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BEFORE THE ARIZONA CORPORATION COMMISSION

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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 provides this status report regarding the meetings it has held with CLEC representatives regarding the redesign of Qwest's Change Management Process ("CMP"). 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. In addition, 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. Qwest has incorporated many of the CLEC comments it received.

I. BACKGROUND

CLEC and Qwest representatives have met for more than 37 days over the past nine months to discuss every aspect of Qwest's CMP. As a result of this extensive

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collaboration, Qwest and the CLEC community have reached agreement on all substantive aspects of Qwest's CMP.¹

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

- scope of CMP;
- escalation and dispute resolution processes for the CMP;
- processes for systems change requests ("CRs") submitted by CLECs;
- processes for product and process CRs submitted by CLECs;
- interim exception processing for OSS interfaces, product, and process changes;
- 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;
- process for CMP meetings;
- production support processes, including a technical escalation process;
- prioritization of systems CRs; and
- special change request process (agreement in principle).

At the March 5-7, 2002 redesign meeting, Qwest and the CLEC community agreed upon an approach for identifying and resolving the remainder of the significant CMP issues that relate to Qwest's application for Section 271 relief and the role of the CMP in connection therewith. The approach was designed to allow the parties to identify

¹ 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. The minutes for the redesign meetings held on March 18-19, 2002, which are attached as Exhibit C, are currently in draft form. Once finalized, these minutes will be posted on the web site. The agreements reached are interim-draft agreements, subject to the CMP participants reviewing the final "Master Red-lined Document" and agreeing that the individual agreements on the various issues are consistent and appropriate when viewed in the context of the entire document.

the most important issues and to then reach agreement in principle or impasse on those issues by April 4, 2002.²

The process the parties agreed to employ to identify and resolve the important issues allowed CLECs to raise any and all issues they believe are significant. The parties began with the list of the List of Priority CMP Issues submitted by AT&T. The parties assigned each of the AT&T issues to one of three categories, as follows: Category 1 denotes issues that required more discussion and may become an impasse issue; Category 0 denotes issues that required some discussion and most likely would not reach impasse; and Category X denotes issues that required no further discussion. Using this process, the parties determined that there were twelve Category 1 issues, ten Category 0 issues, and two Category X issues since the parties clearly were at impasse on the issue or were in full agreement. Both Covad and WorldCom concurred with the issues that were identified by AT&T and raised additional concerns relating to the addition of a provision in the CMP to allow for exceptions to the standard process, retail-wholesale parity, and the CMP improvement implementation matrix.

The parties agreed to first discuss the twelve issues in Category 1, which were relatively more important and might reach impasse. These issues were then prioritized. Each party ranked the issues in order of importance, and the rankings for each issue were averaged. This process produced a list of the twelve issues ranked in descending order of importance as voted on by all parties, including Qwest, at the redesign meetings. To efficiently identify any impasse issues, the parties agreed to attempt to reach agreement in

² Qwest has committed to continue holding the redesign sessions until the parties have finalized the detailed provisions to describe their agreements and include them in the Wholesale

principle regarding each issue and to defer crafting detailed language until all of the Category 1 issues had been discussed.

The redesign team was very successful in using this approach. All of the Category 1 and 0 issues were discussed and no impasse issues were identified. The parties reached agreement in principle regarding all twelve of the twelve Category 1 issues and eight of the ten Category 0 issues.³ The remaining two Category 0 issues, Covad Issue #3 and WorldCom, do not relate to language that will be incorporated in the CMP document. Covad Issue #3 relates to how Qwest identifies retail changes that may impact CLECs and the WorldCom issue relates to how Qwest will prove that it has implemented the changes it has agreed to make. The parties agreed that those Category 0 issues will not result in impasse.

The parties' agreements are summarized in the Qwest-CLEC Change Management Process Concepts Agreed Upon through the April 2-4, 2002 Redesign Session in Response to AT&T's, Covad's and WCom's Priority Lists ("Agreed Concepts Report"), which was prepared by the independent facilitator for the redesign sessions. The Agreed Concepts Report is attached as Exhibit B.

Thus, the redesign team successfully identified, discussed, and reached agreement in principle on virtually all of the issues that the CLECs identified as the most important. The parties also made substantial progress in agreeing to language that memorializes many of those agreements in principle. Most importantly, the redesign team agreed that none of the issues discussed will result in impasse.

CMP Agreement, and to address any other unresolved issues. The schedule of redesign meetings, including proposed subjects, is attached as Exhibit D.

II. THE REDESIGN TEAM HAS MADE SIGNIFICANT PROGRESS SINCE THE LAST STATUS REPORT.

The agreements reached since the last status report are summarized below.

Qwest-Initiated Product/Process Change Process. The parties have now reached agreement regarding a detailed Interim Qwest-Initiated Product/Process Change Process.⁴ This process contains five tiers of processes, called "levels," differentiated by the expected impact of changes on CLECs. Each level includes an exclusive list of the categories of changes to which the processes for that level apply. As the introductory note in that document states, the parties agreed that Qwest would implement the interim process, which Qwest did for new changes that are initiated on or after April 1, 2002, but not for changes on which work was already in process before April 1, 2002. At the same time, the CMP redesign team agreed to continue to work to refine the categories of changes to which each process level applies. Qwest and the CLECs expect that this effort will be completed by April 16, 2002, after which CLECs and Qwest will baseline the process, and it will be incorporated into the Qwest's Wholesale Change Management Process Document ("Wholesale CMP Document").

The interim process classifies Qwest-initiated changes into five groups, labeled Levels 0-4, which are summarized below.

- Level 0 is defined as "changes that do not change the meaning of documentation and do not alter CLEC operating procedures" and includes changes such as font and typeface changes, punctuation, and grammatical corrections.

³ The list of Category 1 and 0 issues is attached as Exhibit E.

⁴ This process is attached as Exhibit F and is also posted at the following URL:
<http://www.qwest.com/wholesale/cmp/whatiscmp.html>

- Level 1 is defined as "changes that do not alter CLEC operating procedures or changes that are time critical corrections to a Qwest product or process," and includes changes such as time critical corrections to information that adversely impacts CLECs' ability to conduct business with Qwest and corrections/clarifications/additional information that does not change the product or process.
- Level 2 is defined as "changes that have minimal effect on CLEC operating procedures," and includes changes such as contact information updates and changes to a form that do not introduce changes to the underlying process.
- Level 3 is defined as "changes that have moderate effect on CLEC operating procedures and require more lead-time before implementation than Level 2 changes," and includes changes such as NC/NCI code changes and adding new features to an existing product.
- Level 4 changes are defined as "changes that have major effect on existing CLEC operating procedures or that require the development of new procedures," and include changes such as interval changes and new processes related to product enhancements.

Each level defines a different process for changes falling within that level. For Level 0 changes, Qwest does not provide notification or track the change on a history log; changes are made and immediately posted to the web site. For Level 1 changes, Qwest provides a notification to CLECs showing the text change by highlighting the language and a history log tracking the change; there is no comment cycle for such changes. For Level 2 changes, Qwest provides a notification to CLECs describing the change at least 21 calendar days in advance of the change. There is also a comment cycle, which provides for CLECs to submit comments and Qwest to reply to those comments prior to implementation of the change. For Level 3 changes, Qwest provides a notification to CLECs describing the change at least 31 calendar days in advance of the change. There is also a comment cycle, which provides for CLECs to submit comments and Qwest to reply to those comments prior to implementation of the change. Qwest will implement Level 3 changes no sooner than 15 calendar days after providing its response to CLEC

comments. Thus, the implementation date for Level 3 changes is 31 to 45 days from the initial notification, depending upon when Qwest responds to CLEC comments.

Level 4 changes, which have the most impact on CLECs, require Qwest to submit a CR describing the proposed change. The CR is then presented at the monthly product/process CMP meeting for discussion with CLECs. Together, CLECs and Qwest will develop a process for Qwest to obtain CLEC input regarding the proposed change, which may include conferences or written comment cycles. After obtaining CLEC input in accordance with the process agreed at the monthly product/process CMP meeting, Qwest will modify the CR, if necessary, and design a solution. Qwest will then provide notification to CLECs of the planned change at least 31 calendar days prior to implementation. It is important to note that this notification is not issued until after Qwest and CLECs have discussed Qwest's CR, CLECs have provided input pursuant to the agreed process, and the CR is modified, if necessary. At this point, the process provides for a comments cycle similar to that for Level 3 changes, which results in an implementation date of 31-45 days from the date of the notification.

For Levels 2 through 4, where Qwest provides responses to CLEC comments, any CLEC that does not accept Qwest's response may elect to escalate the issue or pursue dispute resolution in accordance with the CMP escalation and dispute resolution provisions.

The description for each of the Levels 1-4 sets forth a list of the categories of changes that fall under that level. If a particular category of change is not listed under Level 0-4, Qwest will issue a Level 3 notification. As described above, Level 3 notifications provide for a comment cycle and 31 to 45 calendar days of notice prior to implementation of the change. Qwest and CLECs will discuss any requests to change the

level under which a noticed change falls or to establish new change categories under Levels 0 through 4 at the monthly CMP meeting. If the parties do not reach agreement regarding such a request, the issue will be determined by a majority vote.

Changing the CMP (Section 7.1). The parties reached agreement in principle regarding the process for making changes to the change management process itself. The parties agreed that the initiator of the request for a change will propose redlined language and provide the reasons for the request at least 14 days in advance of the monthly product/process CMP meeting. At that monthly meeting, the initiator will present the proposal to the CMP participants and those parties will develop a process for providing input into the proposed change. Changes to the CMP will be made only upon unanimous agreement. A requested change to the CMP will be voted on no earlier than the monthly CMP meeting following the meeting at which it was presented.

Conflicts between CMP changes and interconnection agreements. The parties reached agreement on language to clarify that a CLEC's interconnection agreement prevails over changes made through CMP. The parties agreed to add the following language to the Introduction and Scope (Section 1):

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

OSS Interface Release Calendar. The parties agreed to add the following language as a new Section 6 to address Qwest's rolling 12 month OSS Interface release calendar:

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

- Name of OSS Interface
- Date for CMP CR Submission Cutoff
- Date for issuing Draft Release Notes
- Date when Initial Notice for New Interfaces and Interface Retirements will be issued; date when comparable functionality will be available.
- Date for issuing Initial or Draft Technical Specifications
- Comment cycle timeline
- Prioritization, packaging and commitment timeline
- Date for issuing Final Technical Specifications
- Testing period
- Date for issuing Final Release Notes
- Planned Implementation Date
- Release sunset dates

The release calendar will be posted on the CMP web site as a stand-alone document.

Ranking of Late Added CRs. The parties agreed to add the following language as Section 10.2.4 addressing the ranking of late added CRs:

For those late added CRs that are eligible for inclusion, as a candidate, in the most recently prioritized release (Section 10.2.4), the prioritization process will be as follows.

- Within three (3) business days following the CMP Meeting that resulted in the decision to include the late added CR as a candidate in the recently prioritized release, Qwest will distribute the late added CR for ranking, along with the initial prioritization.
- Each CLEC and Qwest may submit a suggested rank for the late added CR. The suggested rank will be the number, from 1-n, corresponding to the position on the Initial Prioritization List that the CLEC or Qwest believes the late added CR should be inserted.
- CLECs and Qwest who choose to vote must return their suggested rank for the late added CR via e-mail within three (3) business days following Qwest's distribution of the late added CR for ranking.

Within two business days following the return of the suggested rank, Qwest will tabulate the results by averaging the returned suggested ranks for the late added CR. Qwest will insert the late added CR into the Initial Prioritization List at the resulting point on the list and will renumber the remaining candidates on the list based on this insertion. Qwest will e-mail the newly resulting Initial

Prioritization List to the CLECs. The results will be announced at the next scheduled CMP Monthly Meeting.

Definition of Terms. The parties agreed to a list of defined terms that was incorporated at the end of the Wholesale CMP Document.

Exception Process. The parties reached agreement in principle regarding the exception process to be included in the Wholesale CMP Document. Exception processing addresses situations in which a CLEC or Qwest wishes to deviate from the agreed process in any respect. For example, exception processing would apply to requests to deviate from the CMP's notice or comment intervals, to shorten the life cycle of a particular CR, or for an emergency software fix. A request for exception processing must be submitted in writing with substantiation of the reason the issue should be handled on an exception basis. The request must be based on good cause and must describe the targeted implementation date and any expected milestones the requestor would like to be met. With at least two business days notice, Qwest will hold an exception call/meeting to discuss the request. If there is sufficient time, the meeting will be held during the monthly CMP meeting. The decision regarding the exception will be made by majority vote.

II. THE AGREED PROCESS IS SET FORTH IN THE QWEST WHOLESALE CHANGE MANAGEMENT PROCESS DOCUMENT AND POSTED ON QWEST'S WEB SITE

Qwest and the CLEC community have now reached agreement on all major aspects of the change management process. Qwest has implemented that process and

posted a document describing it on Qwest's wholesale web site.⁵ A matrix reflecting Qwest's implementation of the redesigned process is attached as Exhibit G. The parties have identified only one impasse issue, which was presented to the Colorado Commission on February 8, 2002. The Commission orally ruled against adding the OBF language to the definition of Regulatory Changes that would treat changes required to meet performance measures as Regulatory Changes. Qwest and the CLECs have agreed that this resolution will apply in all of Qwest's states.

Qwest's CMP addresses changes to systems, products, and processes. The redesign participants have attempted to define procedures to support all of these areas, but some work remains. Although some issues may remain relating to the change management process, all of the major issues that impact Qwest's application for Section 271 relief have been resolved. As noted above, Qwest remains committed holding redesign sessions after it receives section 271 approval for as long as necessary to resolve and/or close out any remaining issues. All parties understand that the CMP is a living process that will be subject to ongoing improvements.

The formal redesign process should end once the collaborative body has established a viable change management process. After the redesign process ends, the intent is to have developed processes that will address any future changes that are consistent with industry standards and allows substantial CLEC input on changes to Qwest's OSS, products, and processes.

⁵ Qwest's Wholesale Change Management Process Document, which is attached as Exhibit A, can be found at the following URL: www.qwest.com/wholesale/cmp/whatiscmp.html.

III. 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 that meets CLEC needs.

Dated this 16th day of April, 2002.

Respectfully submitted,

QWEST CORPORATION

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EXHIBIT A

**MASTER RED-LINED CLEC-QWEST CMP RE-DESIGN FRAMEWORK
 INTERIM DRAFT - Revised 10-16-01, 10-3-01, 9-20-01, 11-1-01, 11-8-01, 11-16-01,
 11-29-01, 12-10-01, 12-19-01, 01-03-02, 02-07-02, 02-20-02, 03-07-02, 04-04-02,
 04-08-02**

Master Redlined CLEC-Qwest Redesign Framework – CLEAN – History Log

Line #	Version - Filename	Effective Date	Change				Update Activity
			Section #	Section Name	Subsection Name		
1	Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 02-07-02 – CLEAN – Version 1.0	02-07-02	All			Accepted changes to Master Redlines CLEC-Qwest CMP Redesign Framework	
2	Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 02-20-02 – CLEAN – Version 2.0	02-20-02	2.1	Types of Change	Regulatory Change	Added changes to Regulatory Changes section as agreed to at Feb 19 Redesign Meeting.	
3	MasterRedlineCLEAN03070	03-11-02	3.1	Change Request Initiation Process	CLEC-Qwest OSS Interface Change Request Initiation Process	Added language agreed to at March 7 Redesign Meeting.	
4			9.0	Prioritization	N/A	Added language agreed to at March 7 Redesign Meeting.	
5			9.3	Prioritization	SCRIP	Added language agreed to at March 7 Redesign Meeting.	
6			5.1.6	Change to Existing Interfaces	Final Interface Technical Specifications	Added language agreed to at March 7 Redesign Meeting.	
7	MasterRedlineCLEAN03270	03-27-02	3.1	Change Request Initiation Process	CLEC-Qwest OSS Interface Change Request Initiation Process	Added Reasons for Denial Language	
			3.3	Change Request Initiation Process	CLEC-Qwest OSS Interface Change Request Initiation Process	Added Reasons for Denial Language	
8	MasterRedlineCLEAN04080	04-08-02	1.0	Introduction and Scope		Added language agreed to at April 4 Redesign Meeting.	
			2.0	Managing The CMP		Added language agreed to at April 4 Redesign Meeting. Moved Section to 2.0 from 7.0	
			3.0	Meetings		Moved section to 3.0 from 8.0.	
			6.0	OSS Interface Release Calendar		Added language agreed to at April 4 Redesign Meeting.	
			10.0	Prioritization		Moved Appendices to end of document	
			10.2.4	Prioritization	Late Adder	Added language agreed to at April 4 Redesign Meeting.	

EXHIBIT A

**MASTER RED-LINED CLEC-QWEST CMP RE-DESIGN FRAMEWORK
INTERIM DRAFT - Revised 10-16-01, 10-3-01, 9-20-01, 11-1-01, 11-8-01, 11-16-01,
11-29-01, 12-10-01, 12-19-01, 01-03-02, 02-07-02, 02-20-02, 03-07-02, 04-04-02,
04-08-02**

**CHANGE MANAGEMENT PROCESS (CMP)
FOR LOCAL SERVICES**

The highlighted portions of this document describe Qwest's current processes. These provisions may be modified through the redesign process.

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**EXHIBIT A
DESIGN FRAMEWORK**

MASTER RED-LINED CLEC-QWEST CMP RE-

**INTERIM DRAFT - Revised 10-16-01, 10-3-01, 9-20-01, 11-1-01, 11-8-01, 11-16-01,
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CHANGE MANAGEMENT PROCESS (CMP)

The highlighted portions of this document describe Qwest's current processes. These provisions may be modified through the redesign process.

1.0 INTRODUCTION AND SCOPE

This document defines the processes for change management of 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 CLECs to their end users.

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

Qwest will track changes to OSS interfaces, products and processes. The CMP includes the identification of changes and encompasses, as applicable, Qwest will process any such changes in accordance with the CMP described in this document.

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

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

In cases of conflict between the changes implemented through the CMP and any CLEC interconnection agreement (whether based on the Qwest SGAT or not), the rates, terms and conditions of such interconnection agreement shall prevail as between Qwest and the CLEC party to such interconnection agreement. In addition, if changes implemented through the CMP

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do not necessarily present a direct conflict with a CLEC interconnection agreement, but would abridge or expand the rights of a party to such agreement, the rates, terms and conditions of such interconnection agreement shall prevail as between Qwest and the CLEC party to such agreement.

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2.0 MANAGING THE CHANGE MANAGEMENT PROCESS

2.1 Managing the Change Management Process Document

The Change Management Process is dynamic in nature. Proposed modifications to the CMP framework shall be originated by means of discussion at any of the regularly scheduled Monthly Product/Process CMP meetings (standing agenda item at the Monthly Product/Process CMP meetings).

The initiator of the change would send an email with the redlined language and the reasons for the request attached at least 14 days in advance of the Product & Process CMP meeting. The request initiator would present the proposal to the CMP participants. The parties would develop a process for input into the proposed change. To incorporate a change into the CMP requires unanimous agreement [as indicated by how, as defined by the voting process]. Each proposal will be assigned a unique tracking number. Date, version and history log for the CMP. Include the proposal in the distribution package and on the agenda. The requested change will be reviewed at one CMP meeting and voted on no earlier than the following CMP meeting.

2.2 Change Management Point-of-Contact (POC)

Qwest and each 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. CLECs and Qwest will exchange POC information including items such as:

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

2.3 Change Management POC List

Primary and secondary CLEC POCs should be included in the Qwest maintained distribution list. It is the CLEC responsibility to notify Qwest of any POC changes. The list will be made available to all participating CLECs with the permission of the POCs.

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2.4 Qwest CMP Responsibilities

2.4.1 CMP Managers

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

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

2.4.2 Change Request Project Manager (CRPM)

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

2.4.3 Escalation/Dispute Resolution Manager

The Escalation/Dispute Resolution Manager is responsible for managing escalations and disputes in accordance with the CMP Escalation Process and Dispute Resolution Process.

2.5 Method of Communication

The method of communication is e-mail with supporting information posted to the web site when applicable (see Section 3.3 Qwest Wholesale CMP Web Site). Communications sent by e-mail resulting from CMP will include in the subject line "CMP". Email communications regarding document changes will include direct web site links to the related documentation.

Redlined PCATs and Technical Publications associated with product, process, and systems changes will be posted to the Qwest CMP Document Review Web site, <http://www.qwest.com/wholesale/cmp/review.html>. For the duration of the agreed upon comment period CLECs may submit comments on the proposed documentation change. At the

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Qwest CMP Document Review Web site CLECs may submit their comments on a specific document by selecting the "Submit Comments" link associated with the document. The "Submit Comments." link will take CLECs to an HTML comment template. If for any reason the "Submit" button on the site does not function properly, CLEC may submit comments to cmpcomm@qwest.com. After the conclusion of the applicable CLEC comment period Qwest will aggregate all CLEC comments with Qwest responses and distribute to all CLECs via Notification email within the applicable period.

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3.0 MEETINGS

Change Management meetings will be conducted on a regularly scheduled basis, at least two consecutive days 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 CLEC. 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.

3.1 Meeting Materials [Distribution Package] for Change Management Meeting

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 Summary
- 12 Month Development View
- Monthly System Outage Report

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- 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.

3.2 Meeting Minutes for Change Management Meeting

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.

3.3 Qwest Wholesale CMP Web Site

To facilitate access to CMP documentation, Qwest will maintain CMP information on its web site. The web site should be easy to use and 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. 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 include:

- Current version of Qwest CMP document describing the 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, minutes, sign-up forms, and schedules
- A log of each type of change requests and associated status histories

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- 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.
- Contact information for the CMP POC list, including CLEC, Qwest and other participants (with participant consent to publish contact information on web page).
- Redlined PCAT and Technical Publications - see Section 2.5
- Instructions for receiving CMP communications – see Section 2.5

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4.0 TYPES OF CHANGE

A Change Request should fall into one of the following classifications:

4.1 Regulatory Change

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

4.2 Industry Guideline Change

An Industry Guideline Change implements Industry Guidelines using a national implementation timeline, if any. Either Qwest or the 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)

4.3 Qwest Originated Change

A Qwest Originated change is originated by Qwest does not fall within the changes listed above and is within the scope of CMP.

4.4 CLEC Originated Change

A CLEC Originated change is originated by the CLEC does not fall within the changes listed above and is within the scope of CMP.

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5.0 CHANGE REQUEST INITIATION PROCESS

5.1 CLEC-Qwest OSS Interface 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.

A CLEC or Qwest seeking to change an existing OSS interface, to establish a new OSS interface, or to retire an existing OSS interface must submit a change request (CR).

Regulatory or Industry Guideline Change Request

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 or paragraph numbers and the mandatory or recommended implementation date, if any. If a regulatory CR is implemented by a manual process and later it is determined that a change in circumstance warrants a mechanized solution, the CR originator must provide the evidence of the change in circumstance, such as an estimated volume increase or changes in technical feasibility.

Qwest or any CLEC may submit Regulatory and Industry Guideline CRs. 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. 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 CRs may not be presented as walk-on items.

If Qwest or any CLEC has objected to the classification of a CR as Regulatory or Industry Guideline, that CR will be discussed at the next monthly Change Management Meeting. At that meeting, Qwest and the CLECs will attempt to agree that the CR is Regulatory or Industry Guideline. At that meeting, if Qwest or any CLEC does not agree that the CR is Regulatory or Industry Guideline, the CR will be treated as a non-Regulatory, non-Industry Guideline CR and prioritized with the CLEC-originated and Qwest-originated CRs, unless and until the CR is declared to be Regulatory or Industry Guideline through dispute resolution. Final determination

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of CR type will be made by the CLEC and Qwest designated representatives at that monthly meeting, and documented in the meeting minutes.

Implementation Plan for Regulatory CRs

If agreement is reached at the monthly CMP meeting that a CR constitutes a Regulatory Change, then at that same meeting, Qwest will propose an implementation plan for compliance with a regulatory mandate. The proposal will include the criteria that Qwest used to determine the proposed method of implementation, including estimated volume, an estimated level of effort for implementing a manual solution, and an estimated level of effort for implementing a mechanized solution. Qwest will express the estimated levels of effort for these purposes in terms of a range of hours required to implement. If relied upon, the criteria may also include cost, estimated volume, number of CLECs, technical feasibility, parity with retail, or effectiveness/feasibility of manual process.

If the difference between the midpoint of each range of the estimated levels of effort for implementing the manual and mechanized solutions is less than 10% of the larger number, and Qwest did not rely upon other criteria in determining the proposed method of implementation, then the decision regarding whether to implement the manual or mechanized solution will be determined by the desires of the majority of the parties present at the monthly meeting where the implementation plan is presented. For example, if Qwest did not rely on other criteria, this provision applies where the midpoint of the level of effort for the mechanized solution is 2000 hours and the midpoint of the level of effort for the manual solution is 2200 hours, because the difference is 200 hours, which is less than 10% of 2200, or 220. After the implementation plan has been discussed at that meeting, Qwest will request that a representative of each CLEC and Qwest indicate their preference for the manual or the mechanized solution, e.g., by a show of raised hands. The determination will be made by the majority of parties that express a preference. The results will be reflected in the meeting minutes.

If Qwest is unable to fully implement a mechanized solution in the first release that occurs after the CMP participants agree that a change has been mandated, Qwest's implementation plan for the mechanized solution may include the short-term implementation of a manual work-around until the mechanized solution can be implemented. In that situation, the CR to implement the mechanized change will be treated as a Regulatory Change, notwithstanding the fact that a manual work-around is required for some interim period, and Qwest will continue to work that Regulatory CR until the mechanized solution is implemented.

Qwest's implementation plan for a manual solution may include a plan to implement a mechanized solution when and if estimated volume for the functionality justifies implementation of a mechanized solution. In that situation, a subsequent CR to implement the mechanized change must be submitted when estimated volume justifies implementation of the mechanized

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solution and will be treated as a Regulatory Change only if the CLECs and Qwest agree to such treatment. If the parties do not agree to treat such a CR as a Regulatory Change, it will be treated as a non-Regulatory Change.

CLECs and Qwest will attempt to reach agreement on the implementation plan at the monthly CMP meeting at which the proposed implementation is presented.

If any CLEC objects to the proposed implementation plan because it disagrees with Qwest's assessment of the estimated volume, the CLEC must submit information to Qwest demonstrating that Qwest's volume estimate should be revised. The CLEC shall submit such information to Qwest within 5 business days after the monthly meeting.¹ Qwest shall consider all such information submitted and determine whether a revision of its volume estimate is appropriate. Within 10 business days after the monthly meeting, Qwest will notify CLECs via the mailout process whether it has determined that a revision of the volume estimate is appropriate. If it has revised the volume estimate, Qwest will include the revised volume estimate and will state whether the revised volume estimate results in a change to Qwest's estimated levels of effort to implement a manual and/or mechanized solution. If the volume estimate is revised and the revision results in a change to Qwest's estimated levels of effort to implement a manual and/or mechanized solution and/or Qwest's proposed implementation plan, Qwest will include the revised estimated levels of effort and the revised implementation plan in the notification. This implementation plan will be presented at the next monthly CMP meeting. CLECs and Qwest will attempt to reach agreement on the implementation plan at the monthly CMP meeting at which the revised implementation is presented.

The final determination regarding the implementation plan will be made by Qwest with input from CLECs, except where the estimated levels of effort for implementing the manual and mechanized solutions are not significantly different and the decision regarding whether to implement a manual or mechanized solution is determined by the CLECs, as set forth above. If no CLECs object to the proposed plan at the monthly meeting where it is first presented, final determinations will be made at that meeting and documented in the meeting minutes.

Qwest will present the proposed plan at the next monthly meeting only if all of the following apply:

- *one or more CLECs object to the proposed plan at the monthly meeting where it is first presented,*

¹ *If necessary, a CLEC may indicate that such information is confidential by marking each page with the word "Confidential." If Qwest receives information pursuant to this provision that is marked "Confidential", Qwest will not disclose such confidential information to any other CLEC, but Qwest may use such confidential information to revise its demand estimate, if appropriate, and may disclose its revised demand estimate.*

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- one or more CLECs submit additional volume estimate information as set forth above, and
- the additional information submitted by CLECs results in a revision to the implementation plan.

If all of the above apply, resulting in a revised implementation plan, then Qwest will present the revised implementation plan at the next monthly meeting. Final determinations regarding the implementation plan will be made at that monthly meeting and documented in the meeting minutes.

If any CLEC does not agree with the final implementation plan, the objecting CLEC may initiate dispute resolution under the CMP Dispute Resolution process.

A CR originator e-mails a completed CR form to the Qwest Systems CMP Manager within two (2) business days after Qwest receives a complete CR: 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 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 appropriate director responsible for the CR.
- The CRPM obtains from the director the names of the assigned subject matter expert(s) (SME).
- The CRPM will provide a copy of the detailed CR report to the CR originator which includes the following information:
 - description of CR
 - originator
 - assigned CRPM contact information
 - assigned CR number
 - designated Qwest SMEs and associated director(s)

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

At the clarification meeting, Qwest and the originator will review the submitted CR, validate the intent of the originator's CR, clarify all aspects, identify all questions to be answered, and determine deliverables 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. 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. At 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. The originator 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. Participating CLECs will then 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 if applicable. 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.

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 Level of Effort
 - Identification of any CR which is a duplicate, in part or whole, to the CR being presented.
- "Denied" (Qwest will not implement the CLEC or Qwest request) with basis for the denial, in writing, including reference to substantiating material. . CLEC-initiated OSS Interfaces and Product/Process change request may be denied for one or more of the following reasons.
 - Technologically not feasible—a technical solution is not available, (+)
 - Regulatory ruling/Legal implications—regulatory or legal reasons prohibit the change as requested, implementing the request may negatively impact a performance measurement (PID) incorporated into a performance assurance plan, or if the request benefits some CLECs and negatively impact others (parity among CLECs) (Contrary to ICA provisions) (+)
 - Qwest policy —the procedure is working, the requested change is not beneficial (more objective, less subjective) (-)
 - Outside the Scope of the Change Management Process—the request is not within the scope of the Change Management Process, requests for information (as defined in the Master Red-line document) (+)
 - Economically not feasible—low demand, cost prohibitive to implement the request, or both. (+)

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04-08-02**

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

If CLECs do not accept Qwest's response, they may elect to escalate or dispute the CR in accordance with the agreed upon CMP escalation or dispute resolution procedures. 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. 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 stasured deferred and CLECs may activate or close the CR at a later date.

At the monthly CMP meeting, the CR originator will provide an overview of its respective CR(s) and Qwest will present either a status or its response.

At the last Systems CMP meeting before Prioritization, Qwest will facilitate the presentation of all CRs eligible for Prioritization. At this meeting Qwest will provide a high level estimate of the Level of Effort of each CR and the estimated total capacity of the release. This estimate will be an estimate of the number of person hours required to incorporate the CR into the release. Ranking will proceed, as described in Section 10.2. The results of the ranking will produce a release candidate list.

5.2 CLEC-Qwest OSS Interface Change Request Lifecycle

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

5.2.1 Business and Systems Requirements

Qwest engineers define the business and functional specifications during this phase. The specifications are completed on a per candidate basis in priority order. During business and system requirements, any candidates which have affinities and may be more efficiently implemented together will be discussed. Candidates with affinities are defined as candidates with similarities in functions or software components. Qwest will also present any complexities, changes in candidate size, or other concerns that may arise during business or system requirements which would impact the implementation of the candidate. During the business and systems requirement efforts, CRs may be modified or new CRs may be generated (by CLECs or Qwest), with a request that the new or modified CRs be considered for addition to the release candidate list (late added CRs). If the CMP body grants the request to consider the late added CRs for addition to the release candidate list, Qwest will size the CR's requirements

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work effort. If the requirements work effort for the late added CRs can be completed by the end of system requirements, the release candidate list and the new CRs will be prioritized by CLECs in accordance with the agreed upon Prioritization Process (see Section 10.0). 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.

5.2.2 Packaging

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

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

Based upon additional information gathered during the business and systems requirement phase, Qwest will provide an updated Level of Effort of each CR and the estimated total capacity of the release. If more than one option is presented, a vote will be held within 2 days after the meeting on the options. The option with the largest number of votes will continue through the design phase of the development cycle.

5.2.3 Design

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

5.2.4 Commitment

After design, Qwest will present a final list of candidates which can be implemented. Qwest will provide an updated level estimate of the Level of Effort of each CR and the estimated total capacity of the release. These candidates become the committed candidates for the release.

