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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.

I. BACKGROUND

CLEC and Qwest representatives have met for more than 40 days over the past ten months to discuss every aspect of Qwest's CMP. As a result of this extensive collaboration, Qwest and the CLEC community have reached agreement on all substantive aspects of Qwest's CMP.¹ Qwest has implemented that process and posted the current version of the Qwest Wholesale Change Management Process document

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.

("Wholesale CMP") describing it on the "What is CMP?" page of Qwest's wholesale web site.²

In prior status reports, Qwest reported that the redesign team has reached agreement regarding 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;
- special change request process (agreement in principle);
- interim Qwest-initiated product/process change process;
- process for changing the CMP;
- language to address conflicts between CMP changes and interconnection agreements;
- OSS interface release calendar;
- process for ranking late added CRs;
- list of defined terms; and
- exception process (agreement in principle).

² Qwest's Wholesale Change Management Process Document, which is attached as Exhibit A, can also be found at the following URL: <http://www.qwest.com/wholesale/cmp/whatiscmp.html> The agreements reached are interim draft agreements, subject to the CMP participants reviewing the agreements in the context of the entire final document.

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

The redesign team has continued working on language to memorialize the agreements in principle reached regarding the Category 1 and 0 issues.³ The parties have reached agreement regarding detailed provisions memorializing six of the twelve Category 1 issues. The team has made substantial progress in crafting detailed provisions for four of the remaining six issues. The team agreed that it may not be necessary to address rate changes and rate validation (Issue V.d.) by inserting language into the Wholesale CMP and that language is definitely not necessary to address the process for non-coding changes (Issue I.A.3). The team has also agreed to specific agreements addressing four of the ten Category 0 issues, and made substantial progress toward agreeing on language to address three additional issues. The team agreed that no language is required to address the remaining three issues, which refer to the process when a CLEC-impacting change occurs, but was not expected (Covad Issue #1), retail changes that may be CLEC-impacting (Covad Issue #3), and how Qwest will prove that it has implemented changes (WorldCom).

The agreements reached since the last status report are summarized below.⁴

Qwest-Initiated Product/Process Change Process. The parties have now reached agreement regarding a detailed Qwest-Initiated Product/Process Change Process,

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

⁴ The minutes for the redesign meeting held on April 16, 2002, which are attached as Exhibit C, are currently in draft form and are posted on Qwest's redesign web site at the following URL: <http://www.qwest.com/wholesale/cmp/redesign/html> The minutes for the redesign meeting held on April 2-4, 2002, will be posted to Qwest's web site in draft form shortly.

which has been incorporated in section 5.4 of Qwest's Wholesale CMP.⁵ Section 5.4 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. On April 16, 2002, the CMP redesign team agreed to refinements to the categories of changes to which each process level applies. The language was baselined and inserted in the Wholesale CMP.

Withdrawal of Prioritized CRs. The team reached agreement regarding the process for a CLEC or Qwest to withdraw a CR that has been prioritized for inclusion in an OSS release. This process is set forth in Section 10.2.5 and may be invoked at any time between the prioritization process and the commitment for the release. Qwest will determine its ability to work additional candidates for the release based upon the timing of the withdrawal request. After commitment, a CLEC or Qwest could request the CR be withdrawn, however, the withdrawal of the candidate may not be feasible based upon the development status at the time of the withdrawal request. The originating CLEC or Qwest will submit a written request to the Qwest Systems CMP Manager indicating its desire to withdraw the CR. This notification must be sent no later than 21 calendar days prior to the monthly Systems CMP meeting at which the request will be discussed and must contain specified information.

If a CLEC or Qwest disagrees with the withdrawal of the CR from the release, it can assume sponsorship of that CR by notifying the Systems CMP Manager in writing of their intent to assume sponsorship of the CR within 5 business days after the Systems

⁵ Qwest's Wholesale Change Management Process Document is attached as Exhibit A and can also be found on the "What is CMP?" page on Qwest's wholesale web site at the following URL: <http://www.qwest.com/wholesale/cmp/whatiscmp.html>

CMP Manager has sent the intent to withdraw e-mail. If the Systems CMP Manager receives no response within 5 business days, then the CR will be withdrawn. The new status will be reviewed in the next monthly Systems CMP meeting.

