

ORIGINAL



0000066175

BEFORE THE ARIZONA CORPORATION COMMISSION

50

RECEIVED

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26

JEFF HATCH-MILLER
Chairman
WILLIAM MUNDELL
Commissioner
MIKE GLEASON
Commissioner
KRISTIN MAYES
Commissioner
GARY PIERCE
Commissioner

2007 JAN 31 P 1:29
AZ CORP COMMISSION
DOCUMENT CONTROL

Arizona Corporation Commission
DOCKETED
JAN 31 2007

DOCKETED BY
nr

**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 4th Quarter 2006 ("4Q2006") 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 4th Quarter 2006 ("4Q2006"), 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 4Q2006, CLECs submitted one systems CR, which constituted 13% of the total
14 number of systems CRs, and zero product/process CRs, which constituted 0% of the
15 product/process CRs. Qwest submitted seven systems CRs, which constituted 88% of the total
16 number of systems CRs, and five 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/4th 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/4th Quarter 2006, sets forth information regarding interface
12 changes that were implemented during 4Q2006.

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 4Q2006. 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

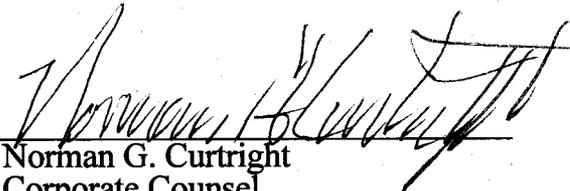
23 ⁶ Level 0 changes are defined as those that do not change the meaning of documentation, do not alter CLEC
24 operating procedures, and are effective immediately without notice. Because these changes do not require any
25 notification, web change form, or history log, they are not tracked and are not 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 January, 2007.

4 QWEST CORPORATION

5
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

13
14 **ORIGINAL and 13 copies hand-delivered for**
15 **Filing this 31st day of January, 2007 to:**

16
17 Docket Control
18 ARIZONA CORPORATION COMMISSION
19 1200 W. Washington Street
20 Phoenix, AZ 85007

21 **COPY of the foregoing emailed**
22 **this 31st day of January, 2007 to:**

23 Maureen A. Scott, Esq.
24 Legal Division
25 ARIZONA CORPORATION COMMISSION
26 1200 W. Washington Street
Phoenix, AZ 95007
Email: mscott@cc.state.az.us

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

Ernest G. Johnson, Director
Utilities Division
ARIZONA CORPORATION COMMISSION
1200 W. Washington Street
Phoenix, AZ 85007
Email: EJohnson@cc.state.az.us

Daniel Waggoner
DAVIS, WRIGHT & TREMAINE
2600 Century Square
1501 Fourth Avenue
Seattle, WA 98101
Email: danielwaggoner@dwt.com

1 Lyn Farmer, Chief Administrative Law Judge
2 Jane Rodda, Administrative Law Judge
3 Hearing Division
4 ARIZONA CORPORATION COMMISSION
5 1200 W. Washington
6 Phoenix, AZ 85007
7 Email: lfarmer@cc.state.az.us

8 Eric S. Heath
9 SPRINT COMMUNICATIONS CO.
10 100 Spear Street, Suite 930
11 San Francisco, CA 94105
12 Email: eric.s.heath@mail.sprint.com

13 Joan S. Burke
14 OSBORN MALEDON, P.A.
15 2929 N. Central Avenue, 22nd Floor
16 P.O. Box 36379
17 Phoenix, AZ 85067-6379
18 Email: jsburke@omlaw.com

19 Scott S. Wakefield
20 RUCO
21 1110 West Washington, Suite 220
22 Phoenix, AZ 85007
23 Email: swakefield@azruco.com

24 Michael Patten
25 ROSHKA, HEYMAN & DEWULF
26 400 E. Van Buren, Suite 900
Phoenix, AZ 85004-3906
Email: mpatten@rhd-law.com

27 Brian Thomas
28 Time Warner Telecom, Inc.
29 223 Taylor Avenue North
30 Seattle, WA 98109
31 Email: brian.thomas@twtelecom.com