5.2.5 Code & Test

Qwest engineers will perform the coding and testing by Qwest required to complete the work associated with the committed candidates. The code is developed and baselined before being delivered to system test. A system test plan (system test cases, costs, schedule, test

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environment, test data, etc.) is completed. The system is tested for meeting business and system requirements, certification is completed on the system readiness for production, and pre-final documentation is reviewed and baselined. If in the course of the code and test effort, Qwest determines that it cannot complete the work required to include a candidate in the planned release, Qwest will discuss options with the CLECs in the next CMP meeting. Options can include either the removal of that candidate from the list or a delay in the release date to incorporate that candidate. If the candidate is removed from the list, Qwest will also advise the CLECs whether or not the candidate could become a candidate for the next point release, with appropriate disclosure as part of the current major release of the OSS interface. Alternatively, the candidate will be returned to the pool of CRs that are available for prioritization in the next OSS interface release.

5.2.6 Deployment

During 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.

During any phase of the lifecycle, a candidate may be requested to be removed by the requesting CLEC. If that occurs, the candidate will be discussed at the next CMP meeting or in a special emergency meeting, if required. The candidate will only be removed from further phases of development if there is unanimous agreement by the CLECs and Qwest at that meeting.

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

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

5.3 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 originator, if necessary, within two (2) business days after Qwest receives a complete 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.

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**EXHIBIT A
DESIGN FRAMEWORK**

MASTER RED-LINED CLEC-QWEST CMP RE-

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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 obtains from the Director the names of the assigned Subject Matter Expert(s) (SME).
- the CRPM will provide a copy of the detailed CR report to the CR originator which includes the following information:
 - Description of CR
 - originating CLEC
 - assigned CRPM contact information
 - assigned CR number
 - designated Qwest SMEs and associated director(s)
- Within eight (8) business days after receipt of a complete CR, the CRPM Coordinates and holds a Clarification Meeting with the Originating CLEC and Qwest's SMEs. If the originating CLEC is not available within the above specified time frame, then the clarification meeting will be held at a mutually agreed upon time. Qwest will not provide a response to a CR until a clarification meeting has been held.
- 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 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. 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. 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 the CLEC request) with position stated, or
 - "Denied" (Qwest will not implement the CLEC request) with basis for the denial, in writing, including reference to substantiating material. CLEC-initiated OSS Interfaces and Product/Process change request may be denied for one or more of the following reasons.
 - Technologically not feasible—a technical solution is not available. (+)

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- Regulatory ruling/Legal implications—regulatory or legal reasons prohibit the change as requested, implementing the request may negatively impact a performance measurement (PID) incorporated into a performance assurance plan, or if the request benefits some CLECs and negatively impact others (parity among CLECs) (Contrary to ICA provisions) (+)
- Qwest policy —the procedure is working, the requested change is not beneficial (more objective, less subjective) (-)
- Outside the Scope of the Change Management Process—the request is not within the scope of the Change Management Process, requests for information (as defined in the Master Red-line document) (+)
- Economically not feasible—low demand, cost prohibitive to implement the request, or both. (+)
- Qwest will not deny a CR solely on the basis that the CR involves a change to the back-end systems.
- Qwest will apply these same concepts to CRs that they initiate.
- SCRPM may be invoked if a CR was denied due to Economically not feasible.
- At least one (1) week prior to the next scheduled 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 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 meeting, Qwest will notify the CLECs of Qwest's intent to modify its response.

If the CLECs do not accept Qwest's response, any CLEC can elect to escalate the CR in accordance with the agreed upon CMP Escalation or dispute resolution Procedures. 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.

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 CLECs may activate or close the CR at a later date.

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

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

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- Qwest Denied the CLEC CR and no further action is required by CLEC.

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

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

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

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6.0 OSS INTERFACE RELEASE CALENDAR

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

- Name of OSS Interface
- Date for CMP CR Submission Cutoff
- Date for issuing Draft Release Notes
- Date when Initial Notice for New Interfaces and Interface Retirements will be issued; date when comparable functionality will be available.
- Date for issuing Initial or Draft Technical Specifications
- Comment cycle timeline
- Prioritization, packaging and commitment timeline
- Date for issuing Final Technical Specifications
- Testing period
- Date for issuing Final Release Notes
- Planned Implementation Date
- Release sunset dates

The release calendar will be posted on the CMP web site as a stand-alone document.

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7.0 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.

7.1 Introduction of a New Application-to-Application Interface

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.

7.1.1 Release Announcement

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

7.1.2 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.

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7.1.3 Initial Interface Technical Specification

Qwest will provide draft technical specifications at least one hundred twenty (120) calendar days prior to implementing the release. In addition, Qwest will confirm the schedule for the walk-through of technical specifications, CLEC comments, and Qwest response cycle.

7.1.4 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

7.1.5 Walk Through of Draft Interface Technical Specifications

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 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.

7.1.6 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.

7.1.7 CLEC Comments on Draft Interface Technical Specifications

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

7.1.8 Qwest 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

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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.

7.1.9 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.

Final Release Requirements will include:

- 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

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

7.2 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

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At least twenty-eight (28) calendar days in advance of the target implementation date of a new GUI interface, Qwest will issue a Release Announcement. At a minimum, the Release Announcement will include:

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

7.2.1 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.

7.2.2 CLEC Comments and Qwest Response

At least twenty-five (25) calendar days prior to the Release Production Date. CLECs must forward their written comments and concerns to Qwest. Qwest will consider CLEC comments and may address them with the release of the Final Notification.

7.2.3 Final Notification

Qwest will issue a final notice no less than twenty-one (21) calendar days prior to the Release Production 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.

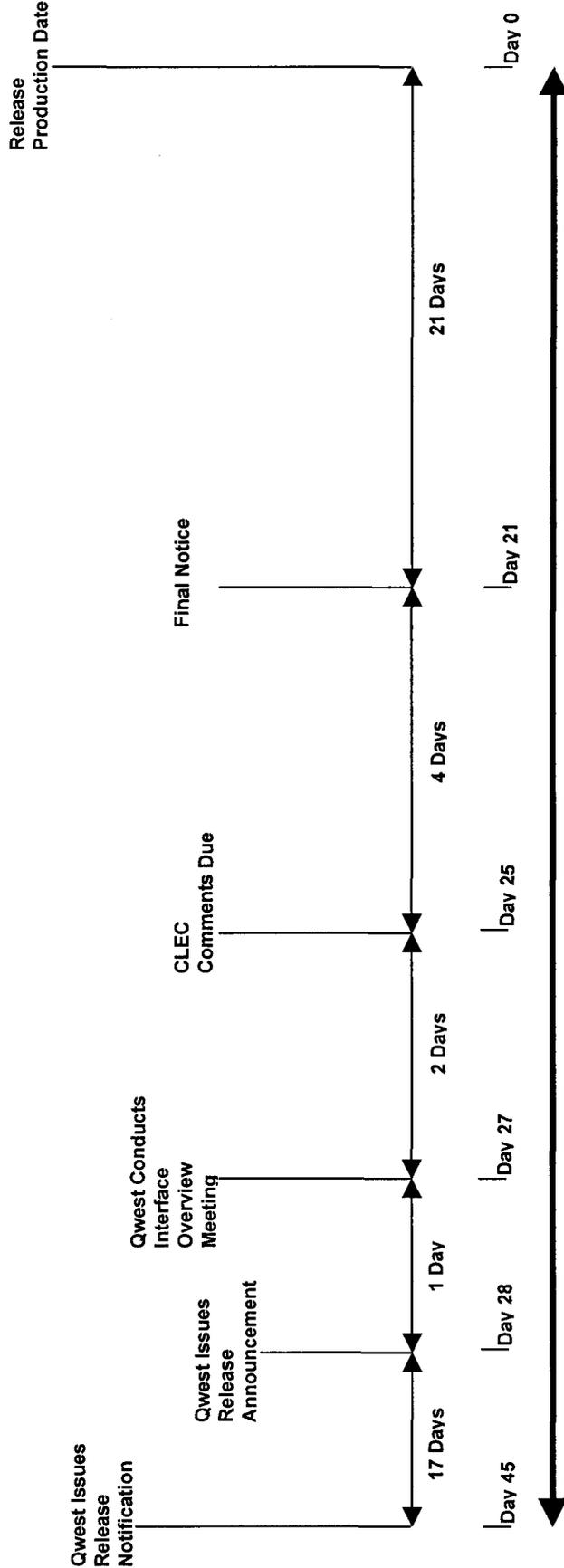
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**MASTER RED-LINED CLEC-QWEST CMP RE-DESIGN FRAMEWORK
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Qwest-CLEC Change Management Process Introduction of A New Graphical User Interface (GUI) Timeline



45 Day Timeline

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

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8.0 CHANGE TO EXISTING OSS INTERFACES

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.

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 IMA OSS Interface requiring coding changes to the CLEC interfaces within a calendar year. The Major release changes should occur no less than three (3) months apart.

Application-to-Application OSS Interface

Qwest will support the previous major Interconnect Mediated Access (IMA) EDI release for six (6) months after the subsequent major IMA EDI release has been implemented. Past Releases of IMA EDI will only be modified as a result of production support changes. When such production support changes are made, Qwest will also modify the related documentation. All other changes become candidates for future IMA EDI releases.

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

Graphical User Interface (GUI)

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

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

8.1 Application-to-Application Interface

This section describes the timelines that Qwest, and any CLEC choosing to implement on the Qwest Release Production Date, will adhere to in changing existing interfaces.² 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.

² 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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8.1.1 Draft Interface Technical Specifications

Prior to Qwest implementing a change to an existing interface, Qwest will notify CLECs of the draft Technical Specifications. Qwest will provide draft technical specifications at least seventy-three (73) calendar days prior to implementing the release unless an exception has been granted (see Section 8.0) Technical specifications are documents that provide information the CLECs need to code the interface. CLECs have eighteen (18) calendar days from the initial publication of draft technical specifications to provide written comments/questions on the documentation.

8.1.2 Content of Draft Interface Technical Specifications

The Notification letter will contain:

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

Draft Technical Specifications documentation, or instructions on how to access the draft Technical Specifications documentation on the Web site.

8.1.3 Walk Through of Draft Interface Technical Specifications

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 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.

8.1.3.1 Walk through Notification Content

This notification will contain:

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

8.1.3.2 Conduct the 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

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clarification. Qwest will follow-up on all action items and notify CLECs of responses 45 calendar days prior to implementation.

8.1.4 CLEC's Comments on Draft Interface Technical Specifications

If the CLEC identifies issues or requires clarification, the CLEC must send written comments to the Systems CMP Manager no less than fifty-five (55) calendar days prior to implementation.

8.1.5 Qwest Response to Comments

Qwest will review and respond with written answers to all CLEC issues, comments/concerns no 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.

8.1.6 Final Interface Technical Specifications

The notification letter resulting from the CLEC's comments from the Initial Release Notification will constitute the Final Technical Specifications. After the Final Technical Specifications are published, there may be other changes made to documentation or the coding that is documented in the form of addenda. The following is a high level overview of the current disclosure, release and addendum process:

- Draft Developer Worksheets – 45 days prior to a release the draft Developer Worksheets are made available to the CLEC's.
- Final Disclosure – 5 weeks prior to a release the Final Disclosure documents, including charts and developer worksheets are made available to the CLECs.
- Release Day – On release day only those CLECs using the IMA GUI are required to cut over to the new release.
- 1st Addendum – 2 weeks after the release the 1st addendum is sent to the CLECs.
- Subsequent Addendum's – Subsequent addendum's are sent to the CLECs after the release as needed. There is no current process and timeline.
- EDI CLECs – 6 months after the release those CLECs using EDI are required to cut over to the new release. CLECs are not required to support all new releases.

8.1.7 Content of Final Notification Letter

The Final Release will include the following:

- Reference to Final Technical Specifications, or web site
- Qwest response to CLEC comments

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**EXHIBIT A
DESIGN FRAMEWORK**

MASTER RED-LINED CLEC-QWEST CMP RE-

**INTERIM DRAFT – Revised 10-16-01, 10-3-01, 9-20-01, 11-1-01, 11-8-01, 11-16-01,
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- 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)
- Final Joint Test Plan including transactions which have changed
- Joint Testing Period
- Release date

Qwest's planned implementation date will be at least forty-five (45) 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 of changes that occur within the thirty (30) calendar day test window can occur without advance notification but will be posted within 24 hours of the change.

8.1.8 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.

8.2 Graphical User Interface (GUI)

8.2.1 Draft GUI Release Notice

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 has been granted. This notification will include draft user guide information if necessary.

CLECs must provide comments/questions on the documentation no less than twenty-five (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.

8.2.2 Content of Draft Interface Release Notice

The notification will contain:

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

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- Any cross-reference to draft documentation such as the user guide or revised user guide pages.

8.2.3 CLEC Comments on Draft Interface Release Notice

Any CLEC comments must be submitted in writing to the Systems CMP Manager.

8.2.4 Qwest Response to Comments

Qwest will consider CLEC comments and may address them in the final GUI release notice within four (4) calendar days after receipt of CLEC comments.

8.2.5 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)
- Release date

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

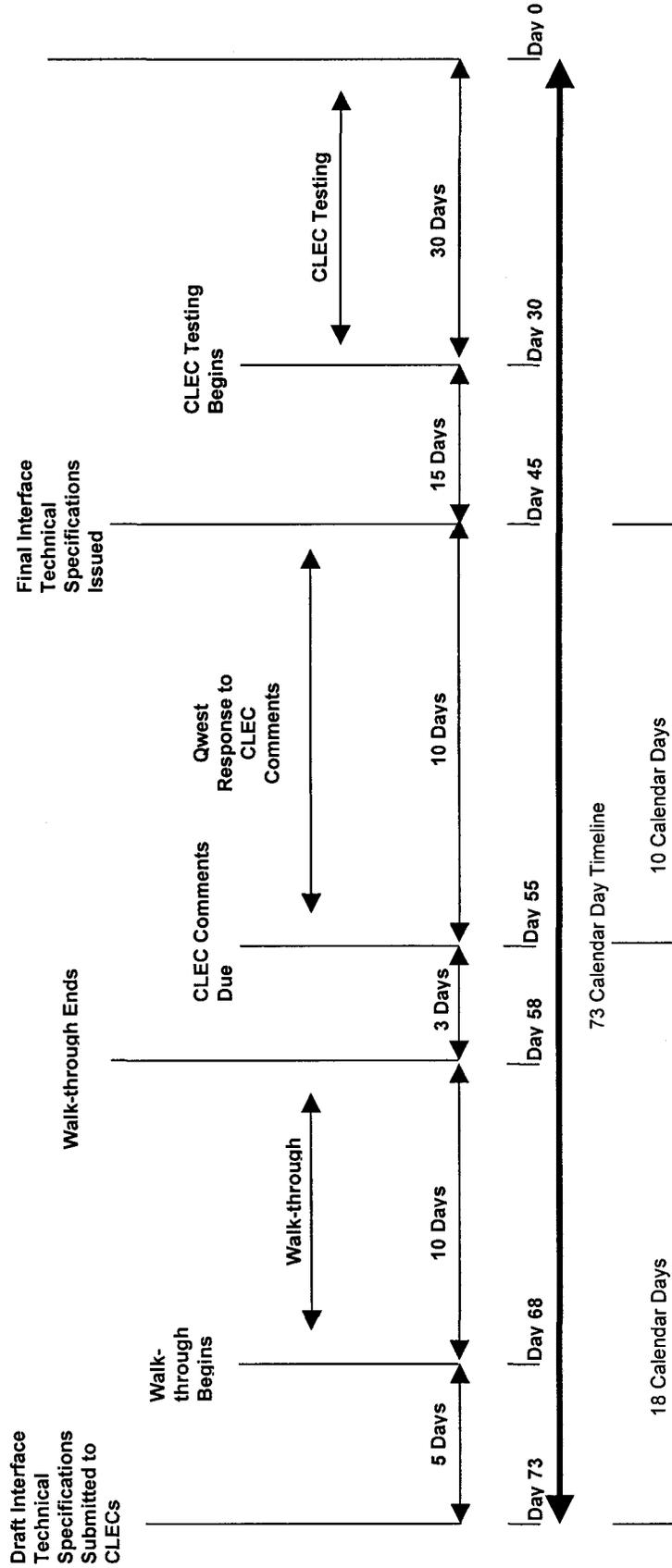
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04-08-02

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



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

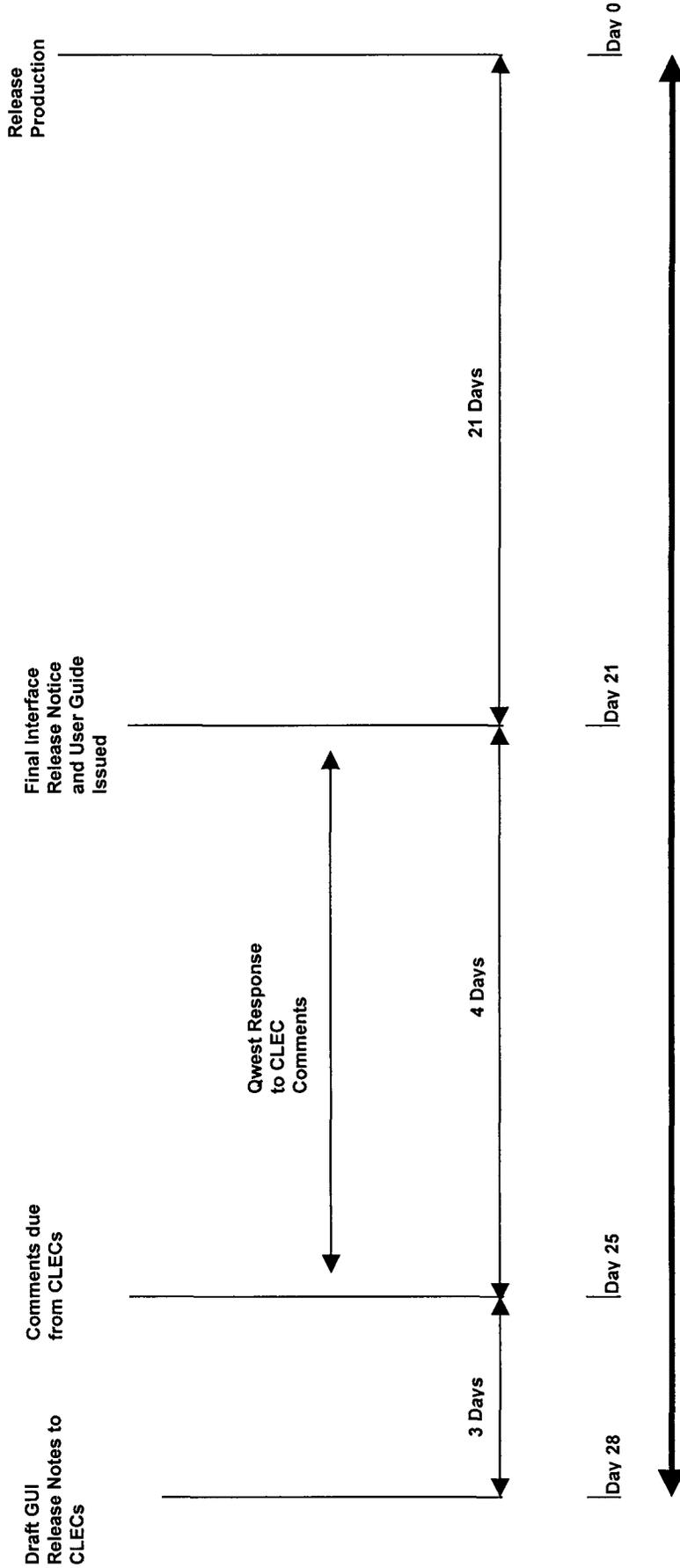
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Qwest-CLEC Change Management Process Changes to An Existing Graphic User Interface (GUI)



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9.0 RETIREMENT OF EXISTING OSS INTERFACES

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.

9.1 Application-to-Application OSS Interface

9.1.1 Initial Retirement Plans

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.

9.1.2 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

9.1.3 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.

9.1.4 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 that an interface with comparable functionality is available no less than six months prior to retirement of an Application-to-Application interface.

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9.1.5 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

9.2 Graphical User Interface (GUI)

9.2.1 Initial Retirement Plans

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

Alternatively, Qwest may choose to retire 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.

9.2.2 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

9.2.3 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.

9.2.4 Comparable Functionality

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

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9.2.5 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

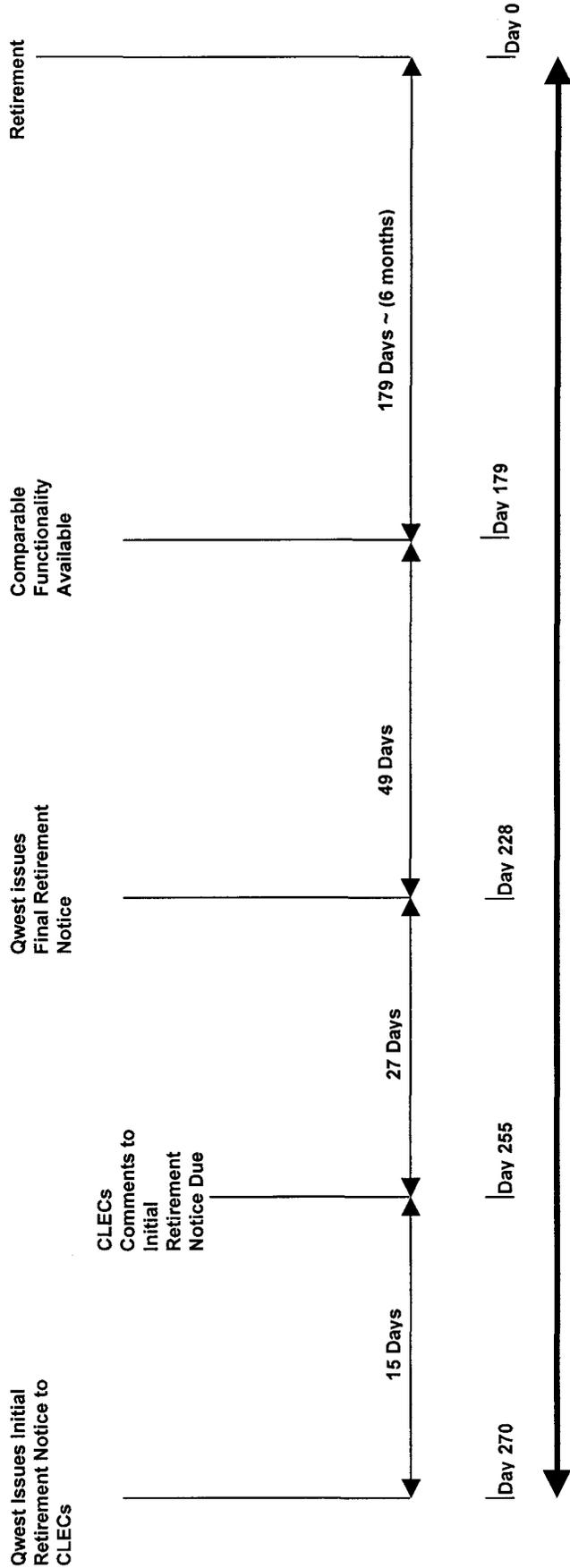
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04-08-02

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



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

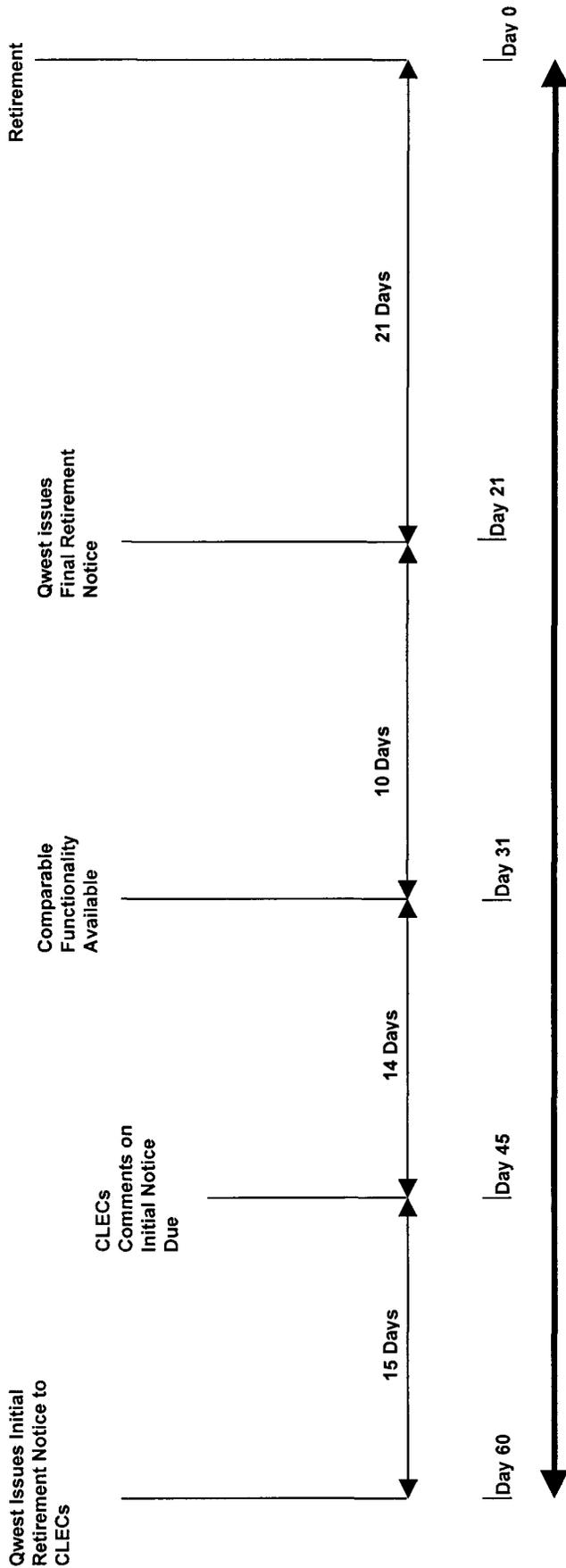
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Qwest-CLEC Change Management Process Retirement of An Existing Graphic User Interface Timeline



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

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10.0 PRIORITIZATION

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 process provides an opportunity for CLECs to prioritize CLEC and Qwest originated OSS Interface change requests (CRs). CLEC or Qwest originated CRs for introduction of a new interface or retirement of an existing interface are not subject to prioritization and will follow the introduction or retirement processes outlined in Sections 7.0 and 9.0, respectively.

10.1 Regulatory and Industry Guideline Change Requests

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

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 in Section 5.1. Regulatory and Industry Guideline CRs will also be identified in the CMP Systems Monthly Meeting Distribution Package.

10.1.1 Regulatory Changes

For Regulatory Changes, Qwest will implement changes no later than the time specified in the legislation, regulatory requirement, court ruling, or PAP. If no time is specified, Qwest will implement the change as soon as practicable. For Regulatory changes arising from a PAP, Qwest will implement changes no later than the date on which the applicable standard becomes effective.

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

10.1.2 Industry Guideline Changes

For Industry Guideline changes, Qwest will use the national implementation timeline, if any. If no national implementation timeline is specified, Qwest will implement any related changes as soon as practicable, taking into account the benefit of the guideline change and CLEC input regarding the implementation timeline.

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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 that Major Release, unless Qwest and CLECs unanimously agree otherwise.

10.1.3 Regulatory and Industry Guideline Change Implementation

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. At the monthly CMP meeting where the Regulatory or Industry Guideline CR is presented, Qwest will advise CLECs of the possible scheduled releases in which Qwest could implement the CR and the CLECs and Qwest will determine how to allocate those CRs among the available Major Releases, taking into account the information provided by Qwest regarding technical, practical, and/or development considerations. If the Regulatory or Industry Guideline CR is not included in a prior release, it will be implemented in the latest release specified by Qwest.

10.2 Prioritization Process

10.2.1 Prioritization Review

At the last Monthly Systems CMP Meeting before Prioritization, Qwest will facilitate a Prioritization Review including a discussion for all CRs eligible³ for prioritization in a major release. Qwest will distribute all materials five (5) calendar days prior to the prioritization review. The materials will include:

- Agenda
- Summary document of all CR candidates eligible for prioritization. (see Appendix A - Sample – IMA 11.0 Rank Eligible CRs)

Both CLECs and Qwest should have appropriate subject matter experts in attendance at the Prioritization Review. The review and discussion meetings are open to all CLECs.

The Prioritization Review objectives are to:

- Introduce newly initiated CLEC and Qwest OSS Interface and test environment change requests.

³ *Eligible CR's are Qwest and CLEC initiated CR's as defined in Section X . [This definition may change depending on how the CMP Redesign Team resolves regulatory and industry guideline changes]*

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- Allow CLECs and Qwest to prioritize eligible OSS Interface or test environment change requests by providing specific input as to the relative importance that CLECs, as a group, and Qwest assign to each such change request.

10.2.2 Ranking

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

- Each CLEC and Qwest may submit one numbered ranking of the Release Candidate List. The ranking must be submitted by the primary Point of Contact (POC, the secondary POC, or CMP Team Representative). The ranking will be submitted to the Qwest Systems CMP Manager in accordance with the guidelines described in Section 10.2.3 below. Refer to Appendix B: Sample – IMA 11.0 Initial Prioritization Form
- Qwest and each CLEC ranks each change request on the Release Candidate List by providing a point value from 1 through n, where n is the total quantity of CRs. The highest point value should be assigned to the CR that Qwest and CLECs wish 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 described in Section 10.2.3 below. Refer to Appendix C – Sample – IMA 11.0 Prioritization List.

10.2.3 Ranking Tabulation

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

10.2.4 Ranking of Late Added CRs

For those late added CRs that are eligible for inclusion, as a candidate, in the most recently prioritized release (Section 10.2.4), the prioritization process will be as follows:

- Within three (3) business days following the CMP Meeting that resulted in the decision to include the late added CR as a candidate in the recently prioritized release, Qwest will distribute the late added CR for ranking, along with the initial prioritization.

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- Each CLEC and Qwest may submit a suggested rank for the late added CR. The suggested rank will be the number, from 1-n, corresponding to the position on the Initial Prioritization List that the CLEC or Qwest believes the late added CR should be inserted.
- CLECs and Qwest who choose to vote must return their suggested rank for the late added CR via e-mail within three (3) business days following Qwest's distribution of the late added CR for ranking.

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

10.3 Special Change Request Process (SCRP)

In the event that a Systems CR is not ranked high enough in prioritization for inclusion in the next Release, the CR originator may elect to invoke the CMP Special Change Request Process (SCRP) as described in this section. The SCRCP does not supercede the process defined in Section 5.0 (Change Request Initiation Process).

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

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

The text of the e-mail message must include a description of the CR, CR originator's name, phone number, and e-mail address, and the circumstances which have necessitated the invocation of the SCRCP.

Qwest will acknowledge receipt of the complete SCRCP e-mail with a confirmation e-mail no later than two (2) business days following receipt of the SCRCP e-mail. If the SCRCP e-mail does not contain the required information, Qwest will notify the originator within two (2) business days following receipt of the SCRCP e-mail requesting information not included in the original SCRCP e-mail. When the SCRCP e-mail is complete, the confirmation e-mail will include:

- Date and time of receipt of complete SCRCP e-mail
- Date and time of confirmation e-mail
- SCRCP title and number
- The name, telephone number and e-mail of the Qwest contact assigned to process the SCRCP

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Within ten (10) business days after the confirmation e-mail, Qwest will schedule and hold a meeting to work with the SCRP Originator to prepare the SCRP form.

SCRIP may be invoked prior to prioritization. Analysis on the cost would be done for a fee. CLEC may decide to invoke SCRIP process up to 5 days after prioritization results are posted. If the estimate increases, Qwest will communicate the cost increase. If the CLEC chooses to cancel the request during the process, the CLEC will pay all costs incurred by Qwest up to that point.

This form shall be accompanied by the non-refundable Processing Fee specified in Attachment X. The form will request, and the originator will need to provide the following information as well as any additional information that may be helpful in describing and analyzing SCRIP originator's request:

- [Information TBD]

As soon as feasible, but in any case within (x) business days after receipt of a completed SCRIP form, Qwest will provide the SCRIP originator with a SCRIP quote. The SCRIP quote will, at a minimum, include the following information:

- A description of the work to be performed
- Development costs
- Targeted release
- [Additional elements TBD]Qwest agrees with AT&T Comments

The SCRIP originator has (x) business days, upon receipt of the SCRIP quote, to either agree to purchase under the quoted price or cancel its SCRIP.

