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BEFORE THE ARIZONA CORPORATION COMMISSION

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Arizona Corporation Commission
DOCKETED
FEB 15 2002
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IN THE MATTER OF U S WEST COMMUNICATIONS, INC.'S COMPLIANCE WITH § 271 OF THE TELECOMMUNICATIONS ACT OF 1996.

DOCKET NO. T-00000A-97-0238

QWEST CORPORATION'S REPORT ON THE STATUS OF CHANGE MANAGEMENT PROCESS REDESIGN

Qwest Corporation hereby provides its status report regarding the meetings it has held with CLEC representatives regarding the redesign of Qwest's Change Management Process ("CMP").[1] As in the past, Qwest proposes that CLECs and other parties to this proceeding be given a reasonable amount of time to file comments on this report, including comments regarding impasse issues identified in the report, if any.[2]

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[1] Qwest's CMP was formerly known as the "Co-Provider Industry Change Management Process" or "CICMP." The CLECs participating in that process chose to change the name to "Change Management Process."

[2] Qwest circulated a draft of this report to the CLECs that participate in the CMP redesign effort to allow them to comment on its content prior to filing. Several CLECs indicated that they could not respond with comments in less than 48 hours. In any event, Qwest received no comments regarding the draft prior to filing. Qwest expects that at least some CLECs will submit comments to the Commission after this report is filed.

I. INTRODUCTION AND BACKGROUND

Qwest applauds the CLECs' active participation in these working sessions. CLEC representatives and Qwest have held eight full days of meetings since the last status report was filed.[3] As a result, Qwest and the CLEC community have reached agreement on virtually all substantive aspects of Qwest's CMP that applies to Qwest's operations support systems ("OSS" or "systems").[4]

In prior status reports, Qwest reported that these issues included the following:

- scope of CMP;
- escalation and dispute resolution processes for the CMP;
- interim processes for systems change requests ("CRs") submitted by CLECs and Qwest;
- interim processes for product and process CRs submitted by CLECs;
- exception processing for OSS interfaces, product, and process changes;
- OSS interface change request initiation process;
- process for introduction of a new OSS interface;
- process for changes to existing OSS interfaces;
- process for retirement of an OSS interface;
- process for interface testing; and
- process for CMP meetings.

The parties have now also reached agreement on processes for resolving issues relating to IMA software releases after they are deployed in the production environment, which are collectively referred to as Production Support. In conjunction with the Production Support provisions, the parties agreed to a technical escalation process to resolve issues at a technical level. In addition, the parties have made substantial progress regarding the process for handling Qwest-initiated product/process changes, including Qwest's submission of a change request

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[3] *Qwest has established a web site where it has posted the redesign meeting minutes and other* materials. The web site address is www.qwest.com/wholesale/cmp/redesign.html.

[4] As reported previously, the parties agreed to address systems issues before addressing product/process issues.

("CR") for certain types of changes. The parties have declared impasse regarding one issue, which relates to prioritization of regulatory changes. The issue is whether changes that are required to meet performance measurements should be included in the Regulatory Change category. Qwest submitted its position on the impasse issue to the Arizona and Colorado Commissions in its Brief Regarding Change Management Issues filed on February 8, 2002.

II. AGREEMENTS REACHED ARE TRACKED IN THE INTERIM DRAFT MASTER REDLINED DOCUMENT

Qwest is tracking the parties' agreements in that document, which is entitled "Interim Draft Master Redlined CLEC-Qwest CMP Redesign Framework" and referred to as the "Master Redlined Document."[5] A copy of this document, reflecting agreements reached through the February 5 through 7, 2002 meeting, is attached hereto as Exhibit A.[6]

As noted previously, the agreements presented in the Master Redlined Document are interim agreements in that the parties agreed that Qwest can implement those agreements as soon as practicable. Qwest has implemented virtually all of the agreements reached to date. *See* Exhibit D, showing the improvements Qwest has implemented and the date on which each was implemented. The sole exception is the Technical Escalation Process, as to which, as mentioned above and described below, agreement was reached during the February 5 through 7, 2002

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[5] As previously reported, pursuant to the parties' agreement to use the OBF's Issue 2233 version 1 as a starting point for discussion and a working document, the Redesign Framework is based on OBF's Issue 2233 version 1. However, Issue 2233 version 1 does not contemplate that changes relating to products and processes would be subject to the change management process and, therefore, Issue 2233 version 1 relates to OSS changes only. Nonetheless, Qwest has agreed to develop change management processes for products and processes. Therefore, the CMP participants are creating language in the working document to address product and process changes.

[6] The parties have not agreed to all of the text in the Interim Draft Master Redlined CLEC-Qwest CMP Re-design Framework. For ease of reference, the portions of this document that represent the

session. Qwest will implement that process as soon as practicable after it is presented to the CLEC community at the February 21 monthly CMP meeting.

As previously noted, the agreements remain in draft form because they are subject to change throughout the redesign process. At the end of the redesign process, the parties will review the document as a whole and make necessary changes to ensure that the agreements reached regarding different issues fit together into a cohesive and integrated whole. This review will include a comparison of the agreed language to existing CMP documentation, OBF's Issue 2233 version 1, the Colorado Issues List, and the redesign team's issue and action item log. Several parties and the facilitator have conducted and submitted their analyses of these comparisons to ensure that all relevant issues have been addressed. A combined matrix listing all of the issues raised in the gap analyses submitted by the parties and the facilitator is attached as Exhibit E.

Production Support. The parties have now reached agreement on provisions relating to Production Support, which refers to procedures used to maintain software after OSS interface changes are released for use in the production environment. The parties have agreed to a process to identify, monitor, track, address and notify CLECs regarding such problems.

In order to facilitate the early identification of production support issues, Qwest has agreed to host a conference call with CLECs one week after an IMA release is deployed into the production environment. Regardless of when a problem is identified, the CLECs' first point of contact for reporting such troubles is the IT Wholesale Systems Help Desk ("IT Help Desk"). If the IT Help Desk cannot resolve the issue, the IT Help Desk representative will forward

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parties' agreements are formatted in regular typeface, while the portions of the document that have not

information to a subject matter expert. Either the IT Help Desk representative or the subject matter expert will contact the CLEC to provide information or confirm resolution of the trouble ticket.

Qwest will assign a severity level to the troubles reported to the IT Help Desk. Section 11.5 of the Master Redlined Document describes the severity levels as "a means of assessing and documenting the impact of the loss of functionality to CLEC(s) and impact to the CLEC's business. The severity level gives restoration or repair priority to problems causing the greatest impact to CLEC(s) or its business." Resolutions for trouble tickets assigned severity level of 1 or 2 will be implemented immediately by means of an emergency release of process, software, or documentation (known as a patch). Implementation of resolutions for trouble tickets assigned severity level of 3 or 4 will take into consideration any synergies that exist with work being done in upcoming patches, major releases, and point releases.

The process provides that the affected CLEC(s) and Qwest will attempt to reach consensus on resolution of the IT Trouble Ticket. If consensus cannot be reached, any party may use the Technical Escalation Process. The parties reached final agreement on the details of the Technical Escalation Process in the February 5 through 7, 2002 session. Qwest implemented all aspects of the Production Support process, other than the Technical Escalation Process, on February 1, 2002. Qwest will present the Technical Escalation Process to the CLEC community at the February 21 monthly CMP meeting and then implement it as soon as practicable thereafter.

Qwest-initiated Product/Process Changes. Qwest has proposed a comprehensive process for product and process changes it initiates. The parties engaged in extensive discussions

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yet been discussed appear in italic font.

regarding the proposal and have not yet reached final agreements. The proposed language is attached as Exhibit F.

The proposal defines four categories of changes. The first category (Level 1) includes changes that have no impact on CLEC operating procedures or are needed to make corrections that are time-critical. For these changes, Qwest would provide a notification to CLECs and the changes are effective immediately. The second category (Level 2) includes changes that have minimal impact on CLEC operating procedures. The proposed process for these changes provides for a CLEC comment cycle and a minimum period of notice to CLECs. The third category (Level 3) includes changes that have a moderate effect on CLEC operating procedures. These changes would require a longer minimum notice period to CLECs and include a comment cycle. The fourth category (Level 4) includes changes that have a major impact on CLEC operating procedures. The proposed process would require Qwest to submit a CR for these changes and present it for discussion at the monthly CMP meeting. The CMP participants would then jointly develop the process by which CLECs will provide input regarding the CR, which could be tailored to the issue at hand from a broad range of activities -- the CLEC input process could involve anything from a two hour conference call to multi-day conferences, and may include a written comment cycle. The parties are continuing to discuss the definition of the categories of changes.

In the January 22-24, 2002 redesign session, the parties extensively discussed whether and under what circumstances Qwest may be required to suspend or delay implementing a Qwest-initiated product/process change. At that time, the parties narrowed their differences to a single issue: Where a CLEC has initiated dispute resolution and requested a stay from the

regulatory or other authority, should the implementation of the CR be automatically stayed until the dispute or request for stay is resolved.

The parties agreed to continue working toward a mutually agreeable resolution regarding this issue and do not yet believe that the issue is at impasse.

Prioritization of Systems CRs. The parties have made substantial progress toward agreement regarding the process for prioritizing systems CRs. No other ILEC allows CLECs to prioritize any Regulatory or Industry Guideline Changes. Instead, those changes are accorded preferred status in a software release, and CLECs are only allowed to prioritize CLEC-initiated and ILEC-initiated changes for allocation into the part of the release that is available after Regulatory and Industry Guideline Changes are scheduled.

Qwest has exceeded this industry practice by agreeing to allow CLECs to prioritize all Regulatory, Industry Guideline, Qwest-initiated, and CLEC-initiated systems CRs, so long as the mandatory implementation dates for Regulatory Changes and recommended implementation dates for Industry Guideline Changes are met. The parties have reached agreement regarding prioritization of CLEC-initiated, Qwest-initiated, and Industry Guideline changes, but have not yet reached final agreement regarding prioritization of Regulatory changes. The current version of the working document relating to the parties' prioritization discussion is attached as Exhibit G.

The parties also agreed in principle to develop a special change request process that will provide a method by which a CLEC or Qwest can move a CR into a release even though it was not prioritized high enough to be included in the release. This process will allow a CLEC or Qwest to have changes made that are very important to the initiator, but not important enough to the community to be included in a release, by allowing the initiator to separately fund the development and implementation of the CR.

Impasse Issue: Changes Required to Meet Performance Measurements. The parties have narrowed their differences regarding prioritization of systems CRs to one issue on which they have reached impasse. Qwest believes that changes that are required in order to meet its performance measurements should be treated as Regulatory Changes for purposes of CMP. This is consistent with industry practice and with the current OBF proposed language, which provides that Regulatory Changes "may include new functionality, enhancements to existing interface functionality, *and/or enhancements required to meet performance measurements*." (Emphasis added.) CLECs object to treating enhancements required to meet performance measurements as Regulatory Changes. This issue was fully discussed in Qwest's Brief Regarding Change Management Issues, filed in Arizona and Colorado on February 8, 2002.

III. ISSUES DISCUSSED IN CMP REDESIGN MEETINGS

The parties' have discussed a wide range of issues. The redesign team maintains an issue and action item log that tracks issues that are raised to ensure that they are resolved. Copies of the meeting minutes from the July 11 through November 13, 2001 meetings were attached to prior status reports. Copies of the meeting minutes for the meetings held on December 10 and 11, 2001 and January 22 through 24, 2002 are attached here to as Exhibit B.[7]

The parties have specifically addressed the following issues on the Colorado Issue Log for Workshop No. 6 (1st Session), Section 12, General Terms and Conditions, CICMP, BFR, June 19-22, 2001.

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[7] The minutes for the January 22 through 24, 2002 session are in draft form. The minutes for the February 5 through 7, 2002 session are not yet available.

Clarity and accessibility of Qwest CICMP documents (Issue CM-1). Qwest has enhanced the design of the CMP web site to increase ease of navigation and locating specific documents.

Definition and adequacy of Qwest's escalation and dispute resolution process (Issue CM-2). The parties have discussed and agreed upon an escalation and dispute resolution process for the CMP. Those processes are set forth in Sections 13 and 14 of the Master Redlined Document.

Five categories of changes in SBC documents (Issue CM-3). As discussed above, Qwest's CMP includes all of the categories of system changes included in SBC's documents. However, SBC includes additional subsets of categories as separate change types. All of these subsets of categories are encompassed in Qwest's CLEC Originated and Qwest Originated change types. Qwest has already implemented these four categories of changes.

Performance measurements for change management (Issue CM-4). To date, the parties to the Arizona TAG have agreed upon one new performance measurement, PO-16, which measures timeliness of release notifications.

Repair process subject to change management (Issue CM-5). The CMP scope specifically includes repair processes. *See* Master Redlined Document, Section 1.

Frequency of scheduled CICMP meetings (Issue CM-6). The parties have agreed that CMP will be conducted on a regularly scheduled basis, at least on a monthly basis. At the CLECs' request based on the volume of issues to be addressed at these monthly forums, Qwest agreed to change the monthly forum format to include two separate full day meetings, with one full day dedicated to system CMP issues and one full day dedicated to product and process CMP issues, to allow for more substantive discussion.

Qwest-generated CRs (Issue CM-7). Qwest submits Qwest Originated CRs for changes to OSS interfaces.

Proprietary CR (Issue CM-8). This issue was raised because the prior process referred to proprietary CRs. While this really is no longer an issue because the redesigned CMP does not provide for proprietary CRs, the Issues/Action Items Log contains an open item for future discussion of this topic.

EDI draft worksheet availability (Issue CM-9). Qwest's CMP sets forth an implementation timeline for changes to an existing application-to-application OSS interface, which includes a requirement for Qwest to provide to CLECs draft technical specifications containing the information CLECs need to code the interface at least 73 calendar days prior to implementing a release, affords the CLECs an opportunity to provide written comments and/or questions relating to that documentation, and requires Qwest to provide final release requirements at least forty-five (45) calendar days prior to the implementation date. Qwest will also provide a thirty (30) day test window for any CLEC that desires to jointly test with Qwest prior to the implementation date.

Whether CLECs have had input into the development of the CMP (Issue CM-10). CLECs that are Core Team members are actively participating in the redesign meetings. Currently, the Core Team consists of Qwest and seven (7) CLEC entities that consistently and actively negotiate changes to the CMP. The CLEC entities are: Allegiance Telecom, AT&T, Covad Communications, Eschelon Telecom, Integra, SBC Telecom, and WorldCom. Other CLEC participants occasionally join and participate in these meetings.

WCom not allowed to vote on EDI CRs (Issue CM-12). CLECs are not limited to prioritizing only CRs for the interfaces they use. If it chooses to, WorldCom or any other CLEC can prioritize EDI CRs and GUI CRs.

Scope of CMP (Issue CM-13 and 16). The parties agreed to the CMP scope, which is set forth Section 1 of the Master Redlined Document.

Whether Contents of Exhibit G should be included in SGAT (Issue CM-14). Qwest has conceded this issue, and the governing document for CMP has been included as Exhibit G to the SGAT.

Whether Contents of Exhibit H should be included in SGAT (Issue CM-15). Qwest has conceded this issue, and the governing document for CMP has been included as Exhibit G to the SGAT. Section 12.2.6 of the SGAT refers only to Exhibit G, because Exhibit H (the escalation process) is now included within Exhibit G.

Processes for notification of CLECs and adequacy of process (Issue CM-17). This issue relates to product/process issues, rather than systems issues. The parties have reached preliminary agreement regarding various notification processes, but have not reached final agreement on all notification processes. The parties have also reached agreement on the basic categories of notifications and a naming convention for Qwest's CLEC notifications.

Documents described and as yet unidentified or unknown, which include the change request prioritization process and other links (Issue CM-18). The parties have reached agreement on the prioritization process, with the exception of one impasse issue, which is described above.

IV. SCHEDULE FOR REMAINING REDESIGN DISCUSSIONS

The schedule of upcoming meetings, including proposed subjects, is attached as Exhibit C and is subject to change based on the progress made by the parties.

V. CONCLUSION

Qwest appreciates the time and effort the CLECs have devoted to participating in the redesign of Qwest's CMP. Qwest is confident that the collaborative redesign process has produced an effective CMP for systems issues that meets CLEC needs and is consistent with industry practices.

Respectfully submitted this 15th day of February, 2002.

RESPECTFULLY SUBMITTED,

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CHANGE MANAGEMENT PROCESS (CMP) FOR LOCAL SERVICES ~~ORDERING AND PROVISIONING~~

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CHANGE MANAGEMENT PROCESS (CMP)

~~FOR LOCAL SERVICE ORDERING AND PROVISIONING~~

~~INTRODUCTION [Need to re-address at a later date]~~

~~Action Item #17~~

~~The Change Management Process (CMP) is the a formal method used by customersCompetitive Local Exchange Carriers (CLECs) and Qwest and a local service providers to initiate, communicate, prioritize, schedule, testcommunicate about and implement changes enhancements changes to Qwestprovider Operational Support Systems (OSS) interfaces which directly or indirectly impact a CLEC. used in connection with resold services and unbundled network elements. Changes include new functionality, enhancements to existing functionality, defect maintenance and introduction/retirement of interfaces, based on Local Service Ordering Guidelines (LSOG).~~

~~The change management process creates a framework for meetings in which changes to the provider's Qwest's OSSs and their business rules may be introduced or discussed. The CLECscustomer's Point Of Contact (POC) may request interface changes for future consideration by submitting a Change Request Form to the provider'sQwest's POC.~~

~~The FCC requires Incumbent Local Exchange Carriers to have processes for management of manual and electronic interfaces relative to order, pre-order, account maintenance, testing and billing. The scope of this document is to define only the processes for change management of manual and electronic interfaces relative to order and pre-order functions.~~

1.0 INTRODUCTION AND SCOPE

~~[need to readdress at a later date]~~

~~Action Item 17~~

This document defines the processes for change management of ~~oss~~OSS interfaces, products and processes (including manual) as described below. CMP~~mp~~ provides a means to address changes that support or affect pre-ordering, ordering/provisioning, maintenance/repair and billing capabilities and associated documentation and production support issues for local services provided by ~~clec~~CLECs to their end users.

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

Qwest will track changes to ~~oss~~OSS interfaces, products and processes. The ~~cmp~~CMP includes the identification of changes and encompasses, as applicable, [requirement definition, design, development, notification, testing, implementation and disposition of changes – revisit list].

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Qwest will process any such changes in accordance with the ~~emp~~CMP described in this document.

~~manual and electronic interfaces relative to pre-order,~~ and ~~pre-order, provisioning, maintenance/repair, and billing functions~~. ~~Interface impact is defined as changes to field content or format, or changes in the business rules used to govern field population. This includes national guideline changes, e.g., LSOG, as well as provider~~Qwest ~~specific interface process and system changes. Changes include new functionality, enhancements to existing functionality, introduction/retirement of interfaces~~~~processes and systems and maintenance activities affecting production defects. Desired changes should be submitted to the appropriate ATIS Forum.~~

~~The~~is ~~scope~~ ~~includes any pre-order, order business rules, interface system testing and maintenance that impact ongoing and future technical and operational processes, and changes that alter the relationship in the manner in which the provider~~ Qwest ~~and customer~~ ~~a CLEC do business.~~

~~The CMP provides a means for changes to the provider's OSSs and their business rules. The customer's Point Of Contact (POC) may request interface changes for future consideration by submitting a Change Request Form to the provider's POC. These requests may include new functionality or changes to existing functionality.~~
~~The types of changes that will be handled by this process are:~~

- ~~Software changes~~
- ~~System Environment Configuration changes~~
- ~~Changes resulting from new or changed Industry Guidelines / Standards~~
- ~~Product and Services (e.g., new services available via the in-scope interfaces)~~
- ~~Processes (e.g., electronic interfaces and manual processes relative to order and pre-order)~~
- ~~Regulatory~~
- ~~Documentation (e.g., business rules for electronic and manual processes relative to order and pre-order.~~
- ~~Defect resolution~~
- ~~Guidelines for provider-specific change management processes~~

~~The provider~~Qwest ~~will track changes to the OSS interfaces as change requests and assign a tracking number to each change request. The CMP begins with the identification of the change request and encompasses requirement definition, design, development, notification, testing, implementation and decommissioning of the change request.~~
~~The CMP is managed by customer~~CLEC ~~and provider representatives each having distinct roles and responsibilities. The customer~~CLEC ~~and the provider~~Qwest ~~will hold regular meetings to exchange information about the status of existing change requests, the need for new changes, what changes the provider~~Qwest ~~is proposing, how the process is working, etc. The process also allows for escalation to resolve disputes, if necessary.~~

The CMP is dynamic in nature and, as such, is managed through the regularly scheduled meetings ~~and is based on group consensus~~. The parties agree to act in Good Faith in

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exercising their rights and performing their obligations pursuant to this CMP. This document may be revised, through ~~the procedures set forth by~~ the procedures described in Ssection (X). ~~the OBF, as business and/or regulatory conditions dictate.~~

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~~Managed Changes~~
~~Changes to Existing Interfaces~~

2.0 TYPES OF CHANGE

A~~The~~ Cchange Rrequest should fall into one of the following classifications:

~~I.Type 1 (Production Support) Change~~

~~A Type 1 change corrects problems discovered in production versions of an OSSapplication interface. Either the providerQwest or the customerCLEC may initiate the change request. Typically, this type of change reflects instances where a technical implementation is faulty or inaccurate such as to cause correctly or properly formatted data to be rejected. Instances where providersQwest or customerCLECs misinterpret interface specifications and/or business rules must be addressed on a case-by-case basis. All parties will take all reasonable steps to ensure that any disagreements regarding the interpretation of a new or modified business process are identified and resolved during the change management review of the change request. Type 1 changes will be processed on an expedited basis by means of an emergency release of software/documentation.~~

~~Additionally, once a Type 1 change is identified, the change management team (see the Managing The Change Management Process section) must determine the nature and scope of the maintenance. Type 1 changes are categorized in the following manner:~~

~~Severity 1:~~ *~~Production Stopped: Interface Unusable – Interface discrepancy results in totally unusable interface requiring emergency action. CustomerCLEC Orders/Pre-Orders cannot be submitted or will not be accepted by the providerQwest and manual work arounds are not feasible. Correction is considered essential to continued operation. The providerQwest and customerCLECs should dedicate resources to expedite resolution.~~*

~~Acknowledgment Notification = 1 hour~~
~~Status Notification = bi-hourly~~

~~Severity 2:~~ *~~Production Degraded: Interface Affecting - An interface discrepancy that requires a work-around(s) on the part of the customerCLEC or the providerQwest. The change is considered critical to continued operation. It does not stop production, but affects key applications.~~*

~~Acknowledgment Notification = 4 hours~~
~~Status Notification = weekly~~

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~~*Implementation time = 14 - 30 calendar days*~~

~~***Severity 3:*** *Process Impacted: Pre-order / Order requests can be submitted and will be accepted through normal processes / interfaces. Clarification is considered necessary to ongoing operations.*~~

~~*Acknowledgment Notification = 7 calendar days*~~
~~*Implementation time = 30 - 60 calendar days*~~

~~**II.Type 2 (Regulatory) Change**~~

2.1 Regulatory Change

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

~~**III.**~~**2.2 ~~Type 3~~ (Industry Guideline) Change**

~~A Type 3 change implements telecommunications~~An -Industry Gguideline Change implements Industry Guidelines- using a national implementation timeline, if any. Either ~~the provider~~Qwest or the ~~customer~~CLEC may initiate the change request. These guidelines are industry defined by:

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

~~**IV.**~~**2.3 ~~Type 4 (Provider Originated) Change~~ Qwest Originated Change**

~~A Type 4~~ A Qwest Originated change is originated by ~~the provider~~Qwest does not fall within the changes listed above and is within the scope of CMP~~ and affects interfaces between customers and the provider. These changes may involve system enhancements, manual and/or business processes~~].

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V.2.4 ~~Type 5 (Customer~~CLEC ~~Originated) Change~~ CLEC Originated Change

~~A Type 5~~ A CLEC Originated change is originated by the ~~customer~~CLEC does not fall within the changes listed above and is within the scope of CMP.~~and affects interfaces between customers and the provider. These changes may reflect a business process improvement that the customer~~CLEC ~~is seeking to implement and implies a change in the way in which the customer~~CLEC ~~wishes to interact with the provider~~Qwest.~~

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~~***VI.Tracking Change Requests [move to CR initiation process]***~~

~~*The provider*~~*Qwest* ~~*will assign a tracking number to each change request and track changes to each change request. Tracking will be accomplished via a change request log.*~~

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3.0 CHANGE REQUEST INITIATION PROCESS

3.1 CLEC-Qwest OSS Interface Change Request Initiation Process – Revised 11-01-01

The change request initiator will complete a Change Request Form (see Appendix X) as defined *by the instructions on Qwest's CMP web site. The Change Request Form is also located on* Qwest's CMP web site.

(WCOM COMMENT: WCOM WOULD LIKE IT NOTED THAT THE CMP REDESIGN TEAM HAS PROPOSED CHANGES TO THE CHANGE REQUEST FORM THAT WOULD CLARIFY THE CHANGE THAT IS BEING REQUESTED AND PROVIDE MORE GUIDANCE FOR QWEST TO ASSESS ABILITY TO SUPPORT AND LEVEL OF EFFORT. WCOM COMMENTS: WE NEED TO HAVE PARITY LANGUAGE FOR CHANGES MADE TO ALL INTERFACES AT THE SAME TIME INSERTED THROUGH OUT THIS DOCUMENT.)

A CLEC or Qwest ~~may requesting~~**(AT&T Comment) seeking to** ~~a~~ change ~~to~~ an existing OSS interface~~.~~, **(AT&T Comment) to establish** a new OSS interface, or **(AT&T Comment) to**~~the~~ retire~~ment of~~ an existing OSS interface must submit a change request (CR). **(WCOM COMMENT: WCOM BELIEVES THE TYPES OF CHANGES THAT CAN BE REQUESTED BY EITHER PARTY NEED TO BE SPECIFIED HERE. THE CMP REDESIGN TEAM AGREED THAT THE FOLLOWING CHANGE REQUEST TYPES CAN BE REQUESTED BY EITHER PARTY:**
TYPE 2 (REGULATORY), TYPE 3 (INDUSTRY GUIDELINE), AND DEPENDING ON THE PARTY EITHER TYPE 4 (QWEST INITIATED) OR TYPE 5 (CLEC INITIATED))

Regulatory or Industry Guideline Change Request *[from 02-07-02 Redesign]*
The party submitting a Regulatory or Industry Guideline CR must also include sufficient information to justify the CR being treated as a Regulatory or Industry Guideline CR in the CR description section of the CR form. Such information must include specific references to regulatory or court orders, legislation, or industry guidelines as well as dates, docket or case number, page numbers and the mandatory or recommended implementation date, if any.

Qwest or any CLEC may submit Regulatory and Industry Guideline CRs.
Not later than 8 business days prior to the Systems CMP Monthly meeting, any party objecting to the classification of such CR as Regulatory or Industry Guideline must submit a statement documenting reasons why the objecting party does not agree that the CR should be classified as Regulatory or Industry Guideline change.(Regulatory and Industry Guideline CR may not be Walk ons.)

If any party has objected to the classification of a CR as Regulatory or Industry Guideline, that CR will be discussed at the first monthly Change Management Meeting. At that meeting, the parties will attempt to reach agreement regarding the classification of the CR. If the parties at that meeting are unable to agree regarding the classification of the CR, the CR will be treated as a non-Regulatory, non-Industry Guideline CR and prioritized with the CLEC-initiated and Qwest-

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initiated CRs, unless and until the CR is declared to be Regulatory or Industry Guideline through dispute resolution.

The burden to initiate the escalation or dispute resolution processes lies with the party that believes the CR should be treated as a Regulatory or Industry Guideline CR. Qwest or any CLEC that believes its CR should be treated as a Regulatory or Industry Guideline CR despite objection to such categorization may invoke the escalation or dispute resolution process.

A CR originator~~ clec~~ e-mails a completed ~~change request (~~CR~~)~~ form to the Qwest ~~s~~Systems CMP Manager~~.~~ within two (2) business days after Qwest receives a complete CR: **(WCOM COMMENT: THE WAY THIS READS, QWEST INITIATED CRS FOLLOW THIS SAME PROCESS, IS THAT THE INTENT? WCOM BELIEVES IT SHOULD BE.)**

- Qwest's CMP Manager assigns a CR number and logs the CR into the CMP database.
- The Qwest CMP Manager- forwards the CR to the CMP Group Manager.
- The Qwest CMP Manager- sends acknowledgement of receipt to the ~~submitter~~originator and updates the CR database~~-~~.

Within two (2) business days after acknowledgement:

- The Qwest CMP Manager posts the complete CR to the CMP web site.
- The CMP Group Manager assigns a Change Request Project Manager (CRPM) and identifies the appropreiate director responsible for the CR.
- T~~t~~he CRPM obtains f~~or~~rom the director the names of the assigned subject matter expert(s) (SME).
- T~~t~~he CRPM will provide a copy of the detailed CR report to the CR originator which includes the following information:
- description of CR
- originator~~ing clec~~
- assigned CRPM
- assigned CR number
- designated Qwest SMEs and associated director(s)

Within eight (8) business days of receipt of a complete CR, the CRPM will coordinates and holds a clarification meeting with the originator~~ting~~ ~~clec~~ and Qwest's SMEs. ~~I~~if the ~~originating clec~~originator is not available within the above specified time frame, then the clarification meeting will be held at a mutually agreed upon time. Qwest ~~will~~ may not provide a response to a CR until a clarification meeting has been held.

At the clarification meeting, Q~~Q~~west and the originat~~ing~~or ~~clec~~ will review the submitted CR, validate the intent of the originat~~ing~~or's ~~clec's~~ CR, clarify all aspects, identify all questions to be answered, and determine deliverables to be produced. After the clarification meeting has been

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held, the CRPM will document and issue -meeting minutes within five (5) business days. Qwest's SME will internally identify options and potential solutions to the CR.

CRs received three (3) weeks prior to the next scheduled CMP meeting will be presented at that CMP meeting. Aat least one (1) week prior to that scheduled CMP meeting, the CRPM will have the response posted to the web, added to CMP database, and will notify all CLECs via email. CRs that are not submitted by the above specified cut-off date may be presented at that CMP meeting as a walk-on item with current status. Qwest may not provide responses to these walk-on requests until the next months CMP meeting. Tthe originator~~ing clec~~ will present its CR and provide any business reasons for the CR. Items or issues identified during the previously held clarification meeting will be relayed.- P~~then,~~ participating ~~clecs~~CLECs will then be given the opportunity to comment on the CR and subsequent clarifications. Cclarifications and/or modifications related to the CR will be incorporated. Qwest's SME will present options and potential solutions to the CR if applicable. Cconsensus will be obtained from the participating ~~clecs~~CLECs as to the appropriate direction/solution for Qwest's SME to take in responding to the CR if applicable.

~~on a monthly basis, q~~Qwest -will reviews the ~~received cr~~CRs received prior to the cut off date and evaluates whether ~~qwest~~Qwest can implement them. ~~q~~Qwest's responses will be one of the following:

- "~~a~~Accepted" (~~q~~Qwest will -implement the ~~clec~~CLEC request) with position stated.~~, or~~ lif the ~~cr~~CR is accepted, ~~q~~Qwest will provide the following in its response:
  - D~~d~~etermination and presentation of options of how the ~~cr~~CR can be implemented
  - I~~i~~dentification of the preliminary level of effort (S~~s~~, M~~m~~, L~~l~~, XL~~xl~~) required to implement the ~~cr~~CR. **(WCOM COMMENT: WCOM WOULD LIKE IT NOTED THAT A REQUEST WAS MADE AS TO WHAT IS MEANT BY PRELIMINARY LEVEL OF EFFORT AND IS TO BE DEFINED BY QWEST.)**
    - S~~s~~mall – requires changes to only one subsystem of a single system
    - M~~m~~edium – requires changes to 2 or more subsystems of a single system
    - L~~l~~arge – requires changes to 2 or more systems or complex changes in multiple subsystems of a single system
    - E~~e~~xtra L~~l~~arge – requires extensive redesign of at least one system.

- "~~d~~Denied" (~~q~~Qwest will not implement the ~~clec~~CLEC request) with basis for the denial, including reference to substantiating material. **(WCOM COMMENT: AGAIN THE WAY THIS READS, QWEST INITIATED CRS MAY BE DENIED AS WELL. THIS IS APPROPRIATE GIVEN THAT THE CMP REDESIGN TEAM AGREED THAT QWEST AND CLEC ORIGINATED CRS GO THROUGH THE SAME PROCESSES.)**

~~if the cr can be implemented, qwest will evaluate the cr and provide the following:~~
~~determination and presentation of options of how the cr can be implemented~~
~~identification of the preliminary level of effort (s, m, l, xl) required to implement the cr~~

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~~i~~If ~~clecs~~CLECs do not accept ~~q~~Qwest's response, they may elect to escalate or dispute the ~~cr~~CR in accordance with the agreed upon ~~cmp~~CMP escalation or dispute resolution procedures. ~~I~~if the originating ~~clec~~CLEC does not agree with the determination to escalate or pursue the dispute resolution, it may withdraw its participation from the ~~cr~~CR and any other ~~clec~~CLEC may become responsible for pursuing the ~~cr~~CR upon providing written notice to the ~~q~~Qwest ~~cmp~~CMP ~~m~~Manager. ~~I~~if the ~~clecs~~CLECs do not accept ~~q~~Qwest's response and do not intend to escalate or dispute at the present time, they may request ~~q~~Qwest to status the ~~cr~~CR as deferred. T~~t~~he ~~cr~~CR will be statused deferred and ~~clecs~~CLECs may activate or close the ~~cr~~CR at a later date.

~~a~~At the monthly ~~cmp~~CMP meeting, the ~~cr~~CR originator will provide an overview of its~~their~~ respective ~~cr~~CR(s) and ~~q~~Qwest will present either a status or its response. ~~crs that qwest has denied can be escalated in accordance with the agreed escalation procedures under cmp.~~

~~q~~Qwest or ~~clec~~CLEC originated ~~cr~~CRs for changes to an existing ~~oss~~OSS interface will then be prioritized by the ~~clecs~~CLECs and ~~q~~Qwest resulting in the initial release candidate list. ~~clec~~CLEC or ~~q~~Qwest originated ~~cr~~CRs for introduction of a new interface or retirement of an existing interface are not subject to prioritization and will follow the introduction or retirement processes outlined in Ssections x and x, respectively.

Based on the initial release candidate list, Qwest will begin its development cycle which includes the following milestones:

- Business and systems requirements: -Qwest engineers define the business and functional specifications during this phase. The specifications are completed on a per candidate basis in priority order.
- **(AT&T Comment)** ***Packaging: Qwest and CLECs will discuss grouping candidates with affinities may be addressed more efficiently if taken together.[AT&T comment: this may not be exactly the right description. We just wanted to add this to this list of steps.]***
- Design: Qwest engineers define the architectural and code changes required to complete the work associated with each candidate. The design work is completed on a per candidate basis in priority order.
- Code & Test: Qwest engineers will perform the coding and testing required to complete the work associated with each candidate. The code and test work is completed on a per candidate basis in priority order.

U~~u~~sing the initial release candidate list, ~~q~~Qwest will begin business and system requirements. ~~d~~During the business and systems requirement efforts, CRs may be modified or new CRs may be generated (by ~~clecs~~CLECs or ~~q~~Qwest), with a request that the new or modified CRs be considered for addition to the release candidate list (late added CRs). ***(WCOM COMMENTS:CHANGE "INITIAL RELEASE CANDIDATE LIST TO "RELEASE CANDIDATE LIST.)*** *~~I~~if the ~~cmp~~CMP body grants the request to consider the late added ~~cr~~CRs for addition to the release candidate list, ~~q~~Qwest will size the ~~cr~~CR's requirements work effort. ~~I~~if the*

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requirements work effort, for the late added ~~cr~~CRs, can be completed by the end of system requirements, the initial release candidate list and the new ~~cr~~CRs will be prioritized by ~~clecs~~CLECs in accordance with the agreed upon ~~p~~Prioritization ~~p~~Process (see ~~s~~Section xx). ~~I~~if the requirements work effort, for the late added ~~cr~~CRs, cannot be completed by the end of system requirements, the ~~cr~~CR will not be eligible for the release and will be returned to the pool of ~~cr~~CRs that are available for prioritization in the next ~~oss~~OSS interface release.

~~using the initial release candidate list, qwest will begin business and system requirements. during the business and systems requirement efforts, new crs may be generated (by clecs or qwest), with a request that the new crs be considered for addition to the release candidate list. if the cmp body grants the request to consider the new crs for addition to the release candidate list, the initial release candidate list and the new crs will be prioritized by clecs in accordance with the agreed upon prioritization process (see section xx).~~

~~crs which are introduced during business and system requirements phase will be reviewed by qwest to size the requirements effort. if the requirements work effort cannot be completed by the end of system requirements, the cr will not be eligible for the release and will be returned to the pool of crs that are available for prioritization in the next oss interface release.~~

~~a~~At the monthly ~~cmp~~CMP meeting following the completion of the business and system requirements, ~~q~~Qwest will conduct a packaging discussion, which may include packaging options based on any affinities between candidates on the release candidate list. T~~t~~he newly packaged list of ~~cr~~CRs will be used as the release candidate list during the design phase of a release. ~~a~~At the monthly ~~cmp~~CMP meeting following the completion of design, ~~q~~Qwest will commit to a final list of ~~cr~~CRs for inclusion in the release. **(WCOM COMMENT: PLEASE CLARIFY? IT SOUNDS LIKE QWEST CANNOT PACKAGE CRS UNTIL THE BUSINESS AND SYSTEM REQUIREMENTS PHASE IS COMPLETE WHICH IS AFTER PRIORITIZATION HAS TAKEN PLACE...THUS IT IS CONCEIVABLE THAT CRS THAT MAY HAVE BEEN CONSIDERED LOW PRIORITIZE COULD HAVE AFFINITY WITH A HIGH PRIORITY CANDIDATE AND BY ASSOCIATING THE TWO, A HIGHER PRIORITY CANDIDATE MAY NOT MAKE IT TO THE DESIGN PHASE BECAUSE OF THE PROCESS THAT WOULD BE IN PLACE WHICH LOOKS AT PRIORITY ORDER. QUESTION: IS IT POSSIBLE FOR QWEST TO PACKAGE CRS PRIOR TO THE PRIORITIZATION PHASE? IF SO, WE COULD AVOID THE ABOVE POSSIBILITY.)**

~~I~~if, in the course of the code and test effort, ~~q~~Qwest determines that it cannot complete the work required to include a candidate in the planned release, ~~q~~Qwest will **(AT&T Comment) discuss ~~advise~~** the ~~clec~~CLECs, in the next ~~cmp~~CMP meeting, **(AT&T Comment) either ~~of~~** the removal of that candidate from the list **(AT&T Comment) or a delay in the release date to incorporate that candidate. If the candidate is removed from the list,** Q~~q~~west will also advise the ~~clecs~~CLECs as to whether or not the candidate could become a candidate for the next point release, with appropriate disclosure as part of the current major release of the ~~oss~~OSS interface. A~~a~~lternatively, the candidate will- be returned to the pool of ~~cr~~CRs that are available for prioritization in the next ~~oss~~OSS interface release.

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~~w~~When Q~~q~~west has completed development of the ~~oss~~OSS interface change, ~~q~~Qwest will release the ~~oss~~OSS interface functionality into production for use by the ~~elecs~~CLECs.

~~u~~Upon implementation of the ~~oss~~OSS interface release, the ~~cr~~CRs will be presented for closure at the next ~~cmp~~CMP monthly meeting.

~~From Master Redline 10-03-01~~

~~The CLEC will submit the Change Request Form to the appropriate Qwest CMP Manager electronically as defined in the CR Form instructions.. Qwest will review the submitted change request for completeness. Within two (2) business days of receipt, Qwest will either request information to ensure a complete request or will return a tracking number for the change request. This will be done via email to the originator. Within ex (x) business days after the CR Tracking number has been assigned, Qwest will contact the CR originator to schedule clarification discussions if necessary.~~
~~Qwest will provide a response notification to the CLECs within X business days via email and will be posted on the CMP web site. The CR originator may request a conference call before the next scheduled CMP Meeting to discuss the provided response~~
~~Change requests that have been assigned a tracking number fourteen (14) calendar days prior to the next prioritization meeting will be included on the spreadsheet of change requests pending initial rating.~~

~~Within twenty one (21) calendar days after the change request is submitted, Qwest will provide a preliminary assessment indicating one of the following:~~

~~The change request is accepted and is a candidate for prioritization (see Prioritization section).~~
~~The change request is rejected, and the reason for rejection.~~

~~All valid change requests and the change request log will be posted on Qwest's web site.~~

~~CLECs may submit a formal request to Qwest to re-rate a change request no later than fourteen (14) calendar days prior to the next prioritization review. The request must include a reason for requesting the re-rate. This will normally be done via e-mail to Qwest with a copy to all Change Management team members.~~

~~CLEC-initiated requests are Type 5, except when the proposed change has an impact on a regulatory mandate, e.g. metrics. Change requests that have impact on regulatory mandates are Type 2.~~

~~Provider Originated Requests~~

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~~Provider initiated requests are Type 4, except when the proposed change has an impact on a regulatory mandate, e.g. metrics. Change requests that have impact on regulatory mandates are Type 2.~~

~~Type 4 requests will be made available to CLECs at least fourteen (14) calendar days prior to a scheduled prioritization review. The Type 4 change requests, except those that are related to new products or services, are prioritized by CLECs with Type 5 change requests (see Prioritization section).~~

~~If Qwest announces a new interface before applicable guidelines are finalized at the appropriate industry forums, Qwest will review the final guidelines when they are issued. The review will determine any alterations that may be necessary for compliance with the finalized requirements and will work the changes within the guidelines of the CMP. Qwest will review its system requirements and provide known exceptions to industry guidelines.~~

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3.2 CLEC PRODUCT/PROCESS CHANGE REQUEST INITIATION PROCESS

If a CLEC wants Qwest to change a Product/Process the CLEC e-mails a completed Change Request (CR) Form to the Qwest Product/Process CMP Manager. Within 2 business days Qwest's Product/Process CMP Manager reviews CR for completeness, and requests additional information from the CR~~er~~ originator, if necessary,~~-~~ within two (2) business days after Q~~q~~west receives ~~-~~a complete CR:

- The Q~~q~~west CMP manager assigns a CR Number and ~~-~~logs the CR into the CMP Database.
- The Qwest CMP Manager forwards the CR to the CMP Group Manager,
- T~~t~~he Q~~q~~west CMP~~cmp~~ manager sends acknowledgment of receipt to the CR submitter and updates ~~-~~the CMP~~cmp~~ ~~-~~Database.

W~~w~~ithin two (2) business days after ACKNOWLEDGMENT,

- The Qwest CMP Manager posts the complete CR to the CMP Web site
- The CMP Group Manager assigns a Change Request Project Manager (CRPM) and identifies the appropriate Director responsible for the CR.
- The CRPM obtains from the Director the names of the assigned Subject Matter Expert(s) (SME).
- the CRPM~~crpm~~ will provide a copy of the detailed CR report to the CR~~er~~ originator which includes the following information:
  - Description of CR~~er~~
  - originating CLEC~~clec~~
  - assigned CRPM~~crpm~~
  - assigned CR~~er~~ number
  - designated Q~~q~~west SME~~sme~~s and associated director(s)

Within eight (8) business days after receipt of a complete CR~~er~~, the CRPM Coordinates and holds a Clarification Meeting with the Originating CLEC and Qwest's SMEs. ~~I~~if the originating ~~clec~~CLEC is not available within the above specified time frame, then the clarification meeting will be held at a mutually agreed upon time. Q~~q~~west will not provide a response to a CR~~er~~ until a clarification meeting has been held.

At the Clarification Meeting, Qwest and the Originating CLEC review the submitted CR, validate the intent of the Originating CLEC's CR, clarify all aspects, identify all questions to be answered, and determine deliverables to be produced. after the clarification meeting has been held, The

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CRPM will document and issue meeting minutes within five (5) business days~~BUSINESS DAYS~~. Qwest's SME will internally identify options and potential solutions to the CR CRs received three (3) weeks prior to the next scheduled CMP meeting~~THREE (3) WEEKS PRIOR TO THE NEXT SCHEDULED cmp mEETING~~ will be presented at that ~~THAT~~ CMP Meeting. CR~~e~~rs that are not submitted by the above specified cut-off date may be presented at that ~~cmp~~CMP meeting as a walk-on item with current status. The Originating CLEC will present its CR and provide any business reasons for the CR. Items or issues identified during the previously held Clarification Meeting will be relayed. Then, participating CLECs will be given the opportunity to comment on the CR and subsequent clarifications. Clarifications and/or modifications related to the CR will be incorporated. Qwest's SME will present options and potential solutions to the CR. consensus will be obtained from the participating CLECs as to the appropriate direction/solution for Qwest's SME to take in responding to the CR.

Subsequently, Qwest will develop a draft response based on the discussion -from the Monthly CMP Meeting.~~-~~ Qwest's Responses will be:

- "Accepted" (Qwest will implement~~IMPLEMENT~~ the CLEC request) with position stated, or
- "Denied" (Qwest will not implement the CLEC request) with basis for the denial, including reference to substantiating material.

A~~a~~t least one (1) week prior to the next scheduled ~~cmp~~CMP meeting, The CRPM will have the response posted to the Web, added to CMP Database, and will notify all CLECs via email

All Qwest Responses will be presented at the next scheduled ~~cmp~~CMP meeting by -Qwest, who will conduct a walk through of the response. Participating CLECs will be provided the opportunity to discuss, clarify and comment on Qwest's Response

Based on the comments received from the Monthly Meeting, Qwest' may- revise its response and issue a modified response at the next monthly CMP meeting. within ten (10) business days after the ~~cmp~~CMP meeting, Q~~q~~west will notify the ~~clec~~CLECs of Q~~q~~west's intent to modify its response.

If the CLECs ~~D~~do not accept Qwest's response, any ~~clec~~CLEC can elect to escalate the CR in accordance with the agreed upon ~~cmp~~CMP Escalation or dispute resolution Procedures. If the originating CLEC does not agree with the determination to escalate or pursue the dispute~~DISPUTE~~ resolution, it may withdraw its participation from the CR and any other CLEC may become responsible for pursuing~~PURSUING~~ the CR upon providing written notice to the Q~~q~~west ~~cmp~~CMP manager.

I~~i~~f the CLECs do not accept Qwest's response and do not intend to escalate or dispute at the present time, they may request Qwest to status the CR as deferred. The CR will be statused Deferred and ~~clec~~CLECs may activate or close the CR at a later date.

T~~t~~he CLECs' acceptance of Qwest's response may result in:

- The response answered the CR and no further action is required;

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- The response provided an implementation plan for a product or process to be developed;
- Qwest Denied the CLEC CR and no further action is required by CLEC.

lif the ~~elec~~CLECs have accepted Qqwest's response, Qwest will provide notice of planned implementation in accordance with time frames defined in the ~~emp~~CMP. If necessary, Qwest may request that CLECs provide input during the development stage. Qwest will then deploy the Qwest recommended implementation plan.~~.~~

Aafter Qwest's revised/new product or process is placed into production, CLECs -will have no longer than 60 calendar~~CALENDAR~~ days to- evaluate the effectiveness of Qwest's revised/new product, or process, provide -feedback, and indicate whether further action is required. Ceontinual process improvement will be maintained.

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

~~From Master Redline 10-03-01~~

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~~INTRODUCTION OF A NEW INTERFACE~~
~~Qwest Proposed Introduction of an OSS Interface Process – Revised 11-01-01~~

4.0 INTRODUCTION OF A NEW OSS INTERFACE

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

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

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

~~I.~~4.1 Introduction of a New Application-to-Application Interface~~Release Planning~~ (See Appendix XX: Timeline)

At least nine (9) months in advance of the target implementation date of a new application-to-application interface, Qwest will issue a Release Announcement, post the Preliminary Interface Implementation Plan on Qwest's web site, and may host a design and development meeting. ~~share the new interface plans via web site posting and CLEC notification.~~

4.1.1 Release Announcement

Where practicable, the Release Announcement and Preliminary Interface Implementation Plan will include: ~~Qwest will share preliminary plans for the new interface, including:~~

- Proposed functionality of the interface including whether the interface will replace an existing interface
- Proposed ~~detailed~~ implementation time line (e.g., milestone dates, CLEC/~~provider~~ Qwest comment cycle~~/response turnaround dates~~)
- Proposed meeting date to review the Preliminary Interface Implementation Plan

~~□Provider constraints~~

- Exceptions to industry guidelines/standards, ~~etc.~~ if applicable

~~□Proposed CLEC/provider meeting plans~~
~~□Requirements~~
~~□Design & Development~~
~~□Connectivity and Firewall Rules~~
~~□Test Planning~~

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~~-~~Planned Implementation Date

•

~~-Change Control~~

4.1.2 ~~1.2~~ CLEC Comments/Qwest Response Cycle and Preliminary Implementation Plan Review Meeting

CLECs have fourteen (14) calendar days from the initial release announcement to provide written comments/questions on the documentation. Qwest will respond with written answers to *all CLEC issues within twenty-one (21) calendar days of the Initial Release Announcement.* Qwest will review these issues and its implementation schedule at the Preliminary Implementation Plan Review Meeting approximately twenty-eight (28) calendar days after the Initial Release Announcement.

4.1.3 ~~I.32~~ Initial Interface Technical Specifications

Qwest will provide draft technical specifications at least one hundred twenty (120) calendar days prior to implementating the release~~. unless the CMP Exception Process (see Section xx) has been invoked~~. In addition, Qwest will confirm the schedule for the walk-through of technical specifications, ~~and~~ CLEC comments, and Qwest response cycle.

4.1.4 ~~1.32.1~~ Initial Notification Content

This notification will contain:

- Purpose
- Logistical information (including a conference line) for walk-through
- Reference to draft technical specifications, or web site
- Additional pertinent material
- CLEC Comment/Qwest Response cycle
- Draft Connectivity and Firewall Rules
- Draft Test Plan

4.1.5 ~~I.43~~ Walk Through of Draft Interface Technical Specifications

Qwest will sponsor a walk through, including the appropriate internal subject matter experts (SMEs~~smes~~), beginning one-hundred and ten (110) calendar days prior to implementation **(AT&T Comment)** ***and ending one-hundred and six (106) calendar days prior to implementation***. A walk through will afford CLEC SMEs the opportunity to ask questions and discuss specific requirements with Qwest's technical team. CLECs are encouraged to invite their technical experts, systems architects, and designers, to attend the walk through.

4.1.6 ~~I.43.1~~ Conduct Walk-through

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Qwest will lead the review of technical specifications. Qwest technical experts will answer the CLEC SMEs' questions. Qwest will capture action items such as requests for further clarification. Qwest will follow-up on all action items. ~~and notify CLECs of responses 100 calendar days prior to implementation.~~

4.1.7 ~~I.54~~ CLEC's Comments on Draft Interface Technical Specifications

If the CLEC identifies issues or requires clarification, the CLEC must send ~~a~~ written ~~response~~ comments/concerns to the Systems CMP Manager no later than one-hundred and four (104) calendar days prior to implementation.

4.1.8 ~~I.65~~ Qwest~~WEST~~ Response to Comments

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

4.1.9 ~~I.76~~ Final Interface Technical Specifications

Generally, no less than one hundred (100) calendar days prior to the implementation of the new interface, Qwest will issue the Final Release Requirements to CLECs via web site posting and a CLEC notification. **(WCOM COMMENT: WHY IS THE TERM "GENERALLY" INSERTED HERE? THERE SHOULD BE SPECIFIED RELEASE NOTICE DATES FOR INTERFACE TECHNICAL SPECIFICATIONS.)**

Final Release Requirements will include:

~~Detailed requirements~~
~~Connectivity and Firewall Rules~~
~~Test Plan~~

- Final Notification Letter, including:
-
- Summary of changes from Qwest response to CLEC comments on Draft Technical Specifications

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- If applicable, Indication of type of change (e.g., documentation change, business rule change, clarification change)
- Purpose
- Reference to final technical specifications, or web site
- Additional pertinent material
- Final Connectivity and Firewall Rules
- Final Test Plan (including Joint Testing Period)
- Release date

~~I.7 Content of Final Notification Letter~~

~~The Final Release will include the following:~~

~~Summary of changes from Qwest response to comments~~
~~Indication of type of change (e.g., documentation change, business rule change, clarification change)~~
~~Changed requirements pages from initial notice, or reference to web site for final technical specifications~~
~~Testing period~~
~~Release date~~

Qwest's planned implementation date will not be sooner than one hundred (100) calendar days from the date of the final release requirements~~, unless the exception process has been invoked~~. The implementation time line for the release will not begin until final specifications are provided. Production Support type ~~Emergency~~ changes within the thirty (30) calendar day test window can occur without advance notification but will be posted within 24 hours of the change.

~~II.I.2 CLEC and Qwest Comments/Responses/Comments~~

~~Upon review of the preliminary plans for the interface if the CLEC wishes to provide feedback the CLEC must send a written response to Qwest. These responses must be provided no later than seven (7) calendar days prior to the first scheduled meeting. The CLEC's response will specify the CLEC's questions, issues and any alternative recommendations.~~
~~CLECs may provide feedback to Qwest during CLEC/provider meetings. Additional CLEC feedback may be provided in accordance with the dates outlined in the detailed implementation time line.~~
~~III.Provider Responses/Comments~~

~~Qwest will maintain both a proprietary and non-proprietary issue log containing CLEC comments and Qwest responses. This non-proprietary issue log will be posted to Qwest's web site upon receipt of CLEC feedback. Qwest will respond to the CLEC feedback in accordance with the dates outlined in the detailed implementation time line. Qwest will also communicate its base line interface development plans via web site posting and CLEC notification in accordance with the dates outlined in the detailed implementation time line.~~

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~~**IV.I.4 Final Release Requirements Announcement**~~

~~*CLECs via web site posting and a carrier CLEC notification.*~~
~~Qwest will provide a Final Release Announcement to the CLECs via web site posting and a carrier notification.~~

4.2 Introduction of a New GUI

Qwest will issue a Release Notification forty--five (45) calendar days in advance of the Release Production Date. This will include:

- Proposed functionality of the interface including whether the new interface will replace an existing interface.
- Implementation time line (e.g., milestone dates, CLEC/Qwest comment cycle, Interface overview date)
- Implementation date
- Logistics for GUI Interface Overview

At least twenty--eight (~~six (~~28) ~~26)~~ calendar days in advance of the target implementation date of a new GUI interface, Qwest will issue a Release Announcement~~, post the Interface Overview on Qwest's web site and may host a design and development meeting~~. At a minimum, the Release Announcement will include~~:~~
:

- Draft User Guide

~~Proposed functionality of the interface~~
~~Implementation time line (e.g., milestone dates, CLEC/Qwest comment cycle)~~

~~Proposed CLEC/Qwest meeting to review the Interface Overview.~~
~~Initial CLEC implementation requirements (e.g., hardware, software, connectivity, firewall rules, etc.)~~

- How and When Training will be administered

~~Implementation date~~ **(WCOM COMMENT: WHAT ABOUT IMPLEMENTATION DATE AND INTERFACE OVERVIEW SCHEDULE?)**

4.2.1 ~~II.1~~ Interface Overview

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

4.2.2 ~~II.21~~ CLEC Comments and Qwest Response

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At least twenty–five (25) ~~No more than four (4)~~ calendar days prior to the Release Production Date ***[AT&T Comment: we should define this in the Master Redline. If it is already on the list as a term we need to define, that's fine.]***~~following the Release Announcement~~ CLECs must forward their written comments and concerns ~~questions~~ to Qwest. Qwest will consider ~~clec~~CLEC comments and may address them ~~–Qwest will respond to CLEC comments~~ with the release of the Final Notification. ~~at the Interface Overview Meeting.~~

~~**II.2 Interface Overview**~~

~~The first scheduled meeting should be held no less than seven (7) calendar days following Qwest's notice issuance. At the meeting, Qwest will share an overview of the new interface, including:~~

~~Response to CLEC Comments~~

~~Proposed implementation timeline~~

4.2.3 ~~II.3~~ Final Notification

Qwest will issue a final notice no less than twenty–one (21) c~~C~~alendar ~~1~~4 days prior to the Release Production ~~implementation~~ date. The final notice will include:

- A summary of changes from the initial notice, including type of changes (e.g., documentation change, clarification, business rule change).
- Final User Guide
- Final Training information
- Final Implementation date.

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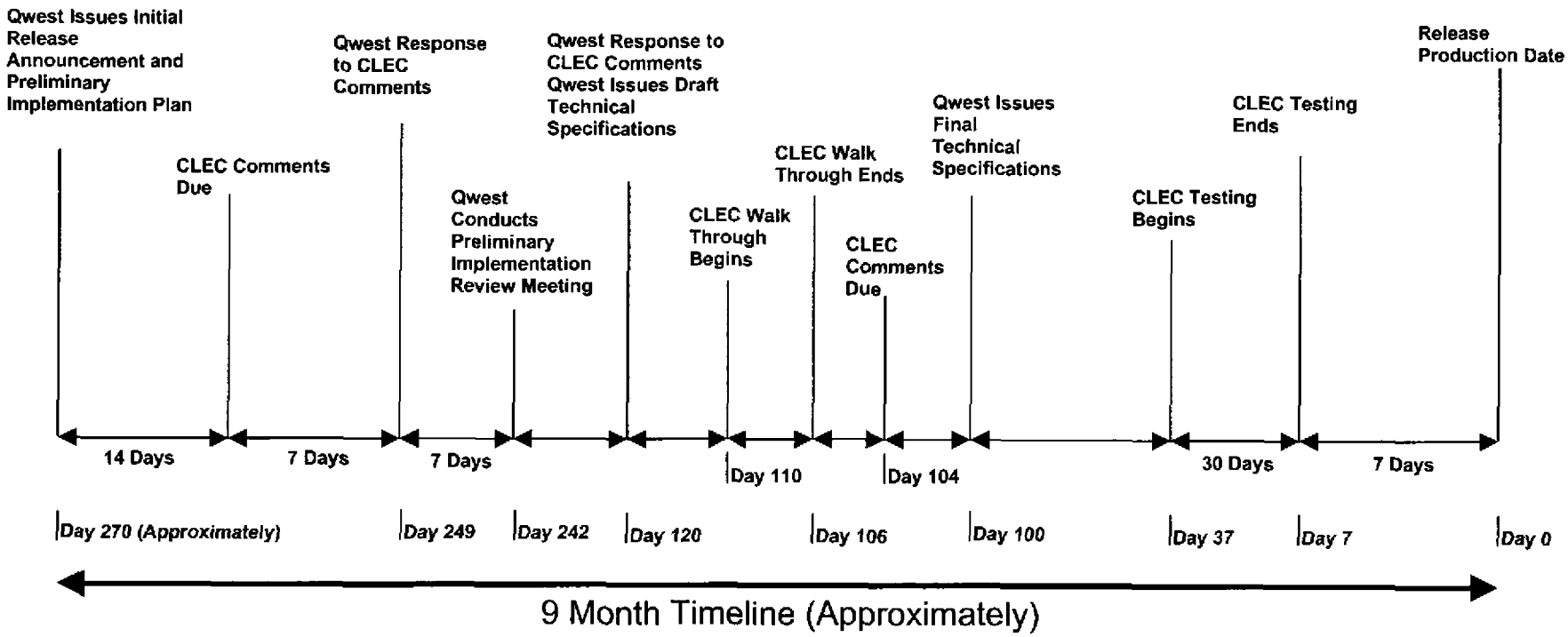
Qwest-CLEC Change Management Process Introduction of A New Application-to-Application OSS Interface



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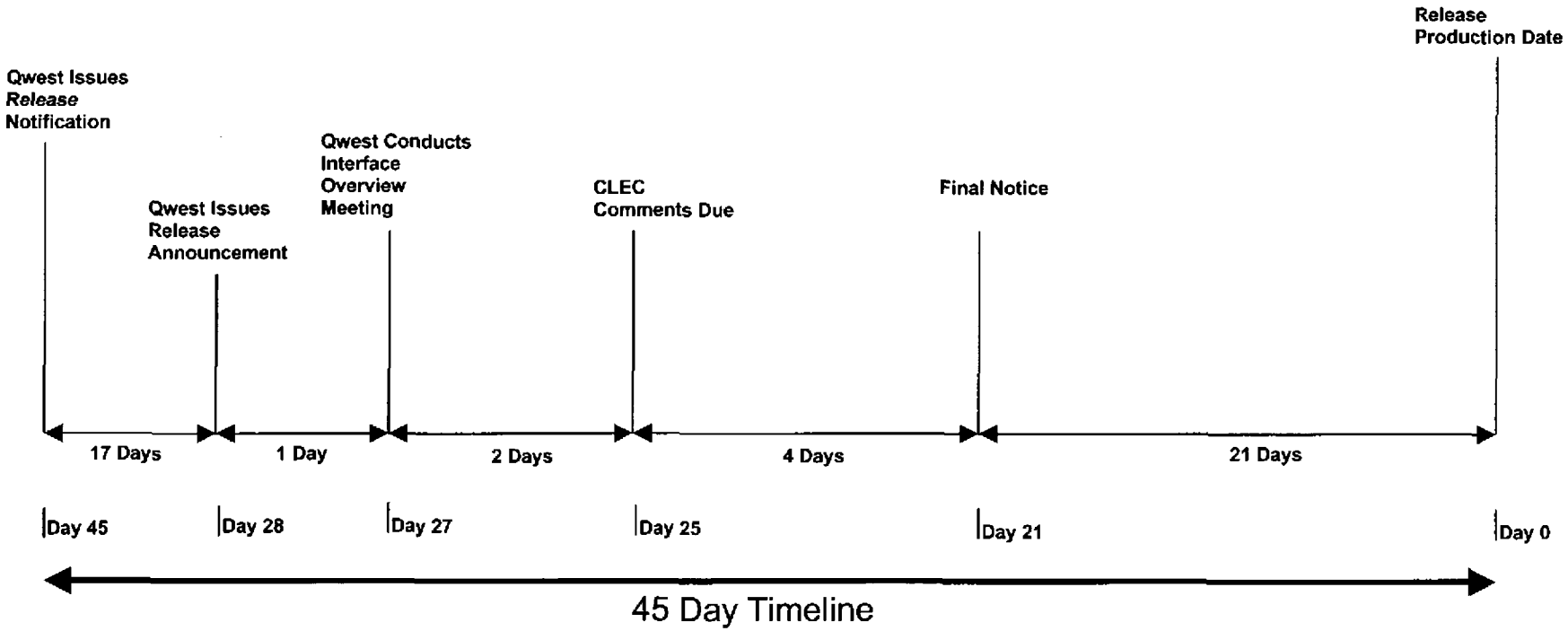
Qwest-CLEC Change Management Process
Introduction of A New Graphical User Interface (GUI) Timeline



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~~Qwest's Proposed Changes to Existing OSS Interfaces Language—10-09-01REVISED 10-16-01 10-30-01~~

5.0 CHANGE TO EXISTING OSS INTERFACES

~~Pre-order, Orderapplication-to-application Change Process **(Action item#)**~~
~~As part of its development view, Qwest will prepare a preliminary package of the required changes and will share these plans at scheduled change management meetings.~~
At the first ~~cmp~~CMP~~CMP~~ systems monthly meeting of each quarter, ~~q~~Qwest will also provide a rolling twelve (~~(~~12) month ~~tbd~~ view of its ~~oss~~OSS interface development schedule. **(AT&T Comment)** ***(including proposed new releases, new interfaces and, to the extent possible, retirement of existing interfaces).[AT&T Comment: If there is another place where the rolling 12 month view is discussed, we could put this clarifier there, but this is the only place I have seen it so far.]***

Qwest standard operating practice is to implement 3 major releases and 3 point releases (for IMA only) within a calendar year. Unless mandated as a Regulatory Change, Qwest will implement no more than four (4) releases per **(AT&T Comment) IMA** OSS Interface **(AT&T Comment) [and no more than two (2) released for other OSS Interfaces.]~~{AT&T to check – action item}~~** requiring coding changes to the CLEC interfaces within a calendar year. The Major release changes should occur no less than three (3) months apart. **(WCOM COMMENT: IF THIS CLAUSE IS REQUIRED FOR IMA RELEASES ONLY, THERE SHOULD BE LANGUAGE TO ADDRESS THE RELEASE CYCLES OF OTHER OSSs INCLUDED IN THIS DOCUMENT.) [AT&T Comment: Qwest was to determine whether it can agree to 2 releases on interfaces other than the IMA.]**

Application-to-Application OSS Interface
~~Qwest should make available two (2) versions of an interface between the sunrise and sunset dates.~~ Qwest will support the previous major ~~i~~interconnect M~~m~~ediated A~~a~~ccess (~~ima~~IMA) ~~ima~~ EDI release for six (6) months after the subsequent major ~~ima edi~~IMA EDI release has been implemented.

Past versions of ~~ima edi~~IMA EDI will only be modified as a result of production support changes. **(AT&T Comment)** ***When such production support changes are made, Qwest will also modify the related documentation.~~Will be implelemented in past versions of ima edi~~.*** All other changes become candidates for future ~~ima edi~~IMA EDI releases.

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Qwest makes one version of the Eelectronic Bbonding-Ttrouble Aadministration (ebtaEBTA) and billing interfaces available at any given time, and will not support any previous versions. **(WCOM COMMENT: BECAUSE QWEST DOES NOT SUPPORT VERSIONING FOR EBTA OR BILLING INTERFACES, THE REDESIGN TEAM NEEDS TO MAKE SURE THAT THE RELEASE NOTIFICATIONS FOR THESE INTERFACES ARE PROVIDED TIMELY ENOUGH THAT REQUIREMENTS CAN BE IMPLEMENTED BY CLECS PRIOR TO THE IMPLEMENTATION OF THE NEWEST RELEASE.)**

~~Unless mandated, Qwest will implement no more than four (4) releases requiring coding changes to the CLEC interfaces within a calendar year. These changes should occur no less than three (3) months apart.~~

~~I.I. Versioning of TYPE 1 Changes~~

~~For TYPE 1 changes, the version number will not be incremented and will not cause the oldest dot version of the current version to be retired as a result of the implemented fix.~~

~~II.II. Versioning of TYPE 2 Changes~~

~~For TYPE 2 changes that must occur between regularly scheduled releases, Qwest will not retire the oldest version in order to implement the TYPE 2change. The TYPE 2 change will be implemented as either a dot release or a sub-dot release of all versions (except a retired version), unless the structure of the old version could not accommodate the TYPE 2 change or the old version is scheduled to be retired within the next six months.~~

~~If the TYPE 2 change results in an interface implementation, before applicable industry guidelines are finalized at the appropriate industry forums, dot release versioning is issued. An example of dot versioning of A PROVIDER'SQWEST'S LSOG Issue 5 implementation is V5.1.~~

~~If the TYPE 2 change results in an interface implementation that is in line with industry guidelines, sub-dot release versioning is issued. An example of sub-dot release of A PROVIDER'SQWEST'S LSOG Issue 5 implementation is V5.0.1.~~

~~TYPE 2 changes that occur at the time of a regularly scheduled release will be made in all versions (except a retired version). If the structure or intent of the old version cannot accommodate the change then, via the Prioritization process a joint PROVIDERQWEST/CLEC decision is made that the mandate should not be implemented in an old version.~~

~~III.Versioning of TYPE 3 Changes~~

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~~For TYPE 3changes, the base version identity should follow the LSOG issue identity. For example, the first release of A PROVIDER'SQWEST'S LSOG Issue 5 implementation should be V5.0.~~

~~IV.Versioning of TYPE 4 AND TYPE 5 Changes~~

~~TYPE 4 AND TYPE 5 changes will be implemented as a sub-dot release of all versions, unless the structure of the old version could not accommodate THE TYPE 4 OR TYPE 5 change.~~

~~If the TYPE 4 OR TYPE 5 change results in an interface implementation, before applicable industry guidelines are finalized at the appropriate industry forums, dot release versioning is issued. An example of dot versioning of A PROVIDER'SQWEST'S LSOG Issue 5 implementation is V5.1.~~

~~If the TYPE 4 OR TYPE 5 change results in an interface implementation that is in line with industry guidelines, sub-dot release versioning is issued. An example of sub-dot release of A PROVIDER'S LSOGQWEST'S Issue 5 implementation is V5.0.1.~~

Graphical User Interface (GUI)

Qwest makes one version of a ~~gui~~GUI available at any given time and will not support any previous versions. **(WCOM COMMENT: WOULD IT NOT BE FAIR TO SAY THAT QWEST CANNOT SUPPORT VERSIONS OF ITS IMA GUI INTERFACE BECAUSE IT IS A INTERNET CONNECTION? THUS THERE IS A DIFFERENCE WHEN YOU CONSIDER THE ABILITY TO SUPPORT VERSIONS (EBTA & BILLING) AND THE INABILITY TO SUPPORT VERSIONS. WCOM BELIEVES THIS NEEDS TO BE MADE CLEAR.)**

~~Interconnect mediated access (ima) ima gui~~IMA GUI changes for a pre-order or ordering ~~gui~~ will be implemented at the same time as ~~in conjunction with~~ an IMA EDI release.

5.1 ~~Requirements Review~~—Application-to-Application Interface (AT&T Comment) (also see attached timeline)

This section describes the timelines that Qwest, and any CLEC choosing to implement on the Qwest Release Production Date (date the Qwest release is available for use **(AT&T Comment) by CLECs**), will adhere to in changing existing interfaces. [1]For any CLEC not choosing to implement on the Qwest Release Production Date, Qwest and the CLEC will negotiate a mutually agreed to CLEC implementation time line, including testing.

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

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

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

~~V.~~5.1.1 Draft Interface ~~Release Requirements~~Technical Specifications [make sure CR process and this process are linked properly in final document]

Prior to Qwest implementing ~~a new interface or~~ a change to an existing interface, Qwest will notify CLECs of the draft ~~release requirements~~Ttechnical ~~specifications~~Specifications. **(WCOM COMMENT: LANGUAGE SHOULD BE ADDED THAT INDICATES ANY CLEC AFFECTING CHANGE QWEST WILL HAVE FORMALLY SUBMITTED THROUGH THE CR PROCESS.)**

~~Notification and confirmation time lines for TYPE 1 are determined on an individual case basis based on the severity of the problem.~~

~~Notifications for TYPE 2 changes are based on applicable law and / or regulatory rules.~~

~~TYPE 3time lines are based on CLEC / PROVIDER QWEST agreement in conjunction with the rollout of national guidelines, subject to any overriding regulatory obligations.~~

~~Generally, a Type 4 and Type 5 change notification will occur at least 73 calendar days prior to implementing the change. Draft business rules / technical specifications will be produced and distributed to CLECs 66 calendar days prior to implementation. CLECs have fifteen (15) calendar days from the initial publication of draft documentation to provide comments / questions on the documentation. Change confirmation will occur 45 calendar days prior to implementation through publication of final business rules / technical specifications.~~

Qwest will provide draft technical specifications at least seventy-three (73) calendar days prior to implementing the release unless the exception process (see Section xx) has been invoked. Technical specifications are documents that provide information the CLECs need to code the interface. CLECl~~ees~~ have eighteen (18~~5~~) calendar days from the initial publication of draft technical specifications to provide written comments/questions on the documentation.

~~For TYP E 4 OR TYPE 5 change requests more or less notification may be provided based on severity and the impact of the change. For example, Qwest can implement the change in less than 45 calendar days.~~

~~Documentation of new or revised error messages associated with Type 4 or Type 5 change requests will be provided no later than 30 calendar days prior to implementation date.~~

~~VI.~~5.1.2 Content of Draft Interface ~~Release Requirements~~Technical Specifications

The Notification letter will contain:

- Written summary of change(s)
- Target time frame for implementation

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

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Draft **(AT&T Comment) Technical Specifications** documentation, or instructions on how to access **(AT&T Comment) the draft Technical Specifications** documentation on the Web site.~~Any cross-reference to updated documentation such as the Users Guide. This type of documentation should also include a summary of changes made to the document~~~~DRAFT DOCUMENTATION, OR INSTRUCTIONS ON HOW TO ACCESS DOCUMENTATION ON THE WEB SITE.~~ **(WCOM COMMENT: NEED TO ADD DRAFT TECHNICAL SPECIFICATIONS DOCUMENT.)** ***[AT&T Comment: weren't we going to say "Technical Specifications" here and explain what they include, e.g., such as mapping? or were we to define "Technical Specifications" in the term section of the Master Redline?]***

~~VII.~~5.1.3 Walk Through of Draft Interface ~~Release Requirements~~Technical Specifications

~~If requested by one or more CLECs within fourteen (14) calendar days of receiving the initial Release Requirements, Qwest will sponsor a walk through with the appropriate internal subject matter experts. Qwest will hold this walk through no later than thirty (30) calendar days prior to the scheduled implementation.~~ Qwest will sponsor a walk through, including the appropriate internal subject matter experts (SMEs), beginning sixty-eight (68) calendar days prior to implementation and ending no ~~later~~less than fifty-eight (58) calendar days prior to implementation. A walk through will afford CLEC SMEs the opportunity to ask questions and discuss specific requirements with Qwest's technical team. CLECs are encouraged to invite their technical experts, systems architects, and designers, to attend the walk through.

5.1.3.1 ~~III.1~~ Walk through Notification Content

This notification will contain:

- Purpose
- Logistical information (including a conference line)
- Reference to draft technical specifications, or **(AT&T Comment) reference to a** web site **(AT&T Comment) with draft specifications**
- *Additional pertinent material*

5.1.3.2 ~~III.2~~ Conduct the Walk-through

Qwest will lead the review of technical specifications~~ and technical specifications~~. Qwest technical experts will answer the CLEC SMEs' questions. Qwest will capture action items such as requests for further clarification. Qwest will follow-up on all action items and notify CLECs of responses 45 calendar days prior to implementation.

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[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

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~~VIII.~~5.1.4 CLEC's Comments on Draft Interface ~~Release Requirements~~Technical Specifications

If the CLEC identifies issues or requires clarification, the CLEC must send written comments a ~~written response~~ to ~~Qwest and the CLEC's Account Manager QWEST AND THE CLEC'S ACCOUNT~~ the Ssystems CMP Manager no ~~sooner~~laterless -thant fifty-five (55)8 calendar days prior to implementation. ~~Qwest must receive the CLEC's response seven (7) calendar days prior to the date of the Initial Release Requirements. The response will specify the CLEC's questions, issues and any other alternative recommendations for implementation.~~

~~IX.~~5.1.5 ~~PROVIDER~~ Qwest~~WEST~~ Response to Comments

Qwest will review and respond with written answers to all CLEC issues, comments/concerns ~~WITHIN SEVEN (7)~~ no ~~later~~less than forty-five (45) calendar days prior to implementation. The answers will be shared with all CLECs, unless the CLECs question(s) are marked proprietary. Any changes that may occur as a result of the responses will be distributed to all CLECs in the same notification letter. The notification will include the description of any change(s) made as a result of CLEC comments. The change(s) will be reflected in the final technical specifications.

~~X.~~5.1.6 Final Interface ~~Release Requirements~~Technical Specifications

The notification letter resulting from the CLEC's ~~response~~ comments from the Initial Release Notification will constitute the Final ~~Release Requirements~~Technical Specifications. ***[AT&T Comment: We discussed that after the final specifications, there may be other changes made to documentation or the coding that is documented in the form of addenda. Is there another place in the Master redline where this will be addressed since it probably relates to new releases as well as new interfaces?]***

~~XI.~~5.1.7 Content of Final ~~Interface Release Requirements~~Notification Letter

~~In addition to the content of interface initial release requirements,~~ Tthe ~~-~~Final Release will include the following:

Reference to Final Technical Specifications, or web site

- ~~Summary of changes from Qwest response to comments~~
- Qwest response to CLEC comments
- Summary of changes from the prior release, including any changes made as a result of CLEC comments on Draft Technical Specifications
- Indication of type of change (e.g., documentation change, business rule change, clarification change)

~~□Changed requirements pages~~

- Final Joint Test Plan including transactions which have changed

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

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

- Joint Testing Period~~JOINT TESTING PERIOD~~
- Release date

~~Interval before implementation of release~~

Qwest's planned implementation date will ~~not~~ be at least ~~sooner than~~ forty-five (45) calendar days from the date of the final release requirements, unless the exception process has been invoked. ~~Qwest will post notification to provider's web site to inform the CLECs of possible impact to CLEC ordering ability. Qwest will post this information forty five (45) calendar days prior to the scheduled implementation of such changes, if possible, but not less than thirty (30) calendar days prior to implementation.~~ The implementation time line for the release will not begin until ~~all related documentation is~~ final specifications are provided. Production Support type of ~~Emergency~~ changes that occur within the thirty (30) calendar day test window can ~~that~~ occur without advance notification but will be posted within 24 hours of the change.

5.1.8 Joint Testing Period

Qwest will provide a thirty (30)- day test window for any CLEC who desires to jointly test with Qwest prior to the Release Production Date. **(WCOM COMMENT: WHEN SATE IS EMPLOYED BY A CLEC JOINT TESTING IS NOT REQUIRED, THUS PLEASE ADD CLARIFYING LANGUAGE TO DISTINGUISH BETWEEN JOINT TESTING AND *AVAILABILITY TO TEST PRIOR TO IMPLEMENTATION.* WE NEED TO ALSO BE CONSISTENT WITH THE USE OF CLEC COMMENTS / CONCERNS.)**

5.2 ~~Requirements Review~~—Graphical User Interface (GUI) (AT&T Comment) *(also see attached timeline)*

5.2.1 Draft GUI Release Notice

Prior to implementation of ~~of a new interface or~~ a change to an existing interface, Qwest will notify CLECs of the draft release notes and the planned implementation date.

Notification will occur at least twenty-~~one~~eight (21~~8~~) calendar days prior to implementing the release unless an exception process has been invoked. This notification ~~may~~will -include draft user guide information if necessary.

CLECs must ~~may~~ provide comments/questions on the documentation no ~~later~~less than ~~17~~twenty-five (25) calendar days prior to implementation.

Final notice for the release will be published at least twenty--one ~~fifteen~~ (21~~15~~) calendar days prior to production release date ~~implementation~~.

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[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

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5.2.2 Content of Draft Interface Release Notice

The notification will contain:

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

~~In addition to the content of Interface Initial Release Requirements, the Final Release will include the following:~~

~~Summary of changes from Qwest response to comments~~
~~Indication of type of change (e.g., documentation change, business rule change, clarification change)~~
~~Changed requirements pages~~
~~Release date~~
~~Interval before implementation of release~~

5.2.3 CLEC Comments on Draft Interface Release Notice

Any CLEC comments must be submitted in writing to the Ssystems CMP Manager. **(WCOM COMMENT: WHEN ARE THESE COMMENTS DUE?)**

5.2.4 Qwest Response to Comments

Qwest will consider ~~clec~~CLEC comments and may address them ~~review and respond with written answers to all clec issues, comments and concerns regarding~~ in the ~~initial~~ final GUI release notice within four~~two~~ (~~4~~2) calendar days **(AT&T Comment) after receipt of CLEC comments**. ~~The answers will be shared with all clecs, unless the clec question (s) are marked proprietary. Any changes that may occur as a result of the responses will be distributed to all clecs in the same final notification letter.~~

~~**FINAL INTERFACE RELEASE NOTICE**~~

~~THE FINAL NOTIFICATION LETTER WILL CONSTITUTE THE FINAL RELEASE NOTICE.~~

5.2.5 Content of Final Interface release Notice

CLEC comments to the draft notice may be incorporated into the final notice, which shall include:

- Final notification letter
- Summary of changes from draft interface release notice
- Final user guide (or revised pages)

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[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

- Release date

Qwest's planned implementation date will ~~not~~ be no later ~~sooner~~ than twenty~~-~~one ~~fifteen~~ (21~~15~~) calendar days from the date of the final release notice. Qwest will post this information on the CMP web site. Production support type ~~emergency~~ changes that occur without advance notification will be posted within 24 hours of the change. The implementation time line for the release will not begin until all related documentation is provided.

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

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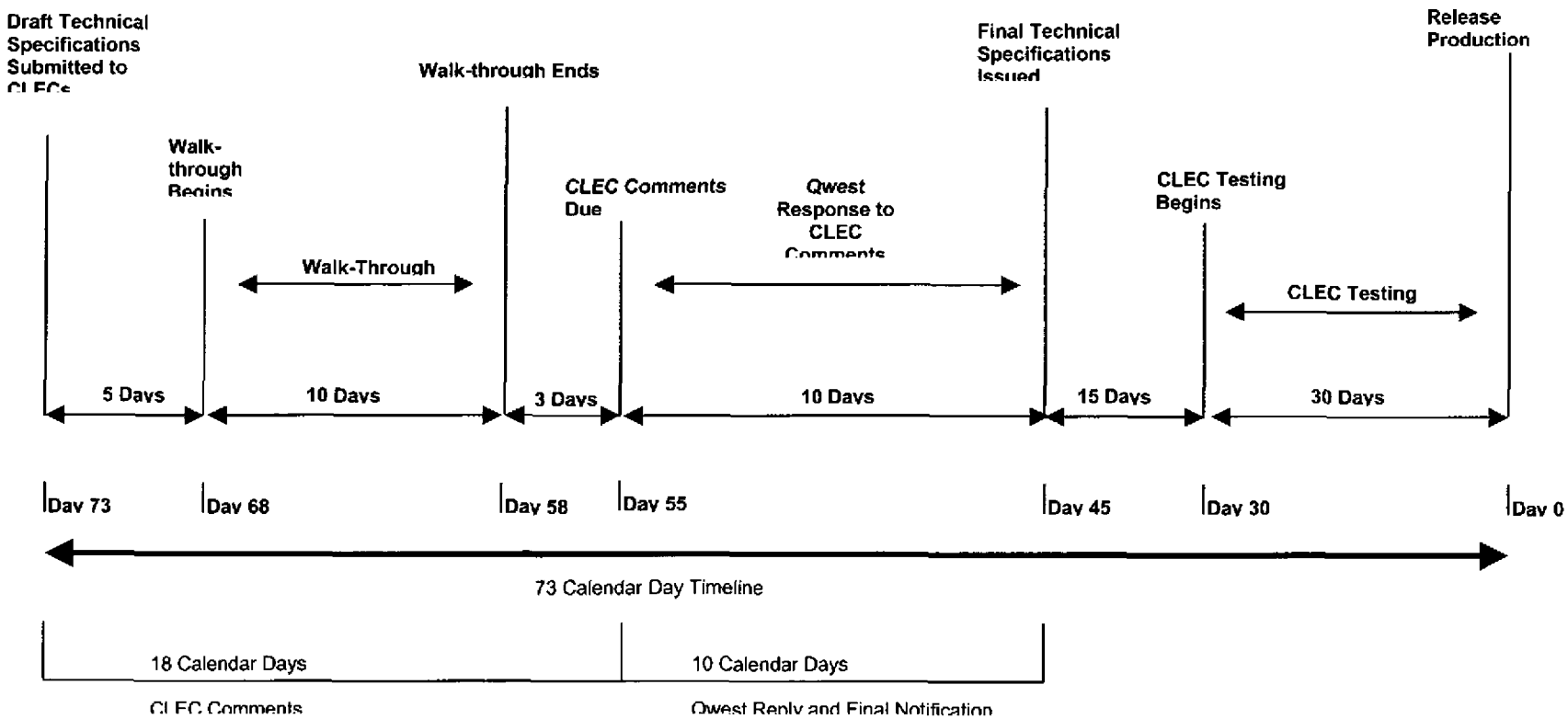
Qwest-CLEC Change Management Process
Changes to An Existing Application-to-Application OSS Interface



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

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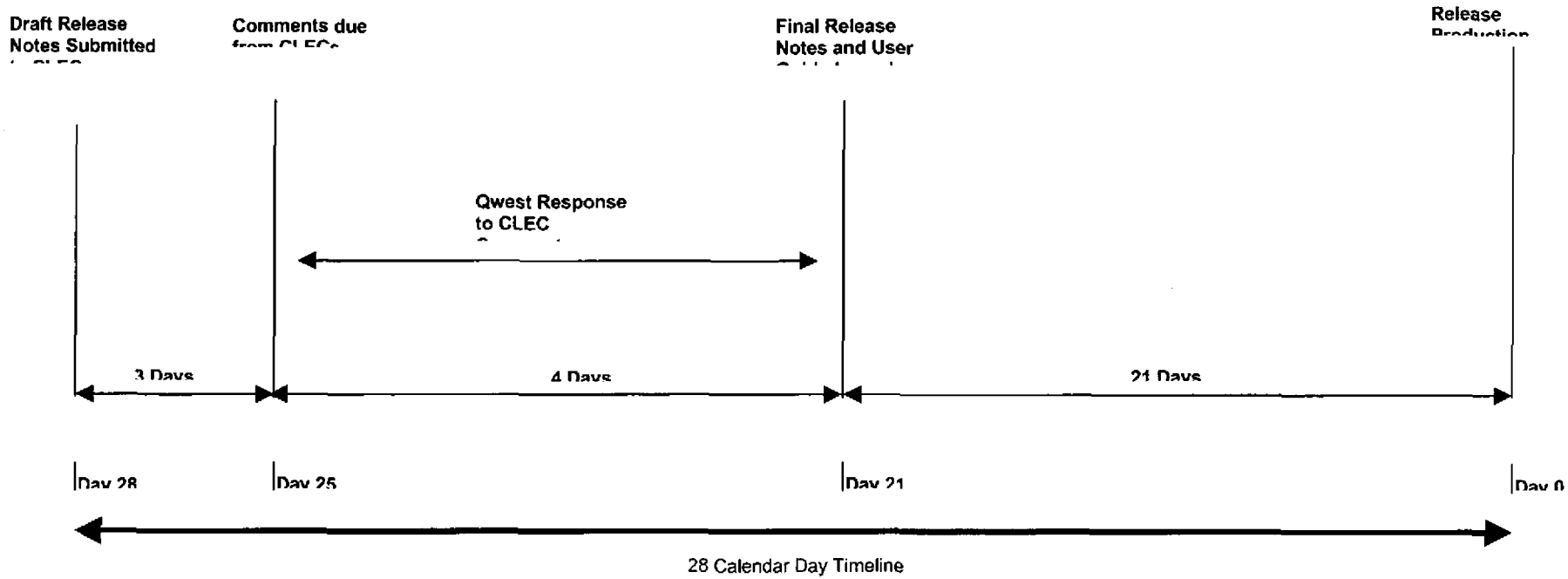
Qwest-CLEC Change Management Process Changes to An Existing Graphic User



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

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6.0 ~~Qwest proposed changes to~~ RETIREMENT OF EXISTING OSS INTERFACES ~~language- revised 10-31-01 (reformatted)~~ 11-01-01

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

6.1 Application-to-Application OSS Interface

~~XVIII.~~6.1.1 Initial Retirement Plans
~~Application-to-Application Interface~~

At least nine (9) months before the retirement date of Application-to-Application interfaces, Qwest will share the retirement plans via web site posting and CLEC notification. The scheduled new interface is to be in a CLEC certified production release prior to the retirement of the older interface.

Alternatively, Qwest may choose to retire an interface if there is no CLEC usage of that interface for the most recent three (3) consecutive months. *Qwest will provide thirty (30) calendar day* notification of the retirement via web posting and CLEC notification.

~~XIX.~~6.1.2 Initial Retirement Notice to CLECs:

Initial Retirement Notices will include:

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

6.1.3 CLEC Comments to Initial Retirement Notice

CLEC comments to the Initial Retirement Notice are due to Qwest no later than fifteen (15) calendar days following the Initial Retirement Notice.

6.1.3 Comparable Functionality

Unless otherwise agreed to by Qwest and a CLEC user, when Qwest announces the retirement of an interface for which a comparable interface does or will exist, a CLEC user will not be

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permitted to commence building to the retiring interface. CLEC users of the retiring interface will be grandfathered until the retirement of the interface~~.~~. Qwest will ensure **(AT&T Comment) that an interface with** ~~C~~comparable ~~f~~Functionality **is available** no less than six months prior to retirement of an Application-to-Application interface.

6.1.4 Final Retirement Notice

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

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

6.2 Graphical User Interface (GUI)

6.2.1 Initial Retirement Plans

At least two (2) months in advance of the target retirement date of a GUI[1]~~.~~ Qwest will share the retirement plans via web site posting and CLEC notification. The scheduled new interface is to be in a CLEC certified production release prior to the retirement of the older interface.

Alternatively, Qwest may choose to retire an interface if there is no CLEC usage of that interface for the most recent three (3) consecutive months. Qwest will provide thirty (30) calendar day notification of the retirement via web posting and CLEC notification.

~~XXI.~~6.2.2 Initial Retirement Notice to CLECs:

Initial Retirement Notices will include:

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

6.2.3 CLEC Comments to Initial Retirement Notice

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

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CLEC comments to the Initial Retirement Notice are due to Qwest no later than fifteen (15) calendar days following the Initial Retirement Notice.

6.2.4 Comparable Functionality

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

6.2.5 Final Retirement Notice

The Final Retirement Notice will be provided to CLECs no later than twenty-one (21) calendar days following the initial retirement notice for GUI retirements. The Final Retirement Notice will contain:

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

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

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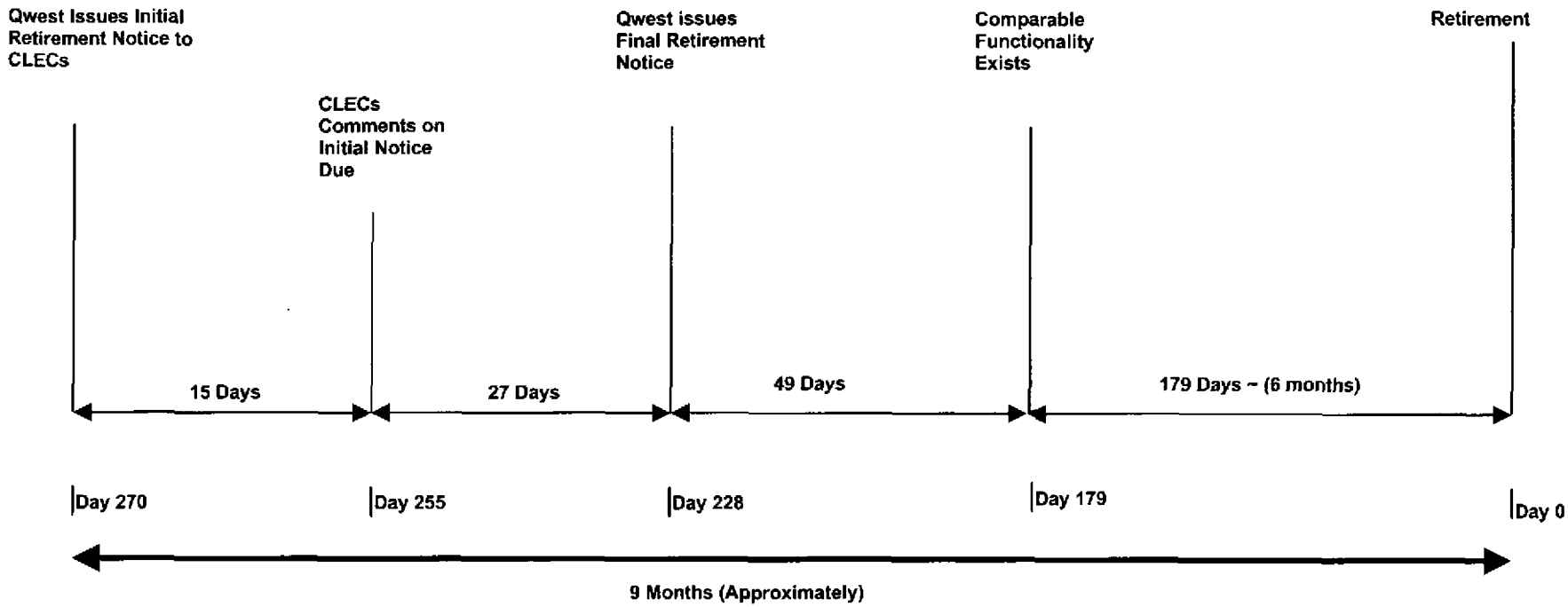
Qwest-CLEC Change Management Process
Retirement of An Existing Application-to-Application OSS Interface



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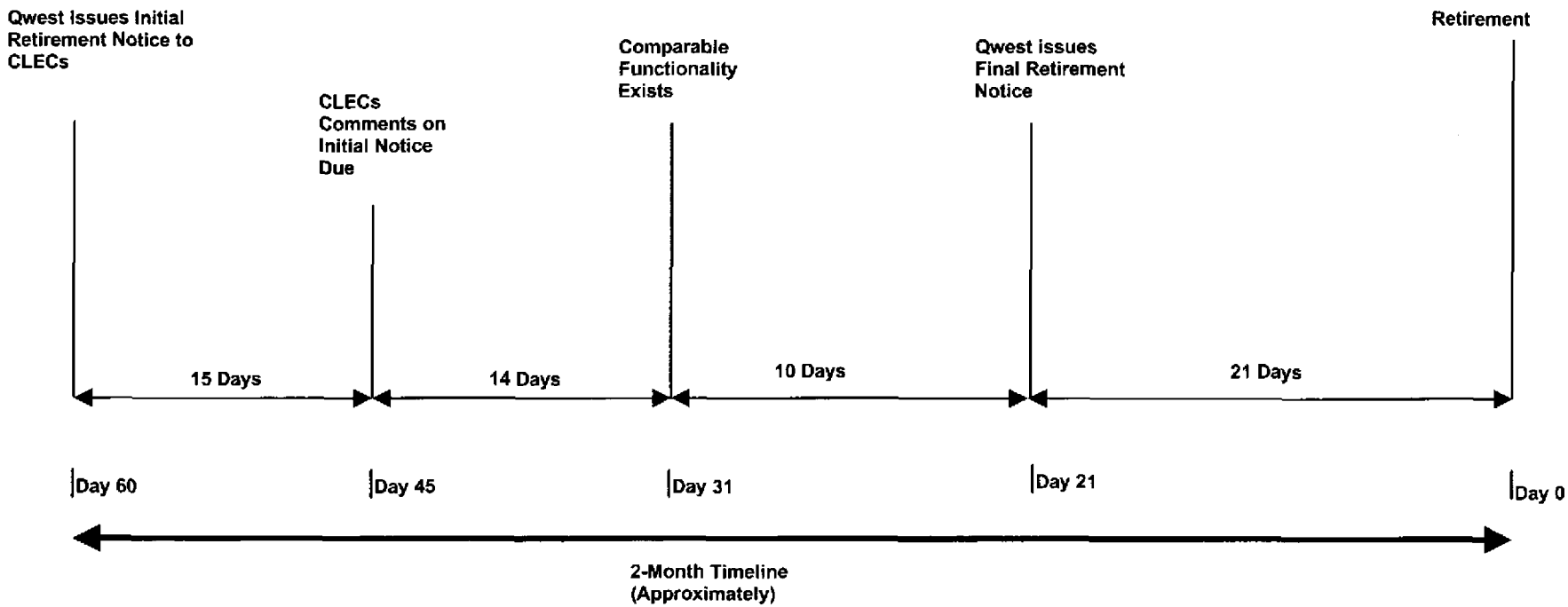
Qwest-CLEC Change Management Process Retirement of An Existing Graphic User Interface Timeline



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

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~~ADMINISTRATION~~

7.0 MANAGING THE CHANGE MANAGEMENT PROCESS FROM AUGUST 8, 2001 REDLINED FRAMEWORK

~~I.~~7.1 Change Management POC

~~The provider~~ Qwest and each ~~customer~~CLEC will designate primary and secondary change management POC(s) who will serve as the official designees for matters regarding this CMP. The primary POC is the official voting member, and a secondary (alternate) POC can vote in the absence of the primary POC for each CLEC.

~~II.Purpose of Change Management POC~~

~~The change management POC will serve as the official designee for all matters regarding change management, including:~~

- ~~Submission of change request forms~~
- ~~Notification of critical matters, such as Type 1 errors~~

~~The customers~~CLECs and Qwest will exchange POC information including items such as: ~~must provide the following information to the provider's change management POC:~~

- Name
- Title
- Company
- Telephone number
- E-mail address
- Fax number
- Cell phone/Pager number

~~III.~~7.2 Change Management POC List

~~Creation~~

~~The provider will create a distribution list and publish this list.~~ Primary and secondary CLEC POCs should be included in the Qwest maintained distribution list. ~~At least a primary customer POC and secondary customer POC should be included in the distribution list.~~ It is the CLECs responsibility to notify Qwest of any POC changes. ~~It is the provider's responsibility to maintain and update the information on the list with the assistance of the customer. This list will be used to update customers on change management issues.~~ The list will be made available to all participating CLECs with the permission of the POCs.

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7.3 Preferred Method of Communication ~~Formal~~

~~The standard methods of communication are mail, e-mail, web site, telephone, and fax. Critical matters will be communicated using the distribution list.~~ The preferred method of communication is e-mail with supporting information posted to the web site.

~~V.~~7.4 *Governing Body*

The change management organizational structure must support the CMP. Each position within the organization has defined roles and responsibilities as outlined below.

CMP Team: Representatives are from the ~~customer~~CLECs (or their authorized agents) and ~~the provider~~Qwest. This team meets monthly to review, prioritize, and make recommendations for change management requests. The change management requests are used as input to internal change management processes.

CMP Steering Committee: The CMP Steering Committee consists of representatives from the ~~customer~~CLECs and ~~the provider~~Qwest who will be responsible for managing compliance to the CMP document. The responsibilities of the CMP Steering Committee are:

- *On-going commitment*
- *Participation in change management meetings/conference calls*
- *Reviewing changes/suggestions to the CMP document for submittal to OBF*
- *Process improvements*
- *Managing meeting schedule/logistics*

A standing agenda item at the regular change management meetings will provide an opportunity for ~~the provider~~Qwest and ~~customer~~CLECs to assess the effectiveness of the CMP. Both the ~~customer~~CLECs and ~~the provider~~Qwest will use this opportunity to provide feedback of instances of non-compliance and commit to taking appropriate action(s).

Provider POC: ~~The provider~~Qwest POC is responsible for managing the CMP. ~~The provider~~Qwest POC will be responsible for maintaining the integrity of the change requests, preparing for and facilitating review meetings, presenting change requests to ~~the provider~~Qwest's internal CMP, and ensuring that all notifications are communicated to the appropriate parties.

~~Customer~~CLEC POC: The ~~customer~~CLEC POC will serve as the official designee for all matters regarding CMP, including:

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- *Submission of ~~customer~~CLEC change request forms*
- *Notification of critical matters, such as Type 1 errors*

Release Management Team: A team of ~~customer~~CLEC and provider representatives who manage the implementation of scheduled releases.

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8.0 MEETINGS FROM AUGUST 8, 2001 REDLINED FRAMEWORK

~~Change Management meetings will be conducted monthly.~~
~~**FROM AUGUST 8, 2001 REDLINED FRAMEWORK**~~

Change Management meetings will be conducted on a regularly scheduled basis, at least on a monthly basis. Meeting participants can choose to attend meetings in person or participate by conference call.

Meetings are held to review, prioritize, manage the implementation of process and system changes –and address change management requests. Qwest will review the status of all applicable change requests. The meeting may also include discussions of Qwest's development view.

CLEC's request for additional agenda items and associated materials should be submitted to Qwest at least five (5) business days by noon (MST) in advance of the meeting. Qwest is responsible for distributing the agenda and associated meeting materials at least three (3) business days by noon (MST) in advance of the meeting. Qwest will be responsible for preparing, maintaining, and distributing meeting minutes–. Attendees with any walk-on items should bring materials of the walk-on items to the meeting.

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

Additional meetings may be held at the request of Qwest or any qualified CLEC (as defined in this document). Meeting notification must contain an agenda plus any supporting meeting materials. These meetings should be announced at least five (5) business days prior to their occurrence. Exceptions may be made for emergency situations.

~~The provider is responsible for notifying customers and distributing agendas and other meeting materials to include, but not limited to, actual change requests received from the customers and documentation of industry guidelines and regulatory changes at least seven (7)calendar days in advance of the meeting.~~
~~Customers can choose to attend meetings in person or participate by conference call. The provider must make a conference bridge available for meetings. The agenda will include the dial-in number and the access information.~~

~~The provider will be responsible for preparing, maintaining, and distributing minutes following the meeting. The draft version of the minutes must be distributed no later than seven (7) calendar days after the meeting and must contain the name of each attendee and the company they represent. All attendees, whether in person or by phone, must identify themselves and the~~

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~~company they represent. The provider will also update the status of change requests after the meeting and distribute it following the meeting as part of the meeting minutes.~~

~~Emergency or special meetings may be held at the request of the provider or any qualified customer (as defined in this document). Emergency meeting notification must contain an agenda plus any supporting meeting materials. These meetings should be announced at least two (2) business days prior to their occurrence.~~

8.1 Meeting Materials [Distribution Package] for Change Management Meeting FROM AUGUST 8, 2001 REDLINED FRAMEWORK

~~**FROM AUGUST 8, 2001 REDLINED FRAMEWORK**~~

Meeting materials should include the following information:

- Meeting Logistics
- Minutes from previous meeting
- Agenda
- Change Requests and responses
  - New/Active
  - Updated
  - Log
- Issues, Action Items Log and associated statuses
- Release Summary12 Month Development View
- Monthly System Outage Report
- Any other material to be discussed

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

8.2 Meeting Minutes for Change Management Meeting FROM AUGUST 8, 2001 REDLINED FRAMEWORK

~~**Agenda Items for Change Management Meeting**~~

~~Agenda items should include but are not limited to, the following:~~

~~Change Request discussions~~
~~Issues/Actions~~
~~Release Notice/12 Month Development View~~
~~Effectiveness of change management Process~~
~~Specifications for regulatory or industry originated change requests~~

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~~II.Change Management Meeting Action Log and Change Request Status~~

~~The provider will maintain and distribute at the change management meeting an Action Item Log containing action items from previous meetings and status. Additionally, during the change management meetings, the provider will review status of the customer change requests. The meeting will include discussions of the provider's development view, as well as any customer's suggested development to the provider Operations Support Systems (OSSs).~~

~~FROM AUGUST 8, 2001 REDLINED FRAMEWORK~~

~~-~~QQwest will take minutes.
Qwest will summarize discussions in meeting minutes and include any revised documents such as Issues, Action items and statuses.

Minutes should be distributed to meeting participants for comments or revisions no later than five (5) business days by noon (MST) after the meeting. CLEC comments should be provided within two (2) business days by noon (MST). Revised minutes, if CLEC comments are received , should be distributed within nine (9) business days by noon (MST) after the meeting.

~~The provider will take minutes during the meeting. Meeting minutes should include, but are not limited to, the following:~~

~~-Current status of change requests and Release Notices~~
~~-Issues/Action items and status~~
~~-Attendees/Company~~

~~A draft version of the minutes should be distributed to meeting participants for comments or revisions no later than seven (7) calendar days after the meeting. Customers need to respond to the provider with any modifications to the draft version within two (2) business days. Revisions and comments will be incorporated into the final minutes. The final minutes will be distributed within eleven (11) calendar days after the meeting.~~

~~IV.~~8.3 ~~Provider~~Qwest ~~Change Management Process~~ Wholesale CMP Web Site[Need to re-visit – ACTION ITEM #137G]
FROM AUGUST 8, 2001 REDLINED FRAMEWORK

To facilitate access to CMP documentation, ~~the provider~~Qwest will maintain CMP information on its web site. The web site should be easy to use and updated in a timely manner. The Web site should be a well organized central repository for CLEC notifications and CMP documentation. Active documentation including meeting materials (Distribution Package), should be maintained

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on the website. Change Requests and release notifications should be identified in accordance with the agreed upon naming convention, to facilitate ease of identification. [action item #] Qwest will maintain closed and old versions of documents on the web site's Archive page for 18 months before storing off line. Information that has been removed from the web site can be obtained by contacting the appropriate Qwest CMP Manager. -At a minimum, the CMP web site will ~~contain~~ include:

- Current version of ~~the provider~~Qwest CMP document describing CMP's purpose and scope of setting forth the CMP objectives, procedures, and timelines, including release life cycles.
- Calendar of release dates
- OSS hours of availability
- Links to related web sites, such as IMA EDI, IMA GUI, CEMR, and Notices
- Current CMP escalation process
- CMP prioritization process description and guidelines
- Change Request form and instructions to complete form
- Submitted and open Change Requests and the status of each
- Responses to Change Requests and written responses to CLEC inquiries
- Meeting (formal and informal) information for CMP monthly meetings and interim meetings or conference calls, including descriptions of meetings and participants, agendas, sign-up forms, and schedules
- A log of CLEC and Qwest change requests and associated statuses
- ~~Issue/Action items and statuses~~Meeting materials (distribution package)
- Meeting minutes
- Release announcements and other CLEC notifications and associated requirements
- Directory to CLEC notifications for the month
- Business rules, SATE test case scenarios technical specifications, and user guides will be provided via links on the CMP web site. ~~based on the LSOG and provider's specific requirements~~
- Contact information for the CMP POC list, including CLEC, Qwest and other participants (with participant consent to publish contact information on web page).

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~~REQUIREMENTS REVIEW~~

~~I.Draft Interface Release Requirements~~

~~Prior to implementing a new interface or a change to an existing interface, the provider~~Qwest ~~will notify customer~~CLECs ~~of the draft release requirements.~~

~~Notification and confirmation time lines for Type 1 are determined on an individual case basis based on the severity of the problem.~~

~~Notifications for Type 2 changes are based on applicable law and / or regulatory rules.~~

~~Type 3 time lines are based on customer~~CLEC ~~/ provider agreement in conjunction with the rollout of national guidelines, (See Issue 1714: New Issue Life Cycle Process) subject to any overriding regulatory obligations.~~

~~Generally, a Type 4 and Type 5 change notification will occur at least 73 calendar days prior to implementing the change. Draft business rules / technical specifications will be produced and distributed to customer~~CLECs ~~66 calendar days prior to implementation. Customer~~CLECs ~~have fifteen (15) calendar days from the initial publication of draft documentation to provide comments / questions on the documentation. Change confirmation will occur 45 calendar days prior to implementation through publication of final business rules / technical specifications.~~

~~For Type 4 or Type 5 change requests more or less notification may be provided based on severity and the impact of the change. For example, the provider~~Qwest ~~can implement the change in less than 45 calendar days.~~

~~Documentation of new or revised error messages associated with Type 4 or Type 5 change requests will be provided no later than 30 calendar days prior to implementation date.~~

~~II.Content of Draft Interface Release Requirements~~

~~The Notification letter will contain:~~

- *~~Written summary of change(s)~~*
- *~~Target time frame for implementation~~*
- *~~Any cross-reference to updated documentation such as the Users Guide. This type of documentation should also include a summary of changes made to the document~~*

~~III.Walk Through of Draft Interface Release Requirements~~

~~If requested by one or more customer~~CLECs ~~within fourteen (14) calendar days of receiving the initial Release Requirements, the provider~~Qwest ~~will sponsor a walk through with the~~

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~~appropriate internal subject matter experts. The provider~~Qwest ~~will hold this walk-through no later than thirty (30) calendar days prior to the scheduled implementation.~~

~~IV. Customer~~CLEC~~'s Comments on Draft Interface Release Requirements~~

~~If the customer~~CLEC ~~identifies issues or requires clarification, the customer~~CLEC ~~must send a written response to the provider~~Qwest ~~and the customer~~CLEC~~'s Account Manager. The provider~~Qwest ~~must receive the customer~~CLEC~~'s response seven (7) calendar days prior to the date of the Initial Release Requirements. The response will specify the customer~~CLEC~~'s questions, issues and any other alternative recommendations for implementation.~~

~~V. Provider Response to Comments~~

~~The provider~~Qwest ~~will review and respond with written answers to all customer~~CLEC ~~issues, comments/concerns within seven (7) calendar days. The answers will be shared with all customer~~CLECs~~, unless the question (s) are marked proprietary. Any changes that may occur as a result of the responses will be distributed to all customer~~CLECs ~~in the same notification letter.~~

~~VI. Final Interface Release Requirements~~

~~The notification letter resulting from the customer~~CLEC~~'s response from the Initial Release Notification will constitute the Final Release Requirements.~~

~~VII. Content of Final Interface Release Requirements~~

~~In addition to the content of Interface Initial Release Requirements, the Final Release will include the following:~~

- ~~Summary of changes from the provider~~Qwest ~~response to comments~~
- ~~Indication of type of change (e.g., documentation change, business rule change, clarification change)~~
- ~~Changed requirements pages~~
- ~~Release date~~
- ~~Interval before implementation of release~~

~~The provider~~Qwest~~'s planned implementation date will not be sooner than forty-five (45) calendar days from the date of the final release requirements. The provider~~Qwest ~~will post notification to provider's web site to inform the customer~~CLECs ~~of possible impact to customer~~CLEC ~~ordering ability. The provider~~Qwest ~~will post this information forty-five (45) calendar days prior to the scheduled implementation of such changes, if possible, but not less than thirty (30) calendar days prior to implementation. Emergency changes that occur without advance notification will be posted within 24 hours of the change. The implementation time line for the release will not begin until all related documentation is provided.~~

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9.0 PRIORITIZATION

9.1 Prioritization Review

The prioritization review provides the forum for reviewing and prioritizing Type 4 and Type 5 change requests. ~~The provider~~Qwest will facilitate the meeting. Both ~~customer~~CLECs and ~~providers~~Qwest should have appropriate subject matter experts in attendance. Meetings will be held monthly, or more frequently if needed, and are open to all ~~customer~~CLECs. The prioritization review objectives are to:

- *Introduce newly initiated ~~customer~~CLEC and provider change requests.*
- *Allow ~~customer~~CLECs to prioritize new change requests and re-rate existing change requests by providing specific input as to the relative importance that ~~customer~~CLECs, as a group, assign to each such change request.*
- *Provide status on outstanding ~~customer~~CLEC and provider change requests.*
- *~~The provider~~Qwest will distribute all materials fourteen (14) calendar days prior to the prioritization review. The materials will include:*
  - *Agenda*
  - *Prioritized spreadsheet of Type 4 and Type 5 change requests*
  - *Spreadsheet of change requests pending initial rating and re-rating (see Appendix B)*
  - *New change requests as submitted by initiating ~~customer~~CLEC or provider*

~~II.~~9.2 Prioritization Process

During the review, the initiators will present their new change requests and any requests for re-rate. This will be followed by a question and answer session. After all presentations are complete, the voting of change requests will begin.

