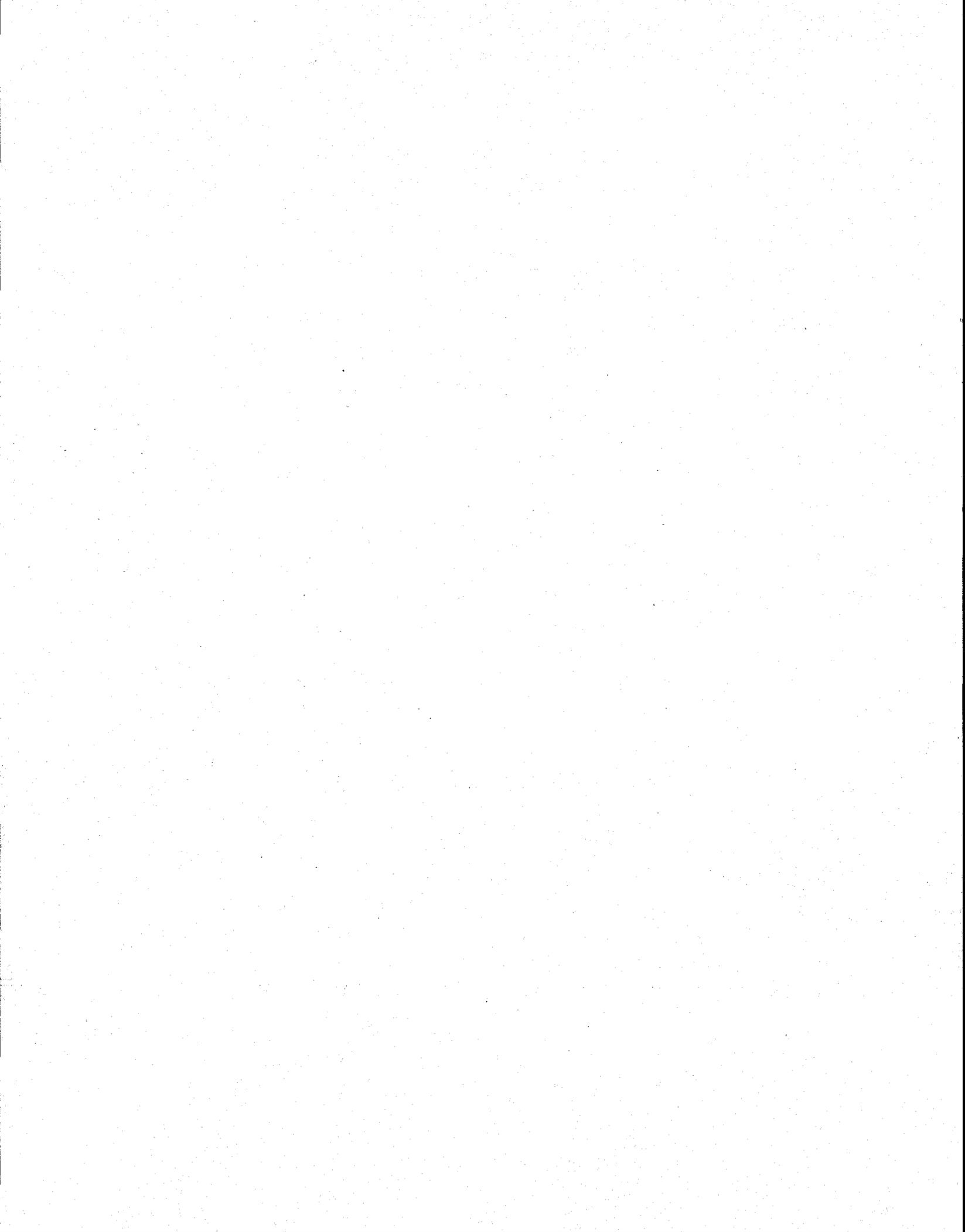
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Docket No. T-03406A-06-0257
Docket No. T-01051B-06-0257
Qwest Corporation – Confidential Exhibit JM-D4
Exhibits of Jill Martain
August 28, 2006

CONFIDENTIAL EXHIBIT JM-D4

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August 28, 2006

EXHIBIT JM-D5

Expedites and Escalations Overview – V41.0

History Log (Link italicized text to: Replace Existing Download With Attached History Log)

Introduction

Qwest quickly responds to your escalation or expedite requests offering you clear and complete explanations so you can satisfactorily respond to your end-users.