Once development work has begun, if at any time the SCRIP originator decides to cancel the SCRIP, the SCRIP originator will pay Qwest's reasonable development costs incurred in providing the requested functionality.

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

The foregoing process applies to Qwest and CLEC originated CRs. In the event a Qwest CR is submitted through this process, Qwest agrees that it will not divert IT resources available to work on the systems CRs for the next Release to support Qwest's SCRIP request. Like CLECs, Qwest will have to apply separate, additional resources to CR it seeks to implement through the SCRIP.

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11.0 APPLICATION-TO-APPLICATION INTERFACE TESTING

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

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

The CTE for Maintenance and Repair currently includes:

- CMIP Interface Test Environment (MEDIACC)

Qwest provides initial implementation 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. Such testing provides the opportunity to test the code associated with

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those OSS Interface exchange requests. The CTE will also provide the opportunity for regression testing of OSS Interface functionality.

11.1 Testing Process

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

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

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

Qwest will communicate 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 software components and similar connectivity configuration 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 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. Production code problems identified in the test environment will be resolved by using the Production Support process as outlined in Section 12.0.

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12.0 PRODUCTION SUPPORT

12.1 Notification of Planned Outages

Planned Outages are reserved times for scheduled maintenance to 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.

12.2 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 12.X. 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.

12.3 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.

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Qwest will assign each CLEC-generated and Qwest-generated IT Trouble ticket a Severity Level 1 to 4, as defined in Section 12.X. 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. 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 5.0 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.

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

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12.4 Reporting Trouble to IT

Qwest will open a trouble ticket at the time the trouble is first reported by CLEC or detected by Qwest. The 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.

12.5 Severity Levels

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

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

Severity 1: Critical Impact

- Critical.
- High visibility.
- A large number of orders or CLECs are affected.
- A single CLEC cannot submit its business transactions.
- Affects online commitment.
- Production or cycle stopped – priority batch commitment missed.
- Major impact on revenue.
- Major component not available for use.
- Many and/or major files lost.
- Major loss of functionality.

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

Example:

- Hardware errors, no impact yet.

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Severity 4: Minimal Impact

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

Examples:

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

12.6 Status Notification for IT Trouble Tickets

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

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

12.7 Notification Intervals

Notification Intervals are based on the severity level of the ticket. "Notification Interval for any Change in Status" means that a notification will be sent out within the time specified from the time a change in status occurs. "Notification Interval for No Change in Status" means that a

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notification will be sent out on a recurring basis within the time specified from the last notification when no change in status has occurred, until resolution. "Notification Interval upon Resolution" means that a notification will be sent out within the time specified from the resolution of the problem.

Notification will be provided during the IT 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 CLEC(s) as needed. A severity 2 problem may be worked outside the IT Help Desk normal hours of operation on a case-by-case basis.

The chart below indicates the response intervals a CLEC can expect to receive after reporting a trouble ticket to the IT 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

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13.0 TRAINING

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

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

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

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14.0 ESCALATION PROCESS

14.1 Guidelines

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

14.2 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. iate 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
 - 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.

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- 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.
- Qwest will give notification that an escalation has been requested via the Industry Mail Out process
- Any other CLEC wishing to participate in the escalation 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"
- Qwest will respond with a binding position e-mail including supporting rationale as soon as practicable, but no later than:
 - For escalated CRs, seven (7) calendar days of sending the acknowledgment e-mail.
 - For all other escalations, fourteen (14) calendar days of sending the acknowledgment e-mail.
- The escalating CLEC will respond to Qwest within seven (7) calendar days with a binding position e-mail.
- When the escalation is closed, the resolution will be subject to the CMP.

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15.0 DISPUTE RESOLUTION PROCESS

CLECs and Qwest will work together in good faith to resolve any issue brought before the CMP. In the event that an impasse issue develops, a party may pursue the dispute resolution processes 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. 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.
- Without the necessity for a prior ADR Process, Qwest or any CLEC may submit the issue, following the commission's established procedures, with the appropriate regulatory agency requesting resolution of the dispute. This provision is not intended to change the scope of any regulatory agency's authority with regard to Qwest or the CLECs.

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

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APPENDIX A: SAMPLE - IMA 11.0 RANK ELIGIBLE CRS

#	CR Number	Interface	Submit Date	Company	Status	Title	Shirt Size	Est LOE Min	Est LOE Max	CR Presenter	Ranking Note
Category A: Not Rank Eligible											
1	14886	IMA Common	9/28/01	Qwest	Pending Withdrawal	Pre-order Transaction: Due Date availability & standard Intervals	Extra Large	5501	8000	Winston, Connie	Category A: Not Rank Eligible
2	23943	IMA Common	9/28/01	Qwest	Pending Withdrawal	Shared Distribution Loop- Long Term	Large	3001	5500	Winston, Connie	Category A: Not Rank Eligible
3	25505	IMA Common	9/28/01	Qwest	Pending Withdrawal	Line Splitting for UNE-P accounts	Large	3001	5500	Winston, Connie	Category A: Not Rank Eligible
4	25591	IMA Common	9/26/01	Qwest	Pending Withdrawal	Flowthrough validate LPIC LSR Entries	Medium	751	3000	Winston, Connie	Category A: Not Rank Eligible
5	25800	IMA Common	9/28/01	Qwest	Pending Withdrawal	Add New Auto Push Statuses	Medium	751	3000	Winston, Connie	Category A: Not Rank Eligible
6	27751	IMA Common	9/28/01	Qwest	Pending Withdrawal	Intrabuilding Cable	Large	3001	5500	Winston, Connie	Category A: Not Rank Eligible
7	27756	IMA Common	9/26/01	Qwest	Pending Withdrawal	Cancellation Remarks	Small	201	750	Winston, Connie	Category A: Not Rank Eligible
Category B: Above the Line											
1	SCR013002-6	IMA Common	1/30/02	Qwest	Clarification	PID Impact - PO-2B: Unbundled Loop and Local Number Portability Edits	Large	3001	5500	Martain, Jill	Category B: Above the Line
2	SCR013002-7	IMA Common	1/30/02	Qwest	Clarification	PID Impact - PO-2B: Resale POTS Edits	Large	3001	5500	Martain, Jill	Category B: Above the Line
Category C: Rank Eligible											
1	124652	IMA Common	9/28/01	Qwest	Presented	Unbundled DID/PBX Trunk Port Facility move from LS to PS	Medium	751	3000	Winston, Connie	Category C: Rank Eligible
2	25091	IMA Common	9/26/01	Qwest	Presented	DSL Flowthrough - Re-Branding	Large	3001	5500	Winston, Connie	Category C: Rank Eligible
3	26636	IMA Common	9/28/01	Qwest	Presented	Shared Loop Enhancements	Medium	751	3000	Winston, Connie	Category C: Rank Eligible
4	30212	IMA Common	9/28/01	Qwest	Presented	Add New UNE-P PAL to IMA	Large	3001	5500	Winston, Connie	Category C: Rank Eligible
5	30215	IMA Common	10/23/01	Qwest	Presented	Wholesale Local Exchange Freeze	Large	3001	5500	Winston, Connie	Category C: Rank Eligible
6	31766	IMA Common	9/28/01	Qwest	Presented	Reject Duplicate LSRs	Medium	751	3000	Martain, Jill	Category C: Rank Eligible
7	5043011	IMA GUI	8/31/00	Escheion	Presented	Add an online glossary of the field title abbreviations to help menu of IMA GUI	Medium	751	3000	Escheion	Category C: Rank Eligible

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11-29-01, 12-10-01, 12-19-01, 01-03-02, 02-07-02, 02-20-02, 03-07-02, 04-04-02,
04-08-02

APPENDIX B: SAMPLE - IMA 11.0 INITIAL PRIORITIZATION FORM

Assigned Point Value (see instructions)	#	CR Number	Title	Company	Interface	Products Impacted	Shirt Size	Est LOE Min	Est LOE Max
	1	24652	Unbundled DID/PBX Trunk Port Facility move from LS to PS	Qwest	IMA Common	Unbundled DID/PBX Trunk Port	Medium	751	3000
	2	25091	DSL Flowthrough - Re-Branding	Qwest	IMA Common	DSL	Large	3001	5500
	3	26636	Shared Loop Enhancements	Qwest	IMA Common	Shared Loop	Medium	751	3000
	4	30212	Add New UNE-P PAL to IMA	Qwest	IMA Common	UNE-P PAL	Large	3001	5500
	5	30215	Wholesale Local Exchange Freeze Based on CSRs	Qwest	IMA Common	All	Large	3001	5500
	6	31766	Reject Duplicate LSRs	Qwest	IMA Common	All Products	Medium	751	3000
	7	5043011	Add an online glossary of the field title abbreviations to help menu of IMA GUI	Eschelon	IMA GUI	All Products	Medium	751	3000
	8	5043076	Create a separate field for line numbers in EDI responses	Eschelon	IMA EDI		Large	3001	5500
	9	5206704	Add OCn capable loop LSR to IMA	ELI	IMA Common	DS1, DS3 & OCn Loop Orders	Large	3001	5500
	10	5405937	CLECs require availability to view completed LSR information in IMA GUI	Verizon	IMA GUI	Resale	Large	3001	5500
	11	5498578	Ability to send dual CFA information on an LSR for HDSL orders	WorldCom	IMA Common	HDSL	Small	201	750
	12	SCR010902-1	Limited IMA GUI Access for Pre-Order Transactions Only	McLeodUSA	IMA GUI	All	Medium	751	3000
	13	SCR012202-1	Incorrect Consolidation of DR5 USOC in IMA	Qwest	IMA Common	ISDN PRI	Medium	751	3000
	14	SCR013002-3	IMA Pre-Order - Use CCNA to retrieve a Design Layout Report (DLR)	Qwest	IMA Common		Medium	751	3000
	15	SCR013002-4	Revision of TOS field in IMA	Qwest	IMA GUI	UNE-P, Resale	Medium	751	3000
	16	SCR013002-5	PIC Freeze Documentation	Qwest	IMA Common	Resale, UNE	Medium	751	3000

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EXHIBIT A

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 04-08-02**

APPENDIX C: SAMPLE - IMA 11.0 INITIAL PRIORITIZATION LIST

RANK	TOTAL POINT VALUE	CR Number	Title	Company	Interface	Products Impacted	Shirt Size	Est.LOE Min	Est.LOE Max	Original List #
1	251	SCR013102-15	LSOG 6 - Upgrade Field Numbering and Naming to Existing Qwest Forms & EDI Maps (FOUNDATION CANDIDATE) (NOTE: Per February CMP Meeting Discussion, this CR should be ranked higher than all other LSOG 6 Change Requests)	Qwest	IMA Common	All Products	Extra Large	5501	8000	32
2	231	SCR013002-8	Flowthrough on Sup 2 Category Due Date	Qwest	IMA Common	All Products except Designed Products	Large	3001	5500	17
3	227	SCR101901-1	Allow customers to move and change local service providers at the same time. (NOTE: Per February CMP Meeting Discussion, this CR should be ranked higher than #26)	Escheion	IMA Common	Centrex Resale, UNE-P	Extra Large	5500	8000	35
4	214	31766	Reject Duplicate LSRs	Qwest	IMA Common	All Products	Medium	751	3000	6
5	211	SCR013002-3	IMA Pre-Order - Use CCNA to retrieve a Design Layout Report (DLR)	Qwest	IMA Common		Medium	751	3000	14

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DEFINITION OF TERMS

Term	Definition
CLEC	A telecommunications provider that has authority to provide local exchange telecommunications service on or after February 8, 1996, unless such provider has been declared an Incumbent Local Exchange Carrier under the Federal Telecommunications Act of 1996.
Software Defects	A problem with system software that is not working according to the Technical Specifications and is causing detrimental impacts to the users.
Design, Development, Notification, Testing, Implementation and Disposition	<p>Design: To plan out in a systematic way. Design at Qwest includes the Business Requirements Document and the Systems Requirements Document. These two documents are created to define the requirements of a Change Request (CR) in greater detail such that programmers can write system software to implement the CR.</p> <p>Development: The process of writing code to create changes to a computer system or sub system software that have been documented in the Business Requirements and Systems Requirements.</p> <p>Notification: The act or an instance of providing information. Various specific notifications are documented throughout the CMP. Notifications apply to both Systems and Product & Process changes</p> <p>Testing: The process of verifying that the capabilities of a new software Release were developed in accordance with the Technical Specifications and performs as expected. Testing would apply to both Qwest internal testing and joint Qwest/CLEC testing.</p> <p>Implementation: The execution of the steps and processes necessary in order to make a new Version of a computer system available in a particular environment. These environments are usually testing environments or production environments.</p>

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04-08-02**

Term	Definition
	Disposition: A final settlement as to the treatment of a particular Change Request.
Good Faith	"Good faith" means honesty in fact and the observance of reasonable commercial standards of fair dealing.
OSS Interface	Existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users.
OSS Application to Application Interface Testing Controlled Production Testing	Controlled Production process is designed to validate CLEC ability to transmit transactions that meet industry standards and complies with Qwest business rules. Controlled Production consists of submitting requests to the Qwest production environment for provisioning as production orders with limited volumes. Qwest and CLEC use Controlled Production results to determine operational readiness for full production turn-up.
Initial Implementation Testing	This type of application-to-application testing allows a CLEC to validate its technical development of an OSS Interface before turn-up in production of new transactions or significantly changed capabilities.
Interoperability Testing Environment	A production copy of IMA. It interfaces directly with Qwest's production systems for pre-order and order processing. As a result, all interoperability pre-order queries and order transactions are subjected to the same edits as production orders. A CLEC uses account data valid in Qwest production systems for creating scenarios on Qwest-provided templates, obtains approval on these scenario templates, and then submits a minimum set of test scenarios for all transactions it wishes to perform in production. Interoperability testing provides CLECs with the opportunity to

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04-08-02**

Term	Definition
	validate technical development efforts and to quantify processing results.
Level of Effort	Estimated range of hours required to implement a Change Request
Migration Testing	Process to test in the Customer Testing Environment a subsequent application-to-application Release from a previous Release. This type of testing allows a CLEC to move from one Version to a subsequent Version of a specific OSS Interface.
Regression Testing	Process to test, in the Customer Test Environment, OSS Interfaces, business process or other related interactions. Regression Testing is primarily for use with 'no intent' toward meeting any Qwest entry or exit criteria within an implementation process. Regression Testing includes testing transactions previously tested, or certified.
Release <ul style="list-style-type: none"> • Major Release • Point Release • Patch Release 	<p>A Release is an implementation of changes resulting from a CR or production support issue for a particular OSS Interface There are three types of releases for IMA.:</p> <ul style="list-style-type: none"> • Major Release may be CLEC impacting (to systems code and CLEC operating procedures) via EDI changes, GUI changes, technical changes, or all. Major Releases are the primary vehicle for implementing systems Change Requests of all types (Regulatory, Industry Guideline, CLEC-originated and Qwest-originated). • Point Release may not be CLEC code impacting, but may affect CLEC operating procedures. The point release is used to fix bugs introduced in previous releases, technical changes, make changes to the GUI, and/or deliver enhancements to IMA disclosed in a major release that could not be delivered in the timeframe of the major release. • Patch Release is a specially scheduled system change for the purpose of installing the software required to resolve an issue associated with a trouble ticket.

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04-08-02**

Term	Definition
Release Production Date	The Release Production Date is the date that a software Release is first available to the CLECs for issuance of production transactions.
Sub-systems	A collection of tightly coupled software modules that is responsible for performing one or more specific functions in an OSS interface.
Stand-alone Testing Environment (SATE)	A Stand-Alone Testing Environment is a test environment that can be used by CLECs for Initial Implementation Testing, Migration Testing and Regression Testing. SATE takes CLEC pre-order and order transaction requests, passes the requests to the stand-alone database, and returns responses to the CLEC user. SATE uses pre-defined test account data and requests that are subject to the same BPL IMA/EDI edits as those used in production. The SATE is intended to mirror the production environment (including simulation of all legacy systems). SATE is part of the Customer Test Environment.
Technical Specifications	<p>Detailed documentation that contains all of the information that a CLEC will need in order to build a particular release of an OSS application-to-application interface. Technical Specifications include:</p> <ul style="list-style-type: none"> • A chapter for each transaction or product which includes a business (OBF forms to use) description, a business model (electronic transactions needed to complete a business function), trading partner access information, mapping examples, data dictionary <p>Technical Specification Appendices for IMA include:</p> <ul style="list-style-type: none"> • Developer Worksheets • IMA Additional Edits (edits from backend OSS systems) • Developer Worksheets Change Summary (field by field, release by release changes) • EDI Mapping and Code Conversion Changes (release by release changes) • Facility Based Directory Listings • Generic Order Flow Business Model <p>The above list may vary for non-IMA application to application</p>

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Term	Definition
	interfaces
Version	A version is the same as an OSS Interface Release (Major or Point Release)

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GLOSSARY OF TERMS

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

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EXHIBIT B

Qwest-CLEC Change Management Process

Concepts Agreed Upon through the April 2-4, 2002 Redesign Session In Response to ATT's, Covad's and WCom's Priority Lists

Qwest and CLECs through the last Change Management Process ("CMP") Redesign session held on April 2 through April 4, 2002 were successful in reaching consensus of all twelve (12) categorized "1" issues and eight (8) of ten (10) categorized "0" issues. The remaining two categorized "0" issues are Covad Issue #3 regarding retail changes that may be CLEC-impacting and WorldCom issue on the CMP improvement document. CLECs took away an action item to review documentation that Qwest provided on retail-wholesale parity in response to Covad issue #3 so that this issue can be discussed and closed at an upcoming Redesign session. The other "open" WorldCom issue was identified as a document that required ongoing updating as the team continued to discuss and agree on detailed provisions of various CMP elements.

The team discussed all categorized "1" and "0" issues and the team agreed that no impasse issues were identified. (Refer to Attachment 1: Ranking of ATT Priority List Items Identified as 1's and Attachment 2: ATT Priority List Identified as 0's.)

I. PARTIES AGREED CONCEPTUALLY ON CATEGORIZED "1" ISSUES IN ORDER OF RANKING

I.A12. Qwest to propose language on the criteria used to determine method of implementing regulatory changes

Consensus on concept (March 5 – 7, 2002). The Redesign team agreed in principle to the following:

- Unanimous agreement must be reached at the monthly CMP Systems meeting by Qwest and CLECs that a change request constitutes a Regulatory change.
- The general rule is that Qwest will implement a mechanized solution for a Regulatory change. If Qwest or a CLEC wish to implement a manual solution,

either may propose such an implementation, the determination of which is subject to the information and voting described below.

- At this same meeting, Qwest will propose a mechanized or manual implementation plan required for compliance and provide cost analyses. The cost analyses shall include a description of the work to be performed and any underlying estimates Qwest has already performed for both manual and mechanized solutions.
- If one of the following exceptions applies, subject to a vote by Qwest and CLECs, a Regulatory change request will be implemented by a manual solution:
Exception A: The mechanized solution is not technically feasible, or
Exception B: There is significant difference in the costs for the manual and mechanized solutions. The cost estimates will allow for direct comparisons between mechanized and manual solutions, using comparable methodologies and time periods.
- The parties in attendance at the CMP meeting will vote upon whether Exception A or B apply.
- Any party that disagrees with the majority decision associated with Exceptions A and B may initiate the dispute resolution process under the CMP. The majority decision will apply unless the outcome of a dispute alters the majority decision.
- CLECs and Qwest may otherwise agree to implement the Regulatory Change with a manual solution by unanimous vote.

I.A9-Part 1. Provide a decision on whether to provide copies of documentation regarding prioritization and sizing. This issue includes completion of the prioritization process within CMP.

Qwest's Position: No internal documentation (e.g., methods and procedures) will be shared with CLECs regarding procedures such as prioritization and sizing. CLECs raised objection to this position. However, the team agreed that this is not an impasse issue.

Consensus on concept (March 5-7, 2002). The Redesign team agreed in principle to the prioritization process for OSS Interfaces. CLECs and Qwest will prioritize all types of systems change requests (Qwest-initiated, CLEC-initiated, Regulatory and Industry Guideline). Prioritization of Industry Guideline and Regulatory change requests is limited to situations where such changes can be implemented in more than one release and still meet the mandated or recommended implementation date. Regulatory and Industry Guideline changes will not be prioritized if they must be implemented in the next major release in order to meet the mandated or recommended implementation date.¹

Language baselined (April 2-4, 2002). The Redesign team modified Prioritization language to incorporate a process for late added change requests that are eligible for inclusion, as a candidate, in the most recently prioritized release. The team agreed to close this issue.

I.A9-Part 2. Discuss the Special Change Request Process (SCRP).

Consensus on concept (March 5-7, 2002). Qwest and CLECs agreed in principle to the SCRП. If a change request is ranked low, a party may choose to fully fund the implementation of that change by using the SCRП. When practicable, an SCRП change will be included in the next release for the affected OSS Interface.

I.A11. What is the status of a change when the escalation or dispute resolution is invoked? Embedded within this issue is the imbalance in treatment that CLEC CRs receive versus Qwest CRs.

Consensus on concept (March 5-7, 2002). The Redesign team agreed in principle to the following:

¹ This is based on the understanding that a change may be treated as a Regulatory change only if CLECs and Qwest unanimously agree to such treatment.

- If a CLEC invokes the dispute resolution process on a Qwest-initiated Product/Process change and requests that implementation is delayed as part of the dispute resolution process, Qwest will delay implementation for at least 30 days.
- A private arbitrator may be used to determine whether Qwest must delay implementation of the change pending the determination of the CLEC's request for delay as part of the dispute resolution process.
- Losing party pays the costs of the arbitrator.

Open issue. CLECs asked whether an arbitrator provided by a state Commission would be considered to resolve a disputed issue. Qwest agreed to consider the issue and investigate further applicable state rules and procedures.

Potential deal breaker. CLECs are concerned that the availability of a delay in implementation is limited to Product/Process changes that Qwest is required to initiate by submitting a change request. CLECs believe that more of Qwest's product/process changes should go through the CR process, because of potential impacts to the CLECs' business.

Qwest proposed four (4) levels for a product/process change as follows:

- Level 1 changes are defined as changes that do not alter CLEC operating procedures or are time critical corrections. No change request will be initiated. Notice will be provided.
- Level 2 changes have minimal effect on CLEC operating procedures. No change request will be initiated. Notice will be provided with an opportunity for comment.
- Level 3 changes have moderate effect on CLEC operating procedures and require more lead-time before implementation than Level 2 type of changes. No change request will be initiated. Notice will be provided with an opportunity for comment.
- Level 4 changes have a major effect on existing CLEC operating procedures or require the development of new procedures. A change request will be initiated.

March 18-19, 2002 Update. This proposal was further addressed at the March 18-19, 2002 session, as summarized below with Issue III. Part H.

April 2-4, 2002 Update. This proposal was modified to add a Level 0 along with a finite list of categories for each level, as summarized below with Issue III. Part H.

I.A2. State the criteria for Deny (reasons why) for the CR process.

Consensus on concept (March 5-7, 2002). The Redesign team agreed in principle that Qwest may deny a CR for one or more of the following reasons:

- **Technologically not feasible**—a technical solution is not available
- **Regulatory ruling/Legal implications**—regulatory or legal reasons prohibit the change as requested, implementing the request may negatively impact a performance measurement (PID) incorporated into a performance assurance plan, or if the request benefits some CLECs and negatively impact others (parity among CLECs).
- **Outside the Scope of the Change Management Process**—the request is not within the scope of the Change Management Process (as defined in the Master Red-line Framework), requests for information.
- **Economically not feasible**—low demand, cost prohibitive to implement the request, or both.

Qwest agreed that it must apply the same above criteria objectively and that it must apply the same criteria in evaluating whether to deny a Qwest-initiated change request. Qwest agreed that a change request will not be denied solely on the basis that the change request involves a change to Qwest's back-end systems.

Further clarification from Qwest is required for the following proposed reason for denial of a change request:

- **Qwest policy** (consensus reached to rename this category)—the procedure is working, the requested change is not beneficial.

CLECs want the reference to “Qwest policy” deleted. There was agreement that a legitimate category exists, but the CLECs wanted it defined in a more objective manner and renamed.

The SCRIP may be used if Qwest or a CLEC chooses to fully fund the implementation of the request.

Denial of CR Reasons baselined (March 5-7, 2002). The Redesign team agreed to incorporate these reasons into the redlined framework and for Qwest to implement as soon as practicable. This issue is closed.

I.A1. Review the CR process to insure that the description of the output of each step of the process is clearly defined.

Consensus on concept (March 5-7, 2002). Qwest agreed to change the element from “Change Request Initiation Process” to “Change Request Process” and describe the end-to-end milestones. More discussion is necessary to develop details to this process.

Vc. What changes are CLEC-impacting and what process governs them? What is the process when a CLEC-impacting change occurs, but was not expected?

Consensus on concept (March 18-19, 2002). Qwest and CLECs re-scoped this issue to focus on the relationship between the Wholesale IT Help Desk and the Interconnect Service Center (ISC) Help Desk when a system or process problem significantly impacts a single CLEC or other CLECs. The Redesign Team agreed that when there is a problem that significantly impacts a CLEC(s), Qwest will troubleshoot the root cause of the problem, and if possible provide a workaround until the problem is fixed and pipeline activities are resolved. Qwest and CLECs agreed to the following concept:

- **Potential systems problem**—When there is a major problem potentially caused by defects in software (system problem) and a CLEC reports the trouble (and magnitude of the problem) to the Wholesale IT Help Desk, a trouble ticket will be

created to begin the process of troubleshooting. If the Wholesale IT Help Desk agent determines from the CLEC that this problem is preventing the CLEC from performing certain transactions, a ISC agent will be bridged into the call. The ISC will open a ticket, if applicable. The ISC Help Desk will relate the IT ticket number to this case. The ISC agent will immediately escalate this problem to the ISC manager to determine the appropriate next steps such as creating a workaround if possible, so that the CLEC can perform transactions once again and fall-outs or rejects can be successfully reprocessed. The CLEC will be asked to provide as much documentation (e.g., LSR, telephone numbers, circuit numbers) as possible to the ISC by facsimile or electronic mail so that the root cause can be identified as quickly as possible. The workaround shall remain in place even after the system defect has been fixed, so that pipeline activities can be resolved. The ISC manager, or assigned representative, will coordinate the transition from workaround to the business-as-usual process with the CLEC. Qwest shall comply with the Production Support notification process.

- **Potential process problem**—If the CLEC calls a significant problem into the ISC Help Desk, a ticket will be opened to track the trouble. The ISC agent will immediately escalate this problem to the ISC manager to determine the appropriate next steps such as creating a workaround if possible, so that the CLEC can perform transactions once again and fall-outs or rejects can be successfully reprocessed. The CLEC will be asked to provide as much documentation (e.g., LSR, telephone numbers, circuit numbers) as possible to the ISC by facsimile or electronic mail so that the root cause can be identified as quickly as possible. The workaround may require both Qwest and CLEC to perform temporary functions and the workaround shall remain in place until the process has been fixed and pipeline activities are resolved. The ISC manager, or assigned representative, shall coordinate the transition from workaround to the business-as-usual process with the CLEC.

Qwest will continue to communicate with the CLEC(s) during the workaround period.

April 2-4, 2002 Update: Qwest agreed to modify language with more detail for the process on managing process-production support problems.

**I.A7. Where will a CR that impacts both an OSS interface and process be addressed—
at the Systems or Product/Process CMP meeting? Embedded in this issue is Part B of
ATT's February CMP Comments: product/process must be addressed at least to the
extent that there is a process to handle crossover issues.**

Consensus on concept (March 18-19, 2002). CLECs and Qwest agreed conceptually to three crossover CR scenarios:

1) **Product/Process CR becomes a System CR**—If during a clarification call, it is determined that a product/process change should be mechanized, a new system CR will be created. The two CRs will be cross-referenced. The CR number will remain the same except with the change in the first two letters and an “x” somewhere in the CR number to indicate the CR is a crossover. The change will be handled as a system CR moving forward.

2) **Systems CR becomes to a Product/Process CR**—If it is determined that a system CR cannot be mechanized, but a manual process is feasible, the request will be handled as a Product/Process CR. The System CR will be closed and the Product/Process CR number would remain the same except the change in the first two letters and an “x” somewhere in the CR number to indicate the CR is a crossover. This change will be managed as a Product/Process CR moving forward.

3) **System CR with a manual interim solution**—These changes will be tracked as a Systems CR with an indicator of a combination solution. This CR will be managed at the monthly CMP Systems meeting.

Crossover CRs will remain in the same CR lifecycle as before the crossover whenever possible. An ad hoc clarification meeting may be necessary to address details of the crossover request with the appropriate subject matter experts. Once Qwest and CLECs agree to the crossover, the CR will be moved over to the appropriate CR process and general CMP forum. The initial status of the crossover CR will be “transferred.” The upcoming general CMP meeting distribution package will list CRs that have been crossed over for discussion.

III. Part H: The significant CMP Product/Process issues need to be resolved in order for Qwest to rely on its SGAT as support for its section 271 application. References to Qwest PCATs and Technical Publications in the SGAT cannot change the existing SGATs and interconnection agreements. However, to the extent that Qwest wishes to change the terms of the SGAT by its PCATs or Technical Publications, there must be an effective, balanced industry process that controls the changes to those product documents. CMP Product/Process is currently a “notice and go” process. Qwest tells CLECs that Qwest is changing something and then Qwest implements the change. There is only discussion after the fact. This process must be more collaborative. CLECs should have input into changes before they are implemented.

Consensus on concept (March 18-19, 2002). CLECs and Qwest agreed that the list of changes for each level is exhaustive, not illustrative. In exchange for Qwest’s agreement to the concept of an exhaustive list, CLECs agreed (although Eschelon reserved its right to disagree after review) that a Qwest CR that did not fit into any currently defined type of change would be introduced as a Level 3 Qwest-initiated product-process change.

CLECs and Qwest have agreed to a process that provides for the parties to discuss requests to change the disposition level of noticed changes, or to establish new change categories under Levels 1 through 4, at the monthly CMP Product/ Process meeting. In the event that Qwest and CLECs are not able to reach consensus on any such request, Qwest and CLECs will take a vote to determine if the requested category should be changed to another

level. The result will be determined by the majority. If the level of a specified change request is modified, from the date of the modification forward, such change will proceed under the modified level. When a change to the level of a specific CR also suggests that a new category of change be established under one of the levels, a separate vote shall be taken for each. The majority vote rules.

CLECs and Qwest agreed in concept. The Redesign Team agreed to continue to discuss the process for Qwest-initiated Product/Process changes with the CLEC community at the March 20, 2002 CMP Product/ Process meeting. The Levels 1 through 4 process will be implemented by Qwest as soon as practicable. Qwest and CLECs will further evaluate and modify this process as necessary. Further actions will be taken by the Redesign Team as follows:

- CLECs and Qwest will review product/process notices issued over the last few months in order to create a more exhaustive list of categories in each “level.” This effort should be completed by April 16, 2002.
- After this review, the Redesign Team will determine if Levels 1 through 4 remains, or if there are three levels, then the default is less than the change request level.
- Also after this review, CLECs and Qwest will baseline this process, add the language into the Master Redline Framework and implement the process as modified.

April 2-4, 2002 Update. The Redesign team agreed to five levels of change and the importance of developing a finite list of categories for each level. Level 0 changes are defined as changes that do not change the meaning of documentation and do not alter CLEC operating procedures. Level 0 changes are effective immediately without notice, web change form, or history log. Level 1 changes are defined as changes that do not alter CLEC operating procedures or changes that are time critical corrections to a Qwest product or process. Qwest will provide a notice and the changes are effective immediately. For Level 1 changes, there is no comment cycle, but a web notification form and history log will be provided. Level 2

changes are defined as changes that have minimal effect on CLEC operating procedures. For Level 2 changes, Qwest will provide a notice at least 21 calendar days in advance of implementation, and there will be a comment cycle and website link to documentation. 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. For Level 3 changes, Qwest will provide a notice at least 31 calendar days in advance of implementation, and a comment cycle and website link to documentation will be provided. 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 change request process. For all levels 0-4, the Redesign team agreed that if a change is not identified as a category under any of the finite Level change categories, the change would default to a Level 3 process. Further discussion and baselining of the finite Level change categories will be held at the April 16, 2002 CMP Redesign session.

