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6 **BEFORE THE ARIZONA CORPORATION COMMISSION**

7 **WILLIAM A. MUNDELL**  
8 **Chairman**

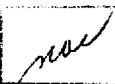
Arizona Corporation Commission

**DOCKETED**

9 **JAMES M. IRVIN**  
10 **Commissioner**

FEB 19 2002

11 **MARC SPITZER**  
12 **Commissioner**

DOCKETED BY 

13 )  
14 **IN THE MATTER OF U S WEST** )  
15 **COMMUNICATIONS, INC.'S** )  
16 **COMPLIANCE WITH § 271 OF THE** )  
17 **TELECOMMUNICATIONS ACT OF** )  
18 **1996** )

**Docket No. T-00000A-97-0238**

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19 **WORLDCOM, INC.'S RESPONSE TO QWEST'S**  
20 **BRIEF ON CHANGE MANAGEMENT AND QWEST'S**  
21 **STATUS REPORT ON THE STATUS OF CHANGE MANAGEMENT**  
22 **PROCESS DESIGN**

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23 WorldCom, Inc., on behalf of its regulated subsidiaries, ("WorldCom") submits this  
24 brief addressing Qwest Corporation's Brief concerning the Change Management filed  
25 February 8, 2002, and its Report on the Status of Change Management Process Redesign  
26

1 (“Status Report”) filed February 15, 2002.<sup>1</sup> WorldCom also concurs in the comments filed  
2 by AT&T Communications of the Mountain States, Inc. and AT&T Local Services on  
3 behalf of TCG Phoenix, (collectively, “AT&T”) in response to Qwest’s brief as well as  
4 concerns that have been discussed by AT&T and Covad Communications in previously  
5 filed testimony and comments.<sup>2</sup>

7 **GENERAL COMMENTS**

8 Change management includes the procedures and methods that Qwest uses to  
9 communicate with competitive local exchange carriers (“CLECs”) about changes in  
10 Qwest’s operational support systems (“OSS”) or the performance of those systems. (See,  
11 PA Order, APP. C. at paragraph 41). Effective change management is an important factor  
12 in proving that Qwest is offering competitors support for OSS and thus, a meaningful  
13 opportunity to compete. (TX Order at paragraph 106, BA-NY Order at paragraph 102,  
14 KS-OK Order at paragraph 166; and PA Order, App. C, at paragraph 40). Therefore,  
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21 <sup>1</sup> In this docket, Qwest has filed three “monthly” status reports, on October 10, 2001, November 30, 2001  
22 and February 15, 2002. Those status reports include various attachments including but not limited to the  
23 minutes from various redesign meetings, generally included as Exhibit B to the three status reports.  
24 WorldCom filed responsive comments to the October and November status reports on October 23, 2001,  
25 and on December 7, 2001, respectively, that are incorporated here as if fully stated. In its first status  
26 report, Qwest committed to filing monthly status reports until the redesign process was completed and also  
proposed that parties be given a reasonable amount of time to comment upon its status report, such as two  
weeks.

<sup>2</sup> See for example, Exhibit 6 AT&T 3 (Direct Testimony of John F. Finnegan), 6 Covad 1 and 6 Covad 2  
(Direct and Supplemental Testimony of Michael Zulevic) as well as AT&T responses to Qwest’s status  
reports on CMP.

1 Qwest has been on notice that change management is a critical part for approval of its 271  
2 application since 1999.

3  
4 **1. FCC Requirements:**

5 For an effective change management process ("CMP"), the Federal  
6 Communications Commission ("FCC") requires that:<sup>3</sup>

- 7 1. Information be clearly organized and readily accessible.  
8 2. Competing carriers had substantial input in design and continued operation.  
9 3. There exist a procedure for the timely resolution of disputes.  
10 4. There exist a stable testing environment that mirrors production.  
11 5. There be adequate and continuing documentation available to CLECs for  
12 building an electronic gateway.  
13

14  
15 The FCC has also examined whether a Bell operating company ("BOC") has  
16 demonstrated a "pattern of compliance" with its own CMP and whether it has provided  
17 adequate technical assistance to CLECs in using the BOC's OSS.<sup>4</sup>  
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22 <sup>3</sup> *Arkansas/Missouri 271 Order*, Appendix D, at ¶ 42, citing *Bell Atlantic New York Order*, 15 FCC Red at 4002-004 (footnotes omitted).