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

Mitchell F. Brecher
Greenberg Traurig, LLP
800 Connecticut Avenue, NW
Washington, DC 20006
Email: BrecherM@gtlaw.com

Thomas Campbell
LEWIS & ROCA
40 N. Central Avenue
Phoenix, AZ 85004
Email: tcampbell@lrlaw.com

Thomas F. Dixon
WORLD COM, INC.
707 N. 17th Street, #3900
Denver, CO 80202
Email: thomas.f.dixon@wcom.com

Michael M. Grant
Todd C. Wiley
GALLAGHER & KENNEDY
2575 E. Camelback Road
Phoenix, AZ 85016-9225
Email: michael.grant@azbar.org
TCW@gknet.com

Mark DiNunzio
COX COMMUNICATIONS
20402 North 29th Avenue
Phoenix, AZ 85027-3148
Email: mark.dinunzio@cox.com

Joyce Hundley
U.S. DEPARTMENT OF JUSTICE
Antitrust Division
1401 H Street N.W., Suite 8000
Washington, D.C. 20530
Email: joyce.hundley@usdoj.gov

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

1 Karen Clauson
2 ESCHELON TELECOM
3 730 Second Avenue South, Suite 1200
4 Minneapolis, MN 55402
5 Email: kclauson@eschelon.com

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

6 **COPY of the foregoing mailed**
7 **this 31st day of January, 2007 to:**

8 Richard P. Kolb
9 Vice President of Regulatory Affairs
10 ONE POINT COMMUNICATIONS
11 Two Conway Park
12 150 Field Drive, Suite 300
13 Lake Forest, IL 60045

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

12 Mike Allentoff
13 GLOBAL CROSSING SERVICES, INC.
14 1080 Pittsford Victor Road
15 Pittsford, NY 14534

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

15 David Kaufman
16 ESPIRE COMMUNICATIONS
17 1129 Paseo de Peralta
18 Santa Fe, NM 87501

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

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

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

21 Andrew O. Isar
22 TELECOMMUNICATIONS RESELLERS
23 ASSOCIATION
24 4312 - 92nd Avenue, N.W.

COVAD COMMUNICATIONS COMPANY
Attention: Legal Department
7901 Lowrey Boulevard
Denver, CO 80230

25 
26 _____

EXHIBIT A

**Qwest Wholesale Change Management Process: CLEC and Qwest Change Requests Submitted
4th Quarter 2006**

	CLECs	Qwest
Number of Systems CRs:	1	7
Percentage of total Systems CRs:	13%	88%
Number of Product/Process CRs:	0	5
Percentage of total Product/Process CRs:	0%	100%

Systems Change Requests			
Date submitted	Change Request number	Summary of change	Submitter
10/4/2006	SCR100406-01	Retirement of IMA GUI Dialup Option	Qwest Corporation
10/24/2006	SCR102406-01	HEET Retirement	Qwest Corporation
10/31/2006	SCR103106-01	CEMR/MEDIAAC - Add T15 Query Functionality	Qwest Corporation
11/1/2006	SCR110106-02	Allow NP Bus Name on Residential Account	Qwest Corporation
11/1/2006	SCR090606-01IG	Provide test Data for CABS BOS Version Changes via Webdata Media Option in IABS	Qwest Corporation
11/26/2006	SCR112806-01IG	ASOG 34 Industry release/QORA and ASR Gateway Enhancements	Qwest Corporation
12/11/2006	SCR121106-01	Enable the EOS Field on the Directory Listing Form	Qwest Corporation
12/26/2006	SCR122606-01	Change EUMI Field and End User Address Requirements for Port Within Ordering Process #1 to avoid CLEC LSR Submission Errors and Qwest Reject in Errors	Eschelon
Product/Process Change Requests			
Date Submitted	Change Request number	Summary of change	Submitter