- Expedites are requests for an improved standard interval that is shorter than the interval defined in our Service Interval Guide (SIG) (Link italicized text to: <http://www.qwest.com/wholesale/guides/sig/index.html>) or your interconnection Agreement (ICA), Individual Case Basis (ICB) or committed to ICB (Ready for Service (RFS) + Interval) date.
- Escalations can be initiated for any issue, at anytime, and at any escalation point. Escalations can also be for requests for status or intervention around a missed date.

The following summarizes the processes used within Qwest for all Wholesale Products and Services to handle expedite and escalation requests.

Expedites

Requesting an expedite follows one of two processes, depending on the product being requested. If the request being expedited is for a product contained in the "Pre-Approved Expedites" section below, your ICA must contain language supporting expedited requests with a "per day" expedite rate. If the request being expedited is for a product that is not on the defined list, then the expedited request follows the process defined in the "Expedites Requiring Approval" section below.

Expedites Requiring Approval

For products not listed in the Pre-Approved Expedite section below, (non-designed products such as POTS, Centrex or DSL service) the following expedite process applies. Expedite charges are not applicable with the Expedites Requiring Approval process.

Following is a list of conditions where an expedite is granted:

- Fire
- Flood
- Medical emergency
- National emergency
- Conditions where your end-user is completely out of service (primary line)
- Disconnect in error by Qwest
- Requested service necessary for your end-user's grand opening event delayed for facilities or equipment reasons with a future RFS date
- Delayed orders with a future RFS date that meet any of the above described conditions
- National Security
- Business Classes of Service unable to dial 911 due to previous order activity
- Business Classes of Service where hunting, call forwarding or voice mail features are not working correctly due to previous order activity where the end-users business is being critically affected

For any of the above conditions, expedited request can be made either prior to, or after, submitting your service request.

To request an expedite on a Local Service Request (LSR) you can either:

- Submit the request with your expedited due date and populate the EXP field. Also include in REMARKS the reason for the expedited request and then call the Qwest Call Center.
- Submit the request with a due date interval from our SIG (Link italicized text to: <http://www.qwest.com/wholesale/guides/sig/index.html>) or your ICA and then call the Qwest Call Center.

In both scenarios, a call to the Qwest Call Center is required on 1-866-434-2555 to process the expedited request.

To request an expedite on service requests issued via an Access Service Request (ASR), you may use either of the options described above for LSRs to submit the ASR. You should then call 1 800-244-1271

You may be asked to provide verification of the expedited reason or situation for any of the expedite reasons listed above. In some cases, you may be asked for the service order number that caused the expedite condition, such as the service order number that caused the hunting or call forwarding expedite. The type of verification required will depend on the specific circumstances of the expedite and will be determined on an Individual Case Basis (ICB).

Once your expedite request is received, your Wholesale representative will review the request based on the previous list of available expedite scenarios to determine if the request is eligible for an expedite. If approved, the next step is to contact our Network organization to determine resource availability.

Depending on the type of service on the account, the following action is taken once the request is determined to be eligible for an expedited due date:

Non-Designed/No Dispatch Required

For requests that do not require a dispatch, the order is issued with the expedited due date.

Non-Designed/Dispatch Required

For requests that require a dispatch, the Network organization is contacted to determine Technician availability. If appointments are available on the requested due date, your expedite is granted. If no appointments are available, then Qwest will offer an alternative date, if one is available, prior to the requested due date. You can expect to receive a response to your expedited request usually within four business hours.

Designed Services

For Designed Services, the Network organization is contacted to determine resource availability for the Central Office and Outside Technicians as well as for the Testers that work with you to accept the service. You can expect to receive a response usually within four business hours.

Approved Expedited Requests

If the expedited request is approved and the original request contained the expedited due date and the EXP field was populated, Qwest will return a Firm Order Confirmation (FOC) acknowledging the agreed to expedited due date. If the expedited or agreed to due date is different from what was originally submitted on the ASR or LSR, Qwest will contact you and request that you supplement your request with the agreed to expedited date. The EXP field on the supplement ASR or LSR must also be populated. If the supplement is not received within four business hours, Qwest will continue to process the ASR or LSR as if the expedited request was not received and will FOC back the standard interval or the original due date provided on the ASR or LSR if it was longer than the standard interval.

Denied Expedited Requests

If denied, then we will provide you reasons that the request was denied or we will offer an alternative date that we could install the service. If the request is denied, and you still want to continue to have Qwest provision the service request, Qwest will return a FOC with the standard interval or the original due date provided on the FOC if it was longer than the standard interval.