23 <sup>4</sup> *Arkansas/Missouri 271 Order*, Appendix D, at 40; see also *Application of Verizon New England Inc.,*  
24 *Bell Atlantic Communications, Inc. (d/b/a Verizon Long Distance), NYNEX Long Distance Company (d/b/a*  
25 *Verizon Enterprise Solutions) And Verizon Global Networks Inc., for Authorization to Provide In-Region,*  
26 *InterLATA Services in Massachusetts*, CC Docket No. 01-9, Memorandum and Opinion Order, FCC 01-130 (rel. Apr. 16, 2001) ("*Massachusetts 271 Order*"), ¶ 103, citing *Application by SBC Communications Inc., Southwestern Bell Telephone Company, and Southwestern Bell Communications Services, Inc. d/b/a Southwestern Bell Long Distance Pursuant to Section 271 of the Telecommunications Act of 1996 To*

1           2.     **Qwest's Early Change Management Plan**

2           Prior to Qwest establishing the CMP "redesign" sessions to address CLECs'  
3 concerns, Qwest dictated the changes implemented which impacted CLECs' abilities to  
4 process orders and support their end users. Qwest-initiated system change requests  
5 ("CRs") were automatically implemented without CLEC input for a total of 9 major IMA  
6 releases (1997/version 1.0 – 2002/version 9.0). In addition, Qwest product and process  
7 ("P&P") changes were automatically implemented without CLEC input. CLEC input was  
8 not permitted under Qwest's CMP until fourth quarter 2001, when CLECs participated in  
9 the prioritization of Qwest and CLECs initiated CRs. Thus, Qwest's CMP lacked  
10 collaboration and the necessary input from CLECs to determine whether changes imposed  
11 by Qwest affected CLECs and their end users. This lack of collaboration placed CLECs at  
12 a distinct competitive disadvantage, denying them nondiscriminatory access to Qwest's  
13 OSS and a meaningful opportunity to compete.  
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17           3.     **The Evolution of the CMP Redesign Process**

18           The Change Management Process ("CMP") Redesign forum evolved from the 271  
19 workshops. CMP was an issue that was to have been addressed in the general terms and  
20 conditions ("GT&C") workshops. Qwest had consistently argued that the general terms  
21 and conditions contained in its Statement of Generally Available Terms and Conditions  
22 ("SGAT") had no relevance as to whether it had met the 271 checklist requirements.  
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*Provide In-Region, InterLATA Services In Texas*, CC Docket No. 00-65, Memorandum and Opinion Order, FCC 00-238 (rel. June 30, 2000) ("*SWBT Texas Order*"), 15 FCC Rcd at 18404, ¶ 108.

1 WorldCom and other intervenors disagreed and filed comments and testimony<sup>5</sup> describing  
2 their concerns about the status of Qwest's then-current Co-provider Industry Change  
3 Management Process ("CICMP").  
4

5 Specifically, in its testimony and exhibits, WorldCom stressed the inadequacies of  
6 Qwest's CICMP as it was described in the Direct Testimony of James Allen filed in the  
7 GT&C workshop. Qwest's CIMCP was described in Section 12.2.6 and Exhibit G to its  
8 SGAT. In addition, Exhibit H to the SGAT described Qwest's proposed escalation  
9 process. Various versions of Qwest's Arizona SGAT incorporated by reference technical  
10 publications, methods and procedures, and other Qwest documentation over which Qwest  
11 had the unilateral ability to modify those materials.  
12

13 CLECs protested Qwest's efforts to include documents into the SGAT by reference,  
14 particularly documents that Qwest could unilaterally change. In response to CLEC  
15 concerns that Qwest was reserving the ability to unilaterally modify its SGAT by  
16 incorporating documents it controlled by reference, Qwest entered into a stipulation in the  
17 271 workshops wherein it agreed to submit such documentation through CMP. Qwest  
18 further agreed in Section 2.3 that such documentation could not modify the SGAT, and  
19 that in the event of any conflict, the SGAT would control.  
20  
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22 In addition, WorldCom and other CLECs expressed concern over the fact that  
23 changes in Qwest's OSS, products and processes that affected CLECs were implemented  
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26 <sup>5</sup> See for example, Exhibit 6 WorldCom 3 (Direct Testimony of Elizabeth Balvin) and CICMP Comments  
of Elizabeth Balvin as well as pleadings described in footnote 2 above.