Date submitted	Change Request number	Summary of change	Submitter
10/16/2006	PC101606-1	Grandparent WATS USOCs	Qwest Corporation
11/8/2006	PC110806-1CM	CMP Document Update - Provide Meeting minutes associated with Special Ad Hoc meetings in conjunction with Section 5	Qwest Corporation
11/9/2006	PC110906-1CM	CMP Document Update - Remove WSD Tier 0 References	Qwest Corporation
11/3/2006	PC113006-1CM	CMP Document Update - Change to CR form to remove HEET and RPD	Qwest Corporation
12/11/2006	PC121106-1	Grandfathered ADSL Compatible UBL	Qwest Corporation

EXHIBIT B

**Qwest Wholesale Change Management Process: Status and Disposition of Changes
4th Quarter 2006**

CLEC Systems Change Requests				
Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
12/26/2006	SCR122606-01	Change EUMI Field and End User Address Requirements for Port Within Ordering Process #1 to avoid CLEC LSR submission Errors and Qwest Reject in Error	Presented	Eschelon
CLEC Product/Process Change Requests				
Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
Qwest Systems Change Requests				
Date Submitted	Type of Change/CR Number	Summary of change	Status*proposed effective date	Submitter
10/4/2006	SCR100406-01	Retirement of IMA GUI Dialup Option	Completed	Qwest Corporation
10/24/2006	SCR102406-01	HEET Retirement	Completed 1/15/07	Qwest Corporation
10/31/2006	SCR103106-01	CEMR/MEDIAAC - Add T15 Query Functionality	Closed	Qwest Corporation
11/1/2006	SCR110106-02	Allow NP Bus Name on Residential Account	Presented	Qwest Corporation
11/1/2006	SCR110106-01IG	Provide test Data for CABS BOS Version Changes via Webdata Media Option in IABS	Evaluation	Qwest Corporation
11/26/2006	SCR112806-01IG	ASOG 34 Industry release/QORA and ASR Gateway Enhancements	Development	Qwest Corporation
12/11/2006	SCR121106-01	Enable the EOS Field on the Directory Listing Form	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
10/16/2006	PC101606-1	Grandparent WATS USOCs	Completed	Qwest Corporation
11/8/2006	PC110806-1CM	CMP Document Update - Provide Meeting minutes associated with Special Ad Hoc meetings in conjunction with Section 5	Presented	Qwest Corporation
11/9/2006	PC110906-1CM	CMP Document Update - Remove WSD Tier 0 References	Presented	Qwest Corporation

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
10/19/2006	Level 3	CMP – FINAL NOTICE and No CLEC Comments Received – Resale - Market Expansion Line (MEL) – V15.0, White Pages Directory Listings - V38.0	11/3/2006	Qwest Corporation
10/20/2006	Level 1	CMP - Retract Provisioning and Installation Overview V91.0	10/20/2006	Qwest Corporation
10/20/2006	Level 1	CMP – Denver IMA Hands On Facility Based / IMA FBDL Classes Cancelled	10/20/2006	Qwest Corporation
10/20/2006	Level 3	CMP – FINAL NOTICE New Customer Questionnaires	11/6/2006	Qwest Corporation
10/25/2006	Level 3	CMP - Directory Listing Providers Business Procedure V22.0	12/9/2006	Qwest Corporation
10/26/2006	Level 1	CMP – Technical Publication 77350 – RG47-0005-COE Installation/Removal/Modification Form Name Change	10/27/2006	Qwest Corporation
10/27/2006	Level 1	CMP - Change Management Process document Changes - IMA XML related updates to the CMP Document and the CMP CR form	10/30/2006	Qwest Corporation
10/27/2006	Level 1	CMP – LSOs and PCAT Updates Associated with Release 20.0 Addendum 1	10/30/2006	Qwest Corporation
10/30/2006	Level 1	CMP - Pre-Ordering Overview V57	10/31/2006	Qwest Corporation
10/30/2006	Level 1	Technical Publication 77350 – RG47-0005- COE Installation/Removal/Modification Form Name Change	10/30/2006	Qwest Corporation
10/30/2006	Level 3	CMP - Customer Contacts V52	12/8/2006	Qwest Corporation
11/1/2006	Level 2	CMP - Electronic Access V34	11/22/2006	Qwest Corporation
11/2/2006	Level 1	Information PCAT for Held Order for 90 days	11/2/2006	Qwest Corporation
11/3/2006	Level 3	CMP - Directory Listing Providers Business Procedure V23.0	12/9/2006	Qwest Corporation
11/3/2006	Level 3	CMP - Operator Services V21.0	12/18/2006	Qwest Corporation
11/6/2006	Level 1	CMP – QORA™- GUI Web Based Training (Qwest® On-Line Request Application) Updated	11/6/2006	Qwest Corporation
11/6/2006	Level 3	CMP – FINAL NOTICE Technical Publication, 77387, Qwest 500 Locator Service	11/21/2006	Qwest Corporation
11/6/2006	Level 3	CMP - White Pages Directory Listings - V41	12/12/2006	Qwest Corporation
11/8/2006	Level 1	CMP - BFR SR V32	11/9/2006	Qwest Corporation