Pre-Approved Expedites

The Pre-Approved expedite process is available in all states except Washington for the products listed below when your ICA contains language for expedites with an associated per day expedite charge.

Note: Resold Designed products are automatically included based on the terms and conditions outlined in the ICA and individual state tariffs, catalogs or price lists.

For products other than the Resold Design products identified below, if your contract does not contain the appropriate expedite language, you will not be able to expedite the request unless the expedite is due to a Qwest caused reason.

The Expedites Requiring Approval section of this procedure does not apply to any of the products listed below (unless you are ordering services in the state of WA).

An expedite charge applies per ASR or LSR for every day that the due date interval is improved, based on the standard interval in the SIG, ICA, or ICB criteria as described above. It is not necessary for you to call into Qwest to have the expedite approved. To expedite a service request on an ASR or LSR you must populate the EXP field and put the desired expedited due date in the DDD field on the ASR or LSR.

Note: If the ASR/LSR you are submitting requests a same day due date, your request must be received before 12 noon MT.

When Qwest receives an ASR or LSR with the EXP populated and the DDD is less than the standard interval, Qwest will determine if the request is eligible for an expedite without a call from you. If the request meets the criteria for the Pre-Approved Expedite process, Qwest will process the request and return a FOC acknowledging the expedited due date. The appropriate expedite charge will be added to your service order.

If the request does not meet the criteria for the Pre-Approved Expedite process, the ASR or LSR will be processed using the standard interval that is defined in the *Standard Interval Guide for Resale, UNE and Interconnection Services* (Link italicized text to: <http://www.qwest.com/wholesale/guides/sig/index.html>).

Following is a list of the products, which require expedite language in the ICA and may be expedited that will receive the appropriate Expedite Charge:

- UBL
- UBL DID (Unbundled digital trunk)
- UBL DS1 (Unbundled digital trunk facility)
- UNE-C PL (EEL)
- UNE-P ISDN BRI
- UNE-P DSS Facility
- UNE-P DSS Trunk
- UNE-P PRI ISDN Facility

- UNE-P PRI ISDN Trunk
- UNE-P PBX Designed Trunks
- UNE-P PBX DID IN-Only Trunks
- UDI
- LIS
- CCSAC SS7 Trunk or Facility
- Unbundled Dark Fiber

Following is a list of Resold Designed Products, which do not require an amendment, which may be expedited and will receive the appropriate expedite charge:

- Analog PBX DID
- Private Line (DS0, DS1, DS3 or above)
- ISDN PRI T1
- ISDN PRI Trunk
- ISDN BRI Trunk
- Frame Relay Trunk
- DESIGNED TRUNKS (Includes designed PBX trunks) Trunk
- MDS / MDSI (*IIS Only*)
- DPAs (multiple DPAs or FX, FCO) Trunk

Note: Any requests that are expedited due to a Qwest caused reason, do not incur an expedite charge. Additionally, if the due date of an expedited request is missed due to Qwest reasons, expedite charges do not apply.

If the order becomes a Delayed Order on the due date, Qwest will cooperatively work with you to obtain the best Ready For Service date (RFS) possible and expedite charges do not apply.

If an order becomes delayed for facilities prior to the due date, once Qwest establishes a new RFS it is communicated to you via the FOC. If you do not accept the due date that is established and request to expedite the RFS, expedite charges may apply. Each expedited delayed order request will be reviewed on an ICB to determine if expedite charges apply. If the expedited due date request results in Qwest incurring additional costs to improve the date that was FOC'd, expedite charges apply. Qwest will advise you if expedite charges apply prior to confirming the expedited request to obtain approval from you, or offer an alternate date that Qwest can meet. The expedite charges will be based on the number of days improved from the original RFS date.

If an order was delayed due to a Customer Not Ready (CNR) condition as described in the Provisioning and Installation Overview ([Link italicized text to: http://www.qwest.com/wholesale/clecs/provisioning.html](http://www.qwest.com/wholesale/clecs/provisioning.html)); and you wish to expedite the newly requested due date, supplement the request with the new Desired Due Date and populate the EXP field of the LSR/ASR. Qwest will review your expedited request for resource availability. In some cases, we may contact you to advise resources for expedite are not available or offer an alternate date. Expedite charges apply and are based on the number of days the CNR standard interval is improved.

Expedites Supporting Non-Qwest caused Restoral Requests

This process includes Restoral Requests on Resale/UNE-P/Retail to Resale or UNE-P Conversions and Transfer of Service when the service orders have completed. This process applies to Resale/UNE-P POTS, Resale/UNE-S and Resale UNE-P Centrex 21 products, including DSL.