Reasons for Qwest Denial of CRs. If Qwest denies a CR, it must include in its response the basis for the denial, including reference to substantiating material. The team reached agreement on the reasons for which Qwest may deny a CLEC-initiated OSS Interfaces change, which are set forth in Section 5.1.3 of the Wholesale CMP. The reasons for denial are:

- Technologically not feasible—a technical solution is not available
- Regulatory ruling/Legal implications—regulatory or legal reasons prohibit the change as requested, or if the request benefits some CLECs and negatively impact others (parity among CLECs) (Contrary to ICA provisions)
- Outside the Scope of the Change Management Process—the request is not within the scope of the Change Management Process (as defined in this CMP), seeks adherence to existing procedures, or requests for information
- Economically not feasible—low demand, cost prohibitive to implement the request, or both.
- The requested change does not result in a reasonably demonstrable business benefit (to Qwest or the requesting CLEC) or customer service improvement .

Qwest will not deny a CR solely on the basis that the CR involves a change to back-end systems. Qwest will apply these same concepts to CRs that Qwest initiates. The SCRCP may be invoked if a CR was denied due to economically not feasible—refer to Section 10.3 SCRCP.

Special Change Request Process. The team agreed on language describing the Special Change Request Process ("SCRCP"), which allows a CLEC or Qwest to fund the cost to develop and implement a systems CR that would not otherwise be included in a release because it was ranked low during prioritization or was denied because it was not economically feasible. The process sets forth the method for invoking the process,

provides for preliminary and firm quotes regarding the work to be accomplished, as well as payment provisions, and specifies how the SCRCP can be changed or canceled at various points in the process. The SCRCP is set forth in Section 10.3 of the Wholesale CMP.

Crossover CRs. The team reached agreement regarding the process for handling systems CRs that require for product/process discussion or solutions, and product/process CRs that require systems solutions. The process is set forth in Section 5.5 of the Wholesale CMP and applies in three basic situations. First, if a product/process CR is discovered to require a mechanized solution, a new systems CR will be opened with a reference to the product/process CR, and the product/process CR will be closed with reference to the new systems CR. Second, if a systems CR is discovered to require a manual solution, Qwest will open a product/process CR with a reference to the systems CR, and close the systems CR with a reference to the new product/process CR. Third, if a systems CR requires an interim manual solution, the CR will be tracked as a systems CR for the length of the CR lifecycle including the development and implementation of both the interim manual and final mechanized solutions.

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

All Regulatory and Industry Guideline CRs will be submitted as systems CRs and maintained in the systems database until closure, or until they are deemed to require a manual process solution, at which point they will become product/process CRs.

Training. The team agreed to add a new Section 13 to the Wholesale CMP to address training. The new section reads as follows:

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

13.1 Introduction of a New GUI

Qwest will include a CLEC training schedule with the Introduction of a New GUI Release Notification issued no less than forty-five (45) calendar days prior to the Release Production date. Qwest will make available CLEC training beginning no less than twenty-one (21) calendar days prior to the Release Production Date. Web based training will remain available for the life of the release.

13.2 Changes to an Existing GUI

Qwest will include a CLEC training schedule with the Draft Release Notes issued no less than twenty-eight (28) calendar days prior to the Release Production date. Qwest will make available CLEC training beginning no less than twenty-one (21) calendar days prior to the Release Production date. Web based training will remain available for the life of the release. CEMR training will not be available before the release but will be conducted for 90 days in the live environment after the Release Production date.

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

Implementation of Regulatory CRs. The team reached agreement regarding the process by which Regulatory CRs are implemented. The process is set forth in Section 5.1.2 of the Wholesale CMP. All Regulatory CRs must initially be submitted as systems CRs. For each Regulatory CR, Qwest will provide a cost analysis for both a manual and a mechanized solution. The CR originator may request that the CR be treated as a

Regulatory CR. If Qwest or any CLEC does not agree to treat the CR as a Regulatory Change, it will be treated as a Qwest or CLEC initiated change.

As a general rule, a Regulatory Change will be implemented by mechanization unless all parties agree otherwise or one of the following exceptions to the general rule is established: (1) the mechanized solution is not technically feasible, or (2) there is a significant difference in the costs for the manual and mechanized solutions. The decision regarding whether an exception is established is determined by a majority vote of the parties present at the monthly CMP meeting when the CR is discussed.