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
11/8/2006	Level 1	CMP - Update Multiple PCATs to remove Unbundled Loop Elements (ULE) Training Course	11/9/2006	Qwest Corporation
11/9/2006	Level 2	CMP - Customer Contacts V53	11/30/2006	Qwest Corporation
11/9/2006	Level 2	CMP - Resale - Qwest Metro Optical Ethernet (MOE) - V7.0	12/7/2006	Qwest Corporation
11/13/2006	Level 3	CMP - Customer Contacts V54	12/18/2006	Qwest Corporation
11/14/2006	Level 1	CMP - Forecasting - V37.0	11/15/2006	Qwest Corporation
11/15/2006	Level 1	CMP - Multiple PCATs Qwest DSL Sunset	11/16/2006	Qwest Corporation
11/15/2006	Level 1	CMP - Getting Started as a CLEC V21 Getting Started as a Reseller V12 Interconnection Negotiations Process V12 Provisions Available for OPT in V12 Provisions Available for Opt in V12 New Customer Questionnaires V32	11/16/2006	Qwest Corporation
11/15/2006	Level 1	CMP - Service Interval Guide for Resale, UNE and Interconnection Services (SIG) V74	11/16/2006	Qwest Corporation
11/15/2006	Level 3	CMP - FINAL NOTICE - Directory Listing Providers Business Procedure	12/9/2006	Qwest Corporation
11/17/2006	Level 1	CMP - Wholesale Web-Based Training Updates Due to Wholesale Web Site Redesign and Navigation Changes	11/17/2006	Qwest Corporation
11/18/2006	Level 2	CMP - Grandparent WATS USOCs	12/9/2006	Qwest Corporation
11/20/2006	Level 3	CMP - Modification of State Code in CLCI (Circuit ID)	12/21/2006	Qwest Corporation
11/22/2006	Level 3	CMP - FINAL NOTICE - Directory Listing Providers Business Procedure V23.0	12/9/2006	Qwest Corporation
11/22/2006	Level 3	CMP - FINAL NOTICE - Operator Services V21.0	12/18/2006	Qwest Corporation
11/27/2006	Level 2	CMP - Change in CMP POC Telephone numbers	12/18/2006	Qwest Corporation
11/27/2006	Level 3	CMP - FINAL NOTICE - White Pages Directory Listings V41	12/12/2006	Qwest Corporation
11/28/2006	Level 1	CMP - Resale - Market Expansion Line @ (MEL) - V18.0 - CO specific	11/29/2006	Qwest Corporation
11/30/2006	Level 1	CMP - Ordering Overview V134	12/1/2006	Qwest Corporation
11/30/2006	Level 1	CMP - 1Q07 Class Offerings	11/30/2006	Qwest Corporation