I.A6. What is the process to manage changes to performance reporting calculations, etc.? How do we handle the overlaps between what is being negotiated at the CMP Redesign and CPAP-like procedures? (CMP Issues Log # 158.) This includes establishing a process connection between PIDs and CMP as described in Part F of AT&T's February CMP Comments.

Consensus on concept (March 18-19, 2002). Qwest and CLECs agreed that changes to PIDs, changes to how PIDs are measured, and changes to PAP will be brought to the long-term administration body to resolve. Furthermore, Qwest or a CLEC may initiate a change request (following the process for a Qwest or CLEC initiated change request) based on PID changes originated from the long-term PID administration body.

I.A3. Determine whether a process is necessary to address non-coding changes.

Consensus to consolidate this issue with V.c and III.Part H.

Vd. What is CMP's role in rate changes or rate "validation"?

Consensus to close issue. Qwest and CLECs agreed that rate changes and rate validation processes are not within the scope of CMP, but should be addressed as provided by interconnection agreements.

III. PRIORITY ISSUES VALUED AS "0"

Eight of ten priority issues valued as "0" reached consensus in principle and some closed with baselined language for the redlined framework. Further or ongoing discussions will be held on the remaining two issues.

I.A4. What are the criteria used to determine "level of effort" (i.e., S, M, L, XL) for a release?

April 2-4, 2002 Update. The Redesign team agreed on language and closed this issue.

I.A5. Clarify what notices will be communicated to CLECs via email, mail-outs, communiqués, and posted on the web site.

April 2-4, 2002 Update. The Redesign team agreed on language with a remaining action item #272—identify CMP notices with "CMP" on subject line.

I.A10. Qwest to outline what the guidelines are for when an issue is appropriate for the CMP vs. when the Account team should handle it.

April 2-4, 2002 Update. The Redesign team discussed and agreed in principle with Qwest's proposed language. Qwest has agreed to modify language for an upcoming Redesign session with the inclusion of the role of an Account Manager. The team agreed that this language should be included in the "Getting Started" section on the website.

Vb. Defined Terms used in the Redlined Draft CMP Document must be concluded.

April 2-4, 2002 Update. The Redesign team baselined the terms identified so far in the redlined framework with the understanding that other terms may be included. The terms-definitions will be incorporated as a section to the redlined framework. The team agreed that this issue is closed.

Ve. What process will be used to make changes to CMP once it has been “redesigned”?
By what method does Qwest propose to prove that it has actually implemented changes as it represents it has done/is doing/will do?

April 2-4, 2002 Update. The Redesign team reviewed Qwest’s proposed language on “Managing the Change Management Process.” The team developed language which was incorporated in the redline framework and agreed that there can be additional discussion at an upcoming redesign session. The team was able to reach agreement in principle. This issue is closed.

The team also agreed that the second part of this issue should be combined with the WorldCom issue below.

Vf. SGAT Section 12.2.6.

April 2-4, 2002 Update. The Redesign team discussed proposed modifications for the SGAT Section 12.2.6 on Change Management from ATT. The participating attorneys will further modify ATT’s proposed modifications, but the team reached agreement in concept.

Covad#1. Clarification of Scope of Issue.

April 2-4, 2002 Update. Covad closed this issue based on the agreements on the five levels for product/process changes. The team agreed to create a third Covad issue to address the second part of this issue pertaining to retail parity. Covad #1 is closed.

Covad#2. Define the Exception Process.

April 2-4, 2002 Update. The Redesign team agreed in concept on an Exception Process. An exception is considered to be any deviation from the Change Management Process such as a request to shorten the change request lifecycle or the need to implement an emergency software patch. There must be good cause for a change to be considered an exception. If a vote is required to accept the change as an exception, then majority rules. Qwest agreed to consider CLEC input and return with modified language at an upcoming Redesign session.

Covad#3. Retail Changes that May Impact CLECs.

April 2-4, 2002 Update. The team agreed to review Qwest's documentation in response to ATT's and Covad's issues on retail changes. This issue will be discussed for closure at an upcoming Redesign session.

WCom. Discuss change management improvement document and process to deploy Qwest CMP improvements. Also, Ve. ~~What process will be used to make changes to CMP once it has been "redesigned"?~~ By what method does Qwest propose to prove that it has actually implemented changes as it represents it has done/is doing/will do?

April 2-4, 2002 Update. CLECs reviewed the CMP Improvement document. Eschelon stated it shall annotate the document. The team agreed that this document will require updating on an ongoing basis.

IV. PRIORITY ISSUES VALUED AS "X" DO NOT REQUIRE ANY DISCUSSION

These issues are either at impasse or conceptual agreement was already reached by Qwest and CLECs.

I.A8. Qwest proposed re-visit Regulatory type of changes to address performance measure obligations.

March 18-19, 2002 Update. The Colorado PUC has ruled on this impasse issue. Qwest and CLECs agreed to revisit the Master Redline Framework to determine if clarifying language is necessary.

April 2-4, 2002 Update. Qwest and CLECs agreed that the Colorado PUC's resolution will apply to all fourteen states.

Va. Discussion and documentation of the process for Industry Guideline changes must be completed.

Consensus on concept (March 5-7, 2002). Qwest and CLECs agreed in principle with the process for Industry Guideline changes.

V. CONCLUSION

This concludes the summary of discussions and the Redesign Team's success in reaching consensus in principle for all twelve (12) issues categorized by the team as 1's and eight of ten (10) issues categorized as 0's. The team will continue to develop language for these agreed upon concepts.

Ranking of ATT Priority List Items Identified as 1's – 04-04-02

Concept Agreed To?	Language Agreed To?	Issue #	Issue	Allegiance	AT&T	Covad	Eschelon	Qwest	World Com	Total
Yes	Language available; pending Redesign Team review	I.A.12.	Qwest to propose language on the criteria used to determine method of implementing regulatory changes. (CMP Issues Log # 243.)	8	2	1	4	1	2	18
Yes	Yes	I.A.9.	Provide a decision on whether to provide copies of documentation regarding prioritization and sizing. (CMP Issues Log # 196.) This issue includes completion of the prioritization process within CMP (CMP Gap Analysis ## 117 – 120 & 124.) [Late Adder]	9	3	3	2	2	8	27
Yes	Language available; pending Redesign Team review		Also, discuss the Special Change Request Process (SCRCP)							
Yes	Language available; pending Redesign Team review	I.A.11.	What is the status of a change when the escalation or dispute resolution is invoked? (CMP Issues Log # 226.) Embedded within this issue is the imbalance in treatment that CLEC CRs receive versus Qwest CRs. (CMP Gap Analysis # 20.) [Postponement language]	1	8	8	1	5	7	30
Yes	Yes	I.A.2.	State the criteria for Deny (reasons why) for the CR process. (CMP Issues Log #118; CMP Gap	11	1	2	5	4	9	32

Concept Agreed To?	Language Agreed To?	Issue #	Issue	Allegiance	AT&T	Covad	Eschelon	Qwest	World Com	Total
			Analysis # 59.)							
Yes	Pending Qwest modification	I.A.1	Review the CR process to insure that the description of the output of each step of the process is clearly defined; i.e., LOE (range of hours) and affinity. (CMP Issues Log #214; CMP Gap Analysis # 121 – 123.)	6	6	5	9	3	6	35
Yes	Pending modification	V.c.	What changes are CLEC-impacting and what process governs them? What is the process when a CLEC-impacting change occurs, but was not expected? (CMP Issues Log ## 110 & 179.) 3/18: Team agreed that this item pertains to the IT Help Desk and ISC help desk relationship.	2	10	7	6	7	4	36
Yes	Language available; pending Redesign Team review	I.A.7.	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. (CMP Issues Log # 163.) Embedded in this issue is Part B of AT&T's February CMP Comments: product/process must be addressed at least to the extent that there is a process to handle crossover issues. [Crossover CR]	10	4	4	7	10	3	38

Concept Agreed To?	Language Agreed To?	Issue #	Issue	Allegiance	AT&T	Covad	Eschelon	Qwest	World Com	Total
Yes	Pending Qwest modification	III. Part H	The significant CMP Product/Process issues need to be resolved in order for Qwest to rely on its SGAT as support for its section 271 application. References to Qwest PCATs and Technical Publications in the SGAT cannot change the existing SGATs and interconnection agreements. However, to the extent that Qwest wishes to change the terms of the SGAT by its PCATs or Technical Publications, there must be an effective, balanced industry process that controls the changes to those product documents. CMP Product/Process is currently a "notice and go" process. Qwest tells CLECs that Qwest is changing something and then Qwest implements the change. There is only discussion after the fact. This process must be more collaborative. CLECs should have input into changes before they are implemented. See also CMP Gap Analysis ## 20 - 22 & 114. 1 [Qwest-initiated Product/Process Change Process]	5	9	9	11	6	1	41
Yes	Pending	I.A.6.	What is the process to manage changes to performance reporting calculations, etc.? How do we handle the overlaps between what is being negotiated at the CMP	4	5	11	8	9	5	42

Concept Agreed To?	Language Agreed To?	Issue #	Issue	Allegiance	AT&T	Covad	Eschelon	Qwest	World Com	Total
			Redesign and CPAP-like procedures? (CMP Issues Log # 158.) This includes establishing a process connection between PIDs and CMP as described in Part F of AT&T's February CMP Comments.							
Yes	Yes	I.A.3.	Determine whether a process is necessary to address non-coding changes. (CMP Issues Log #137.)	7	7	6	10	8	10	48
Yes	Yes	V.d.	What is CMP's role in rate changes or rate "validation"? (CMP Gap Analysis ## 1 & 2.)	3	11	10	3	11	11	49

ATT Priority List Items Identified as 0's – 04-04-02

Concept Agreed to?	Language Agreed To?	Issue
Yes	Pending modification	Qwest to continue what the guidelines are for when an issue is appropriate for the CMP vs. when the Account team should handle it. (CMP Issues Log #216)
Yes	Yes	What are the criteria used to determine "level of effort" (i.e., S, M, L, XL) for a release? (CMP Issues Log #146.)
Yes	Yes, pending action item #272	Clarify what notices will be communicated to CLECs via email, mail-outs, communiqués, and posted on the web site. (CMP Issues Log # 156.) This also relates to CMP Gap Analysis # 101: "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."
Yes	Yes	Defined Terms used in the Redlined Draft CMP Document must be concluded. (CMP Issues Log ##106, 133, 141, 162, 182 & 248.)
Yes	Yes	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? (CMP Gap Analysis # 403. Also CMP Gap Analysis # 116.) 3/18/02: Combined with WorldCom issue. [Managing the CMP]
Yes	Pending modification	SGAT Section 12.2.6. (CMP Gap Analysis ## 148 & 149.)
Yes	Covad Issue #1	Clarification of Scope of Issue. In its List, AT&T identified the issue of "[w]hat changes are CLEC impacting and what process governs them? What is the process when a CLEC-impacting change occurs, but was not expected?" AT&T List, p. 7, subpoint (c). Covad agrees that this is an issue requiring resolution before Section 271 relief may be given, but clarifies that it believes this issue must be addressed in terms of (1) product, process and systems changes that are CLEC-impacting, and (2) retail changes that may be CLEC-impacting-- 4/03/02:

Concept Agreed to?	Language Agreed To?	Issue
		Captured as separate issue, Covad Issue#3.
Yes	Pending language	<u>Additional Issue.</u> In addition to the issues identified by AT&T, Covad believes that an exception process must be agreed upon and included in the parties' Master Redlined CLEC-Qwest CMP Redesign Framework Interim Draft (i.e., the "CMP contract"). Currently, while the parties have agreed in principle on the method and use of an exception process in connection with the CMP, that agreement is not reflected in the master redlined document. Accordingly, while this remains an issue to be resolved, Covad believes it is non-controversial and can be quickly and easily accomplished by the parties.
OPEN	Pending CLECs review of Qwest provided Retail-Wholesale documents	<u>Clarification of Scope of Issue.</u> In its List, AT&T identified the issue of "[w]hat changes are CLEC impacting and what process governs them? What is the process when a CLEC-impacting change occurs, but was not expected?" AT&T List, p. 7, subpoint (c). Covad agrees that this is an issue requiring resolution before Section 271 relief may be given, but clarifies that it believes this issue must be addressed in terms of (1) product, process and systems changes that are CLEC-impacting, and Closed See Covad Issue #1 (2) retail changes that may be CLEC-impacting.
OPEN	Ongoing Redesign Team review	Change Management improvement Document and Process to deploy Qwest CMP improvements. (Action Item #231) 3/18/02: Combined with ATT issue V.e--By what method does Qwest propose to prove that it has actually implemented changes as it represents it has done/is doing/ will do? (CMP Gap Analysis #103, 116)

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DRAFT MEETING MINUTES

CLEC – Qwest Change Management Process Redesign Monday, March 18 and Tuesday, March 19, 2002 Working Session

1005 17th Street, Junior Boardroom and Boardroom, Denver, CO

Conference Bridge: 877.550.8686, passcode 2213337#

NOTE: These are DRAFT meeting minutes Qwest developed following the two day working session.

INTRODUCTION

The Core Team (Team) and other participants met March 18 and 19 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 Redesign March 18-19 Attendance Record
- Attachment 2a: CMP Redesign Meeting March 18-19 Notice and Agenda – 03-12-02
- Attachment 2b: CMP Redesign Meeting March 19 Notice and Revised Agenda – 03-18-02
- Attachment 3: CMP Issues Priority 3.5.02 TMC final_ATT List_prioritized- 03-06-02
- Attachment 4: CMP Redesign Core Team Issues Action Items Log - Revised-3-19-02
- Attachment 5: Qwest_Proposed_Qwest-Initiated_ProductProcessChgsLanguage-Revised 03-19-02
- Attachment 6: Schedule_of_CMP_Re-design_Working_Sessions – Revised 03-19-02
- Attachment 7: Ranking of ATT Priority List Items Identified as 0's – 03-18-02

MEETING MINUTES

The meeting began with introductions of the meeting attendees. (Refer to Attachment 1 for attendance record) Judy Lee, the meeting facilitator, reviewed the two-day agenda (Attachment 2). Quintana-Colorado PUC stated that the Colorado Commission ruled on the PID/PAP impasse issue. The Commission ruled that PID/PAP changes are not considered Regulatory type of changes. Quintana-CO PUC continued that PID/PAP changes would require Qwest or a CLEC to initiate a change request, and that they would not be considered as Regulatory. Quintana stated the Colorado Commission wanted this process to begin with IMA 12.0.

AT&T Priority List Issues

Lee stated that Doberneck-Covad and WorldCom filed comments to ATT's Priority List with the Arizona Commission. The team will need to categorize these additional issues as with ATT's list of issues. This will be done later on the agenda. (Refer to Attachment 3)

V.c Attachment 3

Menezes-AT&T asked what the process is if a CLEC finds a problem with a change after it was implemented—would this trouble go through the Production Support process, and used as examples the local service freeze issue or a recent change to a back end system that affected LSRs. Schultz-Qwest responded that since the change was not OSS Interface related, the problem would not go through the Production Support process. Menezes-AT&T also stated that there are situations when CLECs are required to call in multiple trouble tickets based on affected volume for one issue. Thompson-Qwest clarified that when a CLEC calls an OSS Interface trouble into the IT Help Desk, only one ticket is required. Menezes-AT&T explained that there

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was a situation when ATT had to report ten groups of five orders for the LSR affected by the systems problem—that there were 50 affected orders/LSRs. He requested that tickets should be grouped into one ticket, not entered as individual trouble tickets. He stated that currently the process limits 5 orders/LSRs per ticket. Thompson-Qwest clarified that in this situation, Qwest did require a CLEC to report the systems problem on one ticket but that there may be multiple tickets for the orders affected. He stated there are other situations when individual tickets are required for a problem. For instance, a circuit governed by a service agreement that indicates a refund will be rendered because of a trouble caused by Qwest, refunds can only be processed on a per ticket basis. Balvin-WorldCom asked for clarification if the discussion was on product/process or systems issues. Lee stated that Menezes-AT&T was asking for support when Qwest makes a back-end systems change (not OSS Interface) that impacts a process. She asked if Menezes-AT&T was asking for process support. Menezes-AT&T caucused with ATT representatives.

Clauson-Eschelon suggested a notice like Event Notifications for OSS Interfaces be distributed if many CLECs are affected by a process problem. Bahner-AT&T joined the meeting to further discuss the example Menezes-AT&T provided regarding 50 LSRs. She continued to say that there is no process to address multiple orders caused by one system problem. Schultz-Qwest stated that AT&T was requesting a process change and should submit a CR. Jacobs-Qwest stated that if Qwest was receiving multiple calls from CLECs stating that there was an issue with a process, Qwest could call an emergency meeting and handle the problem on an expedited and escalated basis. Schultz-Qwest stated that she wanted to bring in Qwest ISC help desk subject matter experts to continue this discussion. She continued that she was not suggesting that the entire process be a CR. Jacobs-Qwest stated that there is already a process established within CMP for escalations. See Action item #260 Help Desk Process

Balvin-WorldCom suggested that the concepts of AT&T priority list items III. Part H and Vc be combined.

A.7 Attachment 3

Lee moved the team to issue A.7 and referenced Issues/Action Items Log #163. She read from #163 a response from Qwest. Schultz-Qwest stated that if a problem needs a manual process, then the CR number would change from a system CR to a product/process CR. That CR would remain in the same stage of its life cycle. If a CLEC asked for a product/process change, and the team decided that a system change is more appropriate, the product/process CR will crossover to become a systems CR. The product/process CR is closed and a system CR will be opened. Balvin-WorldCom stated that under this example there would be a two-tier change—systems and process changes. Schultz-Qwest stated that an example is an IMA release where CLECs and Qwest would submit a CR for systems, and related process changes would fall under that CR. This CR will be processed under systems. Balvin-WorldCom asked if Qwest was stating that a manual change would not take place until the system change was in place. Schultz-Qwest stated that all system changes would remain as a system CR unless there is a manual process. Wicks-Allegiance stated that if a CLEC submits a system CR and the change will not take place until the next release, the CLEC would need to request the manual interim process up front. He stated that this could take place in the clarification call. Clauson-Eschelon stated that the CLECs want mechanization and do not want to remove systems CRs. Schultz-Qwest stated that systems changes would be managed by systems CMP. She continued that the only way a system CR would change to a product/process CR was if the system CR was denied. The system CR, in this case, would be closed because there was no mechanized solution, and a product/process CR could be created. However, there would be a reference to both CRs in the narrative section. The CR would not be discussed at both meetings. Menezes-AT&T stated that communication is needed as to which CMP forum will address the CR so appropriate CLEC representation attends the correct meeting. Balvin-WorldCom asked if the CR would get the same level of attention if the CR becomes a product/process change. Schultz-Qwest stated that it would and described the process: 1) If during a clarification call, it is determined that a product/process change should be mechanized, a new system CR will be created with the two CRs will be cross-referenced. The change will be handled as a system CR moving forward; 2) If it is determined that a system CR

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cannot be mechanized but a manual process is possible, the change would move to product/process. The system CR would be closed and the CR number would remain the same except the change in the first two characters; and 3) A system CR with a manual work around. These changes would be tracked in systems with an indicator that this is a combination CR. Items will remain in the same lifecycle whenever possible. There may need to be additional clarification meeting because there will be other SMEs involved. Menezes-AT&T asked what would occur if a product/process CR came in and Qwest determined there should be a system solution. Schultz-Qwest stated that the process team would look at LOE and evaluate if it should be a system change. If it is apparent that this should be a system change, the process team will bring in the system SMEs. Menezes-AT&T stated that if Qwest had three weeks prior to the CMP meeting, the CLECs would expect that the recommendation would be brought into the CMP meeting. Schultz-Qwest stated that at the next meeting, following the acceptance that the changes would move from product/process to systems, the change would then follow the normal process. Dixon-WorldCom stated that there is currently a CR similar to what is being discussed. The CR is PC020602-1: CLEC trouble ticket cross-reference. The CR went through the process and was determined that it would be a system change, SCR030702-1. Menezes-AT&T asked if the process would start over with the clarification call. Jacobs-Qwest stated that if a CR were transferred there would need to be some level of clarification. Dixon-WorldCom stated that the CR was cross-referenced in the database and that it stated in the dialogue that additional clarification meeting was not needed. He continued that in this example it shows that the process is working. Clauson-Eschelon asked if it was a joint decision to reclassify the change. She asked what would happen if a CLEC did not agree with moving the change. Schultz-Qwest stated that if a system change was denied Qwest would look at manual solutions. Menezes-AT&T asked how the determination was made to do a manual solution. Schultz-Qwest stated that if a CR was denied (based on the reasons in the "Reasons for Denial" language) then the change might be implemented manually. She added that a cross reference could be added in the name of the CR. For example, add "X" to the end of the name (PC020602-1X). Menezes-AT&T asked if a few other items could be added to the process: 1) lifecycle remains the same, 2) unique identifier in CR number indicating a crossover CR, and 3) distribution package lists CRs that have been crossed over for discussion. With this change the CLECs in the CMP meeting would know that it has moved to systems or product/process. Clauson-Eschelon noted that not all the statuses in the database cover everything. Schultz-Qwest stated that there could be another status called "transfer." Lee asked if there was agreement on concept and the team agreed. A7—agreement in concept.

Upcoming Redesign Session

The team decided to discuss the upcoming meeting while waiting for material to discuss the next issue. Dixon-WorldCom proposed moving the April 16 Redesign meeting to April 19, because of the ROC Technical Conference in Santa Fe. After some discussion, the team agreed that the next meeting stands at April 16. The team also scheduled two-day sessions in May and June. The first day of each session is from Noon to 6 PM Mountain Time, without lunch. The second day meeting is from 9 AM to 5 PM Mountain Time, which includes an hour lunch. (Refer to Attachment 6 for the schedule)

III. Part H Attachment 3

Menezes-AT&T stated that this related to Qwest-initiated Product/Process CR language. (Refer to Attachment 5) He referred the team to changes to PCAT and Tech Pub and referenced the SGAT. He emphasized the need to decide on a Qwest-initiated Product/Process change process, because of the impact PCATs and Tech Pubs changes have on business processes. Clauson-Eschelon stated that CLECs needed more than just a notice for changes. Schultz-Qwest stated that there were Levels 1-2-3-4 and Qwest should not be required to submit CRs for insignificant changes. She stated that it is important to not bog down the CR process. Clauson-Eschelon stated that Eschelon wants a CR from Qwest on those changes even though Qwest deemed the change not to be moderate or significant. Menezes-AT&T suggested looking at the items in Level 3 and analyze what changes would need a CR or should move to Level 2. He

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suggested that Qwest provide examples. Schultz-Qwest stated that a matrix could be provided. She stated that Qwest wanted the flexibility on Levels 1 and 2. Clauson-Eschelon stated that the team would not be able to develop a complete list in one day, and suggested that Qwest bring all changes into the CMP meeting. During the CMP meeting the additional items could be added to the list. The changes could be submitted as CRs or just submitted and the CLECs would determine the level. Balvin-WorldCom stated that the CLECs wanted Level 3 and Level 4 to be CRs. Schultz-Qwest stated that Qwest would be able to look at Level 3's being CRs, but that telephone number changes shouldn't be CRs. Clauson-Eschelon asked why the team couldn't come up with a comprehensive list and then bring the issue into CMP. The process would be as follows: 1) Complete a CR, 2) Before Qwest completes the action for the CR, hold a special meeting, and 3) Hold a comment period. She stated that the CLECs want to see the change before it went into effect. Crain-Qwest stated that Qwest did not want to bog down the process by completing a CR for every change. He continued saying that the CLECs were looking at the issue as "it's CR or it's notice and go." He said that was not Qwest's position. Balvin-WorldCom stated that the CLECs wanted a CR for Level 3 and 4 and that Level 1 and 2 could be under the current process. Liz continued saying that the process currently in place is not working. Schultz-Qwest suggested after lunch the team review a preliminary matrix developed by Qwest.

Action Item #151: Closed. The team discussed and modified the CMP Redesign Core Team expectations and responsibilities document. The revised document will be posted on the CMP Redesign web site as reference.

Covad and WorldCom Comments to ATT's Priority List

Doberneck-Covad introduced two additional issues and Balvin-WorldCom presented one issue. These issues were categorized as 0 —needs further discussion, but most likely not impasse issues. These three issues were added to the ATT Priority List—identified as 0's (see Attachment 7). Balvin-WorldCom questioned the Change Management Improvement document and process to deploy CMP Improvement. Clauson-Eschelon stated that Qwest committed to update the document. Balvin-WorldCom wanted each piece part listed with implementation dates. Lee referenced Action item #231 for Qwest to share updated matrix.

A.6 Attachment 3

Lee moved the team to issue A.6 regarding PID/PAP and CPAP. Menezes-AT&T asked if this issue should be brought to CMP or not. He stated his understanding that Qwest does not want PID/PAP or reporting of PID brought into CMP. Balvin-WorldCom stated that there could be a system change that would cause the data (for a PID) to be gathered differently. Crain-Qwest stated that Balvin was referring to a change in IMA that may change something in another area. Dixon-WorldCom stated that during the ROC meeting Qwest stated that CMP was not the governance forum for PID/PAP. He asked what body that would be. Crain-Qwest suggested a forum similar to the ROC/TAG. Menezes-AT&T asked if PIDs that were not under PAPs would be worked in this forum. Menezes-AT&T asked if the ROC/TAG would apply to multiple states. Crain-Qwest stated that if the team used the ROC to decide on PIDs, they would still need to look at CPAP. Balvin-WorldCom stated that there could be a system change through the CR process that affected the calculation of PIDs. She stated that if there was such a change this would need to go through the same forum. Quintana-Colorado PUC stated that the process has been changed as a result of the report from the Special Master. Dixon-WorldCom stated that the issue is "what is the forum" for long-term PID administration. He stated that he thought that the CMP forum, like Redesign, met the requirements. Menezes-AT&T stated that CRs for PID measures were rejected. Crain-Qwest stated that if a PID needed to be changed then the change needed to go to another forum. Menezes-AT&T stated that there needed to be a forum when ROC/TAG no longer existed. The forum needed to be a place where CLECs and Qwest could discuss PIDs and resolve related issues. Crain-Qwest stated that could all take place through the current process. Menezes-AT&T stated again that there needed to be a forum when ROC/TAG was gone. Crain-Qwest suggested that Menezes-AT&T craft language. Action item #262.

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Quintana-Colorado PUC asked if Crain was talking about PIDs that are under PAPs. Crain-Qwest stated that the ROC/TAG-like forum would deal with both. Menezes-AT&T suggested talking about what the forum would look like and asked if the PID administration is state-by-state. Crain-Qwest stated that there should be a 14-state governance. He continued that state commissions could still make a decision to overrule. He then stated that the concept was if an issue results from CMP that is related to a PID, then any party may bring that issue to the body that administers PIDs. Quintana-Colorado PUC stated that a CR could be denied if there was a decision in the managing forum. Crain-Qwest stated that hopefully the team could reach agreement without dispute resolution. Balvin-WorldCom stated that if the change impacted a PID then it would need to go to the forum. Crain-Qwest stated that Qwest or a CLEC needed approval to change a PID. He continued that if a PID caused a change to a system then the change needed to come to CMP. Quintana-Colorado PUC stated that a CLEC would have to be involved in CMP and the ROC/TAG-like forum. The team agreed in concept and created a new action item #262 for Menezes-ATT to craft language.

A.3 Attachment 3

The team then moved to A3, which related to Action Item #137. Thompson-Qwest stated that this issue was on Terms definition. Schultz-Qwest stated that an example would be a GUI change, and that other changes were already covered in the Master Redline document. Menezes-AT&T stated that the issue was if there was a change to a back-end system that did not cause coding changes, but did change the process. He asked how these changes would be handled. He agreed that the issue was already dealt with for systems. Clauson-Eschelon stated that if it was not in the scope of CMP and not CLEC affecting, that it would not be a CR. Thompson-Qwest stated that, on the CLEC side, it is coding vs. non-coding changes. Menezes-AT&T asked if CLECs are notified of all Qwest coding changes. Thompson-Qwest stated that CLECs are not notified of all back-end changes. If there is a change in the OSS Interface then there is notification. If the back-end system change requires a process change then the team needed to discuss how that change occurs. Menezes-AT&T stated that Qwest was assuming that there is not an impact to the CLEC. He asked what would be the judgment of Qwest to notify of a change or not. He continued that Qwest has documentation to refer to about changes affecting CLECs—if there is change to a process or a system that is CLEC affecting. Van Meter-AT&T stated that Qwest believes they are giving us all the notification CLECs need and there are other things that CLECs are not being notified on that are CLEC affecting such as with the Appointment Scheduler. Thompson-Qwest stated that the team was not trying to define coding versus non-coding changes. Coding versus non-coding is not a qualifier to determine if it should be managed through CMP. Lee asked if the term "non-coding" is used in the Master Redline, besides the definition for a point release under Terms. Dixon-WorldCom-Qwest stated that in the meeting minutes of October 30, 2001, Thompson provided an example of a non-coding change—changing the color of a GUI screen. Menezes-AT&T referred to the email he sent last Thursday in regards to CLEC notifications of system fixes that did not require coding changes, but did impact CLECs. Thompson-Qwest stated that in that example the CLEC should have opened a trouble ticket—there was no coding change required of the CLECs. If a trouble ticket was opened, an Event Notification may have been sent out. Menezes-AT&T stated that with most changes there would be document changes with a CR and with a release. Dixon-WorldCom confirmed after a scan of the Master Redlined document, there was no reference to the term "non-coding" except under the definition of a point-release. Lee asked if A3 could be closed. Menezes-AT&T stated it could be closed.

III. Part H Attachment 3

Schultz-Qwest stated that rate changes were not in CMP. She continued that there was a CR opened about rate validation. Clauson-Eschelon stated that Eschelon opened the CR and that rate and rate validation should be covered in the ICAs. Doberneck-Covad stated that there could be errors in rates and that rates are covered in the ICA. She stated the concern is rate validation, which should not go through CMP, but that there was a billing announcement that was sent out on November 1. This was a rate change and it was not under an ICA. This impacted Covad. Schultz-Qwest stated that this would also be covered in your ICA and also in the notification.

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Clauson-Eschelon stated that they are not receiving notifications according to their ICA, and sometimes the mail-outs are very confusing. She suggested that rate changes not be noticed through mail-outs. Schultz-Qwest asked if the team was stating that rate changes are not in CMP, and that these should be covered in the individual ICAs. Menezes-AT&T stated that an example was a Minnesota cost docket where AT&T asked for this to be reflected in the ICA. Crain-Qwest stated that the rate validation effort was to verify the rates that Qwest is charging are in fact correct. Doberneck-Covad stated that Covad received the notification of the true-up and disagreed. The notification stated "effective immediately." She stated that the CLECs needed a window of opportunity to deal with the issues before the effective date. Lee asked if the team wanted custom letters to go with the ICAs. Littler-Integra stated that there was a CR in response to discussion regarding changing rates and correcting rates. The CLECs requested to see the changes before they went into effect. The CLECs wanted to be on record for saying that Qwest cannot change the tables in ICA without communicating what is being changed. Crain-Qwest stated that the CLECs were again saying that they did not want rates in CMP. Doberneck-Covad agreed. Menezes-AT&T stated that it would be acceptable if there was a notification that stated that the Account Managers would be contacting CLECs in regards to rate validation. Schultz-Qwest stated that rate changes and rate validations are not part of CMP. She also clarified that there are type of notices that use the same mail-out tool such as tariff changes, promotions, etc. She added that the CR and escalation on rate validation should be withdrawn. Clauson-Eschelon stated that the CR should not be withdrawn, but could be issued as a revision or a new CR. She added that she did not want the notices. Doberneck-Covad asked how the CLECs could differentiate as to what notices are governed by CMP and which ones are not. Schultz-Qwest stated that the following headings were related to CMP: Product, Process, Systems, Training, CMP, and Network (Tech Pubs only). Clauson-Eschelon stated again that Eschelon did not want rate change notices by mail-out and only wanted notices in accordance to its ICA. Thompson-Qwest stated that notices are sent out for all system changes and not all CLECs are using all systems. Clauson-Eschelon stated that the rate change validation went into effect and the CLECs had not agreed to it. Crain-Qwest stated that the rate change validation was not a change in the ICA. Lee asked Clauson how to close this item. Clauson-Eschelon stated again that she did not want the mail-outs. Schultz-Qwest stated that Qwest abides with the ICAs. Menezes-AT&T stated that language should be added to the Scope section to reflect that rate changes and rate validation is not within the scope of CMP. Any changes or validations must be addressed between Qwest and individual CLEC. Clauson-Eschelon stated that the language needed to address that rates would not be changed by notice only. Dixon-WorldCom stated that Qwest already agreed to this. He then suggested that Clauson-Eschelon draft the language. Crain-Qwest stated that if Qwest determined that something in the system was wrong, then Qwest would fix the problem. Action item #264.