The vote regarding an exception or variance can be postponed until the next monthly CMP meeting upon a majority vote of the parties present at the monthly meeting when the CR was discussed. Once the parties agree to implement a Regulatory CR by a manual solution, the CR will be, from that point forward, tracked as a Product/Process CR through the monthly CMP Product/Process meetings.

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, a single systems Regulatory CR will be used for the implementation of both the manual and mechanized changes. Qwest will continue to work that Regulatory CR until the mechanized solution is implemented.

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

such as an estimated volume increase or changes in technical feasibility, and the number of the CR that was implemented using a manual process.

Other Progress. In addition to the agreements summarized above, the parties made substantial progress in developing detailed provisions for the exception process, the process for postponing the implementation of a product/process change, and SGAT section 12.2.6.

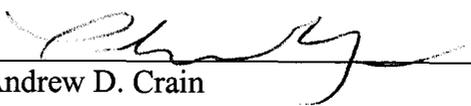
Qwest will continue holding the redesign sessions until the parties have finalized the detailed provisions to describe their agreements and include them in the Wholesale CMP Agreement, and to address any other unresolved issues. The schedule of redesign meetings is attached as Exhibit D.

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 and exceeds industry standards.

Dated this 15th day of May, 2002.

RESPECTFULLY SUBMITTED,



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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, 04-16-02, 04-23-02, 05-02-02
Master Redlined CLEC-Qwest CMP Redesign Framework – CLEAN - History Log

Line #	Version - Filename	Effective Date	Section #	Change			Update Activity
				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	MasterRedlineCLEAN030702	03-11-02	3.1	Change Request Initiation Process	CLEC-Qwest OSS Interface Change Request Initiation Process		Added language agreed to at March 7 Redesign Meeting.
4			9.0	Prioritization	N/A		Added language agreed to at March 7 Redesign Meeting.
5			9.3	Prioritization	SCRIP		Added language agreed to at March 7 Redesign Meeting.
6			5.1.6	Change to Existing Interfaces	Final Interface Technical Specifications		Added language agreed to at March 7 Redesign Meeting.
7	MasterRedlineCLEAN032702	03-27-02	3.1	Change Request Initiation Process	CLEC-Qwest OSS Interface Change Request Initiation Process		Added Reasons for Denial Language
8			3.3	Change Request Initiation Process	CLEC-Qwest OSS Interface Change Request Initiation Process		Added Reasons for Denial Language
9	MasterRedlineCLEAN040802	04-08-02	1.0	Introduction and Scope			Added language agreed to at April 4 Redesign Meeting.
10			2.0	Managing The CMP			Added language agreed to at April 4 Redesign Meeting. Moved Section to 2.0 from 7.0
11			3.0	Meetings			Moved section to 3.0 from 8.0.
12			6.0	OSS Interface Release Calendar			Added language agreed to at April 4 Redesign Meeting.
13			10.0	Prioritization			Moved Appendices to end of document
14			10.2.4	Prioritization	Late Adder		Added language agreed to at April 4 Redesign Meeting.

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

² Throughout this document, the terms “include(s)” and “including” mean “including, but not limited to.”

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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, 04-16-02, 04-23-02, 05-02-02

Meeting.

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Line #	Version - Filename	Effective Date	Change				Update Activity
			Section #	Section Name	Subsection Name		
15	MasterRedlineCLEAN041602b	04-16-02	5.4	Change Request Initiation Process	Qwest Initiated Product/Process Changes	Added language agreed to at April 16 Redesign Meeting.	
16	MasterRedlineCLEAN050202	05-02-02	5.1	Change Request Process	CLEC-Qwest OSS Interface Change Request Initiation Process	Added revised language agreed to at May 2. 2002 Redesign Meeting.	
17			5.5	Change Request Process	Crossover Change Requests	Added revised language agreed to at May 2. 2002 Redesign Meeting.	
18			10.2.5	Prioritization	Withdrawal of Prioritized CRs	Added language agreed to at May 2. 2002 Redesign Meeting.	
19			10.3	Prioritization	SCRIP	Added revised language agreed to at May 2. 2002 Redesign Meeting.	
20			13	Training	N/A	Added language agreed to at May 2. 2002 Redesign Meeting.	

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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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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.

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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. 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 POC 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 (MT) in advance of the meeting. Qwest is responsible for distributing the agenda and associated meeting materials at least three (3) business days by noon (MT) 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 (MT) after the meeting. CLEC comments should be provided within two (2) business days by noon (MT). Revised minutes, if CLEC comments are received, should be distributed within nine (9) business days by noon (MT) after the meeting.