Re-rate requests will only be accepted from ~~customer~~CLECs who participated in the initial voting. Once a re-rate is requested, all ~~customer~~CLECs participating at the subsequent meeting can submit a rating.

~~Customer~~CLECs may request and rate a modification to a new change request at the prioritization review, if agreed to by the originating ~~customer~~CLEC(s). The originating ~~customer~~CLEC must update the change request with the agreed upon modification.

~~III.~~9.3 Voting

Voting should be conducted according to the following guidelines:

- *A ~~customer~~CLEC must either be using the interface impacted by the change request or have a Letter of Intent to use the interface on file with ~~the provider~~Qwest to participate in the vote.*

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- *Each ~~customer~~CLEC is allowed one vote per change request and should have one representative responsible to provide a rating. Each ~~customer~~CLEC can only assign a rating to a change request at the prioritization review. A rating will not be accepted outside of the prioritization review.*
- *~~Customer~~CLECs may only provide a rating at the meeting where the new change request is introduced. ~~Customer~~CLECs that were not present at that meeting may not submit ratings at subsequent meetings, unless there is a request to re-rate.*
- *A ~~customer~~CLEC may delegate its vote to an authorized agent acting on its behalf by providing a Letter of Authority.*
- *Each participating ~~customer~~CLEC ranks each change request by providing a rank from 1 (low) to 5 (high). Votes will be averaged to determine order of ranking and results (see Appendix C) will be provided prior to the close of the prioritization review.*
- *~~Customer~~CLECs can defer/pass on voting. A rating of defer or pass will not be averaged in the overall rating.*

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~~*Qwest Proposed Interface Testing Language Updated 11-13-01, Proposed Action Item Language - 11-20-01 - revised 11/27/01*~~

10.0 APPLICATION-TO~~-to-~~-APPLICATION INTERFACE TESTING

~~**[Action Item 208 - Add language to address issue of finding a bug in the production code in the test environment.]**~~

[Redesign 02-06-02]

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

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

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

- Stand Alone Test Environment (SATE)
- Interoperability Testing
- Controlled Production Testing

The CTE for Maintenance and Repair currently includes:

- CMIP Interface Test Environment (MEDIACC)

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~~Qwest will provide test files for . Billing~~ ~~There are two types of testing:~~ Qwest provides initial implementation~~new release~~ testing [intended for those CLECs that are not currently in production or that want to test new ordering or pre-ordering transactions for which they have not been through testing – move to Terms], and migration testing (from one version to the next) for all types of OSS Interface change requests. Controlled Production Testing is also provided for Pre-Order and Order. [see action item #182 TERMS]~~production support for all types of change requests~~. ~~New release~~ Such testing provides the opportunity to test the code associated with ~~releases for Types~~those OSS Interface ex~~2 through 5~~ change requests.[1] The CTE will also provide the opportunity for regression testing of OSS Interface functionality. ~~Production support testing allows CLECs and Qwest to test changes made as a result of Type 1 change request implementation.~~

~~I.New Release & Production Support~~

10.1 Testing Process

~~in the CLEC Test Environment (CTE)~~

Qwest will send an industry notification, including testing schedules (see Ssection 5.0~~X~~ – Changes to Existing OSS Interfaces), to CLECs so they may determine their intent to participate in the test. CLECs wishing to test with Qwest ~~migrate to the new release~~ must participate in at least one joint planning session and determine:

- Connectivity (required)
- Firewall and Protocol Testing (required)
- Controlled Production (required)
- Production Turn-up (required)
- Test Schedule (required)

~~should make arrangements with QwestWhen applicable, CLECs and Qwest will perform interface testing, as mutually agreed upon and documented in a migration project plan~~

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

- Requirements Review
- Test Data Development
- Progression Testing Phase

~~Each testing CLEC will meet with Qwest and agree on its own set of test scenarios that will be included in the test and the test schedule~~Qwest will communicate~~publish~~ any agreed upon changes to the test schedule. CLECs are responsible for establishing and maintaining connectivity to the CTE. ~~Provided a CLEC uses the same connectivity option as it uses in production, the CLEC should, in general, experience response times similar to production However, tThe CTE environment is not intended for volume testing.~~

~~This section provides information regarding the CTE and the procedures for new release and Production Support testing.~~

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~~The CTE is a separate environment that contains the application to application interface and gateway applications for preordering and ordering. This environment is used for CLEC testing – both new release testing and new entrant testing. CLECs are responsible for establishing and maintaining connectivity into the CTE.~~ Provided a CLEC uses the same software components and similar connectivity configuration ~~connectivity option~~ as it uses in production, the CLEC should, in general, experience response times similar to production. However, this environment is not intended for volume testing. The CTE contains the appropriate applications for pre-ordering and Local Service Request (LSR) ordering up to but not~~and~~ including the service order processor. Qwest intends to include the service order processor as part of the SATE component of the CTE by the end of 2002. ~~(Action #185)~~ Production code problems identified in the test environment will be resolved by using the Production Support process as outlined in Section X. [02-06-02]

~~*Any special procedures required due to geographical or system differences will be reviewed with the participating CLEC prior to the implementation of their testing phase.*~~

~~***II.New Release Testing***~~

~~*New release testing is the process CLECs use to test an upcoming Qwest systems release that impacts the interface and business rules between CLECs and Qwest.*~~

~~***III.Getting Ready for the New Release Testing***~~

~~*CLECs should be notified of the content of the release through the change management process. CLECs should review the content of the release and determine if they want to participate in the test and what transactions they would like to submit as part of the test.*~~

~~*Qwest will send an industry notification, including testing schedules, to CLECs so they may determine their intent to participate in the test. CLECs wishing to participate in the test should make arrangements with Qwest testing coordinator. Qwest will publish any changes to the schedule.*~~

~~***IV.Production Support Testing***~~

~~*Production Support testing occurs in a production like environment used in support of new entrant testing. New entrant testing is intended for those CLECs that are not currently in production or that want to test new ordering or pre-ordering transactions for which they have not been through testing.*~~

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~~*I.I.1TYPES OF CHANGE*~~

~~The change request should fall into one of the following classifications:~~

~~*I.I.1.1.1.1.1.1.1Type 1 (Production Support) Change*~~

11.0 ~~I.~~ Production Support~~t~~

~~[Action Item 209 – Qwest to propose language and the time frame for scheduled maintenance, notification and inclusion of known patches or any other CLEC impacting changes, and whether schedule maintenance should be included under production support or in another section in the Redline Document.]~~

11.1 Notification of Planned Outages [2-07-02]

Planned Outages are reserved times for scheduled maintenance to Operations Support Systems (OSS). Qwest sends associated Notifications to all CLECs. Planned Outage Notifications must include:

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

Planned Outage Notifications will be sent to CLECs and appropriate Qwest personnel within 2 days of the scheduling of the OSS maintenance activity.

11.2 ~~I.1~~ Newly Deployed OSS Interface Release

Following the release production date of an OSS Interface change, Qwest will use production procedures for maintenance of software as outlined below. Problems encountered by the CLEC should be reported to the IT Wholesale Systems Help Desk (IT Help Desk). Qwest will monitor, track, and address troubles reported by CLECs or identified by Qwest, as set forth in Section 11~~I~~.2. Problems reported will be known as IT Trouble Tickets. A week after the deployment of an IMA Release into production, Qwest will host a conference call with the CLECs to review any identified problems and answer any questions pertaining to the newly deployed software. Qwest will follow CMP process for documenting the meeting (includes issues/action items and status/solution). Issues will be addressed with specific CLECs and results/status will be reviewed at the next Monthly OSS CMP Meeting.

11.3 ~~I.2~~ Request for a Production Support Change

The IT Help Desk supports Competitive Local Exchange Carriers who have questions regarding connectivity, outputs, and system outages. The IT Help Desk serves as the first point of contact

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for reporting trouble. If the IT Help Desk is unable to assist the CLEC, it will refer information to the proper subject matter expert, also known as Tier 2 or Tier 3 support, who may call the CLEC directly. Often, however, an IT Help Desk representative will contact the CLEC to provide information or to confirm resolution of the trouble ticket. ~~(see Action Item # 189)~~

Qwest will assign each CLEC-generated and Qwest-generated IT Trouble ticket a Severity Level 1 to 4, as defined in Section 11~~I~~.4. Severity 1 and Severity 2 IT trouble tickets will be implemented immediately by means of an emergency release of process, software or documentation (known as a patch). If Qwest and CLEC deem implementation is not timely, and a work around exists or can be developed, Qwest will implement the work around in the interim. Severity 3 and Severity 4 IT trouble tickets may be implemented when appropriate taking into consideration upcoming patches, major releases and point releases and any synergies that exist with work being done in the upcoming patches, major releases and point releases.

The first time a trouble is reported by Qwest or CLEC, the Qwest IT Help Desk will assign a IT Trouble Ticket tracking number, which will be communicated to the CLEC at the time the CLEC reports the trouble. The affected CLEC(s) and Qwest will attempt to reach consensus on resolution of the problem and closing the IT Trouble Ticket. If no consensus is reached, any party may use the Technical Escalation Process described in ~~s~~Section X. When the IT Trouble Ticket has been closed, Qwest will notify CLECs with one of the following disposition codes:

- No Trouble Found – to be used when Qwest investigation indicates that no trouble exists in Qwest systems.
- Trouble to be Resolved in Patch – to be used when the IT Trouble Ticket will be resolved in a patch. Qwest will provide a date for implementation of the patch. This is typically applied to Severity 1 and Severity 2 troubles, although Severity 3 and Severity 4 troubles may be resolved in a patch where synergies exist.
- CLEC Should Submit CMP CR – to be used when Qwest's investigation indicates that the System is working pursuant to the Technical Specifications (unless the Technical Specifications are incorrect), and that the IT Trouble Ticket is requesting a systems change that should be submitted as a CMP CR.
- Date TBD – to be used when the IT Trouble Ticket is not scheduled to be resolved in a patch or change, but Qwest may resolve in a patch, release, or otherwise, if possible where synergies exist. This disposition is applied to Severity 3 and Severity 4 troubles.

Qwest will track "Date TBD" trouble tickets and report status and resolution of these trouble tickets and associated systems work on its CMP website. The status of these trouble tickets will be regularly discussed in CMP meetings.

For "Date TBD" trouble tickets, either Qwest or a CLEC may initiate the Change Request to correct the problem. (See Section 3.0~~X~~ for CR Initiation.) If the initiating party knows that the CR relates to a trouble ticket, it will identify the trouble ticket number on the CR.~~I.1 Newly Deployed Changes~~

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~~Following the implementation of an OSS Interface change, Qwest will use existing production procedures for maintenance of a newly released software. Qwest will monitor troubles reported by CLECs to the IT Wholesale Systems Help Desk. A week after the deployment of a software into production, Qwest will host a conference call with the CLECs to review any identified problems and answer any questions pertaining to the newly deployed software. A Type 1 change corrects problems discovered in production versions of an OSS interface.~~

~~I.2 Request for a Production Support Change~~
~~Severity 1 (critical—production stopped) and Severity 2 (production or functionality degraded) corrections will be implemented immediately by means of an emergency release of process, software or documentation and CLECs notified according to the IT Wholesale Systems Help Desk procedures (refer to CMP web site). Severity 3 (limited use, but workaround in place) and Severity 4 (low or no impacts to CLECs) types, will not be fixed immediately but will follow the CR process under this CMP. For Severity 3 and Severity 4 production support issues, eEither Qwest or a the CLEC may initiate the Cchange Rrequest to correct the Severity 3 or Severity 4 problem. (See Section X for CR Initiation.) Typically, this type of change reflects instances where an technical implementation is faulty or inaccurate such as to cause correctly or properly formatted data to be rejected.~~

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

11.4 ~~I.3~~ Reporting Trouble to IT

Qwest will open a trouble ticket at the time the trouble is first reported by CLEC or detected by Qwest. The IT Help Desk representative will communicate the ticket number to the CLEC at the time the CLEC reports the trouble.

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

If one or more CLECs call in on the same problem, but it is not recognized as the same problem, one or more tickets may be created. When the problem is recognized as the same, one of the tickets becomes the primary ticket, and the other tickets are linked to the primary ticket. When the problem is closed, the primary and all related tickets will be closed.

11.5 ~~I.4~~ Severity Levels

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

Guidelines for determining severity levels are listed below. Severity level may be determined by one or more of the listed bullet items under each Severity Level (the list is not exhaustive). Examples of some trouble ticket situations follow. Please keep in mind these are guidelines, and each situation is unique. The IT Help Desk representative, based on discussion with the CLEC, *will make the determination of the severity level and will communicate the severity level* to the CLEC at the time the CLEC reports the trouble. If the CLEC disagrees with the severity level assigned by the IT Help Desk personnel, the CLEC may escalate using the Technical Escalation Process. (See section X)

Severity 1: -Critical Impact

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

Examples:

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

Severity 2: -Serious Impact

- Serious.
- Moderate visibility.
- Moderate to large number of CLECs, or orders affected.
- *Potentially affects online commitment.*
- Serious slow response times.
- Serious loss of functionality.

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

Examples:

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

Severity 3: Moderate Impact

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

Example:

- ~~Equipment taking hard~~Hardware errors, no impact yet.

Severity 4: Minimal Impact

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

Examples:

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

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11.6 ~~I.5~~ Status Notification for IT Trouble Tickets

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

- Ticket Notifications: for tickets that relate to only one reporting CLEC
- Event Notifications: for tickets that relate to more than one CLEC

- Event Notifications are sent by Qwest to all CLECs who subscribe to the IT Help Desk as described in Process X. Event Notifications ~~must~~will include ticket status (e.g. open, no change, resolved) and as much of the following information as is known to Qwest at the time the notice is sent: **[Redesign 02-07-02]**

:

- Description of the problem
- Impact to the CLECs (e.g. geographic area, products affected, business implications)

~~Ticket status (e.g. open, no change, resolved)~~

- Estimated resolution date and time if known
- Resolution if known
- Severity level
- Trouble ticket number(s), date and time
- Work around if defined
- Qwest contact for more information on the problem
- System affected
- Escalation information as available

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

11.6 ~~I.6 Ticket~~ Notification ~~Response~~ Intervals

~~Ticket Response~~ Notification Intervals are based on the severity level of the ticket. "~~Response~~ Notification Interval for any Change in Status" means that a ~~status~~ notification will be sent out within the time specified from the time a change in status occurs. "Notification~~Response~~ Interval for No Change in Status" means that a ~~status~~ notification will be sent out on a recurring basis within the time specified from the last ~~status~~ notification when no change in status has occurred, until resolution. "Notification~~Response~~ Interval upon Resolution" means that a ~~status~~ notification will be sent out within the time specified from the resolution of the problem. ~~Status notifications sent by Qwest to all CLECs who subscribe to the IT Wholesale Systems Help Desk are known as Event Notifications. Event Notifications will be sent to all CLECs within the time frame set forth in the table below and will include all related system trouble ticket number(s). The affected CLEC(s) and Qwest will attempt to reach consensus on resolution of the problem. When no~~

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~~consensus is reached, any party may use the Technical Escalation Process described in section X.~~

~~Status~~ Nnotification will be provided during the IT ~~Wholesale Systems~~ Help Desk normal hours of operation. Qwest will continue to work severity 1 problems outside of Help Desk hours of operation which are Monday-Friday 6:00 a.m. - 8:00 p.m. Mountain time and Saturday 7:00 a.m. - 3:00 p.m. Mountain time, and will communicate with the ~~affected~~ CLEC(s) as needed. A severity 2 problem may be worked outside the IT ~~Wholesale Systems~~ Help Desk normal hours of operation on a case-by-case basis. ~~Severity three and four tickets can result in a CLEC or Qwest initiated Change Request. The tickets will be resolved as Closed, to be taken to the CMP Process.~~

The chart below indicates the response intervals a CLEC can expect to receive after reporting a trouble ticket to the IT ~~Wholesale Systems~~ Help Desk.

Severity Level of Ticket	**Notification interval for initial ticket**	**Notification Interval for any Change in Status**	**Notification Interval for No Change in Status**	**Notification Interval upon Resolution**
Severity Level 1	Immediate acceptance	Within 1 hour	1 hour	Within 1 hour
Severity Level 2	Immediate acceptance	Within 1 hour	1 hour	Within 1 hour
Severity Level 3	Immediate acceptance	Within 4 hours	48 hours	Within 4 hours
Severity Level 4	Immediate acceptance	Within 8 hours	48 hours	Within 8 hours

~~Type 1 changes will be processed on an expedited basis by means of an emergency release of software/documentation.~~

~~Additionally, once a Type 1 change is identified, the change management team (see the Managing The Change Management Process section) must determine the nature and scope of the maintenance. Type 1 changes are categorized in the following manner:~~

~~**Severity 1:** Production Stopped: Interface Unusable – Interface discrepancy results in totally unusable interface requiring emergency action. CLEC Orders/Pre-Orders cannot be submitted or will not be accepted by Qwest and manual work arounds are not feasible. Correction is considered essential to continued operation. Qwest and CLECs should dedicate resources to expedite resolution.~~

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~~Acknowledgment Notification = 1 hour~~
~~Status Notification = bi-hourly~~

~~**Severity 2:** Production Degraded: Interface Affecting - An interface discrepancy that requires a work-around(s) on the part of the CLEC or Qwest. The change is considered critical to continued operation. It does not stop production, but affects key applications.~~

~~Acknowledgment Notification = 4 hours~~
~~Status Notification = weekly~~
~~Implementation time = 14 - 30 calendar days~~

~~**Severity 3:** Process Impacted: Pre-order / Order requests can be submitted and will be accepted through normal processes / interfaces. Clarification is considered necessary to ongoing operations.~~

~~Acknowledgment Notification = 7 calendar days~~
~~Implementation time = 30 - 60 calendar days~~

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12.0 TRAINING

All changes to existing interfaces, as well as the introduction of new interfaces, will be incorporated into CLEC training.

~~Providers~~Qwest may conduct ~~customer~~CLEC workshops. ~~Customer~~CLEC workshops are organized and facilitated by ~~the provider~~Qwest and can serve any one of the following purposes:

- *Educate ~~customer~~CLECs on a particular process or business function*
- *Collect feedback from ~~customer~~CLECs on a particular process or business function*
- *Provide a forum for ~~providers~~Qwest or ~~customer~~CLECs to lobby for the implementation of a particular process or business function*

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13.0 ESCALATION PROCESS FROM SEPTEMBER 20, 2001 REDESIGN SESSION

~~FROM SEPTEMBER 20, 2001 REDESIGN SESSION~~

~~I.~~13.1 Guidelines

- The escalation process will include items that are defined as within the CMP scope.
- The decision to escalate is left to the discretion of the ~~customer~~CLEC, based on the severity of the missed or unaccepted response/resolution.
- Escalations may also involve issues related to CMP itself, including the administration of the CMP. ~~can involve issues related to the CMP, itself~~
- ~~Escalations involving change requests,~~ Tthe expectation is that escalation should occur only after ~~normal~~ change management procedures have occurred per the CMP.

~~Three (3) levels of escalation shall be available. They are:~~

~~1.The customer's change management director (or designated agent) to provider's change management director~~

~~2.The customer's change management director to provider's account director~~

~~3.The customer's vice-president to provider's vice-president~~

~~Each level of escalation will go through the same cycle, as follows:~~

~~II.~~13.2 Cycle

Item must be formally escalated as an e-mail sent to the Qwest CMP escalation e-mail address, ~~[~~ http://www.qwest.com/wholesale/cmp/escalations_dispute.html.~~URL – to be established] the appropriate provider escalation level.~~

- Subject line of the escalation e-mail must include:

  - CLEC Company name
  - "ESCALATION"
  - Change Request (CR) number and status, if applicable

- Content of e-mail must enclose appropriate supporting documentation, if applicable, and to the extent that the supporting documentation does not include the following information, the following must be provided.:

  - Description of item being escalated
  - History of item
  - Reason for Escalation
  - *Business need and impact*
  - Desired CLEC resolution
  - CLEC contact information including Name, Title, Phone Number, and e-mail address

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- CLEC may request that impacted activities be stopped, continued or an interim solution be established.

- Qwest will acknowledge receipt of the complete escalation e-mail with an acknowledgement of the e-mail no later than the close of business of the following business day. If the escalation email does not contain the following specified information Qwest will notify the CLEC by the close of business on the following business day, identifying and requesting information that was not originally included. When the escalation email is complete, the acknowledgement email will include:

  - Date and time of escalation receipt
  - Date and time of acknowledgement email
  - Name, phone number and email address of the Qwest Director, or above, assigned to the escalation.

~~Subject of e-mail must be customer (Customer Name) ESCALATION (CR# if applicable) Level of Escalation~~
~~Content of e-mail must include~~
~~Definition and escalation of item~~
~~History of item~~
~~Reason for escalation~~
~~Desired outcome of customer~~

- Qwest will post escalated issue and any associated responses on the CMP web site within 1 business day of receipt of the complete escalation or response. [see action item]
- Qwest will give notification that an escalation has been requested via the Industry Mail Out process [in a time frame to be determined – Jarby]
- Any other CLEC wishing to participate in the escalation must submit an e-mail notification to the escalation URL within one (1) business day of the mail out. The subject line of the e-mail must include the title of the escalated issue followed by "ESCALATION PARTICIPATION"

~~Impact to customer of not meeting the desired outcome or item remaining on current course of action as previously discussed at the prioritization review (if escalation is associated with a change request)~~
~~Impact to customer of a rejected change request~~
~~Contact information for appropriate level including Name, Title, Phone Number, and e-mail ID~~
~~It is not necessary to repeat information for level 2 and 3 escalations. However, the e-mail submission should include any additional information since the last distribution, including the reason that the matter could not be resolved at previous level~~
~~The provider will reply to the escalation request with an acknowledgment of receipt within 1 business day~~
~~Within seven (7) calendar days of receipt, the appropriate provider change management executive (Level 1-2: Director or Level 3: Vice President) will reply through provider change management with provider position and explanation for that position~~

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- Qwest will respond with a binding position e-mail including supporting rationale aAs soon as practicable, but no later than:

  - -For escalated CRs, seven (7) ~~fourteen (14)~~ calendar days of sending the acknowledgement e-mail, ~~Qwest will respond with a binding position e-mail including supporting rationale~~.
  - For all other escalations, fourteen (14) calendar days of sending the acknowledgment e-mail.

- The escalating ~~customer should~~ CLEC will respond to ~~the provider~~Qwest within seven (7) calendar days with a binding position e-mail. ~~as to whether escalation will continue or the provider response has been accepted as closure to the item~~

~~If the provider's position suggests a change in the current disposition of the item, a conference call will be held within 1 business day of the provider's decision in order to arrive at consensus with the appropriate executives~~

~~The provider will publish the outcome of the conference call via e-mail~~

~~For escalations associated with Type 1 changes, the provider has a one day turnaround rather than 5 for each cycle of escalation~~

- When the escalation is closed, the resolution will be subject to the CMP.

~~3.4.2.1 Flow of Escalation Table~~

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14.0 DISPUTE RESOLUTION PROCESS FROM SEPTEMBER 20, 2001 REDESIGN SESSION

~~**FROM SEPTEMBER 20, 2001 REDESIGN SESSION**~~

CLECs and Qwest will work together in good faith to resolve any issue brought before the CMP ~~[define Good Faith]~~. In the event that an impasse issue develops~~, is not resolved through the Escalation Process described in Section xx has been followed without resulting in a resolution~~, a party may pursue the dispute resolution processes set forth below:~~the dispute shall be resolved by either method set forth below.~~ Item must be formally noticed as an e-mail sent to the Qwest CMP Dispute Resolution e-mail address, http://www.qwest.com/wholesale/cmp/escalations_dispute.html. ~~[URL to be established]~~ Subject line of the e-mail must include:

- CLEC Company name
- "Dispute Resolution"
- Change Request (CR) number and status, if applicable
- Content of e-mail must enclose appropriate supporting documentation, if applicable, and to the extent that the supporting documentation does not include the following information, the following must be provided:
    - Description of item
    - History of item
    - Reason for Escalation
    - Business need and impact
    - Desired CLEC resolution
    - CLEC contact information including Name, Title, Phone Number, and e-mail address
    - Qwest will acknowledge receipt of the complete Dispute Resolution e-mail within one (1) business day

- Qwest or any CLEC may suggest that the issue be resolved through an Alternative Dispute Resolution (ADR) process, such as arbitration or mediation using the American Arbitration Association (AAA) or other rules. If the parties agree to use an ADR process and agree upon the process and rules to be used, including whether the results of the ADR process are binding, the dispute will be resolved through the agreed-upon ADR process.

~~Qwest or any CLEC affected by the dispute, may request mediation by a third party. If mediation is requested, parties shall participate in good faith. Qwest and the CLECs affected by the dispute must agree to the terms of the mediation, including the payment of costs and fees. If the mediation results in the resolution of the dispute, that resolution shall~~

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~~apply to all CLECs affected by the dispute. If mediation is not successful in resolving the issue, Qwest or any CLEC may use the process set forth below.[action item for proposed language]~~

- Without the necessity for a prior ADR Process~~[contingent on first bullet]~~, Qwest or any CLEC may submit the issue, following the commission's established procedures, with the appropriate regulatory agency requesting resolution of the dispute. This provision is not intended to change the scope of any regulatory agency's authority with regard to Qwest or the CLECs.

~~However,~~ Tthis process does not limit -any party's right to seek remedies in a regulatory or legal arena at any time.

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DEFINITION OF TERMS

Term	*Definition*
~~CUSTOMER~~CLEC	*Party originating a request (LSR)*

INTERFACE	*A mechanism to communicate between ~~customer~~CLEC/provider or trading partners (e.g., paper, GUI, gateway)*
	• *A new interface is ~~the provider~~Qwest's introduction of paper, GUI, gateway, etc., to all ~~customer~~CLECs for the first time.*
	• *A change to an interface may include:*
	  • *Paper to GUI*
	  • *Changes of EDI to CORBA*

ISSUE	*The specific OBF LSOG Issue (e.g., Local Services Ordering Guidelines (LSOG) document, Issue 5, August 2000)*
PROVIDER	*Party receiving request (LSR)*
RELEASE	*Implementation of version (Type 3 change) using a particular interface. A release may include enhancements or customization (Type 1,2,4 or 5 change) to an LSOG version by a provider as well as ~~customer~~CLEC/provider business requirements.*
VERSION	*The supported OBF LSOG Issue (e.g., Local Services Ordering Guidelines (LSOG) document, Issue 5, August 2000)* *(Type 3 change)*

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GLOSSARY OF TERMS

ANSI	*American National Standards Institute*
ATIS	*Alliance for Telecommunications Industry Solutions*
CMP	*Change Management Process*
ECIC	*Electronic Communications Implementation Committee*
EDI	*Electronic Data Interchange*
FCC	*Federal Communications Commission*
GUI	*Graphical User Interface*
ITU	*International Telecommunications Union*
LOI	*Letter of Intent*
LSR	*Local Service Request*
NRIC	*Network Reliability and Interoperability Council*
OBF	*Ordering and Billing Forum*
OIS	*Outstanding Issue Solution*
OSS	*Operational Support Systems*
POC	*Point Of Contact*
RN	*Release Notification*
TCIF	*Telecommunications Industry Forum*

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APPENDIX A: CHANGE REQUEST FORM AND CHECKLIST

I. *Appendix A-1: Change Request Form*

---

(1) Internal Reference # _____ *(2) Date Change Request Submitted* ___/___/___

(3) ☐ ***TYPE 1 (EMERGENCY)*** *(4)* ☐ ***TYPE 2 (REGULATORY)*** *(5)* ☐ ***TYPE 3 (INDUSTRY)***
- ☐ *Severity 1 (stops production)*
- ☐ *Severity 2 (impacts production)*
- ☐ *Severity 3 (major w/work around)*

(6) ☐ ***TYPE 4 (PROVIDER)*** *(7)* ☐ ***TYPE 5 (~~CUSTOMER~~CLEC)***

(4) ~~Customer~~CLEC _____

(5) Originator _____ *(6) Phone* _____

(7) Originator's Email Address _____ *(8) Fax* _____

(9) Alternate Contact _____ *(10) Alt Phone #* _____

(11) Title of Change _____

(12) ***Category*** ☐ *Add New Functionality* ☐ *Change Existing*

(13) ***Interfaces Impacted***
- ☐ *Pre-Ordering*
- ☐ *Ordering*
- ☐ *Maintenance*
- ☐ *Manual*
- ☐ *Billing*
- ☐ *Business Rules*
- ☐ *Other*

(14) Description of requested change including purpose and benefit received from this change. (Use additional sheets, if necessary.)

_____
_____
_____
_____

(15) Known dependencies

_____
_____
_____
_____

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(16) List all business specifications and/or requirements documents included (or Internet / Standards location, if applicable)

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This Section to be completed by Provider ONLY.

*(17) Change Request Log #*_____ *(18) Clarification* ☐ *Yes* ☐ *No*

(19) Clarification Request Sent ___/___/___ *(20) Clarification Response Due* ___/___/___

(21) Status _____

(22) Change Request Review Date __/__/__ *(23) Target Implementation Date* ___/___/__

(24) Last Modified By _____ *(25) Date Modified* ___/___/___

(26) ***Change Request Activity***

_____
_____
_____
_____

(27) ***Rejected Change Request***

- ☐ *Cost/benefits*
- ☐ *Resource commitments*
- ☐ *Industry or regulatory direction*
- ☐ *Provider direction*
- ☐ *Other*

_____
_____

(28) Cancellation Acknowledgment ~~Customer~~CLEC _____ *Provider*_____ *Date* ___/___/___

(29) ***Request Escalation*** ☐ *Yes* ☐ *No*

(30) ***Escalation Considerations***

_____
_____
_____
_____

(31) ***Agreed Release Date*** ___/___/___

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This section to be completed by Provider – Internal Validation of Defect Change Request.
(32) ***Defect Validation Results:***

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~~II.~~9.0 Appendix A-2: Change Request Form Checklist

All fields will be validated before Change Request is returned for clarification.

Field	Checklist	Description	Instructions	Action Required
1	Optional	Optional field for the initiator to use for internal tracking. The request may be generated prior to submission into ~~the Provider~~Qwest's change control process.	No action	
2	Mandatory	Date Change Request sent to Provider.	Return to Sender	Date entry required
3	Mandatory	Indicate type of Change Request: ~~Customer~~CLEC or Provider initiated Industry Standard or Regulatory.	Return to Sender	Company designation required
4	Mandatory	Enter company name for the Change Request.	Return to Sender	Company name required
5	Mandatory	Enter originating company's Change Control Initiator's name.	Return to Sender	Initiator's name required
6	Mandatory	Enter originating company's Change Control Initiator's phone number.	Return to Sender	Initiator's phone number required
7	Mandatory	Enter originating company's Change Control Initiator's Email address.	Return to Sender	Initiator's Email address required
8	Mandatory	Enter originating company's Change Control Initiator's fax number.	Return to Sender	Initiator's fax number required
9	Mandatory	Enter originating company's alternate contact name.	Return to Sender	Alternate contact name required
10	Mandatory	Enter originating company's alternate contact phone number.	Return to Sender	Alternate contact number required
11	Mandatory	For the purpose of referencing the Change Request, assign a short, but descriptive name.	Return to Sender	Title required – maximum length 40 characters.
12	Mandatory	Identify request category for the Change Request.	Return to Sender	Category required
13	Mandatory	Identify originating company assessment of impact	Return to Sender	Entry required
14	Mandatory	Describe the proposed Change Request, indicating the purpose and benefit of request. If additional space is needed, use additional sheet.	Return to Sender	Description of Change Request required
15	Mandatory	Indicate any known dependencies relative to the Change Request. If none are known, enter "None known".	Return to Sender	Entry required

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Field	Checklist	Description	Instructions	Action Required
16	Mandatory	Indicate whether additional information accompanies/supports the proposed Change Request If yes, list all documents attached or reference where they can be found, including internet address and standards reference, if applicable.	Return to Sender	Supporting documentation must accompany request
17	Mandatory Provider	A Change Request Log Number generated by the "Change Request Logging system" upon receipt of the Change Request. The number should be sent back to the initiator on the acknowledgment receipt. This # will be used to track the Change Request.	Return to Sender	Log number – system generated
18	ConditionalProvider	Indicates whether clarification is needed on the Change Request.	Return to Sender	
19	ConditionalProvider	Date clarification request sent to Initiator.		
20	ConditionalProvider	Date clarification due back from Initiator.	Return to Sender	
21	Mandatory Provider	Indicate status of proposed Change Request (i.e., clarification, validation, pending, etc)		
22	Mandatory Provider	Assign date when Change Request will appear on agenda.	Return to Sender	
23	Mandatory Provider	A soft date for implementation. Updated based on Candidate Release Package info.		
24	Mandatory Provider	Field that communicates who last updated the request.		
25	Mandatory Provider	Field that communicates when the last update occurred.		
26	Mandatory Provider	Change Request results captured from the Change Review meeting.		
27	Conditional Provider	Cancelled Change Request reasoning.	Return to Sender	
28	Conditional Provider	Concurrence with Change Request originating company. Show date of concurrence.	Return to Sender	
29	Conditional Provider	Change Request Escalation indication.		
30	Conditional Provider	Detailed description of the escalation considerations.		
31	Mandatory Provider	Indicate agreed release date from Project Release Plan.		
32	Mandatory Provider	Results of Internal Defect Validation		

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APPENDIX B: CHANGE REQUEST PRIORITIZATION FORM

Item #	*Change Request #*	*Description of Change Request*	*~~Customer~~CLEC Rankings*	*Comments*
		Title: *Description:* *Process:* *System:* *Primary Area:* *LSOG Version:* *Initiator/Date:*	*Overall =* *Cust #1 =* *Cust #2 =* *Cust #3 =* *Cust #4 =* *Cust #5 =* *Cust #6 =*	
		Title: *Description:* *Process:* *System:* *Primary Area:* *LSOG Version:* *Initiator/Date:*	*Overall =* *Cust #1 =* *Cust #2 =* *Cust #3 =* *Cust #4 =* *Cust #5 =* *Cust #6 =*	
		Title: *Description:* *Process:* *System:* *Primary Area:* *LSOG Version:* *Initiator/Date:*	*Overall =* *Cust #1 =* *Cust #2 =* *Cust #3 =* *Cust #4 =* *Cust #5 =* *Cust #6 =*	

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APPENDIX C: CMP PRIORITIZATION PROCESS EXAMPLE

Example: *Change Request E2 is prioritized highest. Since E3 and E5 are tied, they will be re-ranked and prioritized according to the re-ranking.*

Pre-order	*~~Customer~~CLEC #1*	*~~Customer~~CLEC #2*	*~~Customer~~CLEC #3*	*TOTAL*	*Average*
E1	*5*	*5*	*5*	*15*	*5*
E2	*1*	*2*	*1*	*4*	*1*
E3	*3*	*1*	*5*	*9*	*3*
E4	*5*	*3*	*4*	*12*	*4*
E5	*2*	*5*	*2*	*9*	*3*
E6	*4*	*4*	*3*	*11*	*4*

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FINAL MEETING MINUTES

CLEC – Qwest Change Management Process Redesign
Monday, December 10 and Tuesday December 11, 2001 Working Session

1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Conference Bridge: 877.550.8686, passcode 2213337#

NOTE: These are FINAL meeting minutes Qwest developed following the two day working session. Draft minutes were circulated to the CMP Redesign Core Team Members on Dec. 21, 2001. As of January 21, 2002, no comments were received from the meeting attendees.

INTRODUCTION

The Core Team (Team) and other participants met December 10th and 11th to continue with the Redesign effort of the Change Management Process. Following is the write up of the discussions, action items, and decisions in the working session. The attachments to these meeting minutes are as follow:

ATTACHMENTS

Attachment 1: CMP Re-Design November 27 – 29, 2001 Attendance Record
Attachment 2: CMP Re-Design Meeting December 10-11, 2001 Notice and Agenda
Attachment 3: CMP Redesign Meeting December 11, 2001 Revised Agenda
Attachment 4: Qwest Proposed Production Support Language – Revised 12-06-01
Attachment 5: Qwest CMP Improvement Process - 11-26-01
Attachment 6: AT&T Re-Design Issues List - 11-13-01
Attachment 7: CMP Re-Design Meeting Action Item Discussion List - 11-29-01
Attachment 8: WorldCom Re-Design Issues List - 11-13-01
Attachment 9: Interim Qwest Product/Process Change Management Process – Revised 10-3-01
Attachment 10: Changes That DO NOT Alter CLEC Operating Procedures - 11-26-01
Attachment 11: Schedule of CMP Re-design Working Sessions - Revised 12-11-01
Attachment 12: CMP Redesign Core Team Issues Action Items Log - 12-11-01
Attachment 13: Master Redlined CLEC-Qwest CMP Re-design Framework – Revised 12-10-01

MEETING MINUTES

The meeting began with introductions of the meeting attendees (see Attachment 1). Judy Lee, the meeting facilitator, then reviewed the two-day agenda. Refer to Attachment 2 (original agenda) and Attachment 3 (revised agenda for December 11).

Production Support

Lee began the discussion by stating that the highlighted text in the Production Support document was the language that had changed since the last Redesign meeting on Nov 27-29 (See Attachment 4). Jacobs-Qwest described the changes that Qwest had made. Menezes-AT&T asked what the existing production support procedures were. Jacobs-Qwest stated that they were very similar to the language included in the document. Travis-WorldCom asked how the submission of a CR to resolve a Severity 3 or 4 would be reconciled with the notification schedule provided in the document. Jacobs-Qwest stated that the table (Attachment 4) indicates notification until resolution. In the case of a Severity 3 or 4 that required a CR, the submission of the CR would constitute resolution of the trouble ticket and the trouble ticket notification process would cease. Lee asked if the resolved state of the ticket would include that language. Wicks-Allegiance stated that Qwest should add language to the table that reflected that case. Balvin-WorldCom stated that Qwest should add production support Severities 3 and 4 to the Types of Changes section of the Master Redline document. Schultz-Qwest suggested that there be language added to the Production Support document to describe that Qwest or a CLEC could open a CR to resolve a trouble ticket. Wicks-Allegiance stated that the CR description should include the trouble ticket number and the Severity level. The document was modified. There was subsequent discussion of how to word ticket resolution and CR initiation. Van Meter-AT&T stated that she was concerned that her Severity 3 problems that became CRs might have to wait a long time before being prioritized and resolved. Jacobs-Qwest stated that Production Support issues that were Severity 3 or 4 would be prioritized with other CRs and could be prioritized low by the CLECs and Qwest. Bahner-AT&T asked if CLECs could escalate a trouble ticket to get a higher severity level. Jacobs-Qwest stated that they could. Bahner-AT&T stated that she was concerned that Qwest would not give CLECs the adequate initial severity level. She also stated that the prompts on the IT trouble desk phone number were confusing to her operators. Wicks-Allegiance asked if there was a dialogue to determine severity level between a CLEC and the Qwest Help Desk when a ticket was first called in. Thompson-Qwest stated that there was. Balvin-WorldCom asked if Qwest could fix production support problems in a point release. Thompson-Qwest stated that some tickets will be closed with patches or point releases, and some tickets would be closed with CRs. Balvin-WorldCom asked about a situation where there was only one CLEC impacted by a problem, but there was significant financial impact to that impacted CLEC. Wicks-Allegiance added that Qwest might also have a work around available which was very expensive for a single CLEC to implement. Jacobs-Qwest stated that Qwest had considered this and that if there is a high impacting issue that only affects one CLEC, then it could be a Severity 1 or 2. Dixon-WorldCom asked what was sufficient degree of impact to escalate to Severity 1. Jacobs-Qwest stated that if a CLEC could not submit any orders to Qwest it would be considered Severity 1. Balvin-WorldCom asked why Qwest was proposing that some Severity 3 and 4 tickets would be resolved through CMP. Wicks-Allegiance asked if Qwest would put solutions to Severity 3 and 4 problems into software patches. Jacobs-Qwest stated that including Severity 3 and 4 troubles into a patch would divert resources from the development of major releases. Van Meter-AT&T stated that she was concerned that CMP was too cumbersome for Severity 3 and 4 trouble resolution. Wicks-Allegiance asked if a CR design issue introduced in a major release could be fixed in a subsequent point release. Jacobs-Qwest stated that it depends on the impact to the business. She stated that there was always a possibility that Severity 3 and 4 troubles could be included in a point release. Thompson-Qwest stated that if there is a problem with a previous CR solution, Qwest would put a disposition code in to fix the CR in the next release. He stated that a new CR would not be needed. He stated that the trouble ticket would be closed when Qwest and CLEC representatives discussed a solution and the disposition of the ticket. Wicks-Allegiance asked if Qwest tracked which changes needed to

be made to which release. Thompson-Qwest stated that Qwest did track these issues, although just because an issue was tracked did not guarantee that it would be included in an upcoming release or patch. Travis-WorldCom asked if there was a tracking mechanism for Qwest to use to determine the number of CLECs calling the IT help desk with the same problem. Thompson-Qwest stated that the help desk could do this if the staff recognized the CLEC descriptions as the same problem. Wicks-Allegiance asked if a ticket had been closed with a CMP CR, and other CLECs called in later with the same problem, whether the original ticket would be re-opened. Jacobs-Qwest stated that another CMP CR would probably be generated, and the CMP would catch the duplicate CR. Bahner-AT&T asked what would happen if Qwest did a back-end system upgrade that caused CLEC problems, and Qwest identified the problem before the CLECs did. Jacobs-Qwest stated that Qwest would generate an internal trouble ticket, and the ticket number would be available to the CLECs.

Schultz-Qwest suggested that Qwest give a read-out of the trouble tickets that Qwest was going to include in the next patches at each CMP monthly meeting. Menezes-AT&T stated that the current process as described in the proposed language required the CLECs to do too much work. He asked if a CLEC and Qwest had to agree on a severity level. Jacobs-Qwest stated that there was dialogue between the IT help desk and the CLECs after Qwest's Tier 2 analysis to define the Severity Level. Balvin-WorldCom asked if Jacobs could give examples of CLEC Severity Levels. Jacobs-Qwest stated that, in all likelihood, most CLEC initiated trouble tickets would be Severity 1 or 2. Menezes-AT&T asked what would happen if a CLEC only did DSL business and could not submit any DSL orders. Jacobs-Qwest stated that could result in a Severity 3 if Qwest could identify a work-around, or categorized as a Severity Level 2 if a workaround could not be developed.

Thompson-Qwest stated that the participants needed to agree on how to close trouble tickets. He suggested that trouble ticket disposition be composed of four categories: 1. No Trouble Found (NTF) – CLEC error; 2. Patch Fix – included in next available patch including date of fix; 3. Need Enhancement CR in CMP; and 4. Date TBD – Qwest has identified a work around, but it is likely that the fix will be included in an as of yet unscheduled point release or patch. Van Meter-AT&T asked if CLECs would get updates on the Date TBD issues at each CMP meeting. Thompson-Qwest stated that Qwest would issue this update and an overview of which tickets would be included in upcoming patches. Wicks-Allegiance asked how Qwest would keep track of closed tickets. Jacobs-Qwest stated that Qwest would use the list updated for CMP for that purpose. Balvin-WorldCom asked if there would be competition for resources between CMP submitted CRs and tickets submitted to the IT help desk. Bahner-AT&T asked if Qwest would begin to publish communicators with references to tickets and patches. Thompson-Qwest stated that Qwest would. He continued stating that at a CMP Monthly meeting when Qwest was discussing a release, Qwest would discuss which trouble tickets were, or were not, being included in the release as well as the synergies for any production implementation. Crain-Qwest stated that this applied to Qwest internal trouble tickets as well. Menezes-AT&T asked how patches were scheduled to address trouble tickets. Jacobs-Qwest stated that they were not formally scheduled. Balvin-WorldCom asked if a CLEC could open a ticket at any time. Jacobs-Qwest stated that a CLEC could. Menezes-AT&T asked if a CLEC could submit a CR for a Date TBD ticket. Jacobs-Qwest stated that they could, but that Qwest would like the CR to reference the trouble ticket issue that was also on the Date TBD list. She explained that the issue would stay on the Date TBD list until it was resolved. Menezes-AT&T stated that there should be language in the Types of Change sections to reflect this.

Clauson-Eschelon stated that there was an instance when Eschelon prioritized three CRs as high, and then found out that the three CRs were very similar to each other. She stated that if Eschelon had known about the synergies of these three CRs before prioritization, they would have prioritized other CRs higher knowing that one of the three prioritized CRs met the requirements of the other two. Jacobs-Qwest stated that Qwest will identify to the CLECs CR synergies as Qwest identifies them. She explained that sometimes synergies cannot be identified early in the development process, as was the case with Clauson's example.

The meeting broke for lunch.

Lee began the afternoon discussion by reminding the participants that they had been discussing Severity Levels 3 and 4 in the Production Support language before lunch. Travis-WorldCom asked what Qwest's definition of visibility was. Jacobs-Qwest stated that it referred to the number of CLECs affected, or the frequency of occurrence with the affected CLEC. Travis-WorldCom asked who determined visibility. Jacobs-Qwest stated that the IT Help Desk determined visibility based on questions it asked the CLEC when the trouble was reported. Van Meter-AT&T asked what would happen if Qwest proposed a work-around that was not acceptable to the CLEC. Jacobs-Qwest stated that the CLEC should identify why the work-around was not acceptable, and if an agreement could not be reached then the CLEC could escalate through the technical escalation process. Van Meter-AT&T asked what "preventative maintenance" in the definition of Severity 4 meant. Jacobs-Qwest stated that this was when Qwest opened an internal trouble ticket to fix a bug in the future.

Powers-Eschelon asked how a status notification differed from an event notification. Jacobs-Qwest suggested language for the Production Support document which clarified the difference. Clauson-Eschelon asked if the notification table applied to all CLECs, or only those who reported a particular problem. Jacobs-Qwest stated that if a problem affected all CLECs, then the notifications would go to all CLECs. Powers-Eschelon asked if notifications would be provided on a consistent basis. Schultz-Qwest stated that Qwest would take an action item (Action Item #205) to investigate that question. She stated that she would get an update on this process. Powers-Eschelon asked why the notifications were not coming out in a timely manner today. Jacobs-Qwest stated that she was investigating this right now. Powers-Eschelon asked if Qwest would review 8.01 problems at the CMP monthly meeting. She stated that Eschelon was experiencing a number of issues with that point release. Thompson-Qwest agreed that the issues could be addressed at the CMP Monthly Systems meeting. Menezes-AT&T stated that the document needed to explain event notifications. Clauson-Eschelon asked when Qwest sent out event notifications. Jacobs-Qwest stated that Qwest sent out event notifications for Severity 1 and 2, and if multiple CLECs are impacted. Clauson-Eschelon asked that this language be included in the document. Menezes-AT&T stated that there were two additional paragraphs needed in the Production Support document. He assisted in modifying the document.

Powers-Eschelon asked how CLEC trouble tickets were entered into "Major Domo" and what the criteria were for entry. Thompson-Qwest described that the help desk makes the decision and that he was not aware of the exact criteria. Powers-Eschelon suggested that Qwest enter the trouble ticket into Major Domo if more than one CLEC was affected by the problem.

Crain-Qwest suggested that Severity 3 and 4 language from the SGAT be incorporated into the document. The team agreed and revised some of Crain's proposed language. Bahner-AT&T asked how an internal Qwest IT ticket work-around was communicated to other Qwest departments. Jacobs-Qwest stated that the work-arounds were communicated internally after development. Bahner-AT&T stated that sometimes Qwest's centers were not properly informed. She asked how long internal notification took. Powers-Eschelon asked if event notifications were communicated within Qwest centers. She stated that they should be. Jacobs-Qwest stated that Qwest would take an action item to verify that major centers are getting the work-around information. (Action item #206) Powers-Eschelon stated that there should be a real-time event notification to all Qwest personnel who deal with wholesale customers. Jacobs-Qwest stated that the process Powers described was essentially what happens today. Clauson-Eschelon stated that this language should be in the Production Support document. The document was modified. Powers-Eschelon stated that Qwest should outline the content of the notifications. She stated that, at a minimum, they should include a description of the problem and the estimated CLEC impacts. The team modified the Production Support language to include Power's suggestion. Dixon-WorldCom asked how he could get on the mailing list to receive notifications. Thompson-Qwest stated that there is a communicator on the CMP Web site describing the process, but that

he would add language to the document describing the process. Dixon-WorldCom asked if the process could also be inserted into the CLEC questionnaire. Clauson-Eschelon stated that if this was inserted into the questionnaire it should be only informational. Jacobs-Qwest stated that Qwest would do that. Clauson-Eschelon asked if the new list would give CLECs more clarity than they're already getting. Jacobs-Qwest stated that it would. The group closed Action Items 188 and 190 by adding language to the Production Support language.

Menezes-AT&T asked how IT Help Desk personnel caught similar trouble tickets. Jacobs-Qwest stated that there is a white board which managers use to post major outages on. She continued that the reason there is no more formal process is that the CLECs descriptions of identical problems are often widely varied. In many instances, the Tier 2 personnel discover the similarities. Based on the group's discussion the team closed Action Items 191 and 192. Bahner-AT&T stated that some of her personnel were confused by the prompts on the Help Desk call in number. She asked that Qwest clarify the prompts and verify that Option One is to open up an ISC ticket. Jacobs-Qwest stated that she would take an action item to investigate the issue. (Action item 207)

Quintana-CPUC asked if the Technical Escalation language should be contained in a separate document. Jacobs-Qwest stated that it should be. Travis-WorldCom asked Qwest to define a systems patch. Jacobs-Qwest stated that it was a non-scheduled implementation. Clauson-Eschelon asked if the Date TBD status was the only status to be tracked in the Monthly CMP Meeting. Thompson-Qwest stated that it was. Lee stated that Qwest would print and copy the Production Support language and the CLECs could review it during the evening and return with any additional comments.

Lee then moved the team to discuss outstanding items from the previous session on Interface Testing. The group discussed Action Item 186 and modified the Joint Testing Period section of the Changes to an Application-to-Application Interface in the Master Redline.

Menezes-AT&T asked what recertification testing meant. Crain-Qwest stated that it was a process to test the transition ability between Qwest and a CLEC. He stated that initial testing was certification testing and migration testing was recertification testing. Powers-Eschelon stated that Qwest needed to clarify that certification on a new application requires a CLEC to define the products the CLEC wished to use that interface for. Crain-Qwest stated that he would bring the language from the SGAT to the 12/11 meeting.

Lee reminded the group that each member had homework to review the Production Support language and come to the Dec 11th meeting with any closing ideas before the language was adopted into the Master Redline. The team discussed and agreed to revise the agenda for the 12/11 meeting (see Attachment 3). The meeting adjourned.

Tuesday, 12/11

Lee began the meeting with a review of the Production Support language the group had created on Monday. Wicks-Allegiance stated that the CLECs wanted to wait to complete the discussion of the Production Support document until another meeting, and wanted to first discuss the AT&T and WorldCom issues lists and the exceptions to CLEC affecting changes. Schultz-Qwest stated that she would prefer to finish the Production Support document before beginning a new subject since the team had spent considerable time the previous day working the language and was very close to finishing it. Dixon-WorldCom stated that he did not want to wait another month to discuss the AT&T and WorldCom issues. Crain-Qwest asked if the team could cover Production Support and Interface Testing language before the AT&T and WorldCom issues. Menezes-AT&T stated that the team could cover Production Support, but needed to do the issues lists immediately after lunch. Clauson-Eschelon stated that the exception list and the AT&T issues were the most important topics to cover today. Menezes-AT&T stated that Production Support and Interface Testing were not critical issues. Littler-Integra asked if anyone had changes to the

Production Support language. Clauson-Eschelon stated that she wanted the team to vote on what was covered in today's meeting. She stated that only then would this meeting be collaborative. Lee stated that she felt the team was very close on closing on Production Support and should do so when all of the language was fresh in the participant's minds. Quintana-CPUC stated that she thought the group should close on the Production Support language since it was so close to completion and should be able to be completed relatively quickly. The team agreed to close on Production Support and then discuss the AT&T and WorldCom issues.

Menezes-AT&T stated that he had a number of issues with the Production Support language that he had not raised the day before. Menezes raised changes to the language which were incorporated into the document. He also asked what would happen if there was a bug in the Technical Specifications. Thompson-Qwest stated that that was considered a bug. Menezes-AT&T asked if a Severity 1 or 2 could be a problem that required a CLEC to ultimately submit a CR. Jacobs-Qwest stated that a situation like that would be possible if the CLEC problem was really an enhancement.

Menezes-AT&T stated that the Status Notification should include language describing how a trouble had been escalated. Schultz-Qwest asked the that the technical escalation action item be used to figure out how to add escalation information into the status notification. (Action item 189) Clauson-Eschelon suggested that escalation information should be added as it becomes available. Menezes-AT&T asked what would happen if there were problems in the testing environment because it was different from the production support process. Jacobs-Qwest stated that the CLECs work with a testing support team. She stated that the process is documented in the test processes on the web. Menezes-AT&T stated that this process should be incorporated into the Master Redline because the test environment has similar functions as the production environment. Jacobs-Qwest stated that if a CLEC wants to change the testing process they should submit a CR. At this point, Qwest and the CLECs caucused. Crain-Qwest began by responding to Menezes question regarding how processes are defined between troubles identified in the test environment versus production support. Crain stated that some of the processes from testing would be the same, but that the process would be worked by the test team and not by the Help Desk team. Menezes-AT&T asked if it was accurate to assume that in SATE there were severity level problems similar to those in production. Jacobs-Qwest stated that in SATE there was a dialogue to discover the issue at hand. If necessary, the CLEC would go to the IT Help Desk and use the same criteria to determine Severity Levels and disposition of the problem. Crain-Qwest stated that there should be a section added to the end of the testing section to cover this. (Action item 208) Clauson-Eschelon asked why a problem in testing would ever be a Severity Level 3 or 4. Balvin-WorldCom asked how third party test issues were handled today. Jacobs-Qwest stated that Qwest would open an internal CR, but not through the IT Help Desk. She stated that the Qwest IT Help Desk and the test teams would be trained on the modified process. She stated that what happens today and the proposed process are very similar. She also stated that there are not many production bugs uncovered during testing. Clauson-Eschelon asked if there was a process for what happened if a non-production bug was discovered during testing. Jacobs-Qwest stated that there is a process describing how to set up an interface with Qwest and how to log issues. Clauson-Eschelon stated that this process should be included in the Master Redline. Crain-Qwest stated that the Master Redline is the document that is the baseline framework for change management, and not a detailed process document. Clauson-Eschelon stated that the CLECs should be able to see the Web based instructions to be sure that they are consistent, even of they are not included in the Redline. She stated that Qwest should add this to Action item 208. Jacobs-Qwest stated that Qwest would draft language to reference the language on the Web in the Master Redline.

Menezes-AT&T asked if the team could add timeframes for resolution timeframe for the four severity levels. Jacobs-Qwest stated that Qwest could not put specific resolution timeframes to these because of the variety of different problems which occur in each severity level. Menezes-AT&T stated that if a CLEC had a Severity Level 1 problem which Qwest determined would take 90 days to fix, Qwest should commit to a timeframe to develop a work-around to avoid crippling a

carrier. Clauson-Eschelon suggested language, and the document was modified. Clauson-Eschelon stated that there may be no work-around immediately available. She stated that the team should include language for Qwest's development of an interim work-around. Wicks-Allegiance stated that the issue was that if there was no timely fix, and if there was no immediate work around available, then Qwest should make the best efforts to implement/develop a work around. Doherty-Qwest stated that there are situations where work-arounds are not at all viable. Language was added to the document.

Bahner-AT&T asked if scheduled OSS maintenance was part of Production Support. Jacobs-Qwest stated that it involved the same Qwest personnel. Bahner-AT&T stated that she had had problems in the past with Qwest sending out communicators stating that there was scheduled maintenance to take place at a certain time, and that Qwest also executed a patch at the same time as the scheduled maintenance. She asked if Qwest could include a patch description in the communicator, and identify the timeframe for sending OSS maintenance communicators. Bahner-AT&T asked if Qwest ever held patches until there was a scheduled maintenance window. Jacobs-Qwest stated that this was highly situationally dependent. She described several examples of how patches could be implemented. Bahner-AT&T asked if there was a possibility that Qwest would delay a patch implementation until an OSS maintenance window. Jacobs-Qwest stated that she could not speak to the individual situation which Bahner was alluding to. Bahner-AT&T asked that if Qwest included a patch into scheduled maintenance, Qwest would also include a description of that patch into the scheduled maintenance communicator. Menezes-AT&T asked where the timeframes for communicators and OSS interface patches were. Bahner-AT&T stated there were examples of Qwest communicators that were released too close to the OSS maintenance date. Menezes-AT&T stated that the scheduled maintenance notices must come to the CLECs further in advance of the maintenance activity. He also stated that when Qwest was performing more than routine maintenance, Qwest must describe it in the communicator. Jacobs-Qwest stated that she would take an action item to capture this. (Action item 209) Menezes-AT&T asked if scheduled maintenance should have its own section of the Master Redline. Van Meter-AT&T stated that there was a patch held for 14 days before it was installed, and timeframes for patches needed to be understood. Jacobs-Qwest stated that she thought the newly added language would address that problem. She also stated that in cases like the one AT&T described could be handled through the Technical Escalation process.

Bahner-AT&T asked if an internal CR is the same as a UR. Schultz-Qwest stated that a CR is a subset of a UR. Powers-Eschelon asked if every UR begins as a CR. Schultz-Qwest stated that this was the case on the systems side. Powers-Eschelon asked if every Qwest Initiated Product/Process UR came into CMP as a CR. Schultz-Qwest stated that they didn't because the team had not addressed Product/Process yet. Doherty-Qwest stated that there was nomenclature disparity across Qwest when it came to CRs and URs. Menezes-AT&T asked what the difference was between a CMP CR and an internal CR. Doherty-Qwest stated that sometimes people use internal CR and UR synonymously. Schultz-Qwest stated that if someone in Qwest writes up a system UR, it enters CMP in the form of a CR. Crain-Qwest stated that all CLEC impacting system URs become CRs in CMP. Powers-Eschelon asked if CLECs would see a CR if Qwest made a back end systems change that drove CLECs to make a process change. Schultz-Qwest stated that they would not see it unless it drove a change to a CLEC-Qwest interface. Thompson-Qwest gave an example of an internal systems change that drove a CLEC process change. He stated that Qwest would notify the CLECs of the change. The team finished the language on Production Support.

Schultz-Qwest asked if there were any additional comments to the language. The CLECs concurred that Production Support could be incorporated into the Master Redline (See Attachment 13). Jacobs-Qwest stated that the Production Support processes would be implemented February 1, 2002. Clauson-Eschelon stated that the group needed to discuss the technical escalation process before the document was implemented.

Bahner-AT&T reiterated that the VRU options on the help desk call-in line were very confusing. Jacobs-Qwest stated that she would look into clarifying the options. Balvin-WorldCom asked if the Production Support language would apply to Qwest as well. She asked if Qwest could identify any internal production support changes currently in the pipeline. Wicks-Allegiance stated that this is the Date TBD list that Qwest will track in CMP. Jacobs-Qwest stated that Qwest would bring this list of tickets to the next CMP meeting. Powers-Eschelon suggested that this be discussed at the CLEC forum.

Clauson-Eschelon stated that Qwest cannot implement anything from Redesign without presenting it to the CLECs at CMP. Qwest must clarify what is changing from existing process. She stated that the description of changes must be in writing. Powers-Eschelon stated that Qwest must identify the changes that will occur with implementation. Clauson-Eschelon stated that Qwest must create a written list of operational changes. Powers-Eschelon stated that if Qwest must train its internal people to perform different duties Qwest must also provide the CLECs the same level of definition. Jacobs-Qwest stated that when Qwest wrote new M&Ps for the changes from Redesign it used the documents developed in the meeting. She suggested that the CLECs do the same thing. Clauson-Eschelon stated that Qwest must not issue any notice of changes until the practical changes are identified in writing. She stated that Qwest must produce redline language and a list of practical changes. She also stated that all implementations were only on a trial basis. Schultz-Qwest stated that Qwest could provide the necessary information at the January CMP meeting. There was further discussion of the format of the presentation at the CMP.

Balvin-WorldCom asked Qwest to clarify the voting process at the monthly meeting. Clauson-Eschelon stated that this Redesign team doesn't have the authority to implement changes. She stated that the team must vote at the upcoming CMP meeting to implement these changes in case there is a CLEC who has problems with the document. She stated that at the CMP meeting Qwest should not ask for a vote, rather Qwest must simply ask for dissent/approval. Schultz-Qwest read the proposed Redesign implementation plan (See Attachment 5) from the November Redesign meeting packet. Clauson-Eschelon stated that the discussion of this attachment was not on the meeting agenda for this meeting.

The meeting broke for lunch.

AT&T Issues List

Menezes-AT&T discussed the AT&T issues list (See Attachment 6). He stated there was an omission from a previous set of minutes. He stated that Lynn Stang's contributions to the discussion had been left out. Menezes-AT&T stated that he could not recall in which set of minutes the omission was. Clauson-Eschelon stated that the minutes were published too far after a meeting for meaningful comment. Maher-Qwest stated that the CLECs had asked that Qwest publish the minutes within 5 or 7 business days of the meeting, and that for the meetings following that request, Qwest had met or exceeded that deadline. Menezes-AT&T stated that the minutes should include a statement acknowledging that the minutes do not capture every conversation. Crain-Qwest asked if the CLECs wanted the meetings recorded by a court reporter. Quintana-CPUC stated that this would disrupt the flow of the meeting. Clauson-Eschelon stated that she believed that the participants at the meeting did not have time to do a meaningful review of the minutes. She stated that this resulted in the minutes being inaccurate. There was further discussion around the point that there should be a common understanding that minutes are intended to capture the concepts discussed and the parties positions thereon, but do not capture all aspects, like emotional tenor, of the meeting.

AT&T Issue 2

Menezes-AT&T asked that Qwest add the implementation plan to the running list for further discussion.

AT&T Issue 3

Menezes-AT&T asked where the description of the 6 Qwest initiated regulatory CRs was. Routh-Qwest stated that Thompson had sent out descriptive language to the CLECs last week. He continued that Qwest was developing CRs for presentation. Mohatt-Qwest recounted that Action items 171 and 195 addressed this need. Menezes-AT&T stated that he had not received the e-mail and asked the other CLECs if it had met expectations. Clauson-Eschelon stated that it had not. Powers-Eschelon stated that the issue was that CLECs are asking for documentation of where the regulatory support is for each CR Qwest is designating as regulatory. Quintana-CPUC stated that Qwest still needs to give the CLECs the tie between the actual system change and the regulations, and need to explain the details that makes the CRs regulatory. Menezes-AT&T asked if Qwest was stating that because a CR allows Qwest to avoid PID/PAP fines if it is considered regulatory. Crain-Qwest stated that was Qwest's position which was consistent with industry precedent. Clauson-Eschelon stated that Qwest must take an action item to revisit the language to ensure that Qwest is required to provide this level of information in the future. Menezes-AT&T reiterated that the group needs to define what information is required to submit a CR. Wicks-Allegiance stated that this should be part of Action item 169. Clauson-Eschelon stated that this needed to be a new CR.

AT&T Issue 3b

Menezes-AT&T described the issue. He stated that there was inequity between Qwest and CLEC regulatory CR submission. He stated that Qwest could veto CLEC CRs and CLECs cannot veto Qwest CRs. He asked if Qwest could bring a detailed response to this issue. Schultz-Qwest stated that Qwest could do that. Menezes-AT&T stated that discussion was necessary only if the CLECs were not permitted to prioritize regulatory CRs.

AT&T Issue 4

Menezes-AT&T described how Qwest is not meeting CR commitments. He stated that Qwest needs to present a timeline of the entire CR lifecycle. Thompson-Qwest stated that the timeline was under development. Van Meter-AT&T described a circumstance where Qwest had not met the clarification meeting timeframes. Schultz-Qwest stated that she now received a daily report from her personnel that outlines the status of each CR. She stated that this new tracking mechanism would help avert circumstances like the one Van Meter described. Clauson-Eschelon stated that she thought that the team reviewed all pending CRs at the CMP Monthly Meetings so that some clarification meetings could be held during the CMP Meeting. She asked if there was a time frame for posting a CR to the Web. Routh-Qwest stated that it was two days after the submission of a complete CR. Clauson-Eschelon stated that they had submitted CRs that were never posted. Schultz-Qwest stated that if CLECs experienced this they should call or email her. Menezes-AT&T stated that the team needed to understand the timeline for systems and product/process CRs from submission through implementation with best case prioritization. He stated that he wanted several scenarios mapping different prioritization circumstances. He continued that Jacobs-Qwest had described the life cycle of the CR after prioritization and that he wanted to see the product of each step and how Qwest decides the course of action for each CR at each step. Thompson-Qwest stated that this information was part of the Qwest internal process that Qwest was not at liberty to share with the CLECs. He stated that Qwest has defined touch-points with the CLECs. Menezes-AT&T stated that Jacobs had told the CLECs that Qwest could give them a super-SWAG of the number of hours required to complete a CR before prioritization. Thompson-Qwest stated that Qwest could provide a T-shirt size in the form of a number of hours. Clauson-Eschelon stated that she wanted to see how Qwest does packaging. Menezes-AT&T stated that he believed that the CLECs wanted to see which CRs have business and systems requirements completed for 10.0. There was further discussion of packaging and T-shirt sizing. Crain-Qwest took an action item to review the language to determine if he could provide more clarity of the output of each step. (Action item 214) Van Meter-AT&T asked if

Qwest could do a timeline for systems and product/process CRs. Schultz-Qwest stated that she would try, but that it was complicated when there were systems components to a product/process CR. Clauson-Eschelon stated that Qwest should compose one for a product/process CR without systems components. Van Meter-AT&T asked if Qwest could report on compliance with the process for CRs at the CMP Meeting. Schultz-Qwest stated that she could. Clauson-Eschelon stated that Qwest CRs must be maintained in an identical manner to CLEC CRs. Schultz-Qwest stated that this was the expectation going forward. Menezes-AT&T stated that as the Redesign process continues Qwest should solicit feedback from the CLECs. Schultz-Qwest stated that she already solicited feedback from the CLECs at the conclusion of each CMP Meeting. Clauson-Eschelon stated that was ineffective because no one wants to give bad feedback at the end of a meeting. Menezes-AT&T suggested that the CLECs bring all their feedback to Redesign for review and resolution.

AT&T Issue 5

Menezes-AT&T discussed AT&T issue 5. Schultz-Qwest stated that Qwest would provide the CLECs a list of reasons that Qwest would use to deny CLEC CRs at the next CMP Meeting. Clauson-Eschelon stated that CLECs wanted the ability to deny Qwest CRs. Menezes-AT&T stated that the issue should be added to the running log. Clauson-Eschelon stated that she didn't understand why CLECs couldn't deny Qwest CRs under the interim process. Clauson-Eschelon asked why Qwest even bothered to call a Qwest change a Change Request if it could unilaterally implement it. Crain-Qwest stated that Qwest now used CRs to encourage a discussion for 45 days before implementation. Clauson-Eschelon stated that she wanted to make it clear that Eschelon does not agree with Qwest's interpretation of the interim process, and that the CR process for Qwest Initiated CRs was just a notification process, not a CR process.

AT&T Issue 6

Menezes-AT&T described issue 6. Clauson-Eschelon stated that the concern for walk-ons is that Qwest will try to force Qwest CRs in the CMP agenda as walk-ons. She stated that Qwest would use this as a tool to circumvent the notice rules. Schultz-Qwest clarified that CLECs can, and have, brought walk-ons to the general meetings.

AT&T Issue 7

Menezes-AT&T asked that Qwest add a discussion of the Exception Process to the Action item log. (Action item 215)

AT&T Issue 8

Menezes-AT&T described the issue. Bahner-AT&T asked if Qwest had any guidelines for differentiating account team requirements and CMP issues. Maher-Qwest stated that differentiating criteria was under development. Menezes-AT&T stated that this criteria should outline the specific functions of different Qwest groups who work with the CLECs. Bahner-AT&T stated that the account teams have sometimes told AT&T that when AT&T challenges a Qwest position it should take its complaint to CMP. (Action item 216)

AT&T Issue 9

Menezes-AT&T explained that he felt CLECs needed a way to halt a change that did not use the CMP. Dixon-WorldCom stated that this was the same issue as the Additional Testing escalation. Menezes-AT&T stated that this was for instances where Qwest had not issued a CR. Bahner-AT&T described a problem with customer codes. Crain-Qwest stated that the problem Bahner described may not have been a process change. Clauson-Eschelon asked if there were procedures in place to check CLEC impacts before someone makes a process change at Qwest.

Dixon-WorldCom recommended a CMP Help Desk be staffed. Lee asked if this issue was really a CMP or training issue rather than a Redesign issue.

Van Meter-AT&T stated that she had an issue that applied to AT&T issue 8. She stated that she had submitted several CRs after waiting for a month for the account managers to solve a problem. After a month she was told by her Account Manager to use the CMP. Schultz-Qwest stated that she had targeted modules of CMP training for account and service managers. Menezes-AT&T stated that Qwest needed to develop guidelines for the responsibilities of account and service managers so the CLECs don't waste time going to them for issues that should be submitted to the CMP. Zulevic-Covad stated that a CMP Help Desk could help with this.

Clauson-Eschelon stated that she had an issue that pertained to AT&T issue 4. She stated that Eschelon had submitted a CR in the beginning of November, and that they had not been contacted for a clarification meeting to date. Schultz-Qwest stated that Qwest had sent Eschelon an immediate response to that CR and that the issue was outside of the scope of CMP and being worked elsewhere. Clauson-Eschelon stated the Qwest response did not make those points adequately clear. She stated that regardless of whether the CR was within the scope of CMP it should be posted and have its status reflected as denied. There was further discussion of whether that specific CR was within the scope of CMP. Powers-Eschelon stated that the team needed definition of how the PID/PAP apply to CMP. Crain-Qwest reiterated that the issue was whether or not changes for PID/PAP were up for discussion in CMP. He stated that Qwest's position was that they were not. Powers-Eschelon stated that the question Eschelon had was whether Qwest was within the bounds of a PID. Schultz-Qwest stated that Qwest does not think the forum for PID/PAP is the CMP.

AT&T Issue 9b

Menezes-AT&T described the issue. Bahner-AT&T stated that when Qwest makes a back end systems change that affects CLECs, Qwest should open an ISC ticket that documents a workaround so that AT&T doesn't have to call in 200 tickets for 200 LSRs with the same problem.

AT&T Issue 10

Menezes-AT&T stated that the team should discuss this issue later.

AT&T Issue 11

Menezes-AT&T asked how Qwest reconciles two similar CRs. Schultz-Qwest stated that she could craft language to this issue. She stated that Qwest also had to develop a housekeeping process for old CRs.

AT&T Issue 12

Clauson-Eschelon asked if Qwest could publish the dates for CMP status filings. Crain-Qwest stated that he would try to send out an email with the dates. (Action item 69)

AT&T Issue 13

Menezes-AT&T described the issue. The issue was added to the Issue/Action log and the Running List(See Attachment 7).

AT&T Issue 14

Maher-Qwest stated that the language Menezes was looking for was under CR initiation. He stated that the team should copy this language to changes to existing interfaces, retirement of interfaces, and introduction of interfaces. Menezes-AT&T stated that he wanted language to

state that any systems changes within the scope of CMP must be done with a CR. He asked if there were any exceptions. (Action item 142) Menezes-AT&T stated that the team should take time to go through the Action item log to clean it up.

AT&T Issue 15

Menezes-AT&T described the issue. He asked how Qwest issued addenda to software/documentation after production. Thompson-Qwest stated that most addenda are a collection of issues that Qwest discovers after production. He stated that these issues were predominantly documentation clarifications or software bug removals. Menezes-AT&T stated that there needed to be language to address that in production support. (Action item 217)

AT&T Issue 16

The team agreed to skip this issue.

AT&T Issue 17

Menezes-AT&T explained that this issue addressed the CLECs desire to deny a Qwest CR. (Action item 218)

AT&T Issue 18

Menezes-AT&T stated the Qwest should approach the Redesign team with implementation questions.

Balvin-WorldCom then began a review of the WorldCom Issues List. (See Attachment 8.) It was determined hat the first two issues had been previously discussed and were adequately captured on the Issues/Actions List.

WorldCom Issue 3

Balvin-WorldCom stated that CLECs need implementation timelines for documents baselined in the Master Redline document. Schultz-Qwest stated that Qwest had committed to implement these with IMA 10.0. Crain-Qwest stated that Schultz sent out a chart documenting the implementation date of each section that had been incorporated into the Master Redline thus far. Balvin-WorldCom stated that she would review this. (Action item 220)

WorldCom Issue 4 and 5

Balvin-WorldCom stated that there needs to be a forum established to discuss PID and PAP changes which occur after 271. Crain-Qwest stated that he would provide language from the multi-stated filing no later than December 21, 2001. (Action item 221)

The group then discussed what the interim Qwest Initiated CR process applies to. Schultz-Qwest stated that Qwest was proposing that the interim process evolve to identifying changes that do **not** alter CLEC operating procedures. Clauson-Eschelon stated that there were many parts of the interim Qwest Initiated product/process (See Attachment 9) CMP that Qwest is already implementing. She stated that these are not part of the old CICMP processes, and asked why Qwest was only implementing a portion of the process. Schultz-Qwest stated that there is language, in the Master Redline, regarding Qwest and CLEC OSS CRs and CLEC Product/Process CRs. Balvin-WorldCom asked if the interim document applied to all Qwest Product/Process changes. Schultz-Qwest stated that there is not yet an agreed upon process for Qwest Initiated Product/Process CRs, other than for those changes which are a result of Third Party Testing or 271 Workshops. Clauson-Eschelon stated that the ability of Qwest to expedite without a CR, as outlined in the interim process, applies only to Product/Process and OSS

Interface changes for 271 and OSS testing. She continued that this was not intended to be the guideline for Qwest to use for all product/process changes. She stated that going forward, Eschelon would like Qwest to submit CRs for all Product/Process changes that do not fall into the exception list (See Attachment 10). She explained that the only changes that Qwest should not do CRs for are those that do not alter CLECs operating procedures, or that are on the exceptions list. Wicks-Allegiance stated the he thought the interim process applied to all Qwest Product/Process changes. Both groups took time to caucus.

Schultz-Qwest returned from caucus and stated that Qwest's position was that Qwest will build the exception list and treat it as a living document. She explained that the scope of the interim process only includes 271 and OSS testing. Powers-Eschelon stated that the issue is that the CLECs wanted the interim process to apply to 271 and third party testing, but that Qwest decided that everything else wasn't under the process. Clauson-Eschelon stated that during the last meeting she stated that the only written process is the interim process. She explained that this process doesn't include the four criteria. She continued that the first page of the interim process describes its scope. She stated that the old process requires no CR, and that the interconnection agreements govern the relationship between Qwest and the CLECs. She explained that in order to change these agreements Qwest had to negotiate with the CLECs. She stated that this process is at impasse if Qwest believes it can go through CMP with any change it wants. She continued by stating that Eschelon has no contract language for "notice and go." Crain-Qwest stated that Qwest is not changing any CLEC's interconnection agreement. Clauson-Eschelon asked if the vast majority of notices are from 271 and OSS testing and if everything that the team covered during the last meeting would be included in a Qwest CR. Schultz-Qwest stated that last session was a discussion of what required redlining for documentation, not a discussion of what was CLEC affecting or what required a CR. She explained that the interim process was for changes that alter CLEC operating procedures as a result of 271 Workshops or Third Party Testing. Clauson-Eschelon stated that everything Qwest did altered CLEC operating procedures, except for the exception list of changes that the team had created at the last Redesign meeting. Schultz-Qwest explained that the list developed at the last meeting was related to documentation changes, not Product, Process or OSS Interface changes. Balvin-WorldCom asked if Qwest will immediately implement the interim process for 271 and third party testing changes. Schultz-Qwest stated that Qwest would implement the process, but that there were issues with documentation that had to be resolved before an implementation date could be committed. Balvin-WorldCom asked if Qwest was implementing any part of the interim process on Jan '02. Schultz-Qwest stated that she was intending to implement the documentation change process in Jan '02. Balvin-WorldCom asked when Qwest could implement the interim process for 271 and OSS testing CRs. Schultz-Qwest stated that she couldn't provide an exact date at this meeting. Clauson-Eschelon stated that Eschelon wanted redlining and Qwest Product/Process CRs immediately. Schultz-Qwest stated that Qwest would implement the interim process for third party and 271 Product/Process changes. She continued that for these types of changes that alter CLEC operating procedures, based on Qwest's best judgement, Qwest will issue a CR. She stated that changes that do not alter CLEC operating procedures would result in a notice. She stated that she would develop a date that Qwest could implement by. Clauson-Eschelon stated that she understood Qwest's position. Kessler-Qwest explained the green highlight process, that it was much easier for Qwest to indicate changes with green highlight than to redline them, and that within the highlighting the change was described. Menezes-AT&T stated that this would be a starting point. Wicks-Allegiance asked if the team wanted to make the interim process the first agenda item at the next meeting. He stated that the group needed to alter the interim process. Schultz-Qwest suggested that the team save time by just writing the Product/Process changes document for the Master Redline. Clauson-Eschelon stated that she wanted an interim process so it could be later modified. Schultz-Qwest stated that the Master Redline is a living document subject to continuous improvement. She stated it was flexible and easily modified already. Clauson-Eschelon stated that she disagreed because third party testing which would end in a few months. She stated that Eschelon was not willing to go with a 15 day comment period for any changes. She stated that the team needed a crisis interim provision and should only do systems prioritization because it must be reviewed before CRs are prioritized for 11.0. Schultz-Qwest

stated that she would still like to work toward Master Redline language. Clauson-Eschelon stated that she had a real-life problem that needed to be addressed. Menezes-AT&T asked when Qwest could implement the interim Qwest Initiated Product/Process. Schultz-Qwest stated that she would send the team an email alerting them to the implementation date. Clauson-Eschelon stated that this issue should be closed until the next CMP Meeting. Menezes-AT&T stated that he didn't think there was adequate time to evaluate this before the next meeting. Clauson-Eschelon stated that she was not agreeing with this process. Wicks-Allegiance asked that the group cover Product/Process at the next meeting. Clauson-Eschelon stated that it would take too long to cover Product/Process at the next meeting. She stated that she thought that it would be best to cover the progress of the interim process at the beginning of the next meeting. Zulevic-Covad stated that he understood that the team was going to start the interim process at the last meeting. He stated that Qwest Product/Process CRs should begin to flow through this process. Schultz-Qwest stated that she could not implement something for four weeks and change it for the next two weeks. She stated that she had a large number of people to train and needed time and a relatively stable process. Menezes-AT&T asked if the CLECs could ask Qwest to make changes to the interim process along the way. Schultz-Qwest stated that she could look at that and address requests on an individual case basis. Menezes-AT&T stated that his biggest area of concern is when CLECs get a notice that has not been submitted as a CR, and it is CLEC impacting. Schultz-Qwest stated that she understood their concern, and repeated that that was the reason she was pushing so hard to begin a list of what was and was not CLEC impacting. Powers-Eschelon stated that this was disappointing because the CLECs haven't gotten a large number of redlines since September, and that she felt like they still didn't have any input into Qwest's Product/Process changes. Menezes-AT&T stated that Qwest must consider that the CLECs will make comments on changes made in the past without redlining. Schultz-Qwest stated that CLECs may make comments at any time on any Qwest processes.

The team agreed to close Action item 198. The meeting adjourned.

ATTACHMENT 1

CLEC-Qwest Change Management Process Re-design

Dec 10 - 11, 2001 Working Session

ATTENDANCE RECORD

Core Team Members

12-10	12-11		Company	Last Name	First Name	Email	Phone	Comments
x	x		Allegiance Telecom	Wicks	Terry	terry.wicks@algx.com	469-259-4438	
x	x		AT&T	Bahner	Terry	Tbahner@att.com	303-298-6149	
x	x		AT&T	Menezes	Mitch	mmenezes@att.com	303-298-6493	
			AT&T	Osborne-Miller	Donna	dosborne@att.com	303-298-6178	
x	x		AT&T	Van Meter	Sharon	svanmeter@att.com	303-298-6041	
			Avista	Thiessen	Jim	jthiessen@avistacom.net	509-444-4089	
			Covad Communications	Doberneck	Megan	mdoberne@covad.com	720-208-3636	
x	x		Covad Communications	Zulevic	Mike	mzulevic@covad.com	520-575-2776	
			Electric Light Wave	Gunderson	Peder	peder_gunderson@eli.net	360-816-3429	
x	x		Eschelon Telecom	Clauson	Karen	klclauson@eschelon.com	612-436-6026	
x	x		Eschelon Telecom	Powers	Lynne	flpowers@eschelon.com	612-436-6642	
	x		Eschelon Telecom	Smith	Richard	Rasmith@eschelon.com	612-436-6626	
			Eschelon Telecom	Oxley	Jeffery	Jjoxley@eschelon.com	612-436-6692	
x	x		Integra	Littler	Bill	blittler@integratelecom.com	503-793-5923	
			McLeod	Sprague	Michelle	msprague@mcleodusa.com	319-790-7402	
x	x		Qwest	Crain	Andrew	Acrain@qwest.com	303-672-2926	
	x		Qwest	Doherty	Christie	Cdohert@qwest.com	303-896-0848	
x			Qwest	Filip	Dana	Dana.filip@qwest.com	303-992-2819	
x	x		Qwest	Jacobs	Teresa	Tjacobs@qwest.com	303-896-1078	
x	x		Qwest	Kessler	Kim	Kkessler@qwest.com	303-294-1617	
%	%		Qwest	Lemon	Lynne	Llemon@qwest.com	303-965-6321	
x	x		Qwest	Maher	Jim	Jxmaher@qwest.com	303-896-5637	
x	x		Qwest	Mohatt	Gerry	Gmohatt@qwest.com	303-965-3934	
x	x		Qwest	Rossi	Matt	mrossi@uswest.com	303-896-5432	
x	x		Qwest	Routh	Mark	mrouth@uswest.com	303-896-3781	
x	x		Qwest	Schultz	Judy	jmschu4@qwest.com	303-965-3725	
x	x		Qwest	Thompson	Jeff	Jlthomp@qwest.com	303-896-7276	

% = Participant was present on specific date via conference line

ATTACHMENT 1

CLEC-Qwest Change Management Process Re-design

Dec 10 - 11, 2001 Working Session

ATTENDANCE RECORD

12-10	12-11		Company	Last Name	First Name	Email	Phone	Comments
x	x		Qwest	White	Matt	Mbwhite@qwest.com	303-294-1638	
%	%		Qwest	Williams	Lee			
	%		Qwest	Woodcock	Beth	woode@perkincoie.com	303-291-2316	
	%		SBC Telecom	Lees	Marcia	Marcia.lees@sbc.com	314-340-1131	
			Sprint	Evans	Sandy	sandra.k.evans@mail.sprint.com	913-433-8499	
			Sprint	Young	Barbara	Barbara.c.young@mail.sprint.com	541-387-9850	
x	x		WorldCom	Balvin	Liz	liz.balvin@wcom.com	303-217-7305	
x	x		WorldCom	Dixon	Tom	Thomas.f.Dixon@wcom.com	303-390-6206	
			WorldCom	Hines	LeiLani	LeiLani.Jean.Hines@wcom.com	303 217-7340	
x	x		WorldCom	Travis	Susan	susan.a.travis@wcom.com	303-390-6845	

Other Participants

12-10	12-11		Company	Last Name	First Name	Email	Phone	Comments
			Colorado PUC	Jennings-Fader	Mana	mana.jennings@state.co.us	303-866-5267	
x	x		Colorado PUC	Quintana	Becky	Becky.Quintana@dora.state.co.us	303-894-2881	
			CapGemini	Ferris	Robyn			
x	x		KPMG Consulting	Nobs	Christian	cnobs@kpmg.com	415-831-1323	
x	x		KPMG Consulting	Yeung	Shun (Sam)	shunyeung@kpmg.com	212-954-6351	
			Telcordia	Thompson	Nancy			

Facilitator

x	x		XTel Solutions, Inc.	Lee	Judy	soytofu@pacbell.net	650-743-8597	

% = Participant was present on specific date via conference line

ATTACHMENT 2

Announcement Date:	December 6, 2001
Effective Date:	December 10, 2001
Document Number:	GENL.
Notification Category:	General
Target Audience:	CLECs, Resellers
Subject:	Agenda for the December 10th and 11th, 2001 Qwest-CLEC Working Session to Modify the Change Management Process

The agenda for the December 10th and 11th Change Management Process Re-design working session with the Core Team is attached for your reference.

Date:	Monday, December 10 and Tuesday, December 11, 2001
Locations:	1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Time:	10 am to 5 pm Mountain Time (December 10 with working lunch) 9 am to 5 pm Mountain Time (December 11)

PLEASE NOTE NEW CONFERENCE BRIDGE NUMBER

Conference Bridge:	Dial-In Number: 877.550.8686 International Dial-In Number: 303.928.3223 Conference ID: 2213337#

Meeting material will be emailed to you and posted on the CMP Re-design web site by December 7: http://www.qwest.com/wholesale/cmp/redesign.html.

Sincerely,

Qwest

ATTACHMENT 2

Meeting Material

- CMP Re-Design Meeting Dec 10-11 Agenda – 12-04-01
- Qwest Proposed Production Support Language – Revised 12-04-01
- CMP Re-design Core Team Issues/Action Items Log – 12-04-01
- AT&T Interface Testing Issues – 12-03-01
- Master Redlined CLEC-Qwest CMP Re-design Framework – Revised 11-29-01
- Qwest Proposed Action Item Language – 11-20-01
- Qwest Proposed TERMS Language – 11-30-01
- Qwest Proposed Walk-on Language – 11-26-01
- CMP Re-design Core Team Expectations and Responsibilities – 10-31-01
- Qwest Proposed CR Prioritization Language – 12-6-01
- ATT Re-Design Issues List – 11-13-01
- WCom Re-Design Issues List – 11-13-01
- Qwest Proposed History Change Log – 12-06-01
- Qwest-initiated Product/Process CR Initiation Process – Revised 10-03-01
- CMP Re-Design Meeting Action Item Discussion (Running List) – 11-29-01
- Schedule of CM Re-Design Working Session – Revised 11-29-01
- Excerpt from Qwest Code of Conduct and Retail Wholesale Process

ATTACHMENT 2

Monday, December 10 and Tuesday, December 11, 2001
10 am to 5 pm Mountain Time on Monday / 9 am to 5 pm MT on Tuesday
1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Conference Bridge: 1-877-847-0304 Pass code: 7101617 (hit #)

AGENDA—Monday, December 10 (10 am to 5 pm MT)

TOPIC	LEAD
Introduction (10:00 am – 10:15 am MT) • Take attendance • Review Agenda	Judy Schultz, Qwest Judy Lee, Facilitator
Discussion and Status (9:15 am – 4 pm MT)	All

10:15 am – Noon (including a 10-minute break)

- Production Support
  - Review Severity 3 and 4 Language
  - Discuss and close on Action Items:
    - Production support notification to include Qwest's internal trouble ticket number (#188)
    - Technical Support Escalation Process (#189)
    - Severity Level assignment (#190, 192)
    - Trouble ticket linkage (parent/children)—(#191)
    - Will Qwest provide copies of internal prioritization and sizing documents to CLECs? (#196)
- Interface Testing
  - Close on Action Item:
    - Are test scenarios provided separately from technical specifications, or included? (#186)
  - AT&T Interface Testing Issues

Noon – 12:30 pm Pick up Lunch (working lunch)

12:30 pm – 3:30 pm (including a 10-minute break) All

- (Continue from morning discussions, if needed)
  - Outstanding Items for Master Redlined Framework Language (if time permits)
  - Introduction and Scope
    - Timelines under the CMP are 'defaults' (#153)
  - Introduction of A New OSS Interface
    - Review and close on CLEC Comments in the Master Redline framework
    - Close on timeline Note language (#140)
    - Is a CR required for a new OSS interface? Would it go through Prioritization/Ranking? (#149)
  - Retirement of Existing OSS Interfaces
    - Review and close on CLEC Comments in the Master Redline framework
  - OSS Interface CR Initiation Process
    - Proprietary CR and Comments/Concerns (#88, 89)
    - "Draft" industry guideline changes (#94)
    - Criteria for a Deny CR (#118)
    - What process allows CRs to be submitted less than the agreed upon timeframe for CR presentation at the upcoming CMP meeting? Already

addressed, or does the Exception Process accommodate this situation? (#126)
    - Criteria used to determine 'level of effort' (#146)
    - Qwest-initiated OSS Interface CRs (#148)
    - CRs that impact both an OSS Interface and Process (#163)
    - Review and close on CLEC Comments in the Master Redline framework

- Terms (#106, 133, 162, 182)

- Administration
    - Re-visit the CMP Web Site (#13G)
    - Timeframe and method that Qwest provides a notice on a CR response and post on web site (#130, 145, 156)

- Managing the CMP
    - Roles of representatives (#107, 172)

- Redesign Working Session Language
- Define level of participation (CMP Redesign Core Team Expectations, #151)
- Revise the CMP Re-design "Procedures for Voting and Impasse Resolution Process" to allow provisions to invoke a vote at the current meeting, not wait until the next session.

3:30 pm – 4:45 pm (including a 10-minute break) All

- Review Issues and Action Items Log (#184)
    - Can we archive CLOSED issues and action items?
    - **If time permits, otherwise on next day's agenda**
        - ATT Issues List (Mitch)
        - WorldCom Issues List (Liz)

Next Meeting (4:45 pm to 5 pm MT) All

- Determine discussion items and material needed for next day meeting

Adjourn

ATTACHMENT 2

Monday, December 10 and Tuesday, December 11, 2001
10 am to 5 pm Mountain Time on Monday / 9 am to 5 pm MT on Tuesday
1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Conference Bridge: 1-877-847-0304 Pass code: 7101617 (hit #)

AGENDA—Tuesday, December 11 (9 am to 5 pm MT)

TOPIC	LEAD
Introduction (9:00 am – 9:15 am MT) • Take attendance • Review Agenda	Judy Schultz, Qwest Judy Lee, Facilitator
Discussion and Status (9:15 am – 4 pm MT)	All

9:15 am – 11:30 (including a 10-minute break)

- (Continue from Monday, *if needed*)
- Outstanding Items for Master Redlined Framework Language
- Changes to An Existing OSS Interface Elements
  - CR Initiation Process takes place before Changes to An Existing (#142)
  - Maximum of 4 major releases per calendar year per OSS (#139)
  - What is included in Technical Specifications? Qwest currently issues multiple documents, will it continue, or there will be a single document with the type of information listed in master redline document? (#141)
  - Review and close on CLEC Comments in the Master Redline framework
- Prioritization (Action Items #93, 150, 174, 181)
  - Qwest's position on prioritizing Regulatory, Industry Guideline, PID/PAP improvement changes.
  - What is the process for an exception item during prioritization? (#93)
  - Is prioritization on an OSS interface basis? (#150)
  - Attach the latest sample of a Release candidate list, ranking form, and compilation/tabulation form. (#174)

11:30 am – 12:30 pm Lunch

12:30 pm – 4:30 pm (including a 10-minute break) All

- (Continue from morning discussions, if needed)
- History Change Log action items and determine when to implement (#111, 199, 200, 201, 202, 203, 204)
- Revisit Qwest-initiated Product/Process CR Process (#110, 137, 179,180)
  - Define exceptions to "What is CLEC impacting"
- Retail to Wholesale Parity Discussion (#104, 105)
- Review Issues and Action Items Log (#184)
  - Can we archive CLOSED issues and action items?

If more time is needed from Monday's meeting:

- ATT Issues List (Mitch)
- WorldCom Issues List (Liz)

CLEC Caucus Period (4:30 pm to 4:45 pm MT)—if needed CLECs

Next Meeting (4:45 pm to 5 pm MT) All

- Determine discussion items and location for next working session
  - Homework due January 11 to Jim Maher (#176, 183)
- Determine what supporting material is needed for the session

Adjourn

ATTACHMENT 3

Announcement Date:	December 10, 2001
Effective Date:	December 11, 2001
Document Number:	GENL.
Notification Category:	General
Target Audience:	CLECs, Resellers
Subject:	Revised Agenda for the December 11th, 2001 Qwest-CLEC Working Session to Modify the Change Management Process

The revised agenda for the December 11th Change Management Process Re-design working session with the Core Team is attached for your reference. The revised agenda is based on the results of our discussion today.

Date:	Tuesday, December 11, 2001
Locations:	1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Time:	9 AM to 5 PM Mountain Time (December 11)

PLEASE NOTE NEW CONFERENCE BRIDGE NUMBER

Conference Bridge: Dial-In Number: 877.550.8686
Conference ID: 2213337#

The revised agenda will be emailed to you and posted on the web site: http://www.qwest.com/wholesale/cmp/redesign.html.

Sincerely,

Qwest

Monday, December 10 and Tuesday, December 11, 2001
10 am to 5 pm Mountain Time on Monday / 9 am to 5 pm MT on Tuesday
1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Conference Bridge: 1-877-847-0304 Pass code: 7101617 (hit #)

REVISED AGENDA—Tuesday, December 11 (9 am to 5 pm MT)

TOPIC	LEAD
Introduction (9:00 am – 9:15 am MT) • Take attendance • Review Agenda	Judy Schultz, Qwest Judy Lee, Facilitator
Discussion and Status (9:15 am – 4:30 pm MT)	All

10:15 am – Noon (including a 10-minute break)

- Production Support
- Interface Testing
  - SGAT language for certification/re-certification (Andy Crain)
  - ATT Interface Testing Issues (Mitch Menezes)

Noon – 1:00 pm Pick up Lunch

1:00 pm – 4:30 pm (including a 10-minute break) All

- (Continue from morning discussions, if needed)
  - Prioritization (Action Items #93, 150, 174, 181)
    - Qwest's position on prioritizing Regulatory, Industry Guideline, PID/PAP improvement changes.
    - What is the process for an exception item during prioritization? (#93)
    - Is prioritization on an OSS interface basis? (#150)
    - Attach the latest sample of a Release candidate list, ranking form, and compilation/tabulation form. (#174)
- ATT Issues List (Mitch Menezes)
- WCom Issues List (Liz Balvin)
- Review Issues and Action Items Log (#184)
  - Can we archive CLOSED issues and action items?
- Revisit Qwest-initiated Product/Process CR Process (#110, 137, 179,180)
  - Define exceptions to "What is CLEC impacting"
- History Change Log (Action Items)

Next Meeting (4:30 pm to 5:00 pm MT) All

- Determine discussion items and material needed for next day meeting

Adjourn

Qwest Proposed Production Support Language – ~~10-22-01~~11-27-01~~12~~-06-01

~~*I.1.1TYPES OF CHANGE*~~

~~The change request should fall into one of the following classifications:~~

~~*I.1.1.1.1.1.1.1.1Type 1 (Production Support) Change*~~

I. Production Support

I.1 Newly Deployed Changes

Following the ~~implementation~~ release production date of an OSS Interface change, Qwest will use existing production procedures for maintenance of a newly released software. Problems encountered by the CLEC should be reported to the IT Wholesale Systems Help Desk. Qwest will monitor, track, and address troubles reported by CLECs. ~~to the IT Wholesale Systems Help Desk.~~ A week after the deployment of an IMA Releasea ~~software~~ into production, Qwest will host a conference call with the CLECs to review any identified problems and answer any questions pertaining to the newly deployed software. Qwest will follow CMP process for documenting the meeting (includes issues/action items and status/solution). Issues will be addressed with specific CLECs and results/status will be reviewed at the next Monthly OSS CMP Meeting. ~~A Type 1 change corrects problems discovered in production versions of an OSS interface.~~

I.2 Request for a Production Support Change

Severity 1 (critical—production stopped) and Severity 2 (production or functionality degraded) corrections will be implemented immediately by means of an emergency release of process, software or documentation and CLECs notified according to the IT Wholesale Systems Help Desk procedures (refer to CMP web site). Severity 3 (limited use, but workaround in place) and Severity 4 (low or no impacts to CLECs) types, will not be fixed immediately but will follow the CR process under this CMP. For Severity 3 and Severity 4 production support issues, ~~e~~Either Qwest or a ~~the~~ CLEC may initiate the Cehange Rrequest to correct the Severity 3 or Severity 4 problem. (See Section X for CR Initiation.) ~~Typically, this type of change reflects instances where an technical implementation is faulty or inaccurate such as to cause correctly or properly formatted data to be rejected.~~ Instances where Qwest or CLECs misinterpret –interface specifications and/or business rules must be addressed on a case-by-case basis. All parties will take all reasonable steps to ensure that any disagreements regarding the interpretation of a new or modified ~~business process~~OSS Interface are identified and resolved during the change management review of the change request.

The IT Wholesale Systems Help Desk supports Competitive Local Exchange Carriers who have questions regarding connectivity, outputs, and system outages. The Help Desk serves as your first point of contact for reporting trouble. If the Help Desk is unable to assist you, they will refer information to the proper subject matter expert, also known as Tier 2 or Tier 3 support, who may call you directly. Often, however, an IT Wholesale Help Desk representative will contact you to provide information or to confirm resolution of your trouble ticket. (see Action Item # 189)

I.3 Reporting Trouble to IT

Qwest will open a trouble ticket at the time the trouble is first reported by CLEC or detected by Qwest. The IT Wholesale Systems Help Desk representative will

communicate the ticket number to the CLEC at the time the CLEC reports the trouble. (Action Item #191)

I.4 Severity Levels

Severity level is a means of assessing and documenting the impact of the loss of functionality to CLECs and the impact to the business. The severity level gives restoration or repair priority to problems causing the greatest impact to CLECs or business.

The guidelines for determining severity levels are listed below. Examples of some trouble ticket situations follow. Please keep in mind these are guidelines, and each situation is unique. The IT Wholesale Systems Help Desk representative will make the determination of the severity level based on the individual situation and will communicate the severity level and the ticket number to the CLEC at the time the CLEC reports the trouble. If the CLEC disagrees with the severity level assigned by the IT Help Desk personnel, the CLEC may escalate using the Technical Escalation Process. (See section X)

Severity 1: Critical Impact

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

Examples:

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

Severity 2: Serious Impact

- Serious.
- Moderate visibility.
- Moderate to large number of CLECs, or orders affected.

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

Examples:

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

Severity 3: Moderate Impact

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

Example:

- Equipment taking hard errors, no impact yet.

Severity 4: Minimal Impact

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

Examples:

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

I.5 Ticket Response Intervals

Ticket Response Intervals are based on the severity level of the ticket. "Response Interval for any Change in Status" means that a status notification will be sent out within the time specified from the time a change in status occurs. "Response Interval for No Change in Status" means that a status notification will be sent out on a recurring basis within the time specified from the last status notification when no change in status has occurred, until resolution. "Response Interval upon Resolution" means that a status notification will be sent out within the time specified from the resolution of the problem. Any status notifications will be sent to all affected CLECs. The affected CLEC(s) and Qwest will attempt to reach consensus on resolution of the problem. When no consensus is reached, any party may use the Technical Escalation Process described in section X.

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

The chart below indicates the response intervals a CLEC can expect to receive after reporting a trouble ticket to the IT Wholesale Systems Help Desk.

Severity Level of Ticket	**Response interval for initial ticket**	**Response Interval for any Change in Status**	**Response Interval for No Change in Status**	**Response Interval upon Resolution**
Severity Level 1	Immediate acceptance	Within 1 hour	1 hour	Within 1 hour
Severity Level 2	Immediate acceptance	Within 1 hour	1 hour	Within 1 hour
Severity Level 3	Immediate acceptance	Within 4 hours	48 hours	Within 4 hours
Severity Level 4	Immediate acceptance	Within 8 hours	48 hours	Within 8 hours

~~*Type 1 changes will be processed on an expedited basis by means of an emergency release of software/documentation.*~~

~~*Additionally, once a Type 1 change is identified, the change management team (see the Managing The Change Management Process section) must determine the nature and scope of the maintenance. Type 1 changes are categorized in the following manner:*~~

~~***Severity 1:*** *Production Stopped: Interface Unusable – Interface discrepancy results in totally unusable interface requiring emergency action. CLEC Orders/Pre-Orders cannot be submitted or will not be accepted by Qwest and manual work-arounds are not feasible. Correction is considered essential to continued operation. Qwest and CLECs should dedicate resources to expedite resolution.*~~

~~*Acknowledgment Notification = 1 hour*~~
~~*Status Notification = bi-hourly*~~

~~***Severity 2:*** *Production Degraded: Interface Affecting - An interface discrepancy that requires a work-around(s) on the part of the CLEC or Qwest. The change is considered critical to continued operation. It does not stop production, but affects key applications.*~~

~~*Acknowledgment Notification = 4 hours*~~
~~*Status Notification = weekly*~~
~~*Implementation time = 14 - 30 calendar days*~~

~~***Severity 3:*** *Process Impacted: Pre-order / Order requests can be submitted and will be accepted through normal processes / interfaces. Clarification is considered necessary to ongoing operations.*~~

~~*Acknowledgment Notification = 7 calendar days*~~
~~*Implementation time = 30 - 60 calendar days*~~

Process to Deploy Qwest CMP Improvements– 11-26-01

As Change Management Process redesign elements (major sections of the Master Redlined CMP Redesign framework) are discussed and baseline language is determined, Qwest and/or a CLEC-Core Team representative may propose to implement the baseline element. This request may occur prior to the completion of the CMP redesign effort. The CMP Redesign Core Team shall comply with the following process for implementing baseline changes:

- The Core Team reaches agreement to implement a given baseline element and determines the implementation date.
- Qwest develops an implementation presentation for the general CLEC community.
    - The Implementation Presentation shall include:
        - Language from the master redlined CMP framework
        - Other pertinent information, if applicable
        - Implementation/effective date
- At the next Monthly CMP meeting, Qwest and the Re-design Core Team will collectively present the proposed change. The Team shall seek comments, if any, from the general CLEC community.
- If there are no objections, Qwest shall implement the changes in accordance with the implementation plan.
- If there are objections, the Re-design Core Team will consider the input, and determine the appropriate course of action.

At the conclusion of the Re-design effort, the Core Team will present the Final Master Red-Line document to the general CLEC community for review and acceptance.

ATTACHMENT 6
Provided by Mitchell Menezes
11/13/01

AT&T notes for November 13, 2001 Redesign Meeting. Items AT&T would like to clarify or raise for discussion in CMP Redesign.

A. Points to Clarify:

1. At redesign meetings, CLECs and Qwest identify items that need to be addressed at a later time and Judy Lee puts them on the board (paper or whiteboard). We assume that they all make it to the issues/action items log. Do they?

   Would it be helpful for the note taker to transcribe all items put on the board as part of the minutes so that each item is captured there?

   Another concern is whether the issues/action items log adequately captures the issues. Are they described with sufficient detail to include the context of the discussion where the issue arose so that the group knows later what the concerns were?

   As part of this, we should walk through the existing CMP documentation, the OBF document, the tables of contents, the 18 point issues list from the 271 workshops, CLEC comments provided at the beginning of the redesign process or along the way, etc.

2. When Qwest adds language to the Master Redline and we preliminarily conclude discussions on a topic, is it Qwest's intent that Qwest will then implement the revised piece of the process? How is approval obtained? What is done to notify, and gain acceptance from, the larger CMP CLEC body?

B. Items to Add to the Issues List (or use to clarify existing issues):

3. Regulatory CRs (IMA 10.0). Regulatory CRs still need to be discussed. A meeting is scheduled for 11/19/01 to discuss the 6 regulatory CRs Qwest identified as coming out of the CPAP proceeding. At this point, the requirements for IMA 10.0 were prioritized on 11/7/01. Packaging is scheduled for the January CMP meeting. If we agree that the CRs are not regulatory what happens after 11/19/01 with those CRs? Concern: the longer it takes to resolve the issue, the more likely it appears that Qwest will include these changes without CLEC concurrence.

   Related:
   a. For regulatory or industry change CRs, originator of CR must provide specific information in the CR identifying what makes the CR a regulatory change or industry guideline change. Such information must include specific references to regulatory or court orders, legislation, industry guidelines as well as dates, docket or case number, page numbers and the mandatory implementation date, if any.

b. Need a process to debate whether a change fits as a regulatory or industry guideline change. With the information in a., CLECs will be informed to have this debate.

4. The aggregate time it will take for a systems CR to run through the process (we commented on this in the 11/7 e-mail regarding the redesign documents that were discussed at the 10/30-11/1 redesign meeting).

   Note: with a recent CR Sharon submitted, she was not contacted until the 7th business day (after submitting the CR) by Qwest to schedule the clarification call. We should indicate that the contact for this has to be made earlier, because the goal is to have the call within 8 business days, if the CLEC is available.

5. Need to discuss acceptance/denial (Issue log #118) and sizing (issue log 146) of CRs. The following is from the CLEC-Qwest OSS Interface Change Request Initiation Process – Revised 11-01-01. What make this level of effort "preliminary"? This appears to all be within Qwest's discretion. How accurate can Qwest be at this point? Shouldn't there be a readout on level of effort (in writing or at CMP meeting) to describe Qwest's analysis on level of effort?:

   Qwest will review the CRs received prior to the cut off date and evaluate whether Qwest can implement them. Qwest's responses will be one of the following:
   - *"Accepted" (Qwest will implement the CLEC request) with position stated.If the CR is accepted, Qwest will provide the following in its response:*
     - *determination and presentation of options of how the CR can be implemented*
     - *identification of the preliminary level of effort (s, m, l, xl) required to implement the CR.*
       - *small – requires changes to only one subsystem of a single system*
       - *medium – requires changes to 2 or more subsystems of a single system*
       - *large – requires changes to 2 or more systems or complex changes in multiple subsystems of a single system*
       - *extra large – requires extensive redesign of at least one system*
   - *"Denied" (Qwest will not implement the CLEC request) with basis for the denial, including reference to substantiating material.*

6. Define in the Master Redline what it means to "walk an item on" at a CMP meeting. Does this replace clarification? Are there criteria for a walk-on (any

kind of advance notice needed? Any demonstrated urgency required? does it in effect create an exception for the CR that is walked on?)? How is the timeline different for a walked-on item versus those submitted 3 weeks ahead of the meeting? Should this simply be treated as an exception?

7. Exception Process. We need a fuller discussion and documentation of this process. What makes an item qualify as an exception? Should an exception first need to be "accepted" as an exception from the CMP group? If so, by what process?

8. We need a discussion about when an issue is appropriate for CMP and when the CLEC's Qwest account team is to handle an issue. We have had instances where we take an issue to the account team. The account team tells us to go to CMP when we don't think it is a CMP matter. How are account teams informed of the distinctions between their functions and the functions of CMP?

9. Quick process when things go wrong:

   a. Qwest makes an internal change in process <u>that impacts CLECs</u> and the change has not gone through the CR process. We need to discuss a process for addressing these things. There should be a way for a CLEC to identify the problem and get a quick response from Qwest that withdraws the process change and makes it go through the CR process before Qwest can implement.

   b. CLEC observes a problem on the Qwest side when CLEC submits LSRs. For example, we submit a number of LSRs with a Saturday due date. For a large group of these orders, we get a FOC for the following Monday rather than the date requested (this is where the due date CLEC requested does fit the interval for the service ordered). On our side, we see this large group and believe there is a systems or process problem on the Qwest side and want to identify the problem to Qwest as a group for resolution. Currently, Qwest will only work them one at a time. This is inefficient and provides poor customer service to CLEC and ultimately the end user. Perhaps this could be handled in a "production support" process linked to CMP for product/process (parallels to the systems side).

10. CLEC-impacting changes (Issues log #110). This needs to be put back on track. Terry Bahner sent an e-mail to Qwest on Monday (11/12/01) to lay out the history (initial meeting, supposed to have minutes, supposed to get back together – didn't), to request the Susie Bliss take the lead in bringing the subgroup together, have Qwest identify the other categories it identified, have the subgroup walk through with Qwest the same steps Qwest went through to identify other categories of CLEC impact to beef up the list. At the end come back to the redesign group with a full discussion (go through examples at redesign).

11. SCR092601 proposed by Qwest [cannot find on the web] **[Terry B. did a CR – 5582295 on this same topic, but earlier]**

Description: Allow a jeopardy notification after a FOC instead of a non-fatal error after a FOC.
SRN092601: In Qwest's response to its own CR, Qwest proposes a change to existing PIDs for PO-8 and PO-9.
At the last redesign (10/30-11/1), Qwest stated clearly that it does not want change management of PIDs dealt with in CMP. However, with this CR, Qwest proposes a change to PIDs. Are PIDs in CMP or not? We need to discuss further.