You will follow this documented **Expedite** process as outlined when you require an expedite to a standard interval in order to restore an end-user due to a Non-Qwest caused out of service

condition. An expedite restoral request is a result of your inability to complete a conversion or outside move service request where you were unable to cancel or change the due date on the service order(s) prior to order completion. Restoral requests may involve you alone, a Qwest Retail account and you, or you and a different CLEC on conversion and outside move (T & F) type service order's. Restoral requests will be accepted for both full and partial restorals.

When an expedite restoral request situation occurs, refer to the following when you prepare your service request:

- Issue the Restoral Request LSR as directed per the Decision Charts and order type scenario's.
 - Populate the RPON field with the PON used on the original LSR if available
 - Populate the EXP field
 - Populate Manual IND = Y
 - The REMARKS field can be populated with the specific reason for the request such as:
 - Restoral request Full, Resale to UNE-P conv, restore original service, Or
 - Restoral request, Partial, Resale to UNE-P conv, restore original service, Or
 - Restoral request, Partial, UNE-P to Resale conv, restore original service, Or
 - Restoral request, Full, Resale or UNE-P T&F, restore F location, etc., Or
 - Restoral Request, Restore original full service back to CLEC XXXX, Or
 - Restoral Request, Restore original partial service back to CLEC XXXX, Or
 - Restoral Request, Restore original F Loc service, full/partial back to old CLEC
 - Restoral Request, Disc service, restore original Retail service, full/partial
- Contact the Customer Service Inquiry and Education (CSIE) Center at 866-434-2555
- Open an Escalation ticket.
-
- Request a Restoral Request for Previous Service.
- Provide LSR ID if appropriate per Decision Chart and order type scenario's.

Benefits

- Expedited intervals for restoral of previous service
- Uniform documented process for restoral requests
- Qwest will negate the one month minimum billing on a disconnect or conversion service order as applicable.

Restrictions

- You must issue appropriate LSRs first (if directed to do so per the Decision Chart below) followed by opening a Call Center escalation ticket. Restoral requests received prior to new LSR issuance will not be accepted, excludes Qwest Retail restorals.
- Standard intervals must be used when submitting LSRs, CSIE will expedite due date appropriately for restoral
- Expedited restoral requests must be requested within 24 hours, extending into the next business day, following the LSR completion date. Restoral requests received after 3 PM will be considered next business day work activity; this includes restoral requests received after 3 PM on Saturday based on the SIG (except for DSL)."
- Service being restored must be the same type of service with same features, same TN's, etc. as was previously provisioned. Full or partial restorals are acceptable.
- Qwest will reuse facilities when the facilities are available for the restoral.
- All applicable recurring and non-recurring charges will apply, based on order completion and physical work that was completed or needs to be completed to restore service. Retail practices will apply when restoring Qwest Retail accounts.
- When a restoral involves two CLECs, it is up to you and the old CLEC to coordinate and agree upon an expedite, prior to opening up the Call Center Escalation ticket(s).
- Expedite charges may apply based upon individual interconnection agreements, state tariffs or SGATS.

The following **Order Type Scenario's** are included in this restoral process:

1. Resale / UNE-P T & F, same CLEC
2. Resale to UNE-P Conversion as is, same CLEC
3. Resale to UNE-P Conversion as specified, same CLEC
4. UNE-P to Resale Conversion as is, same CLEC
5. UNE-P to Resale Conversion as specified, same CLEC
6. Resale / UNE-P Migration to new CLEC with move via single LSR
7. Resale to UNE-P Conversion as is, to a new CLEC
8. Resale to UNE-P Conversion as specified, to a new CLEC
9. UNE-P to Resale Conversion as is, to a new CLEC
10. UNE-P to Resale Conversion as is, to a new CLEC
11. Qwest Retail to Resale / UNE-P Conversion as is
12. Qwest Retail to Resale / UNE-P Conversion as specified
13. Qwest Retail to Resale / UNE-P Conversion with move via single LSR process

Decision Chart, Scenario's 1-5, Same CLEC		
IF	AND	THEN
Conversion, Migration and/or Move Service Order has completed	You want full or partial restoral of previous service	<ul style="list-style-type: none"> • Issue Restoral Request LSR as appropriate based on order scenario and order completion, such as a New Connect, Change or Conversion with or without move, Transfer of Service or Disconnect • Follow expedite procedures