3.3 Qwest Wholesale CMP Web Site

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

5.1 CLEC-Qwest OSS Interface Change Request Process

A CLEC or Qwest seeking to change an existing OSS interface, to establish a new OSS interface, or to retire an existing OSS interface must submit a Change Request (CR). A Change Request originator will complete and email a completed Change Request (CR) Form to the Qwest Systems CMP Manager in accordance with the instructions set forth in the Qwest Wholesale CMP Web site located at the following URL: <http://www.qwest.com/wholesale/cmp/index.html>. The CR Process supports Regulatory, Industry Guideline, CLEC-initiated and Qwest-initiated changes. The process for Regulatory or Industry Guideline changes will be managed as described in Section 5.1.1. and Section 5.1.2 below.

5.1.1 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.

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 site 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. The upcoming meeting agenda will identify that consensus is required if a CR constitutes a Regulatory or Industry Guideline change. Not later than 8 business days prior to the CMP Systems 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 Systems Meeting. At that meeting, Qwest and the CLECs will attempt to agree that the CR is Regulatory or Industry Guideline. 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 POC at that monthly meeting, and documented in the meeting minutes.

5.1.2 Implementation of Regulatory CRs

As a general rule, a Regulatory Change will be implemented by mechanization unless all parties agree otherwise, as described below. Accordingly, all Regulatory CRs initially must be submitted as Systems CRs, including when the regulatory CR clearly is for a Product or Process change, and will be introduced at the monthly CMP Systems meeting. If the Regulatory CR originator seeks to establish that the CR should be implemented by a manual process, the originator must so indicate on the CR form and include as much information supporting the application of the exception as practicable.

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

The Regulatory CR will be implemented by a manual solution if there is a majority vote in favor of one of the following exceptions by Qwest and CLECs present at the monthly CMP Systems meeting.

A. The mechanized solution is not technically feasible.

or

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

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

After the implementation plan has been discussed at the CMP Systems meeting at which the CR is presented, Qwest will request that a POC of each CLEC and Qwest indicate the respective preferences regarding the exception, e.g., by a show of raised hands. The majority vote decision will apply unless the outcome of a dispute resolution alters such decision. The results will be reflected in the meeting minutes.

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In addition to Exceptions A or B, the parties that are present at the CMP Systems meeting at which the CR is presented can, upon unanimous agreement, decide to vary from the general rule regarding Regulatory CR implementation in any respect. For example, the parties at the CMP Systems meeting at which the CR is presented can agree that a Regulatory CR will be implemented by a manual solution for any reason other than those described in Exceptions A and B. If the Regulatory CR originator seeks to establish that a variance should apply, the originator must so indicate on the CR form and include in the CR as much information supporting the application of the exception as practicable.

If any party present objects to voting on the exception or variance at the monthly CMP Systems meeting at which the CR is presented, then Qwest will request that a POC of each CLEC and Qwest indicate whether they prefer to postpone the vote until the next monthly CMP Systems meeting, e.g., by a show of raised hands. The majority vote decision will apply. The results of the vote will be reflected in the meeting minutes. If appropriate, additional discussion regarding the CR will be held at the next monthly CMP Systems meeting prior to the vote.

Once a Regulatory CR has been agreed upon to be implemented by a manual solution, the CR will be, from that point forward, tracked as a Product/Process CR through the monthly CMP Product/Process meetings.

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, a single systems Regulatory CR will be used for the implementation of both the manual and mechanized changes. Qwest will continue to work that Regulatory CR until the mechanized solution is implemented.

If a regulatory CR is implemented by a manual process and later it is determined that a change in circumstance warrants a mechanized solution, Qwest or any CLEC may submit a new systems CR which must include evidence of the change in circumstance, such as an estimated volume increase or changes in technical feasibility, and the number of the CR that was implemented using a manual process. The CR originator may request that the CR be treated as a Regulatory CR. If Qwest or any CLEC does not agree to treat the CR as a Regulatory Change, it will be treated as a Qwest or CLEC initiated change.

Any party that disagrees with the majority decision regarding Exceptions A and B may initiate dispute resolution pursuant to the CMP Dispute Resolution provisions.