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
11/30/2006	Level 1	CMP - Release of Interconnect Mediated Access (IMA) Facility Based Directory Listing Training- Advanced Instructor-led Training and Related Course Name Change	11/30/2006	Qwest Corporation
12/1/2006	Level 1	CMP - LSOG - Directory Listing V52	12/1/2006	Qwest Corporation
12/1/2006	Level 1	CMP - Qwest Retraction of Customer Contact V54	12/1/2006	Qwest Corporation
12/1/2006	Level 2	CMP - IMA GUI Dial Up Retirement	12/31/2006	Qwest Corporation
12/1/2006	Level 2	CMP - Collocation - General Information - V69.0	12/22/2006	Qwest Corporation
12/1/2006	Level 3	CMP - Multiple PCAT update for Tagging of Circuits	1/15/2007	Qwest Corporation
12/4/2006	Level 3	CMP - Maintenance and Repair Overview - V69.0	1/18/2007	Qwest Corporation
12/4/2006	Level 3	CMP - Customer Contacts V54 and Escalations and Expedites V42	1/8/2007	Qwest Corporation
12/6/2006	Level 1	CMP - Ordering Overview V135	12/7/2006	Qwest Corporation
12/6/2006	Level 3	CMP - Revised FINAL NOTICE Customer Contacts V52	12/18/2006	Qwest Corporation
12/6/2006	Level 3	CMP - FINAL NOTICE Customer Contacts V52	12/18/2006	Qwest Corporation
12/6/2006	Level 3	CMP - FINAL NOTICE - Modification of State Code in CLCI (Circuit ID)	12/21/2006	Qwest Corporation
12/7/2006	Level 1	CMP - Local Number Portability (LNP) - V47.0	12/8/2006	Qwest Corporation
12/8/2006	Level 1	CMP - Business/Residence Qualifiers - V2.0	12/9/2006	Qwest Corporation
12/13/2006	Level 1	CMP - Change in Training Contact Telephone Numbers	12/18/2006	Qwest Corporation
12/14/2006	Level 1	CMP - White Pages Directory Listings V42	12/15/2006	Qwest Corporation
12/14/2006	Level 1	CMP - Forecasting - V38.0	12/15/2006	Qwest Corporation
12/18/2006	Level 1	CMP - CORRECTION Qwest Local Volume Advantage Plan	12/18/2006	Qwest Corporation
12/18/2006	Level 2	CMP - Multiple PCAT updates for Retirement HEET *Held Order, Escalation and Expedite System)	1/15/2007	Qwest Corporation
12/19/2006	Level 3	CMP - Technical Publication, Telecommunication Equipment Installation Guidelines, 77350, Issue N	1/22/2007	Qwest Corporation
12/19/2006	Level 4	CMP - Grandparenting Asymmetric Digital Subscriber Line (ADSL)	2/2/2007	Qwest Corporation

EXHIBIT C

Qwest Wholesale Change Management Process: Summary of change by Interface release		
4th 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	0	
Qwest CRs	1	
Change Request number	Summary	Submitter
SCR051606-01IG	CABS BOS Version 46	Qwest Corporation
SATE		
Number of CRs		
CLEC CRs	0	
Qwest CRs	0	
Change Request number	Summary	Submitter
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	2		
Change Request number	Summary	Submitter	
SCR092705-01	QORA: Display completion Notice and Completed Status	Qwest Corporation	
SCR063006-01IG	ASOG 33 Industry Release/QORA GUI and ASR Gateway Enhancements	Qwest Corporation	
	MEDIAAC		
	Number of CRs		
CLEC CRs	0		
Qwest CRs	0		
Change Request number	Summary	Submitter	
	IMA		
	Number of CRs		
CLEC CRs	4		
Qwest CRs	2		
Change Request number	Summary	Submitter	
SCR100406-01	Retirement of IMA GUI Dialup Option	Qwest Corporation	
SCR121305-01	Implement XML Interface for IMA EDI	Qwest Corporation	
SCR102505-02	Edits for the LSR delivery Address Activity (DACT) field	MCI	
SCR10705-01	Directory Listing changes in conjunction with LNP	Sprint	
SCR042704-01	FBDL PON Field	MCI	
SCR032202-1	5/3/2006 - Revision to Title - Download capability for all applications of the post order status update tool in IMA - IMA GUI - PostOrder/Status Updates/Posted to be Billed	New Access	
	Product Databases		
	Number of CRs		
CLEC CRs	0		
Qwest CRs	0		
Change Request number	Summary	Submitter	