Other issues associated with this CR:
a. Qwest initiated its CR after AT&T initiated its similar CR. Qwest held a side call in late August to seek concurrence on its CR and could not speak to the AT&T CR at that time. It appears that Qwest's CR leap-frogged AT&T's. Why?

b. At the October CMP Product meeting, AT&T's CR was discussed and was basically turned down. The next day, at the CMP Systems meeting, Qwest presented its CR and there agreed to do what Qwest wanted, but needed to be pressed by CLECs to do what AT&T has sought in the first place.

Related issue:
On November 12, 2001, AT&T received from Qwest final CR responses. One AT&T CR had to do with disconnecting the customer (being ported to CLEC) from the Qwest switch after received a message from NPAC. Qwest denied the CR citing a PID. If Qwest is going to deny CRs due to PIDs, we need to deal with PIDs in CMP too,

12. Is Qwest going to file a status report with the state commissions in November?

13. Has there been a discussion yet of what happens at the end of redesign? Do we all review the Master Redline and provide comments and get to where we say it is done (is this a vote)? Is there a process to send the whole thing to the entire CMP body? Once it goes to the CMP body, will there be a walk through of the document with time for questions/comments? Is there a vote at the CMP body?

14. Clarify in the Master Redline that CRs precede changes to an interface, introduction of a new interface (and retirement?).

15. We need to talk about addenda to release software and documentation. How is it done? How is it communicated? How is it documented? Are CLECs ever consulted?

16. Revisit Qwest initiated Product/Process change process. There is an issue around its use after redesign is complete. There are issues around what is "CLEC-affecting". Do CLECs get to vote on "CLEC-impacting" changes?

17. Qwest-initiated CRs. It would be good to discuss what this means. Is it exactly the same as CLECs'. Do CLECs have the ability to deny or vote down a Qwest CR?

18. Implementation of interim processes. Qwest should come back to the Core Team at redesign meetings with questions/concerns about implementing what is agreed to in redesign. This will insure that the implementation meets both groups' expectations, resolve ambiguities and enable (and may drive) clarification of the redesigned process in the Master Redline [this should be a standing agenda item].

ATTACHMENT 7

Future CMP Redesign Working Session Action Item Discussions - Revised 11-29-01

- Outstanding Items for Master Redlined Framework Language
  - Introduction and Scope
    - Good Faith (#91)
    - Timelines under the CMP are 'defaults' (#153)
  - OSS Interface CR Initiation Process
    - Proprietary CR and Comments/Concerns (#88, 89)
    - Criteria for a Deny CR (#118)
    - Criteria used to determine 'level of effort' (#146)
    - Qwest-initiated OSS Interface CRs (#148)
    - CRs that impact both an OSS Interface and Process (#163)
    - Review and close on CLEC Comments in the Master Redline framework
  - Changes to An Existing OSS Interface Elements
    - "Draft" industry guideline changes (#94)
    - CR Initiation Process takes place before Changes to An Existing (#142)
    - Maximum of 4 major releases per calendar year per OSS (#138, 139)
    - What is included in Technical Specifications (#141)
    - Review and close on CLEC Comments in the Master Redline framework
  - Introduction of A New OSS Interface
    - Review and close on CLEC Comments in the Master Redline framework
    - Close on timeline Note language (#140)
  - Retirement of Existing OSS Interfaces
    - Review and close on CLEC Comments in the Master Redline framework
  - Administration
    - Re-visit the CMP Web Site (#13G)
    - Timeframe and method that Qwest provides a notice on a CR response and post on web site (#130, 145, 156)
  - Managing the CMP
    - Roles of representatives (#107, 172)
  - Terms (#51, 106, 133, 162, 182)

- Prioritization Process (Regulatory and Industry Guideline Changes)
- *Prioritization Process (action items)*
  - Will a new OSS CR go through prioritization? (#149)
  - Is prioritization on a per OSS basis? (#150)
  - Qwest position on prioritizing Regulatory changes (#167, 181)
  - Qwest position on prioritizing Industry Guideline changes (#168)
  - Can a CLEC prioritize/rank OSS interface CR candidates, even if the CLEC is not using the interface? (COIL-WCom)
  - Attach the latest ranking form, sample of candidate list, and tabulation form (#174)
- Revisit Types of Changes (Regulatory and Industry Guidelines #169)
- Status: Process to manage changes to performance reporting, calculations, etc. (#158, 170)
- Revisit Qwest-initiated Product/Process CR Process (#180)
- Define What Is CLEC-impacting/not CLEC-impacting (#110, 137, 179)
- Review Quick Hit Redesign Improvements (#177, 178)

ATTACHMENT 7

Future CMP Redesign Working Session Action Item Discussions - Revised 11-29-01

- Define level of participation (CMP Redesign Core Team Expectations, #151)
- Revise the CMP Redesign "Procedures for Voting and Impasse Resolution Process" to allow provisions to invoke a vote at the current meeting, not wait until the next session
- Review and clarify ATT Issues (Mitch)
- Review and clarify WCom Issues (Susan/Leilani)
- Review Issues and Action Items Log (#184)—if time permits, otherwise review tomorrow
    - Can we archive CLOSED issues and action items?
- Review Document Historical Change Log and determine implementation date (Action Items)
- Criteria for CR Denial
- Lanaguage- Address non-coding changes that may affect CLEC operations or processes
- Retail-Wholesale Parity

ATTACHMENT 8

Subject:
WorldCom (Liz Balvin) Comments on CMP - Checklist to address OSS Interface Issues
Date:
Tue, 13 Nov 2001 09:34:50 -0700
From:
Tom Dixon <Thomas.F.Dixon@wcom.com>
To:
"'Mark Routh'" <mrouth@qwest.com>

1) Have all OBF 2233 issues been reviewed and discussed by CMP Redesign Team: ISSUE, we want to make sure Qwest CMP meets industry guidelines.

2) Has there been a comparison of the OBF issues against Qwest previous CICMP documented procedures (271 proceedings exhibits G/H). ISSUE, Qwest CMP must be established collaboratively, if we only address OBF guideline issues, what happens to the procedures Qwest employed prior to the redesign forum? Thus, all aspects of CMP must be evaluated by the CMP Redesign Team such that all Parties believe ALL processes have been collaboratively developed.

3) We need from Qwest timelines for when all System Interim Processes established by the Redesign Team can be implemented. Upon implementation, CLECs can evaluate to determine if processes are working as expected.

4) When all outstanding issues have been addressed by the Redesign Team, a final draft CMP document must be distributed for review and final buy-in by the Redesign Team.

5) Once the CMP Redesign Team has finalized a Systems CMP, Qwest must present to the CLEC community at large for review and buy-in. Then there is the issue of how to proceed with Product & Process Redesign sessions. Although no Industry Guidelines for Product & Process procedures, CLECs emphasized the need to have input to such processes because of the impact to our business. Regulators have recognized this and so we must be diligent in developing processes that will address our concerns. Again, we need to have the process established collaboratively and in the end, a document such as the Systems CMP needs to be developed in which all Parties agree on.

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INTERIM QWEST PRODUCT/PROCESS CHANGE MANAGEMENT PROCESS

Qwest is in the process of updating the documentation it provides to CLECs as a result of the commitments it has made in the workshops and as a result of issues that have been identified in OSS testing. The following is the process Qwest will follow until the completion of the redesign process for Qwest's CMP for product and process changes:

I. Changes that alter CLEC operating procedures.

As soon as practicable before the next scheduled CMP monthly meeting, Qwest shall ~~submit~~ distribute notification and post on the CMP web site a Change Request and related documentation for changes that alter CLEC operating procedures for pre-ordering, order/provisioning, maintenance/repair and billing for local services. The CR shall describe the change to be made to the process, along with any proposed changes to Qwest documentation available to CLECs. The CR will include the following: ~~If practicable, Qwest will provide a redlined version indicating the changes from the prior document version. If providing redlined versions is not practicable, Qwest will indicate the changes in the documentation. Qwest will indicate the source of the changes~~.

- If practicable, a red-lined version of each changed document showing changes from the most recent document version;
- If providing a red-lined version is not practicable for a document, a version of the document with changes highlighted;
- For each changed document, a historical log listing each change, the version of the document changed, the date of the change, and the reason for and source of the change.

Qwest will discuss ~~present~~ the CR at the next CMP Monthly Forum. ~~Under special circumstance,~~ CLECs or Qwest may request that a special CMP Forum be held to address a CR or to invoke the CMP Exception Process. At the CMP meeting, the parties will discuss whether comments are necessary, and time frames for such comments, if applicable. Unless another schedule is agreed to at the CMP meeting, the following procedure will be followed:

- Any CLEC ~~All CMP members~~ may file comments on the CR within 15 days of the CMP Monthly Forum.

- Within 15 days, Qwest will respond to comments and provide a final notice of the changes, along with any proposed changes to Qwest documentation available to CLECs. The notification shall be provided to CLECs at least 15 days before the effective date of the change.

Any CLEC may raise issues relating to its comments at any CMP meeting held before or after the effective date of the change. Any issues that cannot be resolved may be

submitted to the Escalation and/or Dispute Resolution Processes as set forth in the CMP Re-Design Master Red Lined Document.

II. Changes that do not alter CLEC operating procedures.

For changes that do not alter CLEC operating procedures for pre-ordering, order/provisioning, maintenance/repair and billing for local services, Qwest shall provide notice of such changes to CLECs, along with any changes to Qwest documentation available to CLECs. ~~If practicable, Qwest will provide a redlined version indicating the changes from the prior document version. If providing redlined versions is not practicable, Qwest will indicate the changes in the documentation. Qwest will indicate the source of the changes~~. The change notice will include the following:

- If practicable, a red-lined version of each changed document showing changes from the most recent document version;
- If providing a red-lined version is not practicable for a document, a version of the document with changes highlighted;
- For each changed document, a historical log listing each change, the version of the document changed, the date of the change, and the reason for and source of the change.

CLECs may submit comments to Qwest, which will be posted on the CMP web site. Within 15 days of receipt, Qwest will respond to comments submitted by CLECs. Any CLEC may raise issues relating to its comments at any CMP meeting held before or after the effective date of the change. Any issues that cannot be resolved may be submitted to the Escalation and/or Dispute Resolution Processes as set forth in the CMP Re-Design Master Red Lined Document.

DO NOT Alter CLEC Operating Procedures – 11-26-01

Qwest developed the following lists for discussion purposes only. These lists are subject to modification as agreed upon by the CLECs and Qwest. These lists attempt to capture changes that DO NOT alter CLEC operating procedures.

Effective Immediately
- Verbiage Clarification/Wordsmithing
- Typos/Grammar/Product Branding
- Re-notification
- Training Schedule Changes

15 Days Advance Notification
- TN Changes
- FAX Changes
- Web Architecture Changes
- Pricing Changes
- Implementing Charges Qwest is Authorized to bill through the Interconnection Agreement/Tariff/Regulatory Rulings
- Training Notices, Pricing

CLEC-Qwest Change Management Process Re-design **ATTACHMENT 11**

SCHEDULE OF WORKING SESSIONS

Revised—December 11, 2001

UPCOMING WORKING SESSIONS

Dates/Time	Location	Element
DATE: Tue, Jan 22, Wed, Jan 23, and Thurs, Jan 24 **TIME:** 10 am-5 pm MT on Tue 9 am-5 pm MT on Wed, Thurs **Dial-In Number:** 877.550.8686 **Conference ID:** 2213337	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• Discuss and develop guidelines for "What is not CLEC-impacting" for Product/Process • Read-out on Interim Product/Process Change Process Implementation • Review History Change Log • Prioritization • Interface Testing • Review and discuss Core Team Gap Analyses to determine future session topics • Issues/Action Items Log
DATE: Tue, Feb 5, Wed, Feb 6, and Thurs, Feb 7 **TIME:** 10 am-5 pm MT on Tue 9 am-5 pm MT on Wed, Thurs **Dial-In Number:** 877.550.8686 **Conference ID:** 2213337	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• (to be determined)
DATE: Tue, Feb 19 **TIME:** 10 am-5 pm MT **Dial-In Number:** 877.550.8686 **Conference ID:** 2213337	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• (to be determined)
DATE: Tue, Mar 5, Wed, Mar 6, and Thurs, Mar 7 **TIME:** 10 am-5 pm MT on Tue 9 am-5 pm MT on Wed, Thurs	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• (to be determined)

Note: Agenda will include standing items—Review Core Team participation, Issue/Action Items, Review redlined document, Final Meeting Minutes from the previous session, and Set/Confirm agenda for the next working session. A half hour towards the end of each meeting will be dedicated to the CLEC community to address their issues, if needed.

CLEC-Qwest Change Management Process Re-design **ATTACHMENT 11**

SCHEDULE OF WORKING SESSIONS

Revised—December 11, 2001

Dates/Time	Location	Element
Dial-In Number: 877.550.8686 **Conference ID:** 2213337		

Note: Agenda will include standing items—Review Core Team participation, Issue/Action Items, Review redlined document, Final Meeting Minutes from the previous session, and Set/Confirm agenda for the next working session. A half hour towards the end of each meeting will be dedicated to the CLEC community to address their issues, if needed.

CLEC-Qwest Change Management Process Re-design **ATTACHMENT 11**

SCHEDULE OF WORKING SESSIONS

Revised—December 11, 2001

Dates/Time	Location	Element
DATE: Tue, Mar 19 **TIME:** 10 am-5 pm MT **Dial-In Number:** 877.550.8686 **Conference ID:** 2213337	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• (to be determined)
DATE: Tue, Apr 2, Wed, Apr 3 and Thurs, Apr 4 **TIME:** 10 am-5 pm MT on Tue 9 am-5 pm MT on Wed, Thurs **Dial-In Number:** 877.550.8686 **Conference ID:** 2213337	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• (to be determined)
DATE: Tue, Apr 16 **TIME:** 10 am-5 pm MT **Dial-In Number:** 877.550.8686 **Conference ID:** 2213337	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• (to be determined)

Note: Agenda will include standing items—Review Core Team participation, Issue/Action Items, Review redlined document, Final Meeting Minutes from the previous session, and Set/Confirm agenda for the next working session. A half hour towards the end of each meeting will be dedicated to the CLEC community to address their issues, if needed.

CLEC-Qwest Change Management Process Re-design ATTACHMENT 11
SCHEDULE OF WORKING SESSIONS
Revised—December 11, 2001

WORKING SESSIONS ALREADY HELD

Dates/Time	Location	Element
Thursday, July 11—COMPLETED	1801 California Street, Denver, CO	• Kickoff
Thursday, July 19—COMPLETED	1801 California Street Denver, CO	• Introduction • Scope • Administration—Managing the Change Management Process
Tuesday, August 7 and Wednesday, August 8—COMPLETED	1801 California Street Denver, CO	• Performance Measurements (informational) • Notification Process • Distribution List • Web Site • Tracking (e.g., CR and RN status definition, naming convention)
Tuesday, August 14 and Thursday, August 16—COMPLETED	1005 – 17th Street Denver, CO	• Managed Changes—Existing (including Types of Change)—to be continued • Prioritization—re-scheduled • Exception Process (added by Qwest after 7/19 meeting)—re-scheduled
Wednesday, Sep 5 and Thursday, Sep 6—COMPLETED	1801 California Street Denver, CO	• Interim Exception Process • Managed Changes—Existing (including Types of Change)—re-scheduled • Prioritization—re-scheduled • Exception Process—re-scheduled
Tuesday, Sep 18 and Thursday, Sep 20—COMPLETED	1801 California Street Denver, CO	• Escalation and Dispute Resolution Process • Re-visit Introduction and Scope (continuing on Oct 2) • Managed Changes—Existing (including Types of Change)—*to be continued*

Note: Agenda will include standing items—Review Core Team participation, Issue/Action Items, Review redlined document, Final Meeting Minutes from the previous session, and Set/Confirm agenda for the next working session. A half hour towards the end of each meeting will be dedicated to the CLEC community to address their issues, if needed.

CLEC-Qwest Change Management Process Re-design ATTACHMENT 11
SCHEDULE OF WORKING SESSIONS
Revised—December 11, 2001

Dates/Time	Location	Element
		• Release Requirements (e.g., Initial, Walk-through, Comment Cycle, Final, Release Testing)—re-scheduled due to agenda changes • Prioritization—re-scheduled due to agenda changes • Exception Process—re-scheduled due to agenda changes

Note: Agenda will include standing items—Review Core Team participation, Issue/Action Items, Review redlined document, Final Meeting Minutes from the previous session, and Set/Confirm agenda for the next working session. A half hour towards the end of each meeting will be dedicated to the CLEC community to address their issues, if needed.

CLEC-Qwest Change Management Process Re-design ATTACHMENT 11
SCHEDULE OF WORKING SESSIONS
Revised—December 11, 2001

WORKING SESSIONS ALREADY HELD (continued)

Dates/Time	Location	Element
Tuesday, Oct 2 and Wednesday, Oct 3—COMPLETED	200 South 5th Street, 1st Floor, Multi-purpose Room, Minneapolis, Minnesota and 1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• Qwest's 271 Status Report to CO PUC • Introduction and Scope • Change Request Initiation (continue on Oct 16) • Changes to an Existing Interface (rescheduled)
Tues, Oct 16—COMPLETED	1801 California Street Denver, CO	• Change Request Initiation (CLEC and Qwest) • Changes to an Existing Interface (to be continued) – Application-to-Application – Graphical User Interface • Prioritization of OSS Change Requests—rescheduled
Tues, Oct 30, Wed, Oct 31, and Thurs, Nov 1—COMPLETED	1801 California Street Denver, CO	• OSS Interface Change Request Initiation • Changes to an Existing Interface and Requirements Review (continue) – Application-to-Application – Graphical User Interface • Prioritization of OSS Change Requests (to be continued) • Introduction of a New Interface • Retirement of an Existing Interface • Interface Testing (rescheduled) • Production Support (rescheduled) • Training (rescheduled) • Re-visit the CMP Web Site section (rescheduled) • Managing the CMP (rescheduled) • Determine elements for Product and Process CMP discussions (future sessions)—rescheduled

Note: Agenda will include standing items—Review Core Team participation, Issue/Action Items, Review redlined document, Final Meeting Minutes from the previous session, and Set/Confirm agenda for the next working session. A half hour towards the end of each meeting will be dedicated to the CLEC community to address their issues, if needed.

CLEC-Qwest Change Management Process Re-design ATTACHMENT 11
SCHEDULE OF WORKING SESSIONS
Revised—December 11, 2001

WORKING SESSIONS ALREADY HELD (continued)

Dates/Time	Location	Element
Tues, Nov 13—COMPLETED	1801 California Street Denver, CO	• Prioritization of OSS Change Requests (Regulatory and Industry Guideline Changes)—to continue • Interface Testing—to continue • Production Support--rescheduled • Re-visit Master Redlined Framework sections for outstanding action items (i.e., Proprietary Process, Good Faith, CMP Web Site) –rescheduled • Determine elements for Product and Process CMP discussions (future sessions)—rescheduled
Tues, Nov 27, Wed, Nov 28, and Thurs, Nov 29—COMPLETED	1801 California Street Denver, CO	• Prioritization of OSS Change Requests (Regulatory and Industry Guideline Changes)—to continue • Interface Testing • Production Support—to continue • Re-visit Master Redlined Framework sections for outstanding action items (i.e., Good Faith, CMP Web Site)—ongoing • Re-visit Qwest-initiated CR Process—to continue • Proprietary Process (CR and Comments/Questions)—to continue • Review Not CLEC Impacting Definitions—to continue • Review Issues/Action Items Log, ATT Issues, WCOM Issues and others as presented—rescheduled • Determine elements for Product and Process CMP discussions (future sessions)

Note: Agenda will include standing items—Review Core Team participation, Issue/Action Items, Review redlined document, Final Meeting Minutes from the previous session, and Set/Confirm agenda for the next working session. A half hour towards the end of each meeting will be dedicated to the CLEC community to address their issues, if needed.

CLEC-Qwest Change Management Process Re-design ATTACHMENT 11

SCHEDULE OF WORKING SESSIONS

Revised—December 11, 2001

Dates/Time	Location	Element
Mon, Dec 10 and Tues, Dec 11—COMPLETED	1801 California Street Denver, CO	• Production Support • Interface Testing—to be continued • Review ATT and WCom Issues Lists

Note: Agenda will include standing items—Review Core Team participation, Issue/Action Items, Review redlined document, Final Meeting Minutes from the previous session, and Set/Confirm agenda for the next working session. A half hour towards the end of each meeting will be dedicated to the CLEC community to address their issues, if needed.

CLEC-Qwest Change Management Re-design Working Sessions **ATTACHMENT 12**
Core Team Issues/Action Items Log—OPEN

Revised—December 11, 2001

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
13G	Action	August 8 Meeting	CMP Web Site	Re-visit the redlined CMP framework element, "Qwest Wholesale CMP Web Site" at a later working session.	Core Team	~~Sep 20~~ Extended to ~~Nov 13~~ ~~Nov27-29~~ TBD	Re-visit this element to insure all items are addressed in the re-designed CMP framework.
40	Issue	August 14 Meeting	Notifications	Are Call Center outages included in the "outages" sub-category – should they be?	Qwest – Judy Schultz	~~Sep 5~~ Extended to ~~Sep 20~~ ~~Oct 15~~ ~~Nov1~~ ~~Nov 13~~ ~~Nov 27-29~~ ~~Dec 10-11~~ TBD	Qwest will provide notice on the process via mail-out 10/29: Posted on CMP Redesign web site—"Qwest Center Outage Notification Process-Posted 10-29-01" 11/29: Terry Bahner/ATT to review and core team to close at next session.
42	Action	August 14 Meeting	Notification	Investigate how notifications are done for Network outages, including a paging broadcast capability. 9/5: Does the SGAT language pertaining to method of notification for Network outages need to revised based on Qwest practice?	Qwest – ~~Jim Maher~~ Andy Crain	~~Sep 6~~ Extended to ~~Sep 18~~ ~~Sep 20~~ ~~Oct 2, 16~~ ~~Nov 1, 13~~ ~~Nov 27-29~~ Dec 10-11 TBD	Related to Item #66 Beth Woodcock to contact Andy Crain to provide information at the ~~Oct 30-Nov 1~~ next session. 11/29: Andy Crain to clarify at next session. Jim Maher to confirm paging process for Network Outages.
68	Action	Sep 6 Meeting	271 Workshop 18 COIL Items	Review the 18 items and verify that they will be addressed in the CMP re-design	Core Team	On-going	See Item #176
69	Action	Sep 6 Meeting	Qwest Status Report	Review redlined document and Qwest status report prior to scheduled filing. 9/18: Qwest to provide documents to participants no later than Sep 27 for review.	Core Team	On-going	COMPLETED: Andy Crain to distribute documents no later than Sep 27 for re-design team review prior to Oct 2 meeting. Will visit at each meeting. Qwest will update

CLEC-Qwest Change Management Re-design Working Sessions **ATTACHMENT 12**
Core Team Issues/Action Items Log—OPEN

Revised—December 11, 2001

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
				10/2: Qwest will continue to provide documents to redesign team for review prior to filings. 12/11 Provide dates for Jan and Feb filing dates	Andy Crain		at each meeting. Qwest will update filing status at Dec 10th meeting.
70	Issue	Sep 6 Meeting	CLEC Review of Tech Pubs and PCAT Changes	What is Qwest's proposal for CLECs to review and provide comments to notices on Tech Pub and PCAT changes – what is the role of the CMP group (monthly) in these proposed changes? 10/16: Issue remains open until the interim process is implemented.	Qwest – Judy Schultz	~~Sep 18~~ Extended ~~Sep 20~~ ~~Oct 2-3~~ ~~Oct 16~~ Until Deployed	Susie Bliss will provide overview of the process at the Sep 19 CMP product/process meeting. Defer until discussion on Scope is scheduled. Scheduled call on October 5 – Susie Bliss. Minutes posted to Redesign website 10-29-01
88	Action	Sep 18 Meeting	CMP Process	Propose language for "proprietary CR"	Core Team	~~Sep 20~~ Extended ~~Oct 3, 16~~ ~~Nov 1~~ TBD	Related to #89
89	Issue	Sep 18 Meeting	CMP Process	What is the process for a CLEC-originated CR deemed proprietary and a process to handle proprietary CLEC questions and comments?	Core Team	~~Oct 3~~ Extended ~~Oct 16~~ ~~Nov 1~~ TBD	Related to #88 Issue reworded on Oct 30 to address proprietary CLEC questions and comments.
93	Action	Sep 18 Meeting	Exception Process	What is the process for an Exception item during prioritization?	Core Team	~~Sep 20~~ Extended ~~Nov 1~~ TBD	
94	Issue	Sep 20	CR Process	How will the CR Process address	Core Team	~~Oct 3~~	

CLEC-Qwest Change Management Re-design Working Sessions **ATTACHMENT 12**
Core Team Issues/Action Items Log—OPEN

Revised—December 11, 2001

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting		'draft' industry guideline changes?		Extended ~~Oct16~~ ~~Nov 1~~ TBD	
100	Action	Sep 20 Meeting	Schedule Working Sessions	Determine the elements for CMP Product/Process	Core Team	~~Oct 16~~ Extended ~~Nov 13~~ TBD	Related to #176 Core Team to do some pre-meeting work to determine additional elements for Product/Process.
104	Action	Oct 2 Meeting (Meagan – Covad)	Parity in changes	Who has responsibility for determining whether or not a change *in retail* is CLEC impacting and requires notification via the CMP process	Qwest – Judy Schultz	~~Oct 16~~ Extended ~~Nov 1~~ ~~Nov 13~~ ~~Nov 27-29~~ ~~Dec 10-11~~ TBD	Related to #105—to be closed after Core Team reviews sample retail mail-outs. 11/29: Need to review Mitch/AT&T questions on insuring parity between retail and wholesale. Add to agenda for the ~~Dec 10-11~~ next session.
105		Oct 2 Meeting (Dixon – WCom)	Parity	Provide training package and check list used by Qwest to train retail in identifying changes that impact CLECs Provide sample mail outs for retail changes – (Retail only change and Retail CLEC impacting change) Code of Conduct – what is the disciplinary action when guidelines – (includes compliance) are not adhered to	Qwest – Judy Schultz	~~Oct 16~~ Extended ~~Nov 1~~ ~~Nov 13~~ ~~Nov 27-29~~ ~~Dec 10-11~~ TBD	This is replaces # 95; related #104 Option 1 – Qwest sends everything Option 2 – Qwest screens notification to only CLEC impacting changes 10/16 COMPLETED: This checklist is on the web on the CMP re-design web site under Re-Design documentation 11/1: Examples of mail outs for retail changes are posted on the web site and shared as hand-out at the 11/13 session. 11/29: Need to review Mitch/AT&T questions on insuring parity between retail and wholesale. Add to agenda for the ~~Dec 10-11~~ next session.
106	Action	Oct 2	Definition of	Define terms used in Paragraph 2 in	Core Team	Ongoing	Terms: Design, Development,

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		Meeting	terms	the body of the document (scope and introduction) and in the glossary of terms table on page 41 of the Master Red lined document. What is OBF's definition?			Notification, Testing, Implementation and Disposition
107	Action	Oct 2 Meeting	Scope—Roles and Respon.	Define "Roles and Responsibilities" of Qwest and CLEC representative/s as it appears on Paragraph 3 of the Scope 11/1: Define responsibility for a primary and secondary POC and a CMP Team Representative.	Core Team	~~Nov 1~~ TBD	Reference language under Administration per OBF structure, or Managing the CMP
108	Action	Oct 2 Meeting	PCAT – Tech Pub Notification	Research tech pubs and PCAT changes that have been released thus far as they relate to 271 workshop commitments. Provide a list of notifications that are to be released 10/16: Can Qwest improve the delivery timeframe for previously released changes to PCAT and Tech Pubs? 11/29: Do the CLECs still want Qwest to do retroactive red lining? Is Qwest able to do retroactive red lining on Tech Pubs?	Qwest – Judy Schultz	~~Oct 16~~ Extended ~~Nov 1~~ ~~Nov 13~~ ~~Dec 10-11~~ TBD	Also present at the Oct 17 CMP Product/Process meeting 10/16: Already released PCAT changes will be highlighted in Green and will be available March 2002 (estimated 3 months of work).
110	Action	Oct 3 Meeting	Terms: CLEC Operating Procedures	Define "CLEC operating procedures" under Terms table in master redline document. 11/1: Subcommittee will provide the Core Team with an expanded definition for CLEC impacting besides	~~Qwest – Andy Crain (Susie Bliss)~~ ~~Core Team Sub-~~	~~Oct 16~~ ~~On-going~~ ~~Nov 13~~ ~~Nov 27-29~~ TBD	Will be discussed offline on Oct 5 – Susie Bliss (develop checklist) 10/16: Define the term "operating procedures" at a later session. 11/1: Subcommittee (Judy Schultz, Terry Bahner, Terry Wicks, Liz Balvin,

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				definition for CLEC impacting besides the current 4 items.	~~Comm.~~ Core Team		Karen Clausen) to present at the 11/13 meeting expanded list of CLEC impacting situations. Related to #137
115	Action	Oct 3 Meeting	SGAT Language	Revisit proposed SGAT language at the conclusion of the Re-Design process.	Core Team	On-going	
116	Issue	Oct 3 Meeting	New Product Offerings	Are new product offerings brought to CMP as a Change Request?	Core Team	TBD	Will address later during CMP discussion on Product/Process.
118	Action	Oct 3 Meeting	Criteria for Deny	State the criteria for Deny (reasons why) for the CR process.	Qwest—Judy Schultz	~~Oct 16~~ Extended ~~Nov 1~~ ~~Nov 13~~ ~~Dec 10-11~~ TBD	Criteria examples: Specific regulatory ruling Qwest Policy Business (e.g., Cost)
126	Issue	Oct 16 Meeting	Exception Process	What process allows CRs to be submitted less than the agreed upon timeframe for CR presentation at the upcoming CMP meeting? Will the Exception Process accommodate this situation?	Core Team	~~Nov 1~~ TBD	Language for the Exception Process and/or CR Initiation Process.
133	Issue	Oct 16 Meeting	Terms	Define "major" and "point" OSS interface releases.	Core Team	On-going	Defined under Terms o Release – Major – Point 11/29: Point release was defined. Major release needs additional work. Define "Release" as well.

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137	Issue	Oct 30 Meeting	Terms	Define Changes to the OSS interfaces that may not require a CLEC to make coding changes but may affect CLEC process or operations.	Core Team	On-going	Related to #110-subcommittee to expand definition 11/29: Do a search in the Master Red Line for "Code" and/or "Non-coding" to determine whether a process is needed to address non-coding changes. Non-coding changes may not require a CLEC to make coding changes but may affect CLEC operations or processes.
139	Action	Oct 30 Meeting	Change to An Existing OSS Interface	Propose language for maximum number of major releases for OSS interfaces, other than IMA.	Qwest—Jeff Thompson	~~Nov 13~~ TBD	
140	Action	Oct 30 Meeting	Note	Reword "note" to accommodate weekends and holidays on all timelines as attachments to the OSS Interface elements. 11/29: Qwest to evaluate if the timelines should be in business days or calendar days.	Qwest—Judy Schultz	~~Nov 13~~ Extended TBD	Elements: • Change to An Existing OSS Interface • Introduction of a New OSS Interface • Retirement of an Existing OSS Interface
141	Action	Oct 30 Meeting	Change to An Existing OSS Interface	Define what will be included in the Technical Specifications.	Qwest—Jeff Thompson	~~Nov 13~~ Extended TBD	Qwest readiness to include the following language in the Master Redlined Framework and this close issue: The technical specifications include: • A chapter for each transaction or product which includes a business (OBF forms to use) description, a business model (electronic

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							transactions needed to complete a business function), trading partner access information, mapping examples, data dictionary Appendices include: • Developer Worksheets • IMA Additional Edits (edits from backend OSS systems) • Develop Worksheets Change Summary (field by field, release by release changes) • EDI Mapping and Code Conversion Changes (release by release changes) • Facility Based Directory Listings • Generic Order Flow Business Model
142	Issue	Oct 30 Meeting	Change to An Existing OSS Interface	Does the team agree that the CR Initiation Process and Prioritization Process have taken place before a change is implemented according to the Changes to an Existing OSS Interface Process? 12-11-01 Clarify in the Master Redline that CRs precede any changes within the scope of CMP (exceptions?, production support?) (AT&T item # 14)	Core Team	~~Nov 13~~ Extended ~~Nov 27-29~~ TBD	Qwest stated that Industry Guideline and Regulatory changes will not be prioritized, but a CR will be shared with CLECs at the Systems CMP Meeting.
143	Issue	Oct 30 Meeting	EDI Implem. Guideline	Is the EDI Implementation Guideline under the scope of	Qwest—Judy	~~Nov 13~~ Extended	

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				CMP?	Schultz	~~Nov 27-29~~ TBD	
145	Issue	Oct 30 Meeting	OSS Interface CR Initiation	CLEC comments and Qwest responses should be communicated to CLECs. Create a method to communicate via web site.	Qwest—Judy Schultz	~~Nov 13~~ Extended ~~Nov 27-29~~ TBD	
146	Issue	Oct 30 Meeting	OSS Interface CR Initiation	What are the criteria used to determine 'level of effort' (i.e., S, M, L, XL) for a release?	Qwest—Jeff Thompson	~~Nov 13~~ Extended ~~Nov 27-29~~ TBD	
148	Issue	Oct 30 Meeting	OSS Interface CR Initiation	Specify/clarify process for Qwest-initiated CRs on page 1 of proposed Qwest language document.	Qwest—Judy Schultz	~~Nov 13~~ Extended ~~Nov 27-29~~ TBD	
149	Issue	Oct 30 Meeting	New OSS Interface CR	Is a CR required for a new OSS interface? And would it go through the Prioritization/Ranking process?	Core Team	~~Nov 13~~ Extended ~~Nov 27-29~~ TBD	
150	Issue	Oct 31 Meeting	Prioritization	Is prioritization on a per OSS interface basis?	Qwest—Jeff Thompson	~~Nov 13~~ Extended ~~Nov 27-29~~ TBD	
151	Issue	Oct 31 Meeting	Redesign Core Team Expectations/ Respons.	Define level of participation for the CMP Redesign effort. In addition, provide language addressing preparedness for each working session.	Core Team Sub-committee	~~Nov 13~~ Extended ~~Nov 27-29~~ TBD	Subcommittee: Leilani Hines, Sharon Van Meter, Terry Wicks 11/7: Proposed language already posted on 11/9, and ready to discuss with Core Team at a future session.

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152	Issue	Oct 31 Meeting	Training	When is Training available when a new GUI is introduced (after the Release Production Date, or is it available with the Final Notice and User Guide)?	Qwest—Judy Schultz	TBD	To be addressed during Training element discussion. 11/1: Ready to close with Core Team—Training will be available with the Final notice is issued by Qwest.
153	Issue	Oct 31 Meeting	Timelines	Do we need to include language that the timelines under the CMP master redlined are 'defaults'? If so, what is the language to address all timelines such as New/Retired OSS Interface?	Core Team	~~Nov 13~~ Extended ~~Nov 27-29~~ TBD	
156	Issue	Oct 31 Meeting	Admin—Notification Methods	Clarify what notices will be communicated to CLECs via email, mail-outs, communiqués, and posted on the web site.	Qwest—Judy Schultz	~~Nov 13~~ Extended ~~Nov 27-29~~ TBD	Language: Administration
158	Action	Nov 1 Meeting	CPAP/PID	What is the process to manage changes to performance reporting, calculation, etc.? How do we handle the overlaps between what is being negotiated at the CMP Redesign and CPAP-like procedures? 11/1: Status at the 11/13 CMP redesign session.	Core Team	~~Nov 13~~ Extended ~~Nov 27-29~~ TBD	CO PUC expected to issued order on Nov 5. 11/13: Becky/CO PUC provided the Team with an overview of the order.
162	Action	Nov 1 Meeting	Terms	Define "CLEC", "Qwest" and "sub-systems"	Core Team	TBD	
163	Issue	Nov 1 Meeting	CR Process	Where will a CR that impacts both an OSS interface and process be addressed—at the Systems or Product/Process CMP Meeting? We will need to develop language to address this issue.	Core Team	~~Nov 13~~ Extended ~~Nov 27-29~~ TBD	Language: Administration or CR Initiation Process
167	Issue	Nov 1	Prioritization	Can Qwest revisit its position on not	Qwest—	~~Nov 13~~	Discussion held on 11/13, but Qwest

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		Meeting	for Regulatory Change	including Regulatory mandated changes in the Prioritization Process? CLECs understand that Qwest still opt to meet the timeline for compliance.	Judy Schultz	Extended ~~Nov 27-29~~ ~~Dec 10-11~~ TBD	needs more time to consider CLECs comments. To be re-addressed at the next session.
168	Issue	Nov 1 Meeting	Prioritization for Industry Guideline Change	Will Qwest change its position to allow Industry Guideline changes to be prioritized through the Prioritization Process. If so, provide language to include Industry Guideline changes as part of the Prioritization Process. Suggested language: Qwest needs to be able to meet timelines where dates are mandated at industry bodies.	Qwest—Judy Schultz	~~Nov 13~~ Extended ~~Nov 27-29~~ ~~Dec 10-11~~ TBD	Discussion held on 11/13, but Qwest needs more time to consider CLECs comments. To be re-addressed at the next session.
169	Issue	Nov 1 Meeting	Regulatory Type of Changes	Qwest proposes to re-visit Regulatory type of change to address performance measure obligations.	Qwest—Judy Schultz	~~Nov 13~~ Extended ~~Nov 27-29~~ ~~Dec 10-11~~ TBD	Discussion held on 11/13, but Qwest needs more time to consider CLECs comments to not modify existing definition. Qwest to provide position after considering CLECs comments at the next session.
170	Issue	Nov 1 Meeting	CLEC-Initiated PID Change	Will Qwest consider: • a performance improvement or PIDs subject to the PAP as a Regulatory change? • a CLEC-initiated performance improvement change not subject to PAP as a Regulatory change?	Qwest—Judy Schultz	~~Nov 13~~ Extended ~~Nov 27-29~~ TBD	
171	Issue	Nov 1 Meeting Nov 28 Meeting	IMA 10.0 Changes	What is the rationale for six (6) IMA 10.0 changes to be treated as Regulatory changes? Provide the details for CRs for the 5 remaining "regulatory" CRs on the IMA 10.0 list. Include supporting	Qwest—Mark Routh	~~Nov 9~~ Extended ~~Nov 19~~ ~~Dec 10-11~~ TBD	11/19 meeting to discuss rationale. Qwest to email material and post on the web site by 11/14. 11/30: Qwest to provide details on the CRs

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				documentation (site the FCC order).			CRs.
172	Issue	Nov 1 Meeting	Roles and Respons.	Review "Managing of CMP" proposal to include overall responsibilities; e.g., Qwest issues prioritization list and CLECs prioritize.	Core Team	TBD	Language: Managing the CMP
173	Issue	Nov 1 Meeting	Voting Process	Develop the Voting Process.	Core Team	TBD	
174	Action	Nov 1 Meeting	Prioritization Documents	Attach the latest Ranking Form, sample of a Release Candidate List and compilation/tabulation form to the Prioritization section of the master redline.	Qwest—Mark Routh	~~Nov 13~~ Extended ~~Nov 27-29~~ TBD	Master Redline—Prioritization Process attachments
175	Action	Oct 31 Meeting	Core Team Membership	Contact those CLECs that are now dropped as a Core Team member, but may re-active their membership status.	Judy Lee	~~Nov 13~~ Extended ~~Nov 27-29~~ TBD	10/31: Rhythms and Scindo will no longer participate. 11/6: Emailed Electric Lightwave, Integra, McLeodUSA, Premier and XO. Contact information not available for Level 3. Integra wants to be a member; McLeod will no longer participate. Premier will continue as a participant.
176	Action	Nov 13 Meeting	OSS Elements	Review and compare CMP red lined document to all other related documents (i.e. 18 point, OBF 2233, open issues log, CLEC issues etc.) to ensure completeness of the proposed Qwest CMP Process and make any changes that may be necessary. Identify additional for OSS Interface, Product/Process and overall elements.	Core Team	Jan 11	By Jan 11 Noon Mountain time: Every Core Team member and participant to provide results of review and compare document to Jim Maher. By Jan 18: Jim Maher to send a compilation matrix with CLEC-Qwest-Lee input to the Core Team. Individual Team documents will also be shared with the team.
177	Action	Nov 13	CMP Implem.	Draft a proposal for a formal	Qwest—	~~Nov 27-29~~	Related to #178

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		Meeting		implementation of the interim and final changes discussed within the CMP Re-Design to be discussed during the monthly CMP meetings.	Judy Schultz	TBD	
178	Action	Nov 13 Meeting	CMP Implem	Clarify what has been agreed upon for the implementation of an interim process.	Core Team	~~Nov 27-29~~ TBD	Related to #177
179	Action	Nov 13 Meeting	Product/ Process Interim CMP	What is CLEC impacting?	Core team	~~Nov 27-29~~ TBD	Refer to action #110
180	Action	Nov 13 Meeting	Product/ Process Interim CMP process	What is covered under the interim process for Product/Process (i.e., Additional Testing) in terms of Qwest initiated and Regulatory changes	Qwest—Judy Schultz	~~Nov 27-29~~ TBD	
181	Issue	Nov 13 Meeting	OSS CR Prioritization Regulatory Changes	Qwest to revisit language for the definition of a Regulatory change, and the proposed prioritization process as it relates to these. Qwest asks CLECs to draft proposed language for Regulatory Changes as it is written in the Red lined document to include PID/PAP scenarios. 11/13: Qwest to consider the position of CLECs on the need to prioritize Regulatory CRs and provide its final position at the next session.	Qwest	~~Nov 27-29~~ ~~Dec 10-11~~ TBD	Prioritize all (excludes production support), provide for agreed upon mandatory/industry dates, allow exception, escalation and dispute resolution procedures to be invoked as necessary. (CLEC request) CLECs agree with language for regulatory changes as it is written in the red lined document Prioritization section has to include criteria around how to rank CRs.
182	Action	Nov 13 Meeting	Terms	Define migration testing and new release testing, and Regression Testing, Controlled Production Testing, Interoperability Testing,	Qwest—Jeff Thompson	Ongoing	Review SGAT and EDI Implementation Guideline for language.

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				SATE in the "terms" section of the red lined document.			
183	Action	Nov 13 Meeting	CMP Gaps	Judy Lee to compare and report any gaps in mapping red-lined document to OBF 2233	Judy Lee	~~Dec 10-11~~ Extended to Jan 11	Related to #176 Include as part of Core Team matrix for Jan 22-24 session.
184	Action	Nov 13 Meeting	Issues/Action Items Log	Clarify issues and action items to better capture what the item is. Discussion that does not flush out sufficient detail should be confirmed in the appropriate meeting minutes	Core Team	~~Nov 27-29~~ ~~Dec 10-11~~ On-going	Began reviewing Issues/Action Items Log for understanding and status. Will continue at next session.
186	Action	Nov 27 Meeting 12/10 Meeting	Test Scenarios	Are test scenarios provided separately from Tech. Specs or included? (include in Changes to Existing OSS Interfaces section and Application to Application Interface Testing Section) 12/11: Review proposed certification/ re-certification language at the next working session.	Qwest—~~Teresa Jacobs~~ Andy Crain	~~Dec 10-11~~ TBD	Qwest is ready to include the following language in the Master Redlined Framework and to close this item. A re-certification notification is sent 5 weeks prior to the release, which outlines the transactions and activity types, which have changed in the new release and should be retested. This is sent via the normal CMP notification process. 12/10: Andy Crain to clarify section I.1 (pg 61) of the Red Lined document for the 12/11 meeting. 12/11: Andy Crain provided proposed language for certification/re-certification for the Team to review at the next working session.
187	Issue	Nov 27 Meeting	AT&T issues list	#9 from AT&T issues list (including differences due to geography and systems).	Qwest—Judy Schultz	~~Dec 10-11~~ TBD	

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				12/11 #9a from AT&T issues: define the requirements for establishing a point of contact for CMP related issues that are not followed within Qwest. (CMP help desk?)			
189	Action	Nov 27 Meeting	Escalation Process	Draft proposal(s) for an escalation process for technical production problems for both CLECs and Qwest. **12/11:** The team should determine how to notify the CLECs that a trouble ticket has been escalated.	Qwest—Teresa Jacobs	~~Dec 10-11~~ TBD	Defining escalation candidates/triggers, criteria, initiators, escalation agents/people who will receive the escalation, escalation contacts, methods, communication feedback & follow up, how to keep lists current, implementation plan. Initial draft planned for 12/17. CLECs will be solicited starting week of 12/17. Will bring language to Jan. redesign meeting. Teresa will call the following for input: Leilani Hines -WorldCom Terry Bahner – AT&T Karen Clauson - Eschelon
193	Action	Nov 28 Meeting	IMA 10.0 prioritization	Send out an email to the Core Team that discusses the affinity between 25001 and 30623.	Qwest—Jeff Thompson	~~Dec 10-11~~ TBD	Jeff Thompson's response was distributed on Wed. December 5, 2001
194	Action	Nov 28 Meeting	IMA 10.0 prioritization	Provide an explanation as well as supporting regulatory document/s as to why the Number Pooling CR #30831 must be done in order for the system to continue to perform properly.	Qwest—Jeff Thompson	~~Nov 30~~ TBD	Jeff Thompson's response was distributed on Wed. December 5, 2001

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195	Action	Nov 28 Meeting	Post 10.0 PID/PAP CRs	Provide the CRs (information) for PID/PAP changes for which Qwest would want an exception to the CMP prioritization process. 12-11-01 Included what the system changes will be and how it will provide the performance improvement.	Qwest-Teresa Jacobs	~~Dec 10-11~~ TBD	Qwest ready to discuss and close item. The following 10.0 candidates have been defined: CR #30623 On-time jeopardy notification improvements CR #25379 Enhancement to accept and format orders for LSR re1uests with ACT=T for Unbundled Loop. CR #25381 Reject requests for conversion from Remote Call Forward for UBL
196	Action	Nov 28 Meeting	Prioritization	Provide a decision on whether to provide copies of documentation regarding prioritization and sizing.	Qwest-Teresa Jacobs	~~Dec 10-11~~ TBD	Qwest ready to close this item. The CLECs can refer to the attached "CMP CR Work Flow for OSS Interfaces" document on the CMP Redesign web site (language already incorporated into the Master Redlined framework in narrative format) for an overview of the processes used for releases.
197	Action	Nov 28 Meeting	Prioritization	Provide the end-to-end development life cycle and time interval for each milestone for systems and Product & Process CRs. 12-11-10 Provide best case scenarios for stand alone product & process, systems; most likely scenarios for systems and factors that could contribute to longer implementation	Qwest-Teresa Jacobs Judy Schultz	TBD	The "IMA Release Timeline/Milestone" will be available by the next redesign session. This timeline will provide an overview of Qwest's development cycle for further discussion on Prioritization.

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				time frames for Product & Process. Address the process, if any, for declining a CR for reason such as scope.(within first 2 business days after receiving the CR)			
198	Action	Nov 29 Meeting	Not CLEC Impacting Product/ Process	Send an email to Product and Process employees regarding how to handle changes for the next two weeks.	Qwest—Judy Schultz	CLOSED Dec 11	Judy Schultz to share the memo with the Core Team
199	Action	Nov 29 Meeting	Documentation Version Number	Verify that the version number is on the document. (CLECs want the Version # at the front of the document.)	Qwest—Judy Schultz (Kim K)	~~Dec 10-11~~ TBD	Qwest will implement Version numbering on the top of the documents as they are published. Keep Action Item open until implemented.
200	Action	Nov 29 Meeting	Documentation Version Control Tools	Review existing Documentation Version Control tools to see if one will fulfill the CMP needs.	Qwest—Mark Routh	~~Dec 10-11~~ TBD	
201	Action	Nov 29 Meeting	Documentation	Meet with the Documentation team regarding holding tank and operational versions. Discuss how the history log will work with the holding tank documents.	Qwest—Judy Schultz (Kim K.)	~~Dec 10-11~~ TBD	
202	Action	Nov 29 Meeting	Documentation	Update the Documentation History Log	Qwest—Judy Schultz (Kim K.)	~~Dec 10-11~~ TBD	
203	Action	Nov 29 Meeting	Documentation	With the Historical log there will be a separate log for the PCAT Topical section (drop down list).	Qwest—Judy Schultz	~~Dec 10-11~~ TBD	

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					(Kim K.)		
204	Issue	Nov 29 Meeting	Documentation	How will Qwest insure that the dot changes and holding tank changes get updated on the operational version?	Qwest—Judy Schultz (Kim K.)	~~Dec 10-11~~ TBD	
205	Action	Dec 10 Meeting	Notification	Capture Event Notification channels for CLECs and Communicate back to the CMP redesign team. Identify document with Event Notification subscription process.	Qwest—Jeff Thompson	~~Dec 10-11~~ TBD	
206	Action	Dec 10 Meeting	Notification	To insure appropriate Qwest personnel to receive the same event notifications in the same time frames as CLECs	Qwest—Judy Schultz	TBD	
207	Action	Dec 10 Meeting	IT Help Desk	Investigate IT Help Desk VRU to clarify option #3. Verify that Option #1 will prompt an *ISC ticket*	Qwest—Teresa Jacobs	TBD	
208	Action	Dec 11 Meeting	Interface Testing (Non-production problems)	Add language in the Interface Testing section (?) to address the issue about finding a bug in the production code in the test environment: Process for addressing Non-Production support problems that arise in interface testing.	Qwest—Andy Crain	Jan 22-24	Language provided by Andy Crain to Core Team for discussion at next session.
209	Action	Dec 11 Meeting	Scheduled OSS Interface Maintenance	Propose language and time frame for scheduled maintenance. Notification and inclusion of known patches or any other known CLEC impacting changes. Whether scheduled maintenance. Included under production support or in another	Qwest—Teresa Jacobs	TBD	

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				section in the Red Line Document.			
210	Action	Dec 11 Meeting	Production Support Implementation Date	Determine implementation date for Production Support process.	Qwest—Teresa Jacobs	TBD	
211	Action	Dec 11 Meeting	Production Support	Production support CMP recommendations with a written list of changes from current process. Provide Severity 1 – 4 trouble tickets that are logged in the IT help desk system, and remain unresolved. Examples will be provided reflecting the format of the proposed implementation.	Qwest—Teresa Jacobs	TBD	To be provided in the January Systems CMP distribution package and to be presented and discussed at the January meeting. Seek approval from the CLEC community for an interim test phase.
212	Action	Dec 11 Meeting	CR Initiation	Review AT&T proposal (and draft language) that: For regulatory or industry change CRs, originator of CR must provide specific information in the CR identifying what makes the CR a regulatory change or industry guideline change. Such information must include specific references to regulatory or court orders, legislation, industry guidelines as well as dates, docket or case number, page numbers and the mandatory implementation date, if any.	Qwest—Andy Crain	TBD	
213	Action	Dec 11 Meeting	CR Initiation Type of Change	Need a process to debate whether a change fits as a regulatory or industry guideline change. With the information in 3a., CLECs will be	Core Team	TBD	

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				informed to have this debate (ATT Issues List).			
214	Action	Dec 11 Meeting	CR Initiation Level of Effort	Review the CR initiation process to insure that the description of the output of each step of the process is clearly defined; i.e., LOE (in range of hours) and affinity	Qwest-- Andy Crain /Core Team	TBD	
215		Dec 11 Meeting	Exception Process	Develop proposed language for exception process for the core team to review.	Qwest— Judy Schultz	TBD	
216	Action	Dec 11 Meeting	Issue Management	Qwest to outline what the guidelines are for when an issue is appropriate for the CMP vs. when the Account team should handle it.	Qwest— Judy Schultz	TBD	
217	Action	Dec 11 Meeting	Addendum Documentation and Software	Qwest to develop language regarding addenda to release software and documentation. How is it done? How is it communicated? How is it documented? Are CLECs ever consulted?	Qwest— Jeff Thompson	TBD	
218	Issue	Dec 11 Meeting	Qwest Initiated Product/ Process CR	Revisit Qwest initiated Product/Process change process. There is an issue around its use after redesign is complete. There are issues around what is "CLEC-affecting". Do CLECs get to vote on "CLEC-impacting" changes?	Core team	TBD	
219	Issue	Dec 11 Meeting	Implementation of Interim Process for Product/ Process	Implementation of interim processes. Qwest should come back to the Core Team at redesign meetings with questions/concerns about implementing what is agreed to in redesign. This will insure that the	Core team	TBD	Related to #222

CLEC-Qwest Change Management Re-design Working Sessions **ATTACHMENT 12**
Core Team Issues/Action Items Log—OPEN

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#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
				implementation meets both groups' expectations, resolve ambiguities and enable (and may drive) clarification of the redesigned process in the Master Redline [this should be a standing agenda item].			
220	Action	Dec 11 Meeting	CMP Redesign Improvements	Review the CMP redesign improvements matrix from Judy Schultz, to insure that it addressed the WorldCom issue # 4.	WCom—Liz Balvin	Jan 22-24	
221	Action	Dec 11 Meeting	PID and PAP Changes Post-271	Send Qwest proposal for PID and PAP changes post 271 approval (9 state filing).	Qwest—Andy Crain	Dec 21	
222	Action	Dec 11 Meeting	Implementation of Process for Product/ Process	Provide timeline to implement the interim product & process change process.	Judy Schultz	Dec 21	Email to redesign team. Related #222

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED

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CLOSED ISSUES and ACTION ITEMS (items in BLUE were closed at the last working session)

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
1A	Issue	July 11 Meeting	3rd Party Provider Role	What role do 3rd Party Providers play in this re-design effort? a) 3rd Party Providers are part of the core team to re-design the process, however no 'voting' rights on behalf of themselves or the CLEC-client [Process=Yes, Vote=No] b) 3rd Party Providers are allowed to 'voice' and 'vote' as any CLEC in this re-design effort [Process and Vote=Yes] c) 3rd Party Providers are excluded from the core team [Process and Vote=No] d) 3rd Party Providers are part of the core team to re-design the process, however no 'voting' rights on behalf of themselves, but can vote on behalf of the CLEC client with an LOA [Process=Yes, and Vote=Yes for CLEC client, Vote = No for themselves]	Core Team	CLOSED July 19	DECISION: d) 3rd Party Providers are part of the core team to re-design the process; however no 'voting' rights on behalf of themselves, but can vote on behalf of the CLEC client if a Letter of Authorization is in effect. The LOA must be provided to Judy Schultz.
1B	Action	July 11 Meeting	3rd Party Provider	Core Team to conclude discussion and participants to decide on one of the above scenarios	Core Team	CLOSED July 19	COMPLETED in July 19 meeting.
1C	Issue	July 19	Voting	Can a CLEC represent another CLEC on	Core Team	CLOSED	DECISION:

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting		Voting for CMP re-design process?		July 19	Yes, if a Letter of Authorization is in place for a specific session and on specific issues. The LOA must be provided to Judy Schultz.
1D	Issue	July 19 Meeting	Voting	If a CLEC or core team member is absent, how do we handle the vote?	Core Team	CLOSED July 19	DECISION: It is a CLEC's responsibility to have a same CLEC backup, or a LOA in place with an alternate.
1E	Action	July 19 Meeting	Voting	Create a standard voting form	Qwest -- Mark Routh	CLOSED August 7	COMPLETED: Voting form created and will be included in the draft meeting minutes for 8/7-8/8 session
1F	Action	July 19 Meeting	LOA	Create a standard for LOA for topic, meeting, and date to be used during the re-design sessions.	Qwest - Judy Schultz	CLOSED August 7	COMPLETED: LOA presented, discussed and agreed upon during the 8/7 Meeting.
1G	Action	July 19 Meeting	Voting	Define rules for a quorum when a 'vote' is required	Core Team	CLOSED August 7	DECISION: - Quorum is defined as 51% of the present Core Team Members - Majority vote by present Core Team Members carries the decision
1H	Action	July 19 Meeting	Voting	Seek written permission from July 19 participants if 3rd Party Provider voting results can be posted on the web site as part of the FINAL meeting notes.	Qwest—Mark Routh	CLOSED August 16	Participating CLECs (SBC Telecom not available) provided permission for Qwest to include voting results as part of the FINAL 7/19 Meeting Minutes COMPLETED:

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							SBC Telecom gives permission to publish its 7/19 voting result.
2	Action	July 11 Meeting	Baseline Document	Create a single document that inserts CLEC comments on areas for improvement in Qwest's CMP into the appropriate sections of the OBF 2233 version 2 framework	Judy Lee	CLOSED July 19	COMPLETED: A tool for the working session is posted on the web site
3	Action	July 11 Meeting	Agenda Items	Schedule agenda items/elements for future working sessions	Core Team	CLOSED July 19	COMPLETED: See schedule of working sessions on the web site
4	Action	July 11 Meeting	Working Session Location	Decide the location for September working sessions	Core Team	CLOSED July 19	COMPLETED: All sessions will be hosted by Qwest and held in Denver, CO
5	Action	July 11 Meeting	CMP Redesign Web Site	Enhance the CMP web site to include the CMP Redesign information	Qwest—Mark Routh	CLOSED July 19	COMPLETED. See CMP web site for "CMP Redesign"
6	Issue	July 19 Meeting	CMP Redesign Material	What is the process to share CMP redesign material with the CLEC community?	Qwest—Judy Schultz	CLOSED July 19	COMPLETED: Draft minutes and material will be shared with the core team participants for input. Afterwards, Qwest will finalize the minutes and post on the web site. CLECs will be notified about the posting. DECISION: Participants decided that Qwest should issue a notice referring CLECs to the web site for meeting minutes, handouts and agenda for next meeting. The handouts will not be attached to the notice.

CLEC-Qwest Change Management Re-design Working Sessions
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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
7A	Action	July 11 Meeting	Post CLEC Comments on Web Site	CLEC requested that Qwest post all CLEC comments on the CMP Re-design web site.	Qwest—Mark Routh	CLOSED July 19	COMPLETED: Matrix is posted on the web site
7B	Action	July 11 Meeting	Written Permission to Post CLEC Comments	Seek clearance in writing from individual CLECs to post their comments on the CMP Redesign web site.	Qwest—Mark Routh	CLOSED July 13	COMPLETED: CLECs that provided comments allowed Qwest to post on web site
8	Action	July 19 Meeting	Notice and Distribution Lists	Provide guidelines for CLEC notifications and distribution list - Ease-of-use - Comment/Reply process including web site option to comment - Contact information - Identify limitations on contact information: proprietary, open-to-participant, or open-to-all	Core Team	CLOSED August 7	COMPLETED: Established four categories for notices to facilitate notification efficiency.
9	Action	July 19 Meeting	Re-name	Do we need to rename ~~CMP to CMP~~ CMP to CMP? Rename co-provider to CLEC?	Core Team	CLOSED August 16	DECISION (7/19): Qwest will rename co-provider to CLEC and provider to Qwest. DECISION (8/7): Recommendation to rename from CMP to CMP will be presented at 8/15 CMP Meeting DECISION: (8/15) CLECs agreed to change CMP to CMP
10	Action	July 19 Meeting	ATIS	Research what ASOG activities are being worked on at ATIS.	Qwest—Judy Schultz	CLOSED August 7	COMPLETED: ATIS is not developing a Change Management process that includes ASRs. Related to Issue #17B.

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
11A	Action	July 19 Meeting	CMP Meeting Distribution Package	Determine what to include in the CMP meeting distribution packages.	Core Team	CLOSED August 8	COMPLETED: REDLINED CMP re-design framework will reflect results of discussion.
11B	Action	August 8 Meeting	CMP Meeting Distribution Package	Qwest to provide a sample of the "report" containing information for CMP meeting.	Qwest—Judy Schultz	CLOSED August 14	COMPLETED: Judy Schultz presented example report and CLECs accepted the 'report' concept.
11C	Action	August 8 Meeting	CMP Meeting Distribution Package	CLECs have a need to see one document/report containing all information (single point of reference). For example, CR/RN Logs need to include originator, title, description, history and status, so that individual CRs and RNs do not need to be included in Monthly Meeting package. CRs also need to include actual response/s and decision. Present a sample distribution package for review with updated tracking documents	Qwest—Judy Schultz	CLOSED Sep 5	DECISION: Rollout to CLEC community at the 9/19 Monthly CMP meeting. COMPLETED: Qwest presented mockup at the 9/5 re-design meeting.
12	Action	July 19 Meeting	Walk-On Agenda Items	Add walk-on item to the end of each CMP meeting agenda.	Qwest—Mark Routh, Matt Rossi	CLOSED July 19	DECISION: Qwest will add walk-on items to the end of each agenda, as appropriate, starting with the August 15 meeting
13A	Action	July 19 Meeting	CMP Web Site	Review CMP web-site and suggest potential changes and guidelines	Core team	CLOSED August 7	COMPLETED: Included in 8/8 redlined CMP framework
13B	Action	August 7 Meeting	CMP Web Site	Can Qwest display new naming convention on the CMP web site (CRs and RNs)—e.g., Ability to click category and receive next sub category?	Qwest – Judy Schultz/ Core Team	CLOSED August 14	COMPLETED: Closed on proposals for sub-category under the 4 categories (Systems, Product, Process and

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
					Core Team		(Systems, Product, Process and Network). Qwest is able to display naming convention on web site
13C	Action	August 7 Meeting	CMP Web Site	Provide location (link) where all notification documents are kept – Wholesale web site	Qwest – Judy Schultz	CLOSED Sep 20	COMPLETED: Jarby Blackmun shared proposed screen shots with Core Team on 9/5. Related to Items #13F, 37, 44, and 61.
13D	Action	August 7 Meeting	CMP Web Site	Add English title to all new and existing CRs posted on the CMP web site	Qwest – Mark Routh Matt Rossi	CLOSED Sep 5	COMPLETED: Matt and Mark have updated the web sites to add the requested information.
13E	Action	August 8 Meeting	CMP Web Site	Qwest to determine how to time-stamp each web site page (whenever the page is updated on the web site)	Qwest— Judy Schultz	CLOSED August 14	COMPLETED: Qwest is currently doing this today and will continue on all updated pages
13F	Action	August 8 Meeting	CMP Web Site	Develop timeframe to roll-out web site and mail-out process	Qwest – Judy Schultz	CLOSED Sep 20	Per Jarby Blackmun, Qwest is targeting early November to deploy modifications to CMP web site.
14A	Action	July 19 Meeting	Notification Process	Discuss guidelines for the notification process at the next session.	Qwest— Judy Schultz	CLOSED August 7	Refer to re-worded Action #14C.
14B	Action	August 7 Meeting	Notification Process	Explore functionality and capability of the "mail out" tool used for Product/ Process notifications.	Qwest – Judy Schultz	CLOSED August 8	COMPLETED: "Mail-outs" are not on the web site—pending closure on the categories and sub-categories from Core Team (see Item #13B
14C	Action	Updated August 7 Meeting (7/19)	Notification Process	Using proposed naming convention, build a matrix of possible combinations for RN titles.	Qwest – Judy Schultz	CLOSED August 14	COMPLETED: CLECs provided upgrades to Judy Schultz' proposal. As a result of this discussion, opened Item #14D

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
14D	Action	August 7 Meeting	Notification Process	Take existing system, product and process notification and modify to match proposed naming convention to obtain one single naming convention for all notifications	Qwest – Judy Schultz	CLOSED Sep 5	DECISION: Qwest will adopt a single naming convention for notifications. Progress will be monitor at the Monthly CMP meetings.
14E	Issue	August 8 Meeting	Notification Process	What category (i.e., 4 category) should be used to notify CLECs of the introduction of a new product? Should Qwest send one notice addressing product and process, or two separate, but redundant notices (i.e., one for Product and another for Process but with the same content)?	Core Team	CLOSED August 8	DECISION: Qwest to send a Product notice and a separate Process notice with the same content information—redundant notices with different category and name on the subject line.
14F	Action	August 8 Meeting	Notification Process	Provide proposals for sub-categories (e.g., Product Family) under each notice category (Systems, Product, Process and Network) and links.	Qwest—Judy Schultz	CLOSED August 14	COMPLETED: Web Site modification rollout is dependent on proposal for sub-categories—see Item 14C. Presented and closed during 8/14 Re-Design meeting
16	Action	July 19 Meeting	Qwest Comments on MATRIX	Include Qwest comments on the MATRIX (OBF Issue 2233 with CLEC Comments)	Qwest—Judy Schultz	CLOSED August 14	COMPLETED: Included Qwest's proposal on the MATRIX.
15	Action	July 19 Meeting	Notice	Research source and readability of event notifications (software applications)	Qwest—Mark Routh	CLOSED August 7	COMPLETED: System outages and event notifications are now being released in a "doc" format.
17A	Issue	July 19 Meeting	Scope	Qwest expressed concern that the Scope needs further clarification. Qwest will propose language to re-visit the Scope at a future session.	Qwest—Judy Schultz	CLOSED Oct 2	COMPLETED: Element revisited on Sep 18 and 20 with action taken by Core Team and Qwest to further discuss on Oct 2 and 3.

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
17B	Issue	August 7 Meeting	Scope	Describe Qwest's position for systems and functionality supported in the current CMP process (i.e., EXACT, HEET)	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: August 14 discussion provided a definition for OSS Interfaces that includes system functionality.
17C	Action	August 7 Meeting	Scope	Dialogue on introduction and scope to seek input from CLECs to prepare for Qwest's proposal on September 20th	Qwest – Judy Schultz	CLOSED Sep 5	DECISION: Qwest will provide proposal on Sep 20 for discussion.
18	Action	July 19 Meeting	PIDs	WorldCom will provide the Core Team members with the latest PIDs for Change Management.	WorldCom Liz Balvin	CLOSED August 7	COMPLETED: Liz Balvin sent PIDs on July 20th
19	Issue	July 19 Meeting	Contact Information	Eschelon requested that contact information for all participant be included on the CMP Re-design web site	Qwest— Judy Schultz	CLOSED August 7	Request from review of 7/19 DRAFT meeting notes and material COMPLETED: All contact information now included on the Re-Design page on the CMP web site
20	Action	July 19 Meeting	Discussion Items under Issues/ Action Item Log	Eschelon requests to include on the agenda topics for discussion under Issues and Action Items Log	Qwest— Judy Schultz	CLOSED August 7	Request from review of 7/19 DRAFT meeting notes and material COMPLETED: Updated 8/7-8/8 agenda
21A	Action	August 7 Meeting	Core Team	Establishing CMP Re-Design Core Team Membership	Qwest – Judy Schultz	CLOSED August 7	COMPLETED: Reviewed Core Team membership
21B	Action	August 7 Meeting	Core Team— Meeting Quorum	Establish Core Team Quorum at the beginning of each working session	Qwest – Judy Schultz	CLOSED August 7	DECISION: Quorum determination will be added to the agenda and be determined by attendance at each working session
22	Issue	August 7 Meeting	Core Team— Expectations	Define Expectations of Core Team Membership	Core Team	CLOSED August 7	DECISION: Core Team Expectations/

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							Responsibilities: - Dedicated resource to negotiate a new CMP process. - Core Team Members can be added at any time understanding the roles and responsibilities of a Core Team Member. - Core Team Members must commit to participate either in person, via conference call, or by LOA in each working session. - Core Team Membership will be revoked if 3 consecutive working sessions are missed. - Core Team member will not be allowed to vote on any issue in which they did not participate.
23	Action	August 7 Meeting	Upcoming Event Calendar	Provide an "up coming" events page on the CMP web site that includes all monthly meetings, re-design meetings and any other interim ad hoc meetings/calls	Qwest – Mark Routh, Matt Rossi	CLOSED Sep 5	COMPLETED: Calendar is on the web site.
24	Action	August 8 Meeting	CMP POC List	Establish a CMP POC list (primary and alternate POC) and post on web site	Qwest—Judy Schultz	CLOSED Oct 16	Response is quite slow from the CLEC community, therefore Qwest is calling and asking CLECs to respond with contact information. In addition, Qwest to publicize the need for POC information at the Qwest sponsored CLEC Forums. 10/3:Per Jim Maher—90% complete–will go on web

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							COMPLETED: 10/16 – on the CMP web site as CR Manager POC, Team Representative and Alternate Contact
25	Issue	August 8 Meeting	Quick Hit Fix	How should Qwest introduce some Change Management Process changes ahead of completing the re-design CMP effort?	Core Team	CLOSED August 8	DECISION: Qwest will review any proposals with the CMP re-design Core Team members before communicating at a Monthly CMP Meeting. During the Monthly CMP Meeting, Qwest will let meeting attendees know who participated in designing the Quick Hit proposal. "Quick Hit Fix" will be a standing item for the Monthly CMP Meeting agenda.
26	Action	August 8 Meeting	Meeting Minutes Review	What is the timeline for DRAFT and FINAL 8/7-8/8 Meeting Minutes and material?	Qwest—Judy Schultz	CLOSED August 8	DECISION: – DRAFT Meeting Minutes and materials (by Fri, 8/10 9am MT) – Distribute DRAFT to 8/7-8/8 re-design session participants for review (by Fri, 8/10 Noon MT) – Participants provide Matt Rossi with corrections/additions (Mon, 8/13 Noon MT) – FINAL Meeting Minutes and materials to be distributed and posted on CMP Re-design web site (by Tuesday, 8/14)

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
27	Action	August 8 Meeting	CMP Re-design Location	Determine location for the October, November and December re-design working session.	Core Team	CLOSED August 16	Qwest has tentatively reserved meeting rooms in Denver, Colorado DECISION: (8/16) October sessions will be held in Minneapolis, except for CMP week; November and December sessions will be held in Denver
28	Action	August 8 Meeting	Monthly CMP Meeting	Move December meeting to 12/12	Qwest—Mark Routh, Matt Rossi	CLOSED August 16	COMPLETED: Monthly CMP meeting is moved to 12/12.
29	Action	August 8 Meeting	Exception Process	Share other ILEC Exception Process with 8/14 working session participants to be used as a base.	Sprint—Sandy Evans	CLOSED August 14	COMPLETED: Sprint and AT&T brought samples.
30	Action	August 14 Meeting	CMP Web Site	Add Meeting Agenda, material, dates to web site CMP category	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Began with August 14 and 16 meeting minutes
31	Action	August 14 Meeting	CMP Web Site	Change category Ordering to Ordering/Provisioning and Repair to Repair/Maintenance	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
32	Action	August 14 Meeting	CMP Web Site	Add Raw Loop Data Tool to the IMA GUI section of web site categories for Systems	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
33	Action	August 14 Meeting	CMP Web Site	Add another sub-category of "Other" for systems with possible expansion later after re-visit of the scope discussion.	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
34	Action	August 14 Meeting	CMP Web Site	Investigate adding back end systems to the sub categories of the Systems notifications on the web site (WFA,	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				TIRKS, etc)			
35	Action	August 14 Meeting	CMP Web Site	Add "procedures" as a sub category (2) to the Process section	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: This is to include any joint procedures that involve both the CLEC and Qwest – e.g., repair and exchange of CLEC owned equipment
36	Action	August 14 Meeting	CMP Web Site	Add "Tariffs" as a main category in the proposed matrix	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
37	Action	August 14 Meeting	CMP Web Site	Investigate the possibility of housing all RNs, CRs and Training information in one location and providing multiple methods in which this information is accessed on the web site. Example, this can be a search by number or search by category	Qwest – Judy Schultz	CLOSED Sep 20	COMPLETED: Jarby Blackmun provided overview on CMP web site with search capabilities. Demo is available for CLECs on CMP web site.
38	Issue	August 14 Meeting	Notifications	Identify designated owner or point of contact for the mail outs to contact with problems – example web sites listed with in-active URLs. 9/5: Is there flexibility in the process to support CLECs on notices (e.g., Help Desk, Sales Manager)?	Qwest – Judy Schultz	CLOSED Oct 2 (Extended to Oct 17 regular CMP)	Qwest will continue to refer a CLEC to their respective Service Manager if there are questions pertaining to a notification. 9/5: CLECs need to work with their respective Service Manager, and if necessary, speak with the Service Manager's boss to clarify questions pertaining to a specific notice. 9/18: Toni Dubuque will join Oct 3 session to discuss DECISION: Toni Dubuque to discuss this issue with the CLECs at the Oct 17 CMP

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							Product/Process Meeting.
39	Issue	August 14 Meeting	CMP Web Site	Provide screen shots of the web site to give visual representation	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: See Jarby Blackmun's Qwest Wholesale CLEC "Notices On-Line" presentation, dated Sep 4, 2001 on the CMP Re-design web site.
41	Action	August 14 Meeting	CMP Web Site	Add the Re-Design page on the CMP section of the Proposed Release Notification matrix	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
43	Action	August 14 Meeting	CMP Web Site	Investigate possibilities for displaying (posting) and sorting Sub-category 3 of the web site	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: Jarby Blackmun informed the team that search capabilities will include category, sub-category and document number.
44	Action	August 14 Meeting	Notification	Create instructions for access to web site notification	Qwest - Judy Schultz	CLOSED Sep 20	DECISION: Per Core Team, not required due to simplicity of using the modified CMP web site.
45	Action	August 14 Meeting	Voting Tally Form	Incorporate Qwest's position on the Voting Tally Form	Qwest – Judy Schultz	CLOSED August 16	COMPLETED: See Procedures for A Vote and Impasse Resolution Process (includes Voting Tally Form) on the CMP Re-design web site
46	Action	August 14 Meeting	Voting	Draft a proposal for a voting procedure and contingency dispute resolution process for dead-lock	Judy Lee	CLOSED August 16	COMPLETED: See proposed Procedures for A Vote and Impasse Resolution Process (includes Voting Tally Form) on the CMP Re-design web site
48	Action	August 14	Voting	Determine how to reach resolution	AT&T -	CLOSED	DECISION:

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting		within the CLEC community if impasse were to occur – present draft proposal	Terry Bahner	Sep 5	CLECs will hold a conference call to achieve consensus to resolve an impasse issue.
49	Action	August 16 Meeting	Types of changes – OBF V.1	Look at other industry bodies that need to be included in type 3 changes (e.g., ANSI and ATIS)	Core Team	CLOSED Sep 20	COMPLETED: Types of Changes discussed on Sep 20.
50	Action	August 16 Meeting	Types of Changes – OBF V.1	Present change request flow chart, form, and procedures for CR handling	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: Flow chart of change request process was discussed with modifications. Qwest to make modifications (add Denied, Escalated, Deferred and Withdrawn) and present flow chart to the CLEC community at the Sep 19 Monthly CMP meeting.
51	Action	August 16 Meeting	~~Types of Changes – OBF V.1~~ Terms	Obtain SGAT language for 'versioning' release language. 10/16: Define 'versioning'	Qwest – Judy Schultz	CLOSED Nov 29	Pull language on OSS versioning currently in SGAT. "Versioning" will be defined in the Terms session at a later date. DECISION: The word "versioning" has been omitted from the master redline language, therefore, a definition is no longer needed at this time.
52	Action	August 16 Meeting	OBF V. 1	Create language in OBF version 1 in Change to Existing Interfaces section VII. Also address 'defects.'	Qwest – Judy Schultz	CLOSED Oct 30	COMPLETED: Discussion on Change to Existing Interface completed. "Defects" will be addressed during discussion on Production Support.

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							See Action #99 to capture this item.
53	Action	August 16 Meeting	Qwest CMP Process Document	Revise Qwest CMP process document to incorporate added language and proposed changes/improvements to the overall process to provide a basis for comparison and discussion with the CMP Re-Design Core Team.	Qwest – Judy Schultz	CLOSED Nov 29	Qwest to use redlined CMP format for its proposed language 11/29: Closed, this is the ongoing effort of the CMP redesign team.
54	Action	August 14 Meeting	Meeting Minutes	Add action item verbiage to the meeting minutes as opposed to referencing the action items document	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: Began with the August 14 and 16 meeting minutes
55	Action	August 16 Meeting	Meeting Minutes Review	What is the timeline for DRAFT and FINAL 8/14 and 8/16 Meeting Minutes and material?	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: – DRAFT Meeting Minutes and materials (by ~~Tues, 8/21~~ Fri, 8/24) – Distribute DRAFT to 8/14 and 8/16 re-design participants for review (by ~~Tues, 8/21~~ Fri, 8/24 COB) – Participants provide Mark Routh with corrections/additions (~~Thurs, 8/23~~ Tues, 8/28 COB) – FINAL Meeting Minutes and materials to be distributed and posted on CMP Re-design web site (by ~~Monday, 8/27~~ Fri, 8/31) Qwest extended timeline on 8/21.
56	Action	August 14 Meeting	Meeting Minutes Update	Revise August 7-8 Final Meeting Minutes to: – Change "CLEC" to "Co-Provider" in the word CMP on page 3, paragraph 4 – Correct name to "Wicks"	Qwest—Jim Maher	CLOSED Sep 5	COMPLETED: Refer to CMP Re-design web site for revised final meeting minutes.

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				– Correct Evans-Sprint comments to "responses to CRs are sent to the originator via email, not posted on the web site."			
57	Action	August 14 Meeting	Meeting Minutes Update	Revise July 19 Final Meeting Minutes to include the voting results on the 3rd Party Provider issue—on August 14, the last voting CLEC has given Qwest permission to publish its result.	Judy Lee	CLOSED August 21	COMPLETED: Revised Final July 19 Meeting Minutes are posted on the CMP Re-design web site.
58	Action	August 14 Meeting	Core Team Expectations	Update the document to: "New Core Team member will not be allowed to reopen a vote on any issue that has been decided on."	Judy Lee	CLOSED August 16	COMPLETED: Revised guidelines are posted on the CMP Re-design web site.
59	Action	August 16 Meeting	OBF August, 2001 Framework	Share with the re-design team the results of OBF Issue 2233 subcommittee proposal—a2v2	Judy Lee	CLOSED August 21	COMPLETED: Sent via email to all re-design participants.
60	Action	Sep 5 Meeting	CLEC Question-naire	Verify if there is an entry on the CLEC questionnaire for contact information (POC). Does the questionnaire need to include primary and secondary point-of-contact?	Qwest – Matt Rossi	CLOSED Oct 2 (Moved to general Oct 17 CMP)	Promote the importance for CLECs to provide accurate contact information at the Qwest sponsored CLEC Forum. Primary and Secondary POC information is not entries in the questionnaire. DECISION: Address this issue at the October 17 CMP Product/Process meeting.
61	Action	Sep 5 Meeting	CMP Web Site	Provide an Archive on the CMP web site.	Qwest – Judy Schultz	CLOSED Sep 18	COMPLETED: Archive will remain on the CMP web site
62	Action	Sep 5 Meeting	Re-design Location	Provide location, directions and names of nearby hotels for Minneapolis	Qwest – Judy	CLOSED Sep 10	COMPLETED:

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	Location	meetings.	Judy Schultz	Sep 10	Information provided to all CMP re-design participants
63	Action	Sep 5 Meeting	CMP Re-design	Provide examples at the Qwest sponsored Sep CLEC Forum of what has been changed as a result of the CMP re-design effort	Qwest – Judy Schultz	CLOSED Oct 2 (Extended to Oct 17 CMP)	The Qwest sponsored CLEC Forum on September 12-13 was postponed due to the national crisis. This needs to be scheduled around the CMP re-design and monthly CMP meetings. DECISION: Toni Debuque will address at Oct 17 CMP Product/Process meeting
64	Action	Sep 5 Meeting	Denied Change Request	Allegiance to re-introduce a previously denied CR that is still needed so that Qwest can assess and CLECs to prioritize.	Qwest – Mark Routh	CLOSED Sep18	DECISION: Closed as an action item for the re-design effort, but tracked on the OSS Interface CMP action item list
65	Action	Sep 5 Meeting	Re-design Impasse Resolution Process	Obtain feedback from individual organizations on the draft proposed CLEC-Qwest Impasse Resolution Process for the re-design effort.	Core Team	CLOSED Sep 20	COMPLETED: See "CLEC-Qwest CMP Re-design Procedures for Voting and Impasse Resolution Process_09-20-2001" on CMP web site.
66	Action	Sep 6 Meeting	271 Workshop SGAT	Qwest to make presentation regarding the SGAT language and how it relates to the process structured by the Core Team.	Qwest – Andy Crain	CLOSED Oct 3	Including Item #42 Discussion held on Sep 18 and 20 with more discussion on Oct 2-3 (re-visit Scope) and prior to the November filing. COMPLETED: Qwest presented language with CLEC discussion on Oct 3
67	Issue	Sep 6 Meeting	271 Workshop SGAT	Do exhibits G (CMP framework) and H (escalation process) need to be in the	Core Team	CLOSED Oct 3	Related to Item #66 Discussion held on Sep 18 and 20

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				SGAT?			with more discussion on Oct 2-3 DECISION: Qwest will include Exhibit G (formerly known as Exhibits G and H) in the SGAT – red lined as it evolves with the re-design
71	Action	Sep 6 Meeting	Production Support Process	What is the current process for CLECs to report and Qwest to notify CLECs on production problems—what is the production support process and timeline? Where is the CLEC *documentation pertaining to this* information?	Qwest – Wendy Green	CLOSED Sep 18	COMPLETED: Notification distributed and posted by Tina Hubis on Sep10. Defer to Scope and Section 12 Production Support discussions according to the re-design schedule
72	Issue	Sep 6 Meeting	CR Process	What is the process if the CLEC-originator does not agree with Qwest's reply or the CR is rejected?	Core Team	CLOSED Oct 3	Addressed on Sep 18, 20 during Escalation Process and the Dispute Resolution Process with further discussion during Oct 2-3 session. COMPLETED: Escalation and Dispute Resolution Process
73	Issue	Sep 5 Meeting	Account Management	Clarify roles and responsibility of Service Managers and Sales Managers. What is the internal notification process (e.g., advanced notice before CLEC) for Service Managers on CLEC notices?	Qwest – Judy Schultz	CLOSED Oct 3 (Address at Oct 17 CMP meeting)	Subsequent to the Sep 5-6 session, Qwest requests to address this item at the Oct 3 meeting to allow the Service Management Director to participate in-person in Minneapolis. DECISION: Will address at the Oct 17 Product/Process CMP meeting
~~74~~	~~Issue~~	~~Sep 5~~	~~CR Process~~	~~What is the process if the CLEC-~~	~~Core Team~~	~~Oct 2~~	Duplicative of #72

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		~~Meeting~~	~~Dispute~~	~~originator does not agree with reply or rejected CR~~			
75	Action	Sep 18 Meeting	Redlined Framework	Review the Red-lined working document for successive working sessions	Bahner, Clauson, Maher, Wicks	CLOSED Sep 18	COMPLETED: Jim Maher restructured the MASTER REDLINED CMP Re-design Framework based on input from Core Team members.
76	Action	Sep 18 Meeting	Escalation URL	Create URL for Escalated issues to be submitted	Qwest – Schultz	CLOSED Oct 16	Should include issue and proposed solution COMPLETED: URL for Escalation is available for issue and response.
78	Issue	Sep 18 Meeting	Escalation Posting on Web Site	What is a reasonable time frame for posting an escalation issue and response (e.g., within one business day)?	Qwest – Judy Schultz	CLOSED Oct 16	COMPLETED: Language under Escalation
79	Issue	Sep 18 Meeting	Escalation Mail-out	Can a mail-out process be established for Escalated items (issue and response)?	Qwest – Judy Schultz	CLOSED Oct 16	Qwest will send email to all CLECs once an escalation has been initiated
80	Action	Sep 18 Meeting	Escalation	Draft proposed language regarding time frames for Qwest to provide binding position on an escalated issue (e.g., 7 or 14 calendar days). Also include binding authority language.	Qwest – Judy Schultz	CLOSED Oct 3	COMPLETED: CLEC and Qwest agreed to a 7-day interval for escalated CRs and 14 days for other non-CR issues. Language reflected in the Master Redline framework.
81	Issue	Sep 18 Meeting	Escalation	During "14-day" response cycle, will Qwest continue efforts (e.g., CR) or will activity stop?	Qwest – Judy Schultz	CLOSED Oct 3	DECISION: Requestor may ask that activity stop or continue. Language reflected in the Master Redline framework
82	Issue	Sep 18 Meeting	Escalation	How are CLECs notified that an issue has been escalated between monthly	Core Team	CLOSED Sep 20	DECISION: CLECs will be notified via formal

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				CMP meetings?			notice to access web site for information.
83	Issue	Sep 18 Meeting	Dispute Resolution	Does an issue have to go through the escalation process before it is goes through the dispute resolution process?	Core Team	CLOSED Oct 3	DECISION: No
84	Action	Sep 18 Meeting	Dispute Resolution	Propose language around dispute resolution ADR process. Do we want to sight specific organizations??	Andy Crain and CLEC Attorneys	CLOSED Oct 3	COMPLETED: Language reflected in Master Redline framework
85	Issue	Sep 18 Meeting	Dispute Resolution	What is the process for CLEC-CLEC consensus and the Dispute Resolution Process?	Core Team	CLOSED Oct 3	COMPLETED: Language reflected in Master Redline framework
86	Issue	Sep 18 Meeting	Dispute Resolution	~~When can~~ Why would Qwest invoke the Dispute Resolution Process?	Qwest—Andy Crain	CLOSED Oct 3	Andy can't think of anything – we should leave in anyway. Tom Dixon: Close, but keep in mind that Qwest will probably never use it
87	Action	Sep 18 Meeting	Re-design Impasse Resolution	Propose language around the CMP re-design impasse resolution process/dispute resolution process.	Qwest—Andy Crain	CLOSED Oct 3	COMPLETED: Refer to CMP Redesign Procedures on Voting and Impasse Resolution Process document on the CMP Redesign web site.
90	Action	Sep 18 Meeting	Network outage notification	Distribute notification of CLEC questionnaire with Network Outage notification option for pager notification.	Matt Rossi	CLOSED Sep 18	DECISION: An action item for the monthly CMP Product/Process
91	Action	Sep 18 Meeting	Introduction and Scope	Define "good faith" ~~and "normal CMP process"~~ (3.4.1)	Tom Dixon /Beth Woodcock	CLOSED Nov 29	Proposed language provided to redesign via email on Nov 1. Tom Dixon provided the definition in the "Terms" document. The definition was added to the Master Red Lined document in the Dispute Resolution section.

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							COMPLETED: Language under Introduction and Scope, and Terms.
92	Action	Sep 18 Meeting	CR Process	Include in the CR Process a step for CLECs to discuss the CR after clarification process and before prioritization.	Core Team	CLOSED Nov 1	Sub-committee to create language and distribute to Core Team by Sep 27. Oct 3: Qwest to put language around these issues Oct 16: Qwest will share proposed language at the next session. Nov 1: Discussed and agreed on CR Initiation Process language.
95	Issue	Sep 20 Meeting	Parity	What is the process for discovering retail parity issues after the conclusion of the 271 workshops? 10/16: CLECs to review information on the web site and provide comments at the Oct 30-Nov 1 re-design session.	Core Team	CLOSED Nov 29	Qwest to provide checklist used by Retail to screen change proposals for potential CLEC impacting. Related to #105. 10/16 COMPLETED: This checklist is on the CMP re-design web site under Re-Design documentation. 11/29: Close issue, but Mitch will provide Judy Schultz with questions prior to discussion at a future session.
96	Action	Sep 20 Meeting	Intro – Scope	Draft proposed language for introduction and scope for the October 2 meeting	Core Team	CLOSED Oct 2	All Core Team members to share proposed language by Sep 27 with rest of members. Karen Clausen is the lead for CLEC language.

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							DECISION: Re-visit during Product/Process CMP discussions.
97	Action	Sep 20 Meeting	Types of Changes	Have legal personnel verify the intent with the proposed language around types of changes (contractual agreement) for the red lined document.	Qwest—Judy Schultz	CLOSED Oct 3	Language for Types of Changes under Regulatory DECISION: Qwest agree to remove "contractual agreement" language.
98	Issue	Sep 20 Meeting	CR Process	How many days after receipt of the CR will Qwest contact the originator to clarify CR if necessary?	Qwest—Judy Schultz	CLOSED Oct 16	COMPLETED: Language for CR Initiation
99	Action	Sep 20 Meeting	CR Process	Qwest to provide language on Production Support. Also address severity levels and defects.	Qwest—Judy Schultz	CLOSED Nov 29	COMPLETED: Qwest provided the language.
101	Action	Sep 20 Meeting	Schedule Working Sessions	Review the start time of the first day for future working sessions.	Core Team	CLOSED Oct 2	DECISION: Begin at 9am MT—refer to schedule on CMP redesign site
102	Action	Sep 20 Meeting	Schedule Working Sessions	Can Qwest provide net-meeting capability at its location to limit Core Team member travel?	Qwest—Matt Rossi	CLOSED Sep 27	DECISION: Yes – only at Qwest locations
103	Action	Sep 20 Meeting	CMP Re-design Web Site	Clean up the CMP Re-design Web Site to house the latest version of documents.	Qwest—Jim Maher	CLOSED Oct 16	COMPLETED: Archive page set up – date placed on each document
109	Action	Oct 2 Meeting	PCAT—Tech Pub Notification	Put together a snapshot view of *notifications to be released going* forward in order to formulate and implement an adequate interim process for CLEC notification for PCA and Tech Pub changes.	Qwest – Judy Schultz (Susie Bliss)	CLOSED Nov 29	Presented during Oct 3 re-design *conference call scheduled for Oct 5* to discuss. 10/16: PCAT schedule will be posted by 10/19; Tech Pub and OSS Interface schedules will be posted by 10/26.

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							11/1: Judy Schultz provided the Core Team with a revised matrix of upcoming notifications. DECISION: Close action item. Qwest will continue to provide the revised notification matrix.
111	Issue	Oct 3 Meeting	Document	CLEC consensus on "red lining" document changes and to include a running log in front of the document highlighting the changes 10/16: Provide samples of historical change logs for Core Team to review and discussion.	Judy Lee	CLOSED Nov 29	CLECs need to see sample of red-lined document and historical change log 10/16: Sandy Evans provided Judy Lee with a sample from BellSouth. Judy Lee to share samples with the Core Team at the next session. 10/30: Samples of historical change logs were shared with Core Team and posted on the web site. COMPLETED: 11-29-01 Core Team provided input to Qwest. Related to Issues 201-203.
112	Issue	Oct 3 Meeting	Document	Provide determination on whether or not Qwest can go back and "red line" as per the committed to going forward process for document change notification and if so – how far back	Qwest – Judy Schultz (Dana)	CLOSED Oct 16 (canceled)	Duplicate item to #108 and 109
113	Issue	Oct 3 Meeting	Interim Exception Process	How do you call a special CMP meeting outside of the general CMP meeting? Re-visit interim exception process.	Core Team	CLOSED Oct 3	DECISION: Refer to Interim Exception Process on CMP redesign web site.

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
114	Issue/ Action	Oct 3 Meeting	CLEC Impacting Check Sheet	Put together internal check sheet to assist Qwest in assessing whether a change is CLEC impacting Susie to set up a meeting with the CLECs to discuss on Oct 5. 10/16: Qwest to distribute minutes from the 10/5 Susie Bliss call and to share with the re-design Core Team the check sheet at the next session.	Qwest – Judy Schultz (Susie Bliss)	CLOSED Oct 29	Attendees include – but are not limited to: Allegiance WCom Eschelon AT&T 10/16: Several items were stated with the idea that this list will be 'living' and will be updated as necessary. Qwest to share minutes from Oct 5 Susie Bliss call and the check sheet to determine if a change is CLEC impacting at the next session. COMPLETED: Meeting minutes to the Oct 5 conference call has been posted: CMP Re-design web site, titled "CMP Redesign CLEC-Qwest Conference Call Oct 5 Final Minutes – 10-29-01."
117	Issue	Oct 3 Meeting	CMP Re-design Location	Should the team re-check the location for the Oct 30, 31 and Nov 1 redesign meeting? Does it make sense to move the meeting to Denver?	Core Team	CLOSED Oct 3	DECISION: Eschelon, Integra and Allegiance will meet in Denver (originally planned for Minneapolis). Sprint may join in Denver or via phone.
119	Action	Oct 3 Meeting	Video Conference	Can Qwest provide video conferencing capability for the CMP redesign meetings?	Qwest—Judy Schultz	CLOSED Oct 16	DECISION: Small rooms – 20 people – we got more speakers now in Denver.
120	Action	Oct 2 Meeting	Qwest's Status Report Filing	Determine what should be 'highlighted' in the Master Redline framework to show	Core Team	CLOSED Oct 16	COMPLETED: Red lined master included in filing

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				element/s discussed.			
121	Action	Oct 2 Meeting	Qwest's Status Report Filing	Timeframe for CLEC review of Qwest's Status Report – CLEC comments to Andy no later than close of business Fri, Oct 5 – Andy Crain issues revised document by Mon, Oct 8 COB – Additional CLEC comments to Andy by Tues, Oct 9 5pm MT – Qwest files Wed, Oct 10	Core Team Andy Crain	CLOSED Oct 16	COMPLETED: Oct 2: Andy Crain shared draft Status Report with redesign Core Team
122	Issue	Oct 2 Meeting	Source of Change	How should Qwest display 'source of change' in documents?	Core Team	CLOSED Oct 3	DECISION: Show SOURCE as a identifier on mail-out letters and include all sources with details in the historical change log.
123	Issue	Oct 3 Meeting	Interim Process	Do we agree to adopt the Proposed Interim CMP CR work flow for Product and Process as language included (but not limited to) in the Master Redlined framework. – Want a final review of proposed redlined language	Core Team	CLOSED Oct 16	COMPLETED: Andy Crain provided a redlined document proposal for Core Team review
124	Issue	Oct 3 Meeting	Qwest's Status Report Filing	CLECs request Qwest to refer in the Status Report that the entire redlined document is an interim draft (not final but operational) until final approval by all parties has been completed.	Qwest—Andy Crain	CLOSED Oct 16	COMPLETED: Master Redlined is now noted as Interim Draft.
125	Issue	Oct 3 Meeting	Interim Process	Do the CLECs agree to adopt the Proposed Interim CMP CR work flow for Product and Process as the "interim" CMP process for CLEC originated CRs?	Core Team	CLOSED Oct 3	DECISION: Yes, and to be implemented ASAP.
127	Action	Oct 16 Meeting	CR Initiation Form	Allow an entry to provide available timeslots for Clarification Meeting	Qwest—Judy Schultz	CLOSED Nov 1	COMPLETED: Form has been updated for CLECs to provide available timeslots for

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							the Clarification Meeting.
128	Issue	Oct 16 Meeting	CR Initation Process	When does a CR become the responsibility of the CMP community vs. the CR originator?	Core Team	CLOSED Oct 16	DECISION: A CR becomes the responsibility of the CMP community when Qwest provides a response to that CR.
129	Action	Oct 16 Meeting	Master Redlined Framework	Mark the framework as "interim draft"	Qwest—Jim Maher	CLOSED Oct 16	COMPLETED: Master Redlined document is now marked "Interim Draft"
130	Issue	Oct 16 Meeting	CR Initiation Process—Product/ Process	What is the timeframe when Qwest provides a notice on a CR response and be able to post on the website?	Qwest—Judy Schultz	CLOSED Nov 1	COMPLETED: Language under interim CR Initiation Process
131	Issue	Oct 16 Meeting	Master Redlined Framework	Can the framework include Tables to clarify steps and timeframes for each process such as the BellSouth Change Control framework? 10/16: Sandy Evans will create a Table to seek consensus at the next session.	Sprint—Sandy Evans	CLOSED Nov 29	DECISION: After the Core Team baseline the entire master redline framework, the Team will decide then if tables are needed.
132	Action	Oct 16 Meeting	12-Month Development View	Review the release calendar to insure details are included for Release 9.0 and 9.1.	Qwest—Mark Routh	CLOSED Nov 29	COMPLETED: Release calendar with details on the web site
134	Issue	Oct 16 Meeting	OSS Interface Releases	How many releases will Qwest implement in a calendar year—will it implement no more than 4 major releases? And does this apply to GUI implementation?	Qwest—Judy Schultz	CLOSED Nov 1	COMPLETED: Language under Change to Existing Interfaces • Application-to-application • GUI
135	Issue	Oct 30 Meeting	Issue	What is the process for Qwest-initiated CR that are non-regulatory mandated changes?	Core Team	CLOSED Oct 30	COMPLETED: CR Initiation Process addresses both Qwest and CLEC initiated CRs that are non-regulatory changes.
136	Issue	Oct 30 Meeting	Redesign Meeting Minutes	What is the timeframe CMP Redesign meeting minutes?	Core Team	CLOSED Oct 30	DECISION:

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							• For 1-day Sessions: Qwest to provide draft meeting minutes no later than 5 business days for Core Team to review • For 2 or more days Sessions: Qwest to provide draft minutes no later than 7 business days for Core Team review • Participant Feedback: same as above • Qwest to distribute and post Final meeting minutes within 2 business days after comments are due from participants.
138	Action	Oct 30 Meeting	OBF Language	Verify if OBF intended for maximum number of major releases (e.g., maximum of 4 major releases) per calendar year applies to each OSS, or a total of 4 major releases for all OSSs combined?	ATT—Mitch Menezes	CLOSED Nov 29	Qwest proposes no more than 4 major releases per OSS interface in a calendar year. DECISION: 11/29: Qwest will limit the releases for IMA to 4 major releases per year
144	Issue	Oct 30 Meeting	Change to An Existing OSS Interface	Provide language to address the earliest conversion time to the newly IMA-EDI release is the weekend after the Release Production Date.	Jeff Thompson/ Mitch Menezes/ Beth Woodcock	CLOSED Oct 30	COMPLETED: Language under Changes to An Existing OSS Interface
147	Issue	Oct 30 Meeting	OSS Interface CR Initiation	Develop narrative to reflect actual timeline to Qwest proposed Candidate List process.	Qwest—Jeff Thompson	CLOSED Oct 30	COMPLETED: Language: OSS Interface CR Initiation Process
154	Action	Oct 31	Qwest Considers	Insert language pertaining to Qwest will	Qwest—	CLOSED	COMPLETED:

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	CLEC Comments in Final Notice	consider CLEC comments/ concerns into the Final Notice.	Jeff Thompson	Oct 31	Language: Introduction of a New OSS Interface.
155	Action	Oct 31 Meeting	Reformat Proposed Language	Reformat the Retirement of an OSS Interface to separate GUI language from application-to-application.	Qwest—Judy Schultz	CLOSED Nov 1	COMPLETED; Language: reformatted Retirement of an OSS Interface.
157	Issue	Nov 1 Meeting	Same Time Availability of Comparable Functionality for IMA EDI and GUI	Develop language to insure comparable functionality for IMA EDI users are available at the same time as IMA GUI users.	Qwest—Jeff Thompson	CLOSED Nov 1	COMPLETED: Language: Change to An Existing OSS Interface.
159	Action	Nov 1 Meeting	New OSS Interface	Add language: With a new OSS interface, Qwest and CLECs may define the scope of functionality introduced as part of that interface."	Qwest—Jeff Thompson	CLOSED Nov 1	COMPLETED: Language: Introduction of A New OSS Interface
160	Action	Nov 1 Meeting	OSS Interface CR Initiation Process	Add picture or listings of timeline milestones.	Qwest—Jeff Thompson	CLOSED Nov 1	COMPLETED: Language: OSS Interface CR Initiation Process
161	Action	Nov 1 Meeting	Proposed Language Documents	Provide Core Team members and participants with the redlined proposed language documents: • New OSS Interface and OSS Interface CR Initiation: Re-do timelines to align with narrative; send redlined to team (Maher by Nov 2); team to review and provide comments (by Wed, Nov 7); insert language into the Master Redlined Framework with CLEC comments (for next meeting distribution); modify Qwest internal M&P (Schultz) • Retirement of OSS Interfaces: send redlined to team (Maher by Nov 2); insert language into the	Qwest—Jim Maher and Core Team	CLOSED Nov 7	COMPLETED: Documents are posted on the web site.

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				Master Redlined Framework with CLEC comments (for next meeting distribution); modify Qwest internal M&P (Schultz)			
164	Action	Nov 1 Meeting	CR Initiation Form	Update CR Form: Change "submitted by" and "submitter" to "originator" and "originated by" respectively.	Qwest—MarkRouth	CLOSED Nov 13	COMPLETED: CR Form has been updated and will be presented at the general CMP meetings on 11/14 and 11/15.
165	Action	Nov 1 Meeting	CR Initiation Form	List out ancillary products and correct "operations" to "Operator Services." Also, remove INP.	Qwest—Matt Rossi	CLOSED Nov 13	COMPLETED: CR Form has been updated and will be presented at the general CMP meetings on 11/14 and 11/15.
166	Issue	Nov 1 Meeting	Source Information for Regulatory Mandate CRs	Qwest needs to provide the source with timeline (e.g., effective date and implementation date) for Regulatory changes.	Qwest—Judy Schultz	CLOSED Nov 1	DECISION: Qwest will provide source information for Regulatory types of changes.
185	Issue	Nov 13 Meeting	Interface Testing	Re-word language to address "Provided a CLEC uses the same connectivity option as it uses in production, the CLEC should, in general, experience response times similar to production."	Qwest—Jeff Thompson	CLOSED Nov 27	Language added to master redline under Interface Testing.
188	Action	Nov 27 Meeting	Production Support	Production support notification to include Qwest internal trouble ticket number	Qwest—Judy Schultz	CLOSED Dec 10	COMPLETED: Language included in Production Support.
190	Action	Nov 27 Meeting	Severity Level	Determine, when one CLEC is severely impacted, whether this will ever be considered a Severity 1	Qwest—Teresa Jacobs	CLOSED Dec 10	11/28: Ready to close issue with Core Team at next session. COMPLETED: Per Teresa, CLEC will have the ability to open a severity 1 ticket if the description of the CLEC problem matches the definition of a severity 1 ticket.

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
191	Action	Nov 27 Meeting	IT Help Desk	Validate that the Parent and children trouble tickets are linked and closed.	Qwest—Teresa Jacobs	CLOSED Dec 10	11/28: Ready to close issue with Core Team at next session. COMPLETED: Per Teresa, If a ticket has been opened, and subsequent to the ticket creation, CLECs call in on the same problem, and the Help Desk recognizes that it is the same problem, a new ticket is not created. The Help Desk documents each subsequent call in the main ticket. There are instances when a ticket has been opened, but the system problem has not yet been confirmed. If a CLEC calls in on the same problem, but it is not recognized as the same problem, another ticket may be created. At a later time, the system problem may be confirmed. In that case, one of the tickets becomes the main ticket, and the other tickets are linked to the main ticket. When the problem is closed, each ticket must be closed. Language added to section 1.3 of Product Support – bob
192	Action	Nov 27 Meeting	Severity Level 2 Problems	Eschelon wants to check if Qwest needs to continue trouble shooting severity level 2 problems outside of Help Desk	Eschelon—Karen Clauson	CLOSED Dec 10	COMPLETED: Language was added to I.6 of Production Support that illustrates

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				hours of operation.	Clauson		Production Support that illustrates this.

CHANGE MANAGEMENT PROCESS (CMP) FOR LOCAL SERVICES ~~ORDERING AND PROVISIONING~~

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Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

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Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

CHANGE MANAGEMENT PROCESS (CMP)
~~FOR LOCAL SERVICE ORDERING AND PROVISIONING~~

~~**INTRODUCTION [Need to re-address at a later date]**~~
~~**Action Item #17**~~

~~The Change Management Process (CMP) is the a formal method used by customersCompetitive Local Exchange Carriers (CLECs) and Qwest and a local service providers to initiate, communicate, prioritize, schedule, testcommunicate about and implement changes enhancements changes to Qwestprovider Operational Support Systems (OSS) interfaces which directly or indirectly impact a CLEC. used in connection with resold services and unbundled network elements. Changes include new functionality, enhancements to existing functionality, defect maintenance and introduction/retirement of interfaces, based on Local Service Ordering Guidelines (LSOG).~~

~~The change management process creates a framework for meetings in which changes to the provider's Qwest's OSSs and their business rules may be introduced or discussed. The CLECscustomer's Point Of Contact (POC) may request interface changes for future consideration by submitting a Change Request Form to the provider'sQwest's POC.~~

~~The FCC requires Incumbent Local Exchange Carriers to have processes for management of manual and electronic interfaces relative to order, pre-order, account maintenance, testing and billing. The scope of this document is to define only the processes for change management of manual and electronic interfaces relative to order and pre-order functions.~~

1.0 INTRODUCTION AND SCOPE ~~[need to readdress at a later date]~~
~~**Action Item 17**~~

This document defines the processes for change management of ~~oss~~OSS interfaces, products and processes (including manual) as described below. Cmp provides a means to address changes that support or affect pre-ordering, ordering/provisioning, maintenance/repair and billing capabilities and associated documentation and production support issues for local services provided by ~~clec~~CLECs to their end users.

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

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

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

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Qwest will track changes to ossOSS interfaces, products and processes. The empCMP includes the identification of changes and encompasses, as applicable, [requirement definition, design, development, notification, testing, implementation and disposition of changes – revisit list]. Qwest will process any such changes in accordance with the empCMP described in this document.

manual and electronic interfaces relative to pre-order, and pre-order, provisioning, maintenance/repair, and billing functions. Interface impact is defined as changes to field content or format, or changes in the business rules used to govern field population. This includes national guideline changes, e.g., LSOG, as well as providerQwest specific interface process and system changes. Changes include new functionality, enhancements to existing functionality, introduction/retirement of interfacesprocesses and systems and maintenance activities affecting production defects. Desired changes should be submitted to the appropriate ATIS Forum.

Theis scope includes any pre-order, order business rules, interface system testing and maintenance that impact ongoing and future technical and operational processes, and changes that alter the relationship in the manner in which the provider Qwest and customer a CLEC do business.

The CMP provides a means for changes to the provider's OSSs and their business rules. The customer's Point Of Contact (POC) may request interface changes for future consideration by submitting a Change Request Form to the provider's POC. These requests may include new functionality or changes to existing functionality.
The types of changes that will be handled by this process are:

- Software changes
- System Environment Configuration changes
- Changes resulting from new or changed Industry Guidelines / Standards
- Product and Services (e.g., new services available via the in-scope interfaces)
- Processes (e.g., electronic interfaces and manual processes relative to order and pre-order)
- Regulatory
- Documentation (e.g., business rules for electronic and manual processes relative to order and pre-order.
- Defect resolution
- Guidelines for provider-specific change management processes

The providerQwest will track changes to the OSS interfaces as change requests and assign a tracking number to each change request. The CMP begins with the identification of the change request and encompasses requirement definition, design, development, notification, testing, implementation and decommissioning of the change request.

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~~The CMP is managed by~~ customer~~CLEC and provider representatives each having distinct roles and responsibilities. The~~ customer~~CLEC and the~~ provider~~Qwest will hold regular meetings to exchange information about the status of existing change requests, the need for new changes, what changes the~~ provider~~Qwest is proposing, how the process is working, etc. The process also allows for escalation to resolve disputes, if necessary.~~

The CMP is dynamic in nature and, as such, is managed through the regularly scheduled meetings~~ and is based on group consensus~~. The parties agree to act in Good Faith in exercising their rights and performing their obligations pursuant to this CMP. This document may be revised, through ~~the procedures set forth by~~ the procedures described in section (X) ~~the OBF, as business and/or regulatory conditions dictate.~~

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I.I.1 2.0 TYPES OF CHANGE

The change request should fall into one of the following classifications:

~~*I.Type 1 (Production Support) Change*~~

~~*A Type 1 change corrects problems discovered in production versions of an OSSapplication interface. Either the providerQwest or the customerCLEC may initiate the change request. Typically, this type of change reflects instances where a technical implementation is faulty or inaccurate such as to cause correctly or properly formatted data to be rejected. Instances where providersQwest or customerCLECs misinterpret interface specifications and/or business rules must be addressed on a case-by-case basis. All parties will take all reasonable steps to ensure that any disagreements regarding the interpretation of a new or modified business process are identified and resolved during the change management review of the change request. Type 1 changes will be processed on an expedited basis by means of an emergency release of software/documentation.*~~

~~*Additionally, once a Type 1 change is identified, the change management team (see the Managing The Change Management Process section) must determine the nature and scope of the maintenance. Type 1 changes are categorized in the following manner:*~~

~~***Severity 1:*** *Production Stopped: Interface Unusable – Interface discrepancy results in totally unusable interface requiring emergency action. CustomerCLEC Orders/Pre-Orders cannot be submitted or will not be accepted by the providerQwest and manual work-arounds are not feasible. Correction is considered essential to continued operation. The providerQwest and customerCLECs should dedicate resources to expedite resolution.*~~

~~*Acknowledgment Notification = 1 hour*~~
~~*Status Notification = bi-hourly*~~

~~***Severity 2:*** *Production Degraded: Interface Affecting – An interface discrepancy that requires a work-around(s) on the part of the customerCLEC or the providerQwest. The change is considered critical to continued operation. It does not stop production, but affects key applications.*~~

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~~*Acknowledgment Notification = 4 hours*~~
~~*Status Notification = weekly*~~
~~*Implementation time = 14 - 30 calendar days*~~

~~***Severity 3:*** *Process Impacted: Pre-order / Order requests can be submitted and will be accepted through normal processes / interfaces. Clarification is considered necessary to ongoing operations.*~~

~~*Acknowledgment Notification = 7 calendar days*~~
~~*Implementation time = 30 - 60 calendar days*~~

~~II.~~I. ~~Type 2 (Regulatory)~~ Change

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

~~III.~~II. ~~Type 3 (Industry Guideline)~~ Change

~~A Type 3 change implements telecommunications~~An -Industry Gguideline Change implements Industry Guidelines- using a national implementation timeline, if any. Either ~~the provider~~Qwest or the ~~customer~~CLEC may initiate the change request. These guidelines are industry defined by:

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

~~IV.~~III. ~~Type 4 (Provider Originated) Change~~ Qwest Originated Change

~~A Type 4~~ A Qwest Originated change is originated by ~~the provider~~Qwest does not fall within the changes listed above and is within the scope of CMP ~~and affects interfaces between customers~~

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~~and the provider. These changes may involve system enhancements, manual and/or business processes~~].