1 by Qwest with no input from CLECs. Many of these changes had a dramatic impact on  
2 CLECs' business plans and operations. As a result of CLEC concerns, Qwest proposed  
3 that CMP not be addressed in the 271 workshops any further and that the CLEC  
4 community participate in the redesign of the CMP to address key concerns regarding the  
5 process raised in the section 271 workshops regarding Qwest's change management  
6 process.  
7

8  
9 **4. Qwest Only Began to Seriously Address CMP in July 2001 and Much**  
10 **Work Remains to be Done**

11 Although Qwest was well aware that an adequate CMP was required by the FCC  
12 since 1999, it only began to redesign its CICMP beginning on July 11, 2001, as is reflected  
13 in the minutes it has filed in this docket. While Qwest asserts that much has been done in  
14 the collaborative redesign process, there are critical issues that have been raised by CLECs  
15 since the outset that are still being addressed. Many of these critical issues impact the  
16 redesign team's ability to fully define other processes. Many CLEC proposals and issues  
17 are awaiting Qwest responses that could still result in other impasse issues. Moreover,  
18 redesign sessions are scheduled through April 2002, which logically indicates that the  
19 redesign process is not complete.<sup>6</sup>  
20  
21

22 The best evidence of the work remaining to be done is the various versions of the  
23 issue and action item log for the redesign process that tracks issues which are raised to  
24

25 \_\_\_\_\_  
26 <sup>6</sup> The current schedule of upcoming meetings, including proposed subjects, is attached as Exhibit C to the  
Qwest Status Report filed in this docket on or about February 15, 2002.

1 ensure that they are resolved. These logs have been attached to Qwest's status reports  
2 filed in this docket. Moreover, copies of the available redesign meeting minutes have been  
3 attached to Qwest's three monthly status reports generally as Exhibit B<sup>7</sup> and provide  
4 further evidenced of the issues raised by CLECs that are not completed. Finally, as  
5 reflected in the minutes of the redesign meetings, all participants were requested to prepare  
6 a "gap" analysis describing what each party felt were gaps in the master redlined  
7 document. Qwest filed in this docket a combined matrix listing all issues raised in the gap  
8 analyses. A review of the matrix as well as the underlying gap analyses field by several of  
9 the participants and the facilitator demonstrate that much work needs to be done to  
10 complete the redesign of Qwest's CMP.  
11  
12

13 **5. The Agreements Reached in the Redesign Meetings are not Final**  
14

15 The agreements reached thus far remain in draft form because they have been  
16 reached on a piecemeal basis and are subject to change throughout the redesign process. It  
17 is for this very reason that the master redlined document is described as a "draft and  
18 interim" document in its title. The parties agreed to review the master redlined document  
19 as a whole and make necessary changes to ensure that the agreements reached regarding  
20 different issues fit together into a cohesive and integrated whole at the end of the redesign  
21 process. This final review will include a comparison of the language contained in Qwest's  
22 original CICMP, the underlying CMP documentation as it has evolved, the Ordering and  
23 Billing Forum's ("OBF") guidelines found in Issue 2233 version 1, the Issues Lists  
24  
25

26 <sup>7</sup> See, Qwest Status Report filed in this docket on or about February 15, 2002, at page 8.

1 developed in Arizona, Colorado and Washington, and the redesign team's issue and action  
2 item log. That final review has obviously not yet been completed.

3  
4 Moreover, in the last ROC, TAG meeting held February 14, 2002, Qwest  
5 acknowledged there are 11 observations and exceptions ("O&Es") regarding Qwest's  
6 CMP that remain open. AT&T has attached those O&Es to its response to Qwest's brief  
7 and has addressed several of those O&Es in its response. While ROC activity is not  
8 binding on this Commission, the ROC independent testers are addressing the same CMP  
9 and have found issues. Even Cap Gemini Ernst & Young ("CGE&Y") issued IWOs  
10 addressing Qwest's CMP that were closed because Qwest had agreed to redesign its CMP.  
11 CGE&Y only recently was directed to evaluate the status of the redesign process, and has  
12 not issued its report regarding the redesign process as of this date.  
13  
14