Decision Chart, Scenario's 6-10, To a New CLEC		
IF	AND	THEN
Conversion, Migration and/or Move Service Order has completed	You want full or partial restoral of previous service	<ul style="list-style-type: none"> • Either the end-user, or the new CLEC and the end-user must contact the old CLEC's Customer Contact Center and request that the end-user's service be re-established as previously provisioned for the old CLEC on Resale or UNE-P service • Old CLEC must follow expedite procedures • Old CLEC will issue Restoral Request LSR as appropriate based on order scenario and order completion, such as a New Connect, Change or Conversion with or without move • New CLEC must follow expedite procedures • New CLEC will issue Disconnect LSR if required

		based on order scenario and order completion <ul style="list-style-type: none"> • Old and new CLECs will coordinate their order activity • Contact your Qwest Service Manager if you require assistance with old CLEC contact
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Decision Chart, Scenario's 11-13, Conversion from Qwest Retail to New CLEC		
IF	AND	THEN
Conversion, Migration and/or Move Service Order has Completed	You want full or partial restoral of previous service	<ul style="list-style-type: none"> • Contact the CSIE Center at 866-434-2555 • Open an Escalation ticket • Request a warm transfer to the CSIE Tier 1 support group • Place a verbal Restoral Request for Previous Retail Service, full or partial restoral • CSIE will advise you if a new LSR will need to be issued by you • If a new LSR is needed and is not issued within 2 business hours, the escalation ticket will be closed. If this occurs, the CLEC must start the expedite process again once the LSR has been issued as directed.



Escalations

Escalations are a request for status or intervention around a missed critical date such as:

- Plant Test Date (PTD)
- Due Date (DD)
- Ready For Service (RFS)

Qwest's Service Centers pro-actively escalate any critical dates in jeopardy and will notify you. If, however, you find it necessary to initiate an escalation, call the assigned Qwest Wholesale Center Representative at one of the numbers listed in the Expedites section for assistance. Regardless of how initiated, by you or internally, Qwest escalation roles and responsibilities can be summarized as:

- Qwest Wholesale Center Representatives
Local Service Request (LSR) or Access Service Request (ASR) escalations related to Rejects/Delayed orders, critical dates and Firm Order Confirmations (FOC).
- Qwest Service Manager

Involved only after normal processes fail to resolve the escalation to your satisfaction.
Evaluates the situation based on commitments managing associated resolution activities.

- Qwest Senior Service Manager/Director
Involved only when the Service Manager's efforts are unsuccessful. Provides direction to those working the issue, partnering with Center Coaches and Team leaders.
- Qwest Senior Service Director/Vice President
Contacted for direction and/or assistance for those working the escalation, providing timely status updates back to the prior level and you directly.

Escalations – Maintenance and Repair

At your discretion, you may initiate an escalation of your trouble report through our electronic interface Customer Electronic Maintenance and Repair (CEMR) or by calling either the Wholesale Repair for Unbundled Network Elements (UNEs) and Complex services or the Repair Call Handling Center (RCHC) for Plain Old Telephone Service (POTS) and Non-Complex services. Refer to our Maintenance and Repair Overview (Link italicized text to: <http://www.qwest.com/wholesale/clecs/maintenance.html>) for additional information. You will be referred to Held, Escalated & Expedited Tool (HEET) (Link italicized text to: <http://www.qwest.com/wholesale/systems/heet.html>) for ongoing status if your service was requested on an ASR.

Escalations – Technical Escalation Process

Additional information about the Technical Escalation Process can be obtained from Qwest's Operations Support Systems General Information. (Link italicized text to: <http://www.qwest.com/wholesale/systems/generalinfo.html>)

Note: Occasionally, your end-user may find their way to the Qwest Wholesale Center or Qwest Service Manager and our Wholesale Center Representatives will explain that you are our customer and direct them to you for assistance.

Should you have questions, or need additional information related to the expedite or escalation processes defined above, contact your Qwest Service Manager (Link italicized text to: <http://www.qwest.com/wholesale/clecs/accountmanagers.html>) for assistance.