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5.1.3 CR Initiation Process

Within two (2) business days after receipt of a valid CR Qwest's CMP Systems Manager will assign a CR Number for tracking purposes, assign a Change Request Project Manager (CRPM), acknowledge receipt of the CR by e-mail to the CR Originator and issue the CR internally for management through the process. The CR will be assigned the status of Submitted and become an active CR reported in Qwest's CLEC Change Request Systems Interactive Report located on the Qwest Wholesale CMP web site.

Within four (4) business days after receipt of a valid CR, Qwest will post the valid CR to the CMP web site via Qwest's Interactive Report. The report will contain the CR details, originator identity, assigned CRPM, assigned CR Number and, when practicable, the designated Qwest SME and associated Director.

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

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 CRPM will document and issue meeting minutes within five (5) business days.

CRs submitted 21 calendar days (3 weeks) prior to the next scheduled CMP Meeting will be presented at that CMP meeting for clarification from all CLECs participating in the CMP Meeting. Prior to the CMP Systems Meeting the CRPM will post responses to Systems CRs to the CMP database. The response will be made available via the Interactive Reports and via the Distribution Package for the CMP Systems 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. CLECs participating in the CMP Meeting will be given the opportunity to comment on the CR and provide additional clarifications. If appropriate, Qwest's SME(s) will identify options and potential solutions to the CR. Clarifications and/or modifications related to the CR will be incorporated into the evaluation of the CR. 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.

CRs that are not submitted 21 calendar days prior to the CMP Meeting may be introduced at that CMP Meeting as a walk-on item. The Originating CLEC will present its CR and participating CLECs will be allowed to provide comments to the CR. Qwest will provide a status of the CR.

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All Qwest Draft Responses issued will be presented at the next scheduled CMP Meeting. Qwest will conduct a walk through of the response and participating CLECs will be provided the opportunity to discuss, clarify and comment on Qwest's Response. Qwest's Responses will be either:

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

Qwest will not deny a CR solely on the basis that the CR involves a change to back-end systems. Qwest will apply these same concepts to CRs that Qwest initiates. The SCRP may be invoked if a CR was denied due to economically not feasible—refer to Section 10.3 SCRP.

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

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 Escalation upon providing written notice to the Qwest CMP Manager. The CR will be assigned the status of Escalated and remain an active CR. Qwest will note in the status history of the interactive reports that the CR has been escalated. However, the CR status will reflect the stage of the CR as it progresses through the CR lifecycle.

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

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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 x: Prioritization. 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 that 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 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 xx). 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

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candidates to continue working through the next stage of development. Options may be identified due to:

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

Qwest will provide an updated level estimate of the 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 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 postponement 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.

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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.

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

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- 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 twenty one calendar days 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, including reference to substantiating material. CLEC-initiated OSS Interfaces change request may be denied for one or more of the following reasons.
 - Technologically not feasible—a technical solution is not available
 - Regulatory ruling/Legal implications—regulatory or legal reasons prohibit the change as requested, or if the request benefits some CLECs and negatively impact others (parity among CLECs) (Contrary to ICA provisions)
 - Outside the Scope of the Change Management Process—the request is not within the scope of the Change Management Process (as defined in this CMP), seeks adherence to existing procedures, or requests for information
 - Economically not feasible—low demand, cost prohibitive to implement the request, or both.
 - The requested change does not result in a reasonably demonstrable business benefit (to Qwest or the requesting CLEC) or customer service improvement.
 - Qwest will not deny a CR solely on the basis that the CR involves a change to the back-end systems.

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- 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. Qwest will note in the status history of the interactive reports that the CR has been escalated. However, the CR status will reflect the stage of the CR as it progresses through the CR lifecycle.

If the CLECs do not accept Qwest's response and do not intend to escalate or dispute at the present time, they may request Qwest to status the CR as deferred. The CR will 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;
- 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.

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

5.4 Qwest Initiated Product/Process Changes

The following defines five 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. Each notice will state that it does not supercede individual interconnection agreements. The lists provided below are exhaustive/ finite but may be modified by agreement of the parties. Qwest will utilize these lists when determining the disposition (e.g., Level 0–4) to which new changes should be categorized. The changes that go through these processes are not changes to OSS Interfaces. Level 1-4 changes under this process will be tracked and differentiated by level in the History Log.

5.4.1 Level 0 changes

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

Level 0 Change Categories are:

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

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- Hyperlink corrections within documentation
- Remove unnecessary repetitive words in the same paragraph or short section.