15 **6. Product and Process Changes**

16 Qwest's CMP umbrella incorporates changes to systems, products and processes.  
17 The "Master Red-Lined CLEC-Qwest CMP Re-design Framework Interim Draft"  
18 Introduction and Scope states: "This document defines the processes for change  
19 management of OSS interfaces, products and processes (including manual) as described  
20 below. CMP provides a means to address changes that support or affect pre-ordering,  
21 ordering/provisioning, maintenance/repair and billing capabilities and associated  
22 documentation and production support issues for local services provided by CLECs to  
23 their end users."  
24  
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1 The above language was approved by CLECs during the redesign sessions because  
2 when Qwest employs changes to its OSS interfaces, products or processes, the end result  
3 likely has an impact on CLECs' abilities to support their end users. In addition, many  
4 times there is a correlation between product and process changes and required system  
5 enhancements. In other words, changes in products and processes may involve a change  
6 in Qwest's OSS or vice versa. The Redesign Team has opened an action item to address  
7 how CRs are dealt with when such a correlation exists. Given the agreed upon scope of  
8 CMP and the correlation between P&P and OSS changes, it is critical when addressing  
9 Qwest CMP that consideration is made for not only OSS interface changes but changes  
10 associated with products and processes. Moreover, it is because of Qwest's efforts to  
11 include its documentation in the SGAT by reference that changes to products and  
12 processes and its stipulation to submit such documentation to CMP that the product and  
13 process changes are included in CMP and the redesign effort.

17 **7. The CMP Resign is not Intended to be an Indefinite On-Going Process**

18 The CMP redesign is not intended to be an ongoing process. It was established to  
19 rewrite Qwest's CMP. Once that task is completed, the redesign process should be  
20 terminated and CMP should take place in the monthly P&P and OSS interface meetings.  
21 While such meetings suggest the CMP may always be changing and will not remain static,  
22 the basic framework of CMP, which is being developed in the redesign process, will be  
23 less static. The intent of the Redesign Team is to create viable change management  
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1 processes so that ongoing issues have the ability to be resolved within CMP and without  
2 the need of the redesign forum.

### 3 SPECIFIC CONCERNS

#### 4 **1. Information be Clearly Organized and Readily Accessible**

5 CLECs are dependent on the information provided by Qwest. As noted above,  
6 CLECs had originally no input to P&P changes Qwest implemented and Qwest only  
7 allowed meaningful input in the 4<sup>th</sup> quarter of 2001. It remains to be seen whether Qwest  
8 considers CLECs input prior to implementing changes that impact CLECs' ability to  
9 support our end users.  
10

#### 11 **2. Competing Carriers have had Substantial Input in Design and** 12 **Continued Operation, but much Remains to be Done**

13 Qwest asserts that CLECs currently have -- and have already had -- substantial  
14 opportunities for meaningful input into Qwest's change management process. Qwest and  
15 the CLECs jointly participate in Qwest's CMP for managing changes related to Qwest's  
16 products, processes, and systems that support the five categories of OSS functions (pre-  
17 ordering, ordering, provisioning, maintenance and repair, and billing). Since September  
18 1999, CMP meetings have taken place at least once each month. Beginning in October  
19 2001, in response to the CLECs' request, Qwest expanded the monthly CMP meeting to  
20 devote a full day to OSS interface issues and a full day to product and process issues.  
21

22 As noted above, Qwest system CRs automatically were implemented without  
23 CLEC input for a total of 9 major IMA releases. It remains to be seen whether CLEC CRs  
24  
25  
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1 are provided equal (parity) treatment from Qwest given this history. It is the intent of the  
2 Redesign Team that when a viable CMP has been implemented, the processes will allow  
3 for substantial input and design and continued operation by the CLEC Community.  
4