Training

Local Qwest 101 "Doing Business With Qwest"

This introductory Web-based training is designed to teach the Local CLEC and Local Reseller how to do business with Qwest. It will provide a general overview of products and services, Qwest billing and support systems, processes for submitting service requests, reports, and web resource access information. Click here to learn more about this course and to register. (Link italicized text to: http://www.qwest.com/wholesale/training/wbt_desc_lq101.html)



Contacts

Qwest contact information is located in Wholesale Customer Contacts. (List italicized text to: <http://www.qwest.com/wholesale/clecs/escalations.html>)

Expedites and Escalations

- Local Service Requests (LSRs)

Wholesale Center			
Tier	Responsibility	Activity	Contacts
Tier 1	Customer Service Inquiry and Education Center (CSIE)	First point of contact for CLECs	866-434-2555
Tier 2	Subject Matter Expert (SME), Team Leaders, Team Coaches	Respond to issues not resolved at Tier 1	800-366-9974
Tier 3	Appropriate Qwest Service Manager	Respond to issues not resolved at Tier 2	Service Manager (Link italicized text to: http://www.qwest.com/wholesale/clecs/accountmanagers.html)

A call center ticket is opened on every call into the CSIE Center. Upon resolution of the ticket a close code is assigned to the ticket. Upon request the close code is provided to you. Should you disagree with the codes used to close the ticket you will use the escalation process. For a list of the close codes used at the CSIE level see the Call Center Database Ticket Reports section of the Ordering Overview PCAT (Link italicized text to: <http://www.qwest.com/wholesale/clecs/ordering.html>).

- Access Service Requests (ASRs)

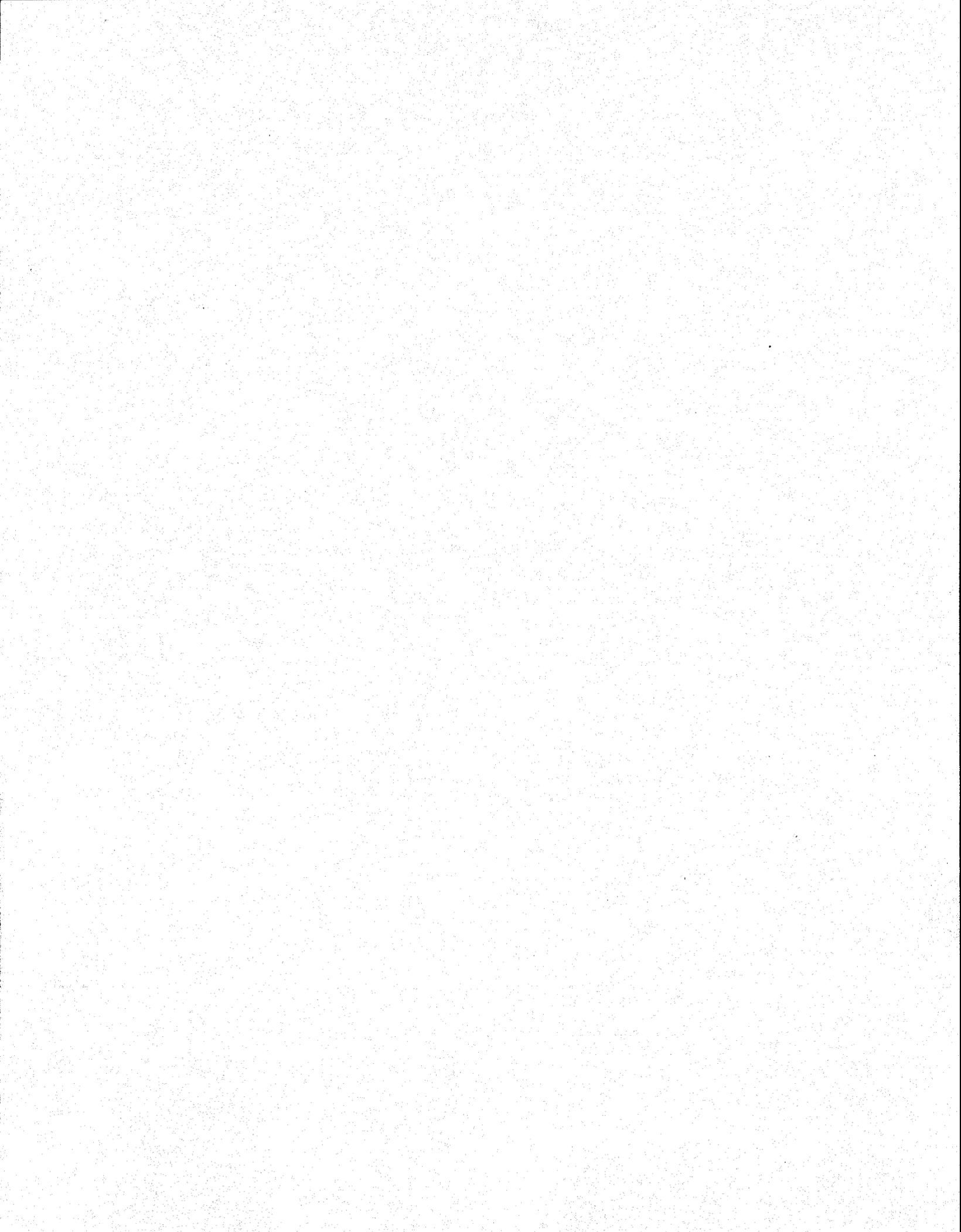
	Products & Services	Contacts	Fax
	All	800-244-1271	800-335-5680