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

5.4.1.1 Level 0 Process/Deliverables

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

5.4.2 Level 1 changes

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

Level 1 Change Categories are:

- Time Critical Corrections to information that adversely impacts CLECs ability to conduct business with Qwest
- Corrections/clarifications/additional information that does not change the product or process
- Correction to synch up related PCAT documentation with the primary PCAT documentation that was modified through a higher level change (notice needs to include reference to primary PCAT documentation)
- Document corrections to synch up with existing OSS Interfaces documentation (notice needs to include reference to OSS Interfaces documentation)
- Process options with no mandatory deadline, that do not supercede the existing processes and that do not impose charges, regardless of whether the CLEC exercises the option
- Modifications to Frequently Asked Questions that do not change the existing product or process
- Re-notifications issued within 6 months after initial notification (notice will include reference to date of initial notification or, if not available, reference to existing PCAT)
- Regulatory Orders that mandate a Product/Process change to be effective in less than 21 days
- Training information (note: if a class is cancelled, notification is provided 2 weeks in advance)
- URL changes with redirect link

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

5.4.2.1 Level 1 Process/Deliverables

For Level 1 changes, Qwest will provide a notification to CLECs. Level 1 notifications will state the disposition (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, by email at cmPCR@qwest.com, immediately if the change alters the CLECs' operating procedures and requires Qwest's assistance to resolve. Qwest will promptly respond to the CLEC and work to resolve the issue. 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

5.4.3 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:

- Contact Information updates excluding time critical corrections (includes email, fax, TN, personnel changes)
- Changes to a form that do not introduce changes to the underlying process
- Changes to eliminate/replace existing Web functionality will be available for 21 days until comments are addressed. (either a demo or screen shot presentation will be available at the time of the notification for evaluation during the 21 day cycle.)
- Removal of data stored under an archive URL
- Elimination of a URL re-direct
- Addition of new Web functionality (e.g., CNLA)
- Re-notifications issued 6 months or more after the initial notification (notice will include reference to date of initial notification or, if not available, reference to existing PCAT)
- Documentation concerning existing processes/products not previously documented
- Changes to manually generated notifications normally transmitted to CLECs through their OSS interfaces that are made to standardize or clarify, but do not change the reasons for, such notifications.

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- LSOG/PCAT documentation changes associated with new OSS Interface release documentation resulting from an OSS interface CR
- Reduction to an interval in Qwest's SIG

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

5.4.3.1 Level 2 Process/Deliverables

For Level 2 changes, Qwest will provide a 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 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, request to change the disposition level). Comments must be provided during the comments cycle as outlined for level 2 changes.

If a CLEC requests to change the disposition level, CLECs and Qwest will discuss such requests at the next monthly Product/Process CMP meeting. In the event that timing doesn't allow for discussion at the upcoming CMP meeting Qwest will call a special ad hoc meeting to address the request. If 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 with notifications and timelines agreed to by the participants.

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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.

5.4.4 Level 3 changes

Level 3 changes are defined as changes that have moderate effect on CLEC operating procedures and require more lead-time before implementation than Level 2 changes. Qwest will provide initial notice of Level 3 changes at least 31 calendar days prior to implementation.

Level 3 Change Categories are:

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

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

5.4.4.1 Level 3 Process/Deliverables

For Level 3 changes, Qwest will provide a 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. Level 3 notifications will only include Level 3 Changes, excluding notification of changes to Tech Pubs. For Level 3 notifications that Qwest believes represent a new change category under Level 0, Level 1, Level 2, Level 3, or Level 4, 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

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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).
- Request to change disposition to a Level 0, 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 Non FCC Tech Pubs available to CLECs and implement the change(s) according to the timeframes put forth above.

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CLECs and Qwest will discuss requests to change the disposition Level of noticed changes, or to establish new change categories under Levels 0 – 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 with notifications and timelines agreed to by the participants. Except that, within five (5) business days after the disposition level is changed to a Level 1, Qwest will provide a Level 1 notification. 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 XX 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.

5.4.5 Level 4 Changes

Level 4 changes are defined as changes that have a major effect on existing CLEC operating procedures or that require the development of new procedures. Level 4 changes will be 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)
- Increase to an interval in Qwest's SIG
- Changes to CMP
- New PCAT/Tech Pub for new processes
- New manual process
- Limiting the availability and applicability or functionality of an existing product or existing feature
- Addition of a required field on a form excluding mechanized forms that are changed through an OSS interface CR

For any change that Qwest considers a Level 4 change that does not specifically fit into one of the categories listed above, Qwest shall issue a Level 3 notification.