~~V.~~IV. ~~Type 5 (Customer~~~~CLEC Originated) Change~~ CLEC Originated Change

~~A Type 5~~ A CLEC Originated change is originated by the ~~customer~~CLEC does not fall within the changes listed above and is within the scope of CMP.~~and affects interfaces between customers and the provider. These changes may reflect a business process improvement that the customer~~~~CLEC~~ is seeking to implement and implies a change in the way in which the customer~~~~CLEC~~ wishes to interact with the provider~~Qwest~~.

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~~VI.~~V. *Tracking Change Requests [move to CR initiation process]*

~~The provider~~Qwest will assign a tracking number to each change request and track changes to each change request. Tracking will be accomplished via a change request log.

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~~QWEST PROPOSED~~ CLEC-QWEST OSS INTERFACE CHANGE REQUEST INITIATION PROCESS – REVISED 11-01-01

Change Request Initiation Process

The change request initiator will complete a Change Request Form (see Appendix X) as defined by the instructions on Qwest's CMP web site. The Change Request Form is also located on Qwest's CMP web site.

(WCOM COMMENT: WCOM WOULD LIKE IT NOTED THAT THE CMP REDESIGN TEAM HAS PROPOSED CHANGES TO THE CHANGE REQUEST FORM THAT WOULD CLARIFY THE CHANGE THAT IS BEING REQUESTED AND PROVIDE MORE GUIDANCE FOR QWEST TO ASSESS ABILITY TO SUPPORT AND LEVEL OF EFFORT. WCOM COMMENTS: WE NEED TO HAVE PARITY LANGUAGE FOR CHANGES MADE TO ALL INTERFACES AT THE SAME TIME INSERTED THROUGH OUT THIS DOCUMENT.)

A CLEC or Qwest ~~may requesting~~***(AT&T Comment) seeking to*** ~~a~~ change ~~to~~ an existing OSS interface~~.~~, **(AT&T Comment) to establish** a new OSS interface, or **(AT&T Comment) to**~~the~~ retire~~ment of~~ an existing OSS interface must submit a change request (CR). **(WCOM COMMENT: WCOM BELIEVES THE TYPES OF CHANGES THAT CAN BE REQUESTED BY EITHER PARTY NEED TO BE SPECIFIED HERE. THE CMP REDESIGN TEAM AGREED THAT THE FOLLOWING CHANGE REQUEST TYPES CAN BE REQUESTED BY EITHER PARTY:**
TYPE 2 (REGULATORY), TYPE 3 (INDUSTRY GUIDELINE), AND DEPENDING ON THE PARTY EITHER TYPE 4 (QWEST INITIATED) OR TYPE 5 (CLEC INITIATED))
A CR originator ~~elee~~ e-mails a completed ~~change request (~~CR~~)~~ form to the Qwest ~~s~~Systems CMP Manager~~.~~ within two (2) business days after Qwest receives a complete CR: **(WCOM COMMENT: THE WAY THIS READS, QWEST INITIATED CRS FOLLOW THIS SAME PROCESS, IS THAT THE INTENT? WCOM BELIEVES IT SHOULD BE.)**

- Qwest's CMP Manager assigns a CR number and logs the CR into the CMP database.
- The Qwest CMP Manager- forwards the CR to the CMP Group Manager.
- The Qwest CMP Manager- sends acknowledgement of receipt to the ~~submitter~~originator and updates the CR database .

Within two (2) business days after acknowledgement:

- The Qwest CMP Manager posts the complete CR to the CMP web site.

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- The CMP Group Manager assigns a Change Request Project Manager (CRPM) and identifies the appropreiate director responsible for the CR.
- Tthe CRPM obtains forrom the director the names of the assigned subject matter expert(s) (SME).
- Tthe CRPM will provide a copy of the detailed CR report to the CR originator which includes the following information:
  - description of CR
  - originatoring clee
  - assigned CRPM
  - assigned CR number
  - designated Qwest SMEs and associated director(s)

Within eight (8) business days of receipt of a complete CR, the CRPM will coordinates and holds a clarification meeting with the originatorting clee and Qwest's SMEs. Iif the originating cleeoriginator is not available within the above specified time frame, then the clarification meeting will be held at a mutually agreed upon time. Qwest will may not provide a response to a CR until a clarification meeting has been held.

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

CRs received three (3) weeks prior to the next scheduled CMP meeting will be presented at that CMP meeting. Aat least one (1) week prior to that scheduled CMP meeting, the CRPM will have the response posted to the web, added to CMP database, and will notify all CLECs via email. CRs that are not submitted by the above specified cut-off date may be presented at that CMP meeting as a walk-on item with current status. Qwest may not provide responses to these walk--on requests until the next months CMP meeting. Tthe originatoring clee will present its CR and provide any business reasons for the CR. Items or issues identified during the previously held clarification meeting will be relayed.- Pthen, participating cleesCLECs will then be given the opportunity to comment on the CR and subsequent clarifications. Celarifications and/or modifications related to the CR will be incorporated. Qwest's SME will present options and potential solutions to the CR if applicable. Ceonsensus will be obtained from the participating cleesCLECs as to the appropriate direction/solution for Qwest's SME to take in responding to the CR if applicable.

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~~on a monthly basis, q~~Qwest -will reviews the ~~received cr~~CRs received prior to the cut off date and evaluates whether ~~qwest~~Qwest can implement them. ~~q~~Qwest's responses will be one of the following:

- "~~a~~Accepted" (~~q~~Qwest will implement the ~~clec~~CLEC request) with position stated.~~, or~~ ~~I~~if the ~~cr~~CR is accepted, ~~q~~Qwest will provide the following in its response:
  - ~~D~~determination and presentation of options of how the ~~cr~~CR can be implemented
  - ~~I~~identification of the preliminary level of effort (S~~s~~, M~~m~~, L~~l~~, XL~~xl~~) required to implement the ~~cr~~CR. **(WCOM COMMENT: WCOM WOULD LIKE IT NOTED THAT A REQUEST WAS MADE AS TO WHAT IS MEANT BY PRELIMINARY LEVEL OF EFFORT AND IS TO BE DEFINED BY QWEST.)**
- S~~s~~mall – requires changes to only one subsystem of a single system
- M~~m~~edium – requires changes to 2 or more subsystems of a single system
- L~~l~~arge – requires changes to 2 or more systems or complex changes in multiple subsystems of a single system
- Eextra L~~l~~arge – requires extensive redesign of at least one system.

- "~~d~~Denied" (~~q~~Qwest will not implement the ~~clec~~CLEC request) with basis for the denial, including reference to substantiating material. **(WCOM COMMENT: AGAIN THE WAY THIS READS, QWEST INITIATED CRS MAY BE DENIED AS WELL. THIS IS APPROPRIATE GIVEN THAT THE CMP REDESIGN TEAM AGREED THAT QWEST AND CLEC ORIGINATED CRS GO THROUGH THE SAME PROCESSES.)**

~~if the cr can be implemented, qwest will evaluate the cr and provide the following:~~
~~determination and presentation of options of how the cr can be implemented~~
~~identification of the preliminary level of effort (s, m, l, xl) required to implement the cr~~

~~i~~If ~~clecs~~CLECs do not accept ~~q~~Qwest's response, they may elect to escalate or dispute the ~~cr~~CR in accordance with the agreed upon ~~cmp~~CMP escalation or dispute resolution procedures. ~~I~~if the originating ~~clec~~CLEC does not agree with the determination to escalate or pursue the dispute resolution, it may withdraw its participation from the ~~cr~~CR and any other ~~clec~~CLEC may become responsible for pursuing the ~~cr~~CR upon providing written notice to the ~~q~~Qwest ~~cmp~~CMP ~~m~~Manager. ~~I~~if the ~~clecs~~CLECs do not accept ~~q~~Qwest's response and do not intend to escalate or dispute at the present time, they may request ~~q~~Qwest to status the ~~cr~~CR as deferred. T~~t~~he ~~cr~~CR will be statused deferred and ~~clecs~~CLECs may activate or close the ~~cr~~CR at a later date.

~~a~~At the monthly ~~cmp~~CMP meeting, the ~~cr~~CR originator will provide an overview of its~~their~~ respective ~~cr~~CR(s) and ~~q~~Qwest will present either a status or its response. ~~crs that qwest has denied can be escalated in accordance with the agreed escalation procedures under cmp.~~

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~~q~~Qwest or ~~clec~~CLEC originated ~~er~~CRs for changes to an existing ~~oss~~OSS interface will then be prioritized by the ~~clecs~~CLECs and ~~q~~Qwest resulting in the initial release candidate list. ~~clec~~CLEC or ~~q~~Qwest originated ~~er~~CRs for introduction of a new interface or retirement of an existing interface are not subject to prioritization and will follow the introduction or retirement processes outlined in Ssections x and x, respectively.

Based on the initial release candidate list, Qwest will begin its development cycle which includes the following milestones:

- Business and systems requirements: Qwest engineers define the business and functional specifications during this phase. The specifications are completed on a per candidate basis in priority order.
- **(AT&T Comment)** ***Packaging: Qwest and CLECs will discuss grouping candidates with affinities may be addressed more efficiently if taken together.[AT&T comment: this may not be exactly the right description. We just wanted to add this to this list of steps.]***
- Design: Qwest engineers define the architectural and code changes required to complete the work associated with each candidate. The design work is completed on a per candidate basis in priority order.
- Code & Test: Qwest engineers will perform the coding and testing required to complete the work associated with each candidate. The code and test work is completed on a per candidate basis in priority order.

U~~u~~sing the initial release candidate list, ~~q~~Qwest will begin business and system requirements. ~~d~~During the business and systems requirement efforts, CRs may be modified or new CRs may be generated (by ~~clecs~~CLECs or ~~q~~Qwest), with a request that the new or modified CRs be considered for addition to the release candidate list (late added CRs). ***(WCOM COMMENTS:CHANGE "INITIAL RELEASE CANDIDATE LIST TO "RELEASE CANDIDATE LIST.)*** I~~i~~f the ~~cmp~~CMP body grants the request to consider the late added ~~er~~CRs for addition to the release candidate list, ~~q~~Qwest will size the ~~er~~CR's requirements work effort. I~~i~~f the requirements work effort, for the late added ~~er~~CRs, can be completed by the end of system requirements, the initial release candidate list and the new ~~er~~CRs will be prioritized by ~~clecs~~CLECs in accordance with the agreed upon ~~p~~Prioritization ~~p~~Process (see ~~s~~Section xx). I~~i~~f the requirements work effort, for the late added ~~er~~CRs, cannot be completed by the end of system requirements, the ~~er~~CR will not be eligible for the release and will be returned to the pool of ~~er~~CRs that are available for prioritization in the next ~~oss~~OSS interface release.

~~using the initial release candidate list, qwest will begin business and system requirements. during the business and systems requirement efforts, new crs may be generated (by clecs or~~

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~~qwest), with a request that the new crs be considered for addition to the release candidate list. if the cmp body grants the request to consider the new crs for addition to the release candidate list, the initial release candidate list and the new crs will be prioritized by clecs in accordance with the agreed upon prioritization process (see section xx).~~

~~crs which are introduced during business and system requirements phase will be reviewed by qwest to size the requirements effort. if the requirements work effort cannot be completed by the end of system requirements, the cr will not be eligible for the release and will be returned to the pool of crs that are available for prioritization in the next oss interface release.~~

~~a~~At the monthly ~~cmp~~CMP meeting following the completion of the business and system requirements, ~~q~~Qwest will conduct a packaging discussion, which may include packaging options based on any affinities between candidates on the release candidate list. Tthe newly packaged list of ~~cr~~CRs will be used as the release candidate list during the design phase of a release. ~~a~~At the monthly ~~cmp~~CMP meeting following the completion of design, ~~q~~Qwest will commit to a final list of ~~cr~~CRs for inclusion in the release. **(WCOM COMMENT: PLEASE CLARIFY? IT SOUNDS LIKE QWEST CANNOT PACKAGE CRS UNTIL THE BUSINESS AND SYSTEM REQUIREMENTS PHASE IS COMPLETE WHICH IS AFTER PRIORITIZATION HAS TAKEN PLACE…THUS IT IS CONCEIVABLE THAT CRS THAT MAY HAVE BEEN CONSIDERED LOW PRIORITIZE COULD HAVE AFFINITY WITH A HIGH PRIORITY CANDIDATE AND BY ASSOCIATING THE TWO, A HIGHER PRIORITY CANDIDATE MAY NOT MAKE IT TO THE DESIGN PHASE BECAUSE OF THE PROCESS THAT WOULD BE IN PLACE WHICH LOOKS AT PRIORITY ORDER. QUESTION: IS IT POSSIBLE FOR QWEST TO PACKAGE CRS PRIOR TO THE PRIORITIZATION PHASE? IF SO, WE COULD AVOID THE ABOVE POSSIBILITY.)**

~~l~~If, in the course of the code and test effort, ~~q~~Qwest determines that it cannot complete the work required to include a candidate in the planned release, ~~q~~Qwest will **(AT&T Comment) discuss** ~~**advise**~~ the ~~clec~~CLECs, in the next ~~cmp~~CMP meeting, **(AT&T Comment) either** ~~**of**~~ the removal of that candidate from the list **(AT&T Comment) or a delay in the release date to incorporate that candidate. If the candidate is removed from the list,** Q~~q~~west will also advise the ~~clecs~~CLECs as to whether or not the candidate could become a candidate for the next point release, with appropriate disclosure as part of the current major release of the ~~oss~~OSS interface. A~~a~~lternatively, the candidate will- be returned to the pool of ~~cr~~CRs that are available for prioritization in the next ~~oss~~OSS interface release.

~~w~~When Q~~q~~west has completed development of the ~~oss~~OSS interface change, ~~q~~Qwest will release the ~~oss~~OSS interface functionality into production for use by the ~~clecs~~CLECs.

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uUpon implementation of the ossOSS interface release, the erCRs will be presented for closure at the next empCMP monthly meeting.

From Master Redline 10-03-01

The CLEC will submit the Change Request Form to the appropriate Qwest CMP Manager electronically as defined in the CR Form instructions.. Qwest will review the submitted change request for completeness. Within two (2) business days of receipt, Qwest will either request information to ensure a complete request or will return a tracking number for the change request. This will be done via email to the originator. Within ex (x) business days after the CR Tracking number has been assigned, Qwest will contact the CR originator to schedule clarification discussions if necessary.
Qwest will provide a response notification to the CLECs within X business days via email and will be posted on the CMP web site. The CR originator may request a conference call before the next scheduled CMP Meeting to discuss the provided response
Change requests that have been assigned a tracking number fourteen (14) calendar days prior to the next prioritization meeting will be included on the spreadsheet of change requests pending initial rating.

Within twenty-one (21) calendar days after the change request is submitted, Qwest will provide a preliminary assessment indicating one of the following:

- The change request is accepted and is a candidate for prioritization (see Prioritization section).
- The change request is rejected, and the reason for rejection.

All valid change requests and the change request log will be posted on Qwest's web site.

CLECs may submit a formal request to Qwest to re-rate a change request no later than fourteen (14) calendar days prior to the next prioritization review. The request must include a reason for requesting the re-rate. This will normally be done via e-mail to Qwest with a copy to all Change Management team members.

CLEC initiated requests are Type 5, except when the proposed change has an impact on a regulatory mandate, e.g. metrics. Change requests that have impact on regulatory mandates are Type 2.

Provider Originated Requests

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~~Provider initiated requests are Type 4, except when the proposed change has an impact on a regulatory mandate, e.g. metrics. Change requests that have impact on regulatory mandates are Type 2.~~

~~Type 4 requests will be made available to CLECs at least fourteen (14) calendar days prior to a scheduled prioritization review. The Type 4 change requests, except those that are related to new products or services, are prioritized by CLECs with Type 5 change requests (see Prioritization section).~~

~~If Qwest announces a new interface before applicable guidelines are finalized at the appropriate industry forums, Qwest will review the final guidelines when they are issued. The review will determine any alterations that may be necessary for compliance with the finalized requirements and will work the changes within the guidelines of the CMP. Qwest will review its system requirements and provide known exceptions to industry guidelines.~~

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CLEC PRODUCT/PROCESS CHANGE REQUEST INITIATION PROCESS

If a CLEC wants Qwest to change a Product/Process the CLEC e-mails a completed Change Request (CR) Form to the Qwest Product/Process CMP Manager. Within 2 business days Qwest's Product/Process CMP Manager reviews CR for completeness, and requests additional information from the CRer originator, if necessary. within two (2) business days after Qqwest receives a complete CR:

- The Qqwest CMP manager assigns a CR Number and -logs the CR into the CMP Database.
- The Qwest CMP Manager forwards the CR to the CMP Group Manager,
- Tthe Qqwest CMPemp manager sends acknowledgment of receipt to the CR submitter and updates -the CMPemp -Database.

Wwithin two (2) business days after ACKNOWLEDGMENT,

- The Qwest CMP Manager posts the complete CR to the CMP Web site
- The CMP Group Manager assigns a Change Request Project Manager (CRPM) and identifies the appropriate Director responsible for the CR.
- The CRPM obtains from the Director the names of the assigned Subject Matter Expert(s) (SME).
- the CRPMerpm will provide a copy of the detailed CR report to the CRer originator which includes the following information:
  - Description of CRer
  - originating CLECclee
  - assigned CRPMerpm
  - assigned CRer number
  - designated Qqwest SMEsmes and associated director(s)

Within eight (8) business days after receipt of a complete CRer, the CRPM Coordinates and holds a Clarification Meeting with the Originating CLEC and Qwest's SMEs. Iif the originating cleeCLEC is not available within the above specified time frame, then the clarification meeting will be held at a mutually agreed upon time. Qqwest will not provide a response to a CRer until a clarification meeting has been held.

At the Clarification Meeting, Qwest and the Originating CLEC review the submitted CR, validate the intent of the Originating CLEC's CR, clarify all aspects, identify all questions to be answered, and determine deliverables to be produced. after the clarification meeting has been held, The CRPM will document and issue meeting minutes within five (5) business

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days~~BUSINESS DAYS~~. Qwest's SME will internally identify options and potential solutions to the CR

CRs received three (3) weeks prior to the next scheduled CMP meeting~~THREE (3) WEEKS PRIOR TO THE NEXT SCHEDULED cmp mEETING~~ will be presented at that ~~THAT~~ CMP Meeting. CRers that are not submitted by the above specified cut-off date may be presented at that ~~emp~~CMP meeting as a walk-on item with current status. The Originating CLEC will present its CR and provide any business reasons for the CR. Items or issues identified during the previously held Clarification Meeting will be relayed. Then, participating CLECs will be given the opportunity to comment on the CR and subsequent clarifications. Clarifications and/or modifications related to the CR will be incorporated. Qwest's SME will present options and potential solutions to the CR. consensus will be obtained from the participating CLECs as to the appropriate direction/solution for Qwest's SME to take in responding to the CR.

Subsequently, Qwest will develop a draft response based on the discussion -from the Monthly CMP Meeting.- Qwest's Responses will be:

- "Accepted" (Qwest will implement ~~IMPLEMENT~~ the CLEC request) with position stated, or
- "Denied" (Qwest will not implement the CLEC request) with basis for the denial, including reference to substantiating material.

~~A~~at least one (1) week prior to the next scheduled ~~emp~~CMP meeting, The CRPM will have the response posted to the Web, added to CMP Database, and will notify all CLECs via email

All Qwest Responses will be presented at the next scheduled ~~emp~~CMP meeting by -Qwest, who will conduct a walk through of the response. Participating CLECs will be provided the opportunity to discuss, clarify and comment on Qwest's Response

Based on the comments received from the Monthly Meeting, Qwest' may- revise its response and issue a modified response at the next monthly CMP meeting. within ten (10) business days after the ~~emp~~CMP meeting, Q~~q~~west will notify the ~~elee~~CLECs of Q~~q~~west's intent to modify its response.

If the CLECs ~~D~~do not accept Qwest's response, any ~~elee~~CLEC can elect to escalate the CR in accordance with the agreed upon ~~emp~~CMP Escalation or dispute resolution Procedures. If the originating CLEC does not agree with the determination to escalate or pursue the dispute~~DISPUTE~~ resolution, it may withdraw its participation from the CR and any other CLEC may become responsible for pursuing~~PURSUING~~ the CR upon providing written notice to the Q~~q~~west ~~emp~~CMP manager.

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If the CLECs do not accept Qwest's response and do not intend to escalate or dispute at the present time, they may request Qwest to status the CR as deferred. The CR will be statused Deferred and eleeCLECs may activate or close the CR at a later date.

Tthe CLECs' acceptance of Qwest's response may result in:

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

If the eleeCLECs have accepted Qqwest's response, Qwest will provide notice of planned implementation in accordance with time frames defined in the empCMP. If necessary, Qwest may request that CLECs provide input during the development stage. Qwest will then deploy the Qwest recommended implementation plan.

Aafter Qwest's revised/new product or process is placed into production, CLECs will have no longer than 60 calendarCALENDAR days to evaluate the effectiveness of Qwest's revised/new product, or process, provide feedback, and indicate whether further action is required. Ceontinual process improvement will be maintained.

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

From Master Redline 10-03-01

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INTRODUCTION OF A NEW INTERFACE

Qwest Proposed Introduction of an OSS Interface Process –Revised 11-01-01

INTRODUCTION OF A NEW OSS INTERFACE

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

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

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

I. Introduction of a New Application-to-Application Interface~~Release Planning~~ (See Appendix XX: Timeline)

At least nine (9) months in advance of the target implementation date of a new application-to-application interface, Qwest will issue a Release Announcement, post the Preliminary Interface Implementation Plan on Qwest's web site, and may host a design and development meeting. ~~share the new interface plans via web site posting and CLEC notification.~~

I.1 Release Announcement
Where practicable, the Release Announcement and Preliminary Interface Implementation Plan will include: ~~Qwest will share preliminary plans for the new interface, including:~~

- Proposed functionality of the interface including whether the interface will replace an existing interface
- Proposed ~~detailed~~ implementation time line (e.g., milestone dates, CLEC/~~provider~~ Qwest comment cycle~~/response turnaround dates~~)
- Proposed meeting date to review the Preliminary Interface Implementation Plan

~~□Provider constraints~~

- Exceptions to industry guidelines/standards,~~ etc.~~ if applicable

~~□Proposed CLEC/provider meeting plans~~

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~~□Requirements~~
~~□Design & Development~~
~~□Connectivity and Firewall Rules~~
~~□Test Planning~~
□Planned Implementation Date
•
~~□Change Control~~
1.2 CLEC Comments/Qwest Response Cycle and Preliminary Implementation Plan Review Meeting

CLECs have fourteen (14) calendar days from the initial release announcement to provide written comments/questions on the documentation. Qwest will respond with written answers to all CLEC issues within twenty-one (21) calendar days of the Initial Release Announcement. Qwest will review these issues and its implementation schedule at the Preliminary Implementation Plan Review Meeting approximately twenty-eight (28) calendar days after the Initial Release Announcement.

I.3~~2~~ Initial Interface Technical Specifications

Qwest will provide draft technical specifications at least one hundred twenty (120) calendar days prior to implementating the release. ~~unless the CMP Exception Process (see Section xx) has been invoked~~. In addition, Qwest will confirm the schedule for the walk-through of technical specifications, and CLEC comments and Qwest response cycle.

1.3~~2~~.1 Initial Notification Content
This notification will contain:

- Purpose
- Logistical information (including a conference line) for walk-through
- Reference to draft technical specifications, or web site
- Additional pertinent material
- CLEC Comment/Qwest Response cycle
- Draft Connectivity and Firewall Rules
- Draft Test Plan

I.4~~3~~ Walk Through of Draft Interface Technical Specifications

Qwest will sponsor a walk through, including the appropriate internal subject matter experts (SMEs~~smes~~), beginning one-hundred and ten (110) calendar days prior to implementation **(AT&T Comment)** ***and ending one-hundred and six (106) calendar days prior to implementation***. A walk through will afford CLEC SMEs the opportunity to ask questions and

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discuss specific requirements with Qwest's technical team. CLECs are encouraged to invite their technical experts, systems architects, and designers, to attend the walk through.

I.~~43~~.1 Conduct Walk-through
Qwest will lead the review of technical specifications. Qwest technical experts will answer the CLEC SMEs' questions. Qwest will capture action items such as requests for further clarification. Qwest will follow-up on all action items. ~~and notify CLECs of responses 100 calendar days prior to implementation.~~

I.54 CLEC's Comments on Draft Interface Technical Specifications

If the CLEC identifies issues or requires clarification, the CLEC must send ~~a~~ written ~~response~~ comments/concerns to the Systems CMP Manager no later than one-hundred and four (104) calendar days prior to implementation.

I.65 Qwest~~WEST~~ Response to Comments

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

I.76 Final Interface Technical Specifications

Generally, no less than one hundred (100) calendar days prior to the implementation of the new interface, Qwest will issue the Final Release Requirements to CLECs via web site posting and a CLEC notification. **(WCOM COMMENT: WHY IS THE TERM "GENERALLY" INSERTED HERE? THERE SHOULD BE SPECIFIED RELEASE NOTICE DATES FOR INTERFACE TECHNICAL SPECIFICATIONS.)**

Final Release Requirements will include:
~~Detailed requirements~~
~~Connectivity and Firewall Rules~~
~~Test Plan~~

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

~~I.7 Content of Final Notification Letter~~

~~The Final Release will include the following:~~

~~Summary of changes from Qwest response to comments~~
~~Indication of type of change (e.g., documentation change, business rule change, clarification change)~~
~~Changed requirements pages from initial notice, or reference to web site for final technical specifications~~
~~Testing period~~
~~Release date~~

Qwest's planned implementation date will not be sooner than one hundred (100) calendar days from the date of the final release requirements~~, unless the exception process has been invoked~~. The implementation time line for the release will not begin until final specifications are provided. Production Support type ~~Emergency~~ changes within the thirty (30) calendar day test window can –occur without advance notification but will be posted within 24 hours of the change.

~~II.~~I.2 ~~CLEC and Qwest Comments/Responses/Comments~~

~~Upon review of the preliminary plans for the interface if the CLEC wishes to provide feedback the CLEC must send a written response to Qwest. These responses must be provided no later than seven (7) calendar days prior to the first scheduled meeting. The CLEC's response will specify the CLEC's questions, issues and any alternative recommendations.~~

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~~CLECs may provide feedback to Qwest during CLEC/provider meetings. Additional CLEC feedback may be provided in accordance with the dates outlined in the detailed implementation time line.~~

~~III.Provider Responses/Comments~~

~~Qwest will maintain both a proprietary and non-proprietary issue log containing CLEC comments and Qwest responses. This non-proprietary issue log will be posted to Qwest's web site upon receipt of CLEC feedback. Qwest will respond to the CLEC feedback in accordance with the dates outlined in the detailed implementation time line. Qwest will also communicate its base line interface development plans via web site posting and CLEC notification in accordance with the dates outlined in the detailed implementation time line.~~

~~IV.~~I.4 ~~Final Release Requirements Announcement~~

~~CLECs via web site posting and a carrier CLEC notification.~~
~~Qwest will provide a Final Release Announcement to the CLECs via web site posting and a carrier notification.~~

II. Introduction of a New GUI

Qwest will issue a Release Notification forty--five (45) calendar days in advance of the Release Production Date. This will include:

- Proposed functionality of the interface including whether the new interface will replace an existing interface.
- Implementation time line (e.g., milestone dates, CLEC/Qwest comment cycle, Interface overview date)
- Implementation date
- Logistics for GUI Interface Overview

At least twenty--eight (~~six (~~28) ~~26)~~ calendar days in advance of the target implementation date of a new GUI interface, Qwest will issue a Release Announcement~~, post the Interface Overview on Qwest's web site and may host a design and development meeting~~. At a minimum, the Release Announcement will include~~:~~

~~:~~

- Draft User Guide

~~Proposed functionality of the interface~~
~~Implementation time line (e.g., milestone dates, CLEC/Qwest comment cycle)~~

~~Proposed CLEC/Qwest meeting to review the Interface Overview.~~
~~Initial CLEC implementation requirements (e.g., hardware, software, connectivity, firewall rules, etc.)~~

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- How and When Training will be administered

~~Implementation date~~ **(WCOM COMMENT: WHAT ABOUT IMPLEMENTATION DATE AND INTERFACE OVERVIEW SCHEDULE?)**

II.1 Interface Overview

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

II.2~~1~~ CLEC Comments and Qwest Response

At least twenty--five (25) ~~No more than four (4)~~ calendar days prior to the Release Production Date ***[AT&T Comment: we should define this in the Master Redline. If it is already on the list as a term we need to define, that's fine.]***~~following the Release Announcement~~ CLECs must forward their written comments and concerns ~~questions~~ to Qwest. Qwest will consider ~~elee~~CLEC comments and may address them ~~Qwest will respond to CLEC comments~~ with the release of the Final Notification. ~~at the Interface Overview Meeting.~~

~~**II.2 Interface Overview**~~

~~The first scheduled meeting should be held no less than seven (7) calendar days following Qwest's notice issuance. At the meeting, Qwest will share an overview of the new interface, including:~~

~~Response to CLEC Comments~~

~~Proposed implementation timeline~~

II.3 Final Notification

Qwest will issue a final notice no less than twenty--one (21) c~~C~~alendar ~~1~~4 days prior to the Release Production ~~implementation~~ date. The final notice will include:

- A summary of changes from the initial notice, including type of changes (e.g., documentation change, clarification, business rule change).
- Final User Guide
- Final Training information
- Final Implementation date.

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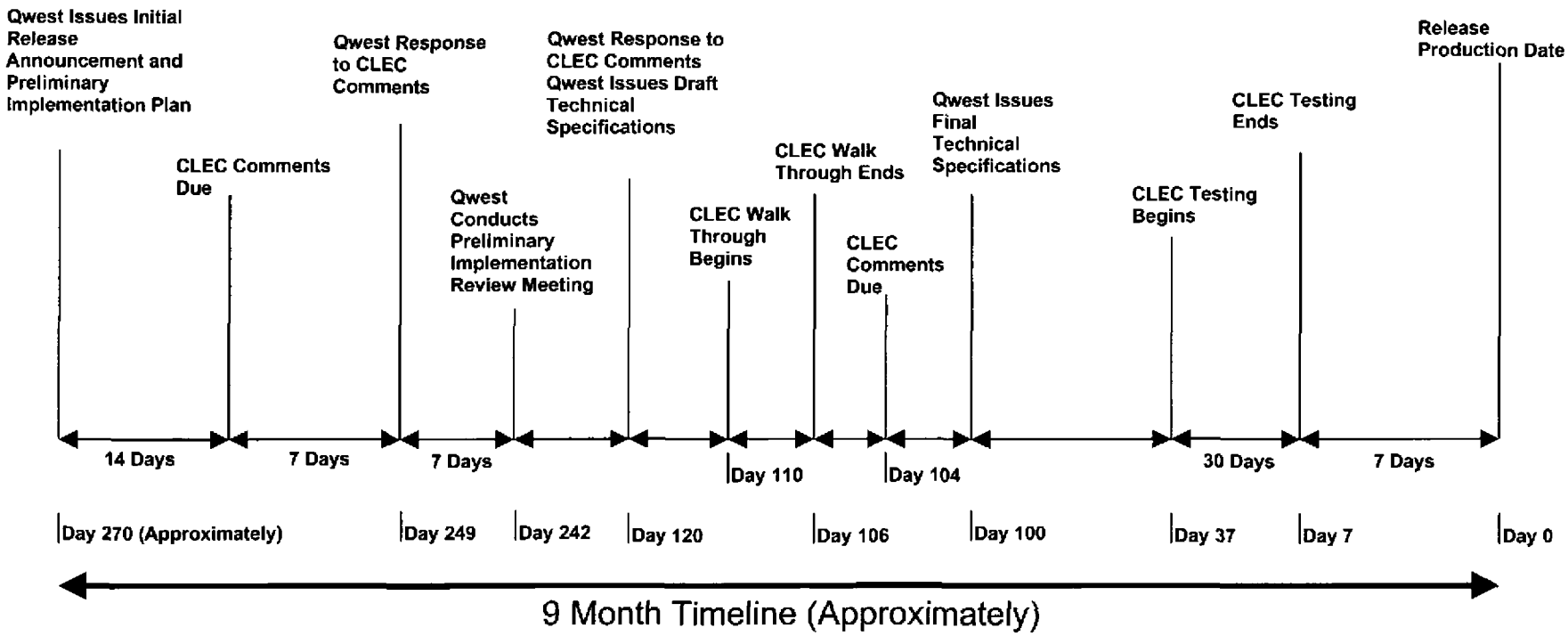
Qwest-CLEC Change Management Process
Introduction of A New Application-to-Application OSS Interface
Timeline



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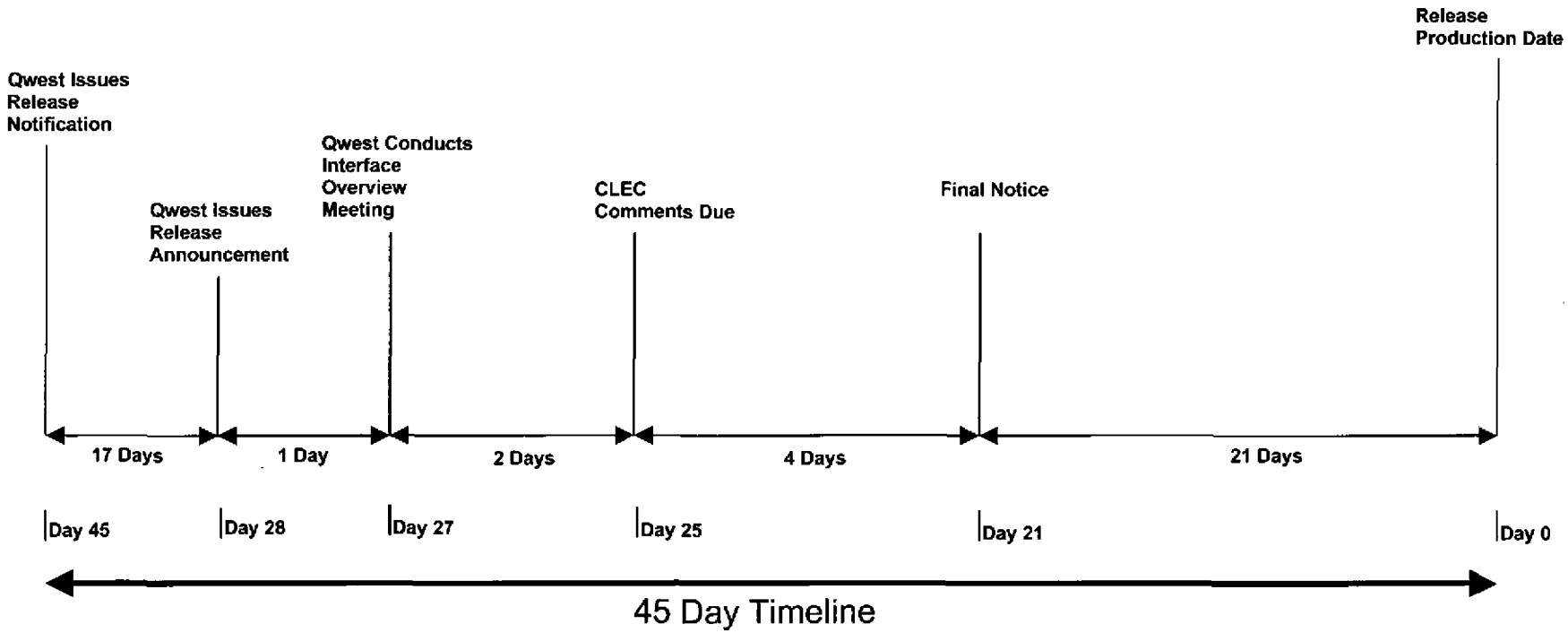
Qwest-CLEC Change Management Process
Introduction of A New Graphical User Interface (GUI) Timeline



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Qwest's Proposed Changes to Existing OSS Interfaces Language—~~10-09-01~~REVISED ~~10-16-01~~ 10-30-01

CHANGE TO EXISTING OSS INTERFACES

~~Pre-order, Orderapplication-to-application Change Process (Action item#)~~
~~As part of its development view, Qwest will prepare a preliminary package of the required changes and will share these plans at scheduled change management meetings.~~
At the first ~~emp~~CMP~~CMP~~ systems monthly meeting of each quarter, ~~q~~Qwest will also provide a rolling twelve (~~1~~12) month ~~tbd~~ view of its ~~oss~~OSS interface development schedule. **(AT&T Comment)** ***(including proposed new releases, new interfaces and, to the extent possible, retirement of existing interfaces).[AT&T Comment: If there is another place where the rolling 12 month view is discussed, we could put this clarifier there, but this is the only place I have seen it so far.]***

Qwest standard operating practice is to implement 3 major releases and 3 point releases (for IMA only) within a calendar year. Unless mandated as a Regulatory Change, Qwest will implement no more than four (4) releases per **(AT&T Comment) IMA** OSS Interface **(AT&T Comment) [and no more than two (2) released for other OSS Interfaces.]**~~{AT&T to check – action item}~~ requiring coding changes to the CLEC interfaces within a calendar year. The Major release changes should occur no less than three (3) months apart. **(WCOM COMMENT: IF THIS CLAUSE IS REQUIRED FOR IMA RELEASES ONLY, THERE SHOULD BE LANGUAGE TO ADDRESS THE RELEASE CYCLES OF OTHER OSSs INCLUDED IN THIS DOCUMENT.) [AT&T Comment: Qwest was to determine whether it can agree to 2 releases on interfaces other than the IMA.]**

I. Application-to-Application OSS Interface
~~Qwest should make available two (2) versions of an interface between the sunrise and sunset dates.~~ Qwest will support the previous major ~~I~~interconnect M~~m~~ediated A~~a~~ccess (~~ima~~IMA) ~~ima~~ EDI release for six (6) months after the subsequent major ~~ima edi~~IMA EDI release has been implemented.

Past versions of ~~ima edi~~IMA EDI will only be modified as a result of production support changes. **(AT&T Comment)** ***When such production support changes are made, Qwest will also modify the related documentation.*** ~~Will be implelemented in past versions of ima edi~~. All other changes become candidates for future ~~ima edi~~IMA EDI releases.

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Qwest makes one version of the Eelectronic Bbonding-Ttrouble Aadministration (ebtaEBTA) and billing interfaces available at any given time, and will not support any previous versions. **(WCOM COMMENT: BECAUSE QWEST DOES NOT SUPPORT VERSIONING FOR EBTA OR BILLING INTERFACES, THE REDESIGN TEAM NEEDS TO MAKE SURE THAT THE RELEASE NOTIFICATIONS FOR THESE INTERFACES ARE PROVIDED TIMELY ENOUGH THAT REQUIREMENTS CAN BE IMPLEMENTED BY CLECS PRIOR TO THE IMPLEMENTATION OF THE NEWEST RELEASE.)**

~~Unless mandated, Qwest will implement no more than four (4) releases requiring coding changes to the CLEC interfaces within a calendar year. These changes should occur no less than three (3) months apart.~~

~~I.~~I. ~~Versioning of TYPE 1 Changes~~

~~For TYPE 1 changes, the version number will not be incremented and will not cause the oldest dot version of the current version to be retired as a result of the implemented fix.~~

~~II.~~II. ~~Versioning of TYPE 2 Changes~~

~~For TYPE 2 changes that must occur between regularly scheduled releases, Qwest will not retire the oldest version in order to implement the TYPE 2change. The TYPE 2 change will be implemented as either a dot release or a sub-dot release of all versions (except a retired version), unless the structure of the old version could not accommodate the TYPE 2 change or the old version is scheduled to be retired within the next six months.~~

~~If the TYPE 2 change results in an interface implementation, before applicable industry guidelines are finalized at the appropriate industry forums, dot release versioning is issued. An example of dot versioning of A PROVIDER'S~~QWEST'S ~~LSOG Issue 5 implementation is V5.1.~~

~~If the TYPE 2 change results in an interface implementation that is in line with industry guidelines, sub-dot release versioning is issued. An example of sub-dot release of A PROVIDER'S~~QWEST'S ~~LSOG Issue 5 implementation is V5.0.1.~~

~~TYPE 2 changes that occur at the time of a regularly scheduled release will be made in all versions (except a retired version). If the structure or intent of the old version cannot accommodate the change then, via the Prioritization process a joint PROVIDER~~QWEST~~/CLEC decision is made that the mandate should not be implemented in an old version.~~

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~~III.Versioning of TYPE 3 Changes~~

~~For TYPE 3changes, the base version identity should follow the LSOG issue identity. For example, the first release of A PROVIDER'S~~QWEST'S ~~LSOG Issue 5 implementation should be V5.0.~~

~~IV.Versioning of TYPE 4 AND TYPE 5 Changes~~

~~TYPE 4 AND TYPE 5 changes will be implemented as a sub-dot release of all versions, unless the structure of the old version could not accommodate THE TYPE 4 OR TYPE 5 change.~~

~~If the --TYPE 4 OR TYPE 5 change results in an interface implementation, before applicable industry guidelines are finalized at the appropriate industry forums, dot release versioning is issued. An example of dot versioning of A PROVIDER'S~~QWEST'S ~~LSOG Issue 5 implementation is V5.1.~~

~~If the TYPE 4 OR TYPE 5 change results in an interface implementation that is in line with industry guidelines, sub-dot release versioning is issued. An example of sub-dot release of A PROVIDER'S LSOG~~QWEST'S ~~Issue 5 implementation is V5.0.1.~~

II. Graphical User Interface (GUI)
Qwest makes one version of a ~~gui~~GUI available at any given time and will not support any previous versions. **(WCOM COMMENT: WOULD IT NOT BE FAIR TO SAY THAT QWEST CANNOT SUPPORT VERSIONS OF ITS IMA GUI INTERFACE BECAUSE IT IS A INTERNET CONNECTION? THUS THERE IS A DIFFERENCE WHEN YOU CONSIDER THE ABILITY TO SUPPORT VERSIONS (EBTA & BILLING) AND THE INABILITY TO SUPPORT VERSIONS. WCOM BELIEVES THIS NEEDS TO BE MADE CLEAR.)**

~~. Interconnect mediated access (ima) ima gui~~IMA GUI changes for a pre-order or ordering ~~gui~~ will be implemented at the same time as ~~in conjunction with~~ an IMA EDI release.

Requirements Review—Application-to-Application Interface (AT&T Comment) (also see attached timeline)

This section describes the timelines that Qwest, and any CLEC choosing to implement on the Qwest Release Production Date (date the Qwest release is available for use **(AT&T Comment)**

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

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by CLECs), will adhere to in changing existing interfaces. [1]For any CLEC not choosing to implement on the Qwest Release Production Date, Qwest and the CLEC will negotiate a mutually agreed to CLEC implementation time line, including testing.

~~V.~~III. Draft Interface ~~Release Requirements~~Technical Specifications [make sure CR process and this process are linked properly in final document]

Prior to Qwest implementing ~~a new interface or~~ a change to an existing interface, Qwest will notify CLECs of the draft ~~release requirements~~Ttechnical ~~specifications~~Specifications. **(WCOM COMMENT: LANGUAGE SHOULD BE ADDED THAT INDICATES ANY CLEC AFFECTING CHANGE QWEST WILL HAVE FORMALLY SUBMITTED THROUGH THE CR PROCESS.)**

~~Notification and confirmation time lines for TYPE 1 are determined on an individual case basis based on the severity of the problem.~~

~~Notifications for TYPE 2 changes are based on applicable law and / or regulatory rules.~~

~~TYPE 3time lines are based on CLEC / PROVIDER QWEST agreement in conjunction with the rollout of national guidelines, subject to any overriding regulatory obligations.~~

~~Generally, a Type 4 and Type 5 change notification will occur at least 73 calendar days prior to implementing the change. Draft business rules / technical specifications will be produced and distributed to CLECs 66 calendar days prior to implementation. CLECs have fifteen (15) calendar days from the initial publication of draft documentation to provide comments / questions on the documentation. Change confirmation will occur 45 calendar days prior to implementation through publication of final business rules / technical specifications.~~

Qwest will provide draft technical specifications at least seventy-three (73) calendar days prior to implementing the release unless the exception process (see Section xx) has been invoked. Technical specifications are documents that provide information the CLECs need to code the interface. CLEC~~lees~~ have eighteen (18~~5~~) calendar days from the initial publication of draft technical specifications to provide written comments/questions on the documentation.

---

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

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~~For TYP_E 4 OR TYPE 5 change requests more or less notification may be provided based on severity and the impact of the change. For example, Qwest can implement the change in less than 45 calendar days.~~

~~Documentation of new or revised error messages associated with _Type 4 or Type 5 change requests will be provided no later than 30 calendar days prior to implementation date.~~

~~VI.~~IV. Content of Draft Interface ~~Release Requirements~~Technical Specifications

The Notification letter will contain:

- Written summary of change(s)
- Target time frame for implementation
-

Draft **(AT&T Comment) Technical Specifications** documentation, or instructions on how to access **(AT&T Comment) the draft Technical Specifications** documentation on the Web site.~~Any cross-reference to updated documentation such as the Users Guide. This type of documentation should also include a summary of changes made to the document~~~~DRAFT DOCUMENTATION, OR INSTRUCTIONS ON HOW TO ACCESS DOCUMENTATION ON THE WEB SITE.~~ **(WCOM COMMENT: NEED TO ADD DRAFT TECHNICAL SPECIFICATIONS DOCUMENT.)** ***[AT&T Comment: weren't we going to say "Technical Specifications" here and explain what they include, e.g., such as mapping? or were we to define "Technical Specifications" in the term section of the Master Redline?]***

~~VII.~~V. Walk Through of Draft Interface ~~Release Requirements~~Technical Specifications

~~If requested by one or more CLECs within fourteen (14) calendar days of receiving the initial Release Requirements, Qwest will sponsor a walk through with the appropriate internal subject matter experts. Qwest will hold this walk through no later than thirty (30) calendar days prior to the scheduled implementation.~~ Qwest will sponsor a walk through, including the appropriate internal subject matter experts (SMEs), beginning sixty-eight (68) calendar days prior to implementation and ending no ~~later~~less than fifty-eight (58) calendar days prior to implementation. A walk through will afford CLEC SMEs the opportunity to ask questions and discuss specific requirements with Qwest's technical team. CLECs are encouraged to invite their technical experts, systems architects, and designers, to attend the walk through.

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III.1 Walk through Notification Content
This notification will contain:

- Purpose
- Logistical information (including a conference line)
- Reference to draft technical specifications, or **(AT&T Comment) reference to a** web site **(AT&T Comment) with draft specifications**
- Additional pertinent material

III.2 Conduct the Walk-through
Qwest will lead the review of technical specifications~~ and technical specifications~~. Qwest technical experts will answer the CLEC SMEs' questions. Qwest will capture action items such as requests for further clarification. Qwest will follow-up on all action items and notify CLECs of responses 45 calendar days prior to implementation.

~~VIII.~~VI. CLEC's Comments on Draft Interface ~~Release Requirements~~Technical Specifications

If the CLEC identifies issues or requires clarification, the CLEC must send written comments ~~a written response~~ to ~~Qwest and the CLEC's Account Manager QWEST AND THE CLEC'S ACCOUNT~~ the S~~s~~ystems CMP Manager no ~~sooner~~~~later~~less ~~-~~thant fifty-five (55)~~8~~ calendar days prior to implementation. ~~Qwest must receive the CLEC's response seven (7) calendar days prior to the date of the Initial Release Requirements. The response will specify the CLEC's questions, issues and any other alternative recommendations for implementation.~~

~~IX.~~VII. ~~PROVIDER~~ Qwest~~WEST~~ Response to Comments

Qwest will review and respond with written answers to all CLEC issues, comments/concerns ~~WITHIN SEVEN (7)~~ no ~~later~~less than forty-five (45) calendar days prior to implementation. The answers will be shared with all CLECs, unless the CLECs question(s) are marked proprietary. Any changes that may occur as a result of the responses will be distributed to all CLECs in the same notification letter. The notification will include the description of any change(s) made as a result of CLEC comments. The change(s) will be reflected in the final technical specifications.

~~X.~~VIII. Final Interface ~~Release Requirements~~Technical Specifications

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

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

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The notification letter resulting from the CLEC's ~~response~~ comments from the Initial Release Notification will constitute the Final ~~Release Requirements~~Technical Specifications. ***[AT&T Comment: We discussed that after the final specifications, there may be other changes made to documentation or the coding that is documented in the form of addenda. Is there another place in the Master redline where this will be addressed since it probably relates to new releases as well as new interfaces?]***

~~XI.~~IX. Content of Final ~~Interface Release Requirements~~Notification Letter

~~In addition to the content of interface initial release requirements,~~ Tthe Final Release will include the following:

- Reference to Final Technical Specifications, or web site
- ~~Summary of changes from Qwest response to comments~~
- Qwest response to CLEC comments
- Summary of changes from the prior release, including any changes made as a result of CLEC comments on Draft Technical Specifications
- Indication of type of change (e.g., documentation change, business rule change, clarification change)

~~□Changed requirements pages~~

- Final Joint Test Plan including transactions which have changed
- Joint Testing Period~~JOINT TESTING PERIOD~~
- Release date

~~□Interval before implementation of release~~

Qwest's planned implementation date will ~~not~~ be at least ~~sooner than~~ forty-five (45) calendar days from the date of the final release requirements, unless the exception process has been invoked. ~~Qwest will post notification to provider's web site to inform the CLECs of possible impact to CLEC ordering ability. Qwest will post this information forty-five (45) calendar days prior to the scheduled implementation of such changes, if possible, but not less than thirty (30) calendar days prior to implementation.~~ The implementation time line for the release will not begin until ~~all related documentation is~~ final specifications are provided. Production Support type of ~~Emergency~~ changes that occur within the thirty (30) calendar day test window can ~~that~~ occur without advance notification but will be posted within 24 hours of the change.

X. Joint Testing Period

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[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

Qwest will provide a thirty (30)- day test window for any CLEC who desires to jointly test with Qwest prior to the Release Production Date. **(WCOM COMMENT: WHEN SATE IS EMPLOYED BY A CLEC JOINT TESTING IS NOT REQUIRED, THUS PLEASE ADD CLARIFYING LANGUAGE TO DISTINGUISH BETWEEN JOINT TESTING AND AVAILABILITY TO TEST PRIOR TO IMPLEMENTATION. WE NEED TO ALSO BE CONSISTENT WITH THE USE OF CLEC COMMENTS / CONCERNS.)**

Requirements Review—Graphical User Interface (GUI) (AT&T Comment)
(also see attached timeline)

XI. Draft GUI Release Notice

Prior to implementation of ~~of a new interface or~~ a change to an existing interface, Qwest will notify CLECs of the draft release notes and the planned implementation date.

Notification will occur at least twenty-~~one~~eight (21~~8~~) calendar days prior to implementing the release unless an exception process has been invoked. This notification ~~may~~will -include draft user guide information if necessary.

CLECs must ~~may~~ provide comments/questions on the documentation no ~~later~~less than ~~17~~twenty-five (25) calendar days prior to implementation.

Final notice for the release will be published at least twenty--one ~~fifteen~~ (21~~15~~) calendar days prior to production release date ~~implementation~~.

XII. Content of Draft Interface Release Notice

The notification will contain:

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

~~In addition to the content of Interface Initial Release Requirements, the Final Release will include the following:~~

~~□Summary of changes from Qwest response to comments~~

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

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

~~Indication of type of change (e.g., documentation change, business rule change, clarification change)~~
~~Changed requirements pages~~
~~Release date~~
~~Interval before implementation of release~~

XIII. CLEC Comments on Draft Interface Release Notice

Any CLEC comments must be submitted in writing to the Ssystems CMP Manager. **(WCOM COMMENT: WHEN ARE THESE COMMENTS DUE?)**

XIV. Qwest Response to Comments

Qwest will consider ~~clec~~CLEC comments and may address them ~~review and respond with written answers to all clec issues, comments and concerns regarding~~ in the ~~initial~~ final GUI release notice within four~~two~~ (~~4~~2) calendar days **(AT&T Comment) after receipt of CLEC comments.** ~~The answers will be shared with all clecs, unless the clec question (s) are marked proprietary. Any changes that may occur as a result of the responses will be distributed to all clecs in the same final notification letter.~~

~~FINAL INTERFACE RELEASE NOTICE~~

~~THE FINAL NOTIFICATION LETTER WILL CONSTITUTE THE FINAL RELEASE NOTICE.~~

XV. Content of Final Interface release Notice

- CLEC comments to the draft notice may be incorporated into the final notice, which shall include
- Final notification letter
- Summary of changes from draft interface release notice
- Final user guide (or revised pages)
- Release date

Qwest's planned implementation date will ~~not~~ be no later ~~sooner~~ than twenty--one ~~fifteen~~ (21~~15~~) calendar days from the date of the final release notice. Qwest will post this information on the CMP web site. Production support type ~~emergency~~ changes that occur without advance notification will be posted within 24 hours of the change. The implementation time line for the release will not begin until all related documentation is provided.

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

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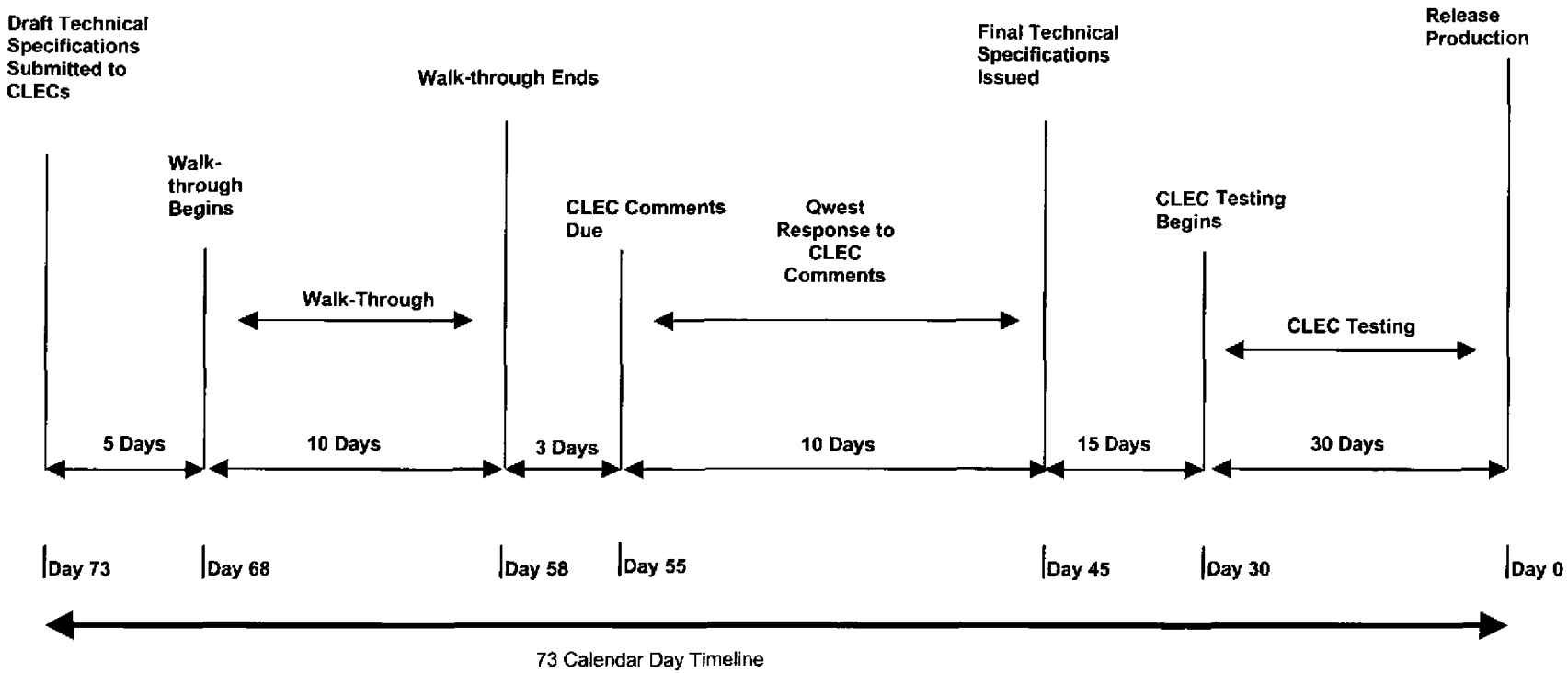
Qwest-CLEC Change Management Process
Changes to An Existing Application-to-Application OSS Interface Timeline



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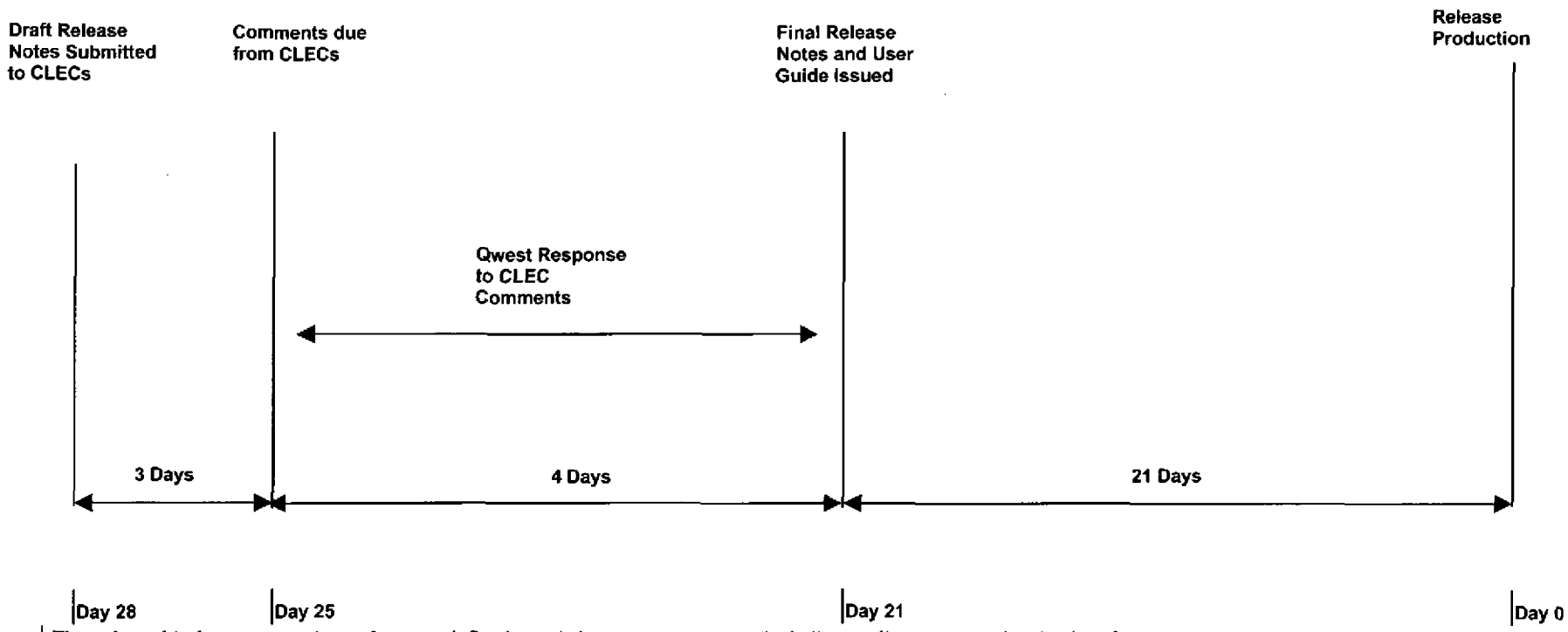
Qwest-CLEC Change Management Process
Changes to An Existing Graphic User Interface (GUI) Timelines



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~~Qwest proposed changes to~~ RETIREMENT OF EXISTING OSS INTERFACES ~~language- revised 10-31-01 (reformatted)~~ 11-01-01

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

Application-to-Application OSS Interface

~~XVIII.~~Initial Retirement Plans—~~Application-to-Application Interface~~

At least nine (9) months before the retirement date of Application-to-Application interfaces, Qwest will share the retirement plans via web site posting and CLEC notification. The scheduled new interface is to be in a CLEC certified production release prior to the retirement of the older interface.

Alternatively, Qwest may choose to retire an interface if there is no CLEC usage of that interface for the most recent three (3) consecutive months. Qwest will provide thirty (30) calendar day notification of the retirement via web posting and CLEC notification.

~~XIX.~~XVI. Initial Retirement Notice to CLECs:

Initial Retirement Notices will include:

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

CLEC Comments to Initial Retirement Notice

CLEC comments to the Initial Retirement Notice are due to Qwest no later than fifteen (15) calendar days following the Initial Retirement Notice.

Comparable Functionality

Unless otherwise agreed to by Qwest and a CLEC user, when Qwest announces the retirement of an interface for which a comparable interface does or will exist, a CLEC user will not be permitted to commence building to the retiring interface. CLEC users of the retiring interface will be grandfathered until the retirement of the interface~~.~~. Qwest will ensure **(AT&T Comment) that an interface with**

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~~C~~comparable ~~f~~Functionality **is available** no less than six months prior to retirement of an Application-to-Application interface.

Final Retirement Notice

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

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

Graphical User Interface (GUI)

~~XX.~~XVII. Initial Retirement Plans~~—Graphical User Interface~~

At least two (2) months in advance of the target retirement date of a GUI[1]~~,~~ Qwest will share the retirement plans via web site posting and CLEC notification. The scheduled new interface is to be in a CLEC certified production release prior to the retirement of the older interface.

Alternatively, Qwest may choose to retire an interface if there is no CLEC usage of that interface for the most recent three (3) consecutive months. Qwest will provide thirty (30) calendar day notification of the retirement via web posting and CLEC notification.

~~XXI.~~XVIII. Initial Retirement Notice to CLECs:

Initial Retirement Notices will include:

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

CLEC Comments to Initial Retirement Notice

CLEC comments to the Initial Retirement Notice are due to Qwest no later than fifteen (15) calendar days following the Initial Retirement Notice.

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

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Comparable Functionality

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

Final Retirement Notice

The Final Retirement Notice will be provided to CLECs no later than twenty-one (21) calendar days following the initial retirement notice for GUI retirements. The Final Retirement Notice will contain:

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

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

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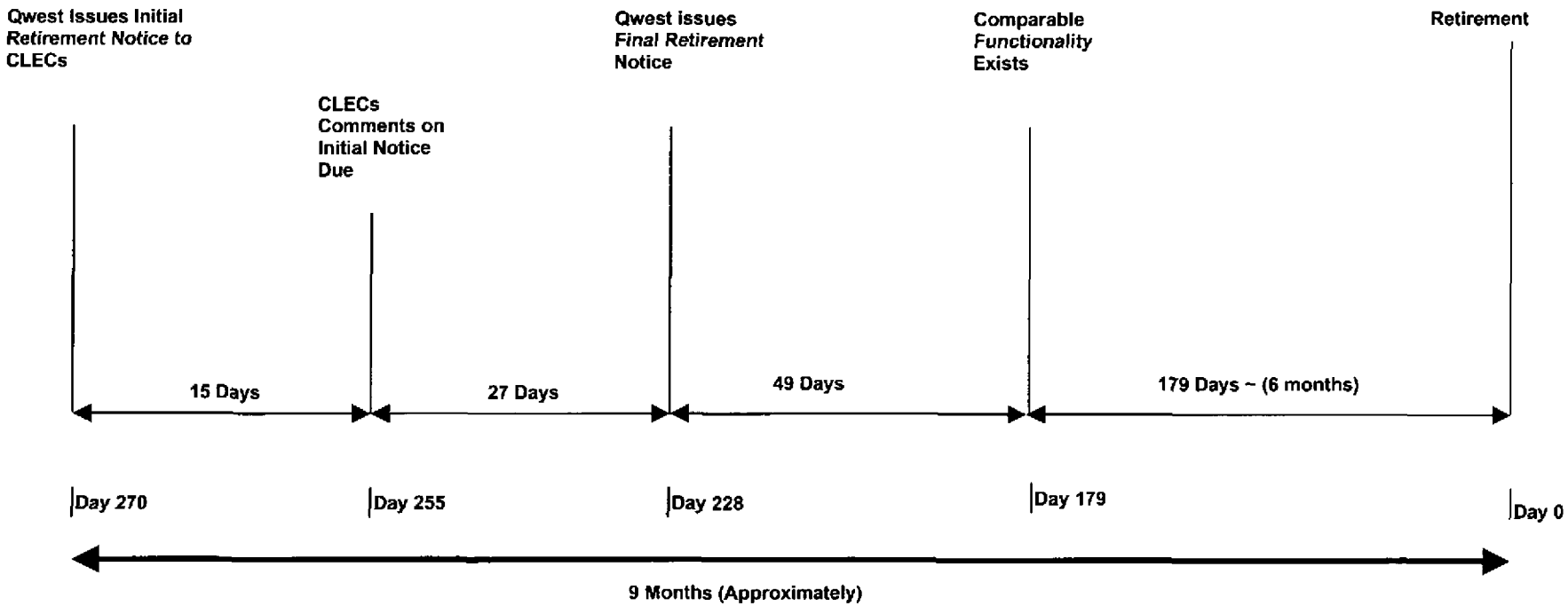
Qwest-CLEC Change Management Process
Retirement of An Existing Application-to-Application OSS Interface Timeline



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

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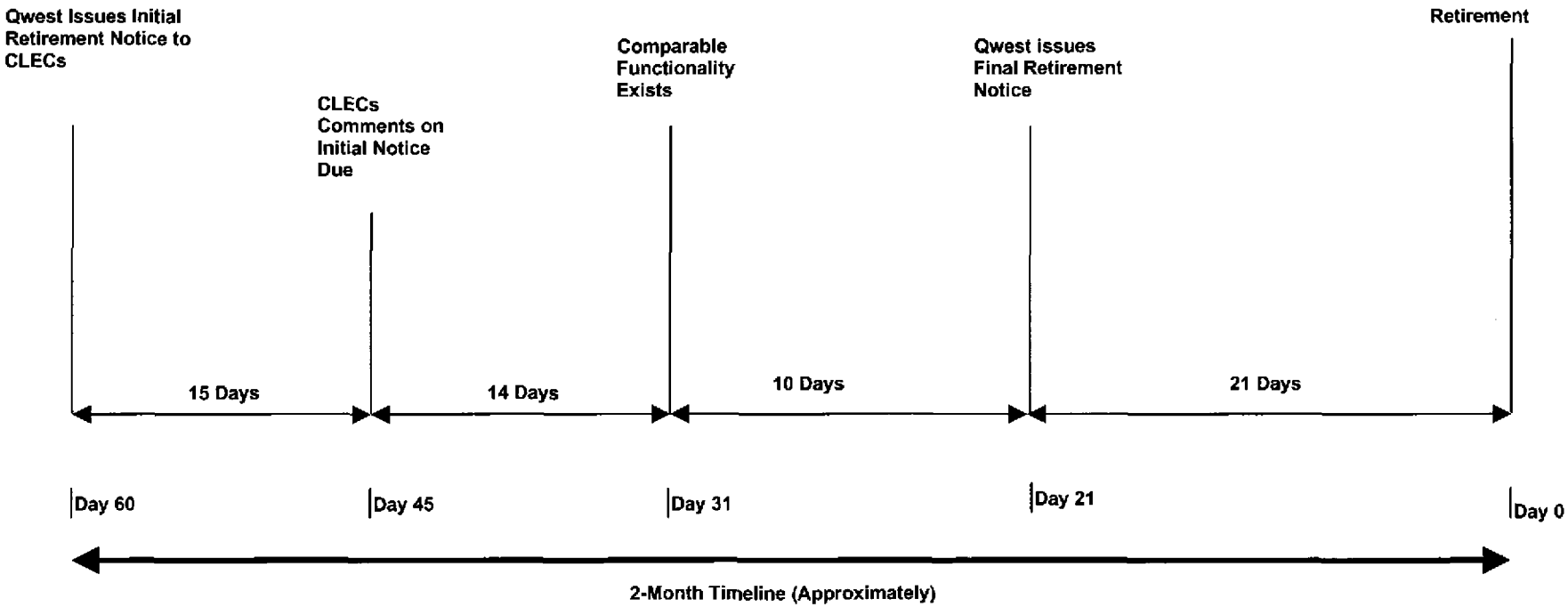
Qwest-CLEC Change Management Process
Retirement of An Existing Graphic User Interface
Timeline



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ADMINISTRATION
MANAGING THE CHANGE MANAGEMENT PROCESS
FROM AUGUST 8, 2001 REDLINED FRAMEWORK

~~I.~~XIX. Change Management POC

~~The provider~~ Qwest and each ~~customer~~CLEC will designate primary and secondary change management POC(s) who will serve as the official designees for matters regarding this CMP. The primary POC is the official voting member, and a secondary (alternate) POC can vote in the absence of the primary POC for each CLEC.~~.~~

~~II.Purpose of Change Management POC~~

~~The change management POC will serve as the official designee for all matters regarding change management, including:~~

- ~~Submission of change request forms~~
- ~~Notification of critical matters, such as Type 1 errors~~

~~The customers~~CLECs and Qwest will exchange POC information including items such as: ~~must provide the following information to the provider's change management POC:~~

- Name
- Title
- Company
- Telephone number
- E-mail address
- Fax number
- Cell phone/Pager number

~~III.~~Change Management POC List ~~Creation~~
XX.

~~The provider will create a distribution list and publish this list.~~ Primary and secondary CLEC POCs should be included in the Qwest maintained distribution list. ~~At least a primary customer POC and secondary customer POC should be included in the distribution list.~~ It is the CLECs responsibility to notify Qwest of any POC changes. ~~It is the provider's responsibility to maintain and update the information on the list with the assistance of the customer. This list will be used to update customers on change management issues.~~ The list will be made available to all participating CLECs with the permission of the POCs.

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~~IV.~~XXI. ~~Formal~~ Preferred Method of Communication

~~The standard methods of communication are mail, e-mail, web site, telephone, and fax. Critical matters will be communicated using the distribution list.~~ The preferred method of communication is e-mail with supporting information posted to the web site

~~V.~~XXII. *Governing Body*

The change management organizational structure must support the CMP. Each position within the organization has defined roles and responsibilities as outlined below.

CMP Team: Representatives are from the ~~customer~~CLECs (or their authorized agents) and ~~the provider~~Qwest. This team meets monthly to review, prioritize, and make recommendations for change management requests. The change management requests are used as input to internal change management processes.

CMP Steering Committee: The CMP Steering Committee consists of representatives from the ~~customer~~CLECs and ~~the provider~~Qwest who will be responsible for managing compliance to the CMP document. The responsibilities of the CMP Steering Committee are:

- *On-going commitment*
- *Participation in change management meetings/conference calls*
- *Reviewing changes/suggestions to the CMP document for submittal to OBF*
- *Process improvements*
- *Managing meeting schedule/logistics*

A standing agenda item at the regular change management meetings will provide an opportunity for ~~the provider~~Qwest and ~~customer~~CLECs to assess the effectiveness of the CMP. Both the ~~customer~~CLECs and ~~the provider~~Qwest will use this opportunity to provide feedback of instances of non-compliance and commit to taking appropriate action(s).

Provider POC: ~~The provider~~Qwest POC is responsible for managing the CMP. ~~The provider~~Qwest POC will be responsible for maintaining the integrity of the change requests, preparing for and facilitating review meetings, presenting change requests to ~~the provider~~Qwest's internal CMP, and ensuring that all notifications are communicated to the appropriate parties.

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~~Customer~~CLEC POC: The ~~customer~~CLEC POC will serve as the official designee for all matters regarding CMP, including:

- *Submission of ~~customer~~CLEC change request forms*
- *Notification of critical matters, such as Type 1 errors*

Release Management Team: A team of ~~customer~~CLEC and provider representatives who manage the implementation of scheduled releases.

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MEETINGS

~~Change Management meetings will be conducted monthly.~~
FROM AUGUST 8, 2001 REDLINED FRAMEWORK

Change Management meetings will be conducted on a regularly scheduled basis, at least on a monthly basis. Meeting participants can choose to attend meetings in person or participate by conference call.

Meetings are held to review, prioritize, manage the implementation of process and system changes and address change management requests. Qwest will review the status of all applicable change requests. The meeting may also include discussions of Qwest's development view.

CLEC's request for additional agenda items and associated materials should be submitted to Qwest at least five (5) business days by noon (MST) in advance of the meeting. Qwest is responsible for distributing the agenda and associated meeting materials at least three (3) business days by noon (MST) in advance of the meeting. Qwest will be responsible for preparing, maintaining, and distributing meeting minutes . Attendees with any walk-on items should bring materials of the walk-on items to the meeting.

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

Additional meetings may be held at the request of Qwest or any qualified CLEC (as defined in this document). Meeting notification must contain an agenda plus any supporting meeting materials. These meetings should be announced at least five (5) business days prior to their occurrence. Exceptions may be made for emergency situations.

~~The provider is responsible for notifying customers and distributing agendas and other meeting materials to include, but not limited to, actual change requests received from the customers and documentation of industry guidelines and regulatory changes at least seven (7)calendar days in advance of the meeting.~~
~~Customers can choose to attend meetings in person or participate by conference call. The provider must make a conference bridge available for meetings. The agenda will include the dial-in number and the access information.~~

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~~The provider will be responsible for preparing, maintaining, and distributing minutes following the meeting. The draft version of the minutes must be distributed no later than seven (7) calendar days after the meeting and must contain the name of each attendee and the company they represent. All attendees, whether in person or by phone, must identify themselves and the company they represent. The provider will also update the status of change requests after the meeting and distribute it following the meeting as part of the meeting minutes.~~

~~Emergency or special meetings may be held at the request of the provider or any qualified customer (as defined in this document). Emergency meeting notification must contain an agenda plus any supporting meeting materials. These meetings should be announced at least two (2) business days prior to their occurrence.~~

Meeting Materials [Distribution Package] for Change Management Meeting FROM AUGUST 8, 2001 REDLINED FRAMEWORK

Meeting materials should include the following information:

- Meeting Logistics
- Minutes from previous meeting
- Agenda
- Change Requests and responses
  - New/Active
  - Updated
  - Log
- Issues, Action Items Log and associated statuses
- Release Summary12 Month Development View
- Monthly System Outage Report
- Any other material to be discussed

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

~~Agenda Items for Change Management Meeting~~

~~Agenda items should include but are not limited to, the following:~~

~~Change Request discussions~~

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~~Issues/Actions~~
~~Release Notice/12 Month Development View~~
~~Effectiveness of change management Process~~
~~Specifications for regulatory or industry originated change requests~~

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~~II.Change Management Meeting Action Log and Change Request Status~~

~~The provider will maintain and distribute at the change management meeting an Action Item Log containing action items from previous meetings and status. Additionally, during the change management meetings, the provider will review status of the customer change requests. The meeting will include discussions of the provider's development view, as well as any customer's suggested development to the provider Operations Support Systems (OSSs).~~

III.Meeting Minutes for Change Management Meeting
FROM AUGUST 8, 2001 REDLINED FRAMEWORK

- Qwest will take minutes.

Qwest will summarize discussions in meeting minutes and include any revised documents such as Issues, Action items and statuses.

Minutes should be distributed to meeting participants for comments or revisions no later than five (5) business days by noon (MST)after the meeting. CLEC comments should be provided within two (2) business days by noon (MST). Revised minutes, if CLEC comments are received , should be distributed within nine (9) business days by noon (MST) after the meeting.

~~The provider will take minutes during the meeting. Meeting minutes should include, but are not limited to, the following:~~

~~Current status of change requests and Release Notices~~
~~Issues/Action items and status~~
~~Attendees/Company~~

~~A draft version of the minutes should be distributed to meeting participants for comments or revisions no later than seven (7) calendar days after the meeting. Customers need to respond to the provider with any modifications to the draft version within two (2) business days. Revisions and comments will be incorporated into the final minutes. The final minutes will be distributed within eleven (11) calendar days after the meeting.~~

~~IV.~~XXIII. ~~Provider~~Qwest ~~Change Management Process~~ Wholesale CMP Web Site[Need to re-visit – ACTION ITEM #17G]
FROM AUGUST 8, 2001 REDLINED FRAMEWORK

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To facilitate access to CMP documentation, ~~the provider~~Qwest will maintain CMP information on its web site. The web site should be easy to use and updated in a timely manner. The Web site should be a well organized central repository for CLEC notifications and CMP documentation. Active documentation including meeting materials (Distribution Package), should be maintained on the website. Change Requests and release notifications should be identified in accordance with the agreed upon naming convention, to facilitate ease of identification. [action item #] Qwest will maintain closed and old versions of documents on the web site's Archive page for 18 months before storing off line. Information that has been removed from the web site can be obtained by contacting the appropriate Qwest CMP Manager. -At a minimum, the CMP web site will ~~contain~~ include:

- Current version of ~~the provider~~Qwest CMP document describing CMP's purpose and scope of setting forth the CMP objectives, procedures, and timelines, including release life cycles.
- Calendar of release dates
- OSS hours of availability
- Links to related web sites, such as IMA EDI, IMA GUI, CEMR, and Notices
- Current CMP escalation process
- CMP prioritization process description and guidelines
- Change Request form and instructions to complete form
- Submitted and open Change Requests and the status of each
- Responses to Change Requests and written responses to CLEC inquiries
- Meeting (formal and informal) information for CMP monthly meetings and interim meetings or conference calls, including descriptions of meetings and participants, agendas, sign-up forms, and schedules
- ~~Joint Release Test Plan Template~~
- A log of ~~customer~~ CLEC and ~~provider~~ Qwest change requests and associated statuses
- ~~Issue/Action items and statuses~~Meeting materials(distribution package)
- Meeting minutes
- Release announcements and other CLEC notifications and associated requirements
- Directory to CLEC notifications for the month

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- Business rules, SATE test case scenarios technical specifications, and user guides will be provided via links on the CMP web site. ~~based on the LSOG and provider's specific requirements~~
- Contact information for the CMP POC list, including CLEC, Qwest and other participants (with participant consent to publish contact information on web page).

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~~REQUIREMENTS REVIEW~~

~~*I. Draft Interface Release Requirements*~~

~~*Prior to implementing a new interface or a change to an existing interface, the provider*~~*Qwest* ~~*will notify customer*~~*CLECs* ~~*of the draft release requirements.*~~

~~*Notification and confirmation time lines for Type 1 are determined on an individual case basis based on the severity of the problem.*~~

~~*Notifications for Type 2 changes are based on applicable law and / or regulatory rules.*~~

~~*Type 3 time lines are based on customer*~~*CLEC* ~~*/ provider agreement in conjunction with the rollout of national guidelines, (See Issue 1714: New Issue Life Cycle Process) subject to any overriding regulatory obligations.*~~

~~*Generally, a Type 4 and Type 5 change notification will occur at least 73 calendar days prior to implementing the change. Draft business rules / technical specifications will be produced and distributed to customer*~~*CLECs* ~~*66 calendar days prior to implementation. Customer*~~*CLECs* ~~*have fifteen (15) calendar days from the initial publication of draft documentation to provide comments / questions on the documentation. Change confirmation will occur 45 calendar days prior to implementation through publication of final business rules / technical specifications.*~~

~~*For Type 4 or Type 5 change requests more or less notification may be provided based on severity and the impact of the change. For example, the provider*~~*Qwest* ~~*can implement the change in less than 45 calendar days.*~~

~~*Documentation of new or revised error messages associated with Type 4 or Type 5 change requests will be provided no later than 30 calendar days prior to implementation date.*~~

~~*II. Content of Draft Interface Release Requirements*~~

~~*The Notification letter will contain:*~~

- ~~*Written summary of change(s)*~~
- ~~*Target time frame for implementation*~~
- ~~*Any cross-reference to updated documentation such as the Users Guide. This type of documentation should also include a summary of changes made to the document*~~

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~~III. Walk Through of Draft Interface Release Requirements~~

~~*If requested by one or more customerCLECs within fourteen (14) calendar days of receiving the initial Release Requirements, the providerQwest will sponsor a walk through with the appropriate internal subject matter experts. The providerQwest will hold this walk through no later than thirty (30) calendar days prior to the scheduled implementation.*~~

~~IV. CustomerCLEC's Comments on Draft Interface Release Requirements~~

~~*If the customerCLEC identifies issues or requires clarification, the customerCLEC must send a written response to the providerQwest and the customerCLEC's Account Manager. The providerQwest must receive the customerCLEC's response seven (7) calendar days prior to the date of the Initial Release Requirements. The response will specify the customerCLEC's questions, issues and any other alternative recommendations for implementation.*~~

~~V. Provider Response to Comments~~

~~*The providerQwest will review and respond with written answers to all customerCLEC issues, comments/concerns within seven (7) calendar days. The answers will be shared with all customerCLECs, unless the question (s) are marked proprietary. Any changes that may occur as a result of the responses will be distributed to all customerCLECs in the same notification letter.*~~

~~VI. Final Interface Release Requirements~~

~~*The notification letter resulting from the customerCLEC's response from the Initial Release Notification will constitute the Final Release Requirements.*~~

~~VII. Content of Final Interface Release Requirements~~

~~*In addition to the content of Interface Initial Release Requirements, the Final Release will include the following:*~~

- ~~*Summary of changes from the providerQwest response to comments*~~
- ~~*Indication of type of change (e.g., documentation change, business rule change, clarification change)*~~
- ~~*Changed requirements pages*~~
- ~~*Release date*~~
- ~~*Interval before implementation of release*~~

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~~*The provider Qwest's planned implementation date will not be sooner than forty-five (45) calendar days from the date of the final release requirements. The provider Qwest will post notification to provider's web site to inform the customer CLECs of possible impact to customer CLEC ordering ability. The provider Qwest will post this information forty-five (45) calendar days prior to the scheduled implementation of such changes, if possible, but not less than thirty (30) calendar days prior to implementation. Emergency changes that occur without advance notification will be posted within 24 hours of the change. The implementation time line for the release will not begin until all related documentation is provided.*~~

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PRIORITIZATION

~~I.~~XXIV. *Prioritization Review*

The prioritization review provides the forum for reviewing and prioritizing Type 4 and Type 5 change requests. ~~The provider~~Qwest will facilitate the meeting. Both ~~customer~~CLECs and ~~providers~~Qwest should have appropriate subject matter experts in attendance. Meetings will be held monthly, or more frequently if needed, and are open to all ~~customer~~CLECs. The prioritization review objectives are to:

- *Introduce newly initiated ~~customer~~CLEC and provider change requests.*
- *Allow ~~customer~~CLECs to prioritize new change requests and re-rate existing change requests by providing specific input as to the relative importance that ~~customer~~CLECs, as a group, assign to each such change request.*
- *Provide status on outstanding ~~customer~~CLEC and provider change requests.*
- *~~The provider~~Qwest will distribute all materials fourteen (14) calendar days prior to the prioritization review. The materials will include:*
  - *Agenda*
  - *Prioritized spreadsheet of Type 4 and Type 5 change requests*
  - *Spreadsheet of change requests pending initial rating and re-rating (see Appendix B)*
  - *New change requests as submitted by initiating ~~customer~~CLEC or provider*

~~II.~~XXV. *Prioritization Process*

During the review, the initiators will present their new change requests and any requests for re-rate. This will be followed by a question and answer session. After all presentations are complete, the voting of change requests will begin.

Re-rate requests will only be accepted from ~~customer~~CLECs who participated in the initial voting. Once a re-rate is requested, all ~~customer~~CLECs participating at the subsequent meeting can submit a rating.

~~Customer~~CLECs may request and rate a modification to a new change request at the prioritization review, if agreed to by the originating ~~customer~~CLEC(s). The originating ~~customer~~CLEC must update the change request with the agreed upon modification.

~~III.~~XXVI. *Voting*

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Voting should be conducted according to the following guidelines:

- *A ~~customer~~CLEC must either be using the interface impacted by the change request or have a Letter of Intent to use the interface on file with ~~the provider~~Qwest to participate in the vote.*
- *Each ~~customer~~CLEC is allowed one vote per change request and should have one representative responsible to provide a rating. Each ~~customer~~CLEC can only assign a rating to a change request at the prioritization review. A rating will not be accepted outside of the prioritization review.*
- *~~Customer~~CLECs may only provide a rating at the meeting where the new change request is introduced. ~~Customer~~CLECs that were not present at that meeting may not submit ratings at subsequent meetings, unless there is a request to re-rate.*
- *A ~~customer~~CLEC may delegate its vote to an authorized agent acting on its behalf by providing a Letter of Authority.*
- *Each participating ~~customer~~CLEC ranks each change request by providing a rank from 1 (low) to 5 (high). Votes will be averaged to determine order of ranking and results (see Appendix C) will be provided prior to the close of the prioritization review.*
- *~~Customer~~CLECs can defer/pass on voting. A rating of defer or pass will not be averaged in the overall rating.*

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~~*Qwest Proposed Interface Testing Language Updated 11-13-01, Proposed Action Item Language – 11-20-01 – revised 11/27/01*~~APPLICATION - to - APPLICATION INTERFACE TESTING

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

- Stand Alone Test Environment (SATE)
- Interoperability Testing
- Controlled Production Testing

The CTE for Maintenance and Repair currently includes:

- CMIP Interface Test Environment (MEDIACC)

~~Qwest will provide test files for~~ . ~~Billing~~. ~~There are two types of testing:~~ Qwest provides initial implementation~~new release~~ testing [intended for those CLECs that are not currently in production or that want to test new ordering or pre-ordering transactions for which they have not been through testing – move to Terms], and migration testing (from one version to the next) for all types of OSS Interface change requests. Controlled Production Testing is also provided for Pre-Order and Order. [see action item #182 TERMS]~~production support for all types of change requests~~. ~~New release~~ Such testing provides the opportunity to test the code associated with ~~releases for Types~~those OSS Interface~~2 through 5~~ change requests~~.~~ The CTE will also provide the opportunity for regression testing of OSS Interface functionality. ~~Production support testing allows CLECs and Qwest to test changes made as a result of Type 1 change request implementation.~~

~~I.I.1 New Release & Production Support~~ Testing Process~~in the CLEC Test Environment (CTE)~~

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

- Connectivity (required)

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- Firewall and Protocol Testing (required)
- Controlled Production (required)
- Production Turn-up (required)
- Test Schedule (required)

~~should make arrangements with Qwest~~ ~~When applicable, CLECs and Qwest will perform interface testing, as mutually agreed upon and documented in a migration project plan~~. A joint CLEC-Qwest test plan may also include some or all of the following based on type of testing requested:

- Requirements Review
- Test Data Development
- Progression Testing Phase

~~Each testing CLEC will meet with Qwest and agree on its own set of test scenarios that will be included in the test and the test schedule~~. Qwest will communicate~~publish~~ any agreed upon changes to the test schedule. CLECs are responsible for establishing and maintaining connectivity to the CTE. ~~Provided a CLEC uses the same connectivity option as it uses in production, the CLEC should, in general, experience response times similar to production However, t~~~~The CTE environment is not intended for volume testing.~~

~~This section provides information regarding the CTE and the procedures for new release and Production Support testing.~~

~~The CTE is a separate environment that contains the application-to-application interface and gateway applications for preordering and ordering. This environment is used for CLEC testing – both new release testing and new entrant testing. CLECs are responsible for establishing and maintaining connectivity into the CTE.~~ Provided a CLEC uses the same software components and similar connectivity configuration ~~connectivity option~~ as it uses in production, the CLEC should, in general, experience response times similar to production. However, this environment is not intended for volume testing. The CTE contains the appropriate applications for pre-ordering and Local Service Request (LSR) ordering up to but not~~and~~ including the service order processor. Qwest intends to include the service order processor as part of the SATE component of the CTE by the end of 2002. ~~(Action #185)~~

~~*Any special procedures required due to geographical or system differences will be reviewed with the participating CLEC prior to the implementation of their testing phase.*~~

~~*II.New Release Testing*~~

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~~*New release testing is the process CLECs use to test an upcoming Qwest systems release that impacts the interface and business rules between CLECs and Qwest.*~~

~~*III.Getting Ready for the New Release Testing*~~

~~*CLECs should be notified of the content of the release through the change management process. CLECs should review the content of the release and determine if they want to participate in the test and what transactions they would like to submit as part of the test.*~~

~~*Qwest will send an industry notification, including testing schedules, to CLECs so they may determine their intent to participate in the test. CLECs wishing to participate in the test should make arrangements with Qwest testing coordinator. Qwest will publish any changes to the schedule.*~~

~~*IV.Production Support Testing*~~

~~*Production Support testing occurs in a production like environment used in support of new entrant testing. New entrant testing is intended for those CLECs that are not currently in production or that want to test new ordering or pre-ordering transactions for which they have not been through testing.*~~

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Qwest Proposed Production Support Language – ~~10-22-01~~11-27-~~0112-06-01~~ 12-11-01

~~I.1.1TYPES OF CHANGE~~

~~The change request should fall into one of the following classifications:~~

~~*I.1.1.1.1.1.1.1.1Type 1 (Production Support) Change*~~

I. Production Support

I.1 Newly Deployed OSS Release

Following the release production date of an OSS Interface change, Qwest will use production procedures for maintenance of software as outlined below. Problems encountered by the CLEC should be reported to the IT Wholesale Systems Help Desk (IT Help Desk). Qwest will monitor, track, and address troubles reported by CLECs or identified by Qwest, as set forth in Section I.2. Problems reported will be known as IT Trouble Tickets. A week after the deployment of an IMA Release into production, Qwest will host a conference call with the CLECs to review any identified problems and answer any questions pertaining to the newly deployed software. Qwest will follow CMP process for documenting the meeting (includes issues/action items and status/solution). Issues will be addressed with specific CLECs and results/status will be reviewed at the next Monthly OSS CMP Meeting.

I.2 Request for a Production Support Change

The IT Help Desk supports Competitive Local Exchange Carriers who have questions regarding connectivity, outputs, and system outages. The IT Help Desk serves as the first point of contact for reporting trouble. If the IT Help Desk is unable to assist the CLEC, it will refer information to the proper subject matter expert, also known as Tier 2 or Tier 3 support, who may call the CLEC directly. Often, however, an IT Help Desk representative will contact the CLEC to provide information or to confirm resolution of the trouble ticket. (see Action Item # 189)

Qwest will assign each CLEC-generated and Qwest-generated IT Trouble ticket a Severity Level 1 to 4, as defined in Section I.4. Severity 1 and Severity 2 IT trouble tickets will be implemented immediately by means of an emergency release of process, software or documentation (known as a patch). If Qwest and CLEC deem implementation is not timely, and a work around exists or can be developed, Qwest will implement the work around in the interim. Severity 3 and Severity 4 IT trouble tickets may be implemented when appropriate taking into consideration upcoming patches, major releases and point releases and any synergies that exist with work being done in the upcoming patches, major releases and point releases.

The first time a trouble is reported by Qwest or CLEC, the Qwest IT Help Desk will assign a IT Trouble Ticket tracking number, which will be communicated to the CLEC at the time the CLEC reports the trouble. The affected CLEC(s) and Qwest will attempt to reach consensus on resolution of the problem and closing the IT Trouble Ticket. If no consensus is reached, any party may use the Technical

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Escalation Process described in section X. When the IT Trouble Ticket has been closed, Qwest will notify CLECs with one of the following disposition codes:

- No Trouble Found – to be used when Qwest investigation indicates that no trouble exists in Qwest systems.
- Trouble to be Resolved in Patch – to be used when the IT Trouble Ticket will be resolved in a patch. Qwest will provide a date for implementation of the patch. This is typically applied to Severity 1 and Severity 2 troubles, although Severity 3 and Severity 4 troubles may be resolved in a patch where synergies exist.
- CLEC Should Submit CMP CR – to be used when Qwest's investigation indicates that the System is working pursuant to the Technical Specifications (unless the Technical Specifications are incorrect), and that the IT Trouble Ticket is requesting a systems change that should be submitted as a CMP CR.
- Date TBD – to be used when the IT Trouble Ticket is not scheduled to be resolved in a patch or change, but Qwest may resolve in a patch, release, or otherwise, if possible where synergies exist. This disposition is applied to Severity 3 and Severity 4 troubles.

Qwest will track "Date TBD" trouble tickets and report status and resolution of these trouble tickets and associated systems work on its CMP website. The status of these trouble tickets will be regularly discussed in CMP meetings.

For "Date TBD" trouble tickets, either Qwest or a CLEC may initiate the Change Request to correct the problem. (See Section X for CR Initiation.) If the initiating party knows that the CR relates to a trouble ticket, it will identify the trouble ticket number on the CR.~~I.1 Newly Deployed Changes~~
~~Following the implementation of an OSS Interface change, Qwest will use existing production procedures for maintenance of a newly released software. Qwest will monitor troubles reported by CLECs to the IT Wholesale Systems Help Desk. A week after the deployment of a software into production, Qwest will host a conference call with the CLECs to review any identified problems and answer any questions pertaining to the newly deployed software. A Type 1 change corrects problems discovered in production versions of an OSS interface.~~

~~I.2 Request for a Production Support Change~~
~~Severity 1 (critical – production stopped) and Severity 2 (production or functionality degraded) corrections will be implemented immediately by means of an emergency release of process, software or documentation and CLECs notified according to the IT Wholesale Systems Help Desk procedures (refer to CMP web site). Severity 3 (limited use, but workaround in place) and Severity 4 (low or no impacts to CLECs) types, will not be fixed immediately but will follow the CR process under this CMP. For Severity 3 and Severity 4 production support issues, eEither Qwest or a the CLEC may initiate the Cchange Rrequest to correct the Severity 3 or Severity 4 problem. (See Section X for CR Initiation.) Typically, this type of change reflects instances where an technical implementation is faulty or inaccurate such as to cause correctly or properly formatted data to be rejected.~~

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

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I.3 Reporting Trouble to IT

Qwest will open a trouble ticket at the time the trouble is first reported by CLEC or detected by Qwest. The IT Help Desk representative will communicate the ticket number to the CLEC at the time the CLEC reports the trouble.

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

If one or more CLECs call in on the same problem, but it is not recognized as the same problem, one or more tickets may be created. When the problem is recognized as the same, one of the tickets becomes the primary ticket, and the other tickets are linked to the primary ticket. When the problem is closed, the primary and all related tickets will be closed.

I.4 Severity Levels

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

Guidelines for determining severity levels are listed below. Severity level may be determined by one or more of the listed bullet items under each Severity Level (the list is not exhaustive). Examples of some trouble ticket situations follow. Please keep in mind these are guidelines, and each situation is unique. The IT Help Desk representative, based on discussion with the CLEC, will make the determination of the severity level and will communicate the severity level to the CLEC at the time the CLEC reports the trouble. If the CLEC disagrees with the severity level assigned by the IT Help Desk personnel, the CLEC may escalate using the Technical Escalation Process. (See section X)

Severity 1: Critical Impact

- Critical.
- High visibility.
- A large number of orders or ~~and~~ CLECs are affected.
- A single CLEC cannot submit ~~their~~its business transactions.
- Affects online commitment.
- Production or cycle stopped – priority batch commitment missed.
- Major impact on revenue.
- Major component not available for use.
- Many and/or major files lost.

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- Major loss of functionality.
- Problem can not be bypassed.
- No viable or productive work around available.

Examples:

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

Severity 2: Serious Impact

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

Examples:

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

Severity 3: Moderate Impact

- Low to medium visibility.
- Low CLEC, or low order impact.
- Low impact on revenue.

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

Example:

- Equipment taking hard errors, no impact yet.

Severity 4: Minimal Impact

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

Examples:

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

I.5 Status Notification for IT Trouble Tickets

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

- Ticket Notifications: for tickets that relate to only one reporting CLEC
- Event Notifications: for tickets that relate to more than one CLEC

Event Notifications are sent by Qwest to all CLECs who subscribe to the IT Help Desk as described in Process X. Event Notifications must include:

- Description of the problem
- Impact to the CLECs (e.g. geographic area, products affected, business implications)
- Ticket status (e.g. open, no change, resolved)
- Estimated resolution date and time if known
- Resolution if known
- Severity level
- Trouble ticket number(s), date and time
- Work around if defined

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- Qwest contact for more information on the problem
- System affected
- Escalation information as available (See Action Item 189)

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

I.6 ~~Ticket~~ Notification ~~Response~~ Intervals

~~Ticket Response~~ Notification Intervals are based on the severity level of the ticket. "~~Response~~ Notification Interval for any Change in Status" means that a ~~status~~ notification will be sent out within the time specified from the time a change in status occurs. "Notification~~Response~~ Interval for No Change in Status" means that a ~~status~~ notification will be sent out on a recurring basis within the time specified from the last ~~status~~ notification when no change in status has occurred, until resolution. "Notification~~Response~~ Interval upon Resolution" means that a ~~status~~ notification will be sent out within the time specified from the resolution of the problem. ~~Status notifications sent by Qwest to all CLECs who subscribe to the IT Wholesale Systems Help Desk are known as Event Notifications. Event Notifications will be sent to all CLECs within the time frame set forth in the table below and will include all related system trouble ticket number(s). The affected CLEC(s) and Qwest will attempt to reach consensus on resolution of the problem. When no consensus is reached, any party may use the Technical Escalation Process described in section X.~~

~~Status~~ Nnotification will be provided during the IT ~~Wholesale Systems~~ Help Desk normal hours of operation. Qwest will continue to work severity 1 problems outside of Help Desk hours of operation which are Monday-Friday 6:00 a.m. - 8:00 p.m. Mountain time and Saturday 7:00 a.m. - 3:00 p.m. Mountain time, and will communicate with the ~~affected~~ CLEC(s) as needed. A severity 2 problem may be worked outside the IT ~~Wholesale Systems~~ Help Desk normal hours of operation on a case-by-case basis. ~~Severity three and four tickets can result in a CLEC or Qwest initiated Change Request. The tickets will be resolved as Closed, to be taken to the CMP Process.~~

The chart below indicates the response intervals a CLEC can expect to receive after reporting a trouble ticket to the IT ~~Wholesale Systems~~ Help Desk.

Severity Level of Ticket	**Notification interval for initial ticket**	**Notification Interval for any Change in Status**	**Notification Interval for No Change in Status**	**Notification Interval upon Resolution**
Severity Level 1	Immediate acceptance	Within 1 hour	1 hour	Within 1 hour
Severity Level	Immediate	Within 1 hour	1 hour	Within 1 hour

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2	acceptance			
Severity Level 3	Immediate acceptance	Within 4 hours	48 hours	Within 4 hours
Severity Level 4	Immediate acceptance	Within 8 hours	48 hours	Within 8 hours

~~Type 1 changes will be processed on an expedited basis by means of an emergency release of software/documentation.~~

~~Additionally, once a Type 1 change is identified, the change management team (see the Managing The Change Management Process section) must determine the nature and scope of the maintenance. Type 1 changes are categorized in the following manner:~~

~~**Severity 1:** Production Stopped: Interface Unusable – Interface discrepancy results in totally unusable interface requiring emergency action. CLEC Orders/Pre-Orders cannot be submitted or will not be accepted by Qwest and manual work-arounds are not feasible. Correction is considered essential to continued operation. Qwest and CLECs should dedicate resources to expedite resolution.~~

~~Acknowledgment Notification = 1 hour~~
~~Status Notification = bi-hourly~~

~~**Severity 2:** Production Degraded: Interface Affecting - An interface discrepancy that requires a work-around(s) on the part of the CLEC or Qwest. The change is considered critical to continued operation. It does not stop production, but affects key applications.~~

~~Acknowledgment Notification = 4 hours~~
~~Status Notification = weekly~~
~~Implementation time = 14 - 30 calendar days~~

~~**Severity 3:** Process Impacted: Pre-order / Order requests can be submitted and will be accepted through normal processes / interfaces. Clarification is considered necessary to ongoing operations.~~

~~Acknowledgment Notification = 7 calendar days~~
~~Implementation time = 30 - 60 calendar days~~

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TRAINING

All changes to existing interfaces, as well as the introduction of new interfaces, will be incorporated into CLEC training.

~~Providers~~Qwest –may conduct ~~customer~~CLEC workshops. ~~Customer~~CLEC workshops are organized and facilitated by ~~the provider~~Qwest and can serve any one of the following purposes:

- *Educate ~~customer~~CLECs on a particular process or business function*
- *Collect feedback from ~~customer~~CLECs on a particular process or business function*
- *Provide a forum for ~~providers~~Qwest or ~~customer~~CLECs to lobby for the implementation of a particular process or business function*

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ESCALATION PROCESS
FROM SEPTEMBER 20, 2001 REDESIGN SESSION

~~I.~~XXVII. Guidelines

- The escalation process will include items that are defined as within the CMP scope.
- The decision to escalate is left to the discretion of the ~~customer~~CLEC, based on the severity of the missed or unaccepted response/resolution
- Escalations may also involve issues related to CMP itself, including the administration of the CMP ~~can involve issues related to the CMP, itself~~
- ~~Escalations involving change requests,~~ the expectation is that escalation should occur only after ~~normal~~ change management procedures have occurred per the CMP

~~Three (3) levels of escalation shall be available. They are:~~

~~1.The customer's change management director (or designated agent) to provider's change management director~~

~~2.The customer's change management director to provider's account director~~

~~3.The customer's vice-president to provider's vice-president~~

~~Each level of escalation will go through the same cycle, as follows:~~

~~II.~~XXVIII. Cycle

~~-~~Item must be formally escalated as an e-mail sent to the Qwest CMP escalation e-mail address [URL to be established] ~~the appropriate provider escalation level.~~

- Subject line of the escalation e-mail must include:
  - CLEC Company name
  - "ESCALATION"
  - Change Request (CR) number and status, if applicable
- Content of e-mail must enclose appropriate supporting documentation, if applicable, and to the extent that the supporting documentation does not include the following information, the following must be provided.:
  - Description of item being escalated
  - History of item
  - Reason for Escalation
  - Business need and impact
  - Desired CLEC resolution
  - CLEC contact information including Name, Title, Phone Number, and e-mail address

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- CLEC may request that impacted activities be stopped, continued or an interim solution be established.

- Qwest will acknowledge receipt of the complete escalation e-mail with an acknowledgement of the e-mail no later than the close of business of the following business day. If the escalation email does not contain the following specified information Qwest will notify the CLEC by the close of business on the following business day, identifying and requesting information that was not originally included. When the escalation email is complete, the acknowledgement email will include:
  - Date and time of escalation receipt
  - Date and time of acknowledgement email
  - Name, phone number and email address of the Qwest Director, or above, assigned to the escalation.

- ~~Subject of e-mail must be customer (Customer Name) ESCALATION-(CR# if applicable)-Level of Escalation~~
- ~~Content of e-mail must include~~
  - ~~Definition and escalation of item~~
- ~~History of item~~
- ~~Reason for escalation~~
- ~~Desired outcome of customer~~
- Qwest will post escalated issue and any associated responses on the CMP web site within 1 business day of receipt of the complete escalation or response. [see action item]
- Qwest will give notification that an escalation has been requested via the Industry Mail Out process [in a time frame to be determined – Jarby]
- Any other CLEC wishing to participate in the escalation must submit an e-mail notification to the escalation URL within one (1) business day of the mail out. The subject line of the e-mail must include the title of the escalated issue followed by "ESCALATION PARTICIPATION"
- ~~Impact to customer of not meeting the desired outcome or item remaining on current course of action as previously discussed at the prioritization review (if escalation is associated with a change request)~~
- ~~Impact to customer of a rejected change request~~
- ~~Contact information for appropriate level including Name, Title, Phone Number, and e-mail ID~~
- ~~It is not necessary to repeat information for level 2 and 3 escalations. However, the e-mail submission should include any additional information since the last distribution, including the reason that the matter could not be resolved at previous level~~
- ~~The provider will reply to the escalation request with an acknowledgment of receipt within 1 business day~~

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- ~~Within seven (7) calendar days of receipt, the appropriate provider change management executive (Level 1-2: Director or Level 3: Vice President) will reply through provider change management with provider position and explanation for that position~~
- Qwest will respond with a binding position e-mail including supporting rationale a~~A~~s soon as practicable, but no later than:
  - For escalated CRs, seven (7) ~~fourteen (14)~~ calendar days of sending the acknowledgement e-mail. ~~Qwest will respond with a binding position e-mail including supporting rationale~~.
  - For all other escalations, fourteen (14) calendar days of sending the acknowledgment e-mail.
- The escalating ~~customer should~~ CLEC will respond to ~~the provider~~Qwest within seven (7) calendar days with a binding position e-mail. ~~as to whether escalation will continue or the provider response has been accepted as closure to the item~~
- ~~If the provider's position suggests a change in the current disposition of the item, a conference call will be held within 1 business day of the provider's decision in order to arrive at consensus with the appropriate executives~~
- ~~The provider will publish the outcome of the conference call via e-mail~~
- ~~For escalations associated with Type 1 changes, the provider has a one day turnaround rather than 5 for each cycle of escalation~~
- When the escalation is closed, the resolution will be subject to the CMP.

~~3.4.2.1 Flow of Escalation Table~~

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Dispute Resolution Process
FROM SEPTEMBER 20, 2001 REDESIGN SESSION

- CLECs and Qwest will work together in good faith to resolve any issue brought before the CMP ~~[define Good Faith]~~. In the event that an impasse issue develops~~, is not resolved through the Escalation Process described in Section xx has been followed without resulting in a resolution~~, a party may pursue the dispute resolution processes set forth below:~~the dispute shall be resolved by either method set forth below.~~ Item must be formally noticed as an e-mail sent to the Qwest CMP Dispute Resolution e-mail address [URL to be established] Subject line of the e-mail must include:
  - CLEC Company name
  - "Dispute Resolution"
  - Change Request (CR) number and status, if applicable
- Content of e-mail must enclose appropriate supporting documentation, if applicable, and to the extent that the supporting documentation does not include the following information, the following must be provided:
  - Description of item
  - History of item
  - Reason for Escalation
  - Business need and impact
  - Desired CLEC resolution
  - CLEC contact information including Name, Title, Phone Number, and e-mail address
  - Qwest will acknowledge receipt of the complete Dispute Resolution e-mail within one (1) business day

- Qwest or any CLEC may suggest that the issue be resolved through an Alternative Dispute Resolution (ADR) process, such as arbitration or mediation using the American Arbitration Association (AAA) or other rules. If the parties agree to use an ADR process and agree upon the process and rules to be used, including whether the results of the ADR process are binding, the dispute will be resolved through the agreed-upon ADR process.

~~Qwest or any CLEC affected by the dispute, may request mediation by a third party. If mediation is requested, parties shall participate in good faith. Qwest and the CLECs affected by the dispute must agree to the terms of the mediation, including the payment of costs and fees. If the mediation results in the resolution of the dispute, that resolution shall apply to all~~

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~~CLECs affected by the dispute. If mediation is not successful in resolving the issue, Qwest or any CLEC may use the process set forth below.[action item for proposed language]~~

- Without the necessity for a prior ADR Process~~[contingent on first bullet]~~, Qwest or any CLEC may submit the issue, following the commission's established procedures, with the appropriate regulatory agency requesting resolution of the dispute. This provision is not intended to change the scope of any regulatory agency's authority with regard to Qwest or the CLECs.

~~However,~~ Tthis process does not limit -any party's right to seek remedies in a regulatory or legal arena at any time.

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DEFINITION OF TERMS

Term	*Definition*
~~CUSTOMER~~ CLEC	*Party originating a request (LSR)*
INTERFACE	*A mechanism to communicate between ~~customer~~CLEC/provider or trading partners (e.g., paper, GUI, gateway)* • *A new interface is ~~the provider~~Qwest's introduction of paper, GUI, gateway, etc., to all ~~customer~~CLECs for the first time.* • *A change to an interface may include:* • *Paper to GUI* • *Changes of EDI to CORBA*
ISSUE	*The specific OBF LSOG Issue (e.g., Local Services Ordering Guidelines (LSOG) document, Issue 5, August 2000)*
PROVIDER	*Party receiving request (LSR)*
RELEASE	*Implementation of version (Type 3 change) using a particular interface. A release may include enhancements or customization (Type 1,2,4 or 5 change) to an LSOG version by a provider as well as ~~customer~~CLEC/provider business requirements.*
VERSION	*The supported OBF LSOG Issue (e.g., Local Services Ordering Guidelines (LSOG) document, Issue 5, August 2000)* *(Type 3 change)*

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GLOSSARY OF TERMS

ANSI	*American National Standards Institute*
ATIS	*Alliance for Telecommunications Industry Solutions*
CMP	*Change Management Process*
ECIC	*Electronic Communications Implementation Committee*
EDI	*Electronic Data Interchange*
FCC	*Federal Communications Commission*
GUI	*Graphical User Interface*
ITU	*International Telecommunications Union*
LOI	*Letter of Intent*
LSR	*Local Service Request*
NRIC	*Network Reliability and Interoperability Council*
OBF	*Ordering and Billing Forum*
OIS	*Outstanding Issue Solution*
OSS	*Operational Support Systems*
POC	*Point Of Contact*
RN	*Release Notification*
TCIF	*Telecommunications Industry Forum*

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APPENDIX A: CHANGE REQUEST FORM AND CHECKLIST

~~I.~~XXIX. *Appendix A-1: Change Request Form*

---

(1) Internal Reference # _____ *(2) Date Change Request Submitted* ___/___/___

(3) ☐ ***TYPE 1 (EMERGENCY)*** *(4)* ☐ ***TYPE 2 (REGULATORY)*** *(5)* ☐ ***TYPE 3 (INDUSTRY)***

- *Severity 1 (stops production)*
- *Severity 2 (impacts production)*
- *Severity 3 (major w/work around)*

(6) ☐ ***TYPE 4 (PROVIDER)*** *(7)* ☐ ***TYPE 5 (~~CUSTOMER~~CLEC)***

(4) ~~Customer~~CLEC _____

*(5) Originator*_____ *(6) Phone*_____

(7) Originator's Email Address _____ *(8) Fax*_____

(9) Alternate Contact _____ *(10) Alt Phone #* _____

(11) Title of Change _____

(12) ***Category*** ☐ *Add New Functionality* ☐ *Change Existing*

(13) ***Interfaces Impacted***

- *Pre-Ordering*
- *Ordering*
- *Maintenance*
- *Manual*
- *Billing*
- *Business Rules*
- *Other*

(14) Description of requested change including purpose and benefit received from this change. (Use additional sheets, if necessary.)