Frequently Asked Questions

This section is currently being compiled based on your feedback.

Last Update: July 24, 2006

META Tags: Expedites; Escalations



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EXHIBIT JM-D6

COMPETITIVE
PRIVATE LINE
TRANSPORT SERVICES

Qwest Corporation
Price Cap Tariff
Arizona

SECTION 4
Page 7
Release 2

Issued: 7-06-04

Effective: 8-05-04

4. ORDER MODIFICATIONS AND MISCELLANEOUS CHARGES

4.1 GENERAL (CONT'D)

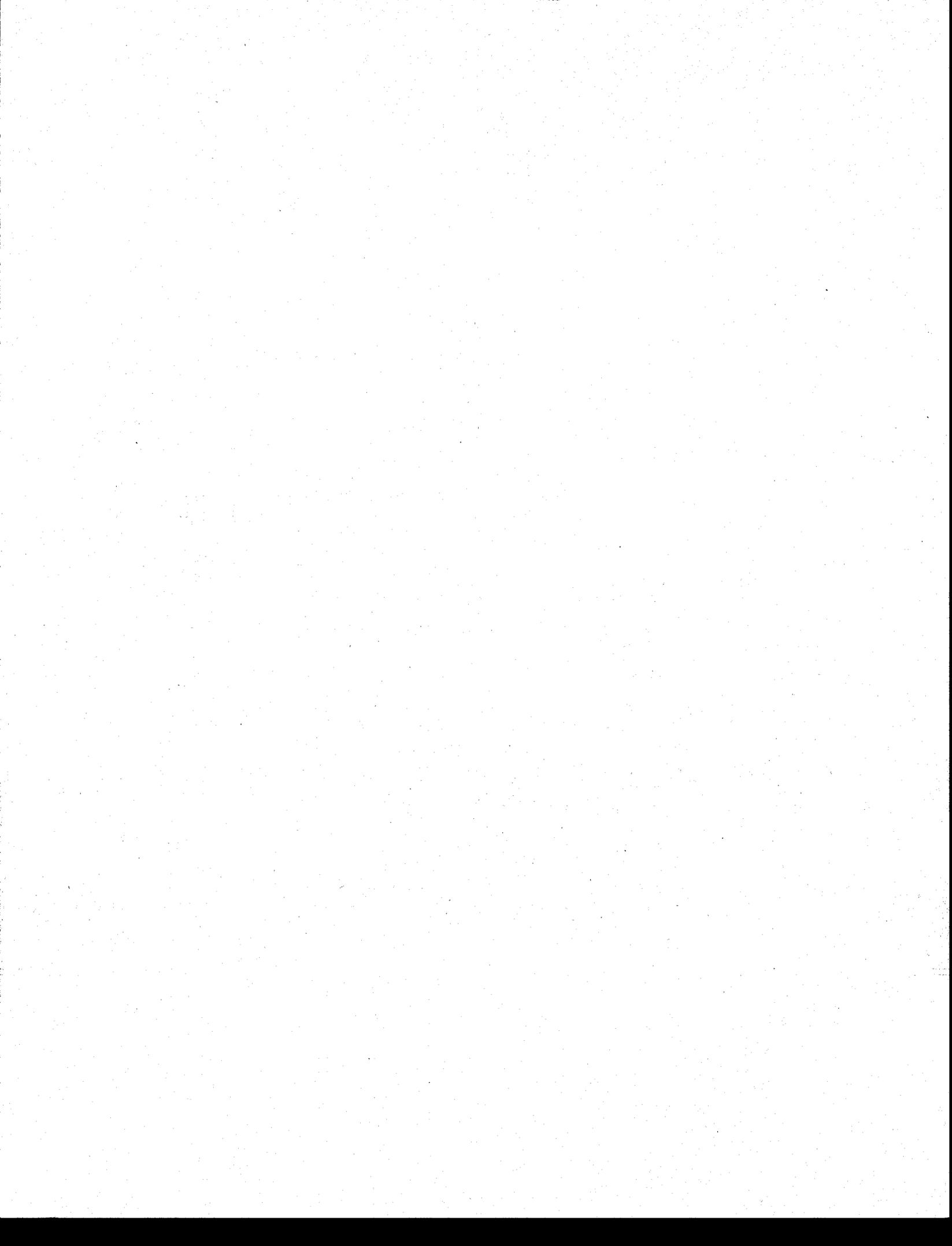
4.1.4 EXPEDITE

- A. If a customer desires that service be provided on an earlier date than that which has been established for the order, the customer may request that service be provided on an expedited basis. If the Company agrees to provide the service on an expedited basis, an Expedite Charge will apply. The customer will be notified of the Expedite Charge prior to the order being issued.
- B. If the Company is subsequently unable to meet an agreed upon expedited service date, no Expedite Charge will apply unless the missed service date was caused by the customer.
- C. The Expedited Order Charge will be applied when the customer requests a service date that is prior to the standard interval service date as set for in the Qwest Corporation Service Interval Guide (SIG) on an order or when a customer requests an earlier service date on a pending standard or negotiated interval order.

The Expedited Order Charge, as set forth below, will apply on a per order basis for each day the service date is advanced.

	USOC	NONRECURRING CHARGE
• Per day advanced	EODDB	\$200.00

The Expedited Order Charges will be billed in addition to other applicable nonrecurring charges.



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Qwest Corporation
ACCESS SERVICE

TARIFF F.C.C. No. 1
2ND REVISED PAGE 5-24
CANCELS 1ST REVISED PAGE 5-24

5. ORDERING OPTIONS FOR ACCESS SERVICES

5.1 ACCESS ORDER 5.2.2 ACCESS ORDER MODIFICATIONS (CONT'D)

D. Expedited Order Charge

When placing an Access order for service(s) for which standard intervals exist, a customer may request a service date that is prior to the standard interval service date. A customer may also request an earlier service date on a pending standard or negotiated interval Access Order. If the Company agrees to provide the service on an expedited basis, an Expedited Order Charge will apply.