Menezes-AT&T stated that there needed to be a notice on the rate change and contract changes would be done one-on-one. Dixon-WorldCom stated that CLEC contracts and the SGAT states that there are less formal ways to deal with changes. Clauson-Eschelon stated that the CLECs receive notices about items that have already been done. Doberneck-Covad suggested, 1) put rates out of scope and address it on an ICA basis, or 2) put it into scope and hash it out. She stated that Covad wanted rates out of scope. Menezes-ATT agreed and then stated that if a notice came out and if the CLECs wanted detail they could ask Qwest. Clauson-Eschelon stated that she did not want rates in CMP, but if the CLECs cannot get details on the change what is the remedy? Crain-Qwest responded that just like anything else a CLEC goes through the agreement. Littler-Integra stated that change should be made through individual ICAs. Action item #263. Covad, Integra, WorldCom, and AT&T decided that rate changes are out of scope for CMP.

Action item #156: add the extract of "Types of Notices" from the Wholesale Communication Initiatives into the Master Redline.

Lee-Facilitator reviewed the proposed agenda for the next day and the meeting was adjourned.

EXHIBIT C

Tuesday, March 19, 2002

Lee welcomed the group and reviewed the revised agenda (Attachment 1).

V.c Attachment 3

The team started with issue V.c. This issue was re-focused to only address help desk relationships when a systems problem impacts a process. Schultz-Qwest stated that Terry Simmons and Michelle Thacker, both of Qwest, will speak on the ISC help desk issue. Simmons-Qwest walked through the process of the ISC. Bahner-AT&T described the issue when a change in a back-end system caused LSR problems. She stated that she wanted another process besides the "warm transfer" when there are problems with a high volume of orders. She wanted to be able to take the ticket number and know what the work around is. Simmons-Qwest stated that she still needed to know all the issues of a particular situation to be able to gather the resources needed to fix the problem. Bahner-AT&T stated that Qwest did not notify of the back-end change and there was an issue. She stated that when that happened they needed the connection between the centers and the service manager. The CLECs do not want to tell the story over and over again to different Qwest personnel. Simmons-Qwest suggested that a systems help desk ticket is related to a call center ticket to show the relationship. Bahner-AT&T stated that she wanted two tickets, 1) to fix the system problem for the orders, and 2) to get those impacted orders reprocessed or fixed. Thacker-Qwest stated that the process used the System War Room and IT SWAT team was to troubleshoot this type of problem. Bahner-AT&T stated that not everyone in Qwest know what the event notices are, and that this was especially a problem with system releases. She stated that all issues needed to be under one umbrella. Simmons-Qwest stated that 1) if an issue is outside of the normal process the CLEC would call their Service Manager. The Service Manager would report the trouble/s to the center.

Menezes-AT&T asked Bahner-AT&T if there is an issue that the CLECs would call the Wholesale Systems Help Desk. Bahner-AT&T gave the example of the LNP issue with the back-end systems change. The Saturday orders were sent on Monday and there were 60 orders affected by this change. In this case, CLECs were not notified. She suggested the following: 1) identify a problem and open an IT WSHD ticket, and 2) CLEC would be handed off to ISC and only one ticket would be created for all orders—resolving the issue with the volume of affected orders. The five orders per ticket process is fine for normal issues, but not when there are a lot of orders impacted by a single incidence. Lee recapped that a CLEC would call the IT help desk when a ticket is opened. The CLEC would ask Qwest to handle this issue as a project and then the expectation is that the IT help desk would coordinate with the ISC. The situation is two-fold: 1) There is a technical problem that IT needs to fix, and 2) there are orders that need to be corrected. Menezes-AT&T suggested adding another field in the database as a cross-reference between the two tickets. Thompson-Qwest stated that was not possible, but suggested that there could be a hand-off between the IT help desk and the ISC. Both help desks would have the ticket numbers and the CLEC could include all orders under that business ticket number. The CLECs would have a warm transfer between the help desks. Lee asked how Qwest would show in the system if multiple CLECs had the same issue. Thacker-Qwest stated that there would be a trend analysis done on the ISC database information, but that there would be a ticket opened for each CLEC relating to the same problem. Thompson-Qwest stated that there would be a common IT ticket and the ISC ticket will be opened for each reported and impacted CLEC. CLECs could call in any orders that fell under this situation. Bahner-AT&T stated that CLECs needed to be able to fax in all order issues under one ticket, not multiple tickets. Balvin-WorldCom asked what the trigger point would be for an issue to become a "project." Thompson-Qwest stated that if a CLEC calls into the IT help desk and during the warm transfer the IT help desk would explain to the ISC center that there were related system issues, then at that time it could be considered a project. Balvin-WorldCom stated that the CLEC might not know that there was a system issue, but they would definitely know that there were problems with multiple orders. Thacker-Qwest stated that the CLEC would call the center, but the center would not know if there was a system issue. The center personnel would be instructed to bring this problem to the center coach. Lee recapped that for a significant situation as discussed, if a call was brought into the IT help desk, the CLEC will be given the IT ticket number. The IT help desk agent will then establish a 3-way call to the ISC.

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The CLEC would be given an ISC ticket number, if applicable, for all orders impacted by this problem. The CLEC faxes detailed documents to the ISC, if required. A work around is created and an IT event notice is issued. If a call originates in the ISC, a trouble ticket would be opened for all orders and would be escalated to the center coach. The CLEC would fax in all the orders and if possible, a manual work around will be created. Constant communication with impacted CLEC/s will occur. Notice will be issued if Qwest is having a process problem that impacts multiple CLECs.

Thompson-Qwest stated that in IMA 8.1 there were rejects and the edits were backed out. A notice was sent describing the problem encountered due to a back-end change and edits. Lee asked how the CLECs would be notified if it was a process change that was causing the problem. Simmons-Qwest stated that the coach would evaluate the problem and would work with the CLEC. Schultz-Qwest stated that if there was agreement that language will be drafted. Menezes-AT&T asked if SWAT teams also apply to other system changes. Thompson-Qwest stated that SWAT teams are established when problems are escalated to determine responses. In many cases, SWAT teams include ISC members. Lee asked if everyone conceptually agreed with the proposal. Every CLEC representative agreed in concept, however, Eschelon wanted to review this process with its SMEs.

Clarification Call Issue

Doberneck-Covad brought up an issue that during clarification calls, Qwest SMEs have stated "this issue needs to be run through CMP." She stated that SMEs did not understand that the clarification call was part of CMP. Doberneck-Covad asked how information was disseminated throughout the organization. Schultz-Qwest stated that training was given to Qwest personnel and that the CMP team is responsible for training the SMEs on an ongoing basis. Schultz stated that she would have her team reinforce the process with the SMEs.

III. Part H Attachment 3 and Qwest-initiated Product/Process Change Process

The team returned to issue III. Part H by reviewing and discussing Qwest's initial effort on the notification matrix. Schultz-Qwest pointed out that the matrix is a sample of notices for the month of February and that Qwest used its "best guess" effort for Level 1 and Level 2. She stated that there were 40 CRs for February. Balvin-WorldCom stated that the issue was with Level 3. Clauson-Eschelon expressed concern that notices would override contracts. She asked that Qwest bring all changes into the CMP and that the team would decide what Level the change fell into. Schultz-Qwest stated that the contract will not be overridden by changes in notices. Clauson-Eschelon stated that CLECs have to educate everyone at Qwest about their contract and that there is a problem with Qwest trying to apply PCATs to Eschelon. Dixon-WorldCom-stated mail-outs are not intended to supersede an ICA, SGAT, etc. Wicks-Allegiance stated that Clauson-Eschelon's issue is with the account team. Qwest personnel in other departments would not know individual ICAs. Clauson-Eschelon stated that she wanted input into the product/process changes. She suggested that the CLECs work with Qwest on building a finite list. She said there also needed to be a process for moving changes to a lower level and allowing for input. Schultz-Qwest asked why Clauson-Eschelon stated that the process had not worked in the past. She also asked how the process of bringing in the notices to CMP before distributing would solve the problem. Clauson-Eschelon stated that there were issues in the past and that she would be open to special meetings. Doberneck-Covad stated that for the most part CLECs don't have problems with changes. She continued that she didn't disagree with the levels, but wanted an exhaustive list. She suggested starting with Level 3 and work down to Level 1. If a change was not specific, it will require a CR, which can be added to the exhaustive list. This would result in Qwest not having to process all changes as CRs. Dixon-WorldCom suggested the following: 1) put comment about "notices not superseding ICAs" on the notice, 2) address support functions (account teams/service teams, etc.) in Qwest to understand contracts and mail-outs, 3) that the level should be identified in the notice, and 4) Level 3 notice period is acceptable because there is enough time to bring it to CMP. Schultz-Qwest suggested pulling a sample of Level 3's and CRs. She continued that Qwest could put the information on the mail-outs about

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ICA, Qwest will continue to work with the Service Managers, and Qwest can add the level onto the notice. Quintana-Colorado PUC asked if Qwest would work with the exhaustive list. Doberneck-Covad stated that the CLECs needed time to look at the impact of the changes. Schultz-Qwest stated that the issue was with time critical changes. Balvin-WorldCom stated that CLECs wanted input into the process, and that Qwest could take the last few months of changes and analyze the notifications to see which level would be assigned. Maher-Qwest stated that the CLECs should also look at the notifications. Balvin-WorldCom agreed. Clauson-Eschelon stated that the notices should actually have a SME listed for comments on the notice, and not a Service Manager. The SME would know the extent of the change. She then suggested that if there is a Level 3 change, Qwest should send the notices near the time of the CMP Monthly distribution package, so that the CLECs can review the list before the meeting. Dixon-WorldCom stated that there could be a sub-committee to review three months of notices with Qwest. The team would get together and look through all the notices. Crain-Qwest stated that the CLECs wanted to get Product/Process into place, and Clauson-Eschelon was asking for an absolute list. He agreed with the sub-committee recommendation raised by Dixon. Balvin-WorldCom stated that the CLECs wanted this implemented as soon as possible. She suggested that the SMEs look at the notification going forward and put the level on it. Clauson-Eschelon stated that she wanted Qwest to answer her other questions. Schultz-Qwest stated that SMEs didn't have the knowledge of individual accounts and their ICAs as an Account Manager/Service Manager, and that the other issue is that they would be pulled away from their current jobs to respond to account specific questions, which is the role of the Service/Account Manager. Wicks-Allegiance stated that the sub-team could look at the notices for January, February and March and also build an additional list of changes to work with. Thompson-Qwest asked if Qwest should use the categories that are in the proposed document. Clauson-Eschelon asked about the grouping of the notices. Dixon-WorldCom stated that there seemed to be a link between the changes that go out on certain days of the week. Schultz-Qwest stated that Qwest cannot issue service-specific contact information, because the contact information changes. Clauson-Eschelon stated that the volume of notices was too high and that they were received randomly. Quintana-Colorado PUC asked if the CLECs really wanted all comment periods due on the same day. Clauson-Eschelon stated she wanted the cycles due close to the CMP meeting. Schultz-Qwest stated that it is not practicable to hold all work until the end of the month to align with the CMP Monthly meeting, but that Qwest could designate the notice levels, and that each CLEC should go through and rank the notifications. If 100 are Level 1, they don't need to be discussed. The sub-committee call should focus on specific notifications in order to have some consensus and develop the finite lists for each level. Wicks-Allegiance stated that he did not want all notifications coming at one time and that he liked the idea of "tracking by level" that Schultz-Qwest suggested. Clauson-Eschelon agreed. Doberneck-Covad stated that the team needed to keep in mind that CLECs are adding to the list of Level 1-2-3-4 as they are looking at the notices. Littler-Integra asked that the matrix also include a description of the change. Action item #266.

Break for lunch.

Lee recapped what would occur with the sub team work: 1) Qwest will set up a call for next Thursday, March 28 for the morning, 2) Qwest will distribute a matrix with the addition of notice date and description of change by noon Monday 25th, and 3) Qwest will provide direction on how to get to the CNLA database. The call will focus on the differences among participants in determining the level for each notice. CLEC responses are due by noon on Wednesday, March 27 so that Qwest can compile the differences and similarities. Qwest will provide full list back to CLECs by COB Wednesday in preparation for the Thursday call. Maher-Qwest stated that 50-60% of the notices are going out with a 30-day notification period, and that Qwest has tried to implement based on where the process is moving to. Balvin-WorldCom stated that there needed to be some sort of notice, but "notice and go" is not giving the CLECs input into the process. CLECs cannot delay or get additional clarification prior to implementation. Schultz-Qwest suggested implementing an interim process that has Levels on Notifications. Clauson-Eschelon stated that Qwest could do them all as CRs and see the benefit. She stated that she did not want a comment cycle, but CRs for all Level 3 and Level 4's. Balvin-WorldCom suggested returning to Dixon-WorldCom's comment about moving Level 3 changes into CRs if a CLEC objected to the

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Level 3 change. Clauson-Eschelon stated that she did not agree with the levels and wanted to approve all changes. Schultz-Qwest stated that with the suggestions from Dixon-WorldCom and Doberneck-Covad, Qwest could bring the processes together. As the sub-team meets, the list of examples would be augmented. The methods and procedures would remain intact until the Redesign team reviews the outcome of the subcommittee recommendations. Balvin-WorldCom stated that in order to review the list, Qwest would need to bring about changes that are going to take place. Balvin-WorldCom stated that Qwest would bring the documented list and then all other changes would be a CR. Schultz-Qwest asked if there could be a commitment from the team to finish the process in the next three weeks. She stated that Qwest did not want to work with a narrow list. Clauson-Eschelon stated that she didn't want anyone to think that she had agreed to the language. She continued that Qwest could start using the levels and add to the list. Littler-Integra stated that he would like to go with the process that Balvin suggested. He wanted a process in place for the issues that impacted CLECs. He suggested drafting a finite list today and then another list in the future. He stated that the concept was sound, but that there needs to be rules around each one. Clauson-Eschelon stated that she would need a finite list. Schultz-Qwest stated that Dixon-WorldCom's proposal from this morning could work. Qwest would release changes under the finite list for Levels 1 and 2. For any change that was not on the list for Level 1 and Level 2, the change would be a Level 3 and the CLECs could comment or bring it in as a CR. Clauson-Eschelon stated that this would not work and that she didn't agree with Level 3. Wicks-Allegiance stated that the current process was not working for the CLECs. He asked if Qwest was proposing that Level 1 and Level 2 go as proposed in the language and then any other changes go to Level 3. Clauson-Eschelon asked if a finite list would be included. Balvin-WorldCom asked if Qwest was also saying that anything that was not on the list be issued as a Level 3. Schultz-Qwest stated that Qwest would track the notices by Level on the CMP website. Clauson-Eschelon stated that she did not agree to interim processes. Balvin-WorldCom stated that the interim process would be implemented in concept. Dixon-WorldCom suggested implementing the interim process with the understanding that it would be reevaluated. Maher-Qwest stated that there were a lot of changes already in the pipeline. Clauson-Eschelon asked if the changes could start as of next Thursday. Dixon-WorldCom asked if Qwest would implement the four levels and then the subcommittee will evaluate the process. Clauson-Eschelon agreed, but would not commit to the levels. Dixon-WorldCom stated that during the interim period, Level 3 could be asked to be moved to CRs. As the team was listing out the finite list of levels, the determination could be made to move the change to a CR. Schultz-Qwest stated that the change needed to be on the finite list, or it would default to a Level 3. Quintana-Colorado PUC suggested that if a change was not on the list then it would be Level 2 or Level 3. These would be new changes not listed on the finite list. The change would not default to a CR. Lee captured the following items on the board: "Implement Levels 1-4 immediately. If a change doesn't fit into the levels, Qwest will treat as a Level 3." Qwest to present at the CMP Product/Process meeting on Wednesday, March 20 that there is agreement on concept, but process is yet to be baselined. After the sub-committee call, the team may determine that there are 3 levels, and then Level 3 will default to Level 2's. Menezes-AT&T stated that the number of categories was not the issue. Clauson-Eschelon stated that she was asking for a reasonable amount of time for the CLECs to review the change. She asked if a CLEC wanted the change to be a CR, whether it would automatically be a CR. Menezes-AT&T stated that it would be a collaborative effort, not an individual CLEC request. Clauson-Eschelon stated that her core concern was about the number of notices and that she may miss a change. Menezes-AT&T asked Clauson-Eschelon if the Levels were designated in the notice and also on the website list, why that won't work. Clauson-Eschelon stated that she was okay with implementing the process. Menezes-AT&T stated that there should be language added in the proposed language and then work forward with what has been proposed by Schultz. The team agreed. Dixon-WorldCom stated that the team also needed to review the rest of ATT issue #3.

The team returned to ATT's issue list issue III, Part H. Lee stated that the action item was for Menezes-AT&T to pull SGAT language—action item #227. Lee stated that the group had discussed adding the SGAT language into the Master Redline. Menezes-AT&T stated that he would pull the language. Dixon-WorldCom stated that SGAT could not be amended and that

EXHIBIT C

neither a Tech Pub or PCAT could amend the SGAT. The concept that a PCAT/Tech Pub may need to be amended could be discussed in CMP. The SGAT is not amended in CMP. Menezes-AT&T stated that the team could close in concept to issue III. Part H.

Maher-Qwest asked what the team defined as "notice and go." He stated that the CLECs viewed the process as notice=effective and that was not true because of the comment period. Menezes-AT&T stated that we do not need to define "notice and go" because it will not be a concept in the future. Lee suggested a 10-minute break and then the team will draft language in Qwest-initiated Product/Process Change Process. The team returned and Menezes-AT&T added language to the top of the document (See Attachment 5). Clauson-Eschelon asked if the interim list could have more than four levels. Schultz-Qwest stated that the process would be implemented as interim with modifications based on the sub-committee effort. She suggested adding the concept to the proposed language. Menezes-AT&T stated that it needed to be clear in the Level 1 and Level 2 language that if a change did not fit into the list it will be a level 3 change. Language was added to the proposed language. Doberneck-Covad asked how the list would be modified in the future. Menezes-AT&T discussed the process about disputing a notice that should be in another Level. Schultz-Qwest stated that a if a Level 1 type change was submitted as a Level 3, because it was not on the list, it could be brought to the CMP meeting and discussed. Menezes-AT&T suggested that language be added in the Level 3 "change in disposition" section. Once a new level is agreed to the category will be added to the appropriate list. Wicks-Allegiance stated that Qwest would have to prove why a change wasn't a CR, if other CLECs thought it was a CR. Schultz-Qwest stated that this was too time consuming and there would be multiple collaborative meetings. Clauson-Eschelon stated that just because a change is a CR, it should not have to include extensive collaborative meetings. Quintana-Colorado PUC stated that the language was already in the process in a stand-alone document for postponement. She then stated that the CLECs were suggesting voting. Dixon-WorldCom suggested that only majority ruling moves the Level of the change. Menezes-AT&T stated a concern about what would happen if half of the CLECs wanted a CR, which resulted in a tie, then whether it would remain a Level 3. Wicks-Allegiance stated that the advantage was to not have any additional CRs. Menezes-AT&T stated that the idea was that Qwest would not have completed the process documentation in a CR, and CLECs would have more input into the change if it were a CR. Menezes-AT&T stated that if a change came in as a Level 3 and the CLECs thought it should be a Level 4, then the CLECs would not have the opportunity to provide all the input because the process would already be defined by Qwest. He continued that going forward that type of change would be added to the Level 4-CR list. Lee asked the team what the process is to break a tie. Quintana-Colorado PUC stated that she thought that there would not be a tie, but if you leave it as a Level 3 it could be a Level 1 if agreed to by the team. Dixon-WorldCom requested that the tie issue be tabled for a later decision. The vote would be taken to determine if the change should be moved to a different level. If there is agreement on the Level, then the change would be listed in that Level going forward. Clauson-Eschelon stated that there is a difference in voting on a specific change and voting on a category. Quintana-Colorado PUC stated that the category is added to the level so that the change doesn't have to be brought to the CMP meeting in the future. Clauson-Eschelon stated that it shouldn't be automatic because you may never get another change that is exactly the same. Woodcock-Qwest stated that the thought was to develop a finite list. Menezes-AT&T stated that there would be a vote to have the level established, and then another vote to have the category added. Schultz-Qwest stated that it would be listed on the agenda as a standing item and any changes to levels to be discussed will be listed. Lee summarized that there would be a vote to determine level, and a vote to add category. Majority vote rules. Language was added to the proposed language. Lee stated that the next step was for Schultz-Qwest to present the proposed language at the CMP meeting the next day. Schultz-Qwest suggested CLECs review the language and provide feedback. Maher-Qwest stated that the information would be provided in the email the next day. Additionally Lee will send out the updated facilitator consensus document for comments, which are due by noon on March 25. Lee stated that all Rank 1 items on the list are closed.

EXHIBIT C

Next Meeting Topics

The team agreed at the next working session to discuss and baseline language for the 1's, then proceed to 0's. Meeting adjourned.

Attachment 2a

Announcement Date: March 14, 2002
Effective Date: March 18, 2002
Document Number: GENL.
Notification Category: General
Target Audience: CLECs, Resellers

Subject: Agendas for the March 18 and March 19, 2002 Qwest-CLEC Working Session to Modify the Change Management Process

The agendas for the upcoming Change Management Process Re-design working session with the Core Team are attached for your reference.

Do note this is a 2-day session with the following start/end time.

Date: Monday, March 18, 2002 and Tuesday, March 19, 2002

Location: **NOTE: NEW MEETING LOCATION**
Monday - 1005 17th Street, 1st Floor, Junior Board Room, Denver, CO
Tuesday - 1005 17th Street, 1st Floor, Board Room, Denver, CO

Time: 9 AM to 5 PM Mountain Time

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

The agendas will be posted on the web site along with meeting material:
<http://www.qwest.com/wholesale/cmp/redesign.html>.

Sincerely,

Qwest

Attachment 2a

MEETING MATERIAL

1. CMP Redesign Meeting March 18 - 19 Notice and Agenda – 03-13-02
2. CMP Redesign Core Team Issues Action Items Log – Revised –03-14-02
3. Master Redlined CLEC-Qwest CMP Redesign Framework - Revised 03-07-02
4. Combined CMP Redesign Gap Analysis – Revised 03-14-02
5. CMP Issues Priority 3.5.02 TMC final_ATT List_prioritized – 03-06-02
6. Ranking of AT&T Priority List Items – 03-06-02
7. AZ 271 Comments on ATT's List of CMP Issues_Covad – 03-08-02
8. AZ 271 CMP Critical Outstanding Issues WCom Comments – 03-08-02
9. Karen Clauson email to Redesign Team – 01-28-02
10. Qwest Proposed TERMS Language - 03-13-02
11. Qwest Product-Process Change Postponement Arbitration Language - 03-13-02
12. CMP Re-Design Core Team Expectations – 10-31-01
13. Schedule of CMP Redesign Working Sessions - Revised 03-14-02
14. February 7, 2002 - Baseline Document - 03-11-02
15. Regulatory CR Implementation Language 03-13-02
16. Qwest Proposed Revised Product-Process CR Process - 03-13-02

Attachment 2a

Monday, March 18 and Tuesday, March 19, 2002 (9 AM to 5 PM)
1005 17th Street, 1st Floor, Junior Board Room, Denver, CO
Conference Bridge: 1-877-550-8686 Conference ID: 2213337 (hit #)

AGENDA—Monday, March 18 (9 AM to 5 PM MT)

TOPIC	LEAD
Introduction (9 AM – 9:15 AM MT) Qwest	Judy Schultz,
<ul style="list-style-type: none">• Take attendance and review agenda (Email Attachment 1) Judy Lee, Facilitator	
Discussion and Status (9:15 AM – 4:45 PM MT) (including a 10-minute morning and afternoon break and lunch)	All
<ul style="list-style-type: none">• ATT List of CMP Priority Issues (Email Attachment 5 and 6)• Review Covad and WCom Comments to ATT List of CMP Priority Issues (Email Attachments 7 and 8) <ul style="list-style-type: none">○ Discuss and agree on CONCEPT for remaining items known as Rank “1” from the March 5-7 session○ Discuss and close on language for rank “1” items (Email Attachments 15, 16, and 11)<ul style="list-style-type: none">• Method of Implementation for Regulatory Changes• Product/Process CR Process• Delay of Implementation for disputed Product/Process issues○ Determine value of each issue (1 or 0)○ Determine ranking for “1’s” and○ Determine ranking for “0’s” items (ATT, Covad and WCom issues)	
Next Working Session (4:45 – 5:00 PM MT)	All
<ul style="list-style-type: none">• Determine topics for next day	
Adjourn	

Attachment 2a

Monday, March 18 and Tuesday, March 19, 2002 (9 AM to 5 PM)
1005 17th Street, 1st Floor, Board Room, Denver, CO
Conference Bridge: 1-877-550-8686 Conference ID: 2213337 (hit #)

AGENDA—Tuesday, March 19 (9 AM to 5 PM MT)

TOPIC

LEAD

Introduction (9 AM – 9:15 AM MT)

Judy Schultz,

Qwest

- Take attendance and review agenda (Email Attachment 1)
Judy Lee, Facilitator

Discussion and Status (9:15 AM – 4:45 PM MT)

All

(including a 10-minute morning and afternoon break and lunch)

- ATT List of CMP Priority Issues (Email Attachments 5 and 6)
 - Continue discussion and consensus on CONCEPT for remaining Rank “1” items
 - Discuss and agree on CONCEPT for remaining Rank “0” items
 - Discuss and close on language for those items considered Rank “0”

Next Working Session (4:30 – 5:00 PM MT)

All

- Determine topics for next working session
- Review schedule for future sessions

Adjourn

Attachment 2b

Announcement Date: March 18, 2002
Effective Date: March 19, 2002
Document Number: CMP.
Notification Category: CMP
Target Audience: CLECs, Resellers

Subject: Revised Agenda for the March 19, 2002 Qwest-CLEC Working Session to Modify the Change Management Process

The revised agenda for Tuesday, March 19, 2002 Change Management Process Re-design working session with the Core Team is attached for your reference.

Date: Tuesday, March 19, 2002

Location: **NOTE: NEW MEETING LOCATION**
Tuesday - 1005 17th Street, 1st Floor, Board Room, Denver, CO

Time: 9 AM to 5 PM Mountain Time

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

The agenda will be posted on the web site along with meeting material:
<http://www.qwest.com/wholesale/cmp/redesign.html>.

Sincerely,

Qwest

Attachment 2b

MEETING MATERIAL

17. CMP Redesign Meeting March 19 Notice and Revised Agenda – 03-18-02
18. CMP Redesign Core Team Issues Action Items Log – Revised –03-14-02
19. Master Redlined CLEC-Qwest CMP Redesign Framework - Revised 03-07-02
20. Combined CMP Redesign Gap Analysis – Revised 03-14-02
21. CMP Issues Priority 3.5.02 TMC final_ATT List_prioritized – 03-06-02
22. Ranking of AT&T Priority List Items – 03-06-02
23. AZ 271 Comments on ATT's List of CMP Issues_Covad – 03-08-02
24. AZ 271 CMP Critical Outstanding Issues WCom Comments – 03-08-02
25. Karen Clauson email to Redesign Team – 01-28-02
26. Qwest Proposed TERMS Language - 03-13-02
27. Qwest Product-Process Change Postponement Arbitration Language - 03-13-02
28. CMP Re-Design Core Team Expectations – 10-31-01
29. Schedule of CMP Redesign Working Sessions - Revised 03-14-02
30. February 7, 2002 - Baseline Document - 03-11-02
31. Regulatory CR Implementation Language 03-13-02
32. Qwest Proposed Revised Product-Process CR Process - 03-13-02
33. Late Adder CR Language – 03-18-02

Attachment 2b

Monday, March 18 and Tuesday, March 19, 2002 (9 AM to 5 PM)
1005 17th Street, 1st Floor, Junior Board Room, Denver, CO
Conference Bridge: 1-877-550-8686 Conference ID: 2213337 (hit #)

REVISED AGENDA—Tuesday, March 19 (9 AM to 5 PM MT)

TOPIC	LEAD
Introduction (9 AM – 9:15 AM MT) Qwest	Judy Schultz,
<ul style="list-style-type: none">• Take attendance and review agenda (Email Attachment 1) Judy Lee, Facilitator	
Discussion and Status (9:15 AM – 4:45 PM MT) (including a 10-minute morning and afternoon break and lunch)	All
<ul style="list-style-type: none">• ATT List of CMP Priority Issues (Email Attachments 5 and 6)<ul style="list-style-type: none">○ Discuss and agree on CONCEPT for remaining items known as Rank “1” from the March 5-7 session<ul style="list-style-type: none">○ V.c.○ III. Part H○ Discuss and close on language for rank “1” items (Email Attachments 11, 15, and 16)<ul style="list-style-type: none">○ Method of Implementation for Regulatory Changes○ Product/Process CR Process○ Delay of Implementation for disputed Product/Process issues○ Discuss and close on CONCEPT for “0’s” items (ATT, Covad and WCom issues)	
Next Working Session (4:45 – 5:00 PM MT)	All
<ul style="list-style-type: none">• Determine topics for next day	
Adjourn	

Attachment 3

BEFORE THE ARIZONA CORPORATION COMMISSION

WILLIAM A. MUNDELL

Chairman

JAMES M. IRVIN

Commissioner

MARC SPITZER

Commissioner

**IN THE MATTER OF U S WEST
COMMUNICATIONS, INC.'S
COMPLIANCE WITH § 271 OF THE
TELECOMMUNICATIONS ACT OF 1996**

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Docket No. T-00000A-97-0238

**AT&T'S LIST OF PRIORITY CMP
ISSUES**

AT&T Communications of the Mountain States, Inc. and TCG Phoenix (collectively, "AT&T") hereby file their list of priority issues regarding the Change Management Process ("CMP") of Qwest Corporation ("Qwest"). At the Arizona Workshop held on February 25, 2001, the Arizona Corporation Commission Staff requested that AT&T identify the open CMP Redesign¹ issues that must be closed prior to Qwest obtaining section 271 approval. TR. 232 (Feb. 25, 2002).

As AT&T stated in its comments filed with the Commission on February 19, 2002 ("AT&T's February CMP Comments"), there are a large number of significant issues that remain open and need to be closed (by agreement or impasse resolution) before Qwest may be considered to meet the FCC's requirements for an effective change management process. It is very difficult to draw a line placing the necessary items "above the line" and other items "below the line." There are definitely issue that alone are significant enough that, without resolution, Qwest's CMP cannot be considered in compliance with

Attachment 3

section 271. There are other issues that *individually* may not justify a finding of non-compliance with section 271 but when considered as a group, in whole or in part, justify a finding of non-compliance with section 271.² In addition, because a good deal of work must still be done to redesign CMP, the parties have not yet identified all issues. These as yet unidentified issues may be significant as well.

The following is AT&T's attempt to identify the most critical CMP issues that must be resolved prior to finding that Qwest's CMP complies with the FCC's section 271 requirements. The following references to "Part ____" are to AT&T's February CMP Comments. For a fuller description of the issues described under the Parts, please see AT&T's February CMP Comments.

I. Part A. AT&T considers all of the issues identified in Part A of AT&T's February CMP Comments as necessary for section 271 approval.³ AT&T's attempt at prioritizing these issues follows; however, please note that many of these issues are very close in their levels of importance:

A.2. State the criteria for Deny (reasons why) for the CR process. (CMP Issues Log #118; CMP Gap Analysis # 59.) 1

A.4. What are the criteria used to determine "level of effort" (*i.e.*, S, M, L, XL) for a release? (CMP Issues Log # 146.) 0

A.8. Qwest proposed to re-visit Regulatory type of changes to address performance measure obligations. (CMP Issues Log #169.) This includes the impasse issue briefed in Part D of AT&T's February CMP Comments. X

¹ SATE is not being addressed in CMP Redesign and for that reason is not cited in this summary of issues. However, SATE must meet the Federal Communication Commission's ("FCC") requirements before this component of Qwest's CMP may be evaluated favorably.

² These issues are not incorporated herein but may be found in AT&T's February CMP Comments, including the exhibits thereto.