EXHIBIT D

Qwest Wholesale Change Management Process: Escalation Process			
4th 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			
4th 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
4th Quarter 2006**

Process	Date Process was Baseline 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 62 months.</p> <p>Qwest processed 539 new OSS Interface CRs between October 3, 2001 and December 31, 2006.</p> <p>Qwest processed 304 new Product Process CRs between October 3, 2001 and December 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
4th 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/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
4th 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 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 improvements to its CMP website as a result of the Redesign effort.</p>	<p>Supporting data can be found at the following URLs: http://www.qwest.com/wholesale/cmp/tmarchive.html (CMP meeting material, including dates of meetings, distribution packages and meeting minutes) http://www.qwest.com/wholesale/cmp/index.html (Qwest's CMP web site)</p>

**Change Management Improvements
4th Quarter 2006**

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 63 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>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</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 2006**

			<p>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 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</p>	
--	--	--	--	--

**Change Management Improvements
4th Quarter 2006**

			<p>originated CRs, and 1 Qwest originated CR on the candidate list for the IMA 20.0 Release.</p> <p>There were 0 Regulatory CRs, 18 CLEC originated CRs, and 2 Qwest originated CRs on the candidate list for the IMA 21.0 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>	
--	--	--	--	--

**Change Management Improvements
4th Quarter 2006**

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 62 months.</p> <p>Between November 1, 2001 and December 31, 2006, Qwest processed 504 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 4054 milestones that have occurred so far. This equates to an average compliance rate of 99.75%</p> <p>Following is a description of the missed milestones:</p> <p>1.) SCR012802-1 Milestone Missed: Initial Response Posted to Web</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 2006**

--	--	--	--	--	--	--	--

**Change Management Improvements
4th Quarter 2006**

			<p>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> <p>10.) SCR073003-01 IMA Add New IMA Reject Reason "Requested Product Not Available" Milestone Missed: CR Posted to Web was</p>
--	--	--	---

**Change Management Improvements
4th Quarter 2006**

			<p>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 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>	
--	--	--	---	--

**Change Management Improvements
4th 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 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 61 months.</p> <p>Between November 1, 2001 and December 31, 2006, Qwest processed 251 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 2498 milestones that have occurred so far. This equates to an average compliance rate of 99.68%</p> <p>Following is a description of the missed milestones: PC110201-2 Milestone Missed: Customer Contacted Explanation: Employee</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 2006**

			<p>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 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</p>	
--	--	--	---	--

**Change Management Improvements
4th Quarter 2006**

	<p>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</p>		
	<p>Milestone Missed: Clarification Meeting Held Explanation: The clarification meeting was held 3 days late. PC062603-1</p>		
	<p>Milestone Missed: Send Acknowledgement Explanation: Acknowledgement was missed by 2 days.</p>		

**Change Management Improvements
4th Quarter 2006**

Process	Date Process was Baseline 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)</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 53 months and the revised process for over 54 months.</p> <p>Between April 1, 2002 and December 31 2006, Qwest submitted 2024 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 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;</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
4th Quarter 2006**

		<p>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 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</p>

**Change Management Improvements
4th Quarter 2006**

	<p>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 1154 Level 1 changes, 453 Level 2 changes, 308 Level 3 changes, and 109 Level 4 changes via the notification process.</p>		
	<p>Qwest initiated 135 Level 4 Product/Process CRs during this time period and is responsible for missing 2 Level 4-CR milestones out of a possible 1037 milestones that have occurred so far. This equates to an average compliance rate of 99.80%</p>		
	<p>Qwest is responsible for missing only 25 Level 1-4 CMP Notification Requirements out of a possible 14357 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: 1.) PC100202-1 Milestone Missed: Initial Response posted to the web Meeting Held Explanation: Date</p>		