_____

_____

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(15) Known dependencies

(16) List all business specifications and/or requirements documents included (or Internet / Standards location, if applicable)

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This Section to be completed by Provider ONLY.

(17) Change Request Log #_____ (18) Clarification ☐ Yes ☐ No

(19) Clarification Request Sent ___/___/___ (20) Clarification Response Due ___/___/___

(21) Status _____

(22) Change Request Review Date __/__/__ (23) Target Implementation Date ___/___/__

(24) Last Modified By _____ (25) Date Modified ___/___/___

*(26) **Change Request Activity***

_____
_____
_____
_____
_____

*(27) **Rejected Change Request***

- ☐ *Cost/benefits*
- ☐ *Resource commitments*
- ☐ *Industry or regulatory direction*
- ☐ *Provider direction*
- ☐ *Other*

_____
_____
__

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(28) Cancellation Acknowledgment ~~Customer~~CLEC _____ Provider_____ Date ___/___/___

(29) ***Request Escalation*** ☐ *Yes* ☐ *No*

(30) ***Escalation Considerations***

_____
_____
_____

(31) ***Agreed Release Date*** ___/___/___

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This section to be completed by Provider – Internal Validation of Defect Change Request.

(32) ***Defect Validation Results:***

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~~II.~~XXX. *Appendix A-2: Change Request Form Checklist*

All fields will be validated before Change Request is returned for clarification.

Field	Checklist	Description	Instructions	Action Required
1	Optional	Optional field for the initiator to use for internal tracking. The request may be generated prior to submission into ~~the Provider~~Qwest's change control process.	No action	
2	Mandatory	Date Change Request sent to Provider.	Return to Sender	Date entry required
3	Mandatory	Indicate type of Change Request: ~~Customer~~CLEC or Provider initiated Industry Standard or Regulatory.	Return to Sender	Company designation required
4	Mandatory	Enter company name for the Change Request.	Return to Sender	Company name required
5	Mandatory	Enter originating company's Change Control Initiator's name.	Return to Sender	Initiator's name required
6	Mandatory	Enter originating company's Change Control Initiator's phone number.	Return to Sender	Initiator's phone number required
7	Mandatory	Enter originating company's Change Control Initiator's Email address.	Return to Sender	Initiator's Email address required
8	Mandatory	Enter originating company's Change Control Initiator's fax number.	Return to Sender	Initiator's fax number required
9	Mandatory	Enter originating company's alternate contact name.	Return to Sender	Alternate contact name required
10	Mandatory	Enter originating company's alternate contact phone number.	Return to Sender	Alternate contact number required

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Field	Checklist	Description	Instructions	Action Required
11	Mandatory	For the purpose of referencing the Change Request, assign a short, but descriptive name.	Return to Sender	Title required – maximum length 40 characters.
12	Mandatory	Identify request category for the Change Request.	Return to Sender	Category required
13	Mandatory	Identify originating company assessment of impact	Return to Sender	Entry required
14	Mandatory	Describe the proposed Change Request, indicating the purpose and benefit of request. If additional space is needed, use additional sheet.	Return to Sender	Description of Change Request required
15	Mandatory	Indicate any known dependencies relative to the Change Request. If none are known, enter "None known".	Return to Sender	Entry required
16	Mandatory	Indicate whether additional information accompanies/supports the proposed Change Request If yes, list all documents attached or reference where they can be found, including internet address and standards reference, if applicable.	Return to Sender	Supporting documentation must accompany request
17	Mandatory Provider	A Change Request Log Number generated by the "Change Request Logging system" upon receipt of the Change Request. The number should be sent back to the initiator on the acknowledgment receipt. This # will be used to track the Change Request.	Return to Sender	Log number – system generated
18	Condition alProvider	Indicates whether clarification is needed on the Change Request.	Return to Sender	

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Field	Checklist	Description	Instructions	Action Required
19	Condition alProvider	Date clarification request sent to Initiator.		
20	Condition alProvider	Date clarification due back from Initiator.	Return to Sender	
21	Mandatory Provider	Indicate status of proposed Change Request (i.e., clarification, validation, pending, etc)		
22	Mandatory Provider	Assign date when Change Request will appear on agenda.	Return to Sender	
23	Mandatory Provider	A soft date for implementation. Updated based on Candidate Release Package info.		
24	Mandatory Provider	Field that communicates who last updated the request.		
25	Mandatory Provider	Field that communicates when the last update occurred.		
26	Mandatory Provider	Change Request results captured from the Change Review meeting.		
27	Condition al Provider	Cancelled Change Request reasoning.	Return to Sender	
28	Condition al Provider	Concurrence with Change Request originating company. Show date of concurrence.	Return to Sender	
29	Condition al Provider	Change Request Escalation indication.		
30	Condition al Provider	Detailed description of the escalation considerations.		
31	Mandatory Provider	Indicate agreed release date from Project Release Plan.		
32	Mandatory Provider	Results of Internal Defect Validation		

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APPENDIX B: CHANGE REQUEST PRIORITIZATION FORM

Item #	*Change Request #*	*Description of Change Request*	*~~Customer~~CLEC Rankings*	*Comments*
		Title: *Description:* *Process:* *System:* *Primary Area:* *LSOG Version:* *Initiator/Date:*	*Overall =* *Cust #1 =* *Cust #2 =* *Cust #3 =* *Cust #4 =* *Cust #5 =* *Cust #6 =*	
		Title: *Description:* *Process:* *System:* *Primary Area:* *LSOG Version:* *Initiator/Date:*	*Overall =* *Cust #1 =* *Cust #2 =* *Cust #3 =* *Cust #4 =* *Cust #5 =* *Cust #6 =*	
		Title: *Description:* *Process:* *System:* *Primary Area:* *LSOG Version:* *Initiator/Date:*	*Overall =* *Cust #1 =* *Cust #2 =* *Cust #3 =* *Cust #4 =* *Cust #5 =* *Cust #6 =*	

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APPENDIX C: CMP PRIORITIZATION PROCESS EXAMPLE

Example: *Change Request E2 is prioritized highest. Since E3 and E5 are tied, they will be re-ranked and prioritized according to the re-ranking.*

Pre-order	*~~Customer~~CL EC #1*	*~~Customer~~CL EC #2*	*~~Customer~~CL EC #3*	*TOTAL*	*Average*
E1	*5*	*5*	*5*	*15*	*5*
E2	*1*	*2*	*1*	*4*	*1*
E3	*3*	*1*	*5*	*9*	*3*
E4	*5*	*3*	*4*	*12*	*4*
E5	*2*	*5*	*2*	*9*	*3*
E6	*4*	*4*	*3*	*11*	*4*

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DRAFT MEETING MINUTES

CLEC – Qwest Change Management Process Redesign
Tuesday, January 22 through Thursday, January 24, 2002 Working Session

1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Conference Bridge: 877.550.8686, passcode 2213337#

NOTE: These are DRAFT-meeting minutes Qwest developed following the three day working session. Draft minutes will be circulated to the CMP Redesign Core Team Members in attendance with FINAL Meeting Minutes to be posted on the Wholesale CMP Redesign web site once updated with attendee revisions in italics. These minutes are intended to capture only the concepts discussed and positions represented during the Redesign Meeting.

INTRODUCTION

The Core Team (Team) and other participants met January 22 - 24 to continue with the Redesign effort of the Change Management Process. Following is the write up of the discussions, action items, and decisions in the working session. The attachments to these meeting minutes are as follow:

ATTACHMENTS

Attachment 1: CMP Re-Design January 22 - 24, 2002 Attendance Record
Attachment 2: CMP Redesign Meeting January 22 - 24 Notice and Agenda - 01-10-01
Attachment 3: CMP Redesign Meeting January 23 - 24 Notice and Agenda - Revised 01-22-02
Attachment 4: CMP Redesign Meeting January 24 Notice and Agenda - Revised 01-23-02
Attachment 5: Changes That DO NOT Alter CLEC Operating Procedures - 01-15-02
Attachment 6: Excerpt from SBC CLEC User Forum
Attachment 7: Change Management Process (CMP) Improvements - 11-26-01
Attachment 8: Changes That DO NOT Alter CLEC Operating Procedures - Revised 1-22-02
Attachment 9: Combined CMP Redesign Gap Analysis – 01-17-02
Attachment 10: Qwest Proposed Process for Qwest Initiated Product and Process Changes - 01-24-02
Attachment 11: CMP Redesign CMP Redesign Team Issues Action Items Log - 01-24-02
Attachment 12: Schedule of CMP Re-design Working Sessions - Revised 01-25-02

MEETING MINUTES

Tuesday, January 22, 2002

Lee-Facilitator made introductions and reviewed the agenda for all three days. Dixon-WorldCom stated that he had sent the group two emails: an excerpt from the CPUC which would provide incentive to resolve issues and a document in which Qwest argues to the CPUC what it considers to be CLEC impacting. He continued that this distribution was an attempt to show Qwest position with the CPUC and how it related to PIDs.

Lee-Facilitator directed the participants to the document describing what is not CLEC altering. (Attachment 5 - Changes That DO NOT Alter CLEC Operating Procedures - 01-15-02) Crain-Qwest asked if this was going to be a permanent process and list or if it would only be interim. Van Meter-AT&T stated that the design was meant to be implemented for the long term, but that it was an interim process which could be revised later. Dixon-WorldCom stated that processes agreed to in Redesign were not intended to processes that were in place for two weeks. He stated that it should be a longer term process which could be tweaked at the end of Redesign. Dixon explained that the term to describe this document was "indefinite until modified." Schultz-Qwest discussed the history of the document, and stated that the current document called for a 15 day comment cycle and immediate implementation. Menezes-AT&T asked what re-notification meant. Schultz-Qwest stated that Wicks-Allegiance had asked that Qwest re-notify the CLECs if Qwest was enforcing a previously notified change after a period of non-enforcement. Balvin-WorldCom asked if this could be a re-notification of a previously noticed CLEC impacting change. Schultz-Qwest stated that such a situation was conceivable. Menezes-AT&T stated that there should be a 6 month limit for renotification, after which Qwest could not re-notify, but would have to go through the CR/notification process from beginning to end. Balvin-WorldCom stated that if Qwest hadn't enforced the change for 6 months it should be re-submitted as a CR. Menezes-AT&T asked what would happen if Qwest opened a CR and it was worked for 6-8 months. Schultz-Qwest stated that there were many different variables, and that notifications were not always brought to CMP as CRs. Schultz-Qwest stated that this document would be rolled into the Master Redline and asked if the 6 month standard could be applied to all types of changes. There was discussion of where the language should be included in the Master Redline. Van Meter-AT&T asked what happened if a CLEC objected to a re-notification. Schultz-Qwest stated that it depended on the source of the notification. If a notification were part of a previously submitted CR, the appropriate time for objection would be at the CMP meetings or during the CLEC comment cycle. She continued that, under the terms of the interim agreement, for a re-notification Qwest notification of a non-CLEC impacting change the CLECs had the original 15 day comment period to object. Menezes-AT&T stated that the CLECs needed more than simply an opportunity to object. Crain-Qwest stated that if the CLECs objected after the comment period they could pursue escalation and dispute resolution. Doberneck-Covad asked if the changes would take effect regardless of whether there was an open dispute. Schultz-Qwest stated that it was situationally dependent. Menezes-AT&T stated that it was an issue that if the CLECs could object to an issue, that Qwest could still implement anyway. He continued that the CLECs want changes that the

CLECs took to escalation or dispute resolution to be stopped until resolution. Crain-Qwest stated that the categories presented in the document were similar to SBC's, and that there is no process in the country where a change stops if a CLEC objects. He continued that there is no legal authority or basis for this. Menezes-AT&T stated that the CLECs had repeatedly expressed that when Qwest makes any change it affects their business. Dixon-WorldCom stated that the FCC is not viewing CMP to this detail. Crain-Qwest stated that the FCC hasn't recognized Product/Process as a part of CMP. Dixon-WorldCom stated that this didn't mean that the team could not discuss it. He stated that this discussion originated from a dialogue about Qwest making unilateral changes. He stated that Qwest's situation with the FCC was different because of the SGAT. He stated that he had raised this issue in the September 2001 Redesign meeting. Crain-Qwest stated that he disagreed with Dixon's interpretation of the workshops. He asked that this be identified as an issue. He continued that the CLECs needed to explain why they have the right to veto or suspend Qwest's implementation of Qwest changes. He stated that the team needed to devise a creative solution to avoid an impasse. Dixon-WorldCom stated that he thought the CLECs could make a factual support for a stay request for Qwest to consider. He stated that the team could identify standards that could force a stay. He raised the concept of irreparable harm. Woodcock-Qwest stated that in any context a stay is extraordinary relief, and that it should be the same in CMP. Lee-Facilitator stated that the team should not declare any item at impasse without exhausting creativity in trying to solve it. Van Meter-AT&T stated that she thought Qwest could delay implementation of something if a CLEC provided compelling business reasons to do so. Dixon-WorldCom stated that there are state commissions looking at this Redesign meeting to determine status of CMP negotiations. He stated that the team had committed to tell the Colorado, and Arizona state commissions what issues are at impasse after the Redesign session. Crain-Qwest stated that the commissions thought this was the last meeting before the workshop, but since then the workshop had been rescheduled to late February. He stated that there was a Redesign meeting in early February, and that meeting would be the last meeting before the workshop. Dixon-WorldCom stated that many of the attorneys had scheduling conflicts with the February Redesign meeting. Crain-Qwest stated that CLEC rejection of Qwest initiated product/process changes was one of two possible impasse issues. He asked if this could be added to the issues to be discussed during the third day of this Redesign meeting.

Osborne-Miller-AT&T stated that the CLECs weren't getting enough lead time for communicators which were intended to announce scheduled or unscheduled maintenance. Thompson-Qwest stated that many of these were to announce "health of system" maintenance periods that had to be performed in order to keep the system from catastrophic failure. Balvin-WorldCom asked if this was a Product/Process issue. Osborne-Millet-AT&T stated that it was not. Lee stated that Systems issues would be discussed later in the meeting.

Menezes-AT&T stated that if the group was going to discuss impasse issues, it must do so when all team members were present. Balvin-WorldCom stated that the team should identify the issue, the company positions, and whether it was at impasse. Crain-Qwest stated that this didn't preclude the team from solving the issues later. Quintana-CPUC

stated that the Colorado Commission does have problems with items being declared as impasse, and then being reversed by the industry due to the work the commission undertook to review the impasse issue. Menezes-AT&T stated that this process is affected by the CLEC's objections to Qwest changes. He also stated that any Qwest re-notification would have to reference the initial notification. Schultz-Qwest stated that she would like to take time talking about this issue. She asked if the team could identify the changes Qwest could make immediately. The team made various suggestions and modified the document. Van Meter-AT&T stated that the team needed to keep in mind that Product/Process changes sometimes had systems impacts and that there are also notification problems for systems. Balvin-WorldCom stated that the team needed a list like this for systems. Thompson-Qwest stated that, by definition, any OSS interface changes were CLEC affecting and, therefore, would be brought to CMP as CRs.

The team then discussed which notification category to put "changes to hours of operations" into. Campbell-Qwest stated that only centers which faced the CLECs would be considered CLEC impacting. Balvin-WorldCom stated that these were non-affecting changes and that the team should create another category for CLEC affecting changes. After further discussion of changes to hours of operation, Schultz-Qwest suggested that the team formulate a third level. There was discussion surrounding the three levels. Balvin-WorldCom asked if these changes would have to go through the CR process. Quintana-CPUC stated that they would not. The team reviewed the SBC product/process user forum document. (Attachment 6 – Excerpt from SBC CLEC User Forum) The team created several examples of changes that fit under each level. Menezes-AT&T asked if there were situations where Qwest retail centers would get more notification than the CLECs. Campbell-Qwest stated that the retail centers usually got less notification than the CLECs. Further discussion of the examples in each category followed and the document was modified accordingly. Break for lunch.

After lunch the group reviewed, and discussed the usefulness of, the Product Catalog CLEC Documentation Schedule - Revised 12-14-01. During further discussion of examples of the three levels changes Quintana-CPUC stated that the CLECs should review the notifications that had been released in the last month and bring examples for the levels of changes to the meeting on Wednesday and Thursday. (Action Item 225) The document was modified to reflect the deliverables for each tier. Balvin-WorldCom stated that there should be language allowing CLECs to escalate notifications. Wicks-Allegiance stated that there should be a comment cycle for each level of notification. The document was changed to reflect comment cycles. Schultz-Qwest stated that she could place a link to the comment button on the notices. Clauson-Eschelon initiated further discussion of changes to center hours of operations. She contended that these changes required more than 15 days notice. The team discussed the interval to Tier 2. Clauson-Eschelon stated that she didn't understand what web architecture meant, that pricing changes shouldn't be in Tier 2, and reiterated that changes to center hours of operation should be moved to Tier 3. The team discussed the parameters and deliverables for Tier 3. Clauson-Eschelon initiated a discussion of Tier 1 changes. The team discussed how Tier 1 changes should not affect content, the intervals for comments for Tiers 1 and 2, and the importance of making CLEC comments optional.

Clauson-Eschelon stated that if a CLEC objected to a Qwest change, Qwest should have to initiate the escalation, not the CLEC. She also stated that Qwest should have to request to make changes, and that the CLECs must have the right to veto them. Crain-Qwest stated that the team would address this issue Thursday. He stated that it was important for the CLECs to remember that Qwest was responsible for running its own business, and that CMP was not a forum for CLECs to usurp that responsibility. Clauson-Eschelon stated that by not allowing CLECs to veto Qwest changes, Qwest was running the CLECs businesses. Crain-Qwest stated that the CLECs do not need to ask Qwest for permission to make changes to their own businesses, and never ask for Qwest's comments. Qwest does solicit CLEC comments about the way Qwest makes business changes. There was further discussion of CLEC's right to veto CRs. Clauson-Eschelon and Wicks-Allegiance both asked that Qwest not mandate implementation dates for changes, but solicit input from CLECs on implementation timeframes. Clauson-Eschelon also stated that there should be grounds for CLEC objections that force Qwest to cancel or suspend implementation dates. Schultz-Qwest stated that Qwest could propose a change in the implementation date, and that the team should develop a list of criteria which CLECs would be required to meet before suspending a change. She reminded the team that they had agreed to discuss this Thursday.

Clauson-Eschelon stated that Qwest was trying to unilaterally change ICAs through CMP. Crain-Qwest stated that the team could develop language to address this in the Master Redline. Clauson-Eschelon discussed the additional testing CR. Wicks-Allegiance and Menezes-AT&T stated that Qwest should do more research to determine if a change would violate any ICAs before it submits a CR or implementation date. Menezes-AT&T stated that the principle is that if Qwest seeks to impose a change that is inconsistent with an ICA, it should be Qwest's responsibility to take the issue to dispute resolution. Clauson-Eschelon stated that if the parties disagree on a change or implementation date, Qwest should not implement. Doberneck-Covad stated that the Collocation Decommissioning CR was a much more favorable situation for both parties. Menezes-AT&T stated that situation was based on a consensus. Dixon-WorldCom stated that Qwest did not review all of the ICAs before submitting the Additional Testing CR. He stated that if a Qwest implements a CR that is in violation of an ICA, it becomes a legal issue. He stated that this situation would probably involve less than 5% of Qwest CRs. He reminded the team that businesses should not have to go to dispute resolution to solve every issue. Crain-Qwest stated that if Qwest violates ICAs, it is taking legal risks. Clauson-Eschelon stated that if a CLEC disagrees with a Qwest CR, there should be an automatic stay of implementation for 60 days. During the 60 days the parties should be forced to negotiate. She continued that the stay would only apply to participating CLECs. Van Meter-AT&T reminded the team that the Collocation Decommissioning CR was a good model. Menezes-AT&T stated that in the Colorado SGAT section 2.3.1 it states that if Qwest makes a change that bridges or expands CLEC rights, and it has gone through CMP, the CLECs have no recourse. Crain-Qwest stated that the CLECs can always pursue dispute resolution. He continued that the intent of the language was not to allow Qwest to change ICAs without CLEC consent. Quintana-CPUC stated that the

team could add language to state that CMP changes cannot change ICAs. There was further discussion of Collocation Decommissioning.

The team then discussed level 3 examples and restrictions. Clauson-Eschelon stated that there must be an attempt to reach a consensus. She stated that procedures for CLEC and Qwest CRs must be more closely aligned, and that the comment process must be documented. She stated that the process should be slowed down, and that a 45 day cycle is not sufficient. She stated that the CLEC CRs take too much time to complete, and the Qwest CRs are completed too quickly. Schultz-Qwest stated that the two CR cycles were different because Qwest does so much work on its CRs prior to presentation at the CMP, as the CLECs requested. She stated that if Qwest could present the CRs without having to have the documentation changes ready for review, then the Qwest CRs would take longer to develop after the initial presentation. There was more discussion of what constituted a Tier 1 and Tier 2 change. Clauson-Eschelon stated that Qwest should bring all questionable changes to CMP as CRs. Schultz-Qwest stated that this was not realistic if Qwest was required to do the same amount of work on a CR before bringing it to CMP. She stated that it was an impossible amount of additional work to do a CR for everything. Clauson-Eschelon stated that the CLECs needed more visibility into the Qwest process. She stated that Qwest should bring a CR to the CMP sooner, and that Qwest should solicit CLEC comments before the process change was defined and in place. She explained that as Qwest brought CRs to CMP that the CLECs considered superfluous, they could add those changes to the list of changes that did not require CRs. Van Meter-AT&T stated that he process has already come a long way. She explained that initially the CLECs had no visibility into the change process, but that now Qwest notices the CLECs and solicits their comments. She stated that now the CLECs want to be involved in the development of the changes.

There was discussion around the organization of the combined gap analysis (See Attachment 9). The team moved on to discuss the Change Management Process (CMP) Improvements - 11-26-01. (Attachment 7 - Change Management Process (CMP) Improvements - 11-26-01) The CLECs asked that Qwest add a column for the date an improvement was accepted at the CMP was well as implemented. Menezes-AT&T stated that Qwest had not properly distributed a release calendar as stated in the Master Redline. Thompson-Qwest stated that Qwest had always posted and distributed this calendar, and that when the Redesign team called for more definition of the calendar events, Qwest had updated the calendar in November. Clauson-Eschelon and Menezes-AT&T stated that it was not fair to state that any of the improvements, except for nomenclature changes, were really implemented because the CLECs still had issues with the way Qwest had implemented them. Balvin-WorldCom stated that if Qwest was going to implement piecemeal, then it should be reflected in the status. Clauson-Eschelon stated that if Qwest implemented a process called for in the Master Redline, but not designed in Redesign, it did not count as an improvement, even if it was accepted at a CMP meeting. She stated that this was the case for the Escalation/Dispute Resolution process. Menezes-AT&T stated that he would redline the document and forward his comments to Schultz. The CLECs agreed that the document was useful. Clauson-Eschelon stated that there were holes in the implementation of each issue. She stated that this document was needed

before the gap analysis. Osborne-Miller-AT&T stated that there were process improvements that Qwest had implemented. She stated that they were implemented so that the CLECs could test them and the team could refine them. She explained that just because a process wasn't perfect, that didn't mean it wasn't implemented. She stated that she knew Qwest had done work to put the CLECs ideas and suggestions into motion. Schultz-Qwest stated that she would revise the document based on CLEC suggestions. (Action Item 231)

Wednesday, January 23, 2002

Schultz-Qwest asked the team to discuss the three Tiered product/process language. (Attachment 8 - Changes That DO NOT Alter CLEC Operating Procedures - Revised 1-22-02) She stated that Qwest has scheduled two high-level internal meetings today to craft a proposal. She suggested that Levels 1 and 2 be taken from yesterday's meeting and that Level 3 be composed of two categories. She suggested that the first category of Level 3 be for major changes, where Qwest would solicit CLEC input by presenting a proposal and tentative implementation date at a CMP product/process meeting. This would be followed, if necessary, by a meeting, or meetings, with CLEC reps to work the proposal. She stated that the team needed to define this process. She continued that the second category of Level 3 would be for less sweeping and impacting changes and would be an extended notification process. She also stated that Crain had prepared language describing the process for CLECs to request a stay or delay. Travis-WorldCom asked if the collaborative process was centered on a CR. Schultz-Qwest stated that she was not sure, and that the team needed to determine the initial process. Wicks-Allegiance stated that the proposal should be in the form of a CR. Zulevic-Covad stated that he didn't want a separate process for CLEC and Qwest CRs. Clauson-Eschelon stated that she liked the word "proposal" but that "notification" should not be used in conjunction with Level 3 changes. She stated that if this was a way for Qwest to "sugar-coat" their position that the CLECs could not veto Qwest CRs then the team needed to discuss this issue, because she felt it would go to impasse. She asked if there were some issues which Qwest would allow CLECs to veto. She also asked why Qwest could raise PID/PAP issues as CRs, when she felt that the CLECs were forbidden to. Schultz-Qwest stated that she understood Clauson's point, and clarified that Qwest was not entering CRs to change PID/PAP measurement, but to improve performance. Clauson-Eschelon stated that Eschelon needed flowthrough improvements from Qwest and, because it was not a PID, it fell below Qwest's PID/PAP issues. She then returned to the discussion of product/process CRs, and stated that all Level 3 changes should be CRs first, and then downgraded to Level 1 or 2, if the CLECs approved them to be. Clauson-Eschelon repeated that Qwest must not implement any change if there are CLEC objections. Schultz-Qwest stated that Crain-Qwest had written language to address a CLEC initiated stay/delay process that the team would discuss Thursday.

The team then moved into a discussion of prioritization. Clauson-Eschelon reviewed an email she had sent to Qwest. She stated that she had sent the email because she had heard that there were systems elements whose developments do not take resources from OSS interface system development. Osborne-Miller-AT&T asked the group to discuss

URs. Thompson-Qwest explained that if a change affects the OSS Interface gateways, it may competes for resources. If a change changes what is available to CLECs through the gateway, it is CLEC impacting. Clauson-Eschelon stated that the Master Redline should include language about what happens when Qwest supports a product/process change with a back-end systems change. The team then discussed the difference between an OSS interface change and a back-end system change. Menezes-AT&T stated that the definition of an OSS interface change in the Master Redline seemed to include back-end changes. Thompson-Qwest stated that if a change is a change to the CLECs, it belongs in CMP. He explained that if Qwest was making a product/process change it could be done manually or mechanized, and that this was Qwest's option. He stated that any mechanization that did not involve CLEC impacting systems was not subject to CMP. Clauson-Eschelon asked why the CLECs should have to wait for a mechanized solution if a manual one could be put into place sooner. Thompson-Qwest stated that it was a business decision. He stated that in some cases it was cost-prohibitive to staff up to support a manual solution. Menezes-AT&T stated that the team should include language in the Master Redline clarifying that non IMA and CEMR type systems were not part of CMP. Clauson-Eschelon stated that the Master Redline also needed to include language explaining URs. Schultz-Qwest stated that URs were internal tracking mechanisms, and should not be defined as part of CMP. Menezes-AT&T asked if the same workgroups worked on gateway and backend systems, and if there is prioritization of the work done within these groups. Thompson-Qwest stated that they are separate resources, and that when the CLECs prioritize CRs which require backend work the Qwest backend teams work on the backend systems in the same prioritized order. There was further discussion of product/process CRs which necessitated back-end systems work. The team amended Action Item 163.

The team then focused on the prioritization section of the Combined CMP Redesign Gap Analysis – 01-17-02. (Attachment 9 - Combined CMP Redesign Gap Analysis – 01-17-02) Lee began by reading gap #118 and stating the Qwest needed to announce the prioritization and packaging schedule, and that the Master Redline should include language requiring this. Jacobs-Qwest stated that Qwest already included those dates in the 12 month view and that the Master Redline should refer to that.

Travis-WorldCom addressed gap #119. She stated that the CLECs needed a preview of packaging. She stated that the CLECs needed to know the size of the release plate up-front. She explained that the CLECs need more information about, and input into how the packages are formed. She stated that the CLECs could make better prioritization decisions if they knew the size of the plate before prioritization. Clauson-Eschelon stated that at the last CMP Systems Meeting, the CLECs felt that there was significant resistance to CLEC questions about how packaging decisions were done. She stated that a major source of Qwest resistance was that if the CLECs wanted to make changes it would delay the release. She explained that this meant that CLECs were getting information too late in the packaging process, and that the packaging decisions were taken away from the CLECs. She asked if there were opportunities for re-ranking before packaging. Jacobs-Qwest responded that re-ranking shrinks the amount of work that can be done because of the need to refocus resources. Packaging discussions can only

include CRs with developed business and systems requirements. She stated that there must be a point when prioritization stops for each release. She also stated that Qwest could "swag" the total number of hours available for the release before prioritization. Clauson-Eschelon asked when Qwest told the CLECs what the affinities driving packaging were. She stated that if Qwest used more than number of hours to do packaging, the CLECs wanted to know what the other factors were, and the details for each CR. Thompson-Qwest stated that when Qwest replied to CRs for inclusion in 11.0, it could include the information Qwest uses to make packaging decisions in the CR response or description. There was further discussion about whether the CLECs needed this information. Travis-WorldCom asked if Qwest conducted prioritization on a per interface basis. Schultz-Qwest stated that this was the case. Clauson-Eschelon asked what happened when there were several packaging options to choose from. She asked if there was a vote. Jacobs-Qwest stated that there ought to be a vote. Wicks-Allegiance stated that the vote should be offline similar to the prioritization process. There was further discussion of when packaging options were published, and how to administer an offline vote. Jacobs-Qwest stated that the packaging options were often completed just before the packaging meeting, but that Qwest could begin to show the affinities between the CRs when they became apparent during requirements work. The meeting broke for lunch.

After lunch the discussion continued to center on packaging. Menezes-AT&T asked if each package which Qwest presented would consume all of the resources available for the release. Jacobs-Qwest stated that each would. Balvin-WorldCom asked the team to address the possibility of re-prioritization. Thomson-Qwest stated that the team struck re-prioritization from the OBF language because it would delay releases. He explained that the team had added late adder candidates to the language to cover that eventuality. He explained that if there are late coming candidates, they go before the change control board, and if a release is pushed out from its original date, similar to 10.0, then Qwest will evaluate the need to reprioritize.

Menezes-AT&T asked if the team was going to discuss industry guideline CRs. Schultz-Qwest stated that industry guideline changes are above the line for the last release to meet their recommended implementation dates. Clauson-Eschelon stated that all CRs are prioritized unless there is a mandatory date. Crain-Qwest stated that if there is a date mandated, then the CR gets into the last release possible to make the mandated date. Jacobs-Qwest stated that there is a situation with LSOG 6 where the changes are so large they will consume more than one release. Clauson-Eschelon stated that then the changes would go into two releases. Balvin-WorldCom stated that no matter what the change, it would meet the mandated/recommended date. Dixon-WorldCom stated that it made good business sense to comply with industry recommendations. Quintana-CPUC stated that in the Colorado workshops the CLECs stated that Qwest should move to meet the industry guidelines, but that there was no implementation date. She continued that any final industry guidelines to facilitate company interaction should be implemented ASAP. There was discussion around the upcoming implementation of LSOG 6 and the CRs Qwest had presented in the December CMP. Thompson-Qwest stated that Qwest had described the 15 CRs it was advocating. He stated that there was no CLEC feedback. He

explained that there were some LSOG CRs that must be implemented if any of the other LSOG issues will be adopted. Clauson-Eschelon stated that Industry Guideline CRs should be prioritized even if they have a recommended date. She continued that all industry guideline issues should be documented as CRs even if no CLEC championed them. She also stated that the team should come up with a process to follow if Qwest and the CLEC disagreed on what should be included from the industry guideline. Menezes-AT&T expressed a concern that Qwest was only introducing as CRs those issues from LSOG 6 that Qwest wanted to include in the release. Thompson-Qwest stated that if the CLECs wanted aspects of LSOG 6 to be considered as industry guideline changes, which Qwest had not done CRs for, the CLECs could initiate their own CRs. He explained that these CRs would be treated as above the line along with the Qwest CRs. After a brief Qwest caucus, Schultz-Qwest stated that because there were only two releases remaining before the recommended implementation date of LSOG 6, the team needed to decide what percentage of each release would be comprised of changes from LSOG 6. Menezes-AT&T stated that there needed to be a prioritization to determine which LSOG CRs go into which release. After further discussion Thomson-Qwest emphasized that all LSOG CRs would be above the line, regardless of what company initiated them. Clauson-Eschelon asked why LSOG CRs, which are optional, get to squeeze non-LSOG CRs out of the release. Thompson-Qwest reminded Clauson that all CLECs had agreed that LSOG was something that they wanted Qwest to adhere to. Menezes-Qwest asked what would happen if the Qwest skips LSOG 6. Thompson-Qwest explained that the CLEC's costs would increase because they would have different coding requirements for Qwest than for all other ILECs. Wicks-Allegiance stated that this was accurate. Menezes-AT&T asked if there was more emphasis on certain LSOG elements. He also asked how Qwest could stay compliant if they didn't complete all of the LSOG. Thompson-Qwest explained that all LSOG elements were equally important, although some focused on products which Qwest did not offer. These elements were not necessary for Qwest to implement. Clauson-Eschelon stated that all LSOG CRs should be ranked together above the line. Schultz-Qwest asked why Qwest should submit CRs for the elements that neither Qwest or the CLECs wanted. Menezes-AT&T stated that Qwest should indicate which elements it cannot do. Thompson-Qwest stated that Qwest already did this with the LSOG white paper. Wicks-Allegiance stated that Qwest should list all 37 elements, and document why each one is necessary or not. He continued that Qwest could indicate which ones it would initiate a CR for and the CLECs could initiate CRs for those elements Qwest didn't, but that the CLECs wanted. Clauson-Eschelon asked how the CLECs would know which elements were necessary for the rest of the LSOG to be completed. Thompson-Qwest stated that Qwest did this analysis and presented it at the CMP Systems Monthly Meeting. The team discussed language for the prioritization section. Clauson-Eschelon stated that there needed to be a maximum percentage of each release that could be dedicated to industry guideline changes. She stated that Eschelon did not deal with any other ILECs and that she may have an extremely important CR which she may want in a release, and she didn't want such a large portion of the release dedicated to LSOG that her CR couldn't fit in. The team discussed a default percentage to give to industry guideline changes.

The discussion then moved to Regulatory mandated changes. Menezes-AT&T stated that a regulatory mandate is required by a date. He explained that if there is a mandatory date then the change can be done without prioritization. He stated that if there is no date the CR must be prioritized. Clauson-Eschelon stated that if Qwest is overdue on a mandate then it should not be allowed to take resources away from CLEC CRs. She stated that Qwest should find additional money to complete this change. She stated that the change must be submitted as a CR to give the CLECs visibility, but that it must be completed with resources from outside the pot. She stated that it was unfair that her company had suffered when Qwest was delinquent under the mandate and, if the CR was not prioritized, she would suffer again by having resources diverted from her CRs. Menezes-AT&T stated that regardless of when they were completed, the Regulatory changes took resources from the pot. Woodcock-Qwest stated that any regulatory order could be considered as an interpretation of the 1996 Act. Clauson-Eschelon stated that the team could draft language to avoid that interpretation. Quintana-CPUC stated that there would not be catch phrases in orders indicating that Qwest has been wrong all along. There was further discussion of missing mandates and how to handle the resultant CRs. Menezes-AT&T stated that Qwest does not have to use a systems change to implement a mandate. He explained that there was always the option of using a manual process, and any later mechanization would be a Qwest initiated enhancement CR which would be prioritized. Clauson-Eschelon agreed that only orders which required systems implementation would qualify for regulatory CR status. Quintana-CPUC stated that the PUC doesn't micro-manage Qwest. She continued that the PUC wants Qwest as lean as possible. She explained that during the cost docket proceedings the CLECs asked for 100% mechanization to cover TELRIC costs. She continued that the PUC would rarely issue a mandate which expressly required a systems change. Menezes-AT&T stated that if Qwest is compliant, and later wants to mechanize for efficiency, the resultant CR should be prioritized. Clauson-Eschelon agreed.

The CLECs, headed by Dixon-WorldCom, then described how the CLECs could interpret their ICAs as regulatory mandates, and therefore could force Qwest to do systems CRs above the line to adhere to the ICAs. Clauson-Qwest stated that changes to meet PID/PAP requirements are not mandated. Menezes-AT&T stated that in the Master Redline regulatory changes are classified as "newly passed." There was further discussion of whether PID/PAP influenced changes were mandatory. Clauson-Eschelon stated that CLECs are not allowed to submit PID/PAP CRs and that Qwest is misinterpreting the intent of the PIDs. Woodcock-Qwest stated that two independent auditors have stated that Qwest is in compliance. Clauson-Eschelon stated that the issue was performance. She stated that if Qwest could put a CR above the line to improve performance, then CLECs should be able to as well. There was further discussion around ICAs being regulatory mandates.

The team then discussed whether there is a level playing field for Qwest and the CLECs under the current prioritization process. Balvin-WorldCom stated that all issues should first be brought to CMP as a CR and then discussed. Schultz-Qwest stated that Qwest is firm that changes to meet, or enhance the way Qwest is meeting, PID/PAP CRs are regulatory mandates and not subject to prioritization. She stated that no other ILECs

allow prioritization of such changes, and that not prioritizing these changes is now an industry guideline. Clauson-Eschelon stated that CLECs should be able to issue a CR to improve a PID and have it exempt from prioritization. Wicks-Allegiance stated that Qwest is a business and must service all of the CLECs. He explained that if Qwest is not efficient and cost effective it will cost all of the CLECs in the long run. He continued that Qwest must be allowed to make decisions to make their business healthy. Clauson-Eschelon stated that Qwest cannot play big brother and tell the CLECs what is good for them. Schultz-Qwest stated that the CLECs do not know what does, or does not, make Qwest's business more efficient. Jacobs-Qwest stated that the CLECs have a vested financial interest in not allowing Qwest to do PID/PAP oriented changes above the line, or prioritizing them down. She stated that when there is money involved motivations change. Wicks-Allegiance stated that sometimes Qwest will have to win in order to keep all of the CLECs healthy. He stated that Qwest is already footing the bill for all of the CLEC initiated changes, and the no CLEC is always going to get 100% of what it wants. He stated that the team would have to reach an agreement soon.

Thursday, January 24, 2002

Schultz-Qwest reviewed the prioritization discussion she had had with other members of the Qwest leadership team. She stated that Qwest accepted that only recently mandated changes could be considered regulatory, and that Qwest can use the SCRP if the CLECs state that it is not regulatory. She also stated that Qwest would allow any company to initiate a PID CR as a regulatory CR, but that the submitter would need to demonstrate that the change was improved a PID. Clauson-Eschelon stated that this would not work because Qwest should not be able to submit a CR as regulatory for a change that only was designed to meet a PID, not improve performance. Wicks-Allegiance stated that this could be an individual case basis, based on if the CR was designed to meet a PID. Schultz-Qwest stated that if Qwest or a CLEC had a regulatory CR not recently mandated then it would be brought to the CMP for discussion. If there was no agreement on whether to treat it as above the line then the companies could escalate or use the SCRP. Van Meter-AT&T asked how Qwest would escalate to a CLEC. Crain-Qwest stated that Qwest would ask the disagreeing CLEC for a final binding position. Balvin-WorldCom asked how a CLEC could bring an enhancement CR to the CMP. Schultz-Qwest stated that Qwest had a tool that could estimate performance enhancements. Clauson-Eschelon stated that Eschelon had escalated a CR that Eschelon submitted to improve a level of service. She stated that Qwest did not want to do the CR because Qwest was already meeting the PID. Crain-Qwest stated that Clauson was referring to a PID that was explicitly negotiated. He explained that Eschelon was asking Qwest to take responsibility for a 3rd party administrator's actions which Qwest cannot control. Clauson-Eschelon stated that PIDs do not include measurements which are important to Eschelon. She explained that Eschelon does not agree with the way that Qwest interprets the PID. Schultz-Qwest stated that the Eschelon CR was to change the PID measurement, not to improve performance under the PID. Wicks-Allegiance stated that the proposal is that both Qwest and the CLECs will be able to bring PID improvements to the CMP. Clauson-Eschelon stated that all of Eschelon's CRs were performance improvements. Menezes-AT&T stated that Qwest should not be allowed to make

regulatory changes simply to avoid paying penalties. Crain-Qwest stated that when Qwest first brought this issue to CMP it stated that Qwest should not have to pay penalties to CLECs who prioritized PID changes low. He explained that Qwest should be able to place changes which, if not implemented would result in Qwest paying penalties to CLECs, above the line. Balvin-WorldCom stated that although the PIDs have been audited the CLECs still have performance problems. She stated that if Qwest is initiating a change simply to improve a report it should not be above the line. Clauson-Eschelon stated that CLECs lose money by having their CRs forced out of releases by Qwest regulatory CRs. Balvin-WorldCom stated that there may not be PIDs to meet all of the CLEC needs. She stated that all the CLECs agree that in order to get above the line the parties need to negotiate. Balvin-WorldCom and Clauson-Eschelon discussed the issue of regulatory changes and which ones should be considered above the line. Schultz-Qwest stated that Qwest is proposing that recently mandated changes are automatically above the line, and all older mandated changes are negotiated before they are considered to be regulatory. Clauson-Eschelon stated that CLECs may disagree with how Qwest applies and satisfies recently mandated changes with dates. She stated that she knew the team agreed on something different yesterday, but that there may be a difference in how the CLEC and Qwest interpret the mandate. She stated that the CLECs want a say in whether a change is, in fact, a regulatory mandate, not whether or not Qwest can do it. Menezes-AT&T stated that if there is a disagreement there must be a joint request to the regulatory authority. Crain-Qwest stated that he was not comfortable that every regulatory authority or court will understand that Qwest couldn't do a mandate because of CMP. He explained that the only party bearing the risk was Qwest. There was discussion of how the regulatory CRs for 9.0 would have flowed through the proposed process. Clauson-Eschelon stated that she wanted to return to her point that Qwest should not be able to push corrective action mandate CRs above the line.

Thompson-Qwest stated that prioritization is required to make CMP work. He explained that Qwest's position is that Qwest has exposure if some CRs are not completed. Clauson-Eschelon stated that Qwest unilaterally dictates that size of the pot. Because of this Qwest should allow more CRs into the pot to get theirs in as well. Crain-Qwest stated that the Qwest proposal is that if there is a clear regulatory mandate then it goes above the line. Clauson-Eschelon stated that if the CLECs do not agree Qwest must get a ruling from the commission to get the CR above the line. Dixon-WorldCom asked if anything that exposed Qwest to penalties goes above the line. Crain-Qwest stated that it did. Dixon-WorldCom reiterated his point that all ICAs could be considered regulatory mandates and therefore above the line. The parties caucused.

After the caucus Dixon-WorldCom stated that the CLEC position was that all CRs should be prioritized, but that any CRs with mandates would be prioritized to meet those dates. He continued that if any party disagreed with the mandate then it should pursue dispute resolution. He explained that objections would be voiced during the CR clarification. The team discussed when objections must be raised. Crain-Qwest stated that at the first CMP meeting the CRs must be presented. During presentation there should be discussion to decide whether to treat the CR as regulatory or not. If a CR is not considered regulatory it is placed into the standard CR pool for prioritization. Dixon-WorldCom

stated that this is not restricted to regulatory, but also includes legal and judicial mandates. Jacobs-Qwest stated that if a party disagrees with a regulatory CR the objection must be tendered in writing. Clauson-Eschelon stated that the regulatory CRs for consideration at the meeting must be identified separately from the distribution packet because Eschelon representatives do not read the packet before arriving at the meeting. Schultz-Qwest stated that Qwest could create a button of the interactive web report to allow CLECs to review only regulatory CRs ahead of time. Wicks-Allegiance stated that all industry guideline and regulatory CRs that have a date must be slotted into a release that meets that date. Schultz-Qwest stated that there needs to be a mechanism to ensure that all date-sensitive CRs don't pile up at the last release. Dixon-WorldCom stated that the issue was not whether the CLECs would ask questions of Qwest information about the way in which Qwest will meet the mandated dates. Zulevic-Covad stated that by doing prioritization of industry guidelines the CLECs will get a better view of how the group wants to stay up with industry standards. Dixon-WorldCom stated that the prioritization line is based on the mandatory dates. Thompson-Qwest asked how the CLECs would determine which elements of a big LSOG went into which release. Dixon-WorldCom stated that the CLECs expected Qwest to give them recommendations with reasons. Clauson-Eschelon agreed. Schultz-Qwest led the group through a scenario in which there were 25 LSOG 6 CRs and two releases to do them in. Schultz asked the CLECs what would happen if Qwest identified 10 CRs which needed to happen in the first release. Wicks-Allegiance stated that he would expect Qwest to recommend that those 10 CRs be done above the line. Clauson-Eschelon stated that the 10 Qwest recommended, and the CLECs agreed to, would go above the line and the other 15 would be prioritized. Woodcock-Qwest asked if this would be true even if there was a chance of the 15 being prioritized low and then taking up the entirety of the next release. Dixon-WorldCom stated that a regulatory change would always trump an industry guideline change. Lee stated that the OBF was now mandating that ILECs could not skip LSOGs. An ILEC is either in or out. Clauson-Eschelon asked if the team would reserve a piece of each release for Qwest and CLEC initiated, non-regulatory/industry guideline, CRs. She stated that there must be some room for these CRs and that she was not willing to fill up an entire release with LSOG.

Crain-Qwest asked the team if it was at impasse over PID/PAP. Balvin-WorldCom stated that it was if Qwest believes that changes that are necessary to meet PID benchmarks, but which do not reflect positive service improvements are regulatory. Clauson-Eschelon stated that all service performance CRs should be voted on. Dixon-WorldCom stated that the team was at impasse. Crain-Qwest stated that Qwest could formulate language to convey the Qwest understanding of the CLEC proposal without addressing PID/PAP changes. The team broke for lunch and a caucus.

After lunch Schultz-Qwest described the Qwest Proposed Process for Qwest Initiated Product and Process Changes - 01-24-02. (Attachment 10 - Qwest Proposed Process for Qwest Initiated Product and Process Changes - 01-24-02) The team took some time to review to proposal and ask and answer cursory questions. Schultz-Qwest stated that this process would require the CLECs to allow Qwest to problem solve with the CLECs outside the CMP monthly meetings. Clauson-Eschelon stated that there is a preference

for doing things in the CMP meetings, but that individual CLECs can request that Qwest do problem solving between meetings if all other CLECs are invited. She stated that meeting minutes that indicate that she ever said anything otherwise were vetted through the Qwest legal department and inaccurate. Van Meter-AT&T asked if the Level 4 meetings would be similar to those held for the Collocation Decommissioning CR. Campbell-Qwest stated that they would be, but that these meetings should not be construed as being intended to completely resolve every issue. Crain-Qwest stated that consensus meant that the team would agree on the approach on how to proceed for the issue. Clauson-Eschelon stated that the CLECs still want to avoid a situation where something is implemented before the CLECs get a chance to say something about it. She stated that the stay language was unsatisfactory. She stated that she needed an automatic 60 day stay to delay implementation. Crain-Qwest stated that he thought Qwest had addressed this concern with Level 4. Clauson-Eschelon stated that she wanted language stating that implementation would not occur until the process was complete. Crain-Qwest stated that Qwest could put language in the document which would address that point. Clauson-Eschelon stated that instead of examples the document needed to address specific changes. She also explained that many of the Level 3 issues were not notice issues, but should be brought to the CMP as CRs. She continued by stating that the notice and comment period is still unclear, the stay standards should not be legal standards, and that the amount of CLEC input was still unclear. She stated that the CLECs should have the ability to determine what is a major impact to them and what it only moderate. She asked that Qwest produce a CR up-front to help the CLECs decide. Megan Doberneck-Covad stated that the changes to NC-NCI codes should be considered a change that requires a CR. She further stated that the CLECs should have the opportunity to change the level of the change if they deemed that necessary. Schultz-Qwest responded that the CLEC would have an opportunity to request a change to the level based on the impact to them when they had received the notification.

There was further clarifying discussion around the specifics of the proposal. Doberneck-Covad stated that she was uncomfortable with the fact that a disputed CR could be implemented before the conclusion of dispute resolution. Crain-Qwest stated that this was a possibility. Zulevic-Covad stated that the Collocation Decommissioning CR had the opportunity for CLECs to amend their ICAs. Crain-Qwest stated that that language was included in section 2 of the SGAT, and that Qwest could reference it in this document. Jennings-Fader-CPUC asked if implementation of a CR would be stayed until final dispute and ICA resolution. Crain-Qwest stated that it would not. He stated that if a CR violated an ICA or the SGAT, Qwest would not implement for the affected CLECs, and that Qwest cannot change ICAs based on CMP. Campbell-Qwest stated that this proposal was an effort to take a reasonable approach to how Qwest does product/process changes. He stated that Qwest was trying to identify those big changes and protect the CLECs from those changes being notices. There was discussion about the note at the end of the document about 271 and third party changes. The language was clarified. Menezes-AT&T stated that this was still an unfair process because Qwest could veto CLEC CRs and CLECs could not reciprocate. Crain-Qwest stated that Qwest was trying to address this through this proposal. He emphasized that this proposal exceeded

practices in the industry, and that the CLEC did not have the right, or authority, to say no to Qwest business changes. The groups caucused.

After the caucus Doberneck-Covad stated that the CLECs biggest problem was that Qwest had the power to implement a change before the conclusion of dispute resolution. She stated that the CLEC proposal was that when Qwest initiated a product/process CR, the CLECs could request a stay. If, after collaboration, Qwest determines it will implement, the CLECs have the option of filing a complaint with the commission and the implementation would be automatically delayed until resolution of the complaint. This would show that the CLECs are serious about the issue and that it is not a frivolous stay. Crain-Qwest stated that he had concerns about any sweeping statement indicating that Qwest could not implement a change regardless of the cost to Qwest. He stated that Qwest could look at relaxing the timeframes, but not include a statement like that. There was discussion of state jurisdiction and how the cost of a stayed CR would cost Qwest millions. Crain-Qwest suggested changing the 14 day stay to 30 days, and Qwest agreeing to the commission using expedited dispute resolution. He stated that Qwest needed to be at a point where the stay was not open-ended. Doberneck-Covad asked if Qwest wants the power and ability to implement immediately because it costs so much. She continued that she was uncomfortable with someone within Qwest making the determination that Qwest's potential harm was greater than the CLEC's potential harm. She stated that she did not trust Qwest to make a fair decision. Crain-Qwest stated that Qwest was giving CLECs more with this proposal than any other ILEC was even close to giving. Menezes-AT&T stated that the CLECs want the ability to say "No" to Qwest, and to force Qwest to go to a commission. He stated that the CLECs were asking Qwest to delay implementation until resolution is reached. He concluded that he felt the issue was at impasse subject to further discussion with his clients. Doberneck-Covad stated that Covad needed a stay until the dispute was resolved. She suggested using an arbitrator who had a maximum amount of time to reach a decision. Crain-Qwest stated that it sounded7 like the team had another potential impasse issue defined. After further discussion the parties agreed to discuss the "stay/delay" issue further before declaring an impasse. He committed to write up the two impasse issues, and Qwest's interpretation of the CLEC prioritization proposal. (Action Item 234) The team reviewed the agenda for the next meeting, closed action items 175, 183 and 198, and Qwest opened action item 235.

The Team agreed to take the agenda from this session and continue it during the February 5-7 meeting.

Attachment 1

CLEC-Qwest Change Management Process Redesign

JAN 22, 23, and 24, 2002 Working Session

ATTENDANCE RECORD

Core Team Members

1-22	1-23	1-24	Company	Last Name	First Name	Email	Phone	Comments
X	X	X	Allegiance Telecom	Wicks	Terry	terry.wicks@algx.com	469-259-4438	
X	X	X	AT&T	Bahner	Terry	Tbahner@att.com	303-298-6149	
X	X	X	AT&T	Menezes	Mitch	mmenezes@att.com	303-298-6493	
X	X	X	AT&T	Osborne-Miller	Donna	dosborne@att.com	303-298-6178	
X	X	X	AT&T	Van Meter	Sharon	svanmeter@att.com	303-298-6041	
			Avista	Thiessen	Jim	jthiessen@avistacom.net	509-444-4089	
X	X	X	Covad Communications	Doberneck	Megan	mdoberne@covad.com	720-208-3636	
X	X	X	Covad Communications	Zulevic	Mike	mzulevic@covad.com	520-575-2776	
			Electric Light Wave	Gunderson	Peder	peder_gunderson@eli.net	360-816-3429	
X	X	X	Eschelon Telecom	Clauson	Karen	klclauson@eschelon.com	612-436-6026	
			Eschelon Telecom	Powers	Lynne	flpowers@eschelon.com	612-436-6642	
			Eschelon Telecom	Smith	Richard	Rasmith@eschelon.com	612-436-6626	
			Eschelon Telecom	Oxley	Jeffery	Jjoxley@eschelon.com	612-436-6692	
			Integra	Littler	Bill	blittler@integratelecom.com	503-793-5923	
			McLeod	Sprague	Michelle	msprague@mcleodusa.com	319-790-7402	
X		X	Qwest	Campbell	Bill	wmcampb@qwest.com	303-896-7020	
X	%	X	Qwest	Crain	Andrew	Acrain@qwest.com	303-672-2926	
			Qwest	Doherty	Christie	Cdohert@qwest.com	303-896-0848	
			Qwest	Filip	Dana	Dana.filip@qwest.com	303-992-2819	
X	X	X	Qwest	Heline	Mark	mheline@qwest.com	303-624-4647	
%			Qwest	Heid	Betty	eheid@qwest.com	303-965-0984	
X	X	X	Qwest	Jacobs	Teresa	Tjacobs@qwest.com	303-896-1078	
X	X	X	Qwest	Kessler	Kim	Kkessler@qwest.com	303-294-1617	

Attachment 1

1-22	1-23	1-24	Company	Last Name	First Name	Email	Phone	Comments
	%		Qwest	Lemon	Lynne	Llemon@qwest.com	303-965-6321	
X	X	X	Qwest	Maher	Jim	Jxmaher@qwest.com	303-896-5637	
			Qwest	Mohatt	Gerry	Gmohatt@qwest.com	303-965-3934	
X	X	X	Qwest	Rossi	Matt	mrossi@uswest.com	303-896-5432	
X	X	X	Qwest	Routh	Mark	mrouth@uswest.com	303-896-3781	
X	X	X	Qwest	Schultz	Judy	jmschu4@qwest.com	303-965-3725	
X	X	X	Qwest	Spence	Barb	bxspen2@qwest.com	303-896-4152	
X	X	X	Qwest	Thompson	Jeff	Jlthomp@qwest.com	303-896-7276	
X	X	X	Qwest	White	Matt	Mbwhite@qwest.com	303-294-1638	
			Qwest	Williams	Lee			
X	X	X	Qwest	Woodcock	Beth	woode@perkincoie.com	303-291-2316	
%	%		SBC Telecom	Lees	Marcia	Marcia.lees@sbc.com	314-340-1131	
			Sprint	Evans	Sandy	sandra.k.evans@mail.sprint.com	913-433-8499	
			Sprint	Young	Barbara	Barbara.c.young@mail.sprint.com	541-387-9850	
X	%	X	WorldCom	Balvin	Liz	liz.balvin@wcom.com	303-217-7305	
X	X	X	WorldCom	Dixon	Tom	Thomas.f.Dixon@wcom.com	303-390-6206	
			WorldCom	Hines	LeiLani	LeiLani.Jean.Hines@wcom.com	303 217-7340	
X	X	X	WorldCom	Travis	Susan	susan.a.travis@wcom.com	303-390-6845	

Other Participants

1-22	1-23	1-24	Company	Last Name	First Name	Email	Phone	Comments
		X	Colorado PUC	Jennings-Fader	Mana	mana.jennings@state.co.us	303-866-5267	
X	X		Colorado PUC	Quintana	Becky	Becky.Quintana@dora.state.co.us	303-894-2881	
			CapGemini	Ferris	Robyn			

Attachment 1

X	X	X	KPMG Consulting	Nobs	Christian	cnobs@kpmg.com	415-831-1323	
%	%	%	KPMG Consulting	Yeung	Shun (Sam)	shunyeung@kpmg.com	212-954-6351	
			Telcordia	Thompson	Nancy			

Facilitator

X	X	X	XTel Solutions, Inc.	Lee	Judy	soytofu@pacbell.net	650-743-8597	

Attachment 2

Announcement Date:	January 17, 2002
Effective Date:	January 22, 2002
Document Number:	GENL.
Notification Category:	General
Target Audience:	CLECs, Resellers

Subject: Agendas for the January 22 through January 24, 2002 Qwest-CLEC Working Session to Modify the Change Management Process

The agendas for the next Change Management Process Re-design working session with the Core Team are attached for your reference.

Date:	Tuesday, January 22; Wednesday, January 23; and Thursday, January 24, 2002
Locations:	1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Time:	10 AM to 5 PM Mountain Time (January 22 with a working lunch) 9 AM to 5 PM Mountain Time (January 23 and January 24)
Conference Bridge:	Dial-In Number: 877.550.8686 Conference ID: 2213337#

The agendas along with meeting material will be emailed to you and posted on the web site by January 18: http://www.qwest.com/wholesale/cmp/redesign.html.

Sincerely,

Qwest

Attachment 2

MEETING MATERIAL

- CMP Redesign Meeting January 22 - 24 Notice and Agenda – 01-14-02
- CMP Re-Design Core Team Issues and Action Items Log – 01-14-02
- CMP Re-design Discussion Running List – 01-08-01
- Changes that DO NOT Alter CLEC Operating Procedures – 01-15-02
- Change Management Process (CMP) Improvements - 11-26-01
- Qwest CMP Improvement Process - 11-26-01
- Qwest Proposed History Change Log - Revised 12-20-01
- Qwest Proposed CR Prioritization Language - Revised 12-6-01
- SCRP Proposed Language - 12-10-01
- Certification and Re-Certification Testing - 12-11-01
- Qwest Proposed Interface Testing Language - Revised 11-27-01
- AT&T Interface Testing Issues – 12-03-01
- Changes Resulting from New Production Support Language - 01-16-02
- Qwest-CLEC Technical Issues Escalation - January 16, 2002
- CLEC Open cases 0101 to 01022 - 01-10-02
- Updated Event Notification Form - 01-16-02
- Qwest Proposed TERMS Language - 01-08-02
- Qwest Proposed Action Item Language - 01-14-02
- Qwest Proposed Managing the CMP Language - Revised 11-20-01
- Combined CMP Redesign Gap Analysis – 01-17-02
- AT&T CMP Redesign Gap Analysis Addition - 01-14-02
- AT&T CMP Redesign Gap Analysis - 01-11-02
- Covad CMP Redesign Gap Analysis - 01-11-02
- Eschelon CMP Redesign Gap Analysis - 01-11-02
- WorldCom CMP Redesign Gap Analysis - 01-11-02
- Facilitator CMP Redesign Gap Analysis – 01-11-02
- Schedule of CMP Redesign Working Sessions - Revised 12-11-01
- Master Redlined CLEC-Qwest CMP Redesign Framework - Revised 01-03-02
- System Event Notification Subscription Announcement – Published 06-01-01
- Excerpt from Schultz E-mail - Action Item 198

Attachment 2

Tuesday, January 22, 2002 (10 am to 5 pm Mountain Time)
Wednesday, January 23 and Thursday, January 24, 2002 (9 am to 5 pm Mountain Time)
1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Conference Bridge: 1-877-550-8686 Conference ID: 2213337 (hit #)

AGENDA—Tuesday, January 22

TOPIC	LEAD
Introduction (10:00 am – 10:15 am MT)	Judy Schultz, Qwest
• Take attendance	Judy Lee, Facilitator
• Review Agenda	
Discussion and Status (10:15 am – 4:45 pm MT)	All

10:15 am – Noon (including a 10-minute break)

- Discuss and develop guidelines for "What is not CLEC-impacting" for Product/Process
- Read-out on Interim Product/Process Change Process Implementation

- PCAT and Tech Pub Documentation and History Change Log **(Betty Heid, Sue McNa)**
  - CLECs want the version number at the front of the document (#199)
  - Identify existing documentation version control tools (#200)
  - How will the history change log work with the holding tank documents (#201)
  - Review Historical Change Log document and determine implementation date (#202)
  - Provide a drop down list for the PCAT topical section (#203)
  - How will Qwest insure that the dot changes and holding tank changes get updated on the operational version? (#204)
  - Implementation of interim document review process (#70)

Noon to 12:30 pm Pick up Lunch

12:30 pm – 4:45 pm (including a 10-minute break) All

- (Continue from morning discussions, if needed)
- Prioritization Process
  - Qwest position on prioritizing Regulatory changes (#167, 171, 181, 195)
  - Qwest position on prioritizing Industry Guideline changes (#168)
  - What is the process for an exception item during Prioritization? (#93)
  - Will a new OSS Interface CR go through prioritization? (#149)
  - Is prioritization on a per OSS basis? (#150)
  - Review LOE process to see if additional changes need to be made; Criteria used to determine 'level of effort' (Action item # 146, 214) **(Teresa Jacobs)**
  - Can a CLEC prioritize/rank OSS interface CR candidates, even if the CLEC is not using the interface? (COIL-WCom)

Attachment 2

- Attach the latest ranking form, sample of candidate list, and tabulation form (#174)
- Provide a decision on whether to provide copies of documentation regarding prioritization and sizing (#196)

- Review proposal on Special Change Request Process (SCRP)
- If necessary, revisit Types of Changes (related to Prioritization discussion on Regulatory and Industry Guidelines #169)
  - Interface Testing
    - Review language for certification/re-certification (#186; consider same language for Changes to An Existing OSS Interface)
  - Define process for addressing non-production support problems that occur during Interface Testing; and address the process when a production code problem is found in the test environment. (#208)
    - ATT Interface Testing Issues (Mitch Menezes)

Attachment 2

Tuesday, January 22, 2002 (10 am to 5 pm Mountain Time)
Wednesday, January 23 and Thursday, January 24, 2002 **(9 am to 5 pm Mountain Time)**
1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Conference Bridge: 1-877-550-8686 Conference ID: 2213337 (hit #)

AGENDA—Wednesday, January 23

TOPIC	**LEAD**
Introduction (9:00 am – 9:15 am MT)	Judy Schultz, Qwest
• Take attendance	Judy Lee, Facilitator
Discussion and Status (9:15 am – 4:45 pm MT) **(including a 10-minute morning and afternoon Break and an hour Lunch)**	All

- Continue from previous day discussion, if needed
- Discuss and close on Master Redline Language for following Issues and Action Items:
  - **OSS Interface CR Initiation Process**

o Proprietary CR and Comments/Concerns (#88, 89)
o Criteria for a Deny CR (#118)
o Qwest-initiated OSS Interface CRs (#148)
o CRs that impact both an OSS Interface and Process (#163)
o Review Qwest proposed language on the content of the Regulatory and industry guideline CR (Action item # 212)
o Develop a process to debate whether a CR is a regulatory and industry guideline change (Action item # 213)
o Address how the CMP will handle similar CRs and a housekeeping method for old CRs (#224)
o Review Walk-on CR language for CMP meeting (ATT Issues List #6)
o Review and close on CLEC Comments in the Master Redline framework
o Provide the end-to-end development life cycle and time interval for Systems (#197)

- **Changes to An Existing OSS Interface Elements**

o "Draft" industry guideline changes (#94)
o Define changes to an OSS interface that may not require a CLEC to make coding changes, but may affect CLEC process or operations. (#137)
o Maximum of major releases per calendar year per OSS, other than IMA (#139)
o What is included in Technical Specifications (#141)
  o CR Initiation Process takes place before Changes to An Existing (#142);
    - Discuss and clarify in the Master Redline that CRs precede any changes (change, introduction, and retirement of OSS Interface) within the scope of CMP (exceptions? production support?) (AT&T Issue List #14)
  o Is the EDI Implementation Guideline under the scope of CMP? (#143)
  o We need to talk about addenda to release software and documentation. How is it done? How is it communicated? How is it documented? Are CLECs ever consulted? (Action item #217; ATT Issues List #15) (Jeff Thompson)

Attachment 2

- Review and close on CLEC Comments in the Master Redline framework

Attachment 2

- **Introduction of A New OSS Interface**
  - Review and close on CLEC Comments in the Master Redline framework
  - Close on timeline Note language (#140) and business days vs. calendar days timeline

- **Retirement of Existing OSS Interfaces**
  - Review and close on CLEC Comments in the Master Redline framework

- **Production Support (Teresa Jacobs)**
  - Event notification subscription process (#205)
  - Determine implementation date for production support (#210)
  - Examples of IT Help Desk Trouble Tickets (#211)

- **Escalation Process**
  - Define an escalation process for technical production problems for both CLECs and Qwest (#189)

- **Exception Process**
  - Review the Exception process: what constitutes an exception for Systems, Product & Process and overall (#93), and action item # 126 and 215 (ATT Issues List #7).

- **Administration**
  - Re-visit the CMP Web Site (#13G)
  - Timeframe and method that Qwest provides a notice on a CR response and post on web site (#145, 156)

- **Managing the CMP**

- Roles of representatives (#107, 172)
- AT&T Issue List # 13: Has there been a discussion yet of what happens at the end of redesign? Do we all review the Master Redline and provide comments and get to where we say it is done (is this a vote)? Is there a process to send the whole thing to the entire CMP body? Once it goes to the CMP body, will there be a walk through of the document with time for questions/comments? Is there a vote at the CMP body? (#177, 178)

- **Introduction and Scope**
  - Timelines under the CMP are 'defaults' (#153)

- **Terms** (#106, 133, 162, 182)

- **Scheduled Maintenance for OSS Interface** (#209)

- **Training** (#152)

- Discuss and close other items from the Issues and Action Items Log

Attachment 2

- **Are Call Center outages included in the "outages" sub-category? (#40)**
- ***Network outage* notification process (#42)**
- **Differences due to geography (#187)**
- **Send out and discuss affinity between 25001 and 30623 (#193)**
- **Provide an explanation for regulatory number pooling CR (#194)**

Adjourn

Attachment 2

Tuesday, January 22, 2002 (10 am to 5 pm Mountain Time)
Wednesday, January 23 and **Thursday, January 24, 2002 (9 am to 5 pm Mountain Time)**
1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Conference Bridge: 1-877-550-8686 Conference ID: 2213337 (hit #)

AGENDA—Thursday, January 24

TOPIC	**LEAD**
Introduction (9:00 am – 9:15 am MT)	Judy Schultz, Qwest
• Take attendance	Judy Lee, Facilitator
Discussion and Status (9:15 am – 4:30 pm MT) **(including 10-minute morning and afternoon breaks and an hour lunch)**	All
• Continue from previous day discussion, if needed	
• Gap Analysis Discussion and determine future session topics	
• Read out from Arizona Workshops	
• Review Schedule of Future Working Session along with topics	
• Discuss and close on additional issues and actions from this 3-day session	
Next Meeting (4:30 pm to 5:00 pm MT)	All
• Determine discussion items and material needed for the next session	
Adjourn	

Attachment 3

Announcement Date:	January 22, 2002
Effective Date:	January 23, 2002
Document Number:	GENL.
Notification Category:	General
Target Audience:	CLECs, Resellers
Subject:	Revised Agendas for the January 23 and January 24, 2002 Qwest-CLEC Working Session to Modify the Change Management Process

The agendas for January 23 and January 24 Change Management Process Re-design working meetings with the Core Team have been revised based on discussions held on January 22. The revised agendas are attached for your reference.

Date:	Wednesday, January 23 and Thursday, January 24, 2002
Locations:	1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Time:	9 AM to 5 PM Mountain Time
Conference Bridge:	Dial-In Number: 877.550.8686 Conference ID: 2213337#

The revised agendas are also posted on the web site:
http://www.qwest.com/wholesale/cmp/redesign.html.

Sincerely,

Qwest

Attachment 3

MEETING MATERIAL

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- Changes that DO NOT Alter CLEC Operating Procedures – 01-15-02
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- Qwest CMP Improvement Process - 11-26-01
- Qwest Proposed History Change Log - Revised 12-20-01
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Wednesday, January 23 and Thursday, January 24, 2002 **(9 am to 5 pm Mountain Time)**
1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Conference Bridge: 1-877-550-8686 Conference ID: 2213337 (hit #)

REVISED AGENDA—Wednesday, January 23

TOPIC	LEAD
Introduction (9:00 am – 9:15 am MT)	Judy Schultz, Qwest
• Take attendance	Judy Lee, Facilitator
Discussion and Status (9:15 am – 4:45 pm MT) **(including a 10-minute morning and afternoon Break and an hour Lunch)**	All

- Continue from previous day discussion, if needed
- Discuss and close on Master Redline Language for following Issues and Action Items:
  - **Prioritization Process**
    - Qwest position on prioritizing Regulatory changes (#167, 171, 181, 195)
    - Qwest position on prioritizing Industry Guideline changes (#168)
    - What is the process for an exception item during Prioritization? (#93)
    - Will a new OSS Interface CR go through prioritization? (#149)
    - Is prioritization on a per OSS basis? (#150)
    - Review LOE process to see if additional changes need to be made; Criteria used to determine 'level of effort' (Action item # 146, 214) **(Teresa Jacobs)**
    - Can a CLEC prioritize/rank OSS interface CR candidates, even if the CLEC is not using the interface? (COIL-WCom)
    - Attach the latest ranking form, sample of candidate list, and tabulation form (#174)
    - Provide a decision on whether to provide copies of documentation regarding prioritization and sizing (#196)
  - Review proposal on **Special Change Request Process (SCRP)**
  - If necessary, **revisit Types of Changes** (related to Prioritization discussion on Regulatory and Industry Guidelines #169)

  - **Interface Testing**
    - Review language for certification/re-certification (#186; consider same language for Changes to An Existing OSS Interface)
    - Define process for addressing non-production support problems that occur during Interface Testing; and address the process when a production code problem is found in the test environment. (#208)
    - ATT Interface Testing Issues (Mitch Menezes)

  - **OSS Interface CR Initiation Process**
- Proprietary CR and Comments/Concerns (#88, 89)
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- Review Qwest proposed language on the content of the Regulatory and industry guideline CR (Action item # 212)
- Develop a process to debate whether a CR is a regulatory and industry guideline change (Action item # 213)
- Address how the CMP will handle similar CRs and a housekeeping method for old CRs (#224)
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- Review and close on CLEC Comments in the Master Redline framework
- Provide the end-to-end development life cycle and time interval for Systems (#197)

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  - Is the EDI Implementation Guideline under the scope of CMP? (#143)
  - We need to talk about addenda to release software and documentation. How is it done? How is it communicated? How is it documented? Are CLECs ever consulted? (Action item #217; ATT Issues List #15) (Jeff Thompson)
- Review and close on CLEC Comments in the Master Redline framework

  - **Introduction of A New OSS Interface**
    - Review and close on CLEC Comments in the Master Redline framework
    - Close on timeline Note language (#140) and business days vs. calendar days timeline

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  - **Production Support (Teresa Jacobs)**
    - Event notification subscription process (#205)
    - Determine implementation date for production support (#210)
    - Examples of IT Help Desk Trouble Tickets (#211)

  - **Escalation Process**
    - Define an escalation process for technical production problems for both CLECs and Qwest (#189)

  - **Exception Process**

- Review the Exception process: what constitutes an exception for Systems, Product & Process and overall (#93), and action item # 126 and 215 (ATT Issues List #7).

– **Administration**
  - Re-visit the CMP Web Site (#13G)
  - Timeframe and method that Qwest provides a notice on a CR response and post on web site (#145, 156)

– **Managing the CMP**

- Roles of representatives (#107, 172)
- AT&T Issue List # 13: Has there been a discussion yet of what happens at the end of redesign? Do we all review the Master Redline and provide comments and get to where we say it is done (is this a vote)? Is there a process to send the whole thing to the entire CMP body? Once it goes to the CMP body, will there be a walk through of the document with time for questions/comments? Is there a vote at the CMP body? (#177, 178)

– **Introduction and Scope**
  - Timelines under the CMP are 'defaults' (#153)

– **Terms** (#106, 133, 162, 182)

– **Scheduled Maintenance for OSS Interface** (#209)

– **Training** (#152)

- Discuss and close other items from the Issues and Action Items Log
  – **Are Call Center outages included in the "outages" sub-category? (#40)**
  – **Network outage notification process (#42)**
  – **Differences due to geography (#187)**
  – **Send out and discuss affinity between 25001 and 30623 (#193)**
  – **Provide an explanation for regulatory number pooling CR (#194)**

Adjourn

Attachment 3

Tuesday, January 22, 2002 (10 am to 5 pm Mountain Time)
Wednesday, January 23 and **Thursday, January 24, 2002 (9 am to 5 pm Mountain Time)**
1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Conference Bridge: 1-877-550-8686 Conference ID: 2213337 (hit #)

REVISED AGENDA—Thursday, January 24

TOPIC	**LEAD**
Introduction (9:00 am – 9:15 am MT)	Judy Schultz, Qwest
• Take attendance	Judy Lee, Facilitator
Discussion and Status (9:15 am – 4:30 pm MT)	All

(including 10-minute morning and afternoon breaks and an hour lunch)

- Continue from previous day discussion, if needed
- Review and discuss proposed language on the status of a change when an escalation or dispute process has been invoked. Determine the criteria for a change to be implemented, stay, or delayed.
- Gap Analysis Discussion and determine future session topics
- Determine if there are any impasse issues, or issues close to impasse, in addition, clarify the positions of Qwest and CLECs.
- Read out from Arizona Workshops
- Review Schedule of Future Working Session along with topics
- Discuss and close on additional issues and actions from this 3-day session

Next Meeting (4:30 pm to 5:00 pm MT) All

- Determine discussion items and material needed for the next session

Adjourn

Attachment 4

Announcement Date:	January 23, 2002
Effective Date:	January 24, 2002
Document Number:	GENL.
Notification Category:	General
Target Audience:	CLECs, Resellers
Subject:	Revised Agenda for the January 24, 2002 Qwest-CLEC Working Session to Modify the Change Management Process

The agenda for the January 24 Change Management Process Re-design working meeting with the Core Team has been revised based on discussions held on January 23. The revised agenda is attached for your reference.

Date:	Thursday, January 24, 2002
Locations:	1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Time:	9 AM to 5 PM Mountain Time
Conference Bridge:	Dial-In Number: 877.550.8686 Conference ID: 2213337#

The revised agendas are also posted on the web site:
http://www.qwest.com/wholesale/cmp/redesign.html.

Sincerely,

Qwest

Attachment 4

MEETING MATERIAL

- CMP Redesign Meeting January 24 Notice and Agenda – Revised 01-23-02
- CMP Re-Design Core Team Issues and Action Items Log – 01-14-02
- CMP Re-design Discussion Running List – 01-08-01
- Changes that DO NOT Alter CLEC Operating Procedures – 01-15-02
- Change Management Process (CMP) Improvements - 11-26-01
- Qwest CMP Improvement Process - 11-26-01
- Qwest Proposed History Change Log - Revised 12-20-01
- Qwest Proposed CR Prioritization Language - Revised 12-6-01
- SCRP Proposed Language - 12-10-01
- Certification and Re-Certification Testing - 12-11-01
- Qwest Proposed Interface Testing Language - Revised 11-27-01
- AT&T Interface Testing Issues – 12-03-01
- Changes Resulting from New Production Support Language - 01-16-02
- Qwest-CLEC Technical Issues Escalation - January 16, 2002
- CLEC Open cases 0101 to 01022 - 01-10-02
- Updated Event Notification Form - 01-16-02
- Qwest Proposed TERMS Language - 01-08-02
- Qwest Proposed Action Item Language - 01-14-02
- Qwest Proposed Managing the CMP Language - Revised 11-20-01
- Combined CMP Redesign Gap Analysis – 01-17-02
- AT&T CMP Redesign Gap Analysis Addition - 01-14-02
- AT&T CMP Redesign Gap Analysis - 01-11-02
- Covad CMP Redesign Gap Analysis - 01-11-02
- Eschelon CMP Redesign Gap Analysis - 01-11-02
- WorldCom CMP Redesign Gap Analysis - 01-11-02
- Facilitator CMP Redesign Gap Analysis – 01-11-02
- Schedule of CMP Redesign Working Sessions - Revised 12-11-01
- Master Redlined CLEC-Qwest CMP Redesign Framework - Revised 01-03-02
- System Event Notification Subscription Announcement – Published 06-01-01
- Excerpt from Schultz E-mail - Action Item 198

Attachment 4

Tuesday, January 22, 2002 (10 am to 5 pm Mountain Time)
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REVISED AGENDA—Thursday, January 24

TOPIC	LEAD
Introduction (9:00 am – 9:15 am MT)	Judy Schultz, Qwest
• Take attendance	Judy Lee, Facilitator
Discussion and Status (9:15 am – 4:30 pm MT) **(including 10-minute morning and afternoon breaks and an hour lunch)**	All

- Discussion on Master Redline Language for:
  - **Prioritization Process**
    - Discuss Gap Analysis items
    - Qwest position on prioritizing Regulatory changes (#167, 171, 181, 195)
    - Qwest position on prioritizing Industry Guideline changes (#168)
    - What is the process for an exception item during Prioritization? (#93)
    - Will a new OSS Interface CR go through prioritization? (#149)
    - Is prioritization on a per OSS basis? (#150)
    - Review LOE process to see if additional changes need to be made; Criteria used to determine 'level of effort' (Action item # 146, 214)
    - Can a CLEC prioritize/rank OSS interface CR candidates, even if the CLEC is not using the interface? (COIL-WCom)
    - Attach the latest ranking form, sample of candidate list, and tabulation form (#174)
    - Provide a decision on whether to provide copies of documentation regarding prioritization and sizing (#196)
  - Review proposal on **Special Change Request Process (SCRP)**
  - If necessary, **revisit Types of Changes** (related to Prioritization discussion on Regulatory and Industry Guidelines #169)

  - **Interface Testing**
    - Review language for certification/re-certification (#186; consider same language for Changes to An Existing OSS Interface)
    - Define process for addressing non-production support problems that occur during Interface Testing; and address the process when a production code problem is found in the test environment. (#208)
    - ATT Interface Testing Issues (Mitch Menezes)

- Review and discuss proposed language on the status of a change when an escalation or dispute process has been invoked. Determine the criteria for a change to be implemented, stay, or delayed.
- Determine if there are any impasse issues, or potential impasse issues, in addition, clarify the positions of Qwest and CLECs.
- Read out from Arizona Workshops
- Review Schedule of Future Working Session along with topics

- Determine discussion items and material needed for the next session

Adjourn

Attachment 5

Changes that DO NOT Alter CLEC Operating Procedures – 01-15-02

Qwest developed the following lists for discussion purposes only. These lists are subject to modification as agreed upon by the CLECs and Qwest. These lists attempt to capture changes that DO NOT alter CLEC operating procedures.

Effective Immediately
- Verbiage Clarification/Wordsmithing
- Typos/Grammar/Product Branding
- Re-notification
- Training Schedule Changes

15 Days Advance Notification
- TN Changes
- FAX Changes
- Web Architecture Changes
- Pricing Changes
- Implementing Charges Qwest is authorized to bill through the Interconnection Agreement/Tariff/Regulatory Rulings, Mandated Products or Changes
- Training Notices, Pricing

Attachment 6

Excerpt from SBC

CLEC User Forum

Guidelines

and

Non-OSS Change Management Process

IV. CHANGE PROCESS (Non-OSS)

SBC will communicate changes to its processes, procedures and manual forms to CLECs via Accessible Letter and will follow the change process described in this document. The parties intend for this process to be dynamic in nature, managed through regular meetings of the general CUF and the Executive Steering Committee. All parties agree to review the effectiveness of this process every 6 months. Modifications and changes can be proposed to the Executive Steering Committee at that time to satisfy identified needs and gaps in this process.

There are three categories of changes:

1) Category One (Changes Impacting CLEC M&P)
2) Category Two (Informational Changes)
3) Exception Changes (Agreed Upon Expedited Implementation)

A. CATEGORY ONE (CLEC M&P Changes)

Category One involves notification to the CLEC Community when there is a change in the SBC process/policy that may affect CLEC processes and may require a change in the CLEC M&P.

1. Category One Notification

SBC will provide a change notification to CLECs via an Accessible Letter announcing the change. The Notification will be a written summary of the new/change process or policy in plain English and will contain:

- The planned implementation date
- Indication of type of change, (i.e., documentation change, business rule change, process change, clarification change, etc.)
- Exceptions to the ATIS/OBF standards (for manual orders)

- Description of Change
- Other

2. Category One Implementation Interval

SBC's planned implementation will be no less than 30 calendar days from the date of the Initial Notification.

3. Walk-Through of Category One Change

SBC will host a walk-through for CLECs with the appropriate internal subject matter experts if necessary or if requested by CLECs. An attempt will be made to schedule the walk-through at the regularly scheduled CUF monthly meetings. In cases where timing is an issue, a conference call will be called.

4. CLEC Comments

Comments, questions, and clarifications will be sent to the CLEC Account Manager. Comments regarding a process that a CLEC believes is unworkable should be directed to its Executive Steering Committee (ESC) member, within five business days.

B. CATEGORY TWO CHANGES (Informational)

Category Two changes are generally informational in nature and would not require extensive modifications on the part of the CLEC.

1. Category Two Notification

SBC will provide a change notification to CLECs via an Accessible Letter announcing the change. The Notification will be a written summary of the new/change process or policy in plain English and will contain:

- The planned implementation date
- Indication of type of change, (i.e., documentation change, business rule change, process change, clarification change, etc.)
- Exceptions to the ATIS/OBF standards (for manual orders)
- Description of Change
- Other

2. Implementation Interval

SBC's planned implementation will be no less than 15 calendar days from the date of the Notification.

3. CLEC Comments

Comments will be sent to the Account Manager.

C. CATEGORY THREE (Exception Changes)

On occasion, it may be necessary and/or beneficial to implement new processes/procedures or changes to existing processes/procedures in a timeframe other than those listed above. Any request for such an exception will be forwarded to the Executive Steering Committee for consideration. If approval for the exception is granted, the ESC will determine if a walk-through is warranted and will also on an implementation date.

Attachment 7

Change Management Process (CMP) Improvements – 11-26-01

Improvement	Implementation Date(s)
Standard Naming Convention	August 2001
Web Site Improvements - Design - Search Capabilities	October 2001
CMP Process Improvements - CR Clarification Meetings - Meeting Distribution Package - Meeting Minutes - CR Tracking and Reporting Database - CR Project Management	August – November 2001
Escalation and Dispute Resolution Process - Process - Web Site	November 2001
Exception Process	September 2001
OSS Interface 12 Month Development View	November 2001
CLEC/Qwest Initiated OSS Interface CR Process - Process - Form	October – November 2001
CLEC/Qwest Initiated Product and Process CR Process - Process - Form	October – November 2001
PCAT Red-Line	November 2001
Tech-Pub Red-Line	October 2001
Point of Contact List	October 2001
Established CMP Full Day Meetings	October 2001
Prioritization of Qwest Originated OSS Interface CRs	August – November 2001
Introduction of New OSS Interface	Ready when applicable
Web Tool to Support CLEC Comments on CRs	November 2001
Retirement of OSS Interface	Ready when applicable
Changes to an Existing OSS Application to Application Interface - Draft Technical Specifications Walkthrough - CLEC Comment Cycle - Final Technical Specifications - CLEC Testing	Effective with IMA 10.0 Release
Changes to an Existing GUI - Draft User Guide - CLEC Comment Cycle - Final User Guide	Effective with IMA 10.0 Release
OSS IMA EDI Versioning	In Effect

Attachment 7

Interface Testing Environment - SATE	In Place

Attachment 8

DO NOT Alter CLEC Operating Procedures – 01-21-02

Qwest developed the following lists for discussion purposes only. These lists are subject to modification as agreed upon by the CLECs and Qwest. These lists attempt to capture changes that DO NOT alter CLEC operating procedures.

Effective Immediately
- Verbiage Clarification/Wordsmithing
- Typos/Grammar/Product Branding
- Re-notification
- Training Schedule Changes

15 Days Advance Notification
- TN Changes
- FAX Changes
- Email address changes
- Web Architecture Changes
- Pricing Changes
- Implementing Charges Qwest is authorized to bill through the Interconnection Agreement/Tariff/Regulatory Rulings, Mandated Products or Changes
- Training Notices, Pricing

- Promotions (from Retail)
- New Product Offerings
- Internal Product/Process changes that do not impact the CLEC
  (these have notification time frames that have not yet been determined)

Gap Analysis

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			SCOPE
1	Scope-Rates	Eschelon	Rates: Whether and to what extent/how included in CMP "The extent to which rates are within the Scope of the CMP needs to be addressed and, if part of the Scope, language needs to be developed with respect to this issue. . . . Whether and how either Qwest or CLEC rates may be the subject of CRs has yet to be addressed." (Eschelon Comments/Nov. Status Report.) Relationship to interconnection agreements
2		AT&T	Should have a discussion of what a "rate validation" is, how Qwest goes about it and address CLEC concerns raised in CMP. These are changes Qwest makes to rate tables that impact CLECs and there is not enough discussion (and no negotiation) before Qwest unilaterally makes changes to rates.
3	Scope-Interim Scope of CMP	Eschelon	Interim Scope of CMP: "The Parties agreed that the Scope of CMP encompasses changes to products and processes (including manual) and OSS interfaces that affect system functions that support or affect the capabilities for local services provided by CLECs to their end users. Based on discussions since then and the Qwest-initiated CRs submitted (and not submitted) to date, however, the Parties have identified that further discussion is needed as to whether all issues within the Scope of CMP require use of CRs and, if not, the parameters for when CRs are required. The resolution of this issue may ultimately appear in the documentation in another section, such as the types of changes, but the relationship to Scope must be addressed." (Eschelon Comments/Nov. Status Report.)
4	Scope-Define	WorldCom	Scope fully defined when 100% of the processes have been negotiated to determine completeness
5	Scope-Production defects	WorldCom	Are production defects included in scope of CMP?
6	Scope- Retail	Eschelon	Retail: "CLECs have indicated that they interpret the Scope language to include changes to Qwest retail systems or processes when those changes affect CLECs. For example, if a dramatic improvement was made to the raw loop data tool used by Qwest retail, ensuring that CLECs are aware of the change and a comparable change is provided to CLECs would be within the scope of CMP. If Qwest disagrees, additional discussion will be needed with respect to this issue." (Eschelon Comments/Nov. Status Report.)
7	Scope- OSS	Eschelon	Qwest Back-End Systems: CLECs have indicated that the definition of "OSS Interfaces" in footnote 1 to the

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
	Interface		Master Red-Lined Document is broad and includes changes to back-end systems and processes/functions/capabilities (as well as retail, *see supra*). The intent is a definition that is broader than may be associated with "OSS Interfaces" in other contexts. If Qwest disagrees, additional discussion will be needed with respect to this issue.
8	Scope- CMP	Eschelon	CMP encompasses/list: As indicated in brackets on page 6 of the Red-Lined Master, the Team agreed to revisit the list in this paragraph of changes that the CMP encompasses. ["requirement definition, design, development, notification, testing, implementation and disposition of changes – revisit list"]
9	Scope- CMP	AT&T	Master Redline, p. 6, states that "CMP is managed by CLEC and Qwest . . . " At this point, AT&T does not feel that this is happening. It appears much more within Qwest's control with regard to what gets done. This is related to item 15 below. -AT&T Comment #15 as follows: Qwest has the ability to reject/deny CLEC CRs. CLECs do not have the ability to reject/deny Qwest CRs. We need to discuss and find a way to balance the process. As it stands, Qwest CRs go through to completion over CLEC objections, however, CLEC CRs do not go through over Qwest's objection. CLECs have to use the escalation or dispute resolution process either to advance their CRs (when Qwest rejects/denies) or oppose Qwest CRs (when Qwest ignores CLEC objections). Qwest is never put in this position. This applies to product/process and may apply to systems as well (the group should discuss).
10	Scope- States to which the CMP applies	AT&T	We should state in the body of the Master Redline all of the states to which the CMP applies. Presumably, it will be all 14 Qwest states unless we have differences from state to state as a result of dispute resolution.
11	Scope- Activities that are not within the scope	AT&T	A statement in the Master Redline of what activities are not within the scope and, where appropriate, a reference to where/how such things are handled (i.e., BFR, account team activities, service managers activities).
			TYPES OF CHANGES
12	Types of	Judy Lee,	The Redesign team needs to reconcile outstanding issues on performance measurements.

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
	Changes-Regulatory, PID, PAP, CPAP	Facilitator	Recent OBF proposal states: Regulatory Change "These changes are mandated/required by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority, or state and federal courts. Regulatory changes are not voluntary but are requisites to comply with newly passed legislation, court rulings or regulatory requirements. These may include new functionality, enhancements to existing interface functionality, and/or enhancements required to meet performance measurements. Either the customer or the provider may initiate the change request."
13		Covad	How are CRs, which are either directly or indirectly related to PAP/PIDs, dealt with as part of CMP? What is the interrelationship between the CPAP's reference to CLEC-affecting changes and the definition of CLEC affecting that is in the process of being developed in CMP Redesign? What constitutes a regulatory CR? Additional work is required on criteria for designation of regulatory CRs. How is agreement reached on classification? Can a CLEC challenge the regulatory designation and, if so, what are the associated processes and timelines? Can regulatory CRs be submitted by any party? If a CLEC submits a regulatory CR, what process will apply to that CR and is it the same process that will be applied to Qwest's regulatory CRs?
14		Eschelon	PID/PAP: PID interpretation, measurement, and changes and Qwest use of PID information in CR Responses: Whether/how dealt with in CMP. (Refer to discussion in December CMP meetings.) Regulatory CRs: Ensure that the Core Team members have a common understanding of existing language defining Regulatory CRs and review whether any changes to the definition are needed. For example, Qwest has asserted that improvements that it seeks to make to improve PID performance to avoid PAP penalties may be considered Regulatory CRs, and CLECs have disagreed. CLECs have pointed out that such a change may technically allow Qwest to meet a PID without actually improving quality of service to the CLECs. Also, if CLECs request quality of service improvements, but those improvements don't happen to be associated with a PAP

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			penalty, the CLECs' requested changes have to go through prioritization. Qwest's requested changes should be subject to prioritization as well. If Qwest's requested changes are more important, they will be prioritized over the CLEC's requested changes. Define process for Product/Process CRs, as well as Systems CRs.
15		AT&T	Change management of PIDs. From statements Qwest has made, AT&T was under the impression that Qwest had proposed an industry forum approach to PID change management in the multistate proceeding. Upon review, the only thing AT&T could find is in Section 16.1 of Qwest's Multistate PAP: "Every six (6) months, beginning six months after the effective date of the first Section 271 approval by the FCC of one of the states that participated in the multi-state QPAP review proceeding, Qwest, CLECs and the Commissions of those state [s] shall participate in a common review of the performance measurements to determine whether measurements should be added, deleted, or modified; . . . ." If this is Qwest's proposal, it does not address the concern raised by AT&T and other CLECs in CMP Redesign that PID change management needs to be done in an industry process and CMP is the most appropriate place to do it (after ROC) because of the connection all of the activities in CMP have to the PIDs (Qwest rejects CRs based on PIDs; Qwest wants to call CRs relating to PIDs regulatory changes). This remains a gap in the Redesign. Page 9 of the Master Redline (Industry Guideline Change). The language could be cleaned up to define the category in terms of "guidelines established by telecommunications industry standards organizations,"rather than just saying the category "implements industry guidelines."
16		Qwest	Performance Measurements, Document: Qwest's Colorado Application to Provide In-Region Interlata Service, Colorado PUC Docket Number 971-198T, June 19-22, 2001 There is discussion on individual performance measurements in the CR process, but no formal discussion on performance management and assurance.

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			How will changes to tracking and reporting to CLECs be handled? (e.g., CMP CR initiation process)
17		WorldCom	Regulatory CRs a) PIDS updates whereby system enhancements are identified (Coil) b) Disagreement (Impasse?) on PID/PAP changes for exception to the CMP prioritization process
18		Eschelon	Industry Guideline CRs: Do we need to add language such as "or other recognized and agreed upon industry guideline body" to ensure that the list of industry groups is complete (and flexible if Qwest and CLECs agree to add any)"? The Redlined Master language states: "using a national implementation timeline, if any." Need to be sure document, in some section, deals with the process when there is no timeline, when the timeline is optional and Qwest and CLECs do not want to implement per that timeline, etc. Develop and document process for handling "draft" industry guideline changes. (#94) Need to discuss and document relationship to prioritization.
19		WorldCom	Industry Guideline Changes a) Governing bodies b) Timelines for implementation
20	Types of Changes-Qwest Originated CRs	Eschelon	Qwest-Originated CRs: The current definition encompasses systems and product/process changes within the scope of CMP. Has Qwest's position changed on this? If so, what is Qwest's position and proposed language? Processes need to be developed with respect to CRs submitted by Qwest for systems and product/process issues. Whether and to what extent agreement or approval is needed, and the process for obtaining it when needed, are all issues that remain for discussion in the CMP Re-Design.

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			Status History: Need to be sure that Status History is updated, as with CLEC CRs. (Has not been done for Additional Testing CR.) Whether Qwest-initiated CR can include an effective date (and, if so, may a CLEC-initiated CR include one, and are they treated the same): "If Qwest can announce an effective date in a CR and unilaterally implement it over CLEC objection, submission of a CR is, in effect, no different from merely issuing a unilateral notification of a change. . . . The Core Team also needs to address whether the CR may become effective or the proposed effective date [if any can be in the CR] is suspended while the dispute is being resolved." (Eschelon Comments/Nov. Status Report.) "The role of "clarification" discussions needs to be examined with respect to Qwest-initiated and other non-CLEC initiated CRs." (Eschelon Comments/Nov. Status Report.)
21		Covad	How are Qwest-initiated Product or Process CRs to be administered? They cannot be handled as RNs, which will be implemented regardless of CLEC input. Is Qwest still committed to redesigning product and process or will it stop at systems?
22		WorldCom	Qwest Originated Change a) Source of changes (i.e. how are retail changes determined to be or not be CLEC impacting b) Document process for identifying CLEC-impacting changes c) Document what steps of the CR initiation process are performed internally by Qwest b) Conclude discussion on CLEC-impacting changes.
23	Types of Changes-Production Support	Eschelon	Production Support CRs: This type of change was deleted. But, in the production support section, there are references to submitting CRs. Does this need to be addressed either there or in the types of changes section to clarify this? What type of CR is it? Is that sufficiently clear from the existing documentation? "'Production Support' is not currently listed as a type of change, at Qwest's request. But, the

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			production support language proposed by Qwest indicates that certain production support changes (at lower levels of severity) should be requested using a CR. Therefore, the parties still need to address this issue and the proper handling of production support changes." (Eschelon Comments/Nov. Status Report.)
24		AT&T	Need to include language in the Master Redline under "Types of Change"(p. 8) for Production Support (since under the Production Support language a CLEC is directed to the CR process for Severity 3 and 4 troubles).
25	Types of Changes-Disputed	Eschelon	Process for Determining Type of Change, if Disputed: "Need a process to debate whether a change fits as a regulatory or industry guideline change. With the information [below], CLECs will be informed to have this debate." (AT&T 11/13/01 email)
26	Types of changes-production support	WorldCom	Production changes a) Production changes that do not meet section 12 criteria
			CHANGE REQUEST INITIATION PROCESS
27	Change Request Initiation Process	WorldCom	CR Initiation Process 1) Needs parity language for changes made to all interfaces at same time 2) Re-address language where to send CR (i.e., CMP Mgr. vs. mailbox) 3) Language for Inclusion of "type" of changes should be included (i.e., Regulatory, Industry, etc.) 4) Language to address Qwest to follow same CR process (i.e., denied, prioritized) 5) Process for CRs that crossover both OSS and product and process. 6) How are proprietary CRs handled? 7) How are CRs tracked? CR Initiation Process 1) Need language for denial of CRs (Qwest policy, business cost, specific regulatory ruling) 2) What about Qwest-initiated CRs that have CLEC-impacting changes?

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			3) CR language that affects both OSS and Product and process needs to be addressed. 4) Address Product & Process escalation process. 5) Verify Interim process is working as established.
28		Eschelon	CLEC-Originated CRs: Should the Master Reline include language, such as "originated by one or more CLECs"? May CLECs submit CRs jointly (and, if so, do the forms allow for this)? Once one CLEC has originated a CR, Qwest has indicated that it does not want to deal with multiple CRs on the same issue. Other CLECs thus monitor the progress of the first CLEC's CR (and can later take up processing or escalation of the CR). Need to ensure documentation accurately reflects this process. The Master, on pp. 14 & 20, provides that: "If the originating CLEC does not agree with the determination to escalate or pursue the dispute resolution, it may withdraw its participation from the CR and any other CLEC may become responsible for pursuing the CR upon providing written notice to the Qwest CMP Manager." Is withdrawal one of the current statuses? Is a notice sent to CLECs that a CR is being withdrawn so that others may assume responsibility? System v. Product/Process (or both): Address "system" v. "product/process" CRs (criteria for determining proper forum; what happens when unclear or new facts determine other category is more appropriate) and the process when one issue has both systems and product/process aspects. Document the process when a CR is moved from one category to the other and how this is indicated in the documentation so that the history can be fully tracked and understood. Examples of CRs handled in both Systems CMP and Process CMP: Process CR# 5582295 & Systems CR # SCR092601-1 Process CR# 5579345 & Systems CR # SCR112101-2 Process CR # PC083001-1 & Systems CR # SCR101901-1 Process CR # PC100401-2 & Systems CR # SCR112101-1

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			"Donna Osborne-Miller of AT&T asked where a CLEC should send a request if they were not sure of whether it was a product or process change. Mark Routh of Qwest stated when in doubt, CLECs can send the change request to either him or Matt Rossi. Routh clarified that he and Rossi coordinate all CRs received from CLECs to ensure there are no overlaps. Judy Schultz of Qwest responded that most product/process changes result in a system change, but that there was not a desire to create multiple CRs for the same request. Terri Bahner of AT&T expressed concern about what would happen if a CLEC missed a product or system affected on the CR form. Judy Schultz of Qwest stated that any areas being addressed by the CR request would be identified during the clarification meeting. [AT&T Comment: This should be added to the issues/action items log. We need to discuss how these overlaps should be handled, what the process is for Qwest to expeditiously reconcile internally where a CR falls and how to process such CRs. If a CR affects both product/process and systems, what is done to coordinate among all the right folks? At which CMP meeting are they discussed (systems or product/process)?, etc.]" (AT&T 11/23/01 email – comments on meeting minutes) <u>Documented flow for all types of CRs:</u> Review and revise Red-Lined Master language as needed to ensure that the CR Initiation Process and the flow of CRs through conclusion of the process is described as to all types of CRs (not just CLEC-initiated CRs).
29		Covad	How are OSS, Process and Product CRs to be cross-referenced and worked together when they are related? How will Qwest categorize and address product/process CRs that impact systems or compel a change to Qwest systems?
30		Eschelon	<u>Acknowledgement/CR Number Assignment:</u> The CR Initiation Processes state that the CMP Manager will assign a CR number before forwarding the CR to the CMP Group Manager and then the CMP Manager will send an acknowledgement to the CR originator. The processes (pp. 12 & 18) do not state, however, that the CR number will be provided to the originator until two days after acknowledgement. Currently, the CR number is included in the acknowledgment. CLECs need the number at that time to track the CR, to ask questions about its status, etc. The documentation should be revised to reflect the current practice of providing the CR number to

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			the originator in the acknowledgement.
31		Eschelon	Tracking CRs: Redlined document indicates in brackets that this section will be moved to CR Initiation Process. Move it and be sure documentation reflects entire process for tracking CRs (and new format for status histories, interactive reports, etc.) and states that documents will be posted on the web and when. Address when and how CRs are archived. The CR Initiation Processes state that certain steps will be taken (such as producing meeting minutes) but do not necessarily state that these documents will be posted to the web and when. Is it sufficient to cover this in the separate section on documentation, or should it state that step here wherever applicable? (Does "issue" mean posting on web, or notice, or what?)
32		Eschelon	SMEs: State in the Master that SMEs and CRPMs will participate in the CMP meetings at which their CRs are discussed.
33		Eschelon	Organization of CR Initiation Documentation for Systems and Product/Process: The Master currently has one section for Initiation of CRs for Systems (starting on p. 12) and another for Product/Process (starting on page 18). Eschelon previously suggested that the initiation and clarification process should be described in one, single section, because it is the same for both. To the extent there are minor differences, they could be noted. Then, a separate section would describe the flow of the CR, once initiated, and that would have sub-sections describing systems and product/process, where they vary. Eschelon continues to request this structure, as it would be more clear and less complicated.
34		Eschelon	Product/Process CR Initiation Process: As noted above, Eschelon believes that the initiation process should be combined in the documentation for systems and product/process so the reader knows that much of the process (such as the CR form, the assignment of a number, etc.) is the same. As it is, some of the information is repeated but not necessarily with identical language, and it is confusing as to whether and when there are substantive differences. In any case, the Product/Process Initiation Process has to be expanded/revised to address Qwest-

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			initiated CRs (including Regulatory and Industry Guideline CRs initiated by Qwest), as well as CLEC-initiated CRs. The word "CLEC" needs to be deleted from the title of the section on page 18, and each step has to be reviewed and revised to state the application to Qwest, as well as CLECs.
35		Eschelon	Time frame for CR submission: What process allows CRs to be submitted less than the agreed upon timeframe for CR presentation at the upcoming CMP meeting? Will the Exception Process accommodate this situation? (#126)
36		Eschelon	Clarification meetings/calls: The documentation should refer to a call or a meeting, rather than a meeting, as it generally is a call/conversation (but could occur during a CMP meeting). Eschelon's understanding is that clarification calls are not to be used for delay, and that the conversations may occur during the CMP meeting. The Master, on p. 13, however provides that "Qwest may not provide a response to a CR until a clarification meeting has been held." This makes it sound as though a separate meeting must always take place. If the CR is clear, no clarification meeting may be needed (at least separate from the CMP meeting). The documentation should state the purpose of the clarification calls. These calls were added to the process to help ensure that the CR is understood, the correct SMEs participate in the discussions, and the answer is responsive to the need. They are not to be used for delay when the issue is clear. (If there are times when no clarification call is needed, this could be stated in the document.) The quoted sentence in the previous paragraph assumes that the CLEC submitted the CR and Qwest needs clarification. The reverse may be true, and the language should be modified to address the opposite situation as well. Clarification needs to be defined (in this section, in the definitions, or both). We have talked about the difference between clarification and problem-solving/response, but that discussion needs to be captured in the documentation. The documentation needs to state that, if the discussion moves beyond clarification to these other stages, other CLECs need to be invited, with adequate notice, etc.
37		Judy Lee,	Should the same CMP elements for OSS Interfaces apply to Product/Process? The other ILECs don't

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		Facilitator	think so and they have been doing CMP longer than the Qwest region. Furthermore, neither do representatives at OBF. This is in other ILEC regions, the concept of CLEC Forums, or CLEC User Forum as called in the SBC region, is deployed. Other regions develop notification guidelines to handle process changes that supplement business agreements/contracts on products. At the CLEC forums, there are discussions of the proposed changes to product and process for understanding and for the ILEC to seek input. The Redesign team needs to develop a process that would allow flexibility at the same time complement the agreements between two parties.
38		Eschelon	The interim processes for systems and product/process are not working to any party's satisfaction. Qwest has indicated a need for more guidance, and CLECs have indicated that Qwest is not interpreting the processes as anticipated. For systems, for example: --Qwest has made system changes (such as those involving rate and profile changes pursuant to a bill "validation" process) without submitting CRs and with inadequate notice as to the nature of the changes to CLECs affected by the changes. It did so, even though Qwest said in its December 4 Status Report, that Qwest would submit CRs, hold clarification calls, and discuss proposed changes at monthly meetings for proposed system changes.[1] --Qwest included an entirely new system change (appointment scheduler) in a point release, which is not the purpose of point releases. Even when Qwest moved the change to a full release, Qwest did so without putting the change through prioritization and with insufficient documentation. For product/process, for example: --Qwest withdrew its Qwest-initiated Process CRs (except the one for Additional Testing) during the December Product/Process CMP meeting, even though Qwest said in its October 11,

[1] Qwest Dec. 4, 2001 Status Report, p. 4: "The parties have now reached agreement in principle on an OSS interface change request ("CR") initiation process, which provides that Qwest and CLECs both submit CRs to request changes to OSS interfaces. Both Qwest-initiated and CLEC-initiated OSS interface CRs follow the agreed process. The process provides that Qwest will hold a clarification meeting to ensure that the intent of the CR is clear. All OSS interface CRs will be discussed and modified, if necessary, at the monthly CMP meetings."

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			2001, Status Report that "The parties have also agreed in principle to interim processes for . . . CRs to be submitted *by Qwest* and CLECs *relating to product and process issues*" (p. 2 emphasis added).[2] --Qwest initiated a CR relating to Additional Testing that provided insufficient information about the proposed change, included an effective date that was too short to allow CLECs to respond and prepare for changes, was inconsistent with CLEC interconnection agreements, and suffered from other problems that are described in the Joint Escalation of Allegiance, Covad and Eschelon of CR#PC100101-5. It appears that Qwest views the Product/Process CMP as a means to "notice and go" with changes (with the CR simply being another form of notice), even when interconnection agreement provisions vary from the changes in the CR. If so, the Product/Process CMP harms rather than helps CLECs because it allows Qwest to unilaterally make changes that it otherwise could not. Also, more flexibility is needed in making needed and timely changes to the interim processes. One of the purposes of using an interim process is to test the process to determine what adjustments may be needed and then to test them. Qwest does not have a clearly defined and documented procedure for identifying when a change

[2] Since then, Qwest has reversed its position on this issue, despite this documented understanding that Qwest would submit Qwest-initiated CRs for product and process changes. Qwest now relies on a misstatement of the CLEC Position. The CLEC position is that provisions of the interim process that allow certain processes to be ***expedited*** applied only to regulatory changes (made as a result of the 271 workshops). CLECs were amenable to allowing for such changes to be expedited in the interim, based on the assumption that such changes had already been reviewed in the 271 proceedings. CLECs and Qwest clearly agreed, however, that Qwest would submit CRs for other process changes. If the changes did not stem from the 271 proceedings, the Qwest-initiated CRs would follow the normal CR course (and not the more streamlined provisions of the interim process applying to regulatory/271 changes). Qwest is now claiming that the distinction for regulatory/271 changes means that Qwest submits no CRs for non-regulatory/271 changes. That is not what Qwest said in its October Status Report, and that is not the case. The CLECs have clearly and repeatedly stated their position at the Re-Design sessions, but Qwest does not incorporate CLEC input on this issue. (t the December Re-Design meeting, Judy Schultz said that she believed the CLECs had made inconsistent statements and that past meeting minutes would reflect that. Eschelon said that the CLEC statements have been consistent and that the meeting minutes, if they reflect a different position, are inaccurate. Given the numerous time commitments, including meetings and projects such as this outside of meetings, Eschelon does not have an opportunity to review the minutes.)