³ Note that AT&T boiled down a twenty-three page open issues list (the CMP Issues Log) to arrive at these twelve issues. Some of these issues are further described in the CMP Gap Analysis.

Attachment 3

A12. Qwest to propose language on the criteria used to determine method of implementing regulatory changes. (CMP Issues Log # 243.) 1-3/6/02: Qwest agrees to this in concept.

A.9. Provide a decision on whether to provide copies of documentation regarding prioritization and sizing. (CMP Issues Log # 196.) This issue includes completion of the prioritization process within CMP (CMP Gap Analysis ## 117 – 120 & 124.) 1

A.7. 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. (CMP Issues Log # 163.) Embedded in this issue is Part B of AT&T's February CMP Comments: product/process must be addressed at least to the extent that there is a process to handle crossover issues. 1

There are 3 scenarios that may apply:

- a. A Product & Process CR comes in, at CMP meeting it is determined that the issue should be resolved via mechanized solution, the P&P CR is closed out and is Xref to System CR and is handled in the Systems CMP meeting going forward.
- b. A sys CR comes in and it is determined that a manual solution will work. Close out the sys CR and Xref to P&P CR and track in P&P CMP meetings.
- c. Sys CR w/ interim manual process, it will be tracked as sys CR with an indicator that it is a Combo CR (Sys and P&P). There should be a Xref on both CRs. There may an adhoc clarification meeting required for the transferred CR. The life cycle will remain in tact. CR # will uniquely identified as a Xref CR. The Distribution pkg will identify the cross over CRs for discussion at specific CMP meeting. CR status = Transferred.

A.6. What is the process to manage changes to performance reporting calculations, etc.? How do we handle the overlaps between what is being negotiated at the CMP Redesign and CPAP-like procedures? (CMP Issues Log # 158.) This includes establishing a process connection between PIDs and CMP as described in Part F of AT&T's February CMP Comments. 1-- 2/18/02 Team agreed in concept.

A.10. Qwest to outline what the guidelines are for when an issue is appropriate for the CMP vs. when the Account team should handle it. (CMP Issues Log # 216.) 0

A.1. Review the CR process to insure that the description of the output of each step of the process is clearly defined; *i.e.*, LOE (range of hours) and affinity. (CMP Issues Log #214; CMP Gap Analysis ## 121 – 123.) 1

Attachment 3

A.3. Determine whether a process is necessary to address non-coding changes. (CMP Issues Log #137.) 1 3/18/02 Closed per Mitch Menezes

A.11. What is the status of a change when the escalation or dispute resolution is invoked? (CMP Issues Log # 226.) Embedded within this issue is the imbalance in treatment that CLEC CRs receive versus Qwest CRs. (CMP Gap Analysis # 20.) 1

A.5. Clarify what notices will be communicated to CLECs via email, mail-outs, communiqués, and posted on the web site. (CMP Issues Log # 156.) This also relates to CMP Gap Analysis # 101: “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.” 0

II. Part C. The Regional Oversight Committee (“ROC”) OSS Test. The ROC test of CMP is being handled differently from the Arizona test of CMP because CGE&Y has not conducted an evaluation of the Qwest Change Management process consistent with the requirements of the Master Test Plan (“MTP”) and the Test Standards Document (“TSD”). Both Arizona and ROC tests call for the tests to be comprehensive evaluations of the CMP process that Qwest employs. CGE&Y evaluated the prior process and found it wanting in limited areas and went no further to conduct the range of tests called for by the Arizona testing requirements. The ROC tester has been diligent in its analysis of the CMP and its use by Qwest. There can be no question that the ROC test has identified a number of significant deficiencies in Qwest’s CMP. AT&T believes that resolution of the outstanding Observations and Exceptions in the ROC is required for section 271 approval chiefly because CGE&Y has not conducted the appropriate range of CMP tests called for in the MTP and the TSD. Although the ROC test is separate from the Arizona test, the Arizona Commission should take notice of the ROC Observations and Exceptions and derive the benefit from their resolution by ROC .

Attachment 3

ROC Testing Requirements for CMP (MTP Version 5.1):

Section 23.1 Description (emphasis added)

This test evaluates Qwest's methods and procedures for managing changes to and change requests for OSS interfaces and business processes utilized by CLECs. This test will review Qwest's co-provided industry change management process (CICMP). The test will rely on inspection and review of Qwest documentation and on CLEC interviews.

23.2 Objective

The objective of this test is to determine the adequacy and completeness of procedures for developing, publicizing, conducting, and monitoring change management.

AZ Testing Requirements for CMP (MTP) Section 7.2.5 (emphasis added):

The Change Management Process Evaluation is an evaluation by the Test Administrator with involvement by Qwest, the CLECs, and the Pseudo-CLEC. The Methods and Procedures (M&P) established by Qwest will be acquired. *Qwest will be monitored and evaluated on its adherence to its published M&P for change management.* Following the collection of documentation, the Test Administrator will identify, discuss, and track available instances of specific OSS Interface new functionality, enhancements and maintenance.

The fact that the separate tests have the same fundamental requirements for the Test Administrator to conduct (italicized passages in the above), and the ROC test is yielding different results than those produced in the Arizona test, requires that the dissimilarity in results be explained.

CGE&Y's recently released Draft Final Report on the Qwest Change Management Process Redesign Evaluation Report (February 21, 2002) fails to provide answers to the issues raised in the TSD, pertinent to the redesigned process. As CGE&Y states, "This report describes the efforts CGE&Y undertook to evaluate Qwest's efforts to re-design its change management process." *CMP DFR at 3.* It does not provide information sufficient to rehabilitate the voids in the CGE&Y Draft Final Report regarding Relationship Management.

Attachment 3

During testing CGE&Y found the CICMP to be deficient, issuing IWOs 1075, 1076, and 1078. It only concludes the process has been improved. It makes no conclusions about the adequacy of Qwest's CMP. AT&T can only conclude that the review of Qwest's CMP is incomplete and the Draft Final Report premature. *AT&T Comments on the CGE&Y Draft Final Report at 33.*

The Arizona record does not have a CGE&Y finding on the adequacy of the Qwest CMP to meet FCC requirements; and the CMP DFR does not help answer the fundamental questions. The ROC results that illuminate the process deficiencies and the breakdowns in Qwest's use of the process are more clearly stated evidence that shows the weaknesses.

It does not appear reasonable to AT&T that the Arizona Commission could find that Qwest's OSS is nondiscriminatory and provides competitive local exchange carriers ("CLECs") a meaningful opportunity to compete while ROC has open Observations and Exceptions on Qwest's CMP.

III. Part H. The significant CMP Product/Process issues need to be resolved in order for Qwest to rely on its SGAT as support for its section 271 application. References to Qwest PCATs and Technical Publications in the SGAT cannot change the existing SGATs and interconnection agreements. However, to the extent that Qwest wishes to change the terms of the SGAT by its PCATs or Technical Publications, there must be an effective, balanced industry process that controls the changes to those product documents. CMP Product/Process is currently a "notice and go" process. Qwest tells CLECs that Qwest is changing something and then Qwest implements the change. There is only discussion after the fact. This process must be more collaborative. CLECs should

Attachment 3

have input into changes before they are implemented. *See also* CMP Gap Analysis ## 20 – 22 & 114. 1

IV. Part J. Qwest must demonstrate compliance and adherence with the redesigned CMP over time. This has not been demonstrated in Arizona. AT&T is not certain how this will be satisfactorily demonstrated in Arizona, because it appears that this is not part of CGE&Y's review. Of particular concern is the FCC requirement that the CMP be used to implement "at least one significant software release."⁴ Qwest has not shown that it follows its CMP to implement a software release of the pre-ordering, ordering, repair & maintenance or billing interfaces.

V. Additional Significant Issues. Following are additional issues of significance that must be closed prior to a determination that Qwest's CMP complies with the FCC's requirements.

- a. Discussion and documentation of the process for Industry Guideline changes must be completed. (CMP Issues Log # 94.) X
- b. Defined Terms used in the Redlined Draft CMP Document must be concluded. (CMP Issues Log ## 106, 133, 141, 162, 182 & 248.) 0
- c. What changes are CLEC-impacting and what process governs them? What is the process when a CLEC-impacting change occurs, but was not expected? (CMP Issues Log ## 110 & 179.) 1
- d. What is CMP's role in rate changes or rate "validation"? (CMP Gap Analysis ## 1 & 2.) 1-- deemed Out-of-Scope 3/18/02 --by all CLECs in the CMP redesign meeting.
- e. 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? (CMP Gap Analysis # 103. *Also* CMP Gap Analysis # 116.) 0
- f. SGAT Section 12.2.6. (CMP Gap Analysis ## 148 & 149.) 0

⁴ Letter dated September 27, 1999, from Mr. Lawrence E. Strickling, Chief, Common Carrier Bureau, to Ms. Nancy E. Lubamersky, U.S. WEST.

Attachment 3

VI. Conclusion. AT&T must reiterate its concerns regarding the provision of any list that selectively identifies issues raised in AT&T's February CMP Comments that must be resolved by Qwest before a finding of section 271 compliance can be made. It is AT&T's position that Qwest must address all the issues raised by AT&T in AT&T's February CMP Comments. However, AT&T recognizes that the Staff intends to make a recommendation before all the issues are resolved. Because of this, AT&T has identified herein the issues that, at a minimum, should be addressed before any recommendation by Staff is made. Staff should also recognize that, collectively, the sheer volume of unresolved issues prevent any finding of compliance with section 271.

Respectfully submitted this 5th day of March 2002.

**AT&T COMMUNICATIONS
OF THE MOUNTAIN STATES, INC.,
AND TCG PHOENIX**

By: _____

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

Attachment 4

Revised—March 19, 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 Nov 27-29 TBD	Re-visit this element to insure all items are addressed in the re-designed CMP framework.
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 10 th meeting. COMPLETED: 01/24/02: Andy Crain will send Status Report to Redesign team for review after the Feb 5-7 working session. 2/5: Qwest will file a Status Report on the 15 th , or next business day, of every month; Redesign Team shall have an opportunity to review and provide comments before the filing.
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	Issue reworded on Oct 30 to address proprietary CLEC questions and comments. 03/14: In some instances, a CLEC may wish to include proprietary information in a CR. To do this the CLEC must identify the proprietary information with bracketed

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

Attachment 4

Revised—March 19, 2002

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
100	Action	Sep 20 Meeting	Schedule Working Sessions	Determine the elements for CMP Product/Process	Core Team	Oct 16 Nov 13 TBD	<p>text, in all capitals, preceded and followed by the words "PROPRIETARY BEGIN" and "PROPRIETARY END," respectively. Qwest will black-out properly formatted proprietary information when the CR is posted to the CR Database and distributed in the CMP Monthly Meeting distribution packet.</p> <p>If a CLEC wishes to ask a question or submit a comment which is of a proprietary nature, the CLEC must communicate directly with the appropriate CMP Manager via email. Such emails must have a subject line beginning with PROPRIETARY COMMENT or PROPRIETARY QUESTION.</p> <p>Core Team to do some pre-meeting work to determine additional elements for Product/Process.</p> <p>GAP ANALYSIS #62</p>
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	<p>Related to #105—to be closed after Core Team reviews sample retail mail-outs.</p> <p>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.</p>

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

Attachment 4

Revised—March 19, 2002

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
107	Action	Oct 2 Meeting	Scope—Roles and Respon.	<p>Define "Roles and Responsibilities" of Qwest and CLEC representative/s as it appears on Paragraph 3 of the Scope</p> <p>11/1: Define responsibility for a primary and secondary POC and a CMP Team Representative.</p> <p>2/19/02: Regulatory CR – determine what CLEC representative (e.g., POC, SPOC, designated company representative) can present the objection at the meeting.</p> <p>3/6/02 Gap #117: <u> 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)?</u></p>	Core Team	Nov-1 TBD	<p>3/5: See Gap Analysis GAP ANALYSIS #52</p> <p>11/20: See Qwest Proposed Managing the CMP Language – Revised 11-20-01</p> <p>Qwest is prepared to discuss and close this Action Item.</p> <p>GAP ANALYSIS #102, 107</p>
108	Action	Oct 2 Meeting	PCAT – Tech Pub Notification	<p>Research tech pubs and PCAT changes that have been released thus far as they relate to 274 workshop commitments. Provide a list of notifications that are to be released</p> <p>10/16: Can Qwest improve the delivery timeframe for previously released changes to PCAT and Tech Pubs?</p> <p>11/29: Do the CLECs still want Qwest to do retroactive red lining?</p>	Qwest – Judy Schultz	Oct-16 Extended Nov-1 Nov-13 Dec-10-11 TBD	<p>Also present at the Oct 17 CMP Product/Process meeting</p> <p>10/16: Already released PCAT changes will be highlighted in Green and will be available March 2002 (estimated 3 months of work).</p> <p>3/5: Qwest cannot improve the delivery timeframe for previously released changes to PCAT and Tech Pubs.</p>

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#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
				<p>Is Qwest able to do retroactive red lining on Tech Pubs and PCATs?</p> <p>3/5: Qwest to determine what can be done for both PCAT and Tech Pub</p>			<p>changes to PCAT and Tech Pubs.</p>
115	Action	Oct 3 Meeting	SGAT Language	<p>Revisit proposed SGAT language at the conclusion of the Re-Design process.</p>	Core Team	On-going	<p>This refers to SGAT section 12.2.6. GAP ANALYSIS #149</p>
116	Issue	Oct 3 Meeting	New Product Offerings	<p>Are new product offerings brought to CMP as a Change Request? 3/6/02: From GAP Doc # 120: 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</p>	Core Team	TBD	<p>See Qwest Proposed Product/Process Change Request Initiation Process</p> <p>Qwest is prepared to discuss and close this Action Item.</p> <p>3/6: Address Gap #120 GAP ANALYSIS #62</p>

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#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
				by provisions within the SGAT. Staff, therefore, concludes that this issue should be resolved in favor of the CLECs.			
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.
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	GAP ANALYSIS ##82, 85 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: 1. Yes 2. A CR for a new OSS interface may go through prioritization depending on reason for introduction.

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#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
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	<p>Add language to beginning of Master Redline Sections 4, 5 and 6 to reflect that a CR must precede Intro, Change and Retirement of an OSS Interface.</p> <p>Qwest is ready to discuss and close this item.</p> <p>GAP ANALYSIS #51, 77, 80</p> <p>To be addressed during Training element discussion.</p> <p>11/1: Training will be available when the Final notice is issued by Qwest. Qwest is prepared to discuss and close this Action Item.</p> <p>GAP ANALYSIS #78</p>
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	<p>Nov-13 Extended Nov-27-29 TBD</p>	<p>11/20: 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), will adhere to in changing existing interfaces. 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</p>

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#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
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. 3/18/02 -Add the extract # 3 "Types of Notice" from the Wholesale Communication Initiatives (internal process)—add naming convention.	Qwest— Judy Schultz Core Team	Nov-13 Extended Nov-27-29 TBD	production LSR conversion is required. For any CLEC not choosing to implement within X days [JEFF THOMPSON] of the Qwest Release Production Date, Qwest and the CLEC will negotiate a mutually agreed to CLEC implementation time line, including testing. Qwest is prepared to discuss and close this Action Item. See: Qwest Proposed Managing the CMP Language – 10-22-01 Qwest is prepared to discuss and close this Action Item. GAP ANALYSIS #96
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 issue order on Nov 5. 11/13: Becky/CO PUC provided the Team with an overview of the order.
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.

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		Jan 23 Meeting		address this issue.			<p>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.</p> <p>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.</p> <p>GAP ANALYSIS # 27, 28</p> <p>3/18/02- Team agree in concept and Qwest to return with proposed language.</p>
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	<p>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.</p> <p>IMPASSE ISSUE</p>

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#	Issue/Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
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	
177	Action	Nov 13 Meeting	CMP Implem.	Draft a proposal for a formal implementation of the final changes discussed within the CMP Re-Design to be discussed during the monthly CMP meetings.	Qwest— Judy Schultz	Nov-27-29 TBD	
179	Action	Nov 13 Meeting	Product/ Process Interim CMP	What is CLEC impacting?	Core team	Nov-27-29 TBD	GAP ANALYSIS #22
180	Action	Nov 13 Meeting	Product/ Process Interim CMP process	What is covered under the interim process for Product/Process (e.g., Additional Testing) in terms of Qwest initiated and Regulatory changes	Qwest— Judy Schultz	Nov-27-29 TBD	
187	Issue	Nov 27 Meeting	AT&T issues list Product /Process	#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	CLOSED <u>Mar 6 (#9)</u> OPEN	01/14: OSS Interfaces do not have any geographical differences, however, there are functional differences that vary by geographic location, like USOCs. 3/6 COMPLETED: #9 is closed; event notifications are reflecting geographical differences.

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#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
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. 3/6: If the Colorado Commission decision on PID/PAP CRs goes against Qwest, Qwest will submit the 2 PID/PAP CRs to the CLECs to be inserted into the 11.0 prioritization list as "Late Adders". If decision is for Qwest, Qwest will treat PID/PAP CRs as above-the-line.	Qwest- Teresa Jacobs	Dec-10-11 TBD	#9a remains open for discussion 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 requests with ACT=T for Unbundled Loop. CR-#25381-Reject requests for conversion from Remote-Call Forward for UBL
197	Action	Nov 28 Meeting	End-to-End Milestones for OSS and Product/ Process	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. 3/6/02: Determine where to insert the End-to-End timeline into the Red Line Doc.	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. 01/22: Systems timeline was presented at CMP Redesign.

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#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
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	01/28: This Action Item is addressed in the document which captures Qwest's understanding of the CLEC prioritization proposal. 3/6/02: Pending CO PUC decision; add language to address the regulatory citing for PID/PAP CRs. GAP ANALYSIS #48
214	Action	Dec 11 Meeting	CR Initiation Process – OSS Interface	Review the CR process to insure that the description of the output of each step of the process is clearly defined	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. From Action Item 126: 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?	Qwest— Judy Schultz	TBD	Refer to Gap Analysis. GAP ANALYSIS #137
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	GAP ANALYSIS #165

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#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
217	Action	Dec 11 Meeting	Addendum Documentation and Software (Changes to An Existing OSS Interface)	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	<p>01/28: Following is a high level overview of the current disclosure, release and addendum process:</p> <ul style="list-style-type: none"> • Draft Developer Worksheets -- 45 days prior to a release the draft Developer Worksheets are made available to the CLEC's. • Final Disclosure – 5 weeks prior to a release the Final Disclosure documents, including I charts and developer worksheets are made available to the CLECs. • Release Day – On release day only those CLECs using the IMA GUI are required to cut over to the new release. • 1st Addendum – 2 weeks after the release the 1st addendum is sent to the CLECs. • Subsequent Addendum's – Subsequent addendum's are sent to the CLECs after the release as needed. There is no current process and timeline. • EDI CLECs – 6 months after the release those CLECs using EDI are required to cut over to the new release. CLECs are not required to support all new releases.

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#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
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	Qwest is prepared to discuss and close this Action Item. GAP ANALYSIS #82 12/12: Including closed CMP CR number PC112901-01/AI 121201-4 (CR not directly related to a TI or a 271 workshop ruling) 01/28: See <u>Qwest Proposed Product/Process Change Request Initiation Process</u> Qwest is prepared to discuss and close this Action Item. Related to #222
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	
222	Action	Dec 11 Meeting	Implementation of Process for Product/ Process	Provide timeline to implement the interim product & process change process.	Qwest— Judy Schultz	Dec-21 TBD	Email to redesign team. Related #219, 231
224	Action	Dec 11	Similar CRs	Qwest to develop language to	Qwest—	TBD	01/10:

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#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting		address how the CMP will handle similar CRs and a housekeeping method for old CRs. 3/6/02: Review the Archive CR site and reorganize it to make it easier to navigate.	Judy Schultz		CMP database cross- references similar CRs. Closed CRs will be archived and posted to the CR Archive page, http://www.qwest.com/wholesale/cmp/archive.html 3/6/02: Karen Clauson will provide input to Jim Beers and cc Jim Maher. GAP ANALYSIS #109
225	Action	Jan 22 Meeting	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	TBD	
226	Action	Jan 22 Meeting	Status of Product/ Process Implementation during Escalation or Dispute	What is the status of a change when the escalation or dispute resolution is invoked? Develop language for “STAY” and parameters for 3 rd party arbitrator	Qwest— Andy Crain	TBD	Determine one of the options: - Qwest moves forward with the implementation - Hold (stay) - Delay
227	Action	Jan 22 Meeting	SGAT Language	Clarify SGAT language on CMP in sections 2.3.1 and 12.2.6, in addition, add language that states that CMP will not supersede an ICA. 3/6: Check SGAT section 2.3 for language	Qwest— Andy Crain	TBD	01/29: Activities in CMP shall not be construed to override or amend the interconnection agreement between Qwest and any CLEC. 3/6/02 Mitch will provide the SGAT language that is in section 2.3
229	Action	Jan 22 Meeting	Job Aid— Documentation	Create job aid for documentation review, e.g., Holding tank vs.	Qwest— Judy	TBD	3/6/02 Kim Kessler ready to provide

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#	Issue/Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	Documentation	operational version	Judy Schultz		
230	Action	Jan 22 Meeting	Role of CMP Group for Tech Pub and PCAT	What is the role of the CMP group (monthly) in the Tech Pub and PCAT proposed changes in the non-interim term?	Qwest—Judy Schultz	TBD	
231	Action	Jan 22 Meeting	CMP Improvements Matrix	Judy Schultz to add clarity to improvements matrix presented to the Re-Design team on 1-22	Qwest—Judy Schultz	TBD	Mitch Menezes/ATT to provide input to Judy Schultz Related to #219, 222 3/18/02: Qwest to provide clarification as to when the individual items were implemented. Re. Liz Balvin's comments. Qwest to update matrix. Share with Redesign Core Team
234	Action	Jan 24 Meeting	Qwest Initiated Process Change	Draft the potential impasse issue on the request for a Stay during the product & process implementation period	Qwest—Beth Woodcock	Jan 30 TBD	
239	Action	Feb 5 Meeting	Product Process CR initiation	Develop language around how to move items from level 3 to level 4	Qwest—Andy Crain	TBD	
240	Action	Feb 6 Meeting	Test Environment	Add language to CR initiation process for CRs (adding products) to the test environments	Qwest—Jeff Thompson	TBD	3/6/02: Needs to be adopted into the Red line.
243	Action	Feb 7 Meeting	Prioritization – Regulatory Change	Qwest to propose language on the criteria used to determine method of implementing regulatory changes	Qwest—Judy Schultz	Feb 19 TBD	2/19: Redesign Team discussed Qwest proposed language. Qwest to modify proposal based on the discussions.
245	Action	Feb 7 Meeting	Terms	AI 106: 10/2: Define terms used in Paragraph 2 in the body of the document (scope and introduction) and in the glossary of terms table on	Core Team	Feb 14 TBD	AI 106: 11/30: See TERMS document AI 133: 11/30: See TERMS document

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				<p>and in the glossary of terms table on page 41 of the Master Red lined document. What is OBF's definition? Terms: Design, Development, Notification, Testing, Implementation and Disposition.</p> <p>AI 133: 10/16: Define "major" and "point" OSS interface releases. Define "Release".</p> <p>AI 141(TO BE INCLUDED IN THE MASTER REDLINE IN ADDITION TO THE TERMS SECTIONS): 10/30: Define what will be included in the Technical Specifications.</p> <p>AI 162: 11/1: Define "CLEC", "Qwest" and "sub-systems"</p> <p>AI 182: 11/13: Define migration testing and new release testing (Initial Implementation Testing), and Regression Testing, Controlled Production Testing, Interoperability Testing, SATE in the "terms" section of the red lined document.</p> <p>AI 248: 2/7: Define 'eligible change request'</p> <p>Review all proposed Terms language and provide comments to Jim Maher</p>			<p>AI 141: 12/11: Qwest is prepared to include the following language in the Master Redlined Framework and close this issue: The technical specifications include:</p> <ul style="list-style-type: none"> • A chapter for each transaction or product which includes a business (OBF forms to use) description, a business model (electronic transactions needed to complete a business function), trading partner access information, mapping examples, data dictionary <p>Appendices may include:</p> <ul style="list-style-type: none"> • 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 <p>AI 162: 11/30: See TERMS Document</p>

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#	Issue/Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
							AI 182: 11/30: See TERMS Document 2/14: ATT provided comments. Qwest is prepared to discuss and close action item.
249	Action	Feb 19 Meeting	Regulatory Change	Discuss regulatory change for Product/Process CRs and implications of attempting to mechanize as a Regulatory Systems CRs at a later date	Core Team	TBD	
250	Action	Feb 19 Meeting	Regulatory CR Tracking	Determine how a regulatory CR is logged and tracked	Qwest— Judy Schultz	TBD	
251	Action	Feb 19 Meeting	CR initiation	Reorganize the CR initiation process for the four different types	Qwest— Judy Schultz	TBD	
252	Action	Feb 19 Meeting	Industry Guideline	Address if Regulatory method of implementation process is applicable to industry guideline	Qwest— Judy Schultz	TBD	
253	Action	Feb 22 CMP Systems Meeting (Wicks)	Prioritization	From Feb 21 CMP Systems Meeting. Address how Qwest will address CRs that are part of a package for a release, but that fall out after prioritization is completed for the subsequent release. 3/6/02: From GAP Doc #117--During one of the last votes, Eschelon used three votes for its priority CRs but	Qwest— Jeff Thompson	TBD	

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				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.			
254	Action	Mar 6 Meeting	Prioritization Document	Add language to the Prioritization Document to describe the "Late Adder" process	Qwest— Jeff Thompson	TBD	
255	Action	Mar 6 Meeting	Cross-reference Action Item Log with Gap Analysis	Combine the Action Item list with the GAP analysis and cross-reference the action items on the GAP doc.	Qwest— Jim Maher	TBD	
256	Action	Mar 6 Meeting	CR Prioritization Ballot	Revise the CR Prioritization Ballot for to include the above the line CRs with LOE estimates.	Qwest— Judy Schultz (Buck)	TBD	
257	Action	Mar 7 Meeting	Duplicate CR Process	Add language to address duplicate CRs	Qwest— Judy Schultz	TBD	
258	Action	Mar 7 Meeting	Consensus Identification of Critical Issues	Identify and document the Concept consensus.	Judy Lee	Mar 11	3/11: Consensus document share with Redesign team. 3/13: ATT provided comments for consideration. Covad and WCom responded as agreeing to ATT's comments.
259	Action	Mar 7 Meeting	Proposed Language on Critical List Items	Develop the proposed language for the SCRIP, CR process, prioritization, Regulatory Change method of implementation, and P&P implementation suspension.	Beth Woodcock	Mar 13	Send to all redesign participants by Friday prior to 3/19/02 meeting. 3/19: Regulatory Change document and Postponement of Product/Process Implementation document shared with

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#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
260	Action	March 18 Meeting	Help Desk Process	Insure a tighter working relationship between the ISC and Wholesale systems help desk when a system problem requires the ISC to implement a manual work around in order to insure proper handling of LSRs during the time of system trouble.	Qwest— Judy Schultz	Mar 19	Redesign Team. Qwest to provide outline on concept. 3/19: After discussion with ISC SMEs, the Redesign Team discussed and agreed on concept on how to handle system problems, and process problems.
261	Action	March 18 Meeting	CR transfer process	Craft Language to address the 3 scenarios that were added to item A7 in the AT&T Issues Doc.	Qwest— Judy Schultz	TBD	
262	Action	March 18 Meeting	PID PAP Process	Document relationship between CMP and the forum to administer the PIDs long term. Also, a need to identify where in the red line to insert language.	ATT— Mitch Menezes	TBD	
263	Action	March 18 Meeting	Non CMP Mailouts	Look into the mailout process-CMP vs. non-CMP. E.g. Interconnection agreement terms on notice.	Qwest— Judy Schultz	TBD	
264	Action	March 18 Meeting	Rate & Rate Validation	Create language under scope to address that rate changes and rate processes are not within CMP but through interconnection agreements which are addressed individually	Qwest— Andy Crain & Beth Woodcock	TBD	
265	Action	March 19 Meeting	Mail-out Notice	Add a disclaimer notice to mailouts that indicates "This mailout is not intended to modify or supercede an existing SGAT, interconnection agreement, ..."	Qwest— Judy Schultz	TBD	

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#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
266	Action	March 19 Meeting	Core team Conference call	<p>Set up an ad-hoc call to discuss the leveling of the mailout notices.</p> <p>Prior to the call, each participant should review the list of mailouts and place each notice into category 1,2,3, or 4 to be reviewed during the call.</p> <p>Qwest will go back for a reasonable amount of time and add a description to the matrix and send the list notices out to the Core Team by noon on Monday 3/25/02.</p> <p>The CLECs will provide their responses back to Qwest by noon on Wednesday 3/27/02.</p> <p>Qwest will provide the compiled summary back to the CLECs by COB Wednesday. The actual notices can be found on the web. (Qwest will send out the directions to the location on the web with the original list on Monday)</p>	Jim Maher And Core Team	3/28/02 9AM MT	

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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	3 rd Party Provider Role	<p>What role do 3rd Party Providers play in this re-design effort?</p> <p>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]</p> <p>b) 3rd Party Providers are allowed to 'voice' and 'vote' as any CLEC in this re-design effort [Process and Vote=Yes]</p> <p>c) 3rd Party Providers are excluded from the core team [Process and Vote=No]</p> <p>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]</p>	Core Team	CLOSED July 19	<p>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.</p>
1B	Action	July 11 Meeting	3 rd 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 Meeting	Voting	Can a CLEC represent another CLEC on Voting for CMP re-design process?	Core Team	CLOSED July 19	<p>DECISION: Yes, if a Letter of Authorization is</p>

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

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
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	in place for a specific session and on specific issues. The LOA must be provided to Judy Schultz. 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 3 rd 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: SBC Telecom gives permission to publish its 7/19 voting result.
2	Action	July 11	Baseline	Create a single document that inserts	Judy Lee	CLOSED	COMPLETED:

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

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	Document	CLEC comments on areas for improvement in Qwest's CMP into the appropriate sections of the OBF 2233 version 2 framework		July 19	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—July 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.
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

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

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
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 <ul style="list-style-type: none"> - 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 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.
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

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

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
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	discussion. 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 Network). Qwest is able to display naming convention on web site

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

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
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
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	Qwest – Judy Schultz	CLOSED Sep 5	DECISION: Qwest will adopt a single naming convention for notifications.

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

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
14E	Issue	August 8 Meeting	Notification Process	<p>one single naming convention for all notifications</p> <p>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)?</p>	Core Team	CLOSED August 8	<p>Progress will be monitor at the Monthly CMP meetings.</p> <p>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.</p>
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.
17B	Issue	August 7 Meeting	Scope	Describe Qwest's position for systems and functionality supported in the current CMP process (i.e., EXACT,	Qwest— Judy Schultz	CLOSED Sep 5	COMPLETED: August 14 discussion provided a definition for OSS Interfaces that

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

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
17C	Action	August 7 Meeting	Scope	HEET) Dialogue on introduction and scope to seek input from CLECs to prepare for Qwest's proposal on September 20 th	Qwest – Judy Schultz	CLOSED Sep 5	includes system functionality. 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 20 th
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/ Responsibilities: - Dedicated resource to negotiate a new CMP process.