**Change Management Improvements
4th Quarter 2006**

			<p>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: PROS.04.04.02.F/00418.Service_Managers. No level 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.</p>	
--	--	--	---	--

**Change Management Improvements
4th Quarter 2006**

		<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_Gener al_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.ResaleGenera IV35. Notifications not sent prior to actual effective date.</p> <p>12.) Notification number: PROD.11.17.03.F.1071.GrandparentM S_NE_IA. Notifications not sent prior to actual effective date.</p> <p>13.) Notification number: PROD.01.06.04.F.01223.PCAT_Updat es. Notification not sent prior to actual effective date.</p> <p>14.) Notification number: PROS.12.05.03.F.01131.ProvisioningV 29. Notifications not sent prior to actual effective date. NOTE: This accounts for two misses – <u>Initial and Final.</u></p> <p>15.) Notification number: PROS.03.31.04.F.01528.PCAT_Update s. Notification not sent prior to actual effective date.</p> <p>16.) Notification number: PROS.07.28.04.F.01932.InterceptCLE C_CustCall. Notification not sent prior to actual effective date.</p> <p>17.) Notification number: NETW.03.09.06.F.03763.Tech_Pub_77</p>		
--	--	---	--	--

**Change Management Improvements
4th Quarter 2006**

		<p>368 Issue Notification not sent prior to actual effective date.</p> <p>18.) Notification number: NETW.04.04.06.F.03829.RG47-0005 TechPub_77350 Notification not sent prior to actual effective date.</p> <p>19.) Notification number: TRNG.04.07.06.F.03830.LocalQ101W BT Notification not sent to all customers prior to actual effective date.</p> <p>20.) Notification numbers: PROD.06.23.06.F.04031.Qsearch_SVC_V9 and PROD.07.12.06.F.04064.FNL_Qsearch_SVC_V9. Notifications not sent prior to actual effective date. NOTE: <u>This accounts for two misses – Initial and Final.</u></p> <p>21.) Notification numbers: PROD.09.19.06.F.04193.Line_Info_Database_V5 and PROD.10.16.06.F.04247.FNL_Line_Info_Database_V5. Notifications not sent prior to actual effective date. NOTE: <u>This accounts for two misses – Initial and Final.</u></p> <p>22.) Notification number: PROD.10.02.06.F.04166.Collocation_Gen_Info_V64. 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,</p>	
--	--	---	--

**Change Management Improvements
4th Quarter 2006**

			<p>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-Process Interactive Report.</p>	
--	--	--	---	--

**Change Management Improvements
4th Quarter 2006**

Process	Date Process was Baseline 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 Re-Design Meeting Minutes for June 5-6)</p>	<p>June 19, 2002</p>	<p>This process has been in place for over 58 months. During this time, the Postponement Process has not been invoked.</p>	

**Change Management Improvements
4th Quarter 2006**

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 61 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, July 2006 & October 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>

**Change Management Improvements
4th 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 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> <p>Qwest introduced a new OSS Interface (XML Interface for IMA EDI) on October 16, 2006. 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
4th Quarter 2006**

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 7.2 Introduction of a New GUI</p> <p>Qwest implemented Section 7 as agreed to by the Redesign Team.</p>	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 11.)</p>	<p>November, 2001</p>	<p>Qwest introduced a new GUI (FORCAST) on March 8, 2002. There are 6 CMP milestones for the introduction of a new GUI: 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 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.) Interface Overview; 4.) CLEC Comments and Qwest Response; 5.) Final Notification; and 6.) Deployment. Qwest demonstrated 100% compliance with these milestones.</p> <p>Qwest is in compliance with the milestones.</p>	<p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/cnla/bysubcat/1_1834_38_00.html</p>

**Change Management Improvements
4th Quarter 2006**

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 8.0 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 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</p>	