5 When CLECs were permitted to prioritize both Qwest initiated and CLEC initiated  
6 CRs as part of the proposed IMA Release 10.0, Qwest identified 9 CRs which it  
7 unilaterally declared to be regulatory changes, and which CLECs were not permitted to  
8 vote upon and prioritize. At that time, Qwest did not permit CLECs to prioritize either  
9 regulatory or industry guideline CRs. Qwest asserted that six of these alleged regulatory  
10 CR's were required by the Colorado performance assurance plan ("PAP"). CLEC's  
11 challenged Qwest's classification, and on October 29, 2001, AT&T requested that Qwest  
12 provide citations to the Colorado orders mandating the OSS interface changes that Qwest  
13 unilaterally declared to be regulatory changes. Colorado Staff member Becky Quintana  
14 also expressed concern over Qwest's classification of the six CRs as regulatory. Qwest  
15 did not provide a complete response to AT&T's request until a conference call was held in  
16 December 2001, nearly six weeks after AT&T made its request. In that conference call,  
17 Qwest appeared to withdraw its plan to treat all six Colorado PAP-related CRs as  
18 regulatory changes. Although it is still not clear at this time whether the six PAP-related  
19 CRs will be resurrected in IMA release 10.0 in view of the pending impasse issue related  
20 to prioritization CRs.  
21  
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25 The redesign team has agreed to a definition of a regulatory change in the Clean  
26 Draft CMP Document Regulatory Change is described as follows: "A Regulatory Change

1 is *mandated* by regulatory or legal entities, such as the Federal Communications  
2 Commission (FCC), a state commission/authority, or state and federal courts. Regulatory  
3 changes are *not voluntary* but are requisite to comply with newly passed legislation,  
4 regulatory requirements, or court rulings. Either the CLEC or Qwest may initiate the  
5 change request.”

7 Qwest’s arguments regarding PAP-related CRs should not be adopted. First, such a  
8 change does not fit within the “agreed upon” definition of a regulatory change. Second,  
9 Qwest itself has taken inconsistent positions on its PAP and the CMP process. It has  
10 contended that its PAP is a voluntary plan, but argues that changes in the PAP are  
11 mandatory. It is still challenging the Arizona Staff recommendation that the Arizona  
12 Corporation Commission (“ACC”) have the ability to unilaterally modify the PAP, and  
13 completely denies CLECs the ability to modify the PAP. How can a plan over which no  
14 changes can be made except with Qwest approval be considered mandatory changes?  
15 Third, no order of the Colorado Commission or any other commission has been cited by  
16 Qwest requiring Qwest to modify an OSS interface to meet a performance indicator  
17 definition (“PIDs”). Fourth, Qwest has improperly refused to allow changes to PIDs to be  
18 addressed in the CMP.

22 In its February status report, Qwest states that it allows CLECs to prioritize regulatory  
23 changes and industry guideline changes to the extent possible, so long as Qwest is permitted  
24 to meet mandated implementation dates for regulatory changes and recommended  
25 implementation dates for industry guideline changes. Although Qwest makes this assertion,  
26

1 the promise has not yet been implemented since CLECs were not permitted to prioritize  
2 regulatory or industry guideline changes for IMA release 10.0. Thus, Qwest's assertion that  
3 CLECs are authorized to prioritize regulatory changes and industry guideline changes to the  
4 extent possible, has not been implemented and certainly was not in effect when IMA release  
5 10.0 was prioritized. Therefore, Qwest has made a "qualified" promise, but the promise has  
6 not been tested. Rather, there is a pattern that Qwest has manipulated the prioritization  
7 process, particularly in IMA release 10.0.

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9  
10 The parties have reached an impasse regarding whether changes to meet  
11 performance measurements ("PM") should be treated as regulatory changes. WorldCom is  
12 suspicious of Qwest's efforts to include changes to meet performance measurements as  
13 regulatory CRs because of Qwest's efforts to unilaterally classify such PM changes as  
14 regulatory changes in the IMA release 10.0-prioritization process.

15  
16 The CLECs proposed that all CRs be prioritized and agreed that regulatory  
17 mandates and industry guideline changes would be prioritized to meet any mandated dates  
18 imposed by regulatory bodies, courts or legislatures or to meet recommended dates  
19 established by industry forums. However, a regulatory change is mandatory only if it  
20 directs Qwest to implement certain action, such as upgrading an OSS interface, by a date  
21 certain. As previously demonstrated with IMA release 10.0, without such specificity  
22 Qwest has demonstrated that it will unilaterally interpret what a regulated change is and  
23 unilaterally determine when it must implement the alleged mandatory change.  
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1 To support its interpretation, Qwest contends that it would be contradictory and  
2 unfair to deny Qwest the ability to treat performance measurement changes as Regulatory  
3 Changes on the one hand, yet require Qwest to pay penalties for failing to meet  
4 performance measurements on the other. Qwest also asserts that if CLECs do not  
5 prioritize such changes high enough to be implemented in a pending release, Qwest's  
6 efforts to meet the measurements would be thwarted.  
7