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

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
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	<ul style="list-style-type: none"> - 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. <p>COMPLETED: Calendar is on the web site.</p>
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	<p>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</p>

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

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
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	<p>COMPLETED: 10/16 – on the CMP web site as CR Manager POC, Team Representative and Alternate Contact</p> <p>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.</p>
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	<p>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</p>

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

#	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	web site (by Tuesday, 8/14) 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 Repair/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	Qwest— Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention

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

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				notifications on the web site (WFA, TIRKS, etc)	Schultz		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: Toni Dubuque to discuss this issue

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

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
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	with the CLECs at the Oct 17 CMP Product/Process Meeting. COMPLETED: See Jarby Blackmun’s Qwest Wholesale CLEC “Notices On-Line” presentation, dated Sep 4, 2001 on the CMP Re-design web site.
40	Action	August 14 Meeting	Notifications	Are Call Center outages included in the “outages” sub-category – should they be?	Qwest – Judy Schultz Jeff Thompson	CLOSED Mar 5	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. COMPLETED 2/5: 11/29: Terry Bahner/ATT to review and core team to close at next session. 2/5: Jeff Thompson to provide a 1-pager at the Feb 21 CMP Systems Meeting on process if a Call Center outage should occur.
41	Action	August 14	CMP	Add the Re-Design page on the CMP	Qwest –	CLOSED	3/5 COMPLETED: CLECs can review 1 pager on the CMP Redesign Archive page—see 10/29/01 above. COMPLETED:

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

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
42	Action	Meeting August 14 Meeting	Web Site Notification	<p>section of the Proposed Release Notification matrix Investigate how notifications are done for Network outages, including a paging broadcast capability.</p> <p>9/5: Does the SGAT language pertaining to method of notification for Network outages need to be revised based on Qwest practice?</p>	Judy Schultz Qwest - Jim Maher Andy Crain	Sep 5 CLOSED Feb 5	<p>Revised Naming Convention matrix. Related to Item #66 Beth Woodcock to contact Andy Crain to provide information at the Oct 30-New 1-next session. 11/29: Andy Crain to clarify at next paging process for Network Outages. 01/08/02: Jim Maher - Current notification is via email as denoted in the SGAT. 01/24: Jim Maher to check the CLEC questionnaire to see if the paging option is still on it. There is no reference to paging in the CLEC questionnaire.</p>
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	GAP ANALYSIS #98 COMPLETED: Jarby Blackmun informed the team that search capabilities will include category, sub-category and document number. DECISION: Per Core Team, not required due to simplicity of using the modified CMP web site. COMPLETED:
44	Action	August 14 Meeting	Notification	Create instructions for access to web site notification	Qwest - Judy Schultz	CLOSED Sep 20	
45	Action	August 14	Voting Tally Form	Incorporate Qwest's position on the	Qwest -	CLOSED	COMPLETED:

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

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting		Voting Tally Form	Judy Schultz	August 16	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 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.

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

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
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	DECISION: The word “versioning” has been omitted from the master redline language, therefore, a definition is no longer needed at this time. COMPLETED: Discussion on Change to Existing Interface completed. “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)

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

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							<p>– FINAL Meeting Minutes and materials to be distributed and posted on CMP Re-design web site (by Monday, 8/27 Fri, 8/31)</p> <p>Qwest extended timeline on 8/21.</p> <p>COMPLETED: Refer to CMP Re-design web site for revised final meeting minutes.</p>
56	Action	August 14 Meeting	Meeting Minutes Update	<p>Revise August 7-8 Final Meeting Minutes to:</p> <ul style="list-style-type: none"> – Change "CLEC" to "Co-Provider" 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." 	Qwest— Jim Maher	CLOSED Sep 5	
57	Action	August 14 Meeting	Meeting Minutes Update	<p>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.</p>	Judy Lee	CLOSED August 21	<p>COMPLETED: Revised Final July 19 Meeting Minutes are posted on the CMP Re-design web site.</p>
58	Action	August 14 Meeting	Core Team Expectations	<p>Update the document to: "New Core Team member will not be allowed to reopen a vote on any issue that has been decided on."</p>	Judy Lee	CLOSED August 16	<p>COMPLETED: Revised guidelines are posted on the CMP Re-design web site.</p>
59	Action	August 16 Meeting	OBF August, 2001 Framework	<p>Share with the re-design team the results of OBF Issue 2233 subcommittee proposal—a2v2</p>	Judy Lee	CLOSED August 21	<p>COMPLETED: Sent via email to all re-design participants.</p>
60	Action	Sep 5 Meeting	CLEC Questionnaire	<p>Verify if there is an entry on the CLEC questionnaire for contact information (POC).</p>	Qwest— Matt Rossi	CLOSED Oct 2	<p>Promote the importance for CLECs to provide accurate contact information at the Qwest sponsored</p>

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

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				Does the questionnaire need to include primary and secondary point-of-contact?		(Moved to general Oct 17 CMP)	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 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 Sep 18	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.

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

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
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 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
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	CLOSED Mar 5	DECISION: Closed item because this has already been filed with the CO PUC.
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	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.

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

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
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	DECISION: Redesign Team decided to close this item and create a separate issue item to discuss the role of CMP in PCAT and Tech Pub changes. 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 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
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	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.
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)	DECISION: Will address at the Oct 17 Product/Process CMP meeting Duplicative of #72
74	Issue	Sep-5	CR Process	What is the process if the CLEC-	Core Team	Oct-2	

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

#	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 CMP meetings?	Core Team	CLOSED Sep 20	DECISION: CLECs will be notified via formal notice to access web site for

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

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
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	information. 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.
88	Action	Sep 18 Meeting	CMP Process	Propose language for "proprietary CR"	Core Team	CLOSED Mar 5	DECISION: Not applicable; no CRs have ever been deemed proprietary.
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	GAP ANALYSIS # 27, 74, 75, 76 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

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

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							definition was added to the Master 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.
93	Action	Sep 18 Meeting	Exception Process	What is the process for an Exception item during prioritization?	Core Team	CLOSED Mar 5	DECISION: There are provisions for 'walk-ons.'
94	Issue	Sep 20 Meeting	CR Process	How will the CR Process address 'draft' industry guideline changes?	Core Team	CLOSED Mar 5	GAP ANALYSIS #137 COMPLETED: See Prioritization Language 02-28-02 GAP ANALYSIS #18
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.

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

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							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.
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	DECISION: Re-visit during Product/Process CMP discussions. Language for Types of Changes under Regulatory
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	DECISION: Qwest agree to remove “contractual agreement” language. 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

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

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
103	Action	Sep 20 Meeting	CMP Re-design Web Site	Team member travel? 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
105	Action	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	CLOSED Mar 5	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. Qwest is prepared to discuss and close this Action Item. DECISION: Actions completed
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? Terms: Design, Development, Notification, Testing, Implementation and Disposition.	Core Team	CLOSED Mar 5	GAP ANALYSIS #114 11/30: See Qwest Proposed TERMS Language - 11-30-01 Qwest is prepared to discuss and close this Action Item. DECISION: Combined with #245

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

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
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	GAP ANALYSIS #139 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. 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.
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 Grahn (Susie Bliss) Core Team Sub-Comm. Core Team	CLOSED Mar 5	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. Qwest is prepared to discuss and close this Action Item. DECISION: Close—allow redesign to baseline process

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

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
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	GAP ANALYSIS #139 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.
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.	Qwest – Judy Schultz (Susie Bliss)	CLOSED Oct 29	Attendees include – but are not limited to: Allegiance WCom Eschelon AT&T

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

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
117	Issue	Oct 3 Meeting	CMP Re-design Location	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. 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	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." DECISION: Eschelon, Integra and Allegiance will meet in Denver (originally planned for Minneapolis). Sprint may join in Denver or via phone.
118	Action	Oct 3 Meeting	Criteria and process for Deny	State the criteria for Deny (reasons why) for the CR process. Address the process, if any, for declining a CR for reason such as scope. (Within first 2 business days after receiving the CR)—GAP #197	Qwest— Judy Schultz	CLOSED Mar 7	Criteria examples: Specific regulatory ruling Qwest Policy Business (e.g., Cost) COMPLETED: Discussed and agreed on reasons for denial of a CR and the process of denying a CR. GAP ANALYSIS #57, 60

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

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
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 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 <ul style="list-style-type: none"> - 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. <ul style="list-style-type: none"> - 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"	Core Team	CLOSED Oct 3	DECISION: Yes, and to be implemented ASAP.

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

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
126	Issue	Oct 16 Meeting	Exception Process	Product and Process as the "interim" CMP process for CLEC originated CRs? 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	CLOSED Mar 5	Language for the Exception Process and/or CR Initiation Process. DECISION: Combined with #215 GAP ANALYSIS: #35
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 the Clarification Meeting.
128	Issue	Oct 16 Meeting	CR Initiation 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	12-Month Development	Review the release calendar to insure details are included for Release 9.0 and	Qwest— Mark	CLOSED Nov 29	COMPLETED:

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

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	Development View	9.1.	Mark Routh	Nov 29	Release calendar with details on the web site
133	Issue	Oct 16 Meeting	Terms	Define "major" and "point" OSS interface releases. Define "Release".	Core Team	CLOSED Mar 5	DECISION: Combined with #245
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 <ul style="list-style-type: none"> • 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	GAP ANALYSIS #82, 91 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	GAP ANALYSIS #27 DECISION: <ul style="list-style-type: none"> • For 1-day Sessions: Qwest to provide draft meeting minutes <u>no later than 5 business days</u> for Core Team to review • For 2 or more days Sessions: Qwest to provide draft minutes <u>no later than 7 business days</u> for Core Team review • Participant Feedback: <u>same</u> as above • Qwest to distribute and post <u>Final meeting minutes</u> within 2

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

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
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	<u>business days</u> after comments are due from participants. 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
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	CLOSED Mar 5	01/14: There will be a maximum of four major releases for all OSS interfaces, as well as for IMA. COMPLETED: See Changes to An Existing OSS Interface language
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	CLOSED Mar 5	GAP ANALYSIS #90 11/29: Elements: <ul style="list-style-type: none"> • Change to An Existing OSS Interface • Introduction of a New OSS Interface • Retirement of an Existing OSS Interface 01/28: "The events listed above are intended to occur on business days.

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

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							<p>If the date on which any event is scheduled to occur falls on a weekend or holiday, then Qwest and the CLECs may negotiate a revised timeline.”</p> <p>DECISION: Qwest to update timelines with a note as stated above.</p> <p>GAP ANALYSIS #80, 139</p>
141	Action	Oct 30 Meeting	Change to An Existing OSS Interface	10/30: Define what will be included in the Technical Specifications.	Qwest— Jeff Thompson	CLOSED Mar 5	<p>12/11: Qwest is prepared to include the following language in the Master Redlined Framework and close this issue: The technical specifications include:</p> <ul style="list-style-type: none"> • A chapter for each transaction or product which includes a business (OBF forms to use) description, a business model (electronic transactions needed to complete a business function), trading partner access information, mapping examples, data dictionary <p>Appendices may include:</p> <ul style="list-style-type: none"> • Developer Worksheets • IMA Additional Edits (edits from backend OSS systems)

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

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
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?	Core Team	CLOSED Mar 5	<ul style="list-style-type: none"> • 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 <p>Qwest is prepared to discuss and close this Action Item.</p> <p>DECISION: Add language to application-to-application as defined above to Redline:</p> <ul style="list-style-type: none"> • Changes to An Existing OSS • Introduction of An OSS <p>Also, see generic definition in TERMS.</p> <p>GAP ANALYSIS #81</p> <p>DECISION: Yes</p>

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

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
143	Issue	Oct 30 Meeting	EDI Implem. Guideline	12-11-01 Clarify in the Master Redline that CRs precede any systems changes within the scope of CMP (exceptions, production support?) (AT&T item # 14) Is the EDI Implementation Guideline under the scope of CMP? 2/6: Does Scope include documentation?	Qwest— Judy Schultz	CLOSED Mar 5	DECISION: Yes – See Master Redline Section 3.1 paragraph 3 – AT&T Comments accepted. 10/31: The EDI Implementation Guideline will follow the CMP guidelines and timeframes. See Master Redline Section 1.0 COMPLETED: See Scope language GAP ANALYSIS #117, 142
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
145	Issue Action	Oct 30 Meeting	OSS Interface CR Initiation Level of Effort	CLEC comments and Qwest responses should be communicated to CLECs. Create a method to communicate via web site.	Qwest— Judy Schultz	CLOSED Mar 5	COMPLETED: Comments and Response function provided. GAP ANALYSIS: #45
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	CLOSED Mar 5	12/13: Language included in Master Redline.

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

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							<p>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. COMPLETED: Qwest provides capacity and ranges of hours for each CR as demonstrated with IMA 10.0 and 11.0—see language</p>
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	GAP ANALYSIS #123 COMPLETED: Language: OSS Interface CR Initiation Process
150	Issue	Oct 31 Meeting	Prioritization	Is prioritization on a per OSS interface basis?	Qwest—Jeff Thompson	CLOSED Feb 7	11/13: Prioritization of a CR is on a per OSS interface basis.
151	Issue	Oct 31 Meeting	Redesign Core Team Expectations/Respons.	Define level of participation for the CMP Redesign effort.	Core Team Sub-committee	CLOSED Mar 18	Subcommittee: <u>Leilani Hines</u> , Sharon Van Meter, Terry Wicks 11/9: Proposed language posted on 11/9. Qwest is prepared to discuss and close this Action Item.

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

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							COMPLETED: See Core Team Expectations document on CMP Redesign web site.
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	GAP ANALYSIS #81 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	GAP ANALYSIS #117 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: <ul style="list-style-type: none"> New OSS Interface and OSS Interface CR Initiation: Re-do timelines to align with narrative; send redlined to team (Maher by 	Qwest—Jim Maher and Core Team	CLOSED Nov 7	COMPLETED: Documents are posted on the web site.

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

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
162	Action	Nov 1 Meeting	Terms	<p>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)</p> <ul style="list-style-type: none"> Retirement of OSS Interfaces: send redlined to team (Maher by Nov 2); insert language into the Master Redlined Framework with CLEC comments (for next meeting distribution); modify Qwest internal M&P (Schultz) <p>11/1: Define "CLEC", "Qwest" and "sub-systems"</p>	Core Team	CLOSED Mar 5	11/30: See Qwest Proposed TERMS Language - 11-30-01 Qwest is prepared to discuss and close this Action Item. DECISION: Combined with #245 COMPLETED: CR Form has been updated and will be presented at the general CMP meetings on 11/14 and 11/15.
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.

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Core Team Issues/Action Items Log—CLOSED**

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
167	Issue	Nov 1 Meeting	Mandate CRs 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	CLOSED Mar 5	changes. Discussion held on 11/13, but Qwest needs more time to consider CLECs comments. To be re-addressed at the next session. COMPLETED: Parties agreed on concept; see language under Prioritization—Regulatory Change
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	CLOSED Mar 5	Discussion held on 11/13, but Qwest needs more time to consider CLECs comments. To be re-addressed at the next session. COMPLETED: See Prioritization—Industry Guideline Changes
170	Issue	Nov 1 Meeting	CLEC-Initiated PID Change	Will Qwest consider: <ul style="list-style-type: none"> 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	CLOSED Mar 5	12/12: Including closed CMP CR 5582099/AI 121201-2. 3/5 DECISION: 1. Yes 2. Yes
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? <u>Provide the details for CRs for the 5 remaining "regulatory" CRs on the IMA 10.0 list. Include supporting</u>	Qwest— Mark Routh & Jeff Thompson	CLOSED Feb 5	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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Core Team Issues/Action Items Log—CLOSED**

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
174	Action	Nov 1 Meeting	Prioritization Documents	documentation (site the FCC order). 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	CLOSED Mar 5	COMPLETED: Already addressed in CMP Systems Meeting See Qwest Proposed Prioritization Language – Revise 12-01-01, Appendices A, B, and C DECISION: Close item; use IMA 11.0 documents as appendices.
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	CLOSED Jan 24	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.
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	CLOSED Jan 18	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

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Core Team Issues/Action Items Log—CLOSED**

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
178	Action	Nov 13 Meeting	CMP Implem	Clarify what has been agreed upon for the implementation of an interim process.	Core Team	CLOSED Mar 5	Individual Team documents will also be shared with the team. COMPLETED: A combined Gap Analysis along with individual submissions were included in the January Redesign distribution package. DECISION: Close item.
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	CLOSED Mar 5	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. COMPLETED: Agree in concept; see Prioritization language—Regulatory Changes
182	Action	Nov 13 Meeting	Terms	Define migration testing and new release testing (Initial Implementation Testing), and Regression Testing, Controlled	Qwest— Jeff	CLOSED Mar 5	GAP ANALYSIS #117, 119 11/30: See Qwest Proposed TERMS

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Core Team Issues/Action Items Log—CLOSED**

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				and Regression Testing, Controlled Production Testing, Interoperability Testing, SATE in the "terms" section of the red lined document.	Thompson		Language - 11-30-01 DECISION: Combined with #245 GAP ANALYSIS #140
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	CLOSED Jan 24	Related to #176 Include as part of Core Team matrix for Jan 22-24 session. COMPLETED: Included in Jan 18 Redesign distribution package.
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	CLOSED Mar 5	Began reviewing Issues/Action Items Log for understanding and status. Will continue at next session. COMPLETED
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.
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	CLOSED Feb 6	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

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

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
188	Action	Nov 27 Meeting	Production Support	Production support notification to include Qwest internal trouble ticket number	Qwest— Judy Schultz	CLOSED Dec 10	<p>in the new release and should be retested. This is sent via the normal CMP notification process.”</p> <p>12/10: Andy Crain to clarify section I.1 (pg 61) of the Red Lined document for the 12/11 meeting.</p> <p>12/11: Andy Crain provided proposed language for certification/re-certification for the Team to review at the next working session.</p> <p>COMPLETED: 2/6: Team reviewed and inserted language under Interface Testing</p> <p>COMPLETED: Language included in Production Support.</p>
189	Action	Nov 27 Meeting	Escalation Process	<p>Draft proposal(s) for an escalation process for technical production problems for both CLECs and Qwest.</p> <p>12/11: The team should determine how to notify the CLECs that a trouble ticket has been escalated.</p>	Qwest— Teresa Jacobs	CLOSED Feb 6	<p>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.</p> <p>Teresa will call the following for</p>

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
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	<p>input: Leilani Hines – WorldCom Terry Bahner – AT&T Karen Clauson – Eschelon</p> <p>COMPLETED: Team reviewed language. Qwest will present at the 2/21 CMP Systems Meeting for review and acceptance. Technical Escalation Process will be a stand-alone document governed by CMP.</p> <p>GAP ANALYSIS #127, 128</p> <p>11/28: Ready to close issue with Core Team at next session.</p> <p>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.</p>
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	<p>11/28: Ready to close issue with Core Team at next session.</p> <p>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.</p>

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							<p>The Help Desk documents each subsequent call in the main ticket.</p> <p>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.</p> <p>Language added to section 1.3 of Product Support</p>
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 hours of operation.	Eschelon— Karen Clauson	CLOSED Dec 10	<p>COMPLETED: Language was added to I.6 of Production Support that illustrates this.</p>
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	CLOSED Jan 24	<p>COMPLETED: Jeff Thompson's response was distributed on Wed. December 5, 2001</p>
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	Qwest— Jeff Thompson	CLOSED Jan 24	<p>COMPLETED: Jeff Thompson's response was distributed on Wed. December 5, 2001</p>

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#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
196	Action	Nov 28 Meeting	Prioritization	<p>continue to perform properly.</p> <p>Provide a decision on whether to provide copies of documentation regarding prioritization and sizing.</p> <p>3/6/02: GAP #121--Need visibility into Qwest decisions and criteria used. Also, ATT Priority List #A9.</p>	Qwest-Teresa Jacobs	CLOSED Mar 7	<p>2001</p> <p>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.</p> <p>01/14: The CMP Process addresses how work will be prioritized and Qwest, per the Master Redline, will provide sizing for each candidate.</p> <p>3/6/02: Qwest to provide a walk through of the integration document to the Redesign Team. Core team to review the CR initiation process document for the 3/7/02 discussion.</p> <p>DECISION: No, Qwest will not provide internal documentation.</p>
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	<p>Judy Schultz to share the memo with the Core Team</p> <p>COMPLETED:</p>

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
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)	CLOSED Jan 22	Refer to CMP Redesign web site document named, "Excerpt from Schultz E-mail – Action Item 198" 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. DECISION: Close action item.
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	CLOSED Jan 22	GAP ANALYSIS #142, 146 COMPLETED: 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.
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.)	CLOSED Jan 22	COMPLETED: 12/10: Versioning will work according to the following example: 1. Version 1.0 is operational 2. Insignificant change are made and published

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							<p>immediately, version is updated</p> <ol style="list-style-type: none"> 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. <p>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.</p>
202	Action	Nov 29 Meeting	Documentation	Update the Documentation History Log	Qwest— Judy Schultz (Kim K.)	CLOSED Jan 22	<p>COMPLETED: 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 column</p>

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
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.)	CLOSED Jan 22	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. COMPLETED: 12/17: Each topical section of the PCAT is it's own document and thus will have its own history log.
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.)	CLOSED Jan 22	COMPLETED: 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 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

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
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	CLOSED Feb 6	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. 01/22: Communicator with subscription process posted to Redesign Web site. COMPLETED: Shared with Redesign Team.
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	CLOSED Mar 6	02/27: COMPLETED Email sent to Service Managers 02/27: To receive e-mail notifications regarding system events, you may subscribe yourself to the notification list via e-mail. To subscribe to the notifications: 1. Send an e-mail to majordomo@qwest.com 2. The required subject line for your e-mail is: Add to wshdnoti mail list

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
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	CLOSED Feb 6	3. In the text area of the e-mail enter only the following required command: subscribe wshdnoti 4. Send the e-mail to complete the process. 12/21: Terry Bahner-AT&T will provide Qwest with suggestions following the holidays. 01/14: Issue captured in AT&T Gap Analysis DECISION: 2/6: ATT to issue a CR if there is a request for changes to the VRU
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	CLOSED Feb 6	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.
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	Qwest— Teresa Jacobs (Barb Spence)	CLOSED Feb 6	01/10: See Action Items Language – 01-14-02

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#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
210	Action	Dec 11 Meeting	Production Support Implementation Date	another section in the Red Line Document. Determine implementation date for Production Support process.	Qwest— Teresa Jacobs	CLOSED Feb 6	01/14: Qwest will implement all Production Support changes on 02/01/02, except the Technical Escalation Process. The Technical Escalation Process will be implemented two weeks following acceptance at the CMP Monthly Meeting. 2/6: Qwest to present Technical Escalation Process at the 2/21 CMP Systems Meeting for review, discussion and acceptance.
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	CLOSED Feb 6	Provided in the January Systems CMP distribution package and presented and discussed at the January meeting. CLECs approved an interim test phase. COMPLETED: Open trouble ticket report were sent respective CLEC.
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	CLOSED Mar 6	COMPLETED: See CR Process language GAP ANALYSIS #25
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	CLOSED Jan 22	COMPLETED: 01/22/02: Discussion held with additional input to Judy Schultz to

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#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
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	CLOSED Mar 6	additional input to Judy Schultz to revise matrix with more detailed information. DECISION: The ROC process addresses this issue.
223	Action	Dec 11 Meeting	CR Timelines	Develop timelines to illustrate CR process and present Qwest's compliance with these at the CMP Meeting.	Qwest— Judy Schultz	CLOSED Mar 6	Qwest is prepared to discuss and close this Action Item. COMPLETED Shared with Redesign Team
228	Action	Jan 22 Meeting	Example of Non-FCC Tech Pubs	Provide examples of FCC Tech Pubs vs Non-FCC Tech Pubs.	Qwest— Judy Schultz (Kessler)	CLOSED Feb 5	COMPLETED: Posted on the Redesign website titled "FCC/Non-FCC Tech Pub List – 01-30-02"
232	Action	Jan 23 Meeting	Prioritization— Industry Guidelines	Develop language to address the industry guideline prioritization (above the line and below the line)	Qwest— Judy Schultz/ Teresa Jacobs	CLOSED Mar 6	01/28: This Action Item is addressed in the document which captures Qwest's understanding of the CLEC prioritization proposal. COMPLETED: See Prioritization language
233	Action	Jan 24 Meeting	Impasse Issue— Prioritization	Identify the concept of the Prioritization Process. Upon agreement, Qwest to provide draft language of the Prioritization Process to the CLECs for comments	Qwest— Beth Woodcock	CLOSED Mar 5	1/30: Shared with Redesign Core Team 2/6-7: Proposed language reviewed and discussed at Redesign session. 2/8: Impasse issue included in the CO Report on CMP Issue and the AZ Brief on CMP.

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

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
235	Action	Jan 24 Meeting	Event Notification	Update the language around the information provided in the initial (and subsequent) outage notifications	Qwest— Teresa Jacobs	CLOSED Feb 6	COMPLETED: See Prioritization language 01/28: In order to be proactive, the Help Desk will send initial notifications as quickly as possible – fields on notification forms will be filled out as completely as possible with information available at that time. Thereafter, information related to any remaining open fields will be provided when known.
236	Action	Jan 24 Meeting	Web Notice Log	Check with Jarby Blackmun as to the launch date and location of the Notification Web site.	Qwest— Matt White	CLOSED Feb 5	COMPLETED: Language under Production Support COMPLETED 01/28: Customer Letter Notification page active 1/25/02. (http://www.qwest.com/wholesale/offices/)
237	Action	Feb 5 Meeting	Product/Process	Develop language for "STAY" and parameters for 3 rd party arbitrator	Qwest— Andy Crain	CLOSED Mar 6	Combined with #226
238	Action	Feb 5 Meeting	Documentation	Review Documentation "Holding Tank"	Qwest— Kessler	CLOSED Mar 6	Combined with #229
241	Action	Feb 6 Meeting	Interface Testing	Insure language CLECs testing the Service Bureau configurations is incorporated in the Interface Testing document.	Qwest— Jeff Thompson	CLOSED Feb 6	COMPLETED: Language under Interface Testing
242	Action	Feb 6 Meeting	Escalation Process for Tech Issues	Determine how CLECs will provide contact lists for technical escalations	Core Team	CLOSED Mar 6	COMPLETED: Provided input to Qwest at the 2/21

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

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
244	Action	Feb 7 Meeting	SCRIP	CLECs to send written comments in advance to Jim Maher	Core Team	CLOSED Mar 6	CMP Systems meeting when Qwest presents the proposal to CMP team. 2/14 COMPLETED: ATT provided comments.
246	Action	Feb 7 Meeting	CICMP Docs	Archive the old CICMP document and post the current "accepted" CMP doc. Add a link to Direct to CICMP Process document, if necessary	Qwest— Judy Schultz	CLOSED Mar 6	2/8: Posted on CMP website Qwest is prepared to discuss and close action item. 3/6/02: Qwest completed this over CLEC objection.
247	Action	Feb 7 Meeting	Red Line Document	Put "Clean" copy of the current Red Line doc on the web with clarification statement	Qwest— Judy Schultz	CLOSED Mar 6	2/8: Posted on CMP website Qwest is prepared to discuss and close action item. 3/6/02: Qwest completed this over CLEC objection.
248	Action	Feb 7 Meeting	Terms	2/7: Define 'eligible change request'	Core Team	CLOSED Mar 5	DECISION: Combined with #245

**QWEST-PROPOSED LANGUAGE FOR QWEST INITIATED PRODUCT/PROCESS CHANGES
– Revised 03-19-02**

[March 19, 2002, CMP Redesign: Following is a process Qwest will implement as Qwest and CLECs further evaluate and modify it. Further action will be taken by the CMP Redesign team as follows. CLECs and Qwest will review product/process notices issued over the last few months in order to make the list of categories in each "Level" more exhaustive. This initial effort should be completed by April 16, 2002. After this review, CLECs and Qwest will baseline this process, add it to the Interim draft master redline document and implement it as modified.]

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) or individual interconnection agreements. The lists provided below are exhaustive/ finite, but may be modified by agreement of the parties **[Discuss how the levels will be modified long term]**. 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.

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.

Level 1 change categories are:

- 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

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

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, 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.

Level 2 change categories are:

- Email address 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)

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

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.

Level 3 change categories are:

- Changes to whether fields are required
 - 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

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. For Level 3 notifications that Qwest believes represent a new change category under Level 1 or Level 2, Qwest should propose such new change category in the notice and CLECs and Qwest will discuss the proposal in the next monthly Product & Process CMP meeting. 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. If the request is for a change to Level 4, the request must include substantive information to warrant a change in disposition (e.g. business need, financial impact).
Request to change disposition to a Level 1 or Level 2 doesn't have to include substantive information to warrant a change.
- Request for postponement of implementation date, or effective date

For general comments, Qwest will respond to comments and provide a final 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.

CLECs and Qwest will discuss requests to change the disposition Level of noticed changes, or to establish new change categories under Levels 1 – 4, at the next monthly Product & Process CMP meeting. In the event that the parties are not able to reach consensus on any such request, CLECs and Qwest will take a vote of the parties in attendance at the meeting. The result will be determined by the majority. If the disposition Level of a change is modified, from the date of the modification forward such change will proceed under the modified Level. When a change to the disposition Level of a particular notice also suggests that a new category of change be established under one of the Levels, a separate vote shall be taken for each.

For a request for postponement, 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 change categories are:

- 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

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.

**CLEC-Qwest Change Management Process Re-design
SCHEDULE OF WORKING SESSIONS**

Attachment 6

Revised—March 19, 2002

UPCOMING WORKING SESSIONS

Dates/Time	Location	Element
<p>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</p>	<p>1801 California Street 13th Floor, Room 2 Denver, CO</p>	<ul style="list-style-type: none"> • Discuss and baseline language for: <ul style="list-style-type: none"> • Qwest-initiated Product/Process Change Process—review categories for Levels 1, 2, 3, and 4 • Postponement of Implementation for disputed Product/Process issues • Method of Implementation for Regulatory Changes • OSS Interface CR Process • SCRP • Discuss and agree on concepts for issues categorized as 0's
<p>DATE: Tue, Apr 16 TIME: Noon-6 pm MT Dial-In Number: 877.550.8686 Conference ID: 2213337</p>	<p>1801 California Street 13th Floor, Room 1 Denver, CO</p>	<ul style="list-style-type: none"> • (to be determined)
<p>DATE: Wed, May 1 and Thurs, May 2 TIME: Noon-6 pm MT on Wed 9 AM-5 PM MT on Thurs Dial-In Number: 877.550.8686 Conference ID: 2213337</p>	<p>(to be determined)</p>	<ul style="list-style-type: none"> • (to be determined)
<p>DATE: Mon, May 13 and Tues, May 14 TIME: Noon-6 pm MT on Mon 9 AM-5 PM MT on Tues</p>	<p>(to be determined)</p>	<ul style="list-style-type: none"> • (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

Attachment 6

Revised—March 19, 2002

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
SCHEDULE OF WORKING SESSIONS**

Attachment 6

Revised—March 19, 2002

UPCOMING WORKING SESSIONS

Dates/Time	Location	Element
<p>DATE: Wed, June 5 and Thurs, June 6 TIME: Noon-6 pm MT on Wed 9 AM-5 PM MT on Thurs Dial-In Number: 877.550.8686 Conference ID: 2213337</p>	<p>(to be determined)</p>	<ul style="list-style-type: none"> • (to be determined)
<p>DATE: Mon, June 17 and Tues, June 18 TIME: Noon-6 pm MT on Mon 9 AM-5 PM MT on Tues Dial-In Number: 877.550.8686 Conference ID: 2213337</p>	<p>(to be determined)</p>	<ul style="list-style-type: none"> • (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—March 19, 2002

Attachment 6

WORKING SESSIONS ALREADY HELD

Dates/Time	Location	Element
Thursday, July 11—COMPLETED	1801 California Street, Denver, CO	<ul style="list-style-type: none"> • Kickoff
Thursday, July 19—COMPLETED	1801 California Street Denver, CO	<ul style="list-style-type: none"> • Introduction • Scope • Administration—Managing the Change Management Process
Tuesday, August 7 and Wednesday, August 8—COMPLETED	1801 California Street Denver, CO	<ul style="list-style-type: none"> • 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 – 17 th Street Denver, CO	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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
SCHEDULE OF WORKING SESSIONS**

Attachment 6

Revised—March 19, 2002

Dates/Time	Location	Element
		<p>Change)—to be continued</p> <ul style="list-style-type: none"> • 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.