**Change Management Improvements
4th Quarter 2006**

	<p>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. IMA Release 13.0 was implemented August 4, 2003.</p> <p>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 for over 2 years. (See release dates above.) In the instance, with IMA 13.0 QWEST issued CR# SCRO10203-01EX 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</p>	
--	---	--

**Change Management Improvements
4th Quarter 2006**

**Change Management Improvements
4th 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 8.1 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, IMA 20.0 on October 16, 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, IMA 19.0 & IMA 20.0</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>

**Change Management Improvements
4th Quarter 2006**

Process	Date Process was Baseline 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, IMA GUI 19.0 on April 10, 2006 and IMA GUI 20.0 on October 16, 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 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>

**Change Management Improvements
4th Quarter 2006**

Process	Date Process was Baseline 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>Qwest implemented the Retirement of the Resale Product Database (RPD) on April 29, 2006.</p> <p>Qwest implemented the Retirement of the IMA GUI Dialup Option on December 31, 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. 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
4th Quarter 2006**

Process	Date Process was Baseline 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 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>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
4th Quarter 2006**

			<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 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 are 0 Regulatory CRs, 20 CLEC originated CRs, and 1 Qwest originated CR on the candidate list for the IMA 20.0 Release.</p> <p>There are 0 Regulatory CRs, 18 CLEC originated CRs, 1 Qwest originated CR on the candidate list for the IMA 21.0 Release.</p>	
--	--	--	--	--

**Change Management Improvements
4th Quarter 2006**

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/cm/p/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
4th 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 49 months.</p> <p>Between February 2, 2002 and December 31, 2006, there were 270 planned outages. Qwest missed the notification interval 1 time on March 31, 2003. (SYST.03.31.03.F.04282.SchdDwnTmIMA EDIGUI)</p> <p>Qwest has demonstrated 99.62% 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, 2006 Qwest processed 49 Severity 1s, 2754 Severity 2s, 11646 Severity 3s, and 98 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 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</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>

**Change Management Improvements
4th Quarter 2006**

			<p>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 will be no confusion.</p>	
--	--	--	--	--

**Change Management Improvements
4th Quarter 2006**

Process	Date Process was Baseline 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/cim/p/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
4th Quarter 2006**

Process	Date Process was Baseline 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 52 months</p> <p>Between November 16, 2001 and December 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
4th 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</p> <p>Qwest implemented Section 15 as agreed to by the Redesign Team.</p>	<p>September 20, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://QWEst.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting Sept. 18 & 20 Final Minutes - 10-10-01, Page 5.)</p>	<p>November 16, 2001</p>	<p>This process has been in place for 59 months. 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</p> <p>1) Acknowledge receipt of the complete Dispute Resolution e-mail within one (1) business day.</p> <p>Qwest demonstrated 100% compliance with this milestone.</p>	<p>Supporting data can be found at: http://qwest.com/wholesale/cmp/escdisp.html</p> <p>See Escalations and Disputes</p> <ul style="list-style-type: none"> - Initiation - Ongoing - Archive

**Change Management Improvements
4th Quarter 2006**

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/cm/p/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 51 months. During this time, Qwest has received 27 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 162 milestones. This equates to an average compliance rate of 98.76%.</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>Note: Through the Redesign Process on September 12, 2002, the milestones were amended to require a pre-meeting for all Exception Requests.</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
4th Quarter 2006**

Process	Date Process was Baseline 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/cm/p/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 52 months. During this time, Qwest has conducted 46 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 136 milestones. Qwest has demonstrated 98.52 % 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/cm/teammeetings.html and http://www.qwest.com/wholesale/notices/cnla/</p>

**Change Management Improvements
4th Quarter 2006**

Process	Date Process was Baseline by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 18 Oversight Review Process</p> <p>Qwest implemented Section 18 as agreed to by the Redesign Team.</p>	<p>September 13, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting Minutes for September 12-13)</p>	<p>September 18, 2002</p>	<p>This process has been in place for over 51 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>