8 Qwest's proposed PAP has waiver provisions that allow Qwest to seek a waiver of  
9 the payment of penalties if a CLEC does not act in good faith or attempts to "game the  
10 system." If Qwest could demonstrate that it sought to improve its wholesale service  
11 provisioning by upgrading an interface, and CLECs refused to prioritize the upgrading of  
12 an interface high enough to allow Qwest to improve the interface to occur and prevent  
13 Qwest from paying unnecessary penalties, Qwest could invoke its waiver provisions in the  
14 proposed PAP.  
15  
16

17 In addition, Qwest could present evidence to the ACC that in order to meet certain  
18 standards for wholesale provisioning and avoid the payment of penalties, it would need to  
19 upgrade an OSS interface by a date certain. If Qwest presented such evidence that was  
20 accepted by the ACC, Qwest could specifically request that the ACC order Qwest to  
21 upgrade the relevant interface by the date certain, thereby clearly establishing a regulatory  
22 mandate. Such a mandated change would, under the CLECs' proposal, be prioritized so  
23 that the affected interface would be upgraded by the ordered date. Finally, Qwest  
24 overlooks the fact that the PMs were established with input from the CLECs. The PMs  
25  
26

1 included in the PAP were included in order to assure CLECs adequate wholesale  
2 provisioning. As it did in the PAP process, Qwest continues to assert that CLECs will  
3 prefer to receive penalties rather than execute their business plans to provide  
4 telecommunications services in general, and local exchange services, specifically. Such a  
5 proposition is not supported by any evidence presented in this docket except as blindly  
6 asserted by Qwest. Moreover, in the 9-state PAP proceeding, the facilitator noted that  
7 there was no evidence to support Qwest's assertion.  
8

9  
10 **3. There Exist a Procedure for the Timely Resolution of Disputes**

11 A dispute resolution process has been developed by the Redesign Team but, to date,  
12 that process has not been used to test its effectiveness.  
13

14 **4. There Exist a Stable Testing Environment that Mirrors Production**

15 While an evaluation of Qwest's Electronic Data Interchange ("EDI") Stand Alone  
16 Test Environment ("SATE") is not an issue for the Redesign Team, CMP is the means by  
17 which CLECs should have input to changes that Qwest implements. Issues surrounding  
18 SATE have yet to be discussed and defined by the Redesign Team. Moreover, CLECs  
19 have challenged Qwest's SATE in this docket in other workshops. The adequacy of  
20 Qwest's SATE is still being tested.  
21

22 **5. There be Adequate and Continuing Documentation Available to CLECs**  
23 **for Building an Electronic Gateway**  
24

25 The Redesign Team has addressed the issue of timing of documentation for  
26 building an electronic gateway but this process has yet to be validated. As for adequacy,

1 this is an even greater issue that has yet to be defined by the Redesign Team. CLECs rely  
2 on Qwest published documents to build their side of the interface and if there are constant  
3 revisions required, CLECs would be placed at a distinct disadvantage.  
4

5 **6. Appendix B to Qwest's Brief**

6 WorldCom is specifically concerned with Appendix B published by Qwest and  
7 attached to its brief. Not only are the "implementation date(s)" questionable because of  
8 the many issues that remain outstanding but a majority of the items were implemented  
9 piecemeal by Qwest and this report does not provide the details necessary to determine  
10 what truly was implemented and when. As an initial matter, this information is critical  
11 because it is not only a matter of defining and implementing the processes, but parties are  
12 particularly interested in knowing that the processes are working as intended.  
13

14 For example, Appendix B has been updated by WorldCom to identify issues that  
15 remain outstanding for the items Qwest claims have been fully implemented. To  
16 specifically highlight the need to validate processes are working as expected, please see  
17 "CLEC Initiated Product and Process CR Process Redesign Improvements" followed by  
18 WorldCom issue comments that state: "initial interim process implemented substantially  
19 deviated from CLEC proposal / New CLEC proposal being considered by Qwest."  
20

21 WorldCom summarizes the issues as follows:  
22

- 23 - The process was intended to allow CLEC input into P&P CRs that impacted  
24 CLECs business (ordering requirements/need to train, etc.).  
25  
26

- 1       – Qwest implemented the interim process prior to fully identifying what changes  
2       would impact CLECs business.  
3  
4       – The interim process resulted in minimal P&P changes that provided for CLEC input  
5       prior to implementation.