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			is CLEC-affecting for the interim processes. The numerous questions and disputes that have arisen show that the interim processes and documentation need improvement. In terms of time and resources, there is a tension between expending them on an interim process versus a long-term process. But, the issues take time to resolve, and something needs to be in pace in the meantime. The current interim processes need improvement, while recognizing that they will not work as well as hopefully the long-term processes (on which the Core Team will spend more time).
39		Worldcom	CLEC Originated Changes a) Evaluate Interim process to determine if working as expected b) Verify ability to initiate all types of changes
40		AT&T	All product and process issues remain to be discussed.
41		AT&T	We should have a complete review of the CR processes (systems and product/process) going over timelines and deliverables to insure that all parties have the same expectations. A timeline similar to those created for changes to an OSS interface would be helpful. With OSS, there are timelines for CR implementation that relate to a scheduled release date. We need a discussion of the timeline associated with product/process changes. Should these be sized in a way that relates to the length of time to implement based on training of Qwest personnel and deployment within CLEC organizations? Other considerations?
42		Eschelon	CR form: Qwest has improved the CR form. Below are just a few comments on the form. Also, since the CR form changed, the format does not allow the originator to do spelling and grammar checks. If this could be fixed to allow such checks, it would be appreciated. "WCOM COMMENT: WCOM WOULD LIKE IT NOTED THAT THE CMP REDESIGN TEAM HAS PROPOSED CHANGES TO THE CHANGE REQUEST FORM THAT WOULD CLARIFY THE CHANGE THAT IS BEING REQUESTED AND PROVIDE MORE GUIDANCE FOR QWEST TO ASSESS ABILITY TO SUPPORT AND LEVEL OF EFFORT. WCOM COMMENTS: WE NEED TO HAVE PARITY LANGUAGE FOR CHANGES

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			MADE TO ALL INTERFACES AT THE SAME TIME INSERTED THROUGH OUT THIS DOCUMENT.)" (p. 12 of Master) Accommodate requests by more than one CLEC/company (joint submission). Examples/Documents: The CR form used to have a place for identifying relevant documentation; adding such a request back in to the form would allow parties to add specific references to relevant documentation (or attach it).
43		AT&T	Discuss whether the CR form should include a field for the originator to provide an example that justifies the change requested. Also discuss whether to include a field that states the anticipated impact of such a change on the originator? Confidentiality: The current CR form asks "Proprietary Submission for Account Manager Only?" CRs under consideration, however, should be known to others. Or, if not, the circumstances when a CR can be confidential/submitted only to the account manager should be set out in the documentation. If there is a proprietary component (such as end-user customer-specific information in an example), that can be attached in a separate, confidential attachment. Using confidential and non-confidential versions of the CR is another option if the initiator mentions such information in the CR description. The parameters for how this is handled should be outlined in the documentation. Type of CR: The current CR form does not ask for the type of CR (regulatory, etc.). Should this be added to the form? Also, WCOM has a comment in the Master Redline asking to add a reference to the types of CRs in the CR Initiation Process section (see Master, p. 12).
44		AT&T	How are Qwest-proposed *new* products/processes handled, versus changes to existing products/processes? Will Qwest put these through CMP?
45		Eschelon	CLEC comments and Qwest responses: should be communicated to CLECs. Create a method to

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			communicate via web site. (#145)
46		AT&T	Does Qwest believe that the process a currently written would permit a CLEC to submit a CR that requests that a new interface be introduced?
47		Eschelon	Application of CR Process to Qwest: Throughout the CR Initiation sections, the application to Qwest needs to be addressed in the language. (For example, the Master, on p. 13, states what will happen at the clarification meeting. It refers to "Qwest and the originator." What if Qwest is the originator? If Qwest is the originator, do CLECs ask their clarification questions about the CR during CMP meetings? What is the process? For example, Qwest's appointment scheduler CR raised a lot of questions, and the process did not adequately address getting answers promptly. How will this work in the future? The documentation needs to address this more clearly.
48		Eschelon	Information Needed in CR: "Add description of information that such CRs should contain (such as citations with page and paragraph number, etc.) Qwest agreed to add language to the CR for regulatory changes to include the effective date and docket number. [AT&T Comment: This will not be enough information. The CR originator should also provide order numbers and dates, page numbers and paragraph numbers supporting the CR. If the language of the order does not directly support the CR, the originator should provide its reasoning as to how the regulatory order mandates such a change. Mandatory dates for implementation required by the regulatory order should also be provided.]" (AT&T 11/23/01 email) Review CR form – does it need revision to request such information and provide space for it? (Does CR form
49		Eschelon	Changes to the CR form information (based on errors or new information): "Terri Bahner of AT&T expressed concern about what would happen if a CLEC missed a product or system affected on the CR form. Judy Schultz of Qwest stated that any areas being addressed by the CR request would be identified during the clarification meeting." (AT&T 11/23/01 email – comments on meeting minutes) Document this response/process in Red-Lined Master.
50		Eschelon	Posting of CRs submitted but not accepted by Qwest: Whether/when allowed; Visibility into Qwest decisions (such as scope); process (such as posting CRs on web).

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51		Eschelon	New Interfaces & Retirement: "Larry Gindlesberger of Covad Communication mentioned that the CMP redesign team should look at the CR process to ensure it covers how CRs are managed for a New Interface [AT&T Comment: add to the issues/action items log, if not there.]." [AT&T 11/23/01 email] Clarify in the Master Redline that CRs precede changes to an interface, introduction of a new interface (and retirement?), etc.
52		Eschelon	Retail: Process to ensure that retail changes that are CLEC impacting go through the CMP (*see also* Scope). Who has responsibility for determining whether or not a change in retail is CLEC impacting and requires notification via the CMP process? (#104)
53		Eschelon	"Initiation" v. Remaining Flow of CR: The CMP documentation needs to more clearly distinguish between the steps necessary to "initiate" a CR and the steps that then follow, after initiation and through closure/denial. (*See* next section.) Simply separating out the steps and adding more accurate headings to the documentation would be a good start to clarifying the steps involved in processing and implementing a CR. Now, different issues are lumped together under the heading of "initiation" even though they deal with presentation, responses, etc. The documentation does not lead the reader to the desired information and could be much more clear. Once the "statuses" of CRs are finalized, perhaps one section is needed for each status (presented, response, CLEC or Qwest test, etc.). This does not necessarily mean drafting new language; most of it may involve better organizing existing language and then reviewing it to ensure it is accurate/complete. Applicable section could define the status (or, do so in definitions) and state when it applies. For example, for CR initiation, would this be the "Submitted" status? *See* next section.
54		Covad	Pricing Changes: How are proposed pricing changes to be implemented if they are related to

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			CRs, as they can't be implemented directly as part of a CR?
55		AT&T	Qwest CRs need sufficient detail to enable CLECs to fully understand the change Qwest proposes. This should include marked-up product documents that would be changed if the Qwest CR is implemented.
56		AT&T	There is a difference between the processes in the Master Redline (p. 13 – OSS CR process and p. 19 – CLEC product/process CR process). If one submits a CR 3 weeks ahead of a CMP meeting, Qwest will have a response for the systems CR by 1 week before that meeting (next meeting after CR submission). However, the response on the product/process CR is not until the second meeting after CR submission. Page 19 of the Master Redline (CLEC Product/Process Change Request Initiation Process) states as follows (p. 13 has essentially the same process): CRs received three (3) weeks prior to the next scheduled CMP meeting will be presented at that CMP Meeting. CRs that are not submitted by the above specified cut-off date may be presented at that CMP meeting as a walk-on item with current status. Page 51 of the Master Redline (Meetings) states: CLEC's request for additional agenda items and associated materials should be submitted to Qwest at least five (5) business days by noon (MST) in advance of the meeting. We should discuss and draft language to deal with CRs that are submitted after the 3 week deadline, but could be presented at the CMP meeting as an agenda item rather than a walk on item.
57		Covad	Additional clarification needs to be developed around the timing of steps involved with the entire process, including escalation.

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58		WorldCom	Denied CR 1) Define denial process for Qwest's CRs 2) Criteria for denial of CR needs to be stated (i.e., business rules, costs, policy)
59		AT&T	Qwest has the ability to reject/deny CLEC CRs. CLECs do not have the ability to reject/deny Qwest CRs. We need to discuss and find a way to balance the process. As it stands, Qwest CRs go through to completion over CLEC objections, however, CLEC CRs do not go through over Qwest's objection. CLECs have to use the escalation or dispute resolution process either to advance their CRs (when Qwest rejects/denies) or oppose Qwest CRs (when Qwest ignores CLEC objections). Qwest is never put in this position. This applies to product/process and may apply to systems as well (the group should discuss). The Master Redline has a couple of references to closing a CR (p. 20 – "when CLECs determine that no further action is required for that CR"). AT&T's experience is that Qwest seeks concurrence from the initiator of the CR before closing. It is not clear what triggers the closing of a Qwest CR. We should discuss and address in the Master Redline.
60		Eschelon	<u>All types of CRs:</u> Review and revise Red-Lined Master language to ensure that the flow of CRs through conclusion of the process is described as to all types of CRs (not just CLEC-initiated CRs). Other than possibly prioritization of certain regulatory and industry guideline changes associated with mandated deadlines, are there any other differences in the handling and process flow for any type of CR? If so, not clear from current documentation. <u>Flow:</u> At a CMP meeting, Qwest presented a proposed flow/diagram of a CR through the process, with approximate "status" stages. The CR Initiation subcommittee, in its one call, discussed the diagram, and Qwest was going to revise it for further discussion. Review the revised diagram and consider whether it would be helpful to include in the Master, once the various stages and statuses are agreed upon.

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			Similar CRs: If Qwest and a CLEC (or two CLECs) submit substantially the same CR, what is the process for dealing with them? "Qwest initiated its CR after AT&T initiated its similar CR. Qwest held a side call in late August to seek concurrence on its CR and could not speak to the AT&T CR at that time. It appears that Qwest's CR leap-frogged AT&T's. Why?" [AT&T 11/13 note] "At the October CMP Product meeting, AT&T's CR was discussed and was basically turned down. The next day, at the CMP Systems meeting, Qwest presented its CR and there agreed to do what Qwest wanted, but needed to be pressed by CLECs to do what AT&T has sought in the first place." (AT&T 11/13 note) Presentation of the CR: The description of presentation should clarify that clarification may occur at the same time, if there was not opportunity before-hand (and additional clarification may also occur afterward, if necessary). (Pp. 13 & 19 of Master refer to "previously held" clarification, though that isn't always the case.) Qwest and CLECs will be given an opportunity to comment and ask questions. (not just Qwest, see pp. 13 & 19). The documentation should state when the "presented" status applies/occurs. Consensus for solutions: The Master states, on pp. 13 & 19, that "Consensus will be obtained from the participating CLECs as to the appropriate direction/solution for Qwest's SME to take in responding to the CR if applicable." Define consensus and the process for this. If there are several participating CLECs and they do not agree, is a vote taken? What if all of the CLECs agree but Qwest does not, is this a denial? Is this part of the presented status, development, or other? Responses to CRs: The responses should not be dealt with in the CR "initiation" section. *See supra*. This is another step in the process, and the documentation will be more helpful if the steps are clearly laid out.

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			If there are criteria for formulating the responses, these should be described in the documentation. The Master, pp. 13 & 19, states that the only responses are "accepted" and "denied." Does this cover the universe of responses? Is this consistent with the "statuses"? Need to deal with CLEC responses to Qwest CRs as well as the reverse. "(WCOM COMMENT: AGAIN THE WAY THIS READS, QWEST INITIATED CRS MAY BE DENIED AS WELL. THIS IS APPROPRIATE GIVEN THAT THE CMP REDESIGN TEAM AGREED THAT QWEST AND CLEC ORIGINATED CRS GO THROUGH THE SAME PROCESSES.)" (Master, p. 14) The Master, on p. 14, states that Qwest's response, for systems CRs, will identify the preliminary level of effort. The Master, on p. 19, does not have a comparable section for product/process. Is there some estimate of the size of product/process changes and will this be included in such responses? Also, WCOM comments (Master, p. 14) as to systems: "(WCOM COMMENT: WCOM WOULD LIKE IT NOTED THAT A REQUEST WAS MADE AS TO WHAT IS MEANT BY PRELIMINARY LEVEL OF EFFORT AND IS TO BE DEFINED BY QWEST.)" The Master states, on p. 13, that: "Qwest may not provide responses to these walk-on requests until the next months CMP meeting." Address whether Qwest may provide a written response, to all CLECs, at any time. With respect to problem solving or discussion of the response, shouldn't the documentation indicate that this might occur under certain circumstances, to avoid a long delay, as set out in the attached Eschelon email to Qwest (Jan. 7, 2002)? This is what the subcommittee discussed, and the Core Team should address it and revise the Master as needed. --The Master, on p. 19, states that Qwest may provide a modified response at the next monthly

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			meeting. Such references should be changed to "at or before" (and the word "written" inserted before "response"?). --The Master, p. 51, states that any party may request an additional meeting on 5 days notice. If this is the case, and a CR initiator does not want to wait until the next CMP notice for a response, the initiator may request a meeting in 5 days. Is that how this works? <u>Development:</u> Define this stage of the CR process, when this status applies, etc. Is this the best descriptor for this status? <u>CLEC or Qwest Test:</u> Define this stage of the CR process, when this status applies, etc. especially as it applies to product/process and is not yet in the Master. The Master, p. 20, appears to limit the test period, at least for CLECs to 60 days. Some of the CLEC test phases to date have taken longer. (A particular issue may be difficult to identify or not arise that often due to billing cycles or other issues.) Is it the intent to limit CLEC and Qwest test to 60 days? Or should it say, unless otherwise agreed upon? <u>Implementation:</u> The Master, on p. 20, states that Qwest will deploy the "Qwest recommended" implementation plan. In the preceding sentence, it states that the time frames will be defined in CMP. Is this a consensus process? How are time frames developed, and are similar time frames applied to CLECs and Qwest? <u>Closed, denied, deferred:</u> Define these stages of the CR process and when they apply/occur. (e.g., #118) "Schultz explained that a CR is not closed until the CLECs agree to close it at the CMP meeting. [AT&T Comment: the process/timing for closing a CR should be discussed and documented in the Master Redline document.]" (AT&T 11/23/01 email – comments on meeting minutes) --The Master, on p. 20, states that the CR will be closed when CLECs determine that no further action is required. (This is for product/process CRs.) Could insert here "at a monthly CMP

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			meeting." For systems, the Master, on p. 16, states that the CR will be presented for closure at the CMP meeting. Overall Review of Statuses: Are there any others (such as after presented but before development)? Are the current descriptors the best ones? Do they convey accurately the status? Document who determines status description and how is this reflected in the CMP documentation. Organization: Description of the development cycle for systems is currently lumped under the heading of "CR Initiation." (*See* Master, pp. 14-15.) A reader looking for this information would not know to look for it in this section. This is another reason why the organization needs to be clear, and the steps outlined in separate sections that are titled in a manner that the information can be located. *See* above. "Rolling" CRs: When a CR is important to one company (CLEC or Qwest) but does not get prioritized or consensus, what are options available to CLEC or Qwest? Does this vary by type of CR? Allegiance has raised this with an example of a CR that it has had open for some time but which has not yet been implemented. Qwest has raised this with respect to PID/PAP CRs. How does the BFR process apply, if at all? Does it apply equally to Qwest and CLECs? Substantive discussions (beyond clarification) and Qwest responses to CRs: *See supra* (CR Initiation) and Attached 1/07/02 Eschelon email to Qwest. The parties need to develop and document the process flow from initiation through closure for

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			Regulatory and Industry Guideline types of changes for systems and product/process. Time Interval: The aggregate time it will take for a system CR to run through the process. [AT&T 11/13/01 email] Time Interval: The aggregate time it will take for a product/process CR to run through the process. Fair time interval for consideration and implementation of CRs: Ensure that the process is fair so that Qwest-initiated CRs do not routinely take less time to process than CLEC-initiated CRs. [This relates to the issues of whether some agreement/consensus is needed as to Qwest-initiated CRs and whether Qwest may include an effective date in a CR. If Qwest's CRs are basically handled on a notice basis (without requiring CLEC approval), they will routinely be processed in approx. 30 days or less, whereas CLEC-initiated CRs are rarely implemented in that amount of time.] Denial: Criteria for denial of CRs.
61		Judy Lee, Facilitator	The Redline does not specify a finite response time by Qwest regarding acceptance or denial of a change request, although OBF Issue 2233 recommends within 21 calendar days.
62	Change Request Initiation-CMP Meeting	Eschelon	Each section needs to be reviewed to determine whether it has aspects of product/process and, if so, how the language should be modified to address those issues. (#100) Are new product offerings brought to CMP as a Change Request? (#116)
63	Change Request Initiation-CMP Meeting	WorldCom	CR presented at CMP Meeting 1) Process needed for CRs submitted less than agreed upon timeframe for presentation at meeting. Will Exception Process accommodate this situation? 2) Process for Qwest response and incorporation of CLEC comments 3) How are Walk-on CRs handled?
64	Change	Eschelon	The UR process and how it feeds into the CMP. This should be documented in the Master

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	Request Initiation-Systems		Redline document]. [AT&T 11/23/01 email]
65		Eschelon	Packaging: "(AT&T Comment) Packaging: Qwest and CLECs will discuss grouping candidates with affinities may be addressed more efficiently if taken together.[AT&T comment: this may not be exactly the right description. We just wanted to add this to this list of steps.]" (Master, p. 15) Has this comment been accepted? If so, develop language. Better definition is needed of "affinities" and when and how this happens and how much information is provided to CLECs to evaluate the "affinities" of some CRs as opposed to others. "(WCOM COMMENT: PLEASE CLARIFY? IT SOUNDS LIKE QWEST CANNOT PACKAGE CRS UNTIL THE BUSINESS AND SYSTEM REQUIREMENTS PHASE IS COMPLETE WHICH IS AFTER PRIORITIZATION HAS TAKEN PLACE...THUS IT IS CONCEIVABLE THAT CRS THAT MAY HAVE BEEN CONSIDERED LOW PRIORITIZE COULD HAVE AFFINITY WITH A HIGH PRIORITY CANDIDATE AND BY ASSOCIATING THE TWO, A HIGHER PRIORITY CANDIDATE MAY NOT MAKE IT TO THE DESIGN PHASE BECAUSE OF THE PROCESS THAT WOULD BE IN PLACE WHICH LOOKS AT PRIORITY ORDER. QUESTION: IS IT POSSIBLE FOR QWEST TO PACKAGE CRS PRIOR TO THE PRIORITIZATION PHASE? IF SO, WE COULD AVOID THE ABOVE POSSIBILITY.)" (Master, pp. 15-16)
66		Eschelon	Visibility to CLECs: The Master, p. 15) describes steps Qwest will take (such as design and code and test) but does not document that the information will be communicated to CLECs (when and how).
67		Eschelon	Release Candidate List: "(WCOM COMMENTS: CHANGE "INITIAL RELEASE CANDIDATE LIST TO "RELEASE CANDIDATE LIST.)" (Master, p. 15.) Comment accepted? If so, change?
68		Eschelon	Decision on Late Added CRs: The Master, on p. 15, states that actions will be taken "if the CMP body grants the request to consider late added CRs." Is this a vote of CLECs and Qwest?

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			Should the documentation be clearer about how this happens?
69		Eschelon	Decision on not including candidate in planned release: The Master, on p. 16, states what will happen when Qwest determines that it cannot complete a candidate in the planned release. Is this solely a Qwest determination? AT&T Comments change "advise" to "discuss" and suggest that either the candidate will be removed or that the release date will be delayed. If the latter, will this be voted on? Have AT&T's comments been accepted? Need to clarify process.
70		Qwest	Timelines for when all System Interim Processes established by the Redesign Team will be implemented, Document: WorldCom comments to proposed Re-Design format No timelines currently exist nor has a plan for implementation been released
71		Covad	CR Scope: How are decisions around CR scope to be made? A single party cannot block a CR based upon their position that it isn't within the "scope" of CMP.
72		AT&T	What is the process when Qwest believes that a CR is outside the scope of CMP? At a minimum, there should be a requirement that Qwest provide a response that explains why it believes the request is outside the scope and that should be discussed at a CMP meeting. What if CLECs believe a Qwest CR is outside the scope of CMP? We should revisit the scope language in light of the rejection of Eschelon's CR that related to PIDs, but did not actually seek to change any PIDs.
73	Interim CMP Processes-Product/Process	Covad	How are Qwest-initiated Product or Process CRs to be administered? They cannot be handled as RNs, which will be implemented regardless of CLEC input.
74	Change Request Initiation-Proprietary	Qwest	Proprietary CRs, Document: COIL, The only discussion of proprietary CRs discussed in the Master Redline is that CRs may be marked proprietary on the CR form. How will Qwest display proprietary CRs on the website, in the CR database, in notifications, during CR presentations, for prioritization, etc?

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
75		Judy Lee, Facilitator	Develop a process to manage and track proprietary change requests and determine how these CRs will be treated through the CMP; e.g., does a proprietary CR bypass the prioritization process and is treated as an exception; does it bypass the general CMP community review process at the CMP meeting.
76		Eschelon	Proprietary CRs: Define; whether/how/when to use – documented process Proprietary CLEC questions and comments – documented process Confidential and non-confidential versions of CRs: If a CLEC has examples that contain confidential information, for example, the CLEC may provide confidential and non-confidential versions of the CR or the attachments. *See* above - CR form (The current CR form asks "Proprietary Submission for Account Manager Only?"). Need documented guidelines for when this applies. The Master, p. 23 & 36, states: "The answers [to questions about the specifications] will be shared with all CLECs, unless the CLECs question(s) are marked proprietary." Can any question be proprietary, even if other CLECs need the answer?
			INTRODUCTION OF A NEW OSS INTERFACE
77		Eschelon	Consensus/prioritization: Should prioritization or consensus/approval apply to introduction of any new interfaces? (#149) If the development of the new interfaces will take away resources from development of other systems work of high priority to CMP participants, should the use of those resources be subject to discussion/prioritization? For example, Qwest decided to introduce an appointment scheduler. If Qwest has consulted CMP in advance of that decision, and the CMP participants knew that additional development resources were available to work on a project, perhaps the CMP participants would have asked that the resources be used differently. If a CLEC requests a new interface, is the process (and the criteria for deciding whether to approve the

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			request) the same as if Qwest desires one (such as appointment scheduler)?
78		Eschelon	Introduction of a new GUI: "How and When Training will be administered (WCOM COMMENT: WHAT ABOUT IMPLEMENTATION DATE AND INTERFACE OVERVIEW SCHEDULE?)" (Master, p. 26)
79		AT&T	Master Redline, p. 23 (also p. 36 with change to existing interface), Qwest Response to Comments (Intro of New OSS Interface – App. to App.). This section states that Qwest will respond to all CLEC comments and identify changes made as a result of CLEC comments. However, for the GUI, p. 27 (and also p. 39), the language states that "Qwest will consider CLEC comments and may address them with the release of the Final Notification." Why the difference? We should have the same process.
80	Interface Technical Specifications	Worldcom	Initial Interface Technical Specifications 1) Need language for Technical Specifications definition 2) CR Process and Tech. Spec. need to be linked in red-lined document 3) Timelines language regarding business days vs. calendar days 4) Language to address holidays in timelines 5) Address if CR is needed for new interface.
81		Eschelon	Process Flow: "Mitch Menezes of AT&T stated that CLECs needed to adhere to the timeline for providing comments even if the CLECs are not going to implement at the same time as Qwest. Jeff Thompson of Qwest stated that comments received after the comment cycle could be incorporated if necessary. Mitch Menezes of AT&T asked about adding a placeholder to ensure that the connection is made to between the CR Process and this Process. [AT&T Comment: this should be reflected in the issues/action items log. The point is to insure that we are clear in the Master Redline about what the process flow is from beginning to end. Any process that is preceded by a CR needs to be clear. Any process that is not preceded by a CR needs to be clear.] Menezes also asked if EDI Implementation guidelines are covered under the Change Management Process. Jeff Thompson took this as an action item." [AT&T 11/23/01 email – comments on meeting minutes]

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			--"Draft Interface Technical Specifications [make sure CR process and this process are linked properly in final document]" (Master, p. 33) Clarify language re. 28th calendar day: "Draft GUI Release Notice was updated and new language added. "Prior to implementation of a change to an existing interface, Qwest will notify CLECs of the draft release notes and the planned implementation date. Notification will occur at least twenty-eight (28) calendar days prior to implementing the release unless an exception process has been invoked. This notification will include draft user guide information if necessary. CLECs must provide comments/questions on the documentation no later than 25 calendar days prior to implementation. Final notice for the release will be published at least twenty-one (21) calendar days prior to production release date." [AT&T Comment: we discussed that Qwest would provide the notification by the morning of the 28th calendar day so that CLECs have that first full day to review. This should be reflected in the language.]" [AT&T 11/23/01 email – comments on meeting minutes] Release Notice Dates: "Generally, no less than one hundred (100) calendar days prior to the implementation of the new interface, Qwest will issue the Final Release Requirements to CLECs via web site posting and a CLEC notification. (WCOM COMMENT: WHY IS THE TERM "GENERALLY" INSERTED HERE? THERE SHOULD BE SPECIFIED RELEASE NOTICE DATES FOR INTERFACE TECHNICAL SPECIFICATIONS.)" (Master p. 24) Timing of Comments: When are CLEC comments on draft interface release notices due? (WCOM comment on p. 39 of Master.) Add to document. Also, insert that Qwest response is due 4 calendar days "after receipt of CLEC comments." (AT&T comment, p. 39 of Master) CLEC Comments: The Master, p. 39, states: "CLEC comments to the draft notice may be incorporated into the final notice." Are they ever required to be included? Are their guidelines for inclusion?

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			Define "technical specifications" in text or Definitions: AT&T & WCOM comments in Master, p. 35. (#141)
			CHANGE TO EXISTING INTERFACES
82	Change to an existing OSS Interface	WorldCom	Change to an existing OSS Interface 1) Rolling 12-month view language needs to be included for all interfaces. 2) Language on number of OSS release cycles per year 3) How are addenda to release software and documentation handled? 4) Address version to existing interfaces (OBF) 5) Address distinction between joint testing and availability to test prior to implementation 6) Address if process is needed for non-coding changes that may affect CLEC operations/processes 7) Address testing capabilities for all Qwest products offered in production. 8) App-to-App joint testing- address special procedures for geographical or system differences 9) Joint testing- address process if CLEC wants the test environment to support a new product. 10) Address language for production support and trouble tickets
83		Eschelon	Rolling 12-month view: Define. "At the first CMP systems monthly meeting of each quarter, Qwest will also provide a rolling twelve (12) month view of its OSS interface development schedule. (AT&T Comment) *(including proposed new releases, new interfaces and, to the extent possible, retirement of existing interfaces).[AT&T Comment: If there is another place where the rolling 12 month view is discussed, we could put this clarifier there, but this is the only place I have seen it so far.]*" (Master, p. 30) The Master, p. 51, states that: "The meeting may also include discussions of Qwest's development view." Is this the place to address this?
84		Judy Lee, Facilitator	The 12-month development view is mentioned in the Redline, however, there needs to be more detail guidelines for the view. For example, when will Qwest share the view with CLECs at the CMP meeting? Will Qwest seek input from CLECs, if so, will comments be taken into consideration? AT&T: In the Master Redline (pp. 30, 51, 52), there are references to the 12 month development

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			view. This should be fleshed out more to indicate what is included, what is the process for CLECs to comment on the development plan. What is the process for CLECs to seek additional development items on the plan? Discuss what has been implemented with the 12-month view, if anything.
85		Eschelon	Billing Interfaces: "(WCOM COMMENT: BECAUSE QWEST DOES NOT SUPPORT VERSIONING FOR EBTA OR BILLING INTERFACES, THE REDESIGN TEAM NEEDS TO MAKE SURE THAT THE RELEASE NOTIFICATIONS FOR THESE INTERFACES ARE PROVIDED TIMELY ENOUGH THAT REQUIREMENTS CAN BE IMPLEMENTED BY CLECS PRIOR TO THE IMPLEMENTATION OF THE NEWEST RELEASE.)" (Master, p. 31) GUI versions: "(WCOM COMMENT: WOULD IT NOT BE FAIR TO SAY THAT QWEST CANNOT SUPPORT VERSIONS OF ITS IMA GUI INTERFACE BECAUSE IT IS A INTERNET CONNECTION? THUS THERE IS A DIFFERENCE WHEN YOU CONSIDER THE ABILITY TO SUPPORT VERSIONS (EBTA & BILLING) AND THE INABILITY TO SUPPORT VERSIONS. WCOM BELIEVES THIS NEEDS TO BE MADE CLEAR.)" (Master, p. 33) Relationship to CRs: "Prior to Qwest implementing a change to an existing interface, Qwest will notify CLECs of the draft Technical Specifications. (WCOM COMMENT: LANGUAGE SHOULD BE ADDED THAT INDICATES ANY CLEC AFFECTING CHANGE QWEST WILL HAVE FORMALLY SUBMITTED THROUGH THE CR PROCESS.)" (Master, p. 33) Define Changes to the OSS interfaces that may not require a CLEC to make coding changes but may affect CLEC process or operations. Non-coding changes may not require a CLEC to make coding changes but may affect CLEC operations or processes. (#137)
86		Eschelon	GUI/EDI: Are GUI and application-to-application interfaces for the same capability made available at the same time?

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
87		Eschelon	Define Release Production Date in text or Definitions (AT&T Comment in Master, p. 26).
88		Eschelon	Redlining to show changes: "Tom Dixon of WorldCom asked if a redlined version of technical documentation was provided to CLECs. Jeff Thompson answered that redlining the technical specifications will not be beneficial for the CLEC technical SMEs, therefore, Qwest will only provide a clean version of the technical specifications. [AT&T Comment: Jeff did state that when the Final Notification Letter comes out, Qwest will identify in one of the documents provided what changed from the draft interface technical specifications.]" [AT&T 11/23/01 email – comments on meeting minutes]
89		Judy Lee, Facilitator	Determine if a naming convention for software version control is adequate in the Redline. Determine if language in Redline is adequate to retire a software version.
90	Major release	Eschelon	Scope/limit on number of major non-IMA OSS releases? Were AT&T's comments on p. 30 of the Master accepted? "Qwest will implement no more than four (4) releases per (AT&T Comment) IMA OSS Interface (AT&T Comment) [and no more than two (2) released for other OSS Interfaces.]" "(WCOM COMMENT: IF THIS CLAUSE IS REQUIRED FOR IMA RELEASES ONLY, THERE SHOULD BE LANGUAGE TO ADDRESS THE RELEASE CYCLES OF OTHER OSSs INCLUDED IN THIS DOCUMENT.) [AT&T Comment: Qwest was to determine whether it can agree to 2 releases on interfaces other than the IMA.]" (Master, p. 30) Define major release and release (#133) Propose language for maximum number of major releases for OSS interfaces, other than IMA. (#139)
91	Point Release	Eschelon	KPMG Observation 3066: Qwest does not consistently employ the defined Change Management Process (CMP) to exclude CLEC-impacting system changes from point release versions of the Interconnect Mediated Access (IMA) interface. Define the number of major and point releases that will be made in a calendar year.

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			The Master, p. 16, states: "If the candidate is removed from the list, Qwest will also advise the CLECs as to whether or not the candidate could become a candidate for the next point release, with appropriate disclosure as part of the current major release of the OSS interface." What criteria are used to determine whether it is a candidate for the next point release? Is this solely a Qwest determination? When does this happen?
92	Walk-through	Eschelon	"Menezes asked if oral comments or questions during and after the walkthrough would be addressed in writing. Jeff Thompson of Qwest stated that if the question cannot be answered during the walkthrough, then a written response would be provided. Thompson took an action item to add a definition for Technical Specifications to the Terms section of this document." [AT&T 11/23/01 email – comments on meeting minutes] Draft: The Master, p. 23, states: "Qwest will sponsor a walk through, including the appropriate internal subject matter experts (SMEs), beginning one-hundred and ten (110) calendar days prior to implementation (AT&T Comment) *and ending one-hundred and six (106) calendar days prior to implementation.*" Has this AT&T comment been accepted?
93	Informal meetings	AT&T	In Qwest's initial proposal (June 2001) with respect to new and retired interfaces, it states that Qwest will schedule "introductory-informal meetings with co-providers in advance of introducing a new application-to-application interface". It also states that a "similar type of meeting will be held 8 weeks in advance of introducing a new Graphical User Interface (GUI)." The only thing in Master Redline is a statement on p. 21 (Introduction of a New Interface) that "discussions between CLECs and Qwest may be held prior to the announcement of the new interface." AT&T believes that these discussions would be beneficial and should be mandatory, not optional ("may").
			NOTIFICATIONS
94	Notifications	Eschelon	Processes for notification of CLECs and adequacy of process (Issue CM-17): "The current process, however, is still inadequate and needs further revision. The notices remain unclear as to the precise nature of changes and the basis for those changes, and further discussion is needed as to when a notice, as opposed to a CR, is sufficient." (Eschelon Comments/Nov. Status Report.)

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			-The Master document mentions types of Notifications in places, but little is actually said about them, when they apply, and their required content. A section on notifications is needed in the Master. If Qwest plans to use notifications, as opposed to CRs, in any situations (in the long-term, after the interim process), those situations need to be described in the Master.
95		Eschelon	Event Notifications: Need conventions/guidelines for content and timing of event notices. *See* Eschelon 12/0801 email to Qwest.
96		AT&T	Issue/Action Item 156 deals with clarifying notifications to be used. This should include: (i) what is each type of notification used for, (ii) how is distribution determined for each, (iii) what is the timing for such notification, (iv) what triggers such notification and (v) who (or what group) is the contact within Qwest for such notifications?
97		Eschelon	Call Center Outages: Review Qwest Center Outage Notification Process-Posted 10-29-01 (Action Item #40)
98		Eschelon	Network Outages: paging process for Network Outages (#42)
99		AT&T	With respect to notifications called for in the CMP, there is usually a set list of items to be included. This list is sometimes qualified with the words "where practicable" (p.21, I.1, Release Announcement). AT&T would like a general provision in a "notifications" section of the Master Redline that states that while the lists of information to be included in notifications may be finite, we would like Qwest to include any other information it believes would be useful to CLECs in fully understanding the notification.
100		AT&T	Where do RNs (release notifications) fit in the process today? Are they still used? If so, what is the process that precedes distribution of RNs?
101		AT&T	We continue to receive notices for scheduled system downtime on too short notice (i.e., on 1/10/02 at 5:30 p.m. received notice on DLIS being down 1/12/02 all day). We have discussed in Redesign having Qwest provide these notices further in advance. We would like to receive them at least 5 business days in advance.
MANAGING THE CHANGE MANAGEMENT PROCESS			
102	Administratio	Eschelon	Organization: The administration section is currently in the middle of the document. When

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
	n		finalizing the document, consider whether this should be moved up. POC: The Master, pp. 48-49, provides for sharing and posting of CLEC contact information. Qwest contact information, including SMEs when assigned to CRs, needs to be shared, and the Qwest POC information posted. Qwest currently circulates a CMP meeting attendee list internally and to CLECs. That practice should be documented and the list should include CLEC and Qwest contact information. Define responsibility for a primary and secondary POC and a CMP Team Representative. (#107) Frequency of meetings: The Master, p. 51, says that meetings will occur at least once a month. Document a two-day session? Distribution Package: Since this language was written, Qwest changed the format of the log, added more detailed status histories, and created the "interactive reports." Should the language on pp. 52 & 55 of the Master be revised to reflect the current practice and the terms used for the documents on the web? The Master, on p. 53, states when Qwest will provide the package but not to whom. Does "electronically" mean email and web posting?
103		Covad	What process will be used to make changes to CMP once it has been "re-designed"? By what method does Qwest propose to prove that it has actually implemented changes as it represents it has done/is doing/will do?
104		AT&T	There seems to be a gap with respect to implementation of the redesigned CMP. CLECs and Qwest do not have the same understanding of the degree and quality of implementation. There should be an ongoing agenda item that brings back processes that are being implemented from Redesign and evaluates them. We could start with the document entitled "Change Management Process (CMP) Improvements – 11/26/01" that Qwest distributed at one of the Redesign meetings (one column has implementation dates). With joint input, this document could be made more meaningful and reflect a common understanding of where we are in the process.
105	CMP website	Eschelon	Group documents by category – as number of documents increases, difficult to find.

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			With respect to the Re-Design website generally: "When the Re-design web site was new, it was ok to just list all the documents under 'Re-Design Documentation.' Now that the volume has increased, however, it would be nice if these documents were grouped by category and information was up-to-date and easier to find." (12/17/01 Eschelon email to Qwest) Escalation (Process described in Master, p. 76, needs to recognize web script) Documentation of process – should be able to find it under "escalation" Responses and Replies need to be on web, promptly, and should be readable. (The CLEC Reply to the Qwest's Additional Testing Response shows up with a long header in the document. Is this a glitch?) Web script needs revision to allow more flexibility. Allow for joint escalations. Pull down menus need to give complete options, including "other, please describe." Need instructions for how another company joins an existing escalation. Add a note/link in the CR status history so that it shows that the issue has been escalated. Archived CRs: Where are they? (e.g., Eschelon CR #5043204: Was this archived/where is it?) CRs (and their status histories) other than those initiated by CLECs (Qwest-initiated, regulatory, and industry CRs) need to be added to the Qwest wholesale CMP website.
106	Roles and Responsibilities	WorldCom	Managing the Change Management Process 1) Responsibilities/Roles and level of participation for CMP redesign 2) Ensure all items addressed are included in minutes and on CRs. 3) How will changes to PID/PAP's after 271 approval be handled?
107		Qwest	Major Roles and Responsibilities, Document: Co-Provider Industry Change Management Process, No listing of major roles and responsibilities for key participants in current Master Redline.

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			Define role of the CLEC community, Qwest support groups, and CMP Managers?
108	Roles-Qualified CLECs	AT&T	Master Redline, p. 51, states that "Additional meetings may be held at the request of Qwest or any qualified CLEC (as defined in this document)? Do we intend to define "qualified CLEC" in this document? The term is not used anywhere else in the Master Redline.
109	Meetings	WorldCom	Meetings 1) How are monthly system outage reports generated and supplied to CLECs? 2) Is CMP website inclusive of all CRs? 3) Archive section for CRs on website states "coming soon" – where were the previously displayed CRs before Qwest switched to the new interactive website.
110	Emergency and Special Meetings	Qwest	Emergency and Special Meetings, Document: OBF Proposal with Qwest CMP Proposal and CLEC comments- 8-18-01, No process listed for Emergency and Special Meetings What is the process for Emergency and Special Meetings (i.e. criteria for special and emergency meetings, notification of meetings, location, parameters, etc)
111	Meetings-Minutes	AT&T	Does the provision in the Master Redline, page 54 (Meeting Minutes), mean the Qwest will prepare minutes from the monthly meetings as well as any other meetings held by the CMP group? How about clarification calls? Is there any CMP-related meeting for which minutes would not be taken? We should clarify the language to make clear when minutes will be taken. If there are minutes, are they just posted on the web or are they distributed by e-mail to just the participants/the entire CMP distribution? Does it depend on the meeting?
112	Enforcing CMP	Qwest	Enforcement of CMP, Document: Qwest Draft Recommendation Change Management Process (CMP) for Local Services, Table of Contents (Issue list), No language in the section on Managing the CMP How will the CMP be enforced and what will occur if the CMP is no longer mutually beneficial for CLECs and Qwest?
113		Judy Lee, Facilitator	Determine how both parties will enforce the CMP. What happens if one party doesn't follow the CMP? What happens if the CMP doesn't work anymore?

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114		Eschelon	Quick process when things go wrong: Qwest makes an internal change in process that impacts CLECs and the change has not gone through the CR process. We need to discuss a process for addressing these things. There should be a way for a CLEC to identify the problem and get a quick response from Qwest that withdraws the process change and makes it go through the CR process before Qwest can implement. [AT&T email 11/13/01] Code of Conduct – what is the disciplinary action when guidelines – (includes compliance) are not adhered to (#105)
115		AT&T	Master Redline p. 49 (Managing CMP) refers to a CMP Steering Committee. Is there one? What does it do? Page 50 (Managing CMP) refers to a standing agenda item on the effectiveness of CMP. Does this happen?
116		AT&T	The Scope section of the Master Redline should state clearly that the CMP process is used to change CMP itself. In addition, discussion about that process is needed. Is it done with a CR submission? Is it treated as a systems or product/process CR (assuming those processes are different)? Does the entire CMP negotiate changes or would a committee be appointed to negotiate and draft changes? How are changes approved? Need an understanding of how the process for changes to CMP will work.
			PRIORITIZATION
117	Prioritization	Eschelon	*See* CR Initiation and Types of Changes (above) re. Regulatory CRs. *See* Systems Development Cycle – Packaging (above). *See* Introduction of New Interfaces (above). Need to review all of the language in the Master regarding prioritization and the proposed prioritization form.

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			KPMG Observation 3067: Qwest Systems Change Management Process (CMP) lacks guidelines for prioritizing and implementing CLEC-initiated systems Change Requests (CRs). When prioritization applies; whether prioritization is on a per-OSS basis. The Master, on p. 14, states: "Qwest or CLEC originated CRs for changes to an existing OSS interface will then be prioritized by the CLECs and Qwest resulting in the initial release candidate list." (Refer to broad definition of OSS Interface.) Is this always true, for all systems/interfaces/types of CRs? Similarly, the Master, on p. 15, states "new CRs will be prioritized." This statement is in the Systems CR Initiation Section, which applies to any systems change (not simply GUI and EDI). Will all such CRs be prioritized? If not, description of process needs to be changed. The Master, on p. 15, states: "If the requirements work effort, for the late added CRs, cannot be completed by the end of system requirements, the CR will not be eligible for the release and will be returned to the pool of CRs that are available for prioritization in the next OSS interface release." Will the CR always be returned, or does it depend on the priority of the CR? Is there a decision/vote on returning the CR to the pool? Complete review of handling of regulatory and industry guideline CRs in prioritization. Qwest and CLECs have disagreed to date. Action Item #142 states that "Qwest stated that Industry Guideline and Regulatory changes will not be prioritized, but a CR will be shared with CLECs at the Systems CMP Meeting" but fails to state the CLEC proposal. Menezes stated that the CLECs would understand if there were a week difference in functionality availability between EDI and GUI, but that any greater amount of time would

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			represent benefits to one interface user over another. Terry Wicks-Allegiance agreed with Menezes. The team determined to let this issue (EDI – GUI simultaneous functionality implementation) be addressed within the CMP process during prioritization discussion. [AT&T Comment: It appears that this issue was captured as no. 157 on the issues/action items log. This item was closed as being resolved in the changes to Existing OSS Interfaces language. It may still be discussed in prioritization, if appropriate.] [AT&T 11/23/01 email] "Wcom not allowed to vote on EDI CRs (Issue CM-12). This issue has not yet been addressed in the redesign meetings." Status Report. During one of the last votes, Eschelon used three votes for its priority CRs but later found out that the CRs were collapsed into one change. Need a documented process to identify this earlier, when possible, so that a carrier may use votes wisely. Voting by Qwest: Before Qwest-initiated CRs were included in prioritization, Qwest did not vote. Document that Qwest gets a vote if all CRs are included in prioritization. Voter: The Master, p. 48, provides that the primary POC or the alternate may vote. May companies also designate someone to vote (as by proxy)? Voting Process: There was discussion at a CMP meeting about the manner in which to vote (what numbers to assign, etc., and whether by email, etc.). (For example, on a scale of 1 to 10, 10 would be a higher priority.) Need to capture process in Master.
118		Judy Lee, Facilitator	OBF Issue 2233 recommends a provider to establish and communicate a development schedule that includes a CR deadline and first and second round prioritization meeting dates.
119		WorldCom	Prioritization 1) Need end-to-end development life cycle. 2) Language for mandatory/industry dates, allow for exception, escalation and dispute resolution procedures

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			3) Prioritize all CRS (regulatory) 4) Criteria how to rand CRs. CLEC's ability to prioritize and vote per OSS. Prioritization of Existing OSS CRs 1) Industry Guideline CRs be prioritized? 2) Performance measure obligations prioritized? 3) Voting process needs to be developed. 4) Need language if dispute/escalation process can be invoked in prioritization process? 5) CLECS want grouping (pkg) of candidates before prioritizing. 6) Is prioritization on a per OSS basis? 7) Need language to address requests for re-prioritization (re-rating) as the OBF language. Need language to address any ties in voting that result in CR making release or not.
120		AT&T	What happens to a CR that is introduced by a CLEC, does not gain support from other CLECs, but is nonetheless needed by the requesting CLEC? The way the process is drafted, the CR will never get implemented. What are CLECs to do to get the requirement addressed? CLECs contend that if a product were technically feasible within Qwest's network, a technically feasible type of interconnection has been created and should be made available to all CLECs on a standardized basis, and to do so, Qwest should create a product and provide product-like cost support. Qwest agrees that there are times when a BFR should be productized, but disagrees with the notion of an arbitrary or predetermined number of BFRs, preferring to rely on judgment based on experience. Staff suggests that Qwest, with CLEC input, develop a series of criteria that would accelerate the productization of BFRs and that this process should be incorporated within the CICMP and subsequently by provisions within the SGAT. Staff, therefore, concludes that this issue should be resolved in favor of the CLECs.

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			In prioritization, the ranking is done 1 through N, where N is the number of CRs/changes under consideration. Discuss whether, as part of ranking, the parties can also designate "No" for a particular CR/change where parties actually oppose implementation of a certain change.
121	Sizing/Level of Effort	Eschelon	Sizing needs clarification/language. Need to define/quantify level of effort. (#146) "Although the draft language refers to sizes of effort (small through extra large), no criteria are given for how these determinations are made." (Eschelon Comments/Nov. Status Report.) --See Master, p. 14: Do these definitions of small through extra large apply, and are they the only definitions? If the definitions are expanded or changed, do so on p. 14 as well as in level of effort section. --Qwest had agreed that perhaps level of effort can be quantified in terms of hours (such as development hours), perhaps using ranges. Need to quantify and document. Level of effort for product/process: Is there an equivalent concept of level of effort for product/process? What factors does Qwest consider (hours, expense, etc.?) and how and when are these conveyed to CLECs? Define "preliminary" v. non-preliminary level of effort (see Master, p. 14) and when these occur. (*See also* CR After Initiation, above.) "(WCOM COMMENT: WCOM WOULD LIKE IT NOTED THAT A REQUEST WAS MADE AS TO WHAT IS MEANT BY PRELIMINARY LEVEL OF EFFORT AND IS TO BE DEFINED BY QWEST.)" Master p. 14. Need visibility into Qwest decisions and criteria used. What make a level of effort "preliminary"? This appears to all be within Qwest's discretion.

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			How accurate can Qwest be at this point? Shouldn't there be a readout on level of effort (in writing or at CMP meeting) to describe Qwest's analysis on level of effort? [AT&T 11/13/01 email]
122		Covad	The "shirt sizing" relative to OSS CRs is still unclear. Not only is there a need to quantify the sizes, but also it is necessary to know the output capacity of the shirt factory.
123		WorldCom	Preliminary Level of Effort 1) How is preliminary level of effort defined? More definition is needed. 2) Criteria for LOE 3) Process to handle LOE that straddles more than one release 4) Qwest agreed to provide preliminary LOE before prioritization. Need language.
124	Ranking/Packaging	WorldCom	Development Cycle 1) Package – need to address process if re-ranking is needed after package discussion. 2) Package – need to address that Qwest needs to address the different options for packaging and let CLECs have an input as to which option they desire – maybe re-ranking is needed.
			INTERFACE TESTING
125	Testing	Eschelon	Test bed/more than one IP for testing purposes Has this issue been addressed: CR# 4868276 on ATT. D of the 8/16 CICMP Distribution Package (enhance testing environment by allowing for more than one IP for testing purposes and moving away from scheduling testing time periods for pre-ordering) is the CR that Qwest asked to cancel at the last CICMP meeting. (The Distribution Package is available on the web at http://www.uswest.com/wholesale/cicmp/teammeetings.html). We asked that this CR not be cancelled, and we continue to want the items requested. The CR will be discussed further at the next CICMP meeting. We have asked for a test bed of accounts, but it wasn't clear at the last meeting whether the request for a test bed of accounts remains part of

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			this CR. We continue to desire a test bed of accounts. (9/11/00 Eschelon email) Failures in production versions of OSS Interfaces KPMG Observation 3052: Qwest's Change Management Process (CMP) does not have documented contingency plans and/or processes to correct failures in the production version(s) of OSS interfaces. Testing in development cycle description: The Master, p. 16, states: "When Qwest has completed development of the OSS interface change, Qwest will release the OSS interface functionality into production for use by the CLECs." The only reference to testing in the preceding description of the development cycle is "code and test" work by Qwest. Is a reference to the testing environment (or cross-reference to the testing section) needed here for clarity? Joint Testing Period: "Qwest will provide a thirty (30) day test window for any CLEC who desires to jointly test with Qwest prior to the Release Production Date. (WCOM COMMENT: WHEN SATE IS EMPLOYED BY A CLEC, JOINT TESTING IS NOT REQUIRED, THUS PLEASE ADD CLARIFYING LANGUAGE TO DISTINGUISH BETWEEN JOINT TESTING AND AVAILABILITY TO TEST PRIOR TO IMPLEMENTATION. WE NEED TO ALSO BE CONSISTENT WITH THE USE OF CLEC COMMENTS / CONCERNS.)" (Master, p. 38)
126	Test environment	Eschelon	*See* Issues Raised by AT&T in 12/3/01 email to Qwest (see attached). KPMG Observation 3068: Qwest's Interconnect Mediated Access (IMA) Electronic Data Interchange (EDI) Stand Alone Test Environment (SATE) does not offer CLECs sufficient troubleshooting capabilities. KPMG Observation 3069: Qwest's Interconnect Mediated Access (IMA) Electronic Data Interchange (EDI) Stand Alone Test Environment (SATE) data request process does not provide specific, documented approval timelines.

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			KPMG Exception 3095: Qwest's Interconnect Mediated Access (IMA) Electronic Data Interchange (EDI) Stand Alone Test Environment (SATE) does not offer CLECs testing capabilities for all Qwest products offered in production. KPMG Exception 3029: Qwest's Interconnect Mediated Access (IMA) Electronic Data Interchange (EDI) Interoperability Testing Environment does not offer Co-Providers with sufficient testing capabilities.
			PRODUCTION SUPPORT
127	Production Support	Eschelon	*See* Types of Changes and CR Initiation above. Determine and document how to notify the CLECs that a trouble ticket has been escalated.
128		WorldCom	Production Support 1) Need escalation process for tech. Production problems 2) Process for escalation of IT Trouble Ticket?
129		AT&T	Master Redline, Production Support Language, page 72. Severity 3 notification interval for no change in status is 48 hours. AT&T would like to discuss bringing this down to 24 hours. Master Redline, page. 70, Severity 3. The example states "Equipment taking hard errors, no impact yet." AT&T would like a clarification on what a "hard error" is.
			TRAINING
130	Training	Eschelon	Review all proposed language for training. Identify when training will be posted on the web and where. Is training required in some circumstances? If so, document when. Will CLEC Forums be addressed here?
131		WorldCom	Training *1)* Incorporation to CMP *2)* Document formal process (i.e. how can CLECs request specific training?)

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			ESCALATION AND DISPUTE RESOLUTION
132	Escalation	Eschelon	Document ability to escalate Qwest decision not to accept a CR, if such decision is allowed (e.g., Qwest's determination that CR not within Scope of CMP). --Master, p. 75, states that escalations may relate to the CMP itself; this includes scope, correct? Develop an escalation process for technical issues addressed by Qwest's IT wholesale systems help desk. Ensure Escalation and Dispute Resolution Processes are drafted for Qwest's use as well as CLEC use: "Interim Escalation and dispute resolution processes for the CMP: Questions have arisen as to when and how the escalation and dispute resolution processes for the CMP apply to Qwest. For example, Qwest submitted a CR in which Qwest stated an effective date for the change "request" in the CR. Although CLECs have objected to the requested change and its effective date, Qwest is nonetheless implementing the CR (including application of rates)." (Eschelon Comments/Nov. Status Report.) E.g.: Section IV of the Master Red Line states that the decision to escalate is "left to the discretion of the CLEC," but Qwest may need to escalate in a situation in which CLECs do not agree to or accept a Qwest-initiated CR. Also, on pp. 14 & 20 of the Master, it states that CLEC's may escalate if they do not accept Qwest's response. It needs to state that Qwest may escalate if Qwest does not accept CLECs' response. (On these pages, add a cross reference to the Escalation section of the document.) <u>Email/web script:</u> The written process for escalation (Master, p. 75) anticipates an email, and the described information is inconsistent with the web script. Particularly unless and until the web script is more user friendly and flexible, CLECs need to be able to use email. The process

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			for other CLECs to join (or assume responsibility) for an escalation also needs to be clarified (and the process described in the notices needs to be consistent with what is said in the Master). Formal complaint process: "We received the attached Mailout concerning the updated process for initiating formal complaints. When I look at the web page for the Process for Initiating Formal Complaints it sends me to Expedites and Escalations. Nowhere on that page does it address Formal Complaints. Is there a formal complaint process? Where is it documented?" (1/4/02 Eschelon email to Qwest) Time frame for mail out notification of escalation: "in a time frame to be determined – Jarby" (*Master, p. 76*) With the recent escalations, there was confusion about how other CLECs joined the escalation. Some indications were to contact the CMP Manager and others to go to a web site that may not have then been clear. The Master, p. 76, refers to an email process. If that is the process, the notice should say so. Need to clarify. Next steps/implementation: The document states that Qwest will respond and CLEC will reply. (This could be the reverse with CLEC responding and Qwest replying, if Qwest initiates the escalation, as should be provided for in the documentation.) After the reply, what is the next step? Is it discussed on a call, at the next monthly CMP meeting, etc.? Can a CR be implemented if the escalation does not end in mutually agreeable resolution? For example, if CLECs reply that they do not accept a Qwest response, does Qwest have to go to the applicable regulatory body (ies) before implementing? (*See also* relationship to interconnection agreement.) Resolution: The Master, p. 77, states: "When the escalation is closed, the resolution will be subject to the CMP." What does this mean? For example, if one CLEC and Qwest agree to resolve an escalation, do the other CLECs then need to address the resolution at the CMP? If

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			CLECs do not agree with a Qwest position in an escalation, does Qwest then bring the non-resolution back to CMP for further action? Does "subject to the CMP" relate to the statuses?
133		AT&T	Master Redline, Escalation Process, p. 77. AT&T seeks clarification. When an escalation occurs through this process, is it taken to the highest level within Qwest before Qwest provides a "binding position" rejecting the CLEC request, or, is the binding position response from the first level of escalation? Depending on the discussion, we may need clarification in the Master Redline. Master Redline, p. 76 (Escalation Process), states: "Any other CLEC wishing to participate in the escalation must submit an e-mail notification to the escalation URL within one (1) business day of the mail out. The subject line of the e-mail must include the title of the escalated issue followed by "ESCALATION PARTICIPATION"" With a recent escalation, a Qwest mailout pointed CLECs wishing to join an escalation to a website (not a URL for e-mail). When AT&T attempted to use the website, we had problems. It was not clear from the available prompts how to join the escalation. It was not clear after taking action whether the attempt was successful. Is confirmation supposed to be generated by the website or is confirmation supposed to come by e-mail from someone at Qwest? If so, who (what function)? While we were directed to a website to join the escalation, this does not appear to be the process written into the Master Redline. This appears to be an implementation issue. If the website works and joining in this manner is effective, that may be an ok thing, but the Master Redline needs to reflect the process and we all need to come to agreement on what the process should be and it should be implemented as agreed upon.
134		Covad	Additional clarification needs to be developed around the timing of steps involved with the entire process, including escalation.

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			More clarification is needed around "joint escalations."
135		Judy Lee, Facilitator	OBF Issue 2233, dated Dec 28, 2001, proposes "The Provider's established trouble reporting and trouble reporting escalation processes should be followed for production support problems."
136	Dispute Resolution	WorldCom	Dispute Resolution Process 1) Need CMP Dispute Resolution e-mail address.
			EXCEPTION
137	Exception Process	Eschelon	Exceptions: "We need a fuller discussion and documentation of this process. What makes an item qualify as an exception? Should an exception first need to be "accepted" as an exception from the CMP group? If so, by what process?" (AT&T 11/13/01 email) Invoke/process: Master, p. 34 (& p. 37), states: "Qwest will provide draft technical specifications at least seventy-three (73) calendar days prior to implementing the release unless the exception process (see Section xx) has been invoked." Does "invoke" mean the CMP Participants have agreed to an exception? What is the process for "invoking" an exception? Prioritization: What is the process for an Exception item during prioritization? (#93)
138		WorldCom	Define
			DEFINITION/GLOSSARY OF TERMS
139	Definition of Terms	Eschelon	Controlled Production Testing Good faith Release Production Date Statuses (e.g., Submitted, presented, development, test, closed, denied, denied/deferred, escalated, etc.) Timelines: evaluate if the timelines should be in business days or calendar days (#140)

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			Define in the Master Redline what it means to "walk an item on" at a CMP meeting. "Does this replace clarification? Are there criteria for a walk-on (any kind of advance notice needed? Any demonstrated urgency required? does it in effect create an exception for the CR that is walked on?)? How is the timeline different for a walked-on item versus those submitted 3 weeks ahead of the meeting? Should this simply be treated as an exception?" (AT&T 11/13/01 email) *See also*, Master, p. 51: It says that attendees should bring material relating to the walk on to the meeting. If the issue is known to the attendee in advance, should the attendee be required to provide the materials earlier? For example, Qwest introduced proposed changes to LNP only cutover intervals as a walk on at the end of the day in a CMP meeting and wanted a decision from CLECs on the issue. The agenda did not notify CLECs of the issue so they could have appropriate people in attendance. (Ultimately, a separate call had to be scheduled to discuss.) If Qwest has such a request, it should be properly noticed and materials included in the package. Define terms used in Paragraph 2 in the body of the document (scope and introduction) and in the glossary of terms table on page 41 of the Master Red lined document. What is OBF's definition? (#106) Whether "CLEC operating procedures" is defined under Terms table in master redline document (#110) depends on whether this standard is used for the long-term process. That has not yet been addressed. Review key terms used to ensure each is defined; review all language in "Definition of Terms" section.
140		WorldCom	Terms to be included: Release Production Date Migration Testing New Release Testing

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			Regression Testing Controlled Production Testing Interoperability Testing Sate
141		AT&T	Terms/definitions. CLECs and Qwest have not finished going through the terms drafted by Qwest. The Master Redline makes reference to a CR "status" in several places ("status is deferred", p. 14; "refer to status of existing changes", p.64; "walk-on with current status", p. 13). In addition the CR Form, item 21, refers to status. However, nowhere in the Master Redline are the various status types identified and described (e.g., presented, clarification, deferred, submitted, CLEC Test, development, etc.). This needs to be done.
			MISCELLANEOUS
142	Documentation	Eschelon	For Re-Design, it would be helpful if the action items in the log were grouped by subject matter (such as the headings in the Table of Contents), so that it would show outstanding issues by subject. This would be useful for comparing the log to the various gap analyses and determining which issues are not yet captured in the log. KPMG Exception 3093: Qwest lacks uniform standards and processes for document management. Qwest has provided, to CLECs, documents in which one or more fundamental items of reference, such as the author, business unit, release date, page numbers, version control, assumptions, and change logs, is absent. Develop and Document Versioning and Develop Version Change History Log KPMG Exception 3102 (moved from Observation 3044): Qwest's internal OSS interface change management documentation is inconsistent and unclear. Changes to technical publications & product catalog – need long-term process in Master

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			Redlining of changes noted in notices. (This may be different from the versioning issue.) The business need is to ensure that CLECs can identify the changes, at the time of the announcement, so that they can determine how the changes may affect them. The content of notices, and the requirement to redline changes, need to be documented. In the interim, some changes have been communicated through notices, instead of CRs, because for example the changes were already reviewed in 271 proceedings. In the long-term, are there any changes for which CRs are not needed (such as typos) and how are those defined and handled? Is the EDI Implementation Guideline under the scope of CMP? (#143) Addenda to release software and documentation "[AT&T Comment: We discussed that after the final specifications, there may be other changes made to documentation or the coding that is documented in the form of addenda. Is there another place in the Master redline where this will be addressed since it probably relates to new releases as well as new interfaces?]" (Master, p. 37)
143	Finalization of CMP Processes and Documentation	Eschelon	Interim to final: Current language and implemented processes are interim. After all components are developed, need to review for consistency, gaps, etc. "Section X" references: At the end, need to insert references to the correct sections for these cross-references. If the "Section X" does not actually address the issue as anticipated, need to either revisit that Section or the one that referred to it. "URL to be established": Either insert URL or, if the URL is likely to change, handle in a manner that does not require the document to change every time. (For example, "a URL identified on the CMP website under category X"?)

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			Global terms: Once terms are agreed upon, need to ensure consistency in documents (such as CLEC and not Co-Provider, etc.). For example, p. 50 of Master uses "provider" for Qwest still. Is this correct? Inserted comments: find all inserted/bracket comments (such as by AT&T and WCOM) in Master; ensure addressed and then delete reference to comment for final version. Full CMP review: The Core Team has agreed that it needs to develop a process for bringing the results of the Core Team redesign effort to the full CMP and allowing other CLECs to have input at that point.
144		AT&T	We need to address all comments in the body of the Master Redline. It would help going forward to date comments that are inserted in the Master Redline document. That would at least give a reference to the meeting where the topic was discussed.
145	Master Redline Structure	AT&T	In terms of structuring the Master Redline document, AT&T would like to see one section on process relating to systems, a separate section on the process relating to product/process and a third section to address those changes that affect both systems and product/process.
146	Versioning/ Change History for CMP documents	AT&T	Versioning (with dates) and version change history for the CMP document. Once Redesign is completed, it would be useful to date and assign version numbers to the document and maintain an historical log of changes going forward.
147	SGAT	AT&T	Related to number 15 (see below) is language currently included in the Qwest Colorado SGAT. Section 2.3.1 reads as follows: If either Party believes, in good faith, that a change in Tariffs, PCAT, methods and procedures, technical publications, policies, product notifications or other Qwest

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			documentation relating to Qwest's or CLEC's rights or obligations under this abridges or expands its rights or obligations under this Agreement and that change has not gone through CMP, the Parties will resolve the matter under the Dispute Resolution process. Any amendment to this Agreement that may result from such Dispute Resolution process shall be deemed effective on the Effective Date of the change for rates, and to the extent practicable for other terms and conditions, unless otherwise ordered. The highlighted language above implies that there is no right of recourse for a change that does go through CMP and the result is in a conflict with the agreement. That would not be appropriate. Everything we have heard from Qwest in the redesign is that if a change comes through CMP and is in conflict with a CLEC's interconnection agreement, the interconnection agreement is controlling. This kind of language in the SGAT guts the contract, particularly when CMP essentially allows Qwest to run through any change it wants to. Reference to #15: Qwest has the ability to reject/deny CLEC CRs. CLECs do not have the ability to reject/deny Qwest CRs. We need to discuss and find a way to balance the process. As it stands, Qwest CRs go through to completion over CLEC objections, however, CLEC CRs do not go through over Qwest's objection. CLECs have to use the escalation or dispute resolution process either to advance their CRs (when Qwest rejects/denies) or oppose Qwest CRs (when Qwest ignores CLEC objections). Qwest is never put in this position. This applies to product/process and may apply to systems as well (the group should discuss).
148		AT&T	SGAT Section 12.2.6 remains open.
149		Eschelon	How CMP is addressed in SGAT. Qwest has made some changes to Section 12.2.6 at the request of CLECs, but the parties have not agreed upon the language in the entire paragraph.
150	Interconnection Agreements	Eschelon	Qwest needs to establish and document a process to account for individual interconnection agreements ("ICAs") when implementing changes and using the Change Management Process ("CMP"). Qwest needs to ensure that ICAs are not unilaterally modified.

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			In Colorado, Qwest said: First of all, it has been addressed in these workshops by inserting language into the SGAT that indicated that the contract language controls over anything that could come out of the Change Management Process -- a contract is a contract, and I believe that's the same for any other ICA, as well.[3] Qwest needs documented processes and checks and balances in place to ensure that Qwest can implement this concept and account for differences in ICAs (including ICAs not based on SGATs). The experience to date shows that Qwest's structure anticipates making global changes and steps need to be developed to account for individual differences before implementation.
151		Covad	If a Qwest initiated CR adds or alters terms and conditions to an existing IA, how will implementation be delayed pending resolution. What dispute resolution process controls?
152	Review of CICMP Documentation listed	AT&T	Qwest's Original proposal (June 2001) states "ongoing review of the CICMP occur at each CICMP meeting to enable co-providers the opportunity to express concerns or suggest changes." Other than the references above, this does not appear to be addressed in the Master Redline.
153	Issue/Action Log	AT&T	All of the items on the existing Issues/Action Items Log and the Running Log.
154	Table of Contents-Numbering	AT&T	The table of contents for the Master Redline should be updated to reflect all of the provisions contained in the Master Redline (for example, numbering in the table of contents does not match numbering in the Master Redline, headings in the table of contents don't always track with sequence or title of headings in the Master Redline, separate references in the table of contents to timelines contained in the redline would be useful).
155	Business	AT&T	AT&T believes that business rules are part of CMP? We need to be clear this is the case in the

[3] Transcript of CMP Workshop Number 6, Colorado Public Utilities Commission Docket Number 97I-198T (Aug. 22, 2001), p. 292, lines 8-13 (Andrew Crain of Qwest).

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
	Rules in CMP		Master Redline? What process is followed to change business rules? Section 12.2.1.9.6 of the SGAT states that business rules regarding rejection of LSRs or ASRs are subject to the provisions of 12.2.6 (CMP language).
156	Interconnect Service Center Help Desk	AT&T	Interconnect Service Center Help Desk. This should be worked into the CMP document. SGAT Section 12.2.10.2 states the SPOC for "CLEC to gain assistance in areas involving order submission and manual processes." There seem to have been a number of issues where the process followed at the ISC help desk changes and CLECs are not made aware of those changes until there is a problem processing orders. It appears to relate to training ISC personnel receive and implement that causes a change in process with no notification to CLECs.
157	Systems Help Desk	AT&T	SGAT Section 12.2.10.2 refers to "CLEC Systems Help Desk" for "assistance in areas involving connectivity, system availability and file outputs." Is this the same as the IT Wholesale Systems Help Desk referred to in the Master Redline? If so, the Master Redline should state that the IT Wholesale Systems Help Desk is also known as the CLEC Systems Help Desk (and any other name it might be known as). If not the same, we should discuss.
158	Forms	AT&T	Review the forms that are used in CMP, insure that they are addressed in the Master Redline and attach them to the Master Redline. We should make clear the forms used for OSS and product/process are subject to CMP (LSRs, CLEC Questionnaire, Product Questionnaire, LOAs, Collocation applications, BFR form).
159	CMP Documentation	AT&T	Discuss, confirm and reflect in the Master Redline all documentation that is subject to CMP (EDI Implementation Guide, SATE documents, IMA User Guide, etc.).
160	"Interim" vs. Baseline	Judy Lee, Facilitator	The Redesign Team has deemed the current negotiated framework as "Interim Draft" and terms such as "preliminary and trial" have been stated in discussions during negotiation. It is unclear what the continuum process is if the Team has only negotiated an "interim draft" framework, not a baseline framework with language under "Managing the CMP" element to allow for future discussions and modifications. This "interim" approach is causing needless confusion and costs to CLECs and Qwest due to constant changes in how to do business when a change is proposed—CLECs and Qwest must do rework of procedures and training within their organizations to keep up with the changes under CMP (interim to eventually the baseline process).

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
161	Flip-flop between OSS Interface and Product/Process	Judy Lee, Facilitator	The Team states repeatedly that it must complete negotiations on OSS Interfaces first, before addressing Product/Process. However, the Team has not been able to stay focused on this approach, except for one 3-day session since the last session in August.
162	Incorporate Collocation Cancellation and Decommissioning offering	Covad	How will the positive aspects of the collaborative effort used to develop the Collocation Cancellation and Decommissioning offering be incorporated into CMP?
163	Proprietary CLEC Comments	Judy Lee, Facilitator	Develop a process to manage and track CLEC comments that are deemed proprietary in nature.
164	Misc. - CR vs. Account Team	Eschelon	CR v. Account Team: When an issue is within the Scope of CMP and should be handled by CR versus when an issue should be handled by the Qwest account team for that CLEC. We have had instances where we take an issue to the account team. The account team tells us to go to CMP when we don't think it is a CMP matter. How are account teams informed of the distinctions between their functions and the functions of CMP? (AT&T 11/13 email)
165		Covad	How does our account /service manager fit into the CMP process? Are they going to work with us to get resolution to issues that have become CRs? Will the CMP supplant the account/service manager?

Attachment 9

ATTACHMENT A- Eschelon Gap Analysis #126

SATE

-----Original Message-----
From: Menezes,Mitchell H - LGA [SMTP:mmenezes@att.com]
Sent: Monday, December 03, 2001 2:57 PM
To: 'Jim Maher'
Cc: Osborne-Miller,Donna - NCAM; Van Meter,Sharon K - NCAM; Bahner,Teresa L (Terry) - NCAM; 'Liz Balvin'; 'Karen Clauson'; 'Tom Dixon'; 'Megan Doberneck'; 'Hines, LeiLani'; 'Lee, Judy'; 'Powers, Lynne'; 'Quintana, Becky'; 'Schultz, Judy'; 'Travis, Susan'; 'Wicks, Terry'; 'Woodcock, Beth'; 'Yeung, Shun (Sam)'; 'Wilson, Kenneth'; Finnegan,John F - LGA; Jennings-Fader, Mana; Rossi, Matt; Routh, Mark; Ford, Laura
Subject: FW: SATE Users' Group Meeting Minutes and Agenda

Jim,

The attached message (and its attachments) raise some questions in my mind about interface testing. As you know, we discussed this topic at last week's redesign session. Based on the attached, it appears that further discussion of interface testing is appropriate for the CMP document, as the topics mentioned below were not discussed. I would like to have discussion on the following:

1. "SATE Users' Group Mission Statement". This part of the minutes indicates that the Users' Group provides (i) Qwest an opportunity to communicate current plans for its testing environment and (ii) CLECs an opportunity to communicate current and future testing needs. I would like to discuss how this fits into CMP. We discussed that plans for the test environment would be reflected in the 12 month development view, but not much more than that. It appears from these minutes that there is more to it. How is communication from this users' group coordinated with the CMP group?

2. In the discussion on CMP CRs for SATE, the minutes state that "The SATE CRs will be prioritized separately from the other production IMA CMP CRs." We have discussed prioritization of system CRs at length and more discussion is necessary. We should discuss what Qwest means about prioritization of SATE CRs, because no distinction has been drawn in the discussions we have had to date between SATE CRs and other systems CRs.

3. The minutes further state that CLECs can submit "Data Requests" to

Qwest, that Qwest would typically approve in 2 - 5 days and that CRs are not needed for Data Requests. However, if a CLEC (or Qwest?) wants the test environment to support a new product, then the CLEC (or Qwest?) must submit a CR. No such distinction was discussed in the interface testing section of the redesign document. We should have such a discussion and document it appropriately. We might start with a definition of "Data Request" in this context.

Please work with Judy Lee and Judy Schultz to include these items on the agenda for discussion at the next (or a later) redesign meeting. Thanks.

Mitch Menezes
AT&T
303-298-6493

Wholesale/Resale Processes

TO: Judy Schultz

FROM: AT&T CMP Redesign Team

DATE: December 10, 2001

RE: Excerpts from Qwest Code of Conduct and Retail Wholesale Process – posted 10-15-01.

On October 15, 2001, Qwest posted on the CMP Redesign website (i) an excerpt from its code of conduct, (ii) Wholesale Impact Checklist Methods, (iii) Response Methods for the Wholesale Impact Checklist, (iv) a spreadsheet on process, systems &/or center impacts. AT&T has several questions about these materials, as follows. AT&T would like to review the requested documents and discuss these questions and their answers, with the knowledgeable Qwest personnel present, at a CMP Redesign meeting:

A. Wholesale Impact Checklist Methods

1. Who are the retail personnel who use this process (what work groups are they in that dictate the requirement to follow this process)? Is this separately managed by center or work group?

2. How do Qwest retail personnel know to follow this process? Is it really followed "When Retail makes <u>any</u> changes to Processes, Systems or Center Operations"?

3. How is adherence to this process monitored?

4. Second paragraph, fourth line down - "it is the responsibility of both parties to negotiate an agreement before implementation" – to what parties does this refer? What is the nature of the agreement? Implementation by whom and of what?

5. Second paragraph, fifth and sixth lines down – "The Wholesale contact will respond with the type of impact Major, Minor, or No Impact, and will include a brief and thorough description of what impact the change will have" –

- who makes this determination?
- on what basis is this determination made (impacts to whom or what)?
- What objective criteria exist for "The Wholesale contact" to make these determinations?

6. Second paragraph, eighth line down refers to "all appropriate Wholesale contacts" (seems to tie to Step 12). Who would these people be and how do the retail personnel know whom to contact (what guidance do they have that directs the communications)?

7. Who is Andy Simpson (end of second paragraph and Step 9)? Who are Denise Martinez and Bill Casurella (Step 9)?

8. Step 1 in the table. What is located at http://dmpweb-ne1.uswc.uswest.com/training/Process%20Helper/Table_of_Contents.htm? AT&T would like for CLECs to have the opportunity to review this.

9. AT&T would like CLECs to be able to review and discuss with Qwest examples of what is produced at Steps 10, 13 and 14.

B. Response Methods for the Wholesale Impact Checklist

1. What wholesale groups would receive notification from retail? How do Qwest wholesale personnel know to follow this process?

2. Step 3 refers to functions impacted and that they are associated to the PIDs listed on each line in Column. AT&T would like CLECs to have an opportunity to discuss this Step with the table, including all columns and rows that Qwest personnel view, available for CLECs to view (column J, K, L, others?). Does the reference to PIDs in Step 3 mean that the only change that goes through this process is one measured by the PIDs? What are the PID relationships referenced in Step 3?

3. If impacts are determined to exist, (i) what is the process on the wholesale side to incorporate that change into the wholesale business and processes and (ii) what steps are taken to insure that the change on the wholesale side occurs at the same time as it occurs on the retail side?

4. How does Qwest determine to redact from retail what it provides to wholesale? For example, if a website or database is available to retail, how does Qwest determine to make only certain information/fields from such website/database available to wholesale customers?

5. Step 15 appears to have some text missing.

C. Last Page (Untitled spreadsheet)

1. Is this the "Wholesale Impact Spreadsheet" referenced in the above processes"?

2. Are we seeing the entire spreadsheet as it is seen by the Qwest retail and wholesale personnel? AT&T would like CLECs to have the opportunity to see the entire document as used by Qwest retail and wholesale personnel.

3. AT&T would like CLECs to have the opportunity to see samples of this spreadsheet completed by Qwest retail and wholesale personnel.

4. Is the submitter the retail person?

5. What documentation exists to explain the criteria for completing the columns under "Process, Systems, &/or Center Impacts?

6. "Contact & Tel. No." column. Are these retail or wholesale contacts? Other? Does this list represent all of the (wholesale/retail?) contacts at Qwest for notification of changes?

7. It looks like this spreadsheet is to identify impacts, but we don't see where the change in systems, process or center is actually described. How is that communicated?

Attachment 9

RESPONSES TO CRs

-----Original Message-----
From: Clauson, Karen L.
Sent: Monday, January 07, 2002 2:54 PM
To: 'Judith Schultz'; 'Lee, Judy'
Cc: 'Jim Maher'; 'Terry Bahner'; 'Liz Balvin'; 'Tom Dixon'; 'Megan Doberneck'; 'Hines, LeiLani'; 'Littler, Bill'; 'Menezes, Mitch'; 'Osborne-Miller, Donna'; 'Quintana, Becky'; 'Rossi, Matt'; Stichter, Kathleen L.; 'Travis, Susan'; 'VanMeter, Sharon'; 'Wicks, Terry'; 'Woodcock, Beth'; 'Yeung, Shun (Sam)'; 'Mark Routh'; 'Michael Zulevic'; Stichter, Kathleen L.; Powers, F. Lynne; Johnson, Bonnie J.
Subject: Responses to CRs/Action Item

Based on some comments made during the last CMP monthly meeting, I believe the Re-Design team needs an action item to discuss and clarify the CR process for responses to CRs. I may have misunderstood, but I thought that Qwest made some comments at the last CMP meeting that suggested that some CRs must wait for a response until the next monthly meeting, even if the parties are prepared to go forward earlier. My recollection of this process is that there is a preference to handle issues in the monthly CMP meetings, when possible, so that the parties are not burdened with a multitude of notices and off-line calls. Because CLECs already have notice of the monthly meetings and have made time in their schedules for that meeting, it is a good time to discuss the issues with the most participants and make use of the time for substantive, industry discussion. If, however, Qwest is prepared to respond to a CR (or wants a "problem solving" session with options for solutions) and the CR initiator believes that the issue cannot wait until the next CMP meeting, the CR initiator can obtain an off-line call, provided that other CLECs are invited, with sufficient notice. The notice will describe the issue so that other CLECs understand what will be discussed. There will be an agenda and meeting minutes for the call. If a call takes place, a full disclosure and discussion of the call's contents will occur at the next CMP monthly meeting. Voting does not occur during off-lines calls, except perhaps in an emergency and even then only if the issue and the fact that there will be a vote is addressed in the notice. (The Qwest response can also be provided in writing to all CLECs in advance of a meeting and then discussed at the next CMP meeting.) This was an effort to balance the need to ensure notice to the most CLECs and avoid a lot of calls that may not fit into everyone's schedules with the need to ensure receipt of timely responses.

For example, if the CMP meeting is only a few days away, it would probably be best if the response were discussed in the full meeting (though the written response can be distributed earlier). If, however, the response is available immediately after a CMP meeting, the CR Initiator should not have to wait an entire month for a needed response. If the CR Initiator needs the information, the CR Initiator may obtain an inbetween-meetings call (properly noticed to other CLECs with sufficient notice) before the next CMP meeting.

I recall that this is how the subcommittee addressed the issue on the call. As we discussed on the call, any subcommittee issues need to be brought to

the full Core Team and need to be addressed in the documentation. If that happened, perhaps I missed it.

This is the process that I remember from the sub-committee call that myself, Liz Balvin, Bill Littler, Sandy Evans, Judy Schultz and perhaps others participated in. Is this also the recollection of you all? (If so, did I just misunderstand at the CMP meeting, or was Qwest referring to another issue?) Has the process changed since then? Where is this process documented?

If I misunderstood, I apologize. Please just point me to the proper place in the documentation where the process is set out. If it isn't fully documented yet, please add an action item to develop that documentation. Thanks.

Karen L. Clauson
Director of Interconnection
Eschelon Telecom, Inc.
730 2nd Ave. South, Suite 1200
Minneapolis, MN 55402
Phone: 612-436-6026
Fax: 612-436-6126

Attachment 10

QWEST PROPOSED PROCESS FOR QWEST-INITIATED PRODUCT AND PROCESS CHANGES – 01-24-02

PROCESS FOR NOTIFICATION AND CLEC INPUT

The following defines four levels of Qwest-initiated changes and the process for Qwest to provide notification of each level of changes and for Qwest to obtain CLEC input into each level of changes. None of the following time frames shall be construed to supersede time lines mandated by federal or state regulatory authorities or individual interconnection agreements. These lists are subject to modification as agreed upon by the CLECs and Qwest.

Level 1 – Changes that have no effect on CLEC operating procedures or corrections that are time critical

Examples of Level 1 changes include:
- Verbiage clarifications/wordsmithing
- Typo corrections/grammar corrections/product branding changes
- Corrections that do not change the initial purpose of a document
- Re-notifications issued within 6 months after initial notification (notice will include reference to date of initial notification)
- Training schedule changes (note: training schedules are posted quarterly, if a class is cancelled, notification is provided 2 weeks in advance. If a class is added, it is posted as soon as possible)

Changes are effective immediately upon notice and/or inclusion in history log – no comment cycle (History log only for typos, capitalization, etc.)

Level 2 – Changes that have minimal effect on existing CLEC operating procedures

Examples of Level 2 changes include:
- Email address changes
- URL changes
- TN changes
- FAX changes
- Web format changes

Qwest will provide a minimum of 21 calendar days advance notice, but no less notice than given to Retail. CLECs have 7 calendar days to submit comments if any. If comments are received Qwest will respond within 7 calendar days after receiving CLEC comments.

For Level 2 changes, when the notice is provided to the CLECs, any documentation changes required to PCATs and Tech pubs will be available for review in the holding tank (red-line for PCATs and green highlights for Tech pubs) with a comments button available to provide comments for the 7 calendar days. For Level 2 changes that do not impact PCATs or tech pubs, a link will be provided within the notification for comments.

Level 3 – Changes that have a moderate effect on existing CLEC operating procedures

Examples of Level 3 changes include:
- Field redefinitions
- Changes to whether fields are required or not
- NC/NCI code changes
- Product enhancements that do not drive new processes
- CLEC-facing Center hour changes

Qwest will provide a minimum of 30 days advance notice. CLECs have 15 days to provide comments, if any. Qwest has 15 days to provide comments after the cut-off for CLEC comments. In its response, Qwest will respond to comments and provide a final notice of the changes, along with any proposed changes to Qwest documentation available to CLECs.

For Level 3 changes, when the notice is provided to the CLECs, any documentation changes required to PCATs and Tech pubs will be available for review in the holding tank (red-line for PCATs and green highlights for Tech pubs) with a comments button available to provide comments for the 15 calendar days. For Level 3 changes that do not impact PCATs or tech pubs, a link will be provided within the notification for comments.

Level 4 – Changes that have a major impact on existing CLEC operating procedures or that require new procedures

Examples of Level 4 changes include:

- New products (excluding resale)
- Interval changes (e.g. increase/decrease)
- Changes to FOCs, rejects
- Change to a pre-order step (e.g. need to populate appointment scheduler)
- New processes related to product enhancements

Qwest will complete a Change Request no later than 5 business days prior to the monthly Product and Process CMP meeting. At a minimum, each Change Request will include the following information:

- A description of the proposed change
- A proposed implementation date (if known)
- Indication of source (e.g. regulatory)

Qwest will present the Change Request at the monthly Product and Process CMP meeting. The purpose of the presentation will be to:

- Clarify the proposal with the CLECs

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

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

- The parties will develop a process for Qwest to obtain CLEC input into the proposed change. Examples of processes for input include, but are not limited to, one-day conferences, multi-day conferences, or written comment cycles.

- After completion of the input cycle, as defined during the CMP meeting, and at least 30 days prior to implementation, Qwest will notify CLECs of the proposed change and will make all applicable documentation available for review in the holding tank.

- Any CLEC may file comments on the CR within 15 days of the notification date.

- Within 15 days, Qwest will respond to comments and provide a final notice of the changes, along with any proposed changes to Qwest documentation available to CLECs. The notification shall be provided to CLECs at least 15 days before the effective date of the change.

For Level 4 changes, when the notice is provided to the CLECs (after input cycle has ended), any documentation changes required to PCATs and Tech pubs will be available for review in the holding tank (red-line for PCATs and green highlights for Tech pubs) with a comments button available to provide comments for the 15 calendar days. For Level 4 changes that do not impact PCATs or tech pubs, a link will be provided within the notification for comments.

Note: If the disposition of a Change Request is Level 4, and the proposed change is necessary to comply with: 1) a contractual obligation between Qwest and one or more CLECs, 2) a legal order, 3) a regulatory mandate, 4) a 271 workshop requirement, 5) the resolution of a third party OSS test observation or exception, or 6) the benchmark set for a performance measurement indicator, the schedule for CLEC input must accommodate the completion of the collaborative effort, CLEC notification, and a reasonable period of time to implement the proposed change without jeopardizing the implementation date.

Attachment 10

QWEST PROPOSED PROCESS FOR CLECs TO REQUEST THAT QWEST STAY A QWEST INITIATED PRODUCT OR PROCESS CHANGE – 01-24-02

Following the receipt of comments by one or more CLEC, Qwest will proactively work with the objecting CLEC(s) to resolve the concerns of the CLEC(s).

In its comments, a CLEC may request that Qwest stay implementation of the proposed change until the issue is resolved in CMP or until the dispute is resolved pursuant to the dispute resolution clause. In its request for a stay, the CLEC shall provide the following information, if relevant:

- The basis upon which the request for a stay is based;
- The irreparable harm that the CLEC will suffer if the proposed change is not stayed;
- The business impact on the CLEC if the proposed change is not stayed; and
- How the CLEC alleges that the proposed change violates its interconnection agreement(s) or any applicable commission rules or any applicable law.

If a CLEC requests a stay in its comments, Qwest will stay the implementation of the proposed change whenever Qwest reasonably determines that staying the proposed change will prevent more harm and cost to the CLEC(s) than staying the proposed change imposes harm and cost upon Qwest. If Qwest decides to stay the proposed change: it will provide the following information in its response, if relevant:

- The time period for which the proposed change will be stayed;
- The CLECs for which the proposed change will be stayed; and
- Any other relevant details of the stay.

If a CLEC requests a stay in its comments and Qwest reasonably determines that staying the proposed change will impose more harm and cost upon Qwest than staying the proposed change will prevent harm and cost to the CLEC(s), then Qwest will provide in its response notice that the proposed change will not be stayed. If Qwest decides not to stay the proposed change: it will provide in its response, if relevant:

- The reason the requested stay is not being implemented;
- The irreparable harm that Qwest will suffer if the proposed change is stayed;
- The business impact on Qwest if the proposed change is stayed; and
- How Qwest alleges that the proposed change is consistent with interconnection agreement(s) or any applicable commission rules or any applicable law;

If Qwest does not stay a proposed change, then Qwest will not implement the objected-to proposed change for fourteen days following the delivery to the objecting CLEC(s) of the notice that Qwest will not stay the proposed change.

Attachment 10

If any CLEC objects to a proposed change during the CMP process, then nothing that happens in CMP in relation to such proposed change shall be construed to supercede or amend the interconnection agreement between Qwest and any CLEC.

Attachment 11

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—January 24, 2002

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
13G	Action	August 8 Meeting	CMP Web Site	Re-visit the redlined CMP framework element, "Qwest Wholesale CMP Web Site" at a later working session.	Core Team	~~Sep 20~~ Extended to ~~Nov 13~~ ~~Nov27-29~~ TBD	Re-visit this element to insure all items are addressed in the re-designed CMP framework.
40	Issue	August 14 Meeting	Notifications	Are Call Center outages included in the "outages" sub-category – should they be?	Qwest – Judy Schultz	~~Sep 5~~ Extended to ~~Sep 20~~ ~~Oct 15~~ ~~Nov1~~ ~~Nov 13~~ ~~Nov 27-29~~ ~~Dec 10-11~~ TBD	Qwest will provide notice on the process via mail-out 10/29: Posted on CMP Redesign web site—"Qwest Center Outage *Notification Process-Posted 10-29-01*" **Qwest is prepared to discuss and close this Action Item.** 11/29: Terry Bahner/ATT to review and core team to close at next session.
42	Action	August 14 Meeting	Notification	Investigate how notifications are done for Network outages, including a paging broadcast capability. 9/5: Does the SGAT language pertaining to method of notification for Network outages need to revised based on Qwest practice?	Qwest – ~~Jim Maher~~ Andy Crain	~~Sep 6~~ Extended to ~~Sep 18~~ ~~Sep 20~~ ~~Oct 2, 16~~ ~~Nov 1, 13~~ ~~Nov 27-29~~ ~~Dec 10-11~~ 2/5/02	Related to Item #66 Beth Woodcock to contact Andy Crain to provide information at the ~~Oct 30-Nov 1~~ next session. 11/29: Andy Crain to clarify at next session. Jim Maher to confirm paging process for Network Outages. 01/08: Jim Maher – Current notification is via email as denoted in the SGAT. 1-24-02 Jim Maher to check the CLEC

Attachment 11

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—January 24, 2002

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
							questionnaire to see if the paging option is still on it. **Qwest is prepared to discuss and close this action item.**
68	Action	Sep 6 Meeting	271 Workshop 18 COIL Items	Review the 18 items and verify that they will be addressed in the CMP re-design	Core Team	On-going	See Item #176
69	Action	Sep 6 Meeting	Qwest Status Report	Review redlined document and Qwest status report prior to scheduled filing. 9/18: Qwest to provide documents to participants no later than Sep 27 for review. 10/2: Qwest will continue to provide documents to redesign team for review prior to filings. 12/11 Provide dates for Jan and Feb filing dates	Core Team Andy Crain	On-going	COMPLETED: Andy Crain to distribute documents no later than Sep 27 for re-design team review prior to Oct 2 meeting. Will visit at each meeting. Qwest will update filing status at Dec 10th meeting.
70	Issue	Sep 6 Meeting	CLEC Review of Tech Pubs and PCAT Changes	What is Qwest's proposal for CLECs to review and provide comments to notices on Tech Pub and PCAT changes – what is the role of the CMP group (monthly) in these proposed changes? 10/16: Issue remains open until the interim process is implemented.	Qwest – Judy Schultz	~~Sep 18~~ Extended ~~Sep 20~~ ~~Oct 2-3~~ ~~Oct 16~~ CLOSED Jan 22	Susie Bliss will provide overview of the process at the Sep 19 CMP product/process meeting. Defer until discussion on Scope is scheduled. Scheduled call on October 5 – Susie Bliss. Minutes posted to Redesign website 10-29-01 **Qwest is prepared to discuss and close this Action Item.**
88	Action	Sep 18 Meeting	CMP Process	Propose language for "proprietary CR"	Core Team	~~Sep 20~~	Related to #89

Attachment 11

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—January 24, 2002

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting				Extended ~~Oct 3, 16~~ ~~Nov 1~~ TBD	
89	Issue	Sep 18 Meeting	CMP Process	What is the process for a CLEC-originated CR deemed proprietary and a process to handle proprietary CLEC questions and comments?	Core Team	~~Oct 3~~ Extended ~~Oct 16~~ ~~Nov 1~~ TBD	Related to #88 Issue reworded on Oct 30 to address proprietary CLEC questions and comments.
93	Action	Sep 18 Meeting	Exception Process	What is the process for an Exception item during prioritization?	Core Team	~~Sep 20~~ Extended ~~Nov 1~~ TBD	
94	Issue	Sep 20 Meeting	CR Process	How will the CR Process address 'draft' industry guideline changes?	Core Team	~~Oct 3~~ Extended ~~Oct16~~ ~~Nov 1~~ TBD	
100	Action	Sep 20 Meeting	Schedule Working Sessions	Determine the elements for CMP Product/Process	Core Team	~~Oct 16~~ Extended ~~Nov 13~~ TBD	Related to #176 Core Team to do some pre-meeting work to determine additional elements for Product/Process.
104	Action	Oct 2 Meeting (Meagan – Covad)	Parity in changes	Who has responsibility for determining whether or not a change in retail is CLEC impacting and requires notification via the CMP process	Qwest – Judy Schultz	~~Oct 16~~ Extended ~~Nov 1~~ ~~Nov 13~~ ~~Nov 27-29~~ ~~Dec 10-11~~ TBD	Related to #105—to be closed after Core Team reviews sample retail mail-outs. 11/29: Need to review Mitch/AT&T questions on insuring parity between retail and wholesale. Add to agenda for the ~~Dec 10-11~~ next session.

Attachment 11

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—January 24, 2002

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
105		Oct 2 Meeting (Dixon – WCom)	Parity	Provide training package and check list used by Qwest to train retail in identifying changes that impact CLECs Provide sample mail outs for retail changes – (Retail only change and Retail CLEC impacting change) Code of Conduct – what is the disciplinary action when guidelines – (includes compliance) are not adhered to	Qwest – Judy Schultz	~~Oct 16~~ Extended ~~Nov 1~~ ~~Nov 13~~ ~~Nov 27-29~~ ~~Dec 10-11~~ TBD	This replaces # 95; related #104 Option 1 – Qwest sends everything Option 2 – Qwest screens notification to only CLEC impacting changes 10/16 COMPLETED: This checklist is on the web on the CMP re-design web site under Re-Design documentation 11/1: Examples of mail outs for retail changes are posted on the web site and shared as hand-out at the 11/13 session. 11/29: Need to review Mitch/AT&T questions on insuring parity between retail and wholesale. Add to agenda for the ~~Dec 10-11~~ next session. **Qwest is prepared to discuss and close this Action Item.**
106	Action	Oct 2 Meeting	Definition of terms	Define terms used in Paragraph 2 in the body of the document (scope and introduction) and in the glossary of terms table on page 41 of the Master Red lined document. What is OBF's definition?	Core Team	Ongoing	11/30: See Qwest Proposed TERMS Language - 11-30-01 Terms: Design, Development, Notification, Testing, Implementation and Disposition **Qwest is prepared to discuss and close this Action Item.**
107	Action	Oct 2 Meeting	Scope—Roles and Respon.	Define "Roles and Responsibilities" of Qwest and CLEC representative/s as it appears on Paragraph 3 of the Scope	Core Team	~~Nov 1~~ TBD	11/20: See Qwest Proposed Managing the CMP Language – Revised 11-20-01

Attachment 11

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—January 24, 2002

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
				11/1: Define responsibility for a primary and secondary POC and a CMP Team Representative.			**Qwest is prepared to discuss and close this Action Item.**
108	Action	Oct 2 Meeting	PCAT – Tech Pub Notification	Research tech pubs and PCAT changes that have been released thus far as they relate to 271 workshop commitments. Provide a list of notifications that are to be released 10/16: Can Qwest improve the delivery timeframe for previously released changes to PCAT and Tech Pubs? 11/29: Do the CLECs still want Qwest to do retroactive red lining? Is Qwest able to do retroactive red lining on Tech Pubs?	Qwest – Judy Schultz	~~Oct 16~~ Extended ~~Nov 1~~ ~~Nov 13~~ ~~Dec 10-11~~ TBD	Also present at the Oct 17 CMP Product/Process meeting 10/16: Already released PCAT changes will be highlighted in Green and will be available March 2002 (estimated 3 months of work).
110	Action	Oct 3 Meeting	Terms: CLEC Operating Procedures	Define "CLEC operating procedures" under Terms table in master redline document. 11/1: Subcommittee will provide the Core Team with an expanded definition for CLEC impacting besides the current 4 items.	~~Qwest – Andy Crain (Susie Bliss)~~ ~~Core Team Sub-Comm.~~ Core Team	~~Oct 16~~ ~~On-going~~ ~~Nov 13~~ ~~Nov 27-29~~ TBD	Will be discussed offline on Oct 5 – Susie Bliss (develop checklist) 10/16: Define the term "operating procedures" at a later session. 11/1: Subcommittee (Judy Schultz, Terry Bahner, Terry Wicks, Liz Balvin, Karen Clausen) to present at the 11/13 meeting expanded list of CLEC impacting situations. Related to #137 **Qwest is prepared to discuss and close this Action Item.**

Attachment 11

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—January 24, 2002

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
115	Action	Oct 3 Meeting	SGAT Language	Revisit proposed SGAT language at the conclusion of the Re-Design process.	Core Team	On-going	
116	Issue	Oct 3 Meeting	New Product Offerings	Are new product offerings brought to CMP as a Change Request?	Core Team	TBD	Will address later during CMP discussion on Product/Process.
118	Action	Oct 3 Meeting	Criteria for Deny	State the criteria for Deny (reasons why) for the CR process.	Qwest—Judy Schultz	~~Oct 16~~ Extended ~~Nov 1~~ ~~Nov 13~~ ~~Dec 10-11~~ TBD	Criteria examples: Specific regulatory ruling Qwest Policy Business (e.g., Cost) **Qwest is prepared to discuss and close this Action Item.**
126	Issue	Oct 16 Meeting	Exception Process	What process allows CRs to be submitted less than the agreed upon timeframe for CR presentation at the upcoming CMP meeting? Will the Exception Process accommodate this situation?	Core Team	~~Nov 1~~ TBD	Language for the Exception Process and/or CR Initiation Process.
133	Issue	Oct 16 Meeting	Terms	Define "major" and "point" OSS interface releases.	Core Team	On-going	Defined under Terms o Release – Major – Point 11/29: Point release was defined. Major release needs additional work. Define "Release" as well. **Qwest is prepared to discuss and close this Action Item.**

Attachment 11

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—January 24, 2002

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
137	Issue	Oct 30 Meeting	Terms	Define Changes to the OSS interfaces that may not require a CLEC to make coding changes but may affect CLEC process or operations. 11/29: Determine whether a process is necessary to address non-coding changes.	Core Team	~~On-going~~ TBD	Related to #110-subcommittee to expand definition 11/29: Do a search in the Master Red Line for "Code" and/or "Non-coding" to determine whether a process is needed to address non-coding changes. Non-coding changes may not require a CLEC to make coding changes but may affect CLEC operations or processes. **Qwest is prepared to discuss and close this Action Item.**
139	Action	Oct 30 Meeting	Change to An Existing OSS Interface	Propose language for maximum number of major releases for OSS interfaces, other than IMA.	Qwest—Jeff Thompson	~~Nov 13~~ TBD	01/14: There will be a maximum of four major releases for OSS interfaces, other than IMA. **Qwest is prepared to discuss and close this Action Item.**
140	Action	Oct 30 Meeting	Note	Reword "note" to accommodate weekends and holidays on all timelines as attachments to the OSS Interface elements. 11/29: Qwest to evaluate if the timelines should be in business days or calendar days.	Qwest—Judy Schultz	~~Nov 13~~ Extended TBD	11/29: Elements: • Change to An Existing OSS Interface • Introduction of a New OSS Interface • Retirement of an Existing OSS Interface

Attachment 11

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—January 24, 2002

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
							Qwest is prepared to discuss and close this Action Item.
141	Action	Oct 30 Meeting	Change to An Existing OSS Interface	Define what will be included in the Technical Specifications.	Qwest—Jeff Thompson	~~Nov 13~~ Extended TBD	12/11: Qwest is prepared to include the following language in the Master Redlined Framework and close this issue: The technical specifications include: • A chapter for each transaction or product which includes a business (OBF forms to use) description, a business model (electronic transactions needed to complete a business function), trading partner access information, mapping examples, data dictionary Appendices may include: • Developer Worksheets • IMA Additional Edits (edits from backend OSS systems) • Develop Worksheets Change Summary (field by field, release by release changes) • EDI Mapping and Code Conversion Changes (release by release changes) • Facility Based Directory Listings • Generic Order Flow Business

Attachment 11

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—January 24, 2002

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
							Model **Qwest is prepared to discuss and close this Action Item.**
142	Issue	Oct 30 Meeting	Change to An Existing OSS Interface	Does the team agree that the CR Initiation Process and Prioritization Process have taken place before a change is implemented according to the Changes to an Existing OSS Interface Process? 12-11-01 Clarify in the Master Redline that CRs precede any changes within the scope of CMP (exceptions?, production support?) (AT&T item # 14)	Core Team	~~Nov 13~~ Extended ~~Nov 27-29~~ TBD	Qwest has stated that Industry Guideline and Regulatory changes will not be prioritized, but a CR will be shared with CLECs at the Systems CMP Meeting.
143	Issue	Oct 30 Meeting	EDI Implem. Guideline	Is the EDI Implementation Guideline under the scope of CMP?	Qwest—Judy Schultz	~~Nov 13~~ Extended ~~Nov 27-29~~ TBD	10/31: The EDI Implementation Guideline will follow the CMP guidelines and timeframes. **Qwest is prepared to discuss and close this Action Item.**
145	Issue	Oct 30 Meeting	OSS Interface CR Initiation	CLEC comments and Qwest responses should be communicated to CLECs. Create a method to communicate via web site.	Qwest—Judy Schultz	~~Nov 13~~ Extended ~~Nov 27-29~~ TBD	
146	Issue	Oct 30 Meeting	OSS Interface CR Initiation	What are the criteria used to determine 'level of effort' (i.e., S, M, L, XL) for a release?	Qwest—Jeff Thompson	~~Nov 13~~ Extended	12/13: Language included in Master Redline.

Attachment 11

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—January 24, 2002

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
					Thompson	~~Nov 27-29~~ TBD	01/14: The CLECs requested that Qwest no longer use a standard set of T-shirt size estimates. Instead, Qwest will give Level of Effort estimates via an estimate of the number of hours necessary to complete each CR for CRs generated after 01/01/02. The Core Team must review the Master Redline to find, and change, all references to T-shirt sizing. **Qwest is prepared to discuss and close this Action Item.**
148	Issue	Oct 30 Meeting	OSS Interface CR Initiation	Specify/clarify process for Qwest-initiated CRs on page 1 of proposed Qwest language document. See AT&T and WorldCom comments in Master Redline.	Qwest—Judy Schultz	~~Nov 13~~ Extended ~~Nov 27-29~~ TBD	**Qwest is prepared to discuss and close this Action Item.**
149	Issue	Oct 30 Meeting	New OSS Interface CR	Is a CR required for a new OSS interface? And would it go through the Prioritization/Ranking process?	Core Team	~~Nov 13~~ Extended ~~Nov 27-29~~ TBD	11/13: A CR for a new OSS interface may go through prioritization depending on reason for introduction. **Qwest is ready to discuss and close this item.**
150	Issue	Oct 31	Prioritization	Is prioritization on a per OSS interface	Qwest—	~~Nov 13~~	11/13:

Attachment 11

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—January 24, 2002

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting		basis?	Jeff Thompson	Extended ~~Nov 27-29~~ TBD	Prioritization of a CR is on a per OSS interface basis. **Qwest is prepared to discuss and close this item.**
151	Issue	Oct 31 Meeting	Redesign Core Team Expectations/ Respons.	Define level of participation for the CMP Redesign effort. In addition, provide language addressing preparedness for each working session.	Core Team Sub-committee	~~Nov 13~~ Extended ~~Nov 27-29~~ TBD	Subcommittee: Leilani Hines, Sharon Van Meter, Terry Wicks 11/7: Proposed language already posted on 11/9. **Qwest is prepared to discuss and close this Action Item.**
152	Issue	Oct 31 Meeting	Training	When is Training available when a new GUI is introduced (after the Release Production Date, or is it available with the Final Notice and User Guide)?	Qwest—Judy Schultz	TBD	To be addressed during Training element discussion. 11/1: Training will be available when the Final notice is issued by Qwest. **Qwest is prepared to discuss and close this Action Item.**
153	Issue	Oct 31 Meeting	Timelines	Do we need to include language that the timelines under the CMP master redlined are 'defaults'? If so, what is the language to address all timelines such as New/Retired OSS Interface?	Core Team	~~Nov 13~~ Extended ~~Nov 27-29~~ TBD	11/20: See Qwest Proposed Managing the CMP Language – Revised 11-20-01 **Qwest is prepared to discuss and close this Action Item.**
156	Issue	Oct 31	Admin—	Clarify what notices will be	Qwest—	~~Nov 13~~	See: Qwest Proposed Managing the

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CLEC-Qwest Change Management Re-design Working Sessions
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#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	Notification Methods	communicated to CLECs via email, mail-outs, communiqués, and posted on the web site.	Judy Schultz	Extended ~~Nov 27-29~~ TBD	CMP Language – 10-22-01 **Qwest is prepared to discuss and close this Action Item.**
158	Action	Nov 1 Meeting	CPAP/PID	What is the process to manage changes to performance reporting, calculation, etc.? How do we handle the overlaps between what is being negotiated at the CMP Redesign and CPAP-like procedures? 11/1: Status at the 11/13 CMP redesign session.	Core Team	~~Nov 13~~ Extended ~~Nov 27-29~~ TBD	CO PUC expected to issued order on Nov 5. 11/13: Becky/CO PUC provided the Team with an overview of the order.
162	Action	Nov 1 Meeting	Terms	Define "CLEC", "Qwest" and "sub-systems"	Core Team	TBD	11/30: See Qwest Proposed TERMS Language - 11-30-01 **Qwest is prepared to discuss and close this Action Item.**
163	Issue	Nov 1 Meeting	CR Process	Where will a CR that impacts both an OSS interface and process be addressed—at the Systems or Product/Process CMP Meeting? We will need to develop language to address this issue.	Core Team	~~Nov 13~~ Extended ~~Nov 27-29~~ TBD	11/19/01: When a CLEC or Qwest submits a CR which addresses both systems and product/process it will be addressed in the Systems Monthly CMP Meeting. The CR will follow the CMP and may be transferred from one forum to another if warranted to adequately attend to the request. The Related product or process CR will still be subject to the applicable CMP timelines.

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#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
							1-23-02 : A seamless transfer between Product/Process and Systems requests. Identify decision point in the P&P and systems process as to whether the CR is subject to system prioritization. Information to be included in the response as to whether there is a mechanized solution. **Qwest is prepared to discuss and close this Action Item.**
167	Issue	Nov 1 Meeting	Prioritization for Regulatory Change	Can Qwest revisit its position on not including Regulatory mandated changes in the Prioritization Process? CLECs understand that Qwest still opt to meet the timeline for compliance.	Qwest—Judy Schultz	~~Nov 13~~ Extended ~~Nov 27-29~~ ~~Dec 10-11~~ TBD	Discussion held on 11/13, but Qwest needs more time to consider CLECs comments. To be re-addressed at the next session.
168	Issue	Nov 1 Meeting	Prioritization for Industry Guideline Change	Will Qwest change its position to allow Industry Guideline changes to be prioritized through the Prioritization Process. If so, provide language to include Industry Guideline changes as part of the Prioritization Process. Suggested language: Qwest needs to be able to meet timelines where dates are mandated at industry bodies.	Qwest—Judy Schultz	~~Nov 13~~ Extended ~~Nov 27-29~~ ~~Dec 10-11~~ TBD	Discussion held on 11/13, but Qwest needs more time to consider CLECs comments. To be re-addressed at the next session.
169	Issue	Nov 1 Meeting	Regulatory Type of Changes	Qwest proposes to re-visit Regulatory type of change to address performance measure obligations.	Qwest—Judy Schultz	~~Nov 13~~ Extended ~~Nov 27-29~~	Discussion held on 11/13, but Qwest needs more time to consider CLECs comments to not modify existing

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#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
						~~Dec 10-11~~ TBD	definition. Qwest to provide position after considering CLECs comments at the next session.
170	Issue	Nov 1 Meeting	CLEC-Initiated PID Change	Will Qwest consider: • a performance improvement or PIDs subject to the PAP as a Regulatory change? • a CLEC-initiated performance improvement change not subject to PAP as a Regulatory change?	Qwest—Judy Schultz	~~Nov 13~~ Extended ~~Nov 27-29~~ TBD	12/12: Including closed CMP CR 5582099/AI 121201-2.
171	Issue	Nov 1 Meeting Nov 28 Meeting	IMA 10.0 Changes	What is the rationale for six (6) IMA 10.0 changes to be treated as Regulatory changes? Provide the details for CRs for the 5 remaining "regulatory" CRs on the IMA 10.0 list. Include supporting documentation (site the FCC order).	Qwest—Mark Routh & Jeff Thompson	~~Nov 9~~ Extended ~~Nov 19~~ ~~Dec 10-11~~ TBD	11/19 meeting to discuss rationale. Qwest to email material and post on the web site by 11/14. 11/30: Qwest to provide details on the CRs. **Qwest is prepared to discuss and close this Action Item.**
172	Issue	Nov 1 Meeting	Roles and Respons.	Review "Managing of CMP" proposal to include overall responsibilities; e.g., Qwest issues prioritization list and CLECs prioritize.	Core Team	TBD	11/20: See Qwest Proposed Managing the CMP Language – Revised 11-20-01 **Qwest is prepared to discuss and close this Action Item.**
173	Issue	Nov 1 Meeting	Voting Process	Develop the Voting Process.	Core Team	TBD	
174	Action	Nov 1 Meeting	Prioritization Documents	Attach the latest Ranking Form, sample of a Release Candidate List and compilation/tabulation form to the	Qwest—Mark Routh	~~Nov 13~~ Extended ~~Nov 27-29~~	See Qwest Proposed Prioritization Language – Revise 12-01-01, Appendices A, B, and C

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#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
				Prioritization section of the master redline.		TBD	**Qwest is prepared to discuss and close this Action Item.**
175	Action	Oct 31 Meeting	Core Team Membership	Contact those CLECs that are now dropped as a Core Team member, but may re-active their membership status.	Judy Lee	~~Nov 13~~ Extended ~~Nov 27-29~~ TBD Closed 1/24/02	10/31: Rhythms and Scindo will no longer participate. 11/6: Emailed Electric Lightwave, Integra, McLeodUSA, Premier and XO. Contact information not available for Level 3. Integra wants to be a member; McLeod will no longer participate; Premier will continue as a participant. 12/13: XO Communications will not participate with redesign. Sprint has withdrawn from the core team per the email from Sandy Evans. **Facilitator ready to close.**
176	Action	Nov 13 Meeting	OSS Elements	Review and compare CMP red lined document to all other related documents (i.e. 18 point, OBF 2233, open issues log, CLEC issues etc.) to ensure completeness of the proposed Qwest CMP Process and make any changes that may be necessary. Identify additional for OSS Interface, Product/Process and overall elements.	Core Team	Jan 11	By Jan 11 Noon Mountain time: Every Core Team member and participant to provide results of review and compare document to Jim Maher. By Jan 18: Jim Maher to send a compilation matrix with CLEC-Qwest-Lee input to the Core Team. Individual Team documents will also be shared with the team. **Qwest is prepared to discuss and close this Action Item.**

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#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
177	Action	Nov 13 Meeting	CMP Implem.	Draft a proposal for a formal implementation of the interim and final changes discussed within the CMP Re-Design to be discussed during the monthly CMP meetings.	Qwest—Judy Schultz	~~Nov 27-29~~ TBD	Related to #178
178	Action	Nov 13 Meeting	CMP Implem	Clarify what has been agreed upon for the implementation of an interim process.	Core Team	~~Nov 27-29~~ TBD	Related to #177
179	Action	Nov 13 Meeting	Product/ Process Interim CMP	What is CLEC impacting?	Core team	~~Nov 27-29~~ TBD	Refer to action #110
180	Action	Nov 13 Meeting	Product/ Process Interim CMP process	What is covered under the interim process for Product/Process (i.e., Additional Testing) in terms of Qwest initiated and Regulatory changes	Qwest—Judy Schultz	~~Nov 27-29~~ TBD	
181	Issue	Nov 13 Meeting	OSS CR Prioritization Regulatory Changes	Qwest to revisit language for the definition of a Regulatory change, and the proposed prioritization process as it relates to these. Qwest asks CLECs to draft proposed language for Regulatory Changes as it is written in the Red lined document to include PID/PAP scenarios. 11/13: Qwest to consider the position of CLECs on the need to prioritize Regulatory CRs and provide its final position at the next session.	Qwest	~~Nov 27-29~~ ~~Dec 10-11~~ TBD	Prioritize all (excludes production support), provide for agreed upon mandatory/industry dates, allow exception, escalation and dispute resolution procedures to be invoked as necessary. (CLEC request) CLECs agree with language for regulatory changes as it is written in the red lined document Prioritization section has to include criteria around how to rank CRs.
182	Action	Nov 13	Terms	Define migration testing and new	Qwest—	Jan 22	11/30:

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		Meeting		release testing (Initial Implementation Testing), and Regression Testing, Controlled Production Testing, Interoperability Testing, SATE in the "terms" section of the red lined document.	Jeff Thompson		See Qwest Proposed TERMS Language - 11-30-01 **Qwest is prepared to discuss and close this Action Item.**
183	Action	Nov 13 Meeting	CMP Gaps	Judy Lee to compare and report any gaps in mapping red-lined document to OBF 2233	Judy Lee	~~Dec 10-11~~ Extended to Jan 11 Closed 1/24/02	Related to #176 Include as part of Core Team matrix for Jan 22-24 session. **The facilitator is prepared to discuss and close this Action Item.**
184	Action	Nov 13 Meeting	Issues/Action Items Log	Clarify issues and action items to better capture what the item is. Discussion that does not flush out sufficient detail should be confirmed in the appropriate meeting minutes	Core Team	~~Nov 27-29~~ ~~Dec 10-11~~ On-going	Began reviewing Issues/Action Items Log for understanding and status. Will continue at next session.
186	Action	Nov 27 Meeting 12/10 Meeting	Test Scenarios	Are test scenarios provided separately from Tech. Specs or included? (include in Changes to Existing OSS Interfaces section and Application to Application Interface Testing Section) 12/11: Review proposed certification/ re-certification language at the next working session.	Qwest— ~~Teresa Jacobs~~ Andy Crain	~~Dec 10-11~~ TBD	11/27: Qwest is ready to include the following language in the Master Redlined Framework and to close this item. "A re-certification notification is sent 5 weeks prior to the release, which outlines the transactions and activity types, which have changed in the new release and should be retested. This is sent via the normal CMP notification process." 12/10: Andy Crain to clarify section I.1

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							(pg 61) of the Red Lined document for the 12/11 meeting. 12/11: Andy Crain provided proposed language for certification/re-certification for the Team to review at the next working session. **Qwest is prepared to discuss and close this Action Item.**
187	Issue	Nov 27 Meeting	AT&T issues list	#9 from AT&T issues list (including differences due to geography and systems). 12/11 #9a from AT&T issues: define the requirements for establishing a point of contact for CMP related issues that are not followed within Qwest. (CMP help desk?)	Qwest—Judy Schultz	~~Dec 10-11~~ TBD	01/14: OSS Interfaces do not have any geographical differences, however, there are functional differences that vary by geographic location, like USOCs.
189	Action	Nov 27 Meeting	Escalation Process	Draft proposal(s) for an escalation process for technical production problems for both CLECs and Qwest. **12/11:** The team should determine how to notify the CLECs that a trouble ticket has been escalated.	Qwest—Teresa Jacobs	~~Dec 10-11~~ TBD	Defining escalation candidates/triggers, criteria, initiators, escalation agents/people who will receive the escalation, escalation contacts, methods, communication feedback & follow up, how to keep lists current, implementation plan. Initial draft planned for 12/17. CLECs will be solicited starting week of 12/17. Will bring language to Jan. redesign meeting.