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**CLEC-Qwest Change Management Process Re-design
SCHEDULE OF WORKING SESSIONS**

Attachment 6

Revised—March 19, 2002

WORKING SESSIONS ALREADY HELD (continued)

Dates/Time	Location	Element
Tuesday, Oct 2 and Wednesday, Oct 3—COMPLETED	200 South 5th Street, 1 st Floor, Multi-purpose Room, Minneapolis, Minnesota and 1801 California Street 23 rd Floor, Executive Conf Rm. Denver, CO	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Change Request Initiation (CLEC and Qwest) • Changes to an Existing Interface (to be continued) <ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> • OSS Interface Change Request Initiation • Changes to an Existing Interface and Requirements Review (continue) <ul style="list-style-type: none"> – Application-to-Application – Graphical User Interface • Prioritization of OSS Change Requests (to be continued) <ul style="list-style-type: none"> • 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

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—March 19, 2002

Attachment 6

Dates/Time	Location	Element
		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**

Attachment 6

Revised—March 19, 2002

WORKING SESSIONS ALREADY HELD (continued)

Dates/Time	Location	Element
Tuesday, Nov 13—COMPLETED	1801 California Street Denver, CO	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	1801 California Street	<ul style="list-style-type: none"> • Production Support

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.
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**CLEC-Qwest Change Management Process Re-design
SCHEDULE OF WORKING SESSIONS**

Attachment 6

Revised—March 19, 2002

Dates/Time	Location	Element
Tuesday, Dec 11—COMPLETED	Denver, CO	<ul style="list-style-type: none"> • 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**

Attachment 6

Revised—March 19, 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> – Prioritization—to be continued – Interface Testing – Production Support – Scheduled Maintenance for OSS Interface – Technical Escalation Process
Tuesday, Feb 19—COMPLETED	1801 California Street Denver, CO	<ul style="list-style-type: none"> • Gap/Issues discussion and closure: <ul style="list-style-type: none"> – Regulatory Change – Prioritization (to be continued) – SCRP (to be continued) – OSS Interface CR Initiation Process (to be continued)
Tuesday, Mar 5, Wednesday, Mar 6, and Thursday, Mar 7—COMPLETED	1801 California Street Denver, CO	<ul style="list-style-type: none"> • Gap/Issues discussion and disposition • Consensus on Concepts: <ul style="list-style-type: none"> – Prioritization

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.
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**CLEC-Qwest Change Management Process Re-design
SCHEDULE OF WORKING SESSIONS**

Attachment 6

Revised—March 19, 2002

Dates/Time	Location	Element
		<ul style="list-style-type: none"> - SCRP - OSS Interface CR Initiation Process - Reasons to Deny a CR - Implementation Suspension during a dispute for Product/Process

WORKING SESSIONS ALREADY HELD (continued)

Dates/Time	Location	Element
Monday, Mar 18 and Tuesday, Mar 19—COMPLETED	1005 17 th Street Denver, CO	<ul style="list-style-type: none"> • Discuss and agree on concepts for remaining ATT Priority List items identified as longer discussion required and potential impasse issues (“1’s”) • Discuss and agree on language for: <ul style="list-style-type: none"> • Qwest-initiated Product/Process Change Process • Discuss and agree on categories for Covad and WCom list of issues

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.
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Attachment 7 Ranking of ATT Priority List Items Identified as O's - 03-18-02

Concept Agreed to?	Issue	Allegiance	AT&T	Covad	Eschelon	Qwest	WorldCom	Total
I.A.10	Qwest to continue what the guidelines are for when an issue is appropriate for the CMP vs. when the Account team should handle it. (CMP Issues Log #216)							0
I.A.4.	What are the criteria used to determine "level of effort" (i.e., S, M, L, XL) for a release? (CMP Issues Log #146.)							
I.A.5.	Clarify what notices will be communicated to CLECs via email, mail-outs, communications, and posted on the web site. (CMP Issues Log # 156.) This also relates to CMP Gap Analysis # 101: "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							0
V.b.	Defined Terms used in the Redlined Draft CMP Document must be concluded. (CMP Issues Log ##106, 133, 141, 162, 182 & 248.)							0
V.e.	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?							0
V.f.	SGAT Section 12.2.6. (CMP Gap Analysis ## 148 & Clarification of Scope of Issue. In its List, AT&T identified the issue of "[w]hat changes are CLEC impacting and what process governs them? What is the process when a CLEC-impacting change occurs, but was not expected?" AT&T List, p. 7, subpoint (c). Covad agrees that this is an issue requiring resolution before Section 271 relief may be given, but clarifies that it believes this issue must be addressed in terms of (1) product, process and							0
Covad Issue #2	<u>Additional Issue.</u> In addition to the issues identified by AT&T, Covad believes that an exception process must be agreed upon and included in the parties' Master Redlined CLEC-Qwest CMP Redesign Framework Interim Draft (i.e., the "CMP contract"). Currently, while the parties have agreed in principle on the method and use of an exception process in connection with the CMP, that agreement is not reflected in the master redlined document. Accordingly, while this remains an issue to be							0
WorldCom	Change Management Improvement Document and Process to deploy Qwest CMP improvements.(Action							0

Attachment 7 Ranking of ATT Priority List Items Identified as O's - 03-18-02

PHX/1291899.1/67817.150

EXHIBIT D

**CLEC-Qwest Change Management Process Re-design
SCHEDULE OF WORKING SESSIONS**

Revised—April 5, 2002

UPCOMING WORKING SESSIONS	Dates/Time	Location	Element
<p>DATE: Tue, Apr 16 TIME: 9 AM – 5 PM MT Dial-In Number: 877.550.8686 Conference ID: 2213337</p>	<p>1801 California Street 13th Floor, Room 1 Denver, CO</p>	<ul style="list-style-type: none"> • Discuss and baseline language for: <ul style="list-style-type: none"> • Qwest-initiated Product/Process Change Process—review categories for Levels 0 through 4 • Postponement of Implementation for disputed Product/Process issues • Method of Implementation for Regulatory Changes • SCRP 	
<p>DATE: Wed, May 1 and Thurs, May 2 TIME: Noon-6 pm MT on Wed 9 AM-5 PM MT on Thurs Dial-In Number: 877.550.8686 Conference ID: 2213337</p>	<p>1801 California Street 13th Floor, Room 1 - Wednesday 13th Floor, Room 3 - Thursday Denver, CO</p>	<ul style="list-style-type: none"> • (to be determined) 	
<p>DATE: Mon, May 13 and Tues, May 14 TIME: Noon-6 pm MT on Mon 9 AM-5 PM MT on Tues Dial-In Number: 877.550.8686 Conference ID: 2213337</p>	<p>1005 17th Street Board Room Denver, CO</p>	<ul style="list-style-type: none"> • (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.

EXHIBIT D**CLEC-Qwest Change Management Process Re-design
SCHEDULE OF WORKING SESSIONS**

Revised—April 5, 2002

UPCOMING WORKING SESSIONS

Dates/Time	Location	Element
DATE: Wed, June 5 and Thurs, June 6 TIME: Noon-6 pm MT on Wed 9 AM-5 PM MT on Thurs Dial-In Number: 877.550.8686 Conference ID: 2213337	1801 California Street 13 th Floor, Room 1 Denver, CO	<ul style="list-style-type: none"> • (to be determined)
DATE: Mon, June 17 and Tues, June 18 TIME: Noon-6 pm MT on Mon 9 AM-5 PM MT on Tues Dial-In Number: 877.550.8686 Conference ID: 2213337	1801 California Street 13 th Floor, Room 1 Denver, CO	<ul style="list-style-type: none"> • (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.

EXHIBIT D

**CLEC-Qwest Change Management Process Re-design
SCHEDULE OF WORKING SESSIONS**

Revised—April 5, 2002

WORKING SESSIONS ALREADY HELD

Dates/Time	Location	Element
Thursday, July 11—COMPLETED	1801 California Street, Denver, CO	<ul style="list-style-type: none"> • Kickoff
Thursday, July 19—COMPLETED	1801 California Street Denver, CO	<ul style="list-style-type: none"> • Introduction • Scope • Administration—Managing the Change Management Process
Tuesday, August 7 and Wednesday, August 8—COMPLETED	1801 California Street Denver, CO	<ul style="list-style-type: none"> • 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 – 17 th Street Denver, CO	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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.

EXHIBIT D

**CLEC-Qwest Change Management Process Re-design
SCHEDULE OF WORKING SESSIONS**

Revised—April 5, 2002

WORKING SESSIONS ALREADY HELD (continued)

Dates/Time	Location	Element
Tuesday, Oct 2 and Wednesday, Oct 3—COMPLETED	200 South 5th Street, 1 st Floor, Multi-purpose Room, Minneapolis, Minnesota and 1801 California Street 23 rd Floor, Executive Conf Rm. Denver, CO	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Change Request Initiation (CLEC and Qwest) • Changes to an Existing Interface (to be continued) <ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> • OSS Interface Change Request Initiation • Changes to an Existing Interface and Requirements Review (continue) <ul style="list-style-type: none"> – 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.

EXHIBIT D

**CLEC-Qwest Change Management Process Re-design
SCHEDULE OF WORKING SESSIONS**

Revised—April 5, 2002

WORKING SESSIONS ALREADY HELD (continued)

Dates/Time	Location	Element
Tuesday, Nov 13—COMPLETED	1801 California Street Denver, CO	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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.

EXHIBIT D

**CLEC-Qwest Change Management Process Re-design
SCHEDULE OF WORKING SESSIONS**

Revised—April 5, 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> – Prioritization—to be continued – Interface Testing – Production Support – Scheduled Maintenance for OSS Interface – Technical Escalation Process
Tuesday, Feb 19—COMPLETED	1801 California Street Denver, CO	<ul style="list-style-type: none"> • Gap/Issues discussion and closure: <ul style="list-style-type: none"> – Regulatory Change – Prioritization (to be continued) – SCRP (to be continued) – OSS Interface CR Initiation Process (to be continued)
Tuesday, Mar 5, Wednesday, Mar 6, and Thursday, Mar 7—COMPLETED	1801 California Street Denver, CO	<ul style="list-style-type: none"> • Gap/Issues discussion and disposition • Consensus on Concepts: <ul style="list-style-type: none"> – Prioritization – SCRP – OSS Interface CR Initiation Process – Reasons to Deny a CR – Implementation Suspension during a dispute for Product/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.

EXHIBIT D

**CLEC-Qwest Change Management Process Re-design
SCHEDULE OF WORKING SESSIONS**

Revised—April 5, 2002

WORKING SESSIONS ALREADY HELD (continued)

Dates/Time	Location	Element
Monday, Mar 18 and Tuesday, Mar 19—COMPLETED	1005 17 th Street Denver, CO	<ul style="list-style-type: none">• Discuss and agree on concepts for remaining ATT Priority List items identified as longer discussion required and potential impasse issues (“1’s”)• Discuss and agree on language for:<ul style="list-style-type: none">• Qwest-initiated Product/Process Change Process• Discuss and agree on categories for Covad and WCom list of issues
Tuesday, Apr 2, Wednesday, Apr 3 and Thursday, Apr 4—COMPLETED	1801 California Street Denver, CO	<ul style="list-style-type: none">• Discuss and agree on concepts for issues categorized as 0’s• Discuss and close on language

PHX/1291901.1/67817.150

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.

Concept Agreed To?	Language Agreed To?	Issue #	Issue	Allegiance	AT&T	Covad	Eschelon	Qwest	WorldCom	Total
Yes	Language available; pending Redesign Team review	I.A.12.	Qwest to propose language on the criteria used to determine method of implementing regulatory changes. (CMP Issues Log # 243.)	8	2	1	4	1	2	18
Yes	Yes Language available; pending Redesign Team review	I.A.9.	Provide a decision on whether to provide copies of documentation regarding prioritization and sizing. (CMP Issues Log # 196.) This issue includes completion of the prioritization process within CMP (CMP Gap Analysis ## 117 - 120 & 124.) [Late Adder] Also, discuss the Special Change Request Process (SCRIP)	9	3	3	2	2	8	27
Yes	Language available; pending Redesign Team review	I.A.11.	What is the status of a change when the escalation or dispute resolution is invoked? (CMP Issues Log # 226.) Embedded within this issue is the imbalance in treatment that CLEC CRs receive versus Qwest CRs. (CMP Gap Analysis # 20.) [Postponement language]	1	8	8	1	5	7	30
Yes	Yes	I.A.2.	State the criteria for Deny (reasons why) for the CR process. (CMP Issues Log #118; CMP Gap Analysis # 59.)	11	1	2	5	4	9	32
Yes	Pending Qwest modification	I.A.1	Review the CR process to insure that the description of the output of each step of the process is clearly defined; i.e., LOE (range of hours) and affinity. (CMP Issues Log #214; CMP Gap Analysis ## 121 - 123.)	6	6	5	9	3	6	35
Yes	Pending modification	V.c.	What changes are CLEC-impacting and what process governs them? What is the process when a CLEC-impacting change occurs, but was not expected? (CMP Issues Log ## 110 & 179.) 3/18: Team agreed that this item pertains to the IT Help Desk and ISC help desk relationship.	2	10	7	6	7	4	36
Yes	Language available; pending Redesign Team review	I.A.7.	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. (CMP Issues Log # 163.) Embedded in this issue is Part B of AT&T's February CMP Comments: product/process must be addressed at least to the extent that there is a process to handle crossover issues. [Crossover CR]	10	4	4	7	10	3	38

ATT Priority List--Ranking of '0's"

Concept Agreed to?	Language Agreed To?	ISSUE
Yes	Pending modification	Qwest to continue what the guidelines are for when an issue is appropriate for the CMP vs. when the Account team should handle it. (CMP Issues Log #216)
Yes	Yes	What are the criteria used to determine "level of effort" (i.e., S, M, L, XL) for a release? (CMP Issues Log #146.)
Yes	Yes, pending action item #272	Clarify what notices will be communicated to CLECs via email, mail-outs, communiqués, and posted on the web site. (CMP Issues Log # 156.) This also relates to CMP Gap Analysis # 101: "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."
Yes	Yes	Defined Terms used in the Redlined Draft CMP Document must be concluded. (CMP Issues Log ##106, 133, 141, 162, 182 & 248.)
Yes	Pending modification	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? (CMP Gap Analysis # 103. Also CMP Gap Analysis # 146.) 3/18/02: Combined with WorldCom issue.
Yes	Pending modification	SGAT Section 12.2.6. (CMP Gap Analysis ## 148 & 149.)
Yes	Yes	Clarification of Scope of Issue. In its List, AT&T identified the issue of "[w]hat changes are CLEC impacting and what process governs them? What is the process when a CLEC-impacting change occurs, but was not expected?" AT&T List, p. 7, subpoint (c). Covad agrees that this is an issue requiring resolution before Section 271 relief may be given, but clarifies that it believes this issue must be addressed in terms of (1) product, process and systems changes that are CLEC-impacting, and (2) retail changes that may be CLEC-impacting. 4/03/02: Captured as separate issue, See WorldCom Issue #3.
Yes	Pending language	In addition to the issues identified by AT&T, Covad believes that an exception process must be agreed upon and included in the parties' Master Redlined CLEC-Qwest CMP Redesign Framework Interim Draft (i.e. the "CMP contract"). Currently, while the parties have agreed in principle on the method and use of an exception process in connection with the CMP, that agreement is not reflected in the master redlined document. Accordingly, while this remains an issue to be resolved, Covad believes it is non-controversial and can be quickly and easily accomplished by the parties.
OPEN	Pending CLECs review of Qwest provided Retail-Wholesale documents	Covad Issue #2
OPEN	Ongoing Redesign Team review	Covad Issue #3
OPEN		WorldCom
		Clarification of Scope of Issue. In its List, AT&T identified the issue of "[w]hat changes are CLEC impacting and what process governs them? What is the process when a CLEC-impacting change occurs, but was not expected?" AT&T List, p. 7, subpoint (c). Covad agrees that this is an issue requiring resolution before Section 271 relief may be given, but clarifies that it believes this issue must be addressed in terms of (4) product, process and systems changes that are CLEC-impacting, and Closed See Covad Issue #1 (2) retail changes that may be CLEC-impacting. Change Management improvement Document and Process to deploy Qwest CMP improvements. (Action Item #231) 3/18/02: Combined with ATT issue V.e--By what method does Qwest propose to prove that it has actually implemented changes as it represents it has done/is doing/ will do? (CMP Gap Analysis #103, 116)

3.4 QWEST INITIATED PRODUCT/PROCESS CHANGE PROCESS

[March 19, 2002, CMP Redesign: Following is a process Qwest will implement as Qwest and CLECs further evaluate and modify it. Further action will be taken by the CMP Redesign team as follows. CLECs and Qwest will review product/process notices issued over the last few months in order to make the list of categories in each "Level" more exhaustive. This initial effort should be completed by April 16, 2002. After this review, CLECs and Qwest will baseline this process, add it to the Interim draft master redline document and implement it as modified.]

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) or individual interconnection agreements. The lists provided below are exhaustive/ finite, but may be modified by agreement of the parties[Discuss how the levels will be modified long term]. 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.

3.4.1 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.

Level 1 change categories are:

- 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

EXHIBIT F

- 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

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

3.4.1.1 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, 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 NonFCC Technical Publication ("Tech Pub") changes:

- A web notification form that includes an exact cut and paste of the changes highlighted in green (PCAT) or redlined (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.

3.4.2 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.

Level 2 change categories are:

- Email address 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)

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

3.4.2.1 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,

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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 document review site. In the document review site, a comment button will be available next to the document to allow CLECs to provide comments. For Level 2 changes that do not impact PCATs or 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.

3.4.3 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.

Level 3 change categories are:

- Changes to whether fields are required
 - 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

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- 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

3.4.3.1 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. For Level 3 notifications that Qwest believes represent a new change category under Level 1 or Level 2, Qwest should propose such new change category in the notice and CLECs and Qwest will discuss the proposal in the next monthly Product & Process CMP meeting. 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 document review site. In the document review site, a comment button will be available next to the document to allow CLECs to provide written comments. For Level 3 changes that do not impact PCATs or Non-FCC Tech pubs, a link will be provided within the notification for comments.

Qwest will provide initial 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. If the request is for a change to Level 4, the request must include substantive information to warrant a change in disposition (e.g. business need, financial impact).

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- Request to change disposition to a Level 1 or Level 2 doesn't have to include substantive information to warrant a change.
- Request for postponement of implementation date, or effective date

For general comments, Qwest will respond to comments and provide a final 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.

CLECs and Qwest will discuss requests to change the disposition Level of noticed changes, or to establish new change categories under Levels 1 – 4, at the next monthly Product & Process CMP meeting. In the event that the parties are not able to reach consensus on any such request, CLECs and Qwest will take a vote of the parties in attendance at the meeting. The result will be determined by the majority. If the disposition Level of a change is modified, from the date of the modification forward such change will proceed under the modified Level. When a change to the disposition Level of a particular notice also suggests that a new category of change be established under one of the Levels, a separate vote shall be taken for each.

For a request for postponement, 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.

3.4.4 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 change categories are:

- 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

3.4.4.1 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 SME(s) 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, then 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.

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- 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 document review site (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.

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Change Management Improvements
04-15-02

Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 1 Introduction and Scope</p> <p>Qwest implemented Section 1 as agreed to by the Redesign Team on October 2, 2001.</p>	<p>October 2, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Master Red-line document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 2-3 Final Minutes, page 4 paragraph 1.)</p>	<p>October 3, 2001</p>	<p>Qwest has complied with this process for over 6 months.</p> <p>Qwest processed 154 new OSS Interface CRs between October 3, 2001 and March 26, 2002.</p> <p>Qwest processed 43 New Product Process CRs between October 3, 2001 and March 26, 2002.</p> <p>Qwest rejected only 1 Process CR on the grounds that it was deemed to be out of scope because the CR called for a change to how a specific PID is measured. The redesign team has subsequently agreed that changes to PIDs, how PIDs are measured, and changes to PAPs are out of scope for CMP.</p>	<p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/cmp/changerequest.html (Select either CLEC Change Request – Product/Process Interactive Reports or CLEC Change Request – Systems Interactive Reports.)</p>

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

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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 3 Meetings</p> <p>Qwest implemented Section 3 as agreed to by the Redesign Team on August 8, 2002.</p>	<p>August 8, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Master Red-line document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting August 7 & 8 Final Minutes - 8-29-01 Attachment 9, Page 8.)</p>	<p>See Qwest's Record of Compliance column.</p>	<p>Qwest has conducted CMP monthly meetings at least once per month since the inception of Qwest's CMP in 1999. In October, 2001 CMP monthly meetings were extended to 2 full day sessions per the request of the CLEC participants.</p> <p>Qwest has provided meeting materials, also known as distribution packages, since the inception of Qwest's CMP in 1999. An improved distribution package format was introduced in September, 2001 for the Product and Process CMP meetings and in October 2001 for the Systems CMP meetings.</p> <p>Qwest has recorded meeting minutes since August 15, 2001 for Product and Process CMP meetings, and since September 19, 2001 for Systems CMP meetings.</p> <p>Qwest has made a number of improvements to its CMP website as a result of the Redesign effort.</p>	<p>Supporting data can be found at the following URLs:</p> <p>http://www.qwest.com/wholesale/cmp/tmarchive.html (CMP meeting material, including dates of meetings, distribution packages and meeting minutes)</p> <p>http://www.qwest.com/wholesale/cmp/index.html (Qwest's CMP web site)</p>

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

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Process	Date Process was Baseline by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 5</p> <p>Sections 5.1 and 5.2 CLEC-Qwest OSS Interface Change Request Initiation Process</p> <p>Qwest implemented Section 5.1 as agreed to by the Redesign Team on September 5, 2001.</p> <p>Qwest implemented the process improvements that were agreed to by the Redesign Team on October 16, 2001.</p> <p>It should be noted that Qwest has proposed language to address process improvements (specific to the treatment of Regulatory and Industry Guideline Changes) that were developed by the Redesign Team. Qwest is prepared to implement these improvements once the Redesign Team accepts the proposed language.</p>	<p>September 5, 2001 (Original)</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Master Red-line document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting September 5 Final Minutes, Page 4.)</p> <p>October 16, 2001 (Revised)</p> <p>Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 2.)</p>	<p>October 1, 2001(Original)</p> <p>October 30, 2001 (Revised)</p>	<p>Qwest has complied with the revised process for over 5 months.</p> <p>Section 5.1 Between November 1, 2001 and March 26, 2002 Qwest processed 103 new OSS Interface CRs in accordance with the CLEC-Qwest OSS Interface Change Request Initiation Process. There are 9 milestones Qwest tracks for each CR 1.) Send Acknowledgement; 2.) Post CR to Web; 3.) Contact CR Originator; 4.) Hold Clarification Meeting; 5.) Send Initial Qwest Response; 6.) Post Initial Qwest Response to Web; 7.) Present CR; 8.) Send Final Qwest Response, if applicable; and 9.) Post Final Qwest Response to Web, if applicable. For the time period specified above, Qwest is responsible for missing only 5 milestones out of a possible 599 milestones. This equates to an average compliance rate of 99.00%</p>	<p>Supporting data can be found at: Http://www.qwest.com/wholesale/cmp/changerequest.html (Select CLEC Change Request – Systems Interactive Reports.)</p>

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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 5.3 CLEC Product/Process Change Request Initiation Process</p> <p>Qwest implemented Section 5.3 as agreed to by the Redesign Team on September 5, 2001.</p> <p>Qwest implemented the process improvements that were agreed to by the Redesign Team on October 16, 2001.</p>	<p>September 5, 2001 (Original)</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Master Red-line document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting September 5 Final Minutes, Page 4.)</p> <p>October 16, 2001 (Revised)</p> <p>Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 2.)</p>	<p>October 1, 2001(Original)</p> <p>October 30, 2001 (Revised)</p>	<p>Qwest has complied with the revised process for over 5 months.</p> <p>Between November 1, 2001 and March 26, 2001, Qwest processed 36 new Product/Process CRs in accordance with the CLEC Product/Process Change Request Initiation Process. There are 9 milestones Qwest tracks for each CR 1.) Send Acknowledgement; 2.) Post CR to Web; 3.) Contact CR Originator; 4.) Hold Clarification Meeting; 5.) Send Initial Qwest Response; 6.) Post Initial Qwest Response to Web; 7.) Present CR; 8.) Send Final Qwest Response, if applicable; and 9.) Post Final Qwest Response to Web, if applicable. For the time period specified above, Qwest is responsible for missing only 7 milestones out of a possible 231 milestones. This equates to an average compliance rate of 97.00%</p>	<p>Supporting data can be found at: Http://www.qwest.com/wholesale/cmp/changerequest.html (Select CLEC Change Request – Product and Process Interactive Reports.)</p>

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Process	Date Process was Baseline by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 6 OSS Interface Release Calendar Qwest implemented Section 6 as agreed to by the Redesign Team on November 1, 2001</p>	<p>October 16, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Master Red-line document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 3.)</p>	<p>November, 2001</p>	<p>Qwest has complied with the improved OSS Interface Release for over 5 months. The Calendar already provided OSS Release information, but was improved with the inclusion of additional customer facing system information. The revised OSS Interface Release Calendar was posted on the web in November, 2001. Quarterly updates were posted on the web in January, 2002 and in April, 2002.</p>	<p>The current view of Qwest's OSS Interface Release Calendar can be found at the following URL: http://www.qwest.com/wholesale/cmp/osscalendar.html</p>
<p>Section 7 Introduction of a New OSS Interface Section 7.1 Introduction of a New Application to Application Interface</p>	<p>November 1, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Master Red-line document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 11.)</p>	<p>November, 2001.</p>	<p>Qwest has not introduced a new application to application OSS interface since agreement was reached</p>	

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Process	Date Process was Baseline by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 7.2 Introduction of a New GUI</p> <p>Qwest implemented Section 7 as agreed to by the Redesign Team on November 1, 2001</p>	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Master Red-line document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 11.)</p>	<p>November, 2001</p>	<p>Qwest introduced a new GUI (FORCAST) on March 8, 2002. There are 6 milestones Qwest tracks with the introduction of a new GUI: 1.) Release Notification; 2.) Release Announcement; 3.) Interface Overview; 4.) CLEC Comments and Qwest Response; 5.) Final Notification; and 6.) Deployment. Qwest is 100% compliant in meeting these milestones with the exception of the actual implementation date, which has not yet arrived.</p>	<p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,38,00.html</p>

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Process	Date Process was Baseline by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 8.0 Change to Existing OSS Interfaces</p> <p>Qwest implemented Section 8.0 as agreed to by the Redesign Team on November 1, 2001.</p>	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Master Red-line document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 8.</p>	<p>See Qwest's Record of Compliance column.</p>	<p>Qwest agreed to implement no more than 3 major IMA releases and 3 IMA point releases within a calendar year. Qwest has complied with this process for over 2 years.</p> <p>In 2001, Qwest implemented 2 major and 3 point releases. In 2002, Qwest has implemented 1 major and 1 point release Y.T.D.</p> <p>Qwest agreed to support the previous major IMA release for 6 months after the subsequent major IMA EDI (i.e., application to application) release has been implemented. Qwest has complied with this process for over 2 years.</p> <p>IMA Release 6.0 was implemented December 8, 2000 and IMA Release 5.0 was retired June 8, 2001.</p> <p>IMA Release 7.0 was implemented April 22, 2001 and IMA Release 6.0 was retired December 7, 2001. (Qwest exceeded its commitment to the CLECs.)</p> <p>IMA Release 8.0 was</p>	

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				<p>implemented August 18, 2001 and IMA Release 7.0 was retired March 16, 2002. (Qwest exceeded its commitment to the CLECs.)</p> <p>Qwest agreed that major IMA releases should occur no less than 3 months apart. Qwest Has complied with this process for over 2 years. (See release dates above.)</p>	
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Process	Date Process was Baseline by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 8.1 Application to Application Interface</p> <p>Qwest implemented Section 8.1 as agreed to by the Redesign Team on November 1, 2001.</p>	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Master Red-line document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 8.</p>	<p>November, 2001</p>	<p>Qwest introduced Changes to an Existing OSS Interface – Application to Application Interface on April 4, 2001. There are 6 milestones Qwest tracks for changes to an existing application to application interface: 1.) Draft Interface Technical Specifications; 2.) Walk-through of Draft Interface Technical Specifications; 3.) Qwest Response to CLEC Comments; 4.) Final Interface Technical Specifications; 5.) Joint Testing; and 6.) Deployment. Qwest is 100% compliant with the first 2 milestones. The remaining 4 milestones have not yet arrived. Qwest Response to CLEC Comments and Final Interface Technical Specifications are due on May 8, 2002. Joint Testing runs from May 18 through June 16. Deployment is June 16, 2002.</p>	<p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,56,00.html</p>

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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 8.2 Graphical User Interface Qwest implemented Section 8.2 as agreed to by the Redesign Team on November 1, 2001.</p>	<p>November 1, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Master Red-line document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes - CMP Redesign Meeting November 1 Final Minutes, Page 8.</p>	<p>November, 2001</p>	<p>Qwest introduced changes to an existing OSS Interface - GUI (CEMR) on April 7, 2001. There are 4 milestones Qwest tracks for changes to an existing GUI: 1.) Draft GUI Release Notice; 2.) Qwest Response to CLEC Comments; 3.) Final Interface Release Notice; and 4.) Deployment. Qwest is 100% compliant with the first 3 milestones. The remaining milestone has not yet arrived. Deployment is planned for May 5, 2001.</p>	<p>http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,41.03.06_notices.0</p>
<p>Section 9 Retirement of Existing OSS Interface</p>	<p>November 1, 2001 Meeting minutes that reflect that the Redesign Team discussed this section of the Master Red-line document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes - CMP Redesign Meeting November 1 Final Minutes, Page 12. Although the minutes do not specifically reflect that agreement was reached, the process was incorporated in the Master Red-line document, which is indicative of acceptance.</p>	<p>November, 2001.</p>	<p>Qwest has not retired an existing application to application OSS interface since agreement was reached</p>	

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

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be treated as either CLEC
Originated CRs or Qwest
Originated CRs.

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Process	Date Process was Baseline by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 11 Application-to-Application Interface Testing</p> <p>Qwest implemented Section 11 as agreed to by the Redesign Team on February 7, 2002.</p>	<p>February 7, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Master Red-line document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting February 5 - 7 Final Minutes – 03/12/02, Page 14, Paragraph 2.)</p>	<p>February, 2002</p>	<p>Although the Redesign Team on recently agreed to the improved process for interface testing, it should be noted that SATE has been available to the CLECs since August 2001 and was used by CLECs to migrate their systems to the IMA 8.0 Release and later releases.</p>	

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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 12 Production Support</p> <p>Qwest implemented Section 12 as agreed to by the Redesign Team on December 10, 2001.</p>	<p>December 10, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Master Red-line document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting December 10-11 Final Minutes, Page 7.)</p>	<p>February 2002</p>	<p>Qwest has complied with this process for over 2 months.</p> <p>Between February 2, 2002 and April 15, 2002, there were 3 planned outages. In each instance, Qwest met the notification intervals specified in the CMP.</p> <p>It has been Qwest's practice, even prior to the Redesign effort to conduct post-deployment meetings. The most recent example is the review of the IMA 9.01 Release.</p> <p>Between February 1, 2002 and March 31, 2002 Qwest processed 0 Severity 1s, 11 Severity 2s, 496 Severity 3s, and 3 Severity 4s.</p>	<p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,38,00.html (See Planned Outage notification type.)</p> <p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,56,00.html (See 3/27 Release Notice SYST.03.27.02.F.04001.IMA_Rlse_9_01.doc</p>

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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 14 Escalation Process</p> <p>Qwest implemented Section 14 as agreed to by the Redesign Team on September 20, 2001.</p>	<p>September 20, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Master Red-line document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (See CMP Re-Design Meeting Sept. 18 & 20 Final Minutes – 10/10/01, Page 3.)</p>	<p>November 16, 2001</p>	<p>Qwest has complied with the Escalation Process for over 5 months.</p> <p>Between November 16 and March 26, Qwest processed 1 OSS Interface escalation and 4 Product/Process escalations in accordance with the CMP Escalation Process. Qwest tracks 8 milestones for each escalation: 1.) Monitor Escalation; 2.) Validate Escalation; 3.) Acknowledge Escalation; 4) Post Escalation to Web; 5.) Notify CLECs of Escalation 6.) Monitor for Participation; 7.) Qwest Binding Position; and 8.) Monitor for CLEC Response. Qwest is responsible for missing 1 milestone out of a possible 40 milestones. This equates to an average compliance rate of 98%.</p>	<p>Supporting data can be found at: Http://www.qwest.com/wholesale/cmp/index.html (See Escalations and Disputes</p> <ul style="list-style-type: none"> - Initiation - Ongoing - Archive)

EXHIBIT G

Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 15 Dispute Resolution</p> <p>Qwest implemented Section 15 as agreed to by the Redesign Team on September 20, 2001.</p>	<p>September 20, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Master Red-line document can be found at the following URL: http://QWEst.com/wholesale/cm p/redesign.html (see CMP Re-Design Meeting Sept. 18 & 20 Final Minutes - 10-10-01, Page 5.)</p>	<p>November 16, 2001</p>	<p>This process has been in place for over 5 months., but has not been invoked since agreement on the process was reached. Qwest's Dispute Resolution tool may be found on Qwest's CMP web site.</p>	<p>Supporting data can be found at: http://qwest.com/wholesale/cmp/escdisp.html</p> <p>See Escalations and Disputes</p> <ul style="list-style-type: none"> - Initiation - Ongoing - Archive)

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