6       7.     Many Interim Agreements have not been Finalized

7       Currently, Qwest is considering a new proposal regarding product and processes.  
8  
9       In its February status report, Qwest stated that it has proposed a comprehensive process for  
10      product and process changes it initiates. The parties engaged in extensive discussions  
11      regarding the proposal and have not yet reached final agreements.

12       Qwest asserts that the proposal defines four categories of changes. The first  
13      category (Level 1) includes changes that have no impact on CLEC operating procedures or  
14      are needed to make corrections that are time-critical. For these changes, Qwest would  
15      provide a notification to CLECs and the changes are effective immediately. The second  
16      category (Level 2) includes changes that have minimal impact on CLEC operating  
17      procedures. The proposed process for these changes provides for a CLEC comment cycle  
18      and a minimum period of notice to CLECs. The third category (Level 3) includes changes  
19      that have a moderate effect on CLEC operating procedures. These changes would require  
20      a longer minimum notice period to CLECs and include a comment cycle. The fourth  
21      category (Level 4) includes changes that have a major impact on CLEC operating  
22      procedures. The proposed process would require Qwest to submit a CR for these changes  
23      and present it for discussion at the monthly CMP meeting. The CMP participants would  
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1 then jointly develop the process by which CLECs will provide input regarding the CR,  
2 which could be tailored to the issue at hand from a broad range of activities -- the CLEC  
3 input process could involve anything from a two hour conference call to multi-day  
4 conferences, and may include a written comment cycle. Qwest states that the parties are  
5 continuing to discuss the definition of the categories of changes. Thus the processes that  
6 Qwest unilaterally implemented were apparently not implemented as intended.  
7

8 To further emphasize WorldCom's point that many of these items have not fully  
9 been defined and, thus, it is premature to determine if implementation processes are  
10 complete, one must simply look at the materials provided for the next redesign session  
11 schedule meeting to be held February 19, 2002 (see attached, "CMP Redesign Meeting  
12 February 19 Notice and Agenda - 2/14/02"). This agenda demonstrates the magnitude of  
13 issues that remain outstanding:  
14  
15

- 16 1. Prioritization Process
- 17 2. OSS Interface CR Initiation Process
- 18 3. Changes to An Existing OSS Interface Elements
- 19 4. Product/Process Change Notice, language for "stay" and parameters for third party  
20 arbitrator.

21 In addition, a review of the redesign action log and the gap analyses also  
22 demonstrate the amount of work yet to be done. Thus, while Qwest asserts that it has fully  
23 implemented the redesigned process, to the extent it claims to have done so, it has done so  
24 on a unilateral basis, and prior to completion of the redesign process.  
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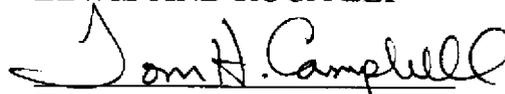
CONCLUSION

In conclusion, Qwest's change management process does not fully satisfy the requirements of Section 271 because it does not provide nondiscriminatory access to OSS and provide competitors with a meaningful opportunity to compete. WorldCom appreciates the time and effort that Qwest began devoting to the redesign effort in July 2001, but believes that because Qwest only became serious about modifying its CMP in July 2001, as demonstrated above, much remains to be done.

Given the items identified above, it is clear that Qwest is still not compliant with checklist item 2 because its CMP has not been fully defined and implemented. Given the history of Qwest CMP, one that was discriminatory and placed CLECs at a distinct disadvantage, until the Redesign Team has resolved the number of outstanding issues surrounding CMP, it is premature to conclude that Qwest has a viable change management process in place.

RESPECTFULLY submitted this 19<sup>th</sup> day of February, 2002.

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8 COPY of the foregoing hand-  
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