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#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
							Teresa will call the following for input: Leilani Hines –WorldCom Terry Bahner – AT&T Karen Clauson – Eschelon
193	Action	Nov 28 Meeting	IMA 10.0 prioritization	Send out an email to the Core Team that discusses the affinity between 25001 and 30623.	Qwest—Jeff Thompson	~~Dec 10-11~~ ~~TBD~~ Closed 1/24/02	Jeff Thompson's response was distributed on Wed. December 5, 2001 **Qwest is prepared to discuss and close this Action Item.**
194	Action	Nov 28 Meeting	IMA 10.0 prioritization	Provide an explanation as well as supporting regulatory document/s as to why the Number Pooling CR #30831 must be done in order for the system to continue to perform properly.	Qwest—Jeff Thompson	~~Nov 30~~ ~~TBD~~ Closed 1/24/02	Jeff Thompson's response was distributed on Wed. December 5, 2001 **Qwest is prepared to discuss and close this Action Item.**
195	Action	Nov 28 Meeting	Post 10.0 PID/PAP CRs	Provide the CRs (information) for PID/PAP changes for which Qwest would want an exception to the CMP prioritization process. 12-11-01 Included what the system changes will be and how it will provide the performance improvement.	Qwest-Teresa Jacobs	~~Dec 10-11~~ TBD	The following 10.0 candidates have been defined: CR #30623 On-time jeopardy notification improvements CR #25379 Enhancement to accept and format orders for LSR reluests with ACT=T for Unbundled Loop. CR #25381 Reject requests for conversion from Remote Call Forward for UBL **Qwest is prepared to discuss and close this Action Item.**

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#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
196	Action	Nov 28 Meeting	Prioritization	Provide a decision on whether to provide copies of documentation regarding *prioritization and sizing*.	Qwest-Teresa Jacobs	~~Dec 10-11~~ TBD	11/28: The CLECs can refer to the "CMP CR Work Flow for OSS Interfaces" document on the CMP Redesign web site (language already incorporated into the Master Redlined framework in narrative format) for an overview of the processes used for releases. 01/14: The CMP Process addresses how work will be prioritized and Qwest, per the Master Redline, will provide sizing for each candidate. **Qwest is prepared to discuss and close this Action Item.**
197	Action	Nov 28 Meeting	Prioritization	Provide the end-to-end development life cycle and time interval for each milestone for systems and Product & Process CRs. 12-11-10 Provide best case scenarios for stand alone product & process, systems; most likely scenarios for systems and factors that could contribute to longer implementation time frames for Product & Process. Address the process, if any, for declining a CR for reason such as scope. (Within first 2 business days	Qwest-Teresa Jacobs Judy Schultz	TBD	11/28: The "IMA Release Timeline/Milestone" will be available by the next redesign session. This timeline will provide an overview of Qwest's development cycle for further discussion on Prioritization. **Qwest is prepared to discuss and close this Action Item.**

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#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
				after receiving the CR)			
198	Action	Nov 29 Meeting	Not CLEC Impacting Product/ Process	Send an email to Product and Process employees regarding how to handle changes for the next two weeks.	Qwest—Judy Schultz	CLOSED Dec 11	Judy Schultz to share the memo with the Core Team
199	Action	Nov 29 Meeting	Documentation Version Number	Verify that the version number is on the document. (CLECs want the Version # at the front of the document.)	Qwest—Judy Schultz (Kim K)	~~Dec 10-11~~ ~~TBD~~ CLOSED Jan 22	11/29: Qwest will implement Version numbering on the top of the documents as they are published. **Qwest is prepared to discuss and close this Action Item.** 12/10: The CLECs have asked to keep Action Item open until implemented.
200	Action	Nov 29 Meeting	Documentation Version Control Tools	Review existing Documentation Version Control tools to see if one will fulfill the CMP needs.	Qwest—Mark Routh	~~Dec 10-11~~ CLOSED Jan 22	1/7/02: Qwest has reviewed the current version control process and believes that at this point in time the existing process is adequate to meet the needs of this CMP. **Qwest is prepared to discuss and close this Action Item.**
201	Action	Nov 29 Meeting	Documentation	Meet with the Documentation team regarding holding tank and operational versions. Discuss how the history log will work with the holding tank documents.	Qwest—Judy Schultz (Kim K.)	~~Dec 10-11~~ CLOSED Jan 22	12/10: Versioning will work according to the following example: 1. Version 1.0 is operational 2. Insignificant change are made and published immediately, version is updated

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#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
							3. Version 2.0 is operational 4. CR is created and version 2.0.a is put in the holding tank 5. Version 2.0 is still operational 6. Change is made to correct an error in the document, changes are published immediately and version is updated 7. Version 3.0 is operational 8. It is time to implement the changes in the holding tank (version 2.0.a). The highlighted changes in version 2.0.a are merged with operational version 3.0 and version 4.0 is created 9. Version 4.0 is operational. There will be no history log in the holding tank. The link to the history Log in the downloadable documents will be a dead link. **Qwest is prepared to discuss and close this Action Item.**
202	Action	Nov 29 Meeting	Documentation	Update the Documentation History Log	Qwest—Judy Schultz (Kim K.)	~~Dec 10-11~~ CLOSED Jan 22	12/17: History log has been updated to reflect the requested changes by the CLECs. It is important to note that since the PCAT does not have section numbers, so this

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							column will be blank for PCAT changes. (Refer to sample History Change Log on the CMP Redesign web site.) A History Change Log will be provided for non-FCC technical publications. Qwest follows the FCC guidelines for technical publications, which does not contain a history change log. **Qwest is prepared to discuss and close this Action Item.**
203	Action	Nov 29 Meeting	Documentation	With the Historical log there will be a separate log for the PCAT Topical section (drop down list).	Qwest—Judy Schultz (Kim K.)	~~Dec 10-11~~ CLOSED Jan 22	12/17: Each topical section of the PCAT is it's own document and thus will have its own history log. **Qwest is prepared to discuss and close this Action Item.**
204	Issue	Nov 29 Meeting	Documentation	How will Qwest insure that the dot changes and holding tank changes get updated on the operational version?	Qwest—Judy Schultz (Kim K.)	~~Dec 10-11~~ CLOSED Jan 22	12/17: Qwest does not overwrite the HTML version of the PCAT each time a new version is created. When the PCAT requires changes, the HTML version is downloaded into Microsoft Word, the changes are made to the Word document with green highlighting indicating what is being added and what

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							is being deleted. The green highlighting is passed on to the web team. The web team then incorporates the changes highlighted in green into the production version of the HTML document. Therefore, if changes are sitting in the holding tank for review and during the holding tank cycle other changes are made to the PCAT, the changes made in the middle will not be over written. Once the changes are made by the web team, the documentation team does a quality check to make sure the changes were incorporated correctly. **Qwest is prepared to discuss and close this item.**
205	Action	Dec 10 Meeting	Notification	Capture Event Notification channels for CLECs and Communicate back to the CMP redesign team. Identify document with Event Notification subscription process.	Qwest—Jeff Thompson	~~Dec 10-11~~ TBD	01/22: Communicator with subscription process posted to Redesign Web site. **Qwest is prepared to discuss and close this Action Item.**
206	Action	Dec 10 Meeting	Notification	To insure appropriate Qwest personnel to receive the same event notifications in the same time frames as CLECs	Qwest—Judy Schultz	TBD	

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207	Action	Dec 10 Meeting	IT Help Desk	Investigate IT Help Desk VRU to clarify option #3. Verify that Option #1 will prompt an ISC ticket	Qwest—Teresa Jacobs	TBD	12/21: Terry Bahner-AT&T will provide Qwest with suggestions following the holidays. 01/14: Issue captured in AT&T Gap Analysis
208	Action	Dec 11 Meeting	Interface Testing (Non-production problems)	Add language in the Interface Testing section (?) to address the issue about finding a bug in the production code in the test environment: Process for addressing Non-Production support problems that arise in interface testing.	Qwest—Andy Crain	Jan 22-24	Language provided by Andy Crain to Core Team for discussion at next session. 01/21: Production code problems identified in the test environment will be resolved using the process outlined in Section 11.0, Production Support. **Qwest is prepared to discuss and close this item.**
209	Action	Dec 11 Meeting	Scheduled OSS Interface Maintenance	Propose language and time frame for scheduled maintenance. Notification and inclusion of known patches or any other known CLEC impacting changes. Whether scheduled maintenance. Included under production support or in another section in the Red Line Document.	Qwest—Teresa Jacobs (Barb Spence)	TBD	01/10: See Action Items Language – 01-14-02
210	Action	Dec 11 Meeting	Production Support Implementation	Determine implementation date for Production Support process.	Qwest—Teresa Jacobs	TBD	01/14: Qwest will implement all Production Support changes on 02/01/02, except

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			Date				the Technical Escalation Process. The Technical Escalation Process will be implemented two weeks following acceptance at the CMP Monthly Meeting. **Qwest is prepared to discuss and close this Action Item.**
211	Action	Dec 11 Meeting	Production Support	Production support CMP recommendations with a written list of changes from current process. Provide Severity 1 – 4 trouble tickets that are logged in the IT help desk system, and remain unresolved. Examples will be provided reflecting the format of the proposed implementation.	Qwest—Teresa Jacobs	TBD	To be provided in the January Systems CMP distribution package and to be presented and discussed at the January meeting. Seek approval from the CLEC community for an interim test phase.
212	Action	Dec 11 Meeting	CR Initiation	Review AT&T proposal (and draft language) that: For regulatory or industry change CRs, originator of CR must provide specific information in the CR identifying what makes the CR a regulatory change or industry guideline change. Such information must include specific references to regulatory or court orders, legislation, industry guidelines as well as dates, docket or case number, page numbers and the mandatory implementation date, if any.	Qwest—Andy Crain	TBD	

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213	Action	Dec 11 Meeting	CR Initiation Type of Change	Need a process to debate whether a change fits as a regulatory or industry guideline change. With the information in 3a., CLECs will be informed to have this debate (ATT Issues List).	Core Team	TBD	
214	Action	Dec 11 Meeting	CR Initiation Level of Effort	Review the CR initiation process to insure that the description of the output of each step of the process is clearly defined; i.e., LOE (in range of hours) and affinity	Qwest— Andy Crain /Core Team	TBD	
215	Action	Dec 11 Meeting	Exception Process	Develop proposed language for exception process for the core team to review.	Qwest— Judy Schultz	TBD	
216	Action	Dec 11 Meeting	Issue Management	Qwest to outline what the guidelines are for when an issue is appropriate for the CMP vs. when the Account team should handle it.	Qwest— Judy Schultz	TBD	
217	Action	Dec 11 Meeting	Addendum Documentation and Software	Qwest to develop language regarding addenda to release software and documentation. How is it done? How is it communicated? How is it documented? Are CLECs ever consulted?	Qwest— Jeff Thompson	TBD	
218	Issue	Dec 11 Meeting	Qwest Initiated Product/ Process CR	Revisit Qwest initiated Product/Process change process. There is an issue around its use after redesign is complete. There are issues around what is "CLEC-affecting". Do CLECs get to vote on "CLEC-impacting" changes?	Core team	TBD	12/12: Including closed CMP CR number PC112901-01/AI 121201-4 (CR not directly related to a TI or a 271 workshop ruling)

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219	Issue	Dec 11 Meeting	Implementation of Interim Process for Product/ Process	Implementation of interim processes. Qwest should come back to the Core Team at redesign meetings with questions/concerns about implementing what is agreed to in redesign. This will insure that the implementation meets both groups' expectations, resolve ambiguities and enable (and may drive) clarification of the redesigned process in the Master Redline [this should be a standing agenda item].	Core team	Ongoing	Related to #222
220	Action	Dec 11 Meeting	CMP Redesign Improvements	Review the CMP redesign improvements matrix from Judy Schultz, to insure that it addressed the WorldCom issue # 4.	Wcom—Liz Balvin	Jan 22-24 CLOSED 1/22	
221	Action	Dec 11 Meeting	PID and PAP Changes Post-271	Send Qwest proposal for PID and PAP changes post 271 approval (9 state filing).	Qwest—Andy Crain	Dec 21	
222	Action	Dec 11 Meeting	Implementation of Process for Product/ Process	Provide timeline to implement the interim product & process change process.	Judy Schultz	Dec 21	Email to redesign team. Related #219
223	Action	Dec 11 Meeting	CR Timelines	Develop timelines to illustrate CR process and present Qwest's compliance with these at the CMP Meeting.	Judy Schultz	Jan 17	**Qwest is prepared to discuss and close this Action Item.**
224	Action	Dec 11 Meeting	Similar CRs	Qwest to develop language to address how the CMP will handle similar CRs and a housekeeping method for old CRs.	Judy Schultz	TBD	01/10: CMP database cross- references similar CRs.

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							Closed CRs will be archived and posted to the CR Archive page, http://www.qwest.com/wholesale/cmp/archive.html **Qwest is prepared to discuss and close this Action Item.**
225	Action	1-22	Tiers of notification – Product/Process	Visit web site for recent notification and identify examples for Tier I and II from the Tiers of notification. Include the comment and holding tank process for the different Tiers.	Core Team		
226	Action	1-22		What is the status of a change when the escalation or dispute resolution is invoked?	Andy Crain	1-24	- Qwest moves forward with the implementation - Hold (stay) - Delay
227	Action	1-22		Clarify SGAT language on CMP in 2.3.1 and 12.2.6 and add language that states that CMP will not supersede an ICAs.	Andy Crain	1-24	-
228	Action	1-22		Provide examples of FCC Tech Pubs vs Non-FCC Tech Pubs.	Judy Schultz (Kim Kessler)	2-5	-
229	Action	1-22		Create job aid for documentation review. eg. Holding tank for operational version	Judy Schultz	2-5	-
230	Action	1-22		What is the role of the CMP group (monthly) in the Tech Pub and PCAT	Judy Schultz	2-5	-

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CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—January 24, 2002

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
				proposed changes in the non-interim term?			
231	Action	1-22	CMP improvements matrix	Judy Schultz to add clarity to improvements matrix presented to the Re-Design team on 1-22	Judy Schultz	TBD	- Mitch to add input to Judy
232	Action	1-23	Prioritization	Develop language to address the industry guideline prioritization (above the line and below the line)	Teresa Jacobs	2/5-7/02	
233	Action	1-24	Prioritization	Identify the concept of the Prioritization Process. Upon agreement, Qwest to provide draft language of the Prioritization Process to the CLECs for comments	Beth Woodcock	1/30/02	
234	Action	1-24	Qwest initiated Process Change	Qwest is going to draft the potential impasse issue on the request for a Stay during the product & process implementation period	Beth Woodcock	1/30/02	
235	Action	1-24	Event Notification	Update the language around the information provided in the initial (and subsequent) outage notifications	Teresa Jacobs	2/5/02	
236	Action	1-24	Web Notice Log	Check with Jarby as to the launch date and location of the Notification Web site.	Matt White	2/5/02	

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CLOSED ISSUES and ACTION ITEMS (items in BLUE were closed at the last working session)

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
1A	Issue	July 11 Meeting	3rd Party Provider Role	What role do 3rd Party Providers play in this re-design effort? a) 3rd Party Providers are part of the core team to re-design the process, however no 'voting' rights on behalf of themselves or the CLEC-client [Process=Yes, Vote=No] b) 3rd Party Providers are allowed to 'voice' and 'vote' as any CLEC in this re-design effort [Process and Vote=Yes] c) 3rd Party Providers are excluded from the core team [Process and Vote=No] d) 3rd Party Providers are part of the core team to re-design the process, however no 'voting' rights on behalf of themselves, but can vote on behalf of the CLEC client with an LOA [Process=Yes, and Vote=Yes for CLEC client, Vote = No for themselves]	Core Team	CLOSED July 19	DECISION: d) 3rd Party Providers are part of the core team to re-design the process; however no 'voting' rights on behalf of themselves, but can vote on behalf of the CLEC client if a Letter of Authorization is in effect. The LOA must be provided to Judy Schultz.
1B	Action	July 11 Meeting	3rd Party Provider	Core Team to conclude discussion and participants to decide on one of the above scenarios	Core Team	CLOSED July 19	COMPLETED in July 19 meeting.
1C	Issue	July 19	Voting	Can a CLEC represent another CLEC on	Core Team	CLOSED	DECISION:

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting		Voting for CMP re-design process?		July 19	Yes, if a Letter of Authorization is in place for a specific session and on specific issues. The LOA must be provided to Judy Schultz.
1D	Issue	July 19 Meeting	Voting	If a CLEC or core team member is absent, how do we handle the vote?	Core Team	CLOSED July 19	DECISION: It is a CLEC's responsibility to have a same CLEC backup, or a LOA in place with an alternate.
1E	Action	July 19 Meeting	Voting	Create a standard voting form	Qwest -- Mark Routh	CLOSED August 7	COMPLETED: Voting form created and will be included in the draft meeting minutes for 8/7-8/8 session
1F	Action	July 19 Meeting	LOA	Create a standard for LOA for topic, meeting, and date to be used during the re-design sessions.	Qwest - Judy Schultz	CLOSED August 7	COMPLETED: LOA presented, discussed and agreed upon during the 8/7 Meeting.
1G	Action	July 19 Meeting	Voting	Define rules for a quorum when a 'vote' is required	Core Team	CLOSED August 7	DECISION: - Quorum is defined as 51% of the present Core Team Members - Majority vote by present Core Team Members carries the decision
1H	Action	July 19 Meeting	Voting	Seek written permission from July 19 participants if 3rd Party Provider voting results can be posted on the web site as part of the FINAL meeting notes.	Qwest— Mark Routh	CLOSED August 16	Participating CLECs (SBC Telecom not available) provided permission for Qwest to include voting results as part of the FINAL 7/19 Meeting Minutes COMPLETED:

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							SBC Telecom gives permission to publish its 7/19 voting result.
2	Action	July 11 Meeting	Baseline Document	Create a single document that inserts CLEC comments on areas for *improvement* in Qwest's CMP into the appropriate sections of the OBF 2233 version 2 framework	Judy Lee	CLOSED July 19	COMPLETED: A tool for the working session is posted on the web site
3	Action	July 11 Meeting	Agenda Items	Schedule agenda items/elements for future working sessions	Core Team	CLOSED July 19	COMPLETED: See schedule of working sessions on the web site
4	Action	July 11 Meeting	Working Session Location	Decide the location for September working sessions	Core Team	CLOSED July 19	COMPLETED: All sessions will be hosted by Qwest and held in Denver, CO
5	Action	July 11 Meeting	CMP Redesign Web Site	Enhance the CMP web site to include the CMP Redesign information	Qwest—Mark Routh	CLOSED July 19	COMPLETED. See CMP web site for "CMP Redesign"
6	Issue	July 19 Meeting	CMP Redesign Material	What is the process to share CMP redesign material with the CLEC community?	Qwest—Judy Schultz	CLOSED July 19	COMPLETED: Draft minutes and material will be shared with the core team participants for input. Afterwards, Qwest will finalize the minutes and post on the web site. CLECs will be notified about the posting. DECISION: Participants decided that Qwest should issue a notice referring CLECs to the web site for meeting minutes, handouts and agenda for next meeting. The handouts will not be attached to the notice.

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
7A	Action	July 11 Meeting	Post CLEC Comments on Web Site	CLEC requested that Qwest post all CLEC comments on the CMP Re-design web site.	Qwest—Mark Routh	CLOSED July 19	COMPLETED: Matrix is posted on the web site
7B	Action	July 11 Meeting	Written Permission to Post CLEC Comments	Seek clearance in writing from individual CLECs to post their comments on the CMP Redesign web site.	Qwest—Mark Routh	CLOSED July 13	COMPLETED: CLECs that provided comments allowed Qwest to post on web site
8	Action	July 19 Meeting	Notice and Distribution Lists	Provide guidelines for CLEC notifications and distribution list - Ease-of-use - Comment/Reply process including web site option to comment - Contact information - Identify limitations on contact information: proprietary, open-to-participant, or open-to-all	Core Team	CLOSED August 7	COMPLETED: Established four categories for notices to facilitate notification efficiency.
9	Action	July 19 Meeting	Re-name	Do we need to rename ~~CMP to CMP~~ CMP to CMP? Rename co-provider to CLEC?	Core Team	CLOSED August 16	DECISION (7/19): Qwest will rename co-provider to CLEC and provider to Qwest. DECISION (8/7): Recommendation to rename from CMP to CMP will be presented at 8/15 CMP Meeting DECISION: (8/15) CLECs agreed to change CMP to CMP
10	Action	July 19 Meeting	ATIS	Research what ASOG activities are being worked on at ATIS.	Qwest—Judy Schultz	CLOSED August 7	COMPLETED: ATIS is not developing a Change Management process that includes ASRs. Related to Issue #17B.

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
11A	Action	July 19 Meeting	CMP Meeting Distribution Package	Determine what to include in the CMP meeting distribution packages.	Core Team	CLOSED August 8	COMPLETED: REDLINED CMP re-design framework will reflect results of discussion.
11B	Action	August 8 Meeting	CMP Meeting Distribution Package	Qwest to provide a sample of the "report" containing information for CMP meeting.	Qwest—Judy Schultz	CLOSED August 14	COMPLETED: Judy Schultz presented example report and CLECs accepted the 'report' concept.
11C	Action	August 8 Meeting	CMP Meeting Distribution Package	CLECs have a need to see one document/report containing all information (single point of reference). For example, CR/RN Logs need to include originator, title, description, history and status, so that individual CRs and RNs do not need to be included in Monthly Meeting package. CRs also need to include actual response/s and decision. Present a sample distribution package for review with updated tracking documents	Qwest—Judy Schultz	CLOSED Sep 5	DECISION: Rollout to CLEC community at the 9/19 Monthly CMP meeting. COMPLETED: Qwest presented mockup at the 9/5 re-design meeting.
12	Action	July 19 Meeting	Walk-On Agenda Items	Add walk-on item to the end of each CMP meeting agenda.	Qwest—Mark Routh, Matt Rossi	CLOSED July 19	DECISION: Qwest will add walk-on items to the end of each agenda, as appropriate, starting with the August 15 meeting
13A	Action	July 19 Meeting	CMP Web Site	Review CMP web-site and suggest potential changes and guidelines	Core team	CLOSED August 7	COMPLETED: Included in 8/8 redlined CMP framework
13B	Action	August 7 Meeting	CMP Web Site	Can Qwest display new naming convention on the CMP web site (CRs and RNs)—e.g., Ability to click category and receive next sub category?	Qwest – Judy Schultz/ Core Team	CLOSED August 14	COMPLETED: Closed on proposals for sub-category under the 4 categories (Systems, Product, Process and

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
					Core Team		(Systems, Product, Process and Network). Qwest is able to display naming convention on web site
13C	Action	August 7 Meeting	CMP Web Site	Provide location (link) where all notification documents are kept – Wholesale web site	Qwest – Judy Schultz	CLOSED Sep 20	COMPLETED: Jarby Blackmun shared proposed screen shots with Core Team on 9/5. Related to Items #13F, 37, 44, and 61.
13D	Action	August 7 Meeting	CMP Web Site	Add English title to all new and existing CRs posted on the CMP web site	Qwest – Mark Routh Matt Rossi	CLOSED Sep 5	COMPLETED: Matt and Mark have updated the web sites to add the requested information.
13E	Action	August 8 Meeting	CMP Web Site	Qwest to determine how to time-stamp each web site page (whenever the page is updated on the web site)	Qwest— Judy Schultz	CLOSED August 14	COMPLETED: Qwest is currently doing this today and will continue on all updated pages
13F	Action	August 8 Meeting	CMP Web Site	Develop timeframe to roll-out web site and mail-out process	Qwest – Judy Schultz	CLOSED Sep 20	Per Jarby Blackmun, Qwest is targeting early November to deploy modifications to CMP web site.
14A	Action	July 19 Meeting	Notification Process	Discuss guidelines for the notification process at the next session.	Qwest— Judy Schultz	CLOSED August 7	Refer to re-worded Action #14C.
14B	Action	August 7 Meeting	Notification Process	Explore functionality and capability of the "mail out" tool used for Product/ Process notifications.	Qwest – Judy Schultz	CLOSED August 8	COMPLETED: "Mail-outs" are not on the web site—pending closure on the categories and sub-categories from Core Team (see Item #13B
14C	Action	Updated August 7 Meeting (7/19)	Notification Process	Using proposed naming convention, build a matrix of possible combinations for RN titles.	Qwest – Judy Schultz	CLOSED August 14	COMPLETED: CLECs provided upgrades to Judy Schultz' proposal. As a result of this discussion, opened Item #14D

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
14D	Action	August 7 Meeting	Notification Process	Take existing system, product and process notification and modify to match proposed naming convention to obtain one single naming convention for all notifications	Qwest – Judy Schultz	CLOSED Sep 5	DECISION: Qwest will adopt a single naming convention for notifications. Progress will be monitor at the Monthly CMP meetings.
14E	Issue	August 8 Meeting	Notification Process	What category (i.e., 4 category) should be used to notify CLECs of the introduction of a new product? Should Qwest send one notice addressing product and process, or two separate, but redundant notices (i.e., one for Product and another for Process but with the same content)?	Core Team	CLOSED August 8	DECISION: Qwest to send a Product notice and a separate Process notice with the same content information—redundant notices with different category and name on the subject line.
14F	Action	August 8 Meeting	Notification Process	Provide proposals for sub-categories (e.g., Product Family) under each notice category (Systems, Product, Process and Network) and links.	Qwest—Judy Schultz	CLOSED August 14	COMPLETED: Web Site modification rollout is dependent on proposal for sub-categories—see Item 14C. Presented and closed during 8/14 Re-Design meeting
16	Action	July 19 Meeting	Qwest Comments on MATRIX	Include Qwest comments on the MATRIX (OBF Issue 2233 with CLEC Comments)	Qwest—Judy Schultz	CLOSED August 14	COMPLETED: Included Qwest's proposal on the MATRIX.
15	Action	July 19 Meeting	Notice	Research source and readability of event notifications (software applications)	Qwest—Mark Routh	CLOSED August 7	COMPLETED: System outages and event notifications are now being released in a "doc" format.
17A	Issue	July 19 Meeting	Scope	Qwest expressed concern that the Scope needs further clarification. Qwest will propose language to re-visit the Scope at a future session.	Qwest—Judy Schultz	CLOSED Oct 2	COMPLETED: Element revisited on Sep 18 and 20 with action taken by Core Team and Qwest to further discuss on Oct 2 and 3.

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
17B	Issue	August 7 Meeting	Scope	Describe Qwest's position for systems and functionality supported in the current CMP process (i.e., EXACT, HEET)	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: August 14 discussion provided a definition for OSS Interfaces that includes system functionality.
17C	Action	August 7 Meeting	Scope	Dialogue on introduction and scope to seek input from CLECs to prepare for Qwest's proposal on September 20th	Qwest – Judy Schultz	CLOSED Sep 5	DECISION: Qwest will provide proposal on Sep 20 for discussion.
18	Action	July 19 Meeting	PIDs	WorldCom will provide the Core Team members with the latest PIDs for Change Management.	WorldCom Liz Balvin	CLOSED August 7	COMPLETED: Liz Balvin sent PIDs on July 20th
19	Issue	July 19 Meeting	Contact Information	Eschelon requested that contact information for all participant be included on the CMP Re-design web site	Qwest— Judy Schultz	CLOSED August 7	Request from review of 7/19 DRAFT meeting notes and material COMPLETED: All contact information now included on the Re-Design page on the CMP web site
20	Action	July 19 Meeting	Discussion Items under Issues/ Action Item Log	Eschelon requests to include on the agenda topics for discussion under Issues and Action Items Log	Qwest— Judy Schultz	CLOSED August 7	Request from review of 7/19 DRAFT meeting notes and material COMPLETED: Updated 8/7-8/8 agenda
21A	Action	August 7 Meeting	Core Team	Establishing CMP Re-Design Core Team Membership	Qwest – Judy Schultz	CLOSED August 7	COMPLETED: Reviewed Core Team membership
21B	Action	August 7 Meeting	Core Team— Meeting Quorum	Establish Core Team Quorum at the beginning of each working session	Qwest – Judy Schultz	CLOSED August 7	DECISION: Quorum determination will be added to the agenda and be determined by attendance at each working session
22	Issue	August 7 Meeting	Core Team— Expectations	Define Expectations of Core Team Membership	Core Team	CLOSED August 7	DECISION: Core Team Expectations/

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							Responsibilities: - *Dedicated resource to negotiate a* new CMP process. - Core Team Members can be added at any time understanding the roles and responsibilities of a Core Team Member. - Core Team Members must commit to participate either in person, via conference call, or by LOA in each working session. - Core Team Membership will be revoked if 3 consecutive working sessions are missed. - Core Team member will not be allowed to vote on any issue in which they did not participate.
23	Action	August 7 Meeting	Upcoming Event Calendar	Provide an "up coming" events page on the CMP web site that includes all monthly meetings, re-design meetings and any other interim ad hoc meetings/calls	Qwest – Mark Routh, Matt Rossi	CLOSED Sep 5	COMPLETED: Calendar is on the web site.
24	Action	August 8 Meeting	CMP POC List	Establish a CMP POC list (primary and alternate POC) and post on web site	Qwest— Judy Schultz	CLOSED Oct 16	Response is quite slow from the CLEC community, therefore Qwest is calling and asking CLECs to respond with contact information. In addition, Qwest to publicize the need for POC information at the Qwest sponsored CLEC Forums. 10/3:Per Jim Maher—90% complete–will go on web

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							COMPLETED: 10/16 – on the CMP web site as CR Manager POC, Team Representative and Alternate Contact
25	Issue	August 8 Meeting	Quick Hit Fix	How should Qwest introduce some Change Management Process changes ahead of completing the re-design CMP effort?	Core Team	CLOSED August 8	DECISION: Qwest will review any proposals with the CMP re-design Core Team members before communicating at a Monthly CMP Meeting. During the Monthly CMP Meeting, Qwest will let meeting attendees know who participated in designing the Quick Hit proposal. "Quick Hit Fix" will be a standing item for the Monthly CMP Meeting agenda.
26	Action	August 8 Meeting	Meeting Minutes Review	What is the timeline for DRAFT and FINAL 8/7-8/8 Meeting Minutes and material?	Qwest—Judy Schultz	CLOSED August 8	DECISION: – DRAFT Meeting Minutes and materials (by Fri, 8/10 9am MT) – Distribute DRAFT to 8/7-8/8 re-design session participants for review (by Fri, 8/10 Noon MT) – Participants provide Matt Rossi with corrections/additions (Mon, 8/13 Noon MT) – FINAL Meeting Minutes and materials to be distributed

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							and posted on CMP Re-design web site (by Tuesday, 8/14)
27	Action	August 8 Meeting	CMP Re-design Location	Determine location for the October, November and December re-design working session.	Core Team	CLOSED August 16	Qwest has tentatively reserved meeting rooms in Denver, Colorado DECISION: (8/16) October sessions will be held in Minneapolis, except for CMP week; November and December sessions will be held in Denver
28	Action	August 8 Meeting	Monthly CMP Meeting	Move December meeting to 12/12	Qwest—Mark Routh, Matt Rossi	CLOSED August 16	COMPLETED: Monthly CMP meeting is moved to 12/12.
29	Action	August 8 Meeting	Exception Process	Share other ILEC Exception Process with 8/14 working session participants to be used as a base.	Sprint—Sandy Evans	CLOSED August 14	COMPLETED: Sprint and AT&T brought samples.
30	Action	August 14 Meeting	CMP Web Site	Add Meeting Agenda, material, dates to web site CMP category	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Began with August 14 and 16 meeting minutes
31	Action	August 14 Meeting	CMP Web Site	Change category Ordering to Ordering/Provisioning and Repair to Repair/Maintenance	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
32	Action	August 14 Meeting	CMP Web Site	Add Raw Loop Data Tool to the IMA GUI section of web site categories for Systems	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
33	Action	August 14 Meeting	CMP Web Site	Add another sub-category of "Other" for systems with possible expansion later after re-visit of the scope discussion.	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
34	Action	August 14	CMP	Investigate adding back end systems to	Qwest—	CLOSED	COMPLETED:

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	Web Site	the sub categories of the Systems notifications on the web site (WFA, TIRKS, etc)	Judy Schultz	Sep 5	Revised Naming Convention matrix.
35	Action	August 14 Meeting	CMP Web Site	Add "procedures" as a sub category (2) to the Process section	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: This is to include any joint procedures that involve both the CLEC and Qwest – e.g., repair and exchange of CLEC owned equipment
36	Action	August 14 Meeting	CMP Web Site	Add "Tariffs" as a main category in the proposed matrix	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
37	Action	August 14 Meeting	CMP Web Site	Investigate the possibility of housing all RNs, CRs and Training information in one location and providing multiple methods in which this information is accessed on the web site. Example, this can be a search by number or search by category	Qwest – Judy Schultz	CLOSED Sep 20	COMPLETED: Jarby Blackmun provided overview on CMP web site with search capabilities. Demo is available for CLECs on CMP web site.
38	Issue	August 14 Meeting	Notifications	Identify designated owner or point of contact for the mail outs to contact with problems – example web sites listed with in-active URLs. 9/5: Is there flexibility in the process to support CLECs on notices (e.g., Help Desk, Sales Manager)?	Qwest – Judy Schultz	CLOSED Oct 2 (Extended to Oct 17 regular CMP)	Qwest will continue to refer a CLEC to their respective Service Manager if there are questions pertaining to a notification. 9/5: CLECs need to work with their respective Service Manager, and if necessary, speak with the Service Manager's boss to clarify questions pertaining to a specific notice. 9/18: Toni Dubuque will join Oct 3 session to discuss DECISION:

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							Toni Dubuque to discuss this issue with the CLECs at the Oct 17 CMP Product/Process Meeting.
39	Issue	August 14 Meeting	CMP Web Site	Provide screen shots of the web site to give visual representation	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: See Jarby Blackmun's Qwest Wholesale CLEC "Notices On-Line" presentation, dated Sep 4, 2001 on the CMP Re-design web site.
41	Action	August 14 Meeting	CMP Web Site	Add the Re-Design page on the CMP section of the Proposed Release Notification matrix	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
43	Action	August 14 Meeting	CMP Web Site	Investigate possibilities for displaying (posting) and sorting Sub-category 3 of the web site	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: Jarby Blackmun informed the team that search capabilities will include category, sub-category and document number.
44	Action	August 14 Meeting	Notification	Create instructions for access to web site notification	Qwest - Judy Schultz	CLOSED Sep 20	DECISION: Per Core Team, not required due to simplicity of using the modified CMP web site.
45	Action	August 14 Meeting	Voting Tally Form	Incorporate Qwest's position on the Voting Tally Form	Qwest – Judy Schultz	CLOSED August 16	COMPLETED: See Procedures for A Vote and Impasse Resolution Process (includes Voting Tally Form) on the CMP Re-design web site
46	Action	August 14 Meeting	Voting	Draft a proposal for a voting procedure and contingency dispute resolution process for dead-lock	Judy Lee	CLOSED August 16	COMPLETED: See proposed Procedures for A Vote and Impasse Resolution Process (includes Voting Tally Form) on the CMP Re-design web

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							site
48	Action	August 14 Meeting	Voting	Determine how to reach resolution within the CLEC community if impasse were to occur – present draft proposal	AT&T - Terry Bahner	CLOSED Sep 5	DECISION: CLECs will hold a conference call to achieve consensus to resolve an impasse issue.
49	Action	August 16 Meeting	Types of changes – OBF V.1	Look at other industry bodies that need to be included in type 3 changes (e.g., ANSI and ATIS)	Core Team	CLOSED Sep 20	COMPLETED: Types of Changes discussed on Sep 20.
50	Action	August 16 Meeting	Types of Changes – OBF V.1	Present change request flow chart, form, and procedures for CR handling	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: Flow chart of change request process was discussed with modifications. Qwest to make modifications (add Denied, Escalated, Deferred and Withdrawn) and present flow chart to the CLEC community at the Sep 19 Monthly CMP meeting.
51	Action	August 16 Meeting	~~Types of Changes – OBF V.1~~ Terms	Obtain SGAT language for 'versioning' release language. 10/16: Define 'versioning'	Qwest – Judy Schultz	CLOSED Nov 29	Pull language on OSS versioning currently in SGAT. "Versioning" will be defined in the Terms session at a later date. DECISION: The word "versioning" has been omitted from the master redline language, therefore, a definition is no longer needed at this time.
52	Action	August 16 Meeting	OBF V. 1	Create language in OBF version 1 in Change to Existing Interfaces section VII. Also address 'defects.'	Qwest – Judy Schultz	CLOSED Oct 30	COMPLETED: Discussion on Change to Existing Interface completed.

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							"Defects" will be addressed during discussion on Production Support. See Action #99 to capture this item.
53	Action	August 16 Meeting	Qwest CMP Process Document	Revise Qwest CMP process document to incorporate added language and proposed changes/improvements to the overall process to provide a basis for comparison and discussion with the CMP Re-Design Core Team.	Qwest – Judy Schultz	CLOSED Nov 29	Qwest to use redlined CMP format for its proposed language 11/29: Closed, this is the ongoing effort of the CMP redesign team.
54	Action	August 14 Meeting	Meeting Minutes	Add action item verbiage to the meeting minutes as opposed to referencing the action items document	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: Began with the August 14 and 16 meeting minutes
55	Action	August 16 Meeting	Meeting Minutes Review	What is the timeline for DRAFT and FINAL 8/14 and 8/16 Meeting Minutes and material?	Qwest— Judy Schultz	CLOSED Sep 5	COMPLETED: – DRAFT Meeting Minutes and materials (by ~~Tues, 8/21~~ Fri, 8/24) – Distribute DRAFT to 8/14 and 8/16 re-design participants for review (by ~~Tues, 8/21~~ Fri, 8/24 COB) – Participants provide Mark Routh with corrections/additions (~~Thurs, 8/23~~ Tues, 8/28 COB) – FINAL Meeting Minutes and materials to be distributed and posted on CMP Re-design web site (by ~~Monday, 8/27~~ Fri, 8/31) Qwest extended timeline on 8/21.
56	Action	August 14 Meeting	Meeting Minutes Update	Revise August 7-8 Final Meeting Minutes to: – Change "CLEC" to "Co-Provider"	Qwest— Jim Maher	CLOSED Sep 5	COMPLETED: Refer to CMP Re-design web site for revised final meeting minutes.

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				in the word CMP on page 3, paragraph 4 – Correct name to "Wicks" – Correct Evans-Sprint comments to "responses to CRs are sent to the originator via email, not posted on the web site."			for revised final meeting minutes.
57	Action	August 14 Meeting	Meeting Minutes Update	Revise July 19 Final Meeting Minutes to include the voting results on the 3rd Party Provider issue—on August 14, the last voting CLEC has given Qwest permission to publish its result.	Judy Lee	CLOSED August 21	COMPLETED: Revised Final July 19 Meeting Minutes are posted on the CMP Re-design web site.
58	Action	August 14 Meeting	Core Team Expectations	Update the document to: "New Core Team member will not be allowed to reopen a vote on any issue that has been decided on."	Judy Lee	CLOSED August 16	COMPLETED: Revised guidelines are posted on the CMP Re-design web site.
59	Action	August 16 Meeting	OBF August, 2001 Framework	Share with the re-design team the results of OBF Issue 2233 subcommittee proposal—a2v2	Judy Lee	CLOSED August 21	COMPLETED: Sent via email to all re-design participants.
60	Action	Sep 5 Meeting	CLEC Question-naire	Verify if there is an entry on the CLEC questionnaire for contact information (POC). Does the questionnaire need to include primary and secondary point-of-contact?	Qwest – Matt Rossi	CLOSED Oct 2 (Moved to general Oct 17 CMP)	Promote the importance for CLECs to provide accurate contact information at the Qwest sponsored CLEC Forum. Primary and Secondary POC information is not entries in the questionnaire. DECISION: Address this issue at the October 17 CMP Product/Process meeting.
61	Action	Sep 5 Meeting	CMP Web Site	Provide an Archive on the CMP web site.	Qwest – Judy	CLOSED Sep 18	COMPLETED: Archive will remain on the CMP

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
					Schultz		web site
62	Action	Sep 5 Meeting	Re-design Location	Provide location, directions and names of nearby hotels for Minneapolis meetings.	Qwest – Judy Schultz	CLOSED Sep 10	COMPLETED: Information provided to all CMP re-design participants
63	Action	Sep 5 Meeting	CMP Re-design	Provide examples at the Qwest sponsored Sep CLEC Forum of what has been changed as a result of the CMP re-design effort	Qwest – Judy Schultz	CLOSED Oct 2 (Extended to Oct 17 CMP)	The Qwest sponsored CLEC Forum on September 12-13 was postponed due to the national crisis. This needs to be scheduled around the CMP re-design and monthly CMP meetings. DECISION: Toni Debuque will address at Oct 17 CMP Product/Process meeting
64	Action	Sep 5 Meeting	Denied Change Request	Allegiance to re-introduce a previously denied CR that is still needed so that Qwest can assess and CLECs to prioritize.	Qwest – Mark Routh	CLOSED Sep18	DECISION: Closed as an action item for the re-design effort, but tracked on the OSS Interface CMP action item list
65	Action	Sep 5 Meeting	Re-design Impasse Resolution Process	Obtain feedback from individual organizations on the draft proposed CLEC-Qwest Impasse Resolution Process for the re-design effort.	Core Team	CLOSED Sep 20	COMPLETED: See "CLEC-Qwest CMP Re-design Procedures for Voting and Impasse Resolution Process_09-20-2001" on CMP web site.
66	Action	Sep 6 Meeting	271 Workshop SGAT	Qwest to make presentation regarding the SGAT language and how it relates to the process structured by the Core Team.	Qwest – Andy Crain	CLOSED Oct 3	Including Item #42 Discussion held on Sep 18 and 20 with more discussion on Oct 2-3 (re-visit Scope) and prior to the November filing. COMPLETED: Qwest presented language with CLEC discussion on Oct 3

Attachment 11

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
67	Issue	Sep 6 Meeting	271 Workshop SGAT	Do exhibits G (CMP framework) and H (escalation process) need to be in the SGAT?	Core Team	CLOSED Oct 3	Related to Item #66 Discussion held on Sep 18 and 20 with more discussion on Oct 2-3 DECISION: Qwest will include Exhibit G (formerly known as Exhibits G and H) in the SGAT – red lined as it evolves with the re-design
71	Action	Sep 6 Meeting	Production Support Process	What is the current process for CLECs to report and Qwest to notify CLECs on production problems—what is the production support process and timeline? Where is the CLEC documentation pertaining to this information?	Qwest – Wendy Green	CLOSED Sep 18	COMPLETED: Notification distributed and posted by Tina Hubis on Sep10. Defer to Scope and Section 12 Production Support discussions according to the re-design schedule
72	Issue	Sep 6 Meeting	CR Process	What is the process if the CLEC-originator does not agree with Qwest's reply or the CR is rejected?	Core Team	CLOSED Oct 3	Addressed on Sep 18, 20 during Escalation Process and the Dispute Resolution Process with further discussion during Oct 2-3 session. COMPLETED: Escalation and Dispute Resolution Process
73	Issue	Sep 5 Meeting	Account Management	Clarify roles and responsibility of Service Managers and Sales Managers. What is the internal notification process (e.g., advanced notice before CLEC) for Service Managers on CLEC notices?	Qwest – Judy Schultz	CLOSED Oct 3 (Address at Oct 17 CMP meeting)	Subsequent to the Sep 5-6 session, Qwest requests to address this item at the Oct 3 meeting to allow the Service Management Director to participate in-person in Minneapolis. DECISION: Will address at the Oct 17

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							Product/Process CMP meeting
~~74~~	~~Issue~~	~~Sep 5 Meeting~~	~~CR Process Dispute~~	~~What is the process if the CLEC originator does not agree with reply or rejected CR~~	~~Core Team~~	~~Oct 2~~	Duplicative of #72
75	Action	Sep 18 Meeting	Redlined Framework	Review the Red-lined working document for successive working sessions	Bahner, Clauson, Maher, Wicks	CLOSED Sep 18	COMPLETED: Jim Maher restructured the MASTER REDLINED CMP Re-design Framework based on input from Core Team members.
76	Action	Sep 18 Meeting	Escalation URL	Create URL for Escalated issues to be submitted	Qwest – Schultz	CLOSED Oct 16	Should include issue and proposed solution COMPLETED: URL for Escalation is available for issue and response.
78	Issue	Sep 18 Meeting	Escalation Posting on Web Site	What is a reasonable time frame for posting an escalation issue and response (e.g., within one business day)?	Qwest – Judy Schultz	CLOSED Oct 16	COMPLETED: Language under Escalation
79	Issue	Sep 18 Meeting	Escalation Mail-out	Can a mail-out process be established for Escalated items (issue and response)?	Qwest – Judy Schultz	CLOSED Oct 16	Qwest will send email to all CLECs once an escalation has been initiated
80	Action	Sep 18 Meeting	Escalation	Draft proposed language regarding time frames for Qwest to provide binding position on an escalated issue (e.g., 7 or 14 calendar days). Also include binding authority language.	Qwest – Judy Schultz	CLOSED Oct 3	COMPLETED: CLEC and Qwest agreed to a 7-day interval for escalated CRs and 14 days for other non-CR issues. Language reflected in the Master Redline framework.
81	Issue	Sep 18 Meeting	Escalation	During "14-day" response cycle, will Qwest continue efforts (e.g., CR) or will activity stop?	Qwest – Judy Schultz	CLOSED Oct 3	DECISION: Requestor may ask that activity stop or continue. Language reflected in the Master Redline framework

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
82	Issue	Sep 18 Meeting	Escalation	How are CLECs notified that an issue has been escalated between monthly CMP meetings?	Core Team	CLOSED Sep 20	DECISION: CLECs will be notified via formal notice to access web site for information.
83	Issue	Sep 18 Meeting	Dispute Resolution	Does an issue have to go through the escalation process before it is goes through the dispute resolution process?	Core Team	CLOSED Oct 3	DECISION: No
84	Action	Sep 18 Meeting	Dispute Resolution	Propose language around dispute resolution ADR process. Do we want to sight specific organizations??	Andy Crain and CLEC Attorneys	CLOSED Oct 3	COMPLETED: Language reflected in Master Redline framework
85	Issue	Sep 18 Meeting	Dispute Resolution	What is the process for CLEC-CLEC consensus and the Dispute Resolution Process?	Core Team	CLOSED Oct 3	COMPLETED: Language reflected in Master Redline framework
86	Issue	Sep 18 Meeting	Dispute Resolution	~~When can~~ Why would Qwest invoke the Dispute Resolution Process?	Qwest—Andy Crain	CLOSED Oct 3	Andy can't think of anything – we should leave in anyway. Tom Dixon: Close, but keep in mind that Qwest will probably never use it
87	Action	Sep 18 Meeting	Re-design Impasse Resolution	Propose language around the CMP re-design impasse resolution process/dispute resolution process.	Qwest—Andy Crain	CLOSED Oct 3	COMPLETED: Refer to CMP Redesign Procedures on Voting and Impasse Resolution Process document on the CMP Redesign web site.
90	Action	Sep 18 Meeting	Network outage notification	Distribute notification of CLEC questionnaire with Network Outage notification option for pager notification.	Matt Rossi	CLOSED Sep 18	DECISION: An action item for the monthly CMP Product/Process
91	Action	Sep 18 Meeting	Introduction and Scope	Define "good faith" ~~and "normal CMP process"~~ (3.4.1)	Tom Dixon /Beth Woodcock	CLOSED Nov 29	Proposed language provided to redesign via email on Nov 1. Tom Dixon provided the definition in the "Terms" document. The definition was added to the Master

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							Red Lined document in the Dispute Resolution section. COMPLETED: Language under Introduction and Scope, and Terms.
92	Action	Sep 18 Meeting	CR Process	Include in the CR Process a step for CLECs to discuss the CR after clarification process and before prioritization.	Core Team	CLOSED Nov 1	Sub-committee to create language and distribute to Core Team by Sep 27. Oct 3: Qwest to put language around these issues Oct 16: Qwest will share proposed language at the next session. Nov 1: Discussed and agreed on CR Initiation Process language.
95	Issue	Sep 20 Meeting	Parity	What is the process for discovering retail parity issues after the conclusion of the 271 workshops? 10/16: CLECs to review information on the web site and provide comments at the Oct 30-Nov 1 re-design session.	Core Team	CLOSED Nov 29	Qwest to provide checklist used by Retail to screen change proposals for potential CLEC impacting. Related to #105. 10/16 COMPLETED: This checklist is on the CMP re-design web site under Re-Design documentation. 11/29: Close issue, but Mitch will provide Judy Schultz with questions prior to discussion at a future session.
96	Action	Sep 20 Meeting	Intro – Scope	Draft proposed language for introduction and scope for the October 2 meeting	Core Team	CLOSED Oct 2	All Core Team members to share proposed language by Sep 27 with rest of members. Karen Clausen is

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							the lead for CLEC language. DECISION: Re-visit during Product/Process CMP discussions.
97	Action	Sep 20 Meeting	Types of Changes	Have legal personnel verify the intent with the proposed language around types of changes (contractual agreement) for the red lined document.	Qwest—Judy Schultz	CLOSED Oct 3	Language for Types of Changes under Regulatory DECISION: Qwest agree to remove "contractual agreement" language.
98	Issue	Sep 20 Meeting	CR Process	How many days after receipt of the CR will Qwest contact the originator to clarify CR if necessary?	Qwest—Judy Schultz	CLOSED Oct 16	COMPLETED: Language for CR Initiation
99	Action	Sep 20 Meeting	CR Process	Qwest to provide language on Production Support. Also address severity levels and defects.	Qwest—Judy Schultz	CLOSED Nov 29	COMPLETED: Qwest provided the language.
101	Action	Sep 20 Meeting	Schedule Working Sessions	Review the start time of the first day for future working sessions.	Core Team	CLOSED Oct 2	DECISION: Begin at 9am MT—refer to schedule on CMP redesign site
102	Action	Sep 20 Meeting	Schedule Working Sessions	Can Qwest provide net-meeting capability at its location to limit Core Team member travel?	Qwest—Matt Rossi	CLOSED Sep 27	DECISION: Yes – only at Qwest locations
103	Action	Sep 20 Meeting	CMP Re-design Web Site	Clean up the CMP Re-design Web Site to house the latest version of documents.	Qwest—Jim Maher	CLOSED Oct 16	COMPLETED: Archive page set up – date placed on each document
109	Action	Oct 2 Meeting	PCAT—Tech Pub Notification	Put together a snapshot view of notifications to be released going forward in order to formulate and implement an adequate interim process for CLEC notification for PCA and Tech Pub changes.	Qwest – Judy Schultz (Susie Bliss)	CLOSED Nov 29	Presented during Oct 3 re-design conference call scheduled for Oct 5 to discuss. 10/16: PCAT schedule will be posted by 10/19; Tech Pub and OSS

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							Interface schedules will be posted by 10/26. 11/1: Judy Schultz provided the Core Team with a revised matrix of upcoming notifications. DECISION: Close action item. Qwest will continue to provide the revised notification matrix.
111	Issue	Oct 3 Meeting	Document	CLEC consensus on "red lining" *document changes and to include* a running log in front of the document highlighting the changes 10/16: Provide samples of historical change logs for Core Team to review and discussion.	Judy Lee	CLOSED Nov 29	CLECs need to see sample of red-lined document and historical change log 10/16: Sandy Evans provided Judy Lee with a sample from BellSouth. Judy Lee to share samples with the Core Team at the next session. 10/30: Samples of historical change logs were shared with Core Team and posted on the web site. COMPLETED: 11-29-01 Core Team provided input to Qwest. Related to Issues 201-203.
112	Issue	Oct 3 Meeting	Document	Provide determination on whether or not Qwest can go back and "red line" as per the committed to going forward process for document change notification and if so – how far back	Qwest – Judy Schultz (Dana)	CLOSED Oct 16 (canceled)	Duplicate item to #108 and 109
113	Issue	Oct 3	Interim Exception	How do you call a special CMP meeting	Core Team	CLOSED	DECISION:

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	Process	outside of the general CMP meeting? *Re-visit interim exception process.*		Oct 3	Refer to Interim Exception Process on CMP redesign web site.
114	Issue/ Action	Oct 3 Meeting	CLEC Impacting Check Sheet	Put together internal check sheet to assist Qwest in assessing whether a change is CLEC impacting Susie to set up a meeting with the CLECs to discuss on Oct 5. *10/16: Qwest to distribute minutes from* the 10/5 Susie Bliss call and to share with the re-design Core Team the check sheet at the next session.	Qwest – Judy Schultz (Susie Bliss)	CLOSED Oct 29	Attendees include – but are not limited to: Allegiance WCom Eschelon AT&T 10/16: Several items were stated with the idea that this list will be 'living' and will be updated as necessary. Qwest to share minutes from Oct 5 Susie Bliss call and the check sheet to determine if a change is CLEC impacting at the next session. COMPLETED: Meeting minutes to the Oct 5 conference call has been posted: CMP Re-design web site, titled "CMP Redesign CLEC-Qwest Conference Call Oct 5 Final Minutes – 10-29-01."
117	Issue	Oct 3 Meeting	CMP Re-design Location	Should the team re-check the location for the Oct 30, 31 and Nov 1 redesign meeting? Does it make sense to move the meeting to Denver?	Core Team	CLOSED Oct 3	DECISION: Eschelon, Integra and Allegiance will meet in Denver (originally planned for Minneapolis). Sprint may join in Denver or via phone.
119	Action	Oct 3 Meeting	Video Conference	Can Qwest provide video conferencing capability for the CMP redesign meetings?	Qwest—Judy Schultz	CLOSED Oct 16	DECISION: Small rooms – 20 people – we got more speakers now in Denver.

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
120	Action	Oct 2 Meeting	Qwest's Status Report Filing	Determine what should be 'highlighted' in the Master Redline framework to show element/s discussed.	Core Team	CLOSED Oct 16	COMPLETED: Red lined master included in filing
121	Action	Oct 2 Meeting	Qwest's Status Report Filing	Timeframe for CLEC review of Qwest's Status Report – CLEC comments to Andy no later than close of business Fri, Oct 5 – Andy Crain issues revised document by Mon, Oct 8 COB – Additional CLEC comments to Andy by Tues, Oct 9 5pm MT – Qwest files Wed, Oct 10	Core Team Andy Crain	CLOSED Oct 16	COMPLETED: Oct 2: Andy Crain shared draft Status Report with redesign Core Team
122	Issue	Oct 2 Meeting	Source of Change	How should Qwest display 'source of change' in documents?	Core Team	CLOSED Oct 3	DECISION: Show SOURCE as a identifier on mail-out letters and include all sources with details in the historical change log.
123	Issue	Oct 3 Meeting	Interim Process	Do we agree to adopt the Proposed Interim CMP CR workflow for Product and Process as language included (but not limited to) in the Master Redlined framework. – Want a final review of proposed redlined language	Core Team	CLOSED Oct 16	COMPLETED: Andy Crain provided a redlined document proposal for Core Team review
124	Issue	Oct 3 Meeting	Qwest's Status Report Filing	CLECs request Qwest to refer in the Status Report that the entire redlined document is an interim draft (not final but operational) until final approval by all parties has been completed.	Qwest—Andy Crain	CLOSED Oct 16	COMPLETED: Master Redlined is now noted as Interim Draft.
125	Issue	Oct 3 Meeting	Interim Process	Do the CLECs agree to adopt the Proposed Interim CMP CR workflow for Product and Process as the "interim" CMP process for CLEC originated CRs?	Core Team	CLOSED Oct 3	DECISION: Yes, and to be implemented ASAP.
127	Action	Oct 16	CR Initiation Form	Allow an entry to provide available timeslots for Clarification Meeting	Qwest—Judy	CLOSED Nov 1	COMPLETED:

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	Form		Judy Schultz	Nov 1	Form has been updated for CLECs to provide available timeslots for the Clarification Meeting.
128	Issue	Oct 16 Meeting	CR Initation Process	When does a CR become the responsibility of the CMP community vs. the CR originator?	Core Team	CLOSED Oct 16	DECISION: A CR becomes the responsibility of the CMP community when Qwest provides a response to that CR.
129	Action	Oct 16 Meeting	Master Redlined Framework	Mark the framework as "interim draft"	Qwest—Jim Maher	CLOSED Oct 16	COMPLETED: Master Redlined document is now marked "Interim Draft"
130	Issue	Oct 16 Meeting	CR Initiation Process—Product/ Process	What is the timeframe when Qwest provides a notice on a CR response and be able to post on the website?	Qwest—Judy Schultz	CLOSED Nov 1	COMPLETED: Language under interim CR Initiation Process
131	Issue	Oct 16 Meeting	Master Redlined Framework	Can the framework include Tables to clarify steps and timeframes for each process such as the BellSouth Change Control framework? 10/16: Sandy Evans will create a Table to seek consensus at the next session.	Sprint—Sandy Evans	CLOSED Nov 29	DECISION: After the Core Team baseline the entire master redline framework, the Team will decide then if tables are needed.
132	Action	Oct 16 Meeting	12-Month Development View	Review the release calendar to insure details are included for Release 9.0 and 9.1.	Qwest—Mark Routh	CLOSED Nov 29	COMPLETED: Release calendar with details on the web site
134	Issue	Oct 16 Meeting	OSS Interface Releases	How many releases will Qwest implement in a calendar year—will it implement no more than 4 major releases? And does this apply to GUI implementation?	Qwest—Judy Schultz	CLOSED Nov 1	COMPLETED: Language under Change to Existing Interfaces • Application-to-application • GUI
135	Issue	Oct 30 Meeting	Issue	What is the process for Qwest-initiated CR that are non-regulatory mandated changes?	Core Team	CLOSED Oct 30	COMPLETED: CR Initiation Process addresses both Qwest and CLEC initiated CRs that are non-regulatory changes.

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
136	Issue	Oct 30 Meeting	Redesign Meeting Minutes	What is the timeframe CMP Redesign meeting minutes?	Core Team	CLOSED Oct 30	DECISION: • For 1-day Sessions: Qwest to provide draft meeting minutes no later than 5 business days for Core Team to review • For 2 or more days Sessions: Qwest to provide draft minutes no later than 7 business days for Core Team review • Participant Feedback: same as above • Qwest to distribute and post Final meeting minutes within 2 business days after comments are due from participants.
138	Action	Oct 30 Meeting	OBF Language	Verify if OBF intended for maximum number of major releases (e.g., maximum of 4 major releases) per calendar year applies to each OSS, or a total of 4 major releases for all OSSs combined?	ATT—Mitch Menezes	CLOSED Nov 29	Qwest proposes no more than 4 major releases per OSS interface in a calendar year. DECISION: 11/29: Qwest will limit the releases for IMA to 4 major releases per year
144	Issue	Oct 30 Meeting	Change to An Existing OSS Interface	Provide language to address the earliest conversion time to the newly IMA-EDI release is the weekend after the Release Production Date.	Jeff Thompson/ Mitch Menezes/ Beth Woodcock	CLOSED Oct 30	COMPLETED: Language under Changes to An Existing OSS Interface
147	Issue	Oct 30 Meeting	OSS Interface CR Initiation	Develop narrative to reflect actual timeline to Qwest proposed Candidate List process.	Qwest—Jeff Thompson	CLOSED Oct 30	COMPLETED: Language: OSS Interface CR Initiation Process

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
154	Action	Oct 31 Meeting	Qwest Considers CLEC Comments in Final Notice	Insert language pertaining to Qwest will consider CLEC comments/ concerns into the Final Notice.	Qwest—Jeff Thompson	CLOSED Oct 31	COMPLETED: Language: Introduction of a New OSS Interface.
155	Action	Oct 31 Meeting	Reformat Proposed Language	Reformat the Retirement of an OSS Interface to separate GUI language from application-to-application.	Qwest—Judy Schultz	CLOSED Nov 1	COMPLETED; Language: reformatted Retirement of an OSS Interface.
157	Issue	Nov 1 Meeting	Same Time Availability of Comparable Functionality for IMA EDI and GUI	Develop language to insure comparable functionality for IMA EDI users are available at the same time as IMA GUI users.	Qwest—Jeff Thompson	CLOSED Nov 1	COMPLETED: Language: Change to An Existing OSS Interface.
159	Action	Nov 1 Meeting	New OSS Interface	Add language: With a new OSS interface, Qwest and CLECs may define the scope of functionality introduced as part of that interface."	Qwest—Jeff Thompson	CLOSED Nov 1	COMPLETED: Language: Introduction of A New OSS Interface
160	Action	Nov 1 Meeting	OSS Interface CR Initiation Process	Add picture or listings of timeline milestones.	Qwest—Jeff Thompson	CLOSED Nov 1	COMPLETED: Language: OSS Interface CR Initiation Process
161	Action	Nov 1 Meeting	Proposed Language Documents	Provide Core Team members and participants with the redlined proposed language documents: • New OSS Interface and OSS Interface CR Initiation: Re-do timelines to align with narrative; send redlined to team (Maher by Nov 2); team to review and provide comments (by Wed, Nov 7); insert language into the Master Redlined Framework with CLEC comments (for next meeting distribution); modify Qwest internal M&P (Schultz) • Retirement of OSS Interfaces: send redlined to team (Maher by	Qwest—Jim Maher and Core Team	CLOSED Nov 7	COMPLETED: Documents are posted on the web site.

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				Nov 2); insert language into the Master Redlined Framework with CLEC comments (for next meeting distribution); modify Qwest internal M&P (Schultz)			
164	Action	Nov 1 Meeting	CR Initiation Form	Update CR Form: Change "submitted by" and "submitter" to "originator" and "originated by" respectively.	Qwest—MarkRouth	CLOSED Nov 13	COMPLETED: CR Form has been updated and will be presented at the general CMP meetings on 11/14 and 11/15.
165	Action	Nov 1 Meeting	CR Initiation Form	List out ancillary products and correct "operations" to "Operator Services." Also, remove INP.	Qwest—Matt Rossi	CLOSED Nov 13	COMPLETED: CR Form has been updated and will be presented at the general CMP meetings on 11/14 and 11/15.
166	Issue	Nov 1 Meeting	Source Information for Regulatory Mandate CRs	Qwest needs to provide the source with timeline (e.g., effective date and implementation date) for Regulatory changes.	Qwest—Judy Schultz	CLOSED Nov 1	DECISION: Qwest will provide source information for Regulatory types of changes.
185	Issue	Nov 13 Meeting	Interface Testing	Re-word language to address "Provided a CLEC uses the same connectivity option as it uses in production, the CLEC should, in general, experience response times similar to production."	Qwest—Jeff Thompson	CLOSED Nov 27	Language added to master redline under Interface Testing.
188	Action	Nov 27 Meeting	Production Support	Production support notification to include Qwest internal trouble ticket number	Qwest—Judy Schultz	CLOSED Dec 10	COMPLETED: Language included in Production Support.
190	Action	Nov 27 Meeting	Severity Level	Determine, when one CLEC is severely impacted, whether this will ever be considered a Severity 1	Qwest—Teresa Jacobs	CLOSED Dec 10	11/28: Ready to close issue with Core Team at next session. COMPLETED: Per Teresa, CLEC will have the ability to open a severity 1 ticket if the description of the CLEC problem matches the definition of a

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							severity 1 ticket.
191	Action	Nov 27 Meeting	IT Help Desk	Validate that the Parent and children trouble tickets are linked and closed.	Qwest—Teresa Jacobs	CLOSED Dec 10	11/28: Ready to close issue with Core Team at next session. COMPLETED: Per Teresa, If a ticket has been opened, and subsequent to the ticket creation, CLECs call in on the same problem, and the Help Desk recognizes that it is the same problem, a new ticket is not created. The Help Desk documents each subsequent call in the main ticket. There are instances when a ticket has been opened, but the system problem has not yet been confirmed. If a CLEC calls in on the same problem, but it is not recognized as the same problem, another ticket may be created. At a later time, the system problem may be confirmed. In that case, one of the tickets becomes the main ticket, and the other tickets are linked to the main ticket. When the problem is closed, each ticket must be closed. Language added to section 1.3 of Product Support – bob
192	Action	Nov 27	Severity Level 2	Eschelon wants to check if Qwest needs	Eschelon—	CLOSED	COMPLETED:

Attachment 11

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	Problems	to continue trouble shooting severity level 2 problems outside of Help Desk hours of operation.	Karen Clauson	Dec 10	Language was added to I.6 of Production Support that illustrates this.

Attachment 13

UPCOMING WORKING SESSIONS

Dates/Time	Location	Element
DATE: Tue, Feb 5, Wed, Feb 6, and Thurs, Feb 7 **TIME:** 10 am-5 pm MT on Tue 9 am-5 pm MT on Wed, Thurs **Dial-In Number:** 877.550.8686 **Conference ID:** 2213337	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• Review and discuss proposed language on the status of a Qwest-initiated Product/Process change when the escalation or dispute process has been invoked. • Gap/Issues discussion and closure: – Prioritization – Interface Testing – Changes to An Existing OSS Interface – Introduction/Retirement of An OSS Interface – Production Support – Escalation/Dispute Resolution Process – Exception Process – Administration – Managing the CMP – Introduction and Scope – Terms – Scheduled Maintenance for OSS Interface – Training
DATE: Tue, Feb 19 **TIME:** 10 am-5 pm MT **Dial-In Number:** 877.550.8686 **Conference ID:** 2213337	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• (to be determined)
DATE: Tue, Mar 5, Wed, Mar 6, and Thurs, Mar 7 **TIME:** 10 am-5 pm MT on Tue 9 am-5 pm MT on Wed, Thurs	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• (to be determined)

Attachment 13

Dates/Time	Location	Element
Dial-In Number: 877.550.8686 **Conference ID:** 2213337		

Attachment 13

Dates/Time	Location	Element
DATE: Tue, Mar 19 **TIME:** 10 am-5 pm MT **Dial-In Number:** 877.550.8686 **Conference ID:** 2213337	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• (to be determined)
DATE: Tue, Apr 2, Wed, Apr 3 and Thurs, Apr 4 **TIME:** 10 am-5 pm MT on Tue 9 am-5 pm MT on Wed, Thurs **Dial-In Number:** 877.550.8686 **Conference ID:** 2213337	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• (to be determined)
DATE: Tue, Apr 16 **TIME:** 10 am-5 pm MT **Dial-In Number:** 877.550.8686 **Conference ID:** 2213337	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• (to be determined)

Attachment 13

WORKING SESSIONS ALREADY HELD

Dates/Time	Location	Element
Thursday, July 11—COMPLETED	1801 California Street, Denver, CO	• Kickoff
Thursday, July 19—COMPLETED	1801 California Street Denver, CO	• Introduction • Scope • Administration—Managing the Change Management Process
Tuesday, August 7 and Wednesday, August 8—COMPLETED	1801 California Street Denver, CO	• Performance Measurements (informational) • Notification Process • Distribution List • Web Site • Tracking (e.g., CR and RN status definition, naming convention)
Tuesday, August 14 and Thursday, August 16—COMPLETED	1005 – 17th Street Denver, CO	• Managed Changes—Existing (including Types of Change)—to be continued • Prioritization—re-scheduled • Exception Process (added by Qwest after 7/19 meeting)—re-scheduled
Wednesday, Sep 5 and Thursday, Sep 6—COMPLETED	1801 California Street Denver, CO	• Interim Exception Process • Managed Changes—Existing (including Types of Change)—re-scheduled • Prioritization—re-scheduled • Exception Process—re-scheduled
Tuesday, Sep 18 and Thursday, Sep 20—COMPLETED	1801 California Street Denver, CO	• Escalation and Dispute Resolution Process • Re-visit Introduction and Scope (continuing on Oct 2) • Managed Changes—Existing (including Types of Change)—to be continued

Attachment 13

Dates/Time	Location	Element
		• Release Requirements (e.g., Initial, Walk-through, Comment Cycle, Final, Release Testing)—re-scheduled due to agenda changes • Prioritization—re-scheduled due to agenda changes • Exception Process—re-scheduled due to agenda changes

WORKING SESSIONS ALREADY HELD (continued)

Dates/Time	Location	Element
Tuesday, Oct 2 and Wednesday, Oct 3—COMPLETED	200 South 5th Street, 1st Floor, Multi-purpose Room, *Minneapolis, Minnesota and* 1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• Qwest's 271 Status Report to CO PUC • Introduction and Scope • Change Request Initiation (continue on Oct 16) • Changes to an Existing Interface (rescheduled)
Tuesday, Oct 16—COMPLETED	1801 California Street Denver, CO	• Change Request Initiation (CLEC and Qwest) • Changes to an Existing Interface (to be continued) – Application-to-Application – Graphical User Interface • Prioritization of OSS Change Requests—rescheduled
Tuesday, Oct 30, Wednesday, Oct 31, and Thursday, Nov 1—COMPLETED	1801 California Street Denver, CO	• OSS Interface Change Request Initiation • Changes to an Existing Interface and Requirements Review (continue) – Application-to-Application – Graphical User Interface • Prioritization of OSS Change Requests (to be continued) • Introduction of a New Interface • Retirement of an Existing Interface • Interface Testing (rescheduled) • Production Support (rescheduled) • Training (rescheduled) • Re-visit the CMP Web Site section (rescheduled) • Managing the CMP (rescheduled) • Determine elements for Product and Process CMP discussions (future sessions)—rescheduled

WORKING SESSIONS ALREADY HELD (continued)

Dates/Time	Location	Element
Tuesday, Nov 13—COMPLETED	1801 California Street Denver, CO	• Prioritization of OSS Change Requests (Regulatory and Industry Guideline Changes)—to continue • Interface Testing—to continue • Production Support--rescheduled • Re-visit Master Redlined Framework sections for outstanding action items (i.e., Proprietary Process, Good Faith, CMP Web Site) –rescheduled • Determine elements for Product and Process CMP discussions (future sessions)—rescheduled
Tuesday, Nov 27, Wednesday, Nov 28, and Thursday, Nov 29—COMPLETED	1801 California Street Denver, CO	• Prioritization of OSS Change Requests (Regulatory and Industry Guideline Changes)—to continue • Interface Testing • Production Support—to continue • Re-visit Master Redlined Framework sections for outstanding action items (i.e., Good Faith, CMP Web Site)—ongoing • Re-visit Qwest-initiated CR Process—to continue • Proprietary Process (CR and Comments/Questions)—to continue • Review Not CLEC Impacting Definitions—to continue • Review Issues/Action Items Log, ATT Issues, WCOM Issues and others as presented—rescheduled • Determine elements for Product and Process CMP discussions (future sessions)
Monday, Dec 10 and Tuesday, Dec 11—COMPLETED	1801 California Street Denver, CO	• Production Support • Interface Testing—to be continued • Review ATT and WCom Issues Lists

Attachment 13

WORKING SESSIONS ALREADY HELD (continued)

Dates/Time	Location	Element
Tuesday, Jan 22, Wednesday, Jan 23, and Thursday, Jan 24—COMPLETED	1801 California Street Denver, CO	• Discuss and develop guidelines for "What is not CLEC-impacting" for Product/Process—to be continued • Read-out on Interim Product/Process Change Process Implementation • Review History Change Log • Prioritization—to be continued • Review and discuss Core Team Gap Analyses to determine future session topics—to be continued • Issues/Action Items Log

CLEC-Qwest Change Management Process Re-design
SCHEDULE OF WORKING SESSIONS
Revised—February 13, 2002

UPCOMING WORKING SESSIONS

Dates/Time	Location	Element
DATE: Tue, Feb 19 **TIME:** 10 am-5 pm MT **Dial-In Number:** 877.550.8686 **Conference ID:** 2213337	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• Gap/Issues discussion and closure: – Prioritization – SCRP – OSS Interface CR Initiation Process – Changes to an Existing OSS Interface – Terms
DATE: Tue, Mar 5, Wed, Mar 6, and Thurs, Mar 7 **TIME:** Noon-6 pm MT on Tue 9 am-5 pm MT on Wed, Thurs **Dial-In Number:** 877.550.8686 **Conference ID:** 2213337	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• (to be determined)
DATE: Tue, Mar 19 **TIME:** 10 am-5 pm MT **Dial-In Number:** 877.550.8686 **Conference ID:** 2213337	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• (to be determined)
DATE: Tue, Apr 2, Wed, Apr 3 and Thurs, Apr 4 **TIME:** Noon-6 pm MT on Tue 9 am-5 pm MT on Wed, Thurs **Dial-In Number:** 877.550.8686 **Conference ID:** 2213337	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• (to be determined)
DATE: Tue, Apr 16 **TIME:** 10 am-5 pm MT **Dial-In Number:** 877.550.8686 **Conference ID:** 2213337	1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• (to be determined)

Note: Agenda will include standing items—Review Core Team participation, Issue/Action Items, Review redlined document, Final Meeting Minutes from the previous session, and Set/Confirm agenda for the next working session. A half hour towards the end of each meeting will be dedicated to the CLEC community to address their issues, if needed.

CLEC-Qwest Change Management Process Re-design
SCHEDULE OF WORKING SESSIONS
Revised—February 13, 2002

WORKING SESSIONS ALREADY HELD

Dates/Time	Location	Element
Thursday, July 11—COMPLETED	1801 California Street, Denver, CO	• Kickoff
Thursday, July 19—COMPLETED	1801 California Street Denver, CO	• Introduction • Scope • Administration—Managing the Change Management Process
Tuesday, August 7 and Wednesday, August 8—COMPLETED	1801 California Street Denver, CO	• Performance Measurements (informational) • Notification Process • Distribution List • Web Site • Tracking (e.g., CR and RN status definition, naming convention)
Tuesday, August 14 and Thursday, August 16—COMPLETED	1005 – 17th Street Denver, CO	• Managed Changes—Existing (including Types of Change)—to be continued • Prioritization—re-scheduled • Exception Process (added by Qwest after 7/19 meeting)—re-scheduled
Wednesday, Sep 5 and Thursday, Sep 6—COMPLETED	1801 California Street Denver, CO	• Interim Exception Process • Managed Changes—Existing (including Types of Change)—re-scheduled • Prioritization—re-scheduled • Exception Process—re-scheduled
Tuesday, Sep 18 and Thursday, Sep 20—COMPLETED	1801 California Street Denver, CO	• Escalation and Dispute Resolution Process • Re-visit Introduction and Scope (continuing on Oct 2) • Managed Changes—Existing (including Types of Change)—to be continued • Release Requirements (e.g., Initial, Walk-through, Comment Cycle, Final, Release Testing)—re-scheduled due to agenda changes • Prioritization—re-scheduled due to agenda changes • Exception Process—re-scheduled due to agenda changes

Note: Agenda will include standing items—Review Core Team participation, Issue/Action Items, Review redlined document, Final Meeting Minutes from the previous session, and Set/Confirm agenda for the next working session. A half hour towards the end of each meeting will be dedicated to the CLEC community to address their issues, if needed.

CLEC-Qwest Change Management Process Re-design
SCHEDULE OF WORKING SESSIONS
Revised—February 13, 2002

WORKING SESSIONS ALREADY HELD (continued)

Dates/Time	Location	Element
Tuesday, Oct 2 and Wednesday, Oct 3—COMPLETED	200 South 5th Street, 1st Floor, Multi-purpose Room, Minneapolis, Minnesota and 1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO	• Qwest's 271 Status Report to CO PUC • Introduction and Scope • Change Request Initiation (continue on Oct 16) • Changes to an Existing Interface (rescheduled)
Tuesday, Oct 16—COMPLETED	1801 California Street Denver, CO	• Change Request Initiation (CLEC and Qwest) • Changes to an Existing Interface (to be continued) – Application-to-Application – Graphical User Interface • Prioritization of OSS Change Requests—rescheduled
Tuesday, Oct 30, Wednesday, Oct 31, and Thursday, Nov 1—COMPLETED	1801 California Street Denver, CO	• OSS Interface Change Request Initiation • Changes to an Existing Interface and Requirements Review (continue) – Application-to-Application – Graphical User Interface • Prioritization of OSS Change Requests (to be continued) • Introduction of a New Interface • Retirement of an Existing Interface • Interface Testing (rescheduled) • Production Support (rescheduled) • Training (rescheduled) • Re-visit the CMP Web Site section (rescheduled) • Managing the CMP (rescheduled) • Determine elements for Product and Process CMP discussions (future sessions)—rescheduled

Note: Agenda will include standing items—Review Core Team participation, Issue/Action Items, Review redlined document, Final Meeting Minutes from the previous session, and Set/Confirm agenda for the next working session. A half hour towards the end of each meeting will be dedicated to the CLEC community to address their issues, if needed.

CLEC-Qwest Change Management Process Re-design
SCHEDULE OF WORKING SESSIONS
Revised—February 13, 2002

WORKING SESSIONS ALREADY HELD (continued)

Dates/Time	Location	Element
Tuesday, Nov 13—COMPLETED	1801 California Street Denver, CO	• Prioritization of OSS Change Requests (Regulatory and Industry Guideline Changes)—to continue • Interface Testing—to continue • Production Support--rescheduled • Re-visit Master Redlined Framework sections for outstanding action items (i.e., Proprietary Process, Good Faith, CMP Web Site) –rescheduled • Determine elements for Product and Process CMP discussions (future sessions)—rescheduled
Tuesday, Nov 27, Wednesday, Nov 28, and Thursday, Nov 29—COMPLETED	1801 California Street Denver, CO	• Prioritization of OSS Change Requests (Regulatory and Industry Guideline Changes)—to continue • Interface Testing • Production Support—to continue • Re-visit Master Redlined Framework sections for outstanding action items (i.e., Good Faith, CMP Web Site)—ongoing • Re-visit Qwest-initiated CR Process—to continue • Proprietary Process (CR and Comments/Questions)—to continue • Review Not CLEC Impacting Definitions—to continue • Review Issues/Action Items Log, ATT Issues, WCOM Issues and others as presented—rescheduled • Determine elements for Product and Process CMP discussions (future sessions)
Monday, Dec 10 and Tuesday, Dec 11—COMPLETED	1801 California Street Denver, CO	• Production Support • Interface Testing—to be continued • Review ATT and WCom Issues Lists

Note: Agenda will include standing items—Review Core Team participation, Issue/Action Items, Review redlined document, Final Meeting Minutes from the previous session, and Set/Confirm agenda for the next working session. A half hour towards the end of each meeting will be dedicated to the CLEC community to address their issues, if needed.

CLEC-Qwest Change Management Process Re-design
SCHEDULE OF WORKING SESSIONS
Revised—February 13, 2002

WORKING SESSIONS ALREADY HELD (continued)

Dates/Time	Location	Element
Tuesday, Jan 22, Wednesday, Jan 23, and Thursday, Jan 24—COMPLETED	1801 California Street Denver, CO	• Discuss and develop *guidelines* for "What is not CLEC-impacting" for Product/Process—to be continued • Read-out on Interim Product/Process Change Process Implementation • Review History Change Log • Prioritization—to be continued • Review and discuss Core Team Gap Analyses to determine future session topics—to be continued • Issues/Action Items Log
Tuesday, Feb 5, Wednesday, Feb 6, and Thursday, Feb 7—COMPLETED	1801 California Street Denver, CO	• Review and discuss proposed language on the status of a Qwest-initiated Product/Process change when the escalation or dispute process has been invoked—to be continued • Gap/Issues discussion and closure: – Prioritization—to be continued – Interface Testing – Production Support – Scheduled Maintenance for OSS Interface – Technical Escalation Process

Note: Agenda will include standing items—Review Core Team participation, Issue/Action Items, Review redlined document, Final Meeting Minutes from the previous session, and Set/Confirm agenda for the next working session. A half hour towards the end of each meeting will be dedicated to the CLEC community to address their issues, if needed.

Change Management Process (CMP) Improvements – 11-26-01
Revised 2-15-02

Improvement	Implementation Date(s)
Standard Naming Convention	August 2001
Web Site Improvements - Design	October 2001
Customer Notification Letter Archive – Searchable website database	January 2002
CMP Process Improvements - CR Clarification Meetings - Meeting Distribution Package - Meeting Minutes - CR Tracking and Reporting Database - CR Project Management	August – November 2001
Escalation and Dispute Resolution Process Redesign Improvements - Process - Web Site	November 2001
Interim Exception Process	September 2001
OSS Interface 12 Month Development View	November 2001
CLEC/Qwest Initiated OSS Interface CR Process Redesign Improvements - Process - Form	October – November 2001
CLEC Initiated Product and Process CR Process Redesign Improvements - Process - Form	October – November 2001
PCAT Red-Line	Started November 2001
Tech-Pub Red-Line	Started October 2001
Point of Contact List	October 2001
Established CMP Full Day Meetings	October 2001
Prioritization of Qwest Originated OSS Interface CRs	August – November 2001 Language scheduled to be completed in Redesign in Feb 2002
Introduction of New OSS Interface	Ready when applicable
Web Tool to Support CLEC Comments	November 2001
Retirement of OSS Interface	Ready when applicable
Changes to an Existing OSS Application to Application Interface - Draft Technical Specifications Walkthrough - CLEC Comment Cycle - Final Technical Specifications - CLEC Testing	Effective with IMA 10.0 Release
Changes to an Existing GUI - Draft User Guide - CLEC Comment Cycle - Final User Guide	Effective with IMA 10.0 Release
OSS IMA EDI Versioning	In Effect
Interface Testing Environment - SATE	SATE Available with IMA 9.0 Master Redline language agreed to Feb 5-7 Redesign
Production Support	Implemented February 2002
Technical Escalation Process	Process agreed to in Redesign Feb 5-7

CLEC-Qwest CMP Redesign

Gap Analysis

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			SCOPE
1	Scope-Rates	Eschelon	Rates: Whether and to what extent/how included in CMP "The extent to which rates are within the Scope of the CMP needs to be addressed and, if part of the Scope, language needs to be developed with respect to this issue. . . . Whether and how either Qwest or CLEC rates may be the subject of CRs has yet to be addressed." (Eschelon Comments/Nov. Status Report.) Relationship to interconnection agreements
2		AT&T	Should have a discussion of what a "rate validation" is, how Qwest goes about it and address CLEC concerns raised in CMP. These are changes Qwest makes to rate tables that impact CLECs and there is not enough discussion (and no negotiation) before Qwest unilaterally makes changes to rates.
3	Scope-Interim Scope of CMP	Eschelon	Interim Scope of CMP: "The Parties agreed that the Scope of CMP encompasses changes to products and processes (including manual) and OSS interfaces that affect system functions that support or affect the capabilities for local services provided by CLECs to their end users. Based on discussions since then and the Qwest-initiated CRs submitted (and not submitted) to date, however, the Parties have identified that further discussion is needed as to whether all issues within the Scope of CMP require use of CRs and, if not, the parameters for when CRs are required. The resolution of this issue may ultimately appear in the documentation in another section, such as the types of changes, but the relationship to Scope must be addressed." (Eschelon Comments/Nov. Status Report.)
4	Scope-Define	WorldCom	Scope fully defined when 100% of the processes have been negotiated to determine completeness
5	Scope-Production defects	WorldCom	Are production defects included in scope of CMP?

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
6	Scope- Retail	Eschelon	Retail: "CLECs have indicated that they interpret the Scope language to include changes to Qwest retail systems or processes when those changes affect CLECs. For example, if a dramatic improvement was made to the raw loop data tool used by Qwest retail, ensuring that CLECs are aware of the change and a comparable change is provided to CLECs would be within the scope of CMP. If Qwest disagrees, additional discussion will be needed with respect to this issue." (Eschelon Comments/Nov. Status Report.)
7	Scope- OSS Interface	Eschelon	Qwest Back-End Systems: CLECs have indicated that the definition of "OSS Interfaces" in footnote 1 to the Master Red-Lined Document is broad and includes changes to back-end systems and processes/functions/capabilities (as well as retail, *see supra*). The intent is a definition that is broader than may be associated with "OSS Interfaces" in other contexts. If Qwest disagrees, additional discussion will be needed with respect to this issue.
8	Scope- CMP	Eschelon	CMP encompasses/list: As indicated in brackets on page 6 of the Red-Lined Master, the Team agreed to revisit the list in this paragraph of changes that the CMP encompasses. ["requirement definition, design, development, notification, testing, implementation and disposition of changes – revisit list"]
9	Scope- CMP	AT&T	Master Redline, p. 6, states that "CMP is managed by CLEC and Qwest . . . " At this point, AT&T does not feel that this is happening. It appears much more within Qwest's control with regard to what gets done. This is related to item 15 below. -AT&T Comment #15 as follows: Qwest has the ability to reject/deny CLEC CRs. CLECs do not have the ability to reject/deny Qwest CRs. We need to discuss and find a way to balance the process. As it stands, Qwest CRs go through to completion over CLEC objections, however, CLEC CRs do not go through over Qwest's objection. CLECs have to use the escalation or dispute resolution process either to advance their CRs (when Qwest rejects/denies) or oppose Qwest CRs (when Qwest ignores CLEC objections). Qwest is never put in this position. This applies to product/process and may apply to systems as well (the group should discuss).
10	Scope- States	AT&T	We should state in the body of the Master Redline all of the states to which the CMP applies.

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
	to which the CMP applies		Presumably, it will be all 14 Qwest states unless we have differences from state to state as a result of dispute resolution.
11	Scope-Activities that are not within the scope	AT&T	A statement in the Master Redline of what activities are not within the scope and, where appropriate, a reference to where/how such things are handled (i.e., BFR, account team activities, service managers activities).
			TYPES OF CHANGES
12	Types of Changes-Regulatory, PID, PAP, CPAP	Judy Lee, Facilitator	The Redesign team needs to reconcile outstanding issues on performance measurements. Recent OBF proposal states: Regulatory Change "These changes are mandated/required by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority, or state and federal courts. Regulatory changes are not voluntary but are requisites to comply with newly passed legislation, court rulings or regulatory requirements. These may include new functionality, enhancements to existing interface functionality, and/or enhancements required to meet performance measurements. Either the customer or the provider may initiate the change request."
13		Covad	How are CRs, which are either directly or indirectly related to PAP/PIDs, dealt with as part of CMP? What is the interrelationship between the CPAP's reference to CLEC-affecting changes and the definition of CLEC affecting that is in the process of being developed in CMP Redesign? What constitutes a regulatory CR? Additional work is required on criteria for designation of regulatory CRs. How is agreement reached on classification? Can a CLEC challenge the regulatory designation and, if so, what are the associated processes and timelines? Can regulatory CRs be submitted by any party? If a CLEC submits a regulatory CR, what process will apply to that CR and is it the same process that will be applied to Qwest's regulatory CRs?

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
14		Eschelon	PID/PAP: PID interpretation, measurement, and changes and Qwest use of PID information in CR Responses: Whether/how dealt with in CMP. (Refer to discussion in December CMP meetings.) Regulatory CRs: Ensure that the Core Team members have a common understanding of existing language defining Regulatory CRs and review whether any changes to the definition are needed. For example, Qwest has asserted that improvements that it seeks to make to improve PID performance to avoid PAP penalties may be considered Regulatory CRs, and CLECs have disagreed. CLECs have pointed out that such a change may technically allow Qwest to meet a PID without actually improving quality of service to the CLECs. Also, if CLECs request quality of service improvements, but those improvements don't happen to be associated with a PAP penalty, the CLECs' requested changes have to go through prioritization. Qwest's requested changes should be subject to prioritization as well. If Qwest's requested changes are more important, they will be prioritized over the CLEC's requested changes. Define process for Product/Process CRs, as well as Systems CRs.
15		AT&T	Change management of PIDs. From statements Qwest has made, AT&T was under the impression that Qwest had proposed an industry forum approach to PID change management in the multistate proceeding. Upon review, the only thing AT&T could find is in Section 16.1 of Qwest's Multistate PAP: "Every six (6) months, beginning six months after the effective date of the first Section 271 approval by the FCC of one of the states that participated in the multi-state QPAP review proceeding, Qwest, CLECs and the Commissions of those state [s] shall participate in a common review of the performance measurements to determine whether measurements should be added, deleted, or modified; . . . ." If this is Qwest's proposal, it does not address the concern raised by AT&T and other CLECs in CMP Redesign that PID change management needs to be done in an industry process and CMP

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			is the most appropriate place to do it (after ROC) because of the connection all of the activities in CMP have to the PIDs (Qwest rejects CRs based on PIDs; Qwest wants to call CRs relating to PIDs regulatory changes). This remains a gap in the Redesign. Page 9 of the Master Redline (Industry Guideline Change). The language could be cleaned up to define the category in terms of "guidelines established by telecommunications industry standards organizations,"rather than just saying the category "implements industry guidelines."
16		Qwest	Performance Measurements, Document: Qwest's Colorado Application to Provide In-Region Interlata Service, Colorado PUC Docket Number 971-198T, June 19-22, 2001 There is discussion on individual performance measurements in the CR process, but no formal discussion on performance management and assurance. How will changes to tracking and reporting to CLECs be handled? (e.g., CMP CR initiation process)
17		WorldCom	Regulatory CRs a) PIDS updates whereby system enhancements are identified (Coil) b) Disagreement (Impasse?) on PID/PAP changes for exception to the CMP prioritization process
18		Eschelon	Industry Guideline CRs: Do we need to add language such as "or other recognized and agreed upon industry guideline body" to ensure that the list of industry groups is complete (and flexible if Qwest and CLECs agree to add any)"? The Redlined Master language states: "using a national implementation timeline, if any." Need to be sure document, in some section, deals with the process when there is no timeline, when the timeline is optional and Qwest and CLECs do not want to implement per that timeline, etc. Develop and document process for handling "draft" industry guideline changes. (#94) Need to discuss and document relationship to prioritization.

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
19		WorldCom	Industry Guideline Changes a) Governing bodies b) Timelines for implementation
20	Types of Changes-Qwest Originated CRs	Eschelon	Qwest-Originated CRs: The current definition encompasses systems and product/process changes within the scope of CMP. Has Qwest's position changed on this? If so, what is Qwest's position and proposed language? Processes need to be developed with respect to CRs submitted by Qwest for systems and product/process issues. Whether and to what extent agreement or approval is needed, and the process for obtaining it when needed, are all issues that remain for discussion in the CMP Re-Design. Status History: Need to be sure that Status History is updated, as with CLEC CRs. (Has not been done for Additional Testing CR.) Whether Qwest-initiated CR can include an effective date (and, if so, may a CLEC-initiated CR include one, and are they treated the same): "If Qwest can announce an effective date in a CR and unilaterally implement it over CLEC objection, submission of a CR is, in effect, no different from merely issuing a unilateral notification of a change. . . . The Core Team also needs to address whether the CR may become effective or the proposed effective date [if any can be in the CR] is suspended while the dispute is being resolved." (Eschelon Comments/Nov. Status Report.) "The role of "clarification" discussions needs to be examined with respect to Qwest-initiated and other non-CLEC initiated CRs." (Eschelon Comments/Nov. Status Report.)
21		Covad	How are Qwest-initiated Product or Process CRs to be administered? They cannot be handled as RNs, which will be implemented regardless of CLEC input.

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			Is Qwest still committed to redesigning product and process or will it stop at systems?
22		WorldCom	Qwest Originated Change a) Source of changes (i.e. how are retail changes determined to be or not be CLEC impacting b) Document process for identifying CLEC-impacting changes c) Document what steps of the CR initiation process are performed internally by Qwest b) Conclude discussion on CLEC-impacting changes.
23	Types of Changes-Production Support	Eschelon	Production Support CRs: This type of change was deleted. But, in the production support section, there are references to submitting CRs. Does this need to be addressed either there or in the types of changes section to clarify this? What type of CR is it? Is that sufficiently clear from the existing documentation? "'Production Support' is not currently listed as a type of change, at Qwest's request. But, the production support language proposed by Qwest indicates that certain production support changes (at lower levels of severity) should be requested using a CR. Therefore, the parties still need to address this issue and the proper handling of production support changes." (Eschelon Comments/Nov. Status Report.)
24		AT&T	Need to include language in the Master Redline under "Types of Change"(p. 8) for Production Support (since under the Production Support language a CLEC is directed to the CR process for Severity 3 and 4 troubles).
25	Types of Changes-Disputed	Eschelon	Process for Determining Type of Change, if Disputed: "Need a process to debate whether a change fits as a regulatory or industry guideline change. With the information [below], CLECs will be informed to have this debate." (AT&T 11/13/01 email)
26	Types of changes-production support	WorldCom	Production changes a) Production changes that do not meet section 12 criteria

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			CHANGE REQUEST INITIATION PROCESS
27	Change Request Initiation Process	WorldCom	CR Initiation Process 1) Needs parity language for changes made to all interfaces at same time 2) Re-address language where to send CR (i.e., CMP Mgr. vs. mailbox) 3) Language for Inclusion of "type" of changes should be included (i.e., Regulatory, Industry, etc.) 4) Language to address Qwest to follow same CR process (i.e., denied, prioritized) 5) Process for CRs that crossover both OSS and product and process. 6) How are proprietary CRs handled? 7) How are CRs tracked? CR Initiation Process 1) Need language for denial of CRs (Qwest policy, business cost, specific regulatory ruling) 2) What about Qwest-initiated CRs that have CLEC-impacting changes? 3) CR language that affects both OSS and Product and process needs to be addressed. 4) Address Product & Process escalation process. 5) Verify Interim process is working as established.
28		Eschelon	CLEC-Originated CRs: Should the Master Reline include language, such as "originated by one or more CLECs"? May CLECs submit CRs jointly (and, if so, do the forms allow for this)? Once one CLEC has originated a CR, Qwest has indicated that it does not want to deal with multiple CRs on the same issue. Other CLECs thus monitor the progress of the first CLEC's CR (and can later take up processing or escalation of the CR). Need to ensure documentation accurately reflects this process. The Master, on pp. 14 & 20, provides that: "If the originating CLEC does not agree with the determination to escalate or pursue the dispute resolution, it may withdraw its participation from the CR and any other CLEC may become responsible for pursuing the CR upon providing written notice to the Qwest CMP Manager." Is withdrawal one of the current statuses? Is a notice sent to CLECs that a CR is being withdrawn so that others may assume responsibility?

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			<u>System v. Product/Process (or both):</u> Address "system" v. "product/process" CRs (criteria for determining proper forum; what happens when unclear or new facts determine other category is more appropriate) and the process when one issue has both systems and product/process aspects. Document the process when a CR is moved from one category to the other and how this is indicated in the documentation so that the history can be fully tracked and understood. Examples of CRs handled in both Systems CMP and Process CMP: Process CR# 5582295 & Systems CR # SCR092601-1 Process CR# 5579345 & Systems CR # SCR112101-2 Process CR # PC083001-1 & Systems CR # SCR101901-1 Process CR # PC100401-2 & Systems CR # SCR112101-1 "Donna Osborne-Miller of AT&T asked where a CLEC should send a request if they were not sure of whether it was a product or process change. Mark Routh of Qwest stated when in doubt, CLECs can send the change request to either him or Matt Rossi. Routh clarified that he and Rossi coordinate all CRs received from CLECs to ensure there are no overlaps. Judy Schultz of Qwest responded that most product/process changes result in a system change, but that there was not a desire to create multiple CRs for the same request. Terri Bahner of AT&T expressed concern about what would happen if a CLEC missed a product or system affected on the CR form. Judy Schultz of Qwest stated that any areas being addressed by the CR request would be identified during the clarification meeting. [AT&T Comment: This should be added to the issues/action items log. We need to discuss how these overlaps should be handled, what the process is for Qwest to expeditiously reconcile internally where a CR falls and how to process such CRs. If a CR affects both product/process and systems, what is done to coordinate among all the right folks? At which CMP meeting are they discussed (systems or product/process)?, etc.]" (AT&T 11/23/01 email – comments on meeting minutes)

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			Documented flow for all types of CRs: Review and revise Red-Lined Master language as needed to ensure that the CR Initiation Process and the flow of CRs through conclusion of the process is described as to all types of CRs (not just CLEC-initiated CRs).
29		Covad	How are OSS, Process and Product CRs to be cross-referenced and worked together when they are related? How will Qwest categorize and address product/process CRs that impact systems or compel a change to Qwest systems?
30		Eschelon	Acknowledgement/CR Number Assignment: The CR Initiation Processes state that the CMP Manager will assign a CR number before forwarding the CR to the CMP Group Manager and then the CMP Manager will send an acknowledgement to the CR originator. The processes (pp. 12 & 18) do not state, however, that the CR number will be provided to the originator until two days after acknowledgement. Currently, the CR number is included in the acknowledgment. CLECs need the number at that time to track the CR, to ask questions about its status, etc. The documentation should be revised to reflect the current practice of providing the CR number to the originator in the acknowledgement.
31		Eschelon	Tracking CRs: Redlined document indicates in brackets that this section will be moved to CR Initiation Process. Move it and be sure documentation reflects entire process for tracking CRs (and new format for status histories, interactive reports, etc.) and states that documents will be posted on the web and when. Address when and how CRs are archived. The CR Initiation Processes state that certain steps will be taken (such as producing meeting minutes) but do not necessarily state that these documents will be posted to the web and when. Is it sufficient to cover this in the separate section on documentation, or should it state that step here wherever applicable? (Does "issue" mean posting on web, or notice, or what?)
32		Eschelon	SMEs: State in the Master that SMEs and CRPMs will participate in the CMP meetings at which their CRs are discussed.
33		Eschelon	Organization of CR Initiation Documentation for Systems and Product/Process: The Master

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			currently has one section for Initiation of CRs for Systems (starting on p. 12) and another for Product/Process (starting on page 18). Eschelon previously suggested that the initiation and clarification process should be described in one, single section, because it is the same for both. To the extent there are minor differences, they could be noted. Then, a separate section would describe the flow of the CR, once initiated, and that would have sub-sections describing systems and product/process, where they vary. Eschelon continues to request this structure, as it would be more clear and less complicated.
34		Eschelon	Product/Process CR Initiation Process: As noted above, Eschelon believes that the initiation process should be combined in the documentation for systems and product/process so the reader knows that much of the process (such as the CR form, the assignment of a number, etc.) is the same. As it is, some of the information is repeated but not necessarily with identical language, and it is confusing as to whether and when there are substantive differences. In any case, the Product/Process Initiation Process has to be expanded/revised to address Qwest-initiated CRs (including Regulatory and Industry Guideline CRs initiated by Qwest), as well as CLEC-initiated CRs. The word "CLEC" needs to be deleted from the title of the section on page 18, and each step has to be reviewed and revised to state the application to Qwest, as well as CLECs.
35		Eschelon	Time frame for CR submission: What process allows CRs to be submitted less than the agreed upon timeframe for CR presentation at the upcoming CMP meeting? Will the Exception Process accommodate this situation? (#126)
36		Eschelon	Clarification meetings/calls: The documentation should refer to a call or a meeting, rather than a meeting, as it generally is a call/conversation (but could occur during a CMP meeting). Eschelon's understanding is that clarification calls are not to be used for delay, and that the conversations may occur during the CMP meeting. The Master, on p. 13, however provides that "Qwest may not provide a response to a CR until a clarification meeting has been held." This makes it sound as though a separate meeting must always take place. If the CR is clear, no clarification meeting may be needed (at least separate from the CMP meeting). The

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			documentation should state the purpose of the clarification calls. These calls were added to the process to help ensure that the CR is understood, the correct SMEs participate in the discussions, and the answer is responsive to the need. They are not to be used for delay when the issue is clear. (If there are times when no clarification call is needed, this could be stated in the document.) The quoted sentence in the previous paragraph assumes that the CLEC submitted the CR and Qwest needs clarification. The reverse may be true, and the language should be modified to address the opposite situation as well. Clarification needs to be defined (in this section, in the definitions, or both). We have talked about the difference between clarification and problem-solving/response, but that discussion needs to be captured in the documentation. The documentation needs to state that, if the discussion moves beyond clarification to these other stages, other CLECs need to be invited, with adequate notice, etc.
37		Judy Lee, Facilitator	Should the same CMP elements for OSS Interfaces apply to Product/Process? The other ILECs don't think so and they have been doing CMP longer than the Qwest region. Furthermore, neither do representatives at OBF. This is in other ILEC regions, the concept of CLEC Forums, or CLEC User Forum as called in the SBC region, is deployed. Other regions develop notification guidelines to handle process changes that supplement business agreements/contracts on products. At the CLEC forums, there are discussions of the proposed changes to product and process for understanding and for the ILEC to seek input. The Redesign team needs to develop a process that would allow flexibility at the same time complement the agreements between two parties.
38		Eschelon	The interim processes for systems and product/process are not working to any party's satisfaction. Qwest has indicated a need for more guidance, and CLECs have indicated that Qwest is not interpreting the processes as anticipated. For systems, for example: --Qwest has made system changes (such as those involving rate and profile changes pursuant to a bill "validation" process) without submitting CRs and with inadequate notice as to the nature of the changes to CLECs affected by the changes. It did so, even though Qwest said in its

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			December 4 Status Report, that Qwest would submit CRs, hold clarification calls, and discuss proposed changes at monthly meetings for proposed system changes.[1] --Qwest included an entirely new system change (appointment scheduler) in a point release, which is not the purpose of point releases. Even when Qwest moved the change to a full release, Qwest did so without putting the change through prioritization and with insufficient documentation. For product/process, for example: --Qwest withdrew its Qwest-initiated Process CRs (except the one for Additional Testing) during the December Product/Process CMP meeting, even though Qwest said in its October 11, 2001, Status Report that "The parties have also agreed in principle to interim processes for . . . CRs to be submitted *by Qwest* and CLECs *relating to product and process issues*" (p. 2 emphasis added).[2] --Qwest initiated a CR relating to Additional Testing that provided insufficient information

[1] Qwest Dec. 4, 2001 Status Report, p. 4: "The parties have now reached agreement in principle on an OSS interface change request ("CR") initiation process, which provides that Qwest and CLECs both submit CRs to request changes to OSS interfaces. Both Qwest-initiated and CLEC-initiated OSS interface CRs follow the agreed process. The process provides that Qwest will hold a clarification meeting to ensure that the intent of the CR is clear. All OSS interface CRs will be discussed and modified, if necessary, at the monthly CMP meetings."

[2] Since then, Qwest has reversed its position on this issue, despite this documented understanding that Qwest would submit Qwest-initiated CRs for product and process changes. Qwest now relies on a misstatement of the CLEC Position. The CLEC position is that provisions of the interim process that allow certain processes to be ***expedited*** applied only to regulatory changes (made as a result of the 271 workshops). CLECs were amenable to allowing for such changes to be expedited in the interim, based on the assumption that such changes had already been reviewed in the 271 proceedings. CLECs and Qwest clearly agreed, however, that Qwest would submit CRs for other process changes. If the changes did not stem from the 271 proceedings, the Qwest-initiated CRs would follow the normal CR course (and not the more streamlined provisions of the interim process applying to regulatory/271 changes). Qwest is now claiming that the distinction for regulatory/271 changes means that Qwest submits no CRs for non-regulatory/271 changes. That is not what Qwest said in its October Status Report, and that is not the case. The CLECs have clearly and repeatedly stated their position at the Re-Design sessions, but Qwest does not incorporate CLEC input on this issue. (t the December Re-Design meeting, Judy Schultz said that she believed the CLECs had made inconsistent statements and that past meeting minutes would reflect that. Eschelon said that the CLEC statements have been consistent and that the meeting minutes, if they reflect a different position, are inaccurate. Given the numerous time commitments, including meetings and projects such as this outside of meetings, Eschelon does not have an opportunity to review the minutes.)

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			about the proposed change, included an effective date that was too short to allow CLECs to respond and prepare for changes, was inconsistent with CLEC interconnection agreements, and suffered from other problems that are described in the Joint Escalation of Allegiance, Covad and Eschelon of CR#PC100101-5. It appears that Qwest views the Product/Process CMP as a means to "notice and go" with changes (with the CR simply being another form of notice), even when interconnection agreement provisions vary from the changes in the CR. If so, the Product/Process CMP harms rather than helps CLECs because it allows Qwest to unilaterally make changes that it otherwise could not. Also, more flexibility is needed in making needed and timely changes to the interim processes. One of the purposes of using an interim process is to test the process to determine what adjustments may be needed and then to test them. Qwest does not have a clearly defined and documented procedure for identifying when a change is CLEC-affecting for the interim processes. The numerous questions and disputes that have arisen show that the interim processes and documentation need improvement. In terms of time and resources, there is a tension between expending them on an interim process versus a long-term process. But, the issues take time to resolve, and something needs to be in pace in the meantime. The current interim processes need improvement, while recognizing that they will not work as well as hopefully the long-term processes (on which the Core Team will spend more time).
39		Worldcom	CLEC Originated Changes a) Evaluate Interim process to determine if working as expected b) Verify ability to initiate all types of changes
40		AT&T	All product and process issues remain to be discussed.
41		AT&T	We should have a complete review of the CR processes (systems and product/process) going over timelines and deliverables to insure that all parties have the same expectations. A timeline similar to those created for changes to an OSS interface would be helpful.