A customer may request a change of end user premises within the same serving wire center. When this occurs, the service date is changed to reflect the standard interval. If the customer requests an earlier service date, an Expedited Order Charge will apply.

Expedited Order Charges will not apply if the revised interval to a pending order is equal to or longer than the standard interval for that service.

Expedited Order Charges will not apply to part-time audio or part-time video. (C)

When an expedited service date is missed, the Expedited Order Charge will apply unless the missed service date is caused by the Company.

(Filed under Transmittal No. 264.)

Issued: January 13, 2006

Effective: January 28, 2006

1801 California Street, Denver, Colorado 80202

5. ORDERING OPTIONS FOR ACCESS SERVICES

5.2 ACCESS ORDER
5.2.2 ACCESS ORDER MODIFICATIONS
D. Expedited Order Charge (Cont'd)

The Expedited Order Charge will apply to all products and services found in this tariff unless otherwise specified. This charge will be applied when the customer requests a service date that is prior to the standard interval service date on an Access Order or when a customer requests an earlier service date on a pending standard or negotiated interval Access Order.

The Company will provide the customer with an estimate of the Expedited Order Charge before expediting an order.

The Expedited Order Charge, as set forth below, will apply on a per order basis for each day the service date is advanced.

	USOC	NONRECURRING CHARGE
• Per day advanced	EODDB	\$200.00
• Per day advanced [1] for Pricing Flexibility	EODDA	200.00

The Expedited Order Charges will be billed in addition to other applicable nonrecurring charges.

[1] This rate applies to Expedited Orders located in Phase I and Phase II MSAs, as defined in Section 23, following.

5. ORDERING OPTIONS FOR ACCESS SERVICES

5.2 ACCESS ORDER
5.2.2 ACCESS ORDER MODIFICATIONS
D. Expedited Order Charge (Cont'd)

If costs other than additional labor are to be incurred when an Access Order is expedited, the Company will develop, determine and bill the customer such costs in accordance with the special construction terms and conditions as set forth in Tariff F.C.C. No. 2. Authorization to incur the cost and to bill the customer will be in accordance with the terms and conditions of Tariff F.C.C. No. 2.

Filed under Transmittal No. 2.
Issued: August 7, 2000

Effective: August 8, 2000

1801 California Street Denver, Colorado 80202