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			With OSS, there are timelines for CR implementation that relate to a scheduled release date. We need a discussion of the timeline associated with product/process changes. Should these be sized in a way that relates to the length of time to implement based on training of Qwest personnel and deployment within CLEC organizations? Other considerations?
42		Eschelon	CR form: Qwest has improved the CR form. Below are just a few comments on the form. Also, since the CR form changed, the format does not allow the originator to do spelling and grammar checks. If this could be fixed to allow such checks, it would be appreciated. "WCOM COMMENT: WCOM WOULD LIKE IT NOTED THAT THE CMP REDESIGN TEAM HAS PROPOSED CHANGES TO THE CHANGE REQUEST FORM THAT WOULD CLARIFY THE CHANGE THAT IS BEING REQUESTED AND PROVIDE MORE GUIDANCE FOR QWEST TO ASSESS ABILITY TO SUPPORT AND LEVEL OF EFFORT. WCOM COMMENTS: WE NEED TO HAVE PARITY LANGUAGE FOR CHANGES MADE TO ALL INTERFACES AT THE SAME TIME INSERTED THROUGH OUT THIS DOCUMENT.)" (p. 12 of Master) Accommodate requests by more than one CLEC/company (joint submission). Examples/Documents: The CR form used to have a place for identifying relevant documentation; adding such a request back in to the form would allow parties to add specific references to relevant documentation (or attach it).
43		AT&T	Discuss whether the CR form should include a field for the originator to provide an example that justifies the change requested. Also discuss whether to include a field that states the anticipated impact of such a change on the originator? Confidentiality: The current CR form asks "Proprietary Submission for Account Manager Only?" CRs under consideration, however, should be known to others. Or, if not, the circumstances when a CR can be confidential/submitted only to the account manager should be

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			set out in the documentation. If there is a proprietary component (such as end-user customer-specific information in an example), that can be attached in a separate, confidential attachment. Using confidential and non-confidential versions of the CR is another option if the initiator mentions such information in the CR description. The parameters for how this is handled should be outlined in the documentation. Type of CR: The current CR form does not ask for the type of CR (regulatory, etc.). Should this be added to the form? Also, WCOM has a comment in the Master Redline asking to add a reference to the types of CRs in the CR Initiation Process section (see Master, p. 12).
44		AT&T	How are Qwest-proposed *new* products/processes handled, versus changes to existing products/processes? Will Qwest put these through CMP?
45		Eschelon	CLEC comments and Qwest responses: should be communicated to CLECs. Create a method to communicate via web site. (#145)
46		AT&T	Does Qwest believe that the process a currently written would permit a CLEC to submit a CR that requests that a new interface be introduced?
47		Eschelon	Application of CR Process to Qwest: Throughout the CR Initiation sections, the application to Qwest needs to be addressed in the language. (For example, the Master, on p. 13, states what will happen at the clarification meeting. It refers to "Qwest and the originator." What if Qwest is the originator? If Qwest is the originator, do CLECs ask their clarification questions about the CR during CMP meetings? What is the process? For example, Qwest's appointment scheduler CR raised a lot of questions, and the process did not adequately address getting answers promptly. How will this work in the future? The documentation needs to address this more clearly.
48		Eschelon	Information Needed in CR: "Add description of information that such CRs should contain (such as citations with page and paragraph number, etc.) Qwest agreed to add language to the CR for regulatory changes to include the effective date and docket number. [AT&T Comment: This will not be enough information. The CR originator should also provide order numbers and

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			dates, page numbers and paragraph numbers supporting the CR. If the language of the order does not directly support the CR, the originator should provide its reasoning as to how the regulatory order mandates such a change. Mandatory dates for implementation required by the regulatory order should also be provided.]" (AT&T 11/23/01 email) Review CR form – does it need revision to request such information and provide space for it? (Does CR form
49		Eschelon	Changes to the CR form information (based on errors or new information): "Terri Bahner of AT&T expressed concern about what would happen if a CLEC missed a product or system affected on the CR form. Judy Schultz of Qwest stated that any areas being addressed by the CR request would be identified during the clarification meeting." (AT&T 11/23/01 email – comments on meeting minutes) Document this response/process in Red-Lined Master.
50		Eschelon	Posting of CRs submitted but not accepted by Qwest: Whether/when allowed; Visibility into Qwest decisions (such as scope); process (such as posting CRs on web).
51		Eschelon	New Interfaces & Retirement: "Larry Gindlesberger of Covad Communication mentioned that the CMP redesign team should look at the CR process to ensure it covers how CRs are managed for a New Interface [AT&T Comment: add to the issues/action items log, if not there.]." [AT&T 11/23/01 email] Clarify in the Master Redline that CRs precede changes to an interface, introduction of a new interface (and retirement?), etc.
52		Eschelon	Retail: Process to ensure that retail changes that are CLEC impacting go through the CMP (*see also* Scope). Who has responsibility for determining whether or not a change in retail is CLEC impacting and requires notification via the CMP process? (#104)
53		Eschelon	"Initiation" v. Remaining Flow of CR: The CMP documentation needs to more clearly distinguish between the steps necessary to "initiate" a CR and the steps that then follow, after initiation and through closure/denial. (*See* next section.) Simply separating out the steps and

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			adding more accurate headings to the documentation would be a good start to clarifying the steps involved in processing and implementing a CR. Now, different issues are lumped together under the heading of "initiation" even though they deal with presentation, responses, etc. The documentation does not lead the reader to the desired information and could be much more clear. Once the "statuses" of CRs are finalized, perhaps one section is needed for each status (presented, response, CLEC or Qwest test, etc.). This does not necessarily mean drafting new language; most of it may involve better organizing existing language and then reviewing it to ensure it is accurate/complete. Applicable section could define the status (or, do so in definitions) and state when it applies. For example, for CR initiation, would this be the "Submitted" status? *See* next section.
54		Covad	Pricing Changes: How are proposed pricing changes to be implemented if they are related to CRs, as they can't be implemented directly as part of a CR?
55		AT&T	Qwest CRs need sufficient detail to enable CLECs to fully understand the change Qwest proposes. This should include marked-up product documents that would be changed if the Qwest CR is implemented.
56		AT&T	There is a difference between the processes in the Master Redline (p. 13 – OSS CR process and p. 19 – CLEC product/process CR process). If one submits a CR 3 weeks ahead of a CMP meeting, Qwest will have a response for the systems CR by 1 week before that meeting (next meeting after CR submission). However, the response on the product/process CR is not until the second meeting after CR submission. Page 19 of the Master Redline (CLEC Product/Process Change Request Initiation Process) states as follows (p. 13 has essentially the same process): CRs received three (3) weeks prior to the next scheduled CMP meeting will be presented at that CMP Meeting. CRs that are not submitted by the above specified cut-

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			off date may be presented at that CMP meeting as a walk-on item with current status. Page 51 of the Master Redline (Meetings) states: CLEC's request for additional agenda items and associated materials should be submitted to Qwest at least five (5) business days by noon (MST) in advance of the meeting. We should discuss and draft language to deal with CRs that are submitted after the 3 week deadline, but could be presented at the CMP meeting as an agenda item rather than a walk on item.
57		Covad	Additional clarification needs to be developed around the timing of steps involved with the entire process, including escalation.
58		WorldCom	Denied CR 1) Define denial process for Qwest's CRs 2) Criteria for denial of CR needs to be stated (i.e., business rules, costs, policy)
59		AT&T	Qwest has the ability to reject/deny CLEC CRs. CLECs do not have the ability to reject/deny Qwest CRs. We need to discuss and find a way to balance the process. As it stands, Qwest CRs go through to completion over CLEC objections, however, CLEC CRs do not go through over Qwest's objection. CLECs have to use the escalation or dispute resolution process either to advance their CRs (when Qwest rejects/denies) or oppose Qwest CRs (when Qwest ignores CLEC objections). Qwest is never put in this position. This applies to product/process and may apply to systems as well (the group should discuss). The Master Redline has a couple of references to closing a CR (p. 20 – "when CLECs determine that no further action is required for that CR"). AT&T's experience is that Qwest seeks

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			concurrence from the initiator of the CR before closing. It is not clear what triggers the closing of a Qwest CR. We should discuss and address in the Master Redline.
60		Eschelon	All types of CRs: Review and revise Red-Lined Master language to ensure that the flow of CRs through conclusion of the process is described as to all types of CRs (not just CLEC-initiated CRs). Other than possibly prioritization of certain regulatory and industry guideline changes associated with mandated deadlines, are there any other differences in the handling and process flow for any type of CR? If so, not clear from current documentation. Flow: At a CMP meeting, Qwest presented a proposed flow/diagram of a CR through the process, with approximate "status" stages. The CR Initiation subcommittee, in its one call, discussed the diagram, and Qwest was going to revise it for further discussion. Review the revised diagram and consider whether it would be helpful to include in the Master, once the various stages and statuses are agreed upon. Similar CRs: If Qwest and a CLEC (or two CLECs) submit substantially the same CR, what is the process for dealing with them? "Qwest initiated its CR after AT&T initiated its similar CR. Qwest held a side call in late August to seek concurrence on its CR and could not speak to the AT&T CR at that time. It appears that Qwest's CR leap-frogged AT&T's. Why?" [AT&T 11/13 note] "At the October CMP Product meeting, AT&T's CR was discussed and was basically turned down. The next day, at the CMP Systems meeting, Qwest presented its CR and there agreed to do what Qwest wanted, but needed to be pressed by CLECs to do what AT&T has sought in the first place." (AT&T 11/13 note) Presentation of the CR: The description of presentation should clarify that clarification may occur at the same time, if there was not opportunity before-hand (and additional clarification may also occur afterward, if necessary). (Pp. 13 & 19 of Master refer to "previously held"

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			clarification, though that isn't always the case.) Qwest and CLECs will be given an opportunity to comment and ask questions. (not just Qwest, see pp. 13 & 19). The documentation should state when the "presented" status applies/occurs. <u>Consensus for solutions:</u> The Master states, on pp. 13 & 19, that "Consensus will be obtained from the participating CLECs as to the appropriate direction/solution for Qwest's SME to take in responding to the CR if applicable." Define consensus and the process for this. If there are several participating CLECs and they do not agree, is a vote taken? What if all of the CLECs agree but Qwest does not, is this a denial? Is this part of the presented status, development, or other? <u>Responses to CRs:</u> The responses should not be dealt with in the CR "initiation" section. *See supra*. This is another step in the process, and the documentation will be more helpful if the steps are clearly laid out. If there are criteria for formulating the responses, these should be described in the documentation. The Master, pp. 13 & 19, states that the only responses are "accepted" and "denied." Does this cover the universe of responses? Is this consistent with the "statuses"? Need to deal with CLEC responses to Qwest CRs as well as the reverse. "(WCOM COMMENT: AGAIN THE WAY THIS READS, QWEST INITIATED CRS MAY BE DENIED AS WELL. THIS IS APPROPRIATE GIVEN THAT THE CMP REDESIGN TEAM AGREED THAT QWEST AND CLEC ORIGINATED CRS GO THROUGH THE SAME PROCESSES.)" (Master, p. 14) The Master, on p. 14, states that Qwest's response, for systems CRs, will identify the

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			preliminary level of effort. The Master, on p. 19, does not have a comparable section for product/process. Is there some estimate of the size of product/process changes and will this be included in such responses? Also, WCOM comments (Master, p. 14) as to systems: "(WCOM COMMENT: WCOM WOULD LIKE IT NOTED THAT A REQUEST WAS MADE AS TO WHAT IS MEANT BY PRELIMINARY LEVEL OF EFFORT AND IS TO BE DEFINED BY QWEST.)" The Master states, on p. 13, that: "Qwest may not provide responses to these walk-on requests until the next months CMP meeting." Address whether Qwest may provide a written response, to all CLECs, at any time. With respect to problem solving or discussion of the response, shouldn't the documentation indicate that this might occur under certain circumstances, to avoid a long delay, as set out in the attached Eschelon email to Qwest (Jan. 7, 2002)? This is what the subcommittee discussed, and the Core Team should address it and revise the Master as needed. --The Master, on p. 19, states that Qwest may provide a modified response at the next monthly meeting. Such references should be changed to "at or before" (and the word "written" inserted before "response"?). --The Master, p. 51, states that any party may request an additional meeting on 5 days notice. If this is the case, and a CR initiator does not want to wait until the next CMP notice for a response, the initiator may request a meeting in 5 days. Is that how this works? <u>Development:</u> Define this stage of the CR process, when this status applies, etc. Is this the best descriptor for this status? <u>CLEC or Qwest Test:</u> Define this stage of the CR process, when this status applies, etc. especially as it applies to product/process and is not yet in the Master. The Master, p. 20, appears to limit the test period, at least for CLECs to 60 days. Some of the CLEC test phases to date have taken longer. (A particular issue may be difficult to identify or not arise that often due to billing cycles or other issues.) Is it the intent to limit CLEC and Qwest test to 60 days? Or should it say, unless otherwise agreed upon?

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			Implementation: The Master, on p. 20, states that Qwest will deploy the "Qwest recommended" implementation plan. In the preceding sentence, it states that the time frames will be defined in CMP. Is this a consensus process? How are time frames developed, and are similar time frames applied to CLECs and Qwest? Closed, denied, deferred: Define these stages of the CR process and when they apply/occur. (e.g., #118) "Schultz explained that a CR is not closed until the CLECs agree to close it at the CMP meeting. [AT&T Comment: the process/timing for closing a CR should be discussed and documented in the Master Redline document.]" (AT&T 11/23/01 email – comments on meeting minutes) --The Master, on p. 20, states that the CR will be closed when CLECs determine that no further action is required. (This is for product/process CRs.) Could insert here "at a monthly CMP meeting." For systems, the Master, on p. 16, states that the CR will be presented for closure at the CMP meeting. Overall Review of Statuses: Are there any others (such as after presented but before development)? Are the current descriptors the best ones? Do they convey accurately the status? Document who determines status description and how is this reflected in the CMP documentation. Organization: Description of the development cycle for systems is currently lumped under the heading of "CR Initiation." (*See* Master, pp. 14-15.) A reader looking for this information would not know to look for it in this section. This is another reason why the organization needs to be clear, and the steps outlined in separate sections that are titled in a manner that the information can be located. *See* above. "Rolling" CRs: When a CR is important to one company (CLEC or Qwest) but does not get

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			prioritized or consensus, what are options available to CLEC or Qwest? Does this vary by type of CR? Allegiance has raised this with an example of a CR that it has had open for some time but which has not yet been implemented. Qwest has raised this with respect to PID/PAP CRs. How does the BFR process apply, if at all? Does it apply equally to Qwest and CLECs? Substantive discussions (beyond clarification) and Qwest responses to CRs: *See supra* (CR Initiation) and Attached 1/07/02 Eschelon email to Qwest. The parties need to develop and document the process flow from initiation through closure for Regulatory and Industry Guideline types of changes for systems and product/process. Time Interval: The aggregate time it will take for a system CR to run through the process. [AT&T 11/13/01 email] Time Interval: The aggregate time it will take for a product/process CR to run through the process. Fair time interval for consideration and implementation of CRs: Ensure that the process is fair so that Qwest-initiated CRs do not routinely take less time to process than CLEC-initiated CRs. [This relates to the issues of whether some agreement/consensus is needed as to Qwest-initiated CRs and whether Qwest may include an effective date in a CR. If Qwest's CRs are basically handled on a notice basis (without requiring CLEC approval), they will routinely be processed in approx. 30 days or less, whereas CLEC-initiated CRs are rarely implemented in that amount of time.]

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			Denial: Criteria for denial of CRs.
61		Judy Lee, Facilitator	The Redline does not specify a finite response time by Qwest regarding acceptance or denial of a change request, although OBF Issue 2233 recommends within 21 calendar days.
62	Change Request Initiation-CMP Meeting	Eschelon	Each section needs to be reviewed to determine whether it has aspects of product/process and, if so, how the language should be modified to address those issues. (#100) Are new product offerings brought to CMP as a Change Request? (#116)
63	Change Request Initiation-CMP Meeting	WorldCom	CR presented at CMP Meeting 1) Process needed for CRs submitted less than agreed upon timeframe for presentation at meeting. Will Exception Process accommodate this situation? 2) Process for Qwest response and incorporation of CLEC comments 3) How are Walk-on CRs handled?
64	Change Request Initiation-Systems	Eschelon	The UR process and how it feeds into the CMP. This should be documented in the Master Redline document]. [AT&T 11/23/01 email]
65		Eschelon	Packaging: "(AT&T Comment) Packaging: Qwest and CLECs will discuss grouping candidates with affinities may be addressed more efficiently if taken together.[AT&T comment: this may not be exactly the right description. We just wanted to add this to this list of steps.]" (Master, p. 15) Has this comment been accepted? If so, develop language. Better definition is needed of "affinities" and when and how this happens and how much information is provided to CLECs to evaluate the "affinities" of some CRs as opposed to others. "(WCOM COMMENT: PLEASE CLARIFY? IT SOUNDS LIKE QWEST CANNOT PACKAGE CRS UNTIL THE BUSINESS AND SYSTEM REQUIREMENTS PHASE IS COMPLETE WHICH IS AFTER PRIORITIZATION HAS TAKEN PLACE…THUS IT IS CONCEIVABLE THAT CRS THAT MAY HAVE BEEN CONSIDERED LOW PRIORITIZE COULD HAVE AFFINITY WITH A HIGH PRIORITY CANDIDATE AND BY

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			ASSOCIATING THE TWO, A HIGHER PRIORITY CANDIDATE MAY NOT MAKE IT TO THE DESIGN PHASE BECAUSE OF THE PROCESS THAT WOULD BE IN PLACE WHICH LOOKS AT PRIORITY ORDER. QUESTION: IS IT POSSIBLE FOR QWEST TO PACKAGE CRS PRIOR TO THE PRIORITIZATION PHASE? IF SO, WE COULD AVOID THE ABOVE POSSIBILITY.)" (Master, pp. 15-16)
66		Eschelon	Visibility to CLECs: The Master, p. 15) describes steps Qwest will take (such as design and code and test) but does not document that the information will be communicated to CLECs (when and how).
67		Eschelon	Release Candidate List: "(WCOM COMMENTS: CHANGE "INITIAL RELEASE CANDIDATE LIST TO "RELEASE CANDIDATE LIST.)" (Master, p. 15.) Comment accepted? If so, change?
68		Eschelon	Decision on Late Added CRs: The Master, on p. 15, states that actions will be taken "if the CMP body grants the request to consider late added CRs." Is this a vote of CLECs and Qwest? Should the documentation be clearer about how this happens?
69		Eschelon	Decision on not including candidate in planned release: The Master, on p. 16, states what will happen when Qwest determines that it cannot complete a candidate in the planned release. Is this solely a Qwest determination? AT&T Comments change "advise" to "discuss" and suggest that either the candidate will be removed or that the release date will be delayed. If the latter, will this be voted on? Have AT&T's comments been accepted? Need to clarify process.
70		Qwest	Timelines for when all System Interim Processes established by the Redesign Team will be implemented, Document: WorldCom comments to proposed Re-Design format No timelines currently exist nor has a plan for implementation been released
71		Covad	CR Scope: How are decisions around CR scope to be made? A single party cannot block a CR based upon their position that it isn't within the "scope" of CMP.
72		AT&T	What is the process when Qwest believes that a CR is outside the scope of CMP? At a

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			minimum, there should be a requirement that Qwest provide a response that explains why it believes the request is outside the scope and that should be discussed at a CMP meeting. What if CLECs believe a Qwest CR is outside the scope of CMP? We should revisit the scope language in light of the rejection of Eschelon's CR that related to PIDs, but did not actually seek to change any PIDs.
73	Interim CMP Processes-Product/Process	Covad	How are Qwest-initiated Product or Process CRs to be administered? They cannot be handled as RNs, which will be implemented regardless of CLEC input.
74	Change Request Initiation-Proprietary	Qwest	Proprietary CRs, Document: COIL, The only discussion of proprietary CRs discussed in the Master Redline is that CRs may be marked proprietary on the CR form. How will Qwest display proprietary CRs on the website, in the CR database, in notifications, during CR presentations, for prioritization, etc?
75		Judy Lee, Facilitator	Develop a process to manage and track proprietary change requests and determine how these CRs will be treated through the CMP; e.g., does a proprietary CR bypass the prioritization process and is treated as an exception; does it bypass the general CMP community review process at the CMP meeting.
76		Eschelon	Proprietary CRs: Define; whether/how/when to use – documented process Proprietary CLEC questions and comments – documented process Confidential and non-confidential versions of CRs: If a CLEC has examples that contain confidential information, for example, the CLEC may provide confidential and non-confidential versions of the CR or the attachments. *See* above - CR form (The current CR form asks "Proprietary Submission for Account Manager Only?"). Need documented guidelines for when this applies. The Master, p. 23 & 36, states: "The answers [to questions about the specifications] will be

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			shared with all CLECs, unless the CLECs question(s) are marked proprietary." Can any question be proprietary, even if other CLECs need the answer?
			INTRODUCTION OF A NEW OSS INTERFACE
77		Eschelon	Consensus/prioritization: Should prioritization or consensus/approval apply to introduction of any new interfaces? (#149) If the development of the new interfaces will take away resources from development of other systems work of high priority to CMP participants, should the use of those resources be subject to discussion/prioritization? For example, Qwest decided to introduce an appointment scheduler. If Qwest has consulted CMP in advance of that decision, and the CMP participants knew that additional development resources were available to work on a project, perhaps the CMP participants would have asked that the resources be used differently. If a CLEC requests a new interface, is the process (and the criteria for deciding whether to approve the request) the same as if Qwest desires one (such as appointment scheduler)?
78		Eschelon	Introduction of a new GUI: "How and When Training will be administered (WCOM COMMENT: WHAT ABOUT IMPLEMENTATION DATE AND INTERFACE OVERVIEW SCHEDULE?)" (Master, p. 26)
79		AT&T	Master Redline, p. 23 (also p. 36 with change to existing interface), Qwest Response to Comments (Intro of New OSS Interface – App. to App.). This section states that Qwest will respond to all CLEC comments and identify changes made as a result of CLEC comments. However, for the GUI, p. 27 (and also p. 39), the language states that "Qwest will consider CLEC comments and may address them with the release of the Final Notification." Why the difference? We should have the same process.
80	Interface Technical Specifications	Worldcom	Initial Interface Technical Specifications 1) Need language for Technical Specifications definition 2) CR Process and Tech. Spec. need to be linked in red-lined document 3) Timelines language regarding business days vs. calendar days

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			4) Language to address holidays in timelines 5) Address if CR is needed for new interface.
81		Eschelon	Process Flow: "Mitch Menezes of AT&T stated that CLECs needed to adhere to the timeline for providing comments even if the CLECs are not going to implement at the same time as Qwest. Jeff Thompson of Qwest stated that comments received after the comment cycle could be incorporated if necessary. Mitch Menezes of AT&T asked about adding a placeholder to ensure that the connection is made to between the CR Process and this Process. [AT&T Comment: this should be reflected in the issues/action items log. The point is to insure that we are clear in the Master Redline about what the process flow is from beginning to end. Any process that is preceded by a CR needs to be clear. Any process that is not preceded by a CR needs to be clear.] Menezes also asked if EDI Implementation guidelines are covered under the Change Management Process. Jeff Thompson took this as an action item." [AT&T 11/23/01 email – comments on meeting minutes] --"Draft Interface Technical Specifications [make sure CR process and this process are linked properly in final document]" (Master, p. 33) Clarify language re. 28th calendar day: "Draft GUI Release Notice was updated and new language added. "Prior to implementation of a change to an existing interface, Qwest will notify CLECs of the draft release notes and the planned implementation date. Notification will occur at least twenty-eight (28) calendar days prior to implementing the release unless an exception process has been invoked. This notification will include draft user guide information if necessary. CLECs must provide comments/questions on the documentation no later than 25 calendar days prior to implementation. Final notice for the release will be published at least twenty-one (21) calendar days prior to production release date." [AT&T Comment: we discussed that Qwest would provide the notification by the morning of the 28th calendar day so that CLECs have that first full day to review. This should be reflected in the language.]" [AT&T 11/23/01 email – comments on meeting minutes]

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			Release Notice Dates: "Generally, no less than one hundred (100) calendar days prior to the implementation of the new interface, Qwest will issue the Final Release Requirements to CLECs via web site posting and a CLEC notification. (WCOM COMMENT: WHY IS THE TERM "GENERALLY" INSERTED HERE? THERE SHOULD BE SPECIFIED RELEASE NOTICE DATES FOR INTERFACE TECHNICAL SPECIFICATIONS.)" (Master p. 24) Timing of Comments: When are CLEC comments on draft interface release notices due? (WCOM comment on p. 39 of Master.) Add to document. Also, insert that Qwest response is due 4 calendar days "after receipt of CLEC comments." (AT&T comment, p. 39 of Master) CLEC Comments: The Master, p. 39, states: "CLEC comments to the draft notice may be incorporated into the final notice." Are they ever required to be included? Are their guidelines for inclusion? Define "technical specifications" in text or Definitions: AT&T & WCOM comments in Master, p. 35. (#141)
			CHANGE TO EXISTING INTERFACES
82	Change to an existing OSS Interface	WorldCom	Change to an existing OSS Interface 1) Rolling 12-month view language needs to be included for all interfaces. 2) Language on number of OSS release cycles per year 3) How are addenda to release software and documentation handled? 4) Address version to existing interfaces (OBF) 5) Address distinction between joint testing and availability to test prior to implementation 6) Address if process is needed for non-coding changes that may affect CLEC operations/processes 7) Address testing capabilities for all Qwest products offered in production. 8) App-to-App joint testing- address special procedures for geographical or system differences

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			9) Joint testing- address process if CLEC wants the test environment to support a new product. 10) Address language for production support and trouble tickets
83		Eschelon	Rolling 12-month view: Define. "At the first CMP systems monthly meeting of each quarter, Qwest will also provide a rolling twelve (12) month view of its OSS interface development schedule. (AT&T Comment) *(including proposed new releases, new interfaces and, to the extent possible, retirement of existing interfaces).[AT&T Comment: If there is another place where the rolling 12 month view is discussed, we could put this clarifier there, but this is the only place I have seen it so far.]*" (Master, p. 30) The Master, p. 51, states that: "The meeting may also include discussions of Qwest's development view." Is this the place to address this?
84		Judy Lee, Facilitator	The 12-month development view is mentioned in the Redline, however, there needs to be more detail guidelines for the view. For example, when will Qwest share the view with CLECs at the CMP meeting? Will Qwest seek input from CLECs, if so, will comments be taken into consideration? AT&T: In the Master Redline (pp. 30, 51, 52), there are references to the 12 month development view. This should be fleshed out more to indicate what is included, what is the process for CLECs to comment on the development plan. What is the process for CLECs to seek additional development items on the plan? Discuss what has been implemented with the 12-month view, if anything.
85		Eschelon	Billing Interfaces: "(WCOM COMMENT: BECAUSE QWEST DOES NOT SUPPORT VERSIONING FOR EBTA OR BILLING INTERFACES, THE REDESIGN TEAM NEEDS TO MAKE SURE THAT THE RELEASE NOTIFICATIONS FOR THESE INTERFACES ARE PROVIDED TIMELY ENOUGH THAT REQUIREMENTS CAN BE IMPLEMENTED BY CLECS PRIOR TO THE IMPLEMENTATION OF THE NEWEST RELEASE.)" (Master, p. 31) GUI versions: "(WCOM COMMENT: WOULD IT NOT BE FAIR TO SAY THAT QWEST CANNOT SUPPORT VERSIONS OF ITS IMA GUI INTERFACE BECAUSE IT IS A INTERNET CONNECTION? THUS THERE IS A DIFFERENCE WHEN YOU CONSIDER THE ABILITY TO SUPPORT VERSIONS (EBTA & BILLING) AND THE INABILITY TO

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			SUPPORT VERSIONS. WCOM BELIEVES THIS NEEDS TO BE MADE CLEAR.)" (Master, p. 33) Relationship to CRs: "Prior to Qwest implementing a change to an existing interface, Qwest will notify CLECs of the draft Technical Specifications. (WCOM COMMENT: LANGUAGE SHOULD BE ADDED THAT INDICATES ANY CLEC AFFECTING CHANGE QWEST WILL HAVE FORMALLY SUBMITTED THROUGH THE CR PROCESS.)" (Master, p. 33) Define Changes to the OSS interfaces that may not require a CLEC to make coding changes but may affect CLEC process or operations. Non-coding changes may not require a CLEC to make coding changes but may affect CLEC operations or processes. (#137)
86		Eschelon	GUI/EDI: Are GUI and application-to-application interfaces for the same capability made available at the same time?
87		Eschelon	Define Release Production Date in text or Definitions (AT&T Comment in Master, p. 26).
88		Eschelon	Redlining to show changes: "Tom Dixon of WorldCom asked if a redlined version of technical documentation was provided to CLECs. Jeff Thompson answered that redlining the technical specifications will not be beneficial for the CLEC technical SMEs, therefore, Qwest will only provide a clean version of the technical specifications. [AT&T Comment: Jeff did state that when the Final Notification Letter comes out, Qwest will identify in one of the documents provided what changed from the draft interface technical specifications.]" [AT&T 11/23/01 email – comments on meeting minutes]
89		Judy Lee, Facilitator	Determine if a naming convention for software version control is adequate in the Redline. Determine if language in Redline is adequate to retire a software version.
90	Major release	Eschelon	Scope/limit on number of major non-IMA OSS releases? Were AT&T's comments on p. 30 of the Master accepted? "Qwest will implement no more than four (4) releases per (AT&T Comment) IMA OSS Interface (AT&T Comment) [and no more than two (2) released for other OSS Interfaces.]"

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			"(WCOM COMMENT: IF THIS CLAUSE IS REQUIRED FOR IMA RELEASES ONLY, THERE SHOULD BE LANGUAGE TO ADDRESS THE RELEASE CYCLES OF OTHER OSSs INCLUDED IN THIS DOCUMENT.) [AT&T Comment: Qwest was to determine whether it can agree to 2 releases on interfaces other than the IMA.]" (Master, p. 30) Define major release and release (#133) Propose language for maximum number of major releases for OSS interfaces, other than IMA. (#139)
91	Point Release	Eschelon	KPMG Observation 3066: Qwest does not consistently employ the defined Change Management Process (CMP) to exclude CLEC-impacting system changes from point release versions of the Interconnect Mediated Access (IMA) interface. Define the number of major and point releases that will be made in a calendar year. The Master, p. 16, states: "If the candidate is removed from the list, Qwest will also advise the CLECs as to whether or not the candidate could become a candidate for the next point release, with appropriate disclosure as part of the current major release of the OSS interface." What criteria are used to determine whether it is a candidate for the next point release? Is this solely a Qwest determination? When does this happen?
92	Walk-through	Eschelon	"Menezes asked if oral comments or questions during and after the walkthrough would be addressed in writing. Jeff Thompson of Qwest stated that if the question cannot be answered during the walkthrough, then a written response would be provided. Thompson took an action item to add a definition for Technical Specifications to the Terms section of this document." [AT&T 11/23/01 email – comments on meeting minutes] <u>Draft:</u> The Master, p. 23, states: "Qwest will sponsor a walk through, including the appropriate internal subject matter experts (SMEs), beginning one-hundred and ten (110) calendar days prior to implementation (AT&T Comment) *and ending one-hundred and six (106) calendar days*

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			prior to implementation." Has this AT&T comment been accepted?
93	Informal meetings	AT&T	In Qwest's initial proposal (June 2001) with respect to new and retired interfaces, it states that Qwest will schedule "introductory-informal meetings with co-providers in advance of introducing a new application-to-application interface". It also states that a "similar type of meeting will be held 8 weeks in advance of introducing a new Graphical User Interface (GUI)." The only thing in Master Redline is a statement on p. 21 (Introduction of a New Interface) that "discussions between CLECs and Qwest may be held prior to the announcement of the new interface." AT&T believes that these discussions would be beneficial and should be mandatory, not optional ("may").
			NOTIFICATIONS
94	Notifications	Eschelon	Processes for notification of CLECs and adequacy of process (Issue CM-17): "The current process, however, is still inadequate and needs further revision. The notices remain unclear as to the precise nature of changes and the basis for those changes, and further discussion is needed as to when a notice, as opposed to a CR, is sufficient." (Eschelon Comments/Nov. Status Report.) -The Master document mentions types of Notifications in places, but little is actually said about them, when they apply, and their required content. A section on notifications is needed in the Master. If Qwest plans to use notifications, as opposed to CRs, in any situations (in the long-term, after the interim process), those situations need to be described in the Master.
95		Eschelon	Event Notifications: Need conventions/guidelines for content and timing of event notices. *See* Eschelon 12/0801 email to Qwest.
96		AT&T	Issue/Action Item 156 deals with clarifying notifications to be used. This should include: (i) what is each type of notification used for, (ii) how is distribution determined for each, (iii) what is the timing for such notification, (iv) what triggers such notification and (v) who (or what group) is the contact within Qwest for such notifications?
97		Eschelon	Call Center Outages: Review Qwest Center Outage Notification Process-Posted 10-29-01 (Action Item #40)
98		Eschelon	Network Outages: paging process for Network Outages (#42)

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99		AT&T	With respect to notifications called for in the CMP, there is usually a set list of items to be included. This list is sometimes qualified with the words "where practicable" (p.21, I.1, Release Announcement). AT&T would like a general provision in a "notifications" section of the Master Redline that states that while the lists of information to be included in notifications may be finite, we would like Qwest to include any other information it believes would be useful to CLECs in fully understanding the notification.
100		AT&T	Where do RNs (release notifications) fit in the process today? Are they still used? If so, what is the process that precedes distribution of RNs?
101		AT&T	We continue to receive notices for scheduled system downtime on too short notice (i.e., on 1/10/02 at 5:30 p.m. received notice on DLIS being down 1/12/02 all day). We have discussed in Redesign having Qwest provide these notices further in advance. We would like to receive them at least 5 business days in advance.
102	Administration	Eschelon	**MANAGING THE CHANGE MANAGEMENT PROCESS** Organization: The administration section is currently in the middle of the document. When finalizing the document, consider whether this should be moved up. POC: The Master, pp. 48-49, provides for sharing and posting of CLEC contact information. Qwest contact information, including SMEs when assigned to CRs, needs to be shared, and the Qwest POC information posted. Qwest currently circulates a CMP meeting attendee list internally and to CLECs. That practice should be documented and the list should include CLEC and Qwest contact information. Define responsibility for a primary and secondary POC and a CMP Team Representative. (#107) Frequency of meetings: The Master, p. 51, says that meetings will occur at least once a month. Document a two-day session? Distribution Package: Since this language was written, Qwest changed the format of the log, added more detailed status histories, and created the "interactive reports." Should the language on pp. 52 & 55 of the Master be revised to reflect the current practice and the terms used for the

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			documents on the web? The Master, on p. 53, states when Qwest will provide the package but not to whom. Does "electronically" mean email and web posting?
103		Covad	What process will be used to make changes to CMP once it has been "re-designed"? By what method does Qwest propose to prove that it has actually implemented changes as it represents it has done/is doing/will do?
104		AT&T	There seems to be a gap with respect to implementation of the redesigned CMP. CLECs and Qwest do not have the same understanding of the degree and quality of implementation. There should be an ongoing agenda item that brings back processes that are being implemented from Redesign and evaluates them. We could start with the document entitled "Change Management Process (CMP) Improvements – 11/26/01" that Qwest distributed at one of the Redesign meetings (one column has implementation dates). With joint input, this document could be made more meaningful and reflect a common understanding of where we are in the process.
105	CMP website	Eschelon	Group documents by category – as number of documents increases, difficult to find. With respect to the Re-Design website generally: "When the Re-design web site was new, it was ok to just list all the documents under 'Re-Design Documentation.' Now that the volume has increased, however, it would be nice if these documents were grouped by category and information was up-to-date and easier to find." (12/17/01 Eschelon email to Qwest) Escalation (Process described in Master, p. 76, needs to recognize web script) Documentation of process – should be able to find it under "escalation" Responses and Replies need to be on web, promptly, and should be readable. (The CLEC Reply to the Qwest's Additional Testing Response shows up with a long header in the document. Is this a glitch?) Web script needs revision to allow more flexibility. Allow for joint escalations. Pull down menus need to give complete options, including "other, please describe." Need instructions for how another company joins an existing escalation.

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			Add a note/link in the CR status history so that it shows that the issue has been escalated. Archived CRs: Where are they? (e.g., Eschelon CR #5043204: Was this archived/where is it?) CRs (and their status histories) other than those initiated by CLECs (Qwest-initiated, regulatory, and industry CRs) need to be added to the Qwest wholesale CMP website.
106	Roles and Responsibilities	WorldCom	Managing the Change Management Process 1) Responsibilities/Roles and level of participation for CMP redesign 2) Ensure all items addressed are included in minutes and on CRs. 3) How will changes to PID/PAP's after 271 approval be handled?
107		Qwest	Major Roles and Responsibilities, Document: Co-Provider Industry Change Management Process, No listing of major roles and responsibilities for key participants in current Master Redline. Define role of the CLEC community, Qwest support groups, and CMP Managers?
108	Roles-Qualified CLECs	AT&T	Master Redline, p. 51, states that "Additional meetings may be held at the request of Qwest or any qualified CLEC (as defined in this document)? Do we intend to define "qualified CLEC" in this document? The term is not used anywhere else in the Master Redline.
109	Meetings	WorldCom	Meetings 1) How are monthly system outage reports generated and supplied to CLECs? 2) Is CMP website inclusive of all CRs? 3) Archive section for CRs on website states "coming soon" – where were the previously displayed CRs before Qwest switched to the new interactive website.
110	Emergency and Special Meetings	Qwest	Emergency and Special Meetings, Document: OBF Proposal with Qwest CMP Proposal and CLEC comments- 8-18-01, No process listed for Emergency and Special Meetings What is the process for Emergency and Special Meetings (i.e. criteria for special and emergency meetings, notification of meetings, location, parameters, etc)

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
111	Meetings-Minutes	AT&T	Does the provision in the Master Redline, page 54 (Meeting Minutes), mean the Qwest will prepare minutes from the monthly meetings as well as any other meetings held by the CMP group? How about clarification calls? Is there any CMP-related meeting for which minutes would not be taken? We should clarify the language to make clear when minutes will be taken. If there are minutes, are they just posted on the web or are they distributed by e-mail to just the participants/the entire CMP distribution? Does it depend on the meeting?
112	Enforcing CMP	Qwest	Enforcement of CMP, Document: Qwest Draft Recommendation Change Management Process (CMP) for Local Services, Table of Contents (Issue list), No language in the section on Managing the CMP How will the CMP be enforced and what will occur if the CMP is no longer mutually beneficial for CLECs and Qwest?
113		Judy Lee, Facilitator	Determine how both parties will enforce the CMP. What happens if one party doesn't follow the CMP? What happens if the CMP doesn't work anymore?
114		Eschelon	Quick process when things go wrong: Qwest makes an internal change in process that impacts CLECs and the change has not gone through the CR process. We need to discuss a process for addressing these things. There should be a way for a CLEC to identify the problem and get a quick response from Qwest that withdraws the process change and makes it go through the CR process before Qwest can implement. [AT&T email 11/13/01] Code of Conduct – what is the disciplinary action when guidelines – (includes compliance) are not adhered to (#105)
115		AT&T	Master Redline p. 49 (Managing CMP) refers to a CMP Steering Committee. Is there one? What does it do? Page 50 (Managing CMP) refers to a standing agenda item on the effectiveness of CMP. Does this happen?
116		AT&T	The Scope section of the Master Redline should state clearly that the CMP process is used to change CMP itself. In addition, discussion about that process is needed. Is it done with a CR

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			submission? Is it treated as a systems or product/process CR (assuming those processes are different)? Does the entire CMP negotiate changes or would a committee be appointed to negotiate and draft changes? How are changes approved? Need an understanding of how the process for changes to CMP will work.
			PRIORITIZATION
117	Prioritization	Eschelon	*See* CR Initiation and Types of Changes (above) re. Regulatory CRs. *See* Systems Development Cycle – Packaging (above). *See* Introduction of New Interfaces (above). Need to review all of the language in the Master regarding prioritization and the proposed prioritization form. KPMG Observation 3067: Qwest Systems Change Management Process (CMP) lacks guidelines for prioritizing and implementing CLEC-initiated systems Change Requests (CRs). When prioritization applies; whether prioritization is on a per-OSS basis. The Master, on p. 14, states: "Qwest or CLEC originated CRs for changes to an existing OSS interface will then be prioritized by the CLECs and Qwest resulting in the initial release candidate list." (Refer to broad definition of OSS Interface.) Is this always true, for all systems/interfaces/types of CRs? Similarly, the Master, on p. 15, states "new CRs will be prioritized." This statement is in the Systems CR Initiation Section, which applies to any systems change (not simply GUI and EDI). Will all such CRs be prioritized? If not, description of process needs to be changed. The Master, on p. 15, states: "If the requirements work effort, for the late added CRs, cannot be

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			completed by the end of system requirements, the CR will not be eligible for the release and will be returned to the pool of CRs that are available for prioritization in the next OSS interface release." Will the CR always be returned, or does it depend on the priority of the CR? Is there a decision/vote on returning the CR to the pool? Complete review of handling of regulatory and industry guideline CRs in prioritization. Qwest and CLECs have disagreed to date. Action Item #142 states that "Qwest stated that Industry Guideline and Regulatory changes will not be prioritized, but a CR will be shared with CLECs at the Systems CMP Meeting" but fails to state the CLEC proposal. Menezes stated that the CLECs would understand if there were a week difference in functionality availability between EDI and GUI, but that any greater amount of time would represent benefits to one interface user over another. Terry Wicks-Allegiance agreed with Menezes. The team determined to let this issue (EDI – GUI simultaneous functionality implementation) be addressed within the CMP process during prioritization discussion. [AT&T Comment: It appears that this issue was captured as no. 157 on the issues/action items log. This item was closed as being resolved in the changes to Existing OSS Interfaces language. It may still be discussed in prioritization, if appropriate.] [AT&T 11/23/01 email] "Wcom not allowed to vote on EDI CRs (Issue CM-12). This issue has not yet been addressed in the redesign meetings." Status Report. During one of the last votes, Eschelon used three votes for its priority CRs but later found out that the CRs were collapsed into one change. Need a documented process to identify this earlier, when possible, so that a carrier may use votes wisely. <u>Voting by Qwest:</u> Before Qwest-initiated CRs were included in prioritization, Qwest did not

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			vote. Document that Qwest gets a vote if all CRs are included in prioritization. Voter: The Master, p. 48, provides that the primary POC or the alternate may vote. May companies also designate someone to vote (as by proxy)? Voting Process: There was discussion at a CMP meeting about the manner in which to vote (what numbers to assign, etc., and whether by email, etc.). (For example, on a scale of 1 to 10, 10 would be a higher priority.) Need to capture process in Master.
118		Judy Lee, Facilitator	OBF Issue 2233 recommends a provider to establish and communicate a development schedule that includes a CR deadline and first and second round prioritization meeting dates.
119		WorldCom	Prioritization 1) Need end-to-end development life cycle. 2) Language for mandatory/industry dates, allow for exception, escalation and dispute resolution procedures 3) Prioritize all CRS (regulatory) 4) Criteria how to rand CRs. CLEC's ability to prioritize and vote per OSS. Prioritization of Existing OSS CRs 1) Industry Guideline CRs be prioritized? 2) Performance measure obligations prioritized? 3) Voting process needs to be developed. 4) Need language if dispute/escalation process can be invoked in prioritization process? 5) CLECS want grouping (pkg) of candidates before prioritizing. 6) Is prioritization on a per OSS basis? 7) Need language to address requests for re-prioritization (re-rating) as the OBF language. Need language to address any ties in voting that result in CR making release or not.
120		AT&T	What happens to a CR that is introduced by a CLEC, does not gain support from other CLECs, but is nonetheless needed by the requesting CLEC? The way the process is drafted, the CR will

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			never get implemented. What are CLECs to do to get the requirement addressed? CLECs contend that if a product were technically feasible within Qwest's network, a technically feasible type of interconnection has been created and should be made available to all CLECs on a standardized basis, and to do so, Qwest should create a product and provide product-like cost support. Qwest agrees that there are times when a BFR should be productized, but disagrees with the notion of an arbitrary or predetermined number of BFRs, preferring to rely on judgment based on experience. Staff suggests that Qwest, with CLEC input, develop a series of criteria that would accelerate the productization of BFRs and that this process should be incorporated within the CICMP and subsequently by provisions within the SGAT. Staff, therefore, concludes that this issue should be resolved in favor of the CLECs. In prioritization, the ranking is done 1 through N, where N is the number of CRs/changes under consideration. Discuss whether, as part of ranking, the parties can also designate "No" for a particular CR/change where parties actually oppose implementation of a certain change.
121	Sizing/Level of Effort	Eschelon	Sizing needs clarification/language. Need to define/quantify level of effort. (#146) "Although the draft language refers to sizes of effort (small through extra large), no criteria are given for how these determinations are made." (Eschelon Comments/Nov. Status Report.) --See Master, p. 14: Do these definitions of small through extra large apply, and are they the only definitions? If the definitions are expanded or changed, do so on p. 14 as well as in level of effort section. --Qwest had agreed that perhaps level of effort can be quantified in terms of hours (such as development hours), perhaps using ranges. Need to quantify and document.

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			Level of effort for product/process: Is there an equivalent concept of level of effort for product/process? What factors does Qwest consider (hours, expense, etc.?) and how and when are these conveyed to CLECs? Define "preliminary" v. non-preliminary level of effort (see Master, p. 14) and when these occur. (*See also* CR After Initiation, above.) "(WCOM COMMENT: WCOM WOULD LIKE IT NOTED THAT A REQUEST WAS MADE AS TO WHAT IS MEANT BY PRELIMINARY LEVEL OF EFFORT AND IS TO BE DEFINED BY QWEST.)" Master p. 14. Need visibility into Qwest decisions and criteria used. What make a level of effort "preliminary"? This appears to all be within Qwest's discretion. How accurate can Qwest be at this point? Shouldn't there be a readout on level of effort (in writing or at CMP meeting) to describe Qwest's analysis on level of effort? [AT&T 11/13/01 email]
122		Covad	The "shirt sizing" relative to OSS CRs is still unclear. Not only is there a need to quantify the sizes, but also it is necessary to know the output capacity of the shirt factory.
123		WorldCom	Preliminary Level of Effort 1) How is preliminary level of effort defined? More definition is needed. 2) Criteria for LOE 3) Process to handle LOE that straddles more than one release 4) Qwest agreed to provide preliminary LOE before prioritization. Need language.
124	Ranking/Packaging	WorldCom	Development Cycle 1) Package – need to address process if re-ranking is needed after package discussion. 2) Package – need to address that Qwest needs to address the different options for packaging and let CLECs have an input as to which option they desire – maybe re-ranking is needed.

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			INTERFACE TESTING
125	Testing	Eschelon	Test bed/more than one IP for testing purposes Has this issue been addressed: CR# 4868276 on ATT. D of the 8/16 CICMP Distribution Package (enhance testing environment by allowing for more than one IP for testing purposes and moving away from scheduling testing time periods for pre-ordering) is the CR that Qwest asked to cancel at the last CICMP meeting. (The Distribution Package is available on the web at http://www.uswest.com/wholesale/cicmp/teammeetings.html). We asked that this CR not be cancelled, and we continue to want the items requested. The CR will be discussed further at the next CICMP meeting. We have asked for a test bed of accounts, but it wasn't clear at the last meeting whether the request for a test bed of accounts remains part of this CR. We continue to desire a test bed of accounts. (9/11/00 Eschelon email) Failures in production versions of OSS Interfaces KPMG Observation 3052: Qwest's Change Management Process (CMP) does not have documented contingency plans and/or processes to correct failures in the production version(s) of OSS interfaces. Testing in development cycle description: The Master, p. 16, states: "When Qwest has completed development of the OSS interface change, Qwest will release the OSS interface functionality into production for use by the CLECs." The only reference to testing in the preceding description of the development cycle is "code and test" work by Qwest. Is a reference to the testing environment (or cross-reference to the testing section) needed here for clarity? Joint Testing Period: "Qwest will provide a thirty (30) day test window for any CLEC who desires to jointly test with Qwest prior to the Release Production Date. (WCOM COMMENT:

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			WHEN SATE IS EMPLOYED BY A CLEC, JOINT TESTING IS NOT REQUIRED, THUS PLEASE ADD CLARIFYING LANGUAGE TO DISTINGUISH BETWEEN JOINT TESTING AND AVAILABILITY TO TEST PRIOR TO IMPLEMENTATION. WE NEED TO ALSO BE CONSISTENT WITH THE USE OF CLEC COMMENTS / CONCERNS.)" (Master, p. 38)
126	Test environment	Eschelon	*See* Issues Raised by AT&T in 12/3/01 email to Qwest (see attached). KPMG Observation 3068: Qwest's Interconnect Mediated Access (IMA) Electronic Data Interchange (EDI) Stand Alone Test Environment (SATE) does not offer CLECs sufficient troubleshooting capabilities. KPMG Observation 3069: Qwest's Interconnect Mediated Access (IMA) Electronic Data Interchange (EDI) Stand Alone Test Environment (SATE) data request process does not provide specific, documented approval timelines. KPMG Exception 3095: Qwest's Interconnect Mediated Access (IMA) Electronic Data Interchange (EDI) Stand Alone Test Environment (SATE) does not offer CLECs testing capabilities for all Qwest products offered in production. KPMG Exception 3029: Qwest's Interconnect Mediated Access (IMA) Electronic Data Interchange (EDI) Interoperability Testing Environment does not offer Co-Providers with sufficient testing capabilities.
			PRODUCTION SUPPORT
127	Production Support	Eschelon	*See* Types of Changes and CR Initiation above. Determine and document how to notify the CLECs that a trouble ticket has been escalated.
128		WorldCom	Production Support 1) Need escalation process for tech. Production problems 2) Process for escalation of IT Trouble Ticket?
129		AT&T	Master Redline, Production Support Language, page 72. Severity 3 notification interval for no

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			change in status is 48 hours. AT&T would like to discuss bringing this down to 24 hours. Master Redline, page. 70, Severity 3. The example states "Equipment taking hard errors, no impact yet." AT&T would like a clarification on what a "hard error" is.
			TRAINING
130	Training	Eschelon	Review all proposed language for training. Identify when training will be posted on the web and where. Is training required in some circumstances? If so, document when. Will CLEC Forums be addressed here?
131		WorldCom	Training *1)* Incorporation to CMP *2)* Document formal process (i.e. how can CLECs request specific training?)
			ESCALATION AND DISPUTE RESOLUTION
132	Escalation	Eschelon	Document ability to escalate Qwest decision not to accept a CR, if such decision is allowed (e.g., Qwest's determination that CR not within Scope of CMP). --Master, p. 75, states that escalations may relate to the CMP itself; this includes scope, correct? Develop an escalation process for technical issues addressed by Qwest's IT wholesale systems help desk. Ensure Escalation and Dispute Resolution Processes are drafted for Qwest's use as well as CLEC use: "Interim Escalation and dispute resolution processes for the CMP: Questions have arisen as to when and how the escalation and dispute resolution processes for the CMP apply to Qwest. For example, Qwest submitted a CR in which Qwest stated an effective date for the change "request" in the CR. Although CLECs have objected to the requested change and its effective date, Qwest is nonetheless implementing the CR (including application of rates)." (Eschelon Comments/Nov.

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			Status Report.) E.g.: Section IV of the Master Red Line states that the decision to escalate is "left to the discretion of the CLEC," but Qwest may need to escalate in a situation in which CLECs do not agree to or accept a Qwest-initiated CR. Also, on pp. 14 & 20 of the Master, it states that CLEC's may escalate if they do not accept Qwest's response. It needs to state that Qwest may escalate if Qwest does not accept CLECs' response. (On these pages, add a cross reference to the Escalation section of the document.) <u>Email/web script:</u> The written process for escalation (Master, p. 75) anticipates an email, and the described information is inconsistent with the web script. Particularly unless and until the web script is more user friendly and flexible, CLECs need to be able to use email. The process for other CLECs to join (or assume responsibility) for an escalation also needs to be clarified (and the process described in the notices needs to be consistent with what is said in the Master). <u>Formal complaint process:</u> "We received the attached Mailout concerning the updated process for initiating formal complaints. When I look at the web page for the Process for Initiating Formal Complaints it sends me to Expedites and Escalations. Nowhere on that page does it address Formal Complaints. Is there a formal complaint process? Where is it documented?" (1/4/02 Eschelon email to Qwest) <u>Time frame for mail out notification of escalation:</u> "in a time frame to be determined – Jarby" (Master, p. 76) With the recent escalations, there was confusion about how other CLECs joined the escalation. Some indications were to contact the CMP Manager and others to go to a web site that may not have then been clear. The Master, p. 76, refers to an email process. If that is the process, the notice should say so. Need to clarify.

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			Next steps/implementation: The document states that Qwest will respond and CLEC will reply. (This could be the reverse with CLEC responding and Qwest replying, if Qwest initiates the escalation, as should be provided for in the documentation.) After the reply, what is the next step? Is it discussed on a call, at the next monthly CMP meeting, etc.? Can a CR be implemented if the escalation does not end in mutually agreeable resolution? For example, if CLECs reply that they do not accept a Qwest response, does Qwest have to go to the applicable regulatory body (ies) before implementing? (*See also* relationship to interconnection agreement.) Resolution: The Master, p. 77, states: "When the escalation is closed, the resolution will be subject to the CMP." What does this mean? For example, if one CLEC and Qwest agree to resolve an escalation, do the other CLECs then need to address the resolution at the CMP? If CLECs do not agree with a Qwest position in an escalation, does Qwest then bring the non-resolution back to CMP for further action? Does "subject to the CMP" relate to the statuses?
133		AT&T	Master Redline, Escalation Process, p. 77. AT&T seeks clarification. When an escalation occurs through this process, is it taken to the highest level within Qwest before Qwest provides a "binding position" rejecting the CLEC request, or, is the binding position response from the first level of escalation? Depending on the discussion, we may need clarification in the Master Redline. Master Redline, p. 76 (Escalation Process), states: "Any other CLEC wishing to participate in the escalation must submit an e-mail notification to the escalation URL within one (1) business day of the mail out. The subject line of the e-mail must include the title of the escalated issue followed by "ESCALATION PARTICIPATION"" With a recent escalation, a Qwest mailout pointed CLECs wishing to join an escalation to a website (not a URL for e-mail). When AT&T attempted to use the website, we had problems. It

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			was not clear from the available prompts how to join the escalation. It was not clear after taking action whether the attempt was successful. Is confirmation supposed to be generated by the website or is confirmation supposed to come by e-mail from someone at Qwest? If so, who (what function)? While we were directed to a website to join the escalation, this does not appear to be the process written into the Master Redline. This appears to be an implementation issue. If the website works and joining in this manner is effective, that may be an ok thing, but the Master Redline needs to reflect the process and we all need to come to agreement on what the process should be and it should be implemented as agreed upon.
134		Covad	Additional clarification needs to be developed around the timing of steps involved with the entire process, including escalation. More clarification is needed around "joint escalations."
135		Judy Lee, Facilitator	OBF Issue 2233, dated Dec 28, 2001, proposes "The Provider's established trouble reporting and trouble reporting escalation processes should be followed for production support problems."
136	Dispute Resolution	WorldCom	Dispute Resolution Process 1) Need CMP Dispute Resolution e-mail address.
			EXCEPTION
137	Exception Process	Eschelon	Exceptions: "We need a fuller discussion and documentation of this process. What makes an item qualify as an exception? Should an exception first need to be "accepted" as an exception from the CMP group? If so, by what process?" (AT&T 11/13/01 email) Invoke/process: Master, p. 34 (& p. 37), states: "Qwest will provide draft technical specifications at least seventy-three (73) calendar days prior to implementing the release unless the exception process (see Section xx) has been invoked." Does "invoke" mean the CMP Participants have agreed to an exception? What is the process for "invoking" an exception? Prioritization: What is the process for an Exception item during prioritization? (#93)

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
138		WorldCom	Define
			DEFINITION/GLOSSARY OF TERMS
139	Definition of Terms	Eschelon	Controlled Production Testing Good faith Release Production Date Statuses (e.g., Submitted, presented, development, test, closed, denied, denied/deferred, escalated, etc.) Timelines: evaluate if the timelines should be in business days or calendar days (#140) Define in the Master Redline what it means to "walk an item on" at a CMP meeting. "Does this replace clarification? Are there criteria for a walk-on (any kind of advance notice needed? Any demonstrated urgency required? does it in effect create an exception for the CR that is walked on?)? How is the timeline different for a walked-on item versus those submitted 3 weeks ahead of the meeting? Should this simply be treated as an exception?" (AT&T 11/13/01 email) *See also*, Master, p. 51: It says that attendees should bring material relating to the walk on to the meeting. If the issue is known to the attendee in advance, should the attendee be required to provide the materials earlier? For example, Qwest introduced proposed changes to LNP only cutover intervals as a walk on at the end of the day in a CMP meeting and wanted a decision from CLECs on the issue. The agenda did not notify CLECs of the issue so they could have appropriate people in attendance. (Ultimately, a separate call had to be scheduled to discuss.) If Qwest has such a request, it should be properly noticed and materials included in the package.

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			Define terms used in Paragraph 2 in the body of the document (scope and introduction) and in the glossary of terms table on page 41 of the Master Red lined document. What is OBF's definition? (#106) Whether "CLEC operating procedures" is defined under Terms table in master redline document (#110) depends on whether this standard is used for the long-term process. That has not yet been addressed. Review key terms used to ensure each is defined; review all language in "Definition of Terms" section.
140		WorldCom	Terms to be included: *Release Production Date* Migration Testing New Release Testing Regression Testing Controlled Production Testing Interoperability Testing Sate
141		AT&T	Terms/definitions. CLECs and Qwest have not finished going through the terms drafted by Qwest. The Master Redline makes reference to a CR "status" in several places ("status is deferred", p. 14; "refer to status of existing changes", p.64; "walk-on with current status", p. 13). In addition the CR Form, item 21, refers to status. However, nowhere in the Master Redline are the various status types identified and described (e.g., presented, clarification, deferred, submitted, CLEC Test, development, etc.). This needs to be done.
			MISCELLANEOUS
142	Documentation	Eschelon	For Re-Design, it would be helpful if the action items in the log were grouped by subject matter (such as the headings in the Table of Contents), so that it would show outstanding issues by

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			subject. This would be useful for comparing the log to the various gap analyses and determining which issues are not yet captured in the log. KPMG Exception 3093: Qwest lacks uniform standards and processes for document management. Qwest has provided, to CLECs, documents in which one or more fundamental items of reference, such as the author, business unit, release date, page numbers, version control, assumptions, and change logs, is absent. Develop and Document Versioning and Develop Version Change History Log KPMG Exception 3102 (moved from Observation 3044): Qwest's internal OSS interface change management documentation is inconsistent and unclear. Changes to technical publications & product catalog – need long-term process in Master Redlining of changes noted in notices. (This may be different from the versioning issue.) The business need is to ensure that CLECs can identify the changes, at the time of the announcement, so that they can determine how the changes may affect them. The content of notices, and the requirement to redline changes, need to be documented. In the interim, some changes have been communicated through notices, instead of CRs, because for example the changes were already reviewed in 271 proceedings. In the long-term, are there any changes for which CRs are not needed (such as typos) and how are those defined and handled? Is the EDI Implementation Guideline under the scope of CMP? (#143) Addenda to release software and documentation "[AT&T Comment: We discussed that after the final specifications, there may be other changes

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			made to documentation or the coding that is documented in the form of addenda. Is there another place in the Master redline where this will be addressed since it probably relates to new releases as well as new interfaces?]" (Master, p. 37)
143	Finalization of CMP Processes and Documentation	Eschelon	Interim to final: Current language and implemented processes are interim. After all components are developed, need to review for consistency, gaps, etc. "Section X" references: At the end, need to insert references to the correct sections for these cross-references. *If the "Section X" does not actually address the issue as anticipated, need to* either revisit that Section or the one that referred to it. "URL to be established": Either insert URL or, if the URL is likely to change, handle in a manner that does not require the document to change every time. (For example, "a URL identified on the CMP website under category X"?) Global terms: Once terms are agreed upon, need to ensure consistency in documents (such as CLEC and not Co-Provider, etc.). For example, p. 50 of Master uses "provider" for Qwest still. Is this correct? Inserted comments: find all inserted/bracket comments (such as by AT&T and WCOM) in Master; ensure addressed and then delete reference to comment for final version. Full CMP review: The Core Team has agreed that it needs to develop a process for bringing the results of the Core Team redesign effort to the full CMP and allowing other CLECs to have input at that point.
144		AT&T	We need to address all comments in the body of the Master Redline. It would help going forward to date comments that are inserted in the Master Redline document. That would at least give a reference to the meeting where the topic was discussed.

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
145	Master Redline Structure	AT&T	In terms of structuring the Master Redline document, AT&T would like to see one section on process relating to systems, a separate section on the process relating to product/process and a third section to address those changes that affect both systems and product/process.
146	Versioning/ Change History for CMP documents	AT&T	Versioning (with dates) and version change history for the CMP document. Once Redesign is completed, it would be useful to date and assign version numbers to the document and maintain an historical log of changes going forward.
147	SGAT	AT&T	Related to number 15 (see below) is language currently included in the Qwest Colorado SGAT. Section 2.3.1 reads as follows: If either Party believes, in good faith, that a change in Tariffs, PCAT, methods and procedures, technical publications, policies, product notifications or other Qwest documentation relating to Qwest's or CLEC's rights or obligations under this abridges or expands its rights or obligations under this Agreement and that change has not gone through CMP, the Parties will resolve the matter under the Dispute Resolution process. Any amendment to this Agreement that may result from such Dispute Resolution process shall be deemed effective on the Effective Date of the change for rates, and to the extent practicable for other terms and conditions, unless otherwise ordered. The highlighted language above implies that there is no right of recourse for a change that does go through CMP and the result is in a conflict with the agreement. That would not be appropriate. Everything we have heard from Qwest in the redesign is that if a change comes through CMP and is in conflict with a CLEC's interconnection agreement, the interconnection agreement is controlling. This kind of language in the SGAT guts the contract, particularly when CMP essentially allows Qwest to run through any change it wants to. Reference to #15: Qwest has the ability to reject/deny CLEC CRs. CLECs do not have the ability to reject/deny Qwest CRs. We need to discuss and find a way to balance the process. As

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			it stands, Qwest CRs go through to completion over CLEC objections, however, CLEC CRs do not go through over Qwest's objection. CLECs have to use the escalation or dispute resolution process either to advance their CRs (when Qwest rejects/denies) or oppose Qwest CRs (when Qwest ignores CLEC objections). Qwest is never put in this position. This applies to product/process and may apply to systems as well (the group should discuss).
148		AT&T	SGAT Section 12.2.6 remains open.
149		Eschelon	How CMP is addressed in SGAT. Qwest has made some changes to Section 12.2.6 at the request of CLECs, but the parties have not agreed upon the language in the entire paragraph.
150	Interconnection Agreements	Eschelon	Qwest needs to establish and document a process to account for individual interconnection agreements ("ICAs") when implementing changes and using the Change Management Process ("CMP"). Qwest needs to ensure that ICAs are not unilaterally modified. In Colorado, Qwest said: First of all, it has been addressed in these workshops by inserting language into the SGAT that indicated that the contract language controls over anything that could come out of the Change Management Process -- a contract is a contract, and I believe that's the same for any other ICA, as well.[3] Qwest needs documented processes and checks and balances in place to ensure that Qwest can implement this concept and account for differences in ICAs (including ICAs not based on SGATs). The experience to date shows that Qwest's structure anticipates making global changes and steps need to be developed to account for individual differences before implementation.

[3] Transcript of CMP Workshop Number 6, Colorado Public Utilities Commission Docket Number 97I-198T (Aug. 22, 2001), p. 292, lines 8-13 (Andrew Crain of Qwest).

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
151		Covad	If a Qwest initiated CR adds or alters terms and conditions to an existing IA, how will implementation be delayed pending resolution. What dispute resolution process controls?
152	Review of CICMP Documentation listed	AT&T	Qwest's Original proposal (June 2001) states "ongoing review of the CICMP occur at each CICMP meeting to enable co-providers the opportunity to express concerns or suggest changes." Other than the references above, this does not appear to be addressed in the Master Redline.
153	Issue/Action Log	AT&T	All of the items on the existing Issues/Action Items Log and the Running Log.
154	Table of Contents-Numbering	AT&T	The table of contents for the Master Redline should be updated to reflect all of the provisions contained in the Master Redline (for example, numbering in the table of contents does not match numbering in the Master Redline, headings in the table of contents don't always track with sequence or title of headings in the Master Redline, separate references in the table of contents to timelines contained in the redline would be useful).
155	Business Rules in CMP	AT&T	AT&T believes that business rules are part of CMP? We need to be clear this is the case in the Master Redline? What process is followed to change business rules? Section 12.2.1.9.6 of the SGAT states that business rules regarding rejection of LSRs or ASRs are subject to the provisions of 12.2.6 (CMP language).
156	Interconnect Service Center Help Desk	AT&T	Interconnect Service Center Help Desk. This should be worked into the CMP document. SGAT Section 12.2.10.2 states the SPOC for "CLEC to gain assistance in areas involving order submission and manual processes." There seem to have been a number of issues where the process followed at the ISC help desk changes and CLECs are not made aware of those changes until there is a problem processing orders. It appears to relate to training ISC personnel receive and implement that causes a change in process with no notification to CLECs.
157	Systems Help Desk	AT&T	SGAT Section 12.2.10.2 refers to "CLEC Systems Help Desk" for "assistance in areas involving connectivity, system availability and file outputs." Is this the same as the IT Wholesale Systems Help Desk referred to in the Master Redline? If so, the Master Redline should state that the IT Wholesale Systems Help Desk is also known as the CLEC Systems Help Desk (and any other name it might be known as). If not the same, we should discuss.

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
158	Forms	AT&T	Review the forms that are used in CMP, insure that they are addressed in the Master Redline and attach them to the Master Redline. We should make clear the forms used for OSS and product/process are subject to CMP (LSRs, CLEC Questionnaire, Product Questionnaire, LOAs, Collocation applications, BFR form).
159	CMP Documentation	AT&T	Discuss, confirm and reflect in the Master Redline all documentation that is subject to CMP (EDI Implementation Guide, SATE documents, IMA User Guide, etc.).
160	"Interim" vs. Baseline	Judy Lee, Facilitator	The Redesign Team has deemed the current negotiated framework as "Interim Draft" and terms such as "preliminary and trial" have been stated in discussions during negotiation. It is unclear what the continuum process is if the Team has only negotiated an "interim draft" framework, not a baseline framework with language under "Managing the CMP" element to allow for future discussions and modifications. This "interim" approach is causing needless confusion and costs to CLECs and Qwest due to constant changes in how to do business when a change is proposed—CLECs and Qwest must do rework of procedures and training within their organizations to keep up with the changes under CMP (interim to eventually the baseline process).
161	Flip-flop between OSS Interface and Product/Process	Judy Lee, Facilitator	The Team states repeatedly that it must complete negotiations on OSS Interfaces first, before addressing Product/Process. However, the Team has not been able to stay focused on this approach, except for one 3-day session since the last session in August.
162	Incorporate Collocation Cancellation and Decommissioning offering	Covad	How will the positive aspects of the collaborative effort used to develop the Collocation Cancellation and Decommissioning offering be incorporated into CMP?
163	Proprietary CLEC Comments	Judy Lee, Facilitator	Develop a process to manage and track CLEC comments that are deemed proprietary in nature.

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
164	Misc. - CR vs. Account Team	Eschelon	CR v. Account Team: When an issue is within the Scope of CMP and should be handled by CR versus when an issue should be handled by the Qwest account team for that CLEC. We have had instances where we take an issue to the account team. The account team tells us to go to CMP when we don't think it is a CMP matter. How are account teams informed of the distinctions between their functions and the functions of CMP? (AT&T 11/13 email)
165		Covad	How does our account /service manager fit into the CMP process? Are they going to work with us to get resolution to issues that have become CRs? Will the CMP supplant the account/service manager?

SATE

-----Original Message-----
From: Menezes,Mitchell H - LGA [SMTP:mmenezes@att.com]
Sent: Monday, December 03, 2001 2:57 PM
To: 'Jim Maher'
Cc: Osborne-Miller,Donna - NCAM; Van Meter,Sharon K - NCAM; Bahner,Teresa L (Terry) - NCAM; 'Liz Balvin'; 'Karen Clauson'; 'Tom Dixon'; 'Megan Doberneck'; 'Hines, LeiLani'; 'Lee, Judy'; 'Powers, Lynne'; 'Quintana, Becky'; 'Schultz, Judy'; 'Travis, Susan'; 'Wicks, Terry'; 'Woodcock, Beth'; 'Yeung, Shun (Sam)'; 'Wilson, Kenneth'; Finnegan,John F - LGA; Jennings-Fader, Mana; Rossi, Matt; Routh, Mark; Ford, Laura
Subject: FW: SATE Users' Group Meeting Minutes and Agenda

Jim,

The attached message (and its attachments) raise some questions in my mind about interface testing. As you know, we discussed this topic at last week's redesign session. Based on the attached, it appears that further discussion of interface testing is appropriate for the CMP document, as the topics mentioned below were not discussed. I would like to have discussion on the following:

1. "SATE Users' Group Mission Statement". This part of the minutes indicates that the Users' Group provides (i) Qwest an opportunity to communicate current plans for its testing environment and (ii) CLECs an opportunity to communicate current and future testing needs. I would like to discuss how this fits into CMP. We discussed that plans for the test environment would be reflected in the 12 month development view, but not much more than that. It appears from these minutes that there is more to it. How is communication from this users' group coordinated with the CMP group?

2. In the discussion on CMP CRs for SATE, the minutes state that "The SATE CRs will be prioritized separately from the other production IMA CMP CRs." We have discussed prioritization of system CRs at length and more discussion is necessary. We should discuss what Qwest means about prioritization of SATE CRs, because no distinction has been drawn in the discussions we have had to date between SATE CRs and other systems CRs.

3. The minutes further state that CLECs can submit "Data Requests" to

Qwest, that Qwest would typically approve in 2 - 5 days and that CRs are not needed for Data Requests. However, if a CLEC (or Qwest?) wants the test environment to support a new product, then the CLEC (or Qwest?) must submit a CR. No such distinction was discussed in the interface testing section of the redesign document. We should have such a discussion and document it appropriately. We might start with a definition of "Data Request" in this context.

Please work with Judy Lee and Judy Schultz to include these items on the agenda for discussion at the next (or a later) redesign meeting. Thanks.

Mitch Menezes
AT&T
303-298-6493

Wholesale/Resale Processes

TO: Judy Schultz

FROM: AT&T CMP Redesign Team

DATE: December 10, 2001

RE: Excerpts from Qwest Code of Conduct and Retail Wholesale Process – posted 10-15-01.

On October 15, 2001, Qwest posted on the CMP Redesign website (i) an excerpt from its code of conduct, (ii) Wholesale Impact Checklist Methods, (iii) Response Methods for the Wholesale Impact Checklist, (iv) a spreadsheet on process, systems &/or center impacts. AT&T has several questions about these materials, as follows. AT&T would like to review the requested documents and discuss these questions and their answers, with the knowledgeable Qwest personnel present, at a CMP Redesign meeting:

A. Wholesale Impact Checklist Methods

1. Who are the retail personnel who use this process (what work groups are they in that dictate the requirement to follow this process)? Is this separately managed by center or work group?

2. How do Qwest retail personnel know to follow this process? Is it really followed "When Retail makes <u>any</u> changes to Processes, Systems or Center Operations"?

3. How is adherence to this process monitored?

4. Second paragraph, fourth line down - "it is the responsibility of both parties to negotiate an agreement before implementation" – to what parties does this refer? What is the nature of the agreement? Implementation by whom and of what?

5. Second paragraph, fifth and sixth lines down – "The Wholesale contact will respond with the type of impact Major, Minor, or No Impact, and will include a brief and thorough description of what impact the change will have" –

- who makes this determination?
- on what basis is this determination made (impacts to whom or what)?
- What objective criteria exist for "The Wholesale contact" to make these determinations?

6. Second paragraph, eighth line down refers to "all appropriate Wholesale contacts" (seems to tie to Step 12). Who would these people be and how do the retail personnel know whom to contact (what guidance do they have that directs the communications)?

7. Who is Andy Simpson (end of second paragraph and Step 9)? Who are Denise Martinez and Bill Casurella (Step 9)?

8. Step 1 in the table. What is located at http://dmpweb-ne1.uswc.uswest.com/training/Process%20Helper/Table_of_Contents.htm? AT&T would like for CLECs to have the opportunity to review this.

9. AT&T would like CLECs to be able to review and discuss with Qwest examples of what is produced at Steps 10, 13 and 14.

B. Response Methods for the Wholesale Impact Checklist

1. What wholesale groups would receive notification from retail? How do Qwest wholesale personnel know to follow this process?

2. Step 3 refers to functions impacted and that they are associated to the PIDs listed on each line in Column. AT&T would like CLECs to have an opportunity to discuss this Step with the table, including all columns and rows that Qwest personnel view, available for CLECs to view (column J, K, L, others?). Does the reference to PIDs in Step 3 mean that the only change that goes through this process is one measured by the PIDs? What are the PID relationships referenced in Step 3?

3. If impacts are determined to exist, (i) what is the process on the wholesale side to incorporate that change into the wholesale business and processes and (ii) what steps are taken to insure that the change on the wholesale side occurs at the same time as it occurs on the retail side?

4. How does Qwest determine to redact from retail what it provides to wholesale? For example, if a website or database is available to retail, how does Qwest determine to make only certain information/fields from such website/database available to wholesale customers?

5. Step 15 appears to have some text missing.

C. Last Page (Untitled spreadsheet)

1. Is this the "Wholesale Impact Spreadsheet" referenced in the above processes"?

2. Are we seeing the entire spreadsheet as it is seen by the Qwest retail and wholesale personnel? AT&T would like CLECs to have the opportunity to see the entire document as used by Qwest retail and wholesale personnel.

3. AT&T would like CLECs to have the opportunity to see samples of this spreadsheet completed by Qwest retail and wholesale personnel.

4. Is the submitter the retail person?

5. What documentation exists to explain the criteria for completing the columns under "Process, Systems, &/or Center Impacts?

6. "Contact & Tel. No." column. Are these retail or wholesale contacts? Other? Does this list represent all of the (wholesale/retail?) contacts at Qwest for notification of changes?

7. It looks like this spreadsheet is to identify impacts, but we don't see where the change in systems, process or center is actually described. How is that communicated?

RESPONSES TO CRs

-----Original Message-----
From: Clauson, Karen L.
Sent: Monday, January 07, 2002 2:54 PM
To: 'Judith Schultz'; 'Lee, Judy'
Cc: 'Jim Maher'; 'Terry Bahner'; 'Liz Balvin'; 'Tom Dixon'; 'Megan Doberneck'; 'Hines, LeiLani'; 'Littler, Bill'; 'Menezes, Mitch'; 'Osborne-Miller, Donna'; 'Quintana, Becky'; 'Rossi, Matt'; Stichter, Kathleen L.; 'Travis, Susan'; 'VanMeter, Sharon'; 'Wicks, Terry'; 'Woodcock, Beth'; 'Yeung, Shun (Sam)'; 'Mark Routh'; 'Michael Zulevic'; Stichter, Kathleen L.; Powers, F. Lynne; Johnson, Bonnie J.
Subject: Responses to CRs/Action Item

Based on some comments made during the last CMP monthly meeting, I believe the Re-Design team needs an action item to discuss and clarify the CR process for responses to CRs. I may have misunderstood, but I thought that Qwest made some comments at the last CMP meeting that suggested that some CRs must wait for a response until the next monthly meeting, even if the parties are prepared to go forward earlier. My recollection of this process is that there is a preference to handle issues in the monthly CMP meetings, when possible, so that the parties are not burdened with a multitude of notices and off-line calls. Because CLECs already have notice of the monthly meetings and have made time in their schedules for that meeting, it is a good time to discuss the issues with the most participants and make use of the time for substantive, industry discussion. If, however, Qwest is prepared to respond to a CR (or wants a "problem solving" session with options for solutions) and the CR initiator believes that the issue cannot wait until the next CMP meeting, the CR initiator can obtain an off-line call, provided that other CLECs are invited, with sufficient notice. The notice will describe the issue so that other CLECs understand what will be discussed. There will be an agenda and meeting minutes for the call. If a call takes place, a full disclosure and discussion of the call's contents will occur at the next CMP monthly meeting. Voting does not occur during off-lines calls, except perhaps in an emergency and even then only if the issue and the fact that there will be a vote is addressed in the notice. (The Qwest response can also be provided in writing to all CLECs in advance of a meeting and then discussed at the next CMP meeting.) This was an effort to balance the need to ensure notice to the most CLECs and avoid a lot of calls that may not fit into everyone's schedules with the need to ensure receipt of timely responses.

For example, if the CMP meeting is only a few days away, it would probably be best if the response were discussed in the full meeting (though the written response can be distributed earlier). If, however, the response is available immediately after a CMP meeting, the CR Initiator should not have to wait an entire month for a needed response. If the CR Initiator needs the information, the CR Initiator may obtain an inbetween-meetings call (properly noticed to other CLECs with sufficient notice) before the next CMP meeting.

I recall that this is how the subcommittee addressed the issue on the call. As we discussed on the call, any subcommittee issues need to be brought to

the full Core Team and need to be addressed in the documentation. If that happened, perhaps I missed it.

This is the process that I remember from the sub-committee call that myself, Liz Balvin, Bill Littler, Sandy Evans, Judy Schultz and perhaps others participated in. Is this also the recollection of you all? (If so, did I just misunderstand at the CMP meeting, or was Qwest referring to another issue?) Has the process changed since then? Where is this process documented?

If I misunderstood, I apologize. Please just point me to the proper place in the documentation where the process is set out. If it isn't fully documented yet, please add an action item to develop that documentation. Thanks.

Karen L. Clauson
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Phone: 612-436-6026
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3.1 QWEST-PROPOSED LANGUAGE FOR QWEST INITIATED PRODUCT/PROCESS CHANGES

The following defines four levels of Qwest-initiated product/process changes and the process by which Qwest will initiate and implement these changes. None of the following shall be construed to supersede timelines or provisions mandated by federal or state regulatory authorities, certain CLEC facing websites (e.g. ICONN and Network Disclosures) [Judy Schultz to clarify] or individual interconnection agreements. The lists provided below are representations of changes and will be modified as necessary. Qwest will utilize these lists when determining the disposition (e.g. level 1–4) to which new changes should be categorized. The changes that go through these processes are not changes to systems. (Need to make this a more correct statement.) [Judy Schultz to clarify] (#163)

3.1.1 Level 1 changes

Level 1 changes are defined as changes that do not alter CLEC operating procedures or are time critical corrections. Time critical changes may alter CLEC operating procedures, but only if such changes have first been implemented through the appropriate procedure under CMP for such changes. Level 1 changes are effective immediately upon notice. In the event the CLEC believes that its operating procedures are altered by the change, the CLEC will immediately notify the Qwest CMP manager by e-mail. Qwest will promptly respond to the CLEC and work to resolve the issue.

~~Examples of~~ Level 1 changes include:

- Verbiage clarifications/wordsmithing
- Providing additional information such as:
  - Additional information regarding existing products (e.g. Premium Listing)
  - Documentation concerning existing processes not previously documented (e.g. inside wiring)
  - New feature downloadable within a PCAT for existing feature not previously documented
- Corrections that do not change the initial purpose of a document
- Corrections to synch up documentation with systems capabilities
- Modifications to frequently asked questions
- Re-notifications issued within 6 months after initial notification (notice will include reference to date of initial notification)
- Training schedule changes (note: training schedules are posted quarterly, if a class is cancelled, notification is provided 2 weeks in advance. If a class is added, it is posted as soon as possible)
- Typo corrections, grammar corrections, product branding changes
- Update Invalid Contact Information
  - Update Contacts lists when contact no longer work for Qwest (e.g. Escalation Contacts List)
  - Contact information updates from organizational changes
- URL changes with redirect link

3.1.1.1 Level 1 Process/Deliverables

For Level 1 changes, Qwest will provide a notification to CLECs. Level 1 notifications will state the disposition (e.g. level 1), description of change, changes are effective immediately, ~~and~~ that there is no comment cycle and will advise CLECs to contact the CMP Manager immediately if the change alters the CLECs operating procedures and requires Qwest's assistance to resolve. In addition, Qwest will provide the following for PCAT and Non-FCC Technical Publication ("Tech Pub") changes:

- A web notification form that includes an exact cut and paste of the changes highlighted in green (PCAT) or red-lined (Technical Publications). If necessary, additional text above and below the changes will be provided for context.
- A history log that tracks the changes

Note: For typo corrections, grammar corrections, and product branding changes to PCATs and NonFCC Tech Pubs notifications, web change forms will not be provided. The changes will be documented in the history log for the document to which the changes were made.

Level 2 changes

Level 2 changes are defined as changes that have minimal effect on CLEC operating procedures. Qwest will provide notice of Level 2 changes at least 21 calendar days prior to implementation.

~~Examples of~~ Level 2 changes include:

- Email address changes
- ~~URL changes~~
- TN changes
- FAX TN changes
- Changes to existing Web content
  - Remove data stored under archive links after certain time period
  - Eliminate a re-direct link
  - Add new functionality (e.g. CNLA)
- Re-notifications issued 6 months or more after the initial notification (notice will include reference to date of initial notification)
- Updates (e.g. CLEC Questionnaire)

3.1.1.2 Level 2 Process/Deliverables

For Level 2 changes, Qwest will provide a notice to CLECs. Level 2 notifications will state the disposition (e.g. level 2), description of change, proposed implementation date, and CLEC/Qwest comment cycle timeframes. In addition to the notice, any

documentation changes required to PCATs and Non-FCC Tech Pubs (red-line for Tech Pubs and green highlights for PCATs) will be available for review in the Document Review section of the CMP Website (http://www.qwest.com/wholesale/cmp/review.html), commonly known as the holding tank. In the holding tank, a comment button will be available next to the document to allow CLECs to provide comments. For Level 2 changes that do not impact PCATs or NonFCC Tech Pubs, a comments link will be provided within the notification for comments.

Qwest must provide initial notice of Level 2 changes at least 21 calendar days prior to implementation and adhere to the following comment cycle:

- CLECs have 7 calendar days following initial notification of the change to provide written comments on the notice
- Qwest will reply to CLEC comments no later than 7 calendar days following the CLEC cut-off for comments. The Qwest reply will also include confirmation of the implementation date.
- Qwest will implement no sooner than 21 calendar days from the initial notification.

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

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

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

Level 3 changes

Level 3 changes are defined as changes that have moderate effect on CLEC operating procedures and require more lead-time before implementation than Level 2 changes. Qwest will provide initial notice of Level 3 changes at least 31 calendar days prior to implementation.

~~Examples of~~ Level 3 changes include:

- Changes to whether fields are required [Judy to clarify]
  - Use of manual handling field during manual process
- NC/NCI code changes
- Product enhancements (excluding resale) that do not drive new processes
- Customer-facing Center hour changes

- New manual process
  - Feature verification for large CSRs
  - Working TNs for Resale Centrex
- Modify/change existing manual process
  - Change manual reject reasons
  - Modify manual jeopardy form
- Change CLEC facing process to improve process gaps
  - Service/-Account Manager identifies a gap in process based on a CLEC ADHOC inquiry

3.1.1.3 Level 3 Process/Deliverables

For Level 3 changes, Qwest will provide a notice to CLECs. Level 3 notifications will state the disposition (e.g. level 3), description of change, proposed implementation date, and CLEC/Qwest comment cycle timeframes. In addition to the notice, any documentation changes required to PCATs and Non-FCC Tech Pubs (red-line for Tech Pubs and green highlights for PCATs) will be available for review in the Document Review section of the CMP Website (http://www.qwest.com/wholesale/cmp/review.html), commonly known as the holding tank. In the holding tank, a comment button will be available next to the document to allow CLECs to provide written comments. For Level 3 changes that do not impact PCATs or NonFCC Tech pubs, a link will be provided within the notification for comments.

Qwest will provide initial notice of Level 3 changes at least 31 calendar days prior to implementation and adhere to the following comment cycle:

- CLECs have 15 calendar days following initial notification of the change to provide written comments on the notice
- Qwest will reply to CLEC comments no later than 15 calendar days following the CLEC cut-off for comments. The Qwest reply will also include confirmation of the implementation date. In the event there are extenuating circumstances, (e.g. requested change requires significant research, information is required from national standards body or industry (e.g. Telcordia)), Qwest's response will indicate the course of action Qwest is taking and Qwest will provide additional information when available. Once the information is available Qwest will provide a notification and any available updated documentation (e.g. Tech Pubs, PCATs) at least 15 calendar days prior to implementation.
- Qwest will implement no sooner than 15 calendar days after providing the response to CLEC comments. For example, if there are no CLEC comments, Qwest may send out a final notification on the first day following the CLEC cut-off for comments (day 16 after the initial notification). Thus, implementation would be 31 days from the initial notification. However, if Qwest does not respond to the CLEC comments until the 15th day after the CLEC cut-off for comments, the earliest possible implementation date would be 45 calendar days from the initial notification.

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

- General comments regarding the change (e.g., clarification, request for modification)

- Request to change disposition of Level. Request must include substantive information to warrant a change in disposition to level 4 (e.g. business need, financial impact).
- Request for stay or delay implementation date, or effective date

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

For a request to change the disposition Level, Qwest will consider the request and supporting information, and respond within the timeframes put forth above. If Qwest accepts the request to change the disposition (e.g., upgrade to level 4), Qwest's response to comments will indicate change in the disposition and be moved into the Level 4 procedures. In some circumstances it may be beneficial for Qwest and the parties to complete the Level 3 deliverable, with a written comments committing to a follow-up Level 4 effort to enhance or revise the Level 3 implementation.

For a request to stay or delay, Qwest will follow the procedures as outlined in Section 4 of this document.

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

Level 4 Changes

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

Level 4 changes include~~, but are not limited to~~:

- New products, features, services (excluding resale)
- Interval changes
  - Increase FOC to 72 hours
  - Changes to Standard Interval Guide (SIG)
  - Change a wire center's status of MSA/ nonMSA or Zone 1 or 2 distinction resulting in a change to the M&R and Provisioning interval
- Change to a pre-order step
  - Need to populate appointment scheduler
  - Check facility availability
- New processes related to product enhancements
  - Add Shared Distribution Loop as an additional sub-loop element

- Extension tech on UBL
- New features with new processes

- New PCAT for new processes

3.1.1.4 Level 4 Process/Deliverables

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

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

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

- The Qwest CMP manager assigns a CR Number and logs the CR into the CMP Database.
- The Qwest CMP Manager forwards the CR to the CMP Group Manager,
- The Qwest CMP manager sends acknowledgment of receipt to the CR submitter and updates the CMP Database.

Within two (2) business days after acknowledgement,

- The Qwest CMP Manager posts the complete CR to the CMP Web site
- The CMP Group Manager assigns a Change Request Project Manager (CRPM) and identifies the appropriate Director responsible for the CR
- The CRPM identifies the CR subject matter expert (SME) and the SME's Director.
- The CRPM will provide a copy of the detailed CR report to the CR originator which includes the following information:
  - Description of CR
  - Assigned CRPM
  - Assigned CR number
  - Designated Qwest SMES and associated director(s)

Qwest will present the Change Request at the monthly Product and Process CMP meeting. The purpose of the presentation will be to:

- Clarify the proposal with the CLECs
- Confirm the disposition (e.g., level 4) of the Change (see below). If during the CMP meeting CLECs agree to change the disposition, than the type of change being made will be added to the list for the disposition to which it is changed.
- Propose suggested input approach (e.g., a 2 hour meeting, 4 meetings over a two week period, etc.), and obtain consensus for input approach.

- Confirm deadline, if change is mandated
- Provide proposed implementation date, if applicable

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

- The parties will develop a process for Qwest to obtain CLEC input into the proposed change. Examples of processes for input include, but are not limited to, one-day conferences, multi-day conferences, or written comment cycles.
- After completion of the input cycle, as defined during the CMP meeting, Qwest will modify the CR, if necessary, and design the solution considering all CLEC input.
- For Level 4 changes, when the solution is designed and all documentation is available for review, a notice of the planned change is provided to the CLECs. This notice will be provided at least 31 calendar days prior to implementation. The notice will contain reference to the original CR, proposed implementation date, and the CLEC/Qwest comment cycle. In addition, any documentation changes required to PCATs and Non-FCC Tech Pubs will be available for review in the holding tank (red-line for Tech Pubs and Red-line for Tech Pubs) with a Comment button available to provide written comments. For Level 4 changes that do not impact PCATs or NonFCC Tech Pubs, a comments link will be provided within the notification.
- CLECs have 15 calendar days following notification of the planned change to provide written comments on the notice
- Qwest will reply to CLEC comments no later than 15 calendar days following the CLEC cut-off for comments. The Qwest reply will also include confirmation of the implementation date. In the event there are extenuating circumstances, (e.g. requested change requires significant research, information is required from national standards body or industry (e.g. Telcordia)), Qwest's response will indicate the course of action Qwest is taking and Qwest will provide additional information when available. Once the information is available Qwest will provide a notification and any available updated documentation (e.g. Tech Pubs, PCATs) at least 15 calendar days prior to implementation.
- Qwest will implement no sooner than 15 calendar days after providing the response to CLEC comments. For example, if there are no CLEC comments, Qwest may send out a final notification on the first day following the CLEC cut-off for comments (day 16 after the initial notification). Thus, implementation would be 31 days from the initial notification. However, if Qwest does not respond to the CLEC comments until the 15th day after the CLEC cut-off for comments, the earliest possible implementation date would be 45 calendar days from the initial notification.

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

- General comments regarding the change (e.g., clarification, request for modification)

- Request for stay or delay implementation, or effective date for which comments are being provided.

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

For a request to stay or delay, Qwest will follow the procedures as outlined in Section 4 of this document.

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

Qwest Proposed CR Prioritization Language~~—10-08-01~~
Revised 02-07-02 ~~11-01-0111-20-0101-31-02~~

PRIORITIZATION

~~I.~~9.0 Prioritization Review

Each OSS Interface and Test Environment release is prioritized separately. If the Systems CMP Change Requests for any interface or test environment do not exceed release capacity, no prioritization for that release is required. The prioritization review provides ~~the forum for reviewing and prioritizing Type 4 and Type 5~~ an opportunity for CLECs to prioritize CLEC and Qwest originated OSS Interface change requests (CRs). ~~CRs resulting from Industry Guideline Changes and Regulatory Changes are not included in Prioritization~~. [See Action Items 212, 170, 169, 168, and 167] **(WCOM COMMENT: ~~PER THE REDESIGN TEAM, QWEST WAS WANTING TO PRIORITIZE AS WELL. THE INDUSTRY GUIDELINE AND REGULATORY CHANGES ARE UNDER REVIEW STILL. THE THRUST OF THE NEGOTIATIONS SURROUNDED DEFINED IMPLEMENTATION REQUIREMENTS (LSOG DATES VS. REGULATORY MANDATES)...IF THERE WASN'T ONE, OR THE DATES WERE BEYOND THE NEXT IMPACTED RELEASE, THESE CHANGES SHOULD BE MADE PART OF THE PRIORITIZATION PROCESS.~~ PAP CHANGES SHOULD NOT BE CONSIDERED REGULATORY BECAUSE QWEST TRULY ISN'T OBLIGATED TO FIX THE PROBLEMS, THEY COULD SIMPLY CHOOSE TO PAY THE PENALTIES AND CONSIDER COST OF DOING BUSINESS.)** ***~~[AT&T Comment: this action item should include Qwest responding to the CLEC proposal to have regulatory and industry guideline changes subject to prioritization provided that any mandatory implementation date would be met.]~~***

At the Monthly Systems CMP Meeting, Qwest will facilitate the ~~clarification~~ discussion ~~meeting~~for each CR. Both CLECs and Qwest should have appropriate subject matter experts in attendance. ~~Meetings will be held quarterly, or more frequently if needed, and are open to all CLECs.~~ All eligible[1] [define in terms #248] CRs for prioritization for a major release will be reviewed and discussed during the monthly Systems CMP Meeting prior to each CLEC submitting its prioritization ~~vote~~. The review and discussion meetings are open to all CLECs. The prioritization review objectives are to:

- *Introduce newly initiated CLEC and ~~provider~~ Qwest OSS Interface change requests.*
- *Allow CLECs and Qwest to prioritize eligible~~Qwest and CLEC initiated new~~ OSS Interface change requests ~~and re-rate existing change requests~~ by providing specific input as to the relative importance that CLECs, as a group, assign to each such change request.*

~~Provide status on outstanding CLEC and provider change requests.~~

Qwest will distribute all materials five (5) ~~seven (7)~~ calendar days prior to the prioritization review. The materials will include:

- *Agenda*

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[1] *Eligible CR's are Qwest and CLEC initiated CR's as defined in Section X.* ***[AT&T Comment: this will change depending on how we resolve regulatory and industry guideline changes]***

- *Summary document of all CR candidates eligible to prioritization. (Appendix A - Sample – IMA 10.0 Candidates for Prioritization List)*
- ~~*Prioritized spreadsheet of CLEC and Qwest originated change requests*~~
- ~~*Spreadsheet of change requests pending initial rating and re-rating (see Appendix B)*~~
- ~~*New change requests as submitted by initiating CLEC or Qwest*~~

(WCOM COMMENT: WE SHOULD DEFINE HOW OFTEN PRIORITIZATION TAKES PLACE. THIS DOCUMENT INDICATES IT IS DONE PRIOR TO EACH MAJOR REALEASE, BUT HOW OFTEN? IS THERE A SCHEDULE OF WHEN THESE WILL TAKE PLACE, IE. DURING WHICH MONTHLY MEETINGS WILL CLECS BE ASKED TO PRIORITIZE CR'S SO THEY CAN BE CONSIDERED FOR THE NEXT RELEASE.)

9.1 Regulatory and Industry Guideline Change Requests

Note: Qwest considers changes related to PID/PAP items to be separate from all discussions in this Section.(IMPASSE ISSUE) ***[Qwest's understanding of the CLEC proposal of 01-24-02 assumes that Qwest and CLECs will agree to a Special Change Request Process.]***

A. The party submitting a Regulatory or Industry Guideline CR must also include sufficient information to justify the CR being treated as a Regulatory or Industry Guideline CR in the CR description section of the CR form. Such information must include specific references to regulatory or court orders, legislation, or industry guidelines as well as dates, docket or case number, page numbers and the mandatory or recommended implementation date, if any.

Qwest or any CLEC may submit Regulatory and Industry Guideline CRs.
Not later than 8 business days prior to the Systems CMP Monthly meeting, any party objecting to the classification of such CR as Regulatory or Industry Guideline must submit a statement documenting reasons why the objecting party does not agree that the CR should be classified as Regulatory or Industry Guideline change.(Regulatory and Industry Guideline CR may not be Walk ons.)

If any party has objected to the classification of a CR as Regulatory or Industry Guideline, that CR will be discussed at the first monthly Change Management Meeting. At that meeting, the parties will attempt to reach agreement regarding the classification of the CR. If the parties at that meeting are unable to agree regarding the classification of the CR, the CR will be treated as a non-Regulatory, non-Industry Guideline CR and prioritized with the CLEC-initiated and Qwest-initiated CRs, unless and until the CR is declared to be Regulatory or Industry Guideline through dispute resolution.

*The burden to initiate the escalation or dispute resolution processes lies with the party that believes the CR should be treated as a Regulatory or Industry Guideline CR. Qwest or any CLEC that believes its CR should be treated as a Regulatory or Industry Guideline CR despite objection to such categorization may invoke the escalation or dispute resolution process.****(Move to CR Initiation Process)***

B. CLECs and Qwest will rank all systems CRs, including Regulatory and Industry Guideline CRs.

Regulatory CRs will be ranked with all other CRs. If the implementation date for a Regulatory CR requires all or a part of the change to be included in the upcoming Major

Release, the CR will not be subject to ranking and will be automatically included in ~~for~~ that Major Release.

Industry Guideline CRs will be ranked with all other CRs. If the recommended implementation date for a Industry Guideline CR requires all or a part of the change to be included in the upcoming Major Release, the CR will not be subject to ranking and will be automatically included in ~~for~~ that Major Release, unless Qwest and CLECs unanimously agree otherwise.

When more than one Major Release is scheduled before the mandated or recommended implementation date for a Regulatory or Industry Guideline CR, Qwest will present information to CLECs regarding any technical, practical, or development cycle considerations, as part of the CR review and up to the packaging options, that may affect Qwest's ability to implement the CR in any particular Major Release.

Where Regulatory and/or Industry Guideline CRs could be prioritized into more than one Major Release prior to the mandated or recommended implementation date, CLECs and Qwest will determine how to allocate those CRs among the available Major Releases, taking into account the information provided by Qwest regarding technical, practical, and/or development considerations.

~~*The party submitting a Regulatory or Industry Guideline CR must also include sufficient information to justify the CR being treated as a Regulatory or Industry Guideline CR in the CR description section of the CR form. Such information must include specific references to regulatory or court orders, legislation, or industry guidelines as well as dates, docket or case number, page numbers and the mandatory or recommended implementation date, if any.*~~

Qwest will send CLECs a notice when it posts Regulatory or Industry Guideline CRs to the Web and identify when comments are due, as described below. Regulatory and Industry Guideline CRs will also be identified in the CMP Systems Monthly Meeting Distribution Package.

~~*Within 5 business days of receipt of a Regulatory or Industry Guideline CR posting notification, any party objecting to the classification of such CR as Regulatory or Industry Guideline must submit a statement documenting reasons why the objecting party does not agree that the CR should be classified as Regulatory or Industry Guideline change.*~~

~~*If any party has objected to the classification of a CR as Regulatory or Industry Guideline, that CR will be discussed at the first monthly Change Management Meeting. At that meeting, the parties will attempt to reach agreement regarding the classification of the CR. If the parties at that meeting are unable to agree regarding the classification of the CR, the CR will be treated as a non-Regulatory, non-Industry Guideline CR and prioritized with the CLEC-initiated and Qwest-initiated CRs, unless and until the CR is declared to be Regulatory or Industry Guideline through dispute resolution.*~~

~~*The burden to initiate the escalation or dispute resolution processes lies with the party that believes the CR should be treated as a Regulatory or Industry Guideline CR. Qwest or any CLEC that believes its CR should be treated as a Regulatory or Industry Guideline CR despite objection to such categorization may invoke the escalation or dispute resolution process.*~~

~~II.~~9.2 Prioritization Process

At the last Systems CMP meeting before Prioritization, ~~Before each major release~~ Qwest will facilitate the presentation of all CRs eligible for Prioritization. ~~at the Systems CMP Meeting.~~ At this meeting ~~During the presentation of the CRs~~ Qwest will provide a high level ~~"Guesstimate"~~ of the Level of Effort of each CR and the estimated total capacity of the release. This ~~"Guesstimate"~~ will be a rough estimate of the number of person hours required to incorporate the CR into the release. Within three (3) business days ~~F~~following the CMP Meeting, Qwest will distribute the ~~P~~prioritization Form~~list~~ for ranking. CLECs and Qwest who choose to vote must submit their completed Prioritization Form via e-mail ~~No more than~~within -three~~seven~~ (~~37~~) business~~calendar~~ days following Qwest's distribution of the ~~P~~prioritization Form~~list~~, ~~CMP Meeting CLECs (see Section xx) may submit their completed Pprioritization Form rankingvotes via e-mail. No more than~~Within two~~seven~~ (~~27~~) business~~calendar~~ days following the submission of ranking~~CLEC votes~~, Qwest will tabulate all rankings~~CLEC votes~~, and -e-mail the resulting Initial ~~P~~prioritization List ~~of CRs~~ to the CLECs;. ~~and~~ The results will be announced at the next scheduled CMP Monthly Meeting.~~a conference call to review the results. Qwest will then begin formulating the level of effort of the CRs that were prioritized by the CLECs.~~ ~~(WCOM COMMENT: WILL QWEST WAIT UNTIL AFTER THE CMP MONTHLY MEETING TO BEGIN FORMULATING LEVEL OF EFFORT? DURING LAST WEEKS MEETING, JEFF THOMPSON INDICATED THAT A PRELIMINARY "GUESSTIMATE" WAS DONE TO EVALUATE LEVEL OF EFFORT PRIOR TO PRIORITIZTION. WCOM PROPOSES THAT QWEST SHARE THIS INFORMATION PRIOR TO PRIORITIZATION BEGINS. IT WOULD ALSO BE GOOD TO KNOW HOW MUCH "ROOM" THERE IS IN EACH RELEASE TO KNOW HOW MANY CR'S CAN BE INCLUDED AND HAVE A MORE REALISTIC VIEW CONSIDERING EFFORT LEVELS.)~~

~~During the subsequent CMP Monthly Meeting following the prioritization meeting, Qwest will present a cumulative overview (packaging) of the CR based on the level of effort of the prioritized CRs from which the CLECs will make a final selection by consensus or, if consensus cannot be reached, a vote. Qwest will use the final selection to determine the list of Release Candidates for the next OSS Interface release.~~ . Prioritization is based on the results of the votes received by the deadline. Based on the outcome of the final ranking~~vote~~ of the CR candidates, a ~~final initial~~ release candidate list is produced~~.~~ Qwest will place in order the candidates based on the ranking responses received by the deadline. ~~During the review, the initiators will present their new change requests and any requests for re-rate. This will be followed by a question and answer session. After all presentations are complete, the voting of change requests will begin.~~

~~Re-rate requests will only be accepted from CLECs who participated in the initial voting. Once a re-rate is requested, all CLECs participating at the subsequent meeting can submit a rating.~~

~~CLECs may request and rate a modification to a new change request at the prioritization review, if agreed to by the originating CLEC(s). The originating CLEC must update the change request with the agreed upon modification.~~

~~III.Voting~~

~~In those instances in which a vote is necessary to prioritize CRs for a release, only those CLECs meeting the following specifications shall be qualified to vote.~~

~~III.1. For A New Interface~~
~~A Qualified CLEC must have a signed Interconnection Agreement (ICA), an implementation schedule for anthe new OSS interface, and either be an "in production" user of the interface that is being replaced by a new interface or be in "turn up testing" for the OSS interface that is being replaced with a new OSS interface.~~

~~III.2 Changes to Anan Existing EDI OSS Interface~~
~~A Qualified CLEC must:~~

- ~~Be in production on the affected OSS interface; "in production" means the CLEC must have issued live end user customer transactions in the most recent calendar month on the affected OSS interface.~~
- ~~If the CLEC is not in production on the affected OSS interface, then:~~
  - ~~For an application-to-application interface, the CLEC must be in turn up testing, and have an agreed-upon implementation or migration project plan.~~
  - ~~For a GUI interface, the CLEC must have scheduled or completed applicable training.~~

9.2.1 ~~III.~~ Ranking ~~Voting~~
Ranking~~Voting~~ should be conducted according to the following guidelines:

- ~~A CLEC must either be using the interface impacted by the change request or have a Letter of Intent to use the interface on file with Qwest to participate in the vote.~~
- *Each CLEC and Qwest may submit one numbered ranking of the Release Candidate List. ~~is allowed one vote per corporate entity per change request. "Corporate entity" includes all affiliates. "Affiliate" means a company that directly or indirectly owns or controls, is owned or controlled by, or is under common ownership or control with, another company. For purposes of this provision, the term "own" means to own an equity interest (or the equivalent thereof) of more than 50 percent. and should have one representative responsible to provide a rating.~~The ~~completed~~ ranking~~prioritization vote~~ must~~should~~ be submitted by the primary Point of Contact (POC), ~~CMP Team Representative or~~ the secondary ~~CMP~~ POC, or CMP Team Representative. ~~designated Alternate.~~ . ~~Each CLEC can only assign a rating to a change request at the prioritization review. A rating will not be accepted outside of the prioritization review.~~The ranking ~~completed prioritization vote~~ will be submitted to the Qwest- Systems CMP Manager in accordance with the guidelines described in Section X - above. Refer to Appendix XX –**(AT&T Comment) Ranking Form ~~Qwest CMP PRIORITIZATION PROCESS EXAMPLE.~~***
- ~~CLECs may only provide a rating at the meeting where the new change request is introduced. CLECs that were not present at that meeting may not submit ratings at subsequent meetings, unless there is a request to re-rate.~~
- ~~A CLEC may delegate its vote to an authorized agent acting on its behalf by providing a Letter of Authority~~
- *Qwest and each CLEC~~Each participating CLEC~~ ranks each change request on the Release Candidate List by providing a ~~rank from 1 (low) to 5 (high)~~ point value from 1 through n,~~N~~ where n~~N~~ is the total quantity of CRs ~~being prioritized~~. The highest point value should be assigned to the CR that Qwest and ~~the~~ CLECs wishes to be*

implemented first. The total points will be calculated by the Qwest Systems CMP Manager and the results will be distributed to the CLECs in accordance with the Prioritization Process ~~guidelines~~ described in Section X – above. ***(AT&T Comment) Refer to Appendix X – Qwest CMP Prioritization Process Example.***

9.3 Qwest OSS Interface Release Life Cycle

Following CR Prioritization and ranking, the Qwest OSS release life cycle is comprised by the succession of three major phases of work. These phases are performed to prepare, implement, deploy, support, and retire an OSS interface.

9.3.1 Initiation Phase

During the Initiation Phase definition and design activities occur.

Definition Activities -- The high-level business requirements, systems requirements, and Level of Effort for a release are further refined. For example, system functions are derived from user scenarios, system performance and security constraints are identified for mitigation, and data requirements are identified.

Design Activities – The architecture (system context diagram, data design, analysis of requirements satisfaction, software services/technologies accepted, mapping of components to hardware, etc.) is analyzed to meet the baseline requirements.

At the conclusion of the initiation phase a detailed Level of Effort is determined by Qwest and CR packaging is presented to the CLECs. CR packaging is a process during which Qwest IT groupsCRs into packages based on ranking, coding affinities and system synergy. These pPackages are presented to the CLECs at the Monthly Systems CMP Meeting. The CLECs select the package which they wish to be implemented with the release.

9.3.2 Development Phase

During the Development Phase the following activities occur to prepare a release for deployment:

Build Activities -- The code is baselined and delivered to system test and a system test plan (system test cases, costs, and schedule, test environment, test data, etc.) is completed.

Test Activities – The system is tested as meeting system test requirements, certification is completed on the system readiness for production, and pre-final documentation is reviewed and baselined.

9.3.3 Deployment Phase

During this phase Qwest representatives from the business and operations review and agree the system is ready for full deployment. The release is deployed and production support initiated and conducted.

~~CLECs can defer/pass on voting. A rating of defer or pass will not be averaged in the overall rating.[Is this allowed—defer or pass?]~~

Appendix A – Sample - IMA 10.0 Candidates for Prioritization List

CR	*Title*	*Description Of Change*	*Company Name*	*Interface Impacted*	*Product Impacted*
25497	Include summary USOC(s) in FOC	Providers are requesting a summary of the order by USOC to be included with the FOC so that errors can be identified and corrected before the order completes.	Qwest	IMA Common	All Products
5405937	CLECs require availability to view completed LSR	Currently CLECs are unable to view any service order information for a completed LSR within IMA GUI even without the IMA system being purged (per Interconnect Helpdesk). This causes repercussion as CLECs are unable to obtain downstream information vital to maintaining accurate internal reporting information. Examples of such information include completed order numbers, date of activation, date of service delivery, accurate percentage of requested due dates with on time delivery. CLECs need to be given the ability to view their subscribers account information on an as needed basis.This request is focused on the entire CLEC community being able to access this type of information as needed.Verizon would like to have available, a record for any LSR submitted for a min of 30 days and max of 90 days to see how the account was established, to make sure that the delivery dates are met and that the account is activated as requested. Qwest Business Description: Need ability to view service order for completed LSR within GUI in order to access info needed for accurate internal reporting. Examples-completed order numbers, date of activation and service	Verizon	IMA GUI	Resale
25001	Update FOM LSR Status to match CRM Status	When CRM receives a jeopardy notification from WFA the LSR Status is updated in CRM but not in IMA. When order and request statuses are updated in CRM, Service Order and LSR statuses in IMA need to be updated to match.	Qwest	IMA Common	All Products
5466837	Electronic Completion Notices for Stand Alone Directory	Provide CLEC's electronic completions on any Stand Alone Directory order that that is sent electronically. Today Qwest does not provide electronic completion information on Stand Alone Directory orders that are sent electronically to Qwest. Qwest Business Description: Provide electronic completion notices for any Stand Alone Directory order that is sent electronically.	Sprint	IMA Common	Stand Alone Directory Orders

Appendix B – IMA 10.0 Prioritization Form

Report Record #	IMA 10.0 Candidates for Prioritization Voting Form New Vote	Rank	CR Number	Title	Company Name	Interface Impacted	Product Impacted
1		1	25497	Include summary USOC(s) in FOC	Qwest	IMA Common	All Products
2		2	5405937	CLECs require availability to view completed LSR information in IMA GUI	Verizon	IMA GUI	Resale
3		3	25001	Update FOM LSR Status to match CRM Status	Qwest	IMA Common	All Products
4		4	5466637	Electronic Completion Notices for Stand Alone Directory	Sprint	IMA Common	Stand Alone Directory Orders
5		5	27756	Cancellation Remarks	Qwest	IMA Common	All Products
6		6	SCR073001-4	Identification of CSR Customer Code	Eschelon	IMA GUI	
7		7	5043011	Add an online glossary of the field title abbreviations to help menu of IMA GUI	Eschelon	IMA GUI	

Appendix C – IMA 10.0 Initial Prioritization List

IMA 10.0 Initial Prioritization					
CR Number	**Title**	**Company Name**	**Interface Impacted**	**Product Impacted**	**Total**
5466837	Electronic Completion Notices for Stand Alone Directory	Sprint	IMA Common	Stand Alone Directory Orders	278
SCR092601-1	Change edits applied to notification(s) allowed after an FOC is sent.	Qwest	IMA Common	All Products	270
25497	Include summary USOC(s) in FOC	Qwest	IMA Common	All Products	250
SCR073001-4	Identification of CSR Customer Code	Eschelon	IMA GUI		244
SCR092501-1	Capability to submit Directory Listing information at the same time the LSRs are being submitted through EDI for UNE orders.	Allegiance	IMA EDI	UNE	244
5464735	Eliminate delay due to error message indicating CFA in use, when it is not	Eschelon	IMA GUI	Unbundled Loop	239
SCR092501-2	Eliminate multiple LSRs for Moves, Changes and Disconnects of TNs	Allegiance	IMA EDI	UBL	231
31321	Accept Cancel Status	Qwest	IMA Common	All Products	229
27756	Cancellation Remarks	Qwest	IMA Common	All Products	229