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5.4.5.1 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 0, 1, 2

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or 3 change, and the change will follow the process set forth above for Level 0, 1, 2, or 3 changes, as applicable. If the parties do not agree to reclassify the Change Request as a Level 0, 1, 2 or 3 change, the following process will apply:

- The parties will develop a process for Qwest to obtain CLEC input into the proposed change. Examples of processes for input include, but are not limited to, one-day conferences, multi-day conferences, or written comment cycles.
- After completion of the input cycle, as defined during the 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. Level 4 notifications will only include Level 4 Changes, excluding notification of changes to Tech Pubs. 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 green highlighting for PCAT) 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)

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- Request for postponement of implementation, or effective date for which comments are being provided.

For general comments, Qwest will respond to comments and provide a final 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 postponement, Qwest will follow the procedures as outlined in Section XX 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.

5.5 Crossover Change Requests

During the operation of the CMP, there may be situations when Systems CRs have requirements for Product/Process discussion or solution, or when Product/Process CRs require System solutions. These crossover CR situations exist in three basic categories.

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

- Qwest will open a Systems CR with a reference to the Product/Process CR number;
- Qwest will close the Product/Process CR with a reference to the new Systems CR number.
- This CR will comply with the CMP Systems CR process.

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

- Qwest will open a Product/Process CR with a reference to the Systems CR number;
- Qwest will close the Systems CR with a reference to the new Product/Process CR number.
- This CR will comply with the CMP Product/Process CR process.

Category C. If a CR submitted to the Systems CMP is discovered to require an interim manual solution, the CR will be tracked as a Systems CR for the length of the CR lifecycle including the development and implementation of both the interim manual and final mechanized solutions.

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The determination to close and open CRs as described above will be made by the CMP body at a monthly CMP meeting.

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

All crossover CRs will be distinctly labeled in the CMP Monthly Meeting distribution packages and addressed as a separate item on the CMP Monthly Meeting agenda.

All Regulatory and Industry Guideline CRs will be submitted as Systems CRs and maintained in the Systems database until closure, or until they are deemed to require a manual process solution, at which point they will become Product/Process CRs.

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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

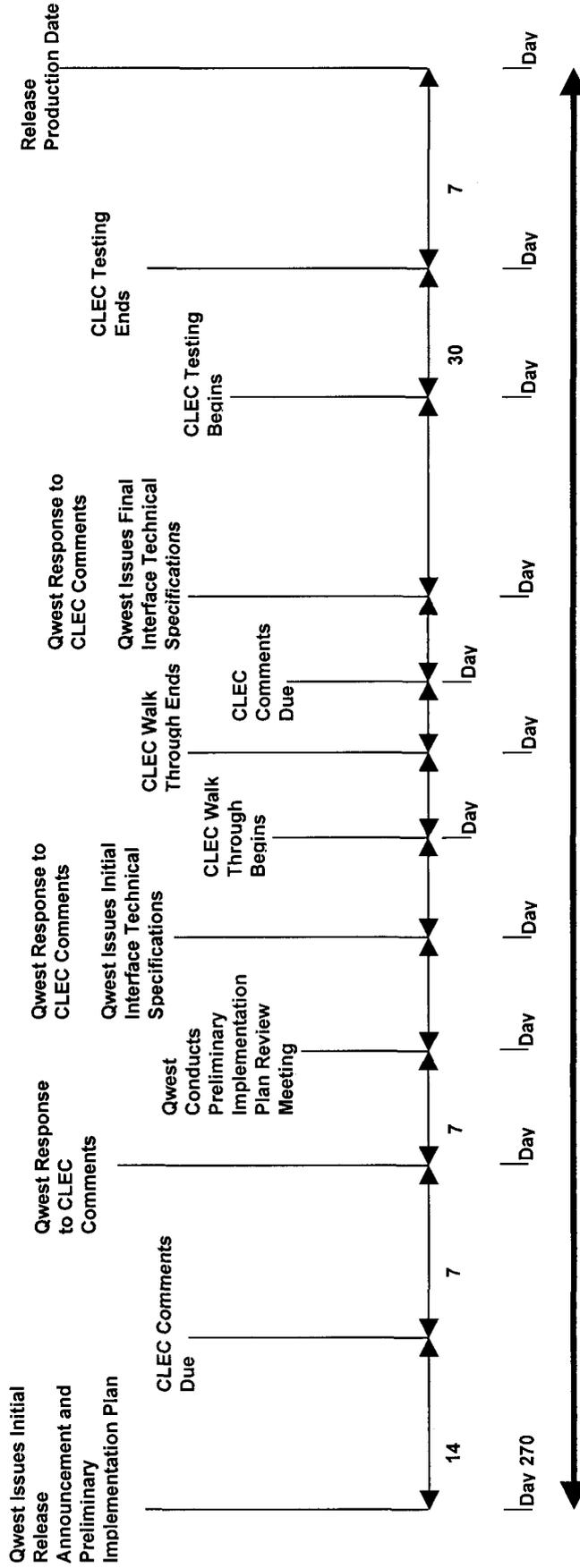
Qwest will issue a final notice no less than twenty-one (21) calendar days prior to the Release Production date. The final notice will include:

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



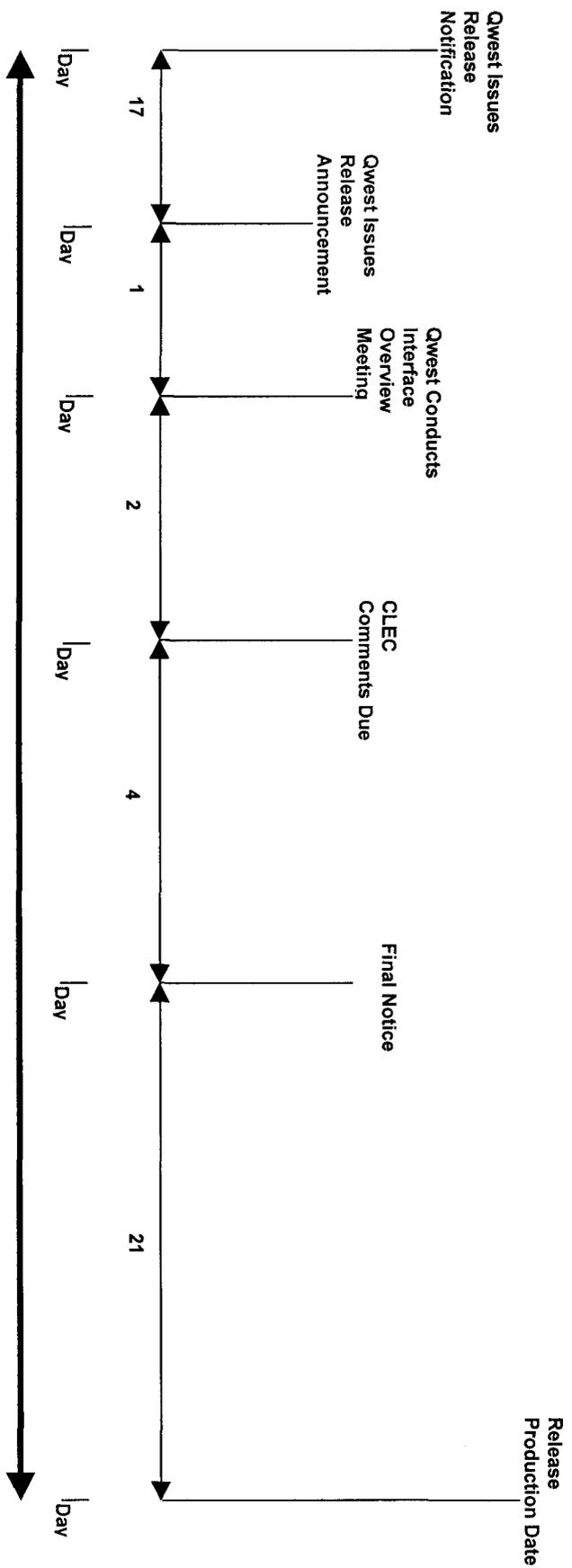
9 Month Timeline (Approximately)

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

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



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

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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. For any CLEC not choosing to implement on the Qwest Release Production Date, Qwest and the CLEC will negotiate a mutually agreed to CLEC implementation time line, including testing.

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

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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 CLEC question(s) are marked proprietary. Any changes that may occur as a result of the responses will be distributed to all CLECs in the same 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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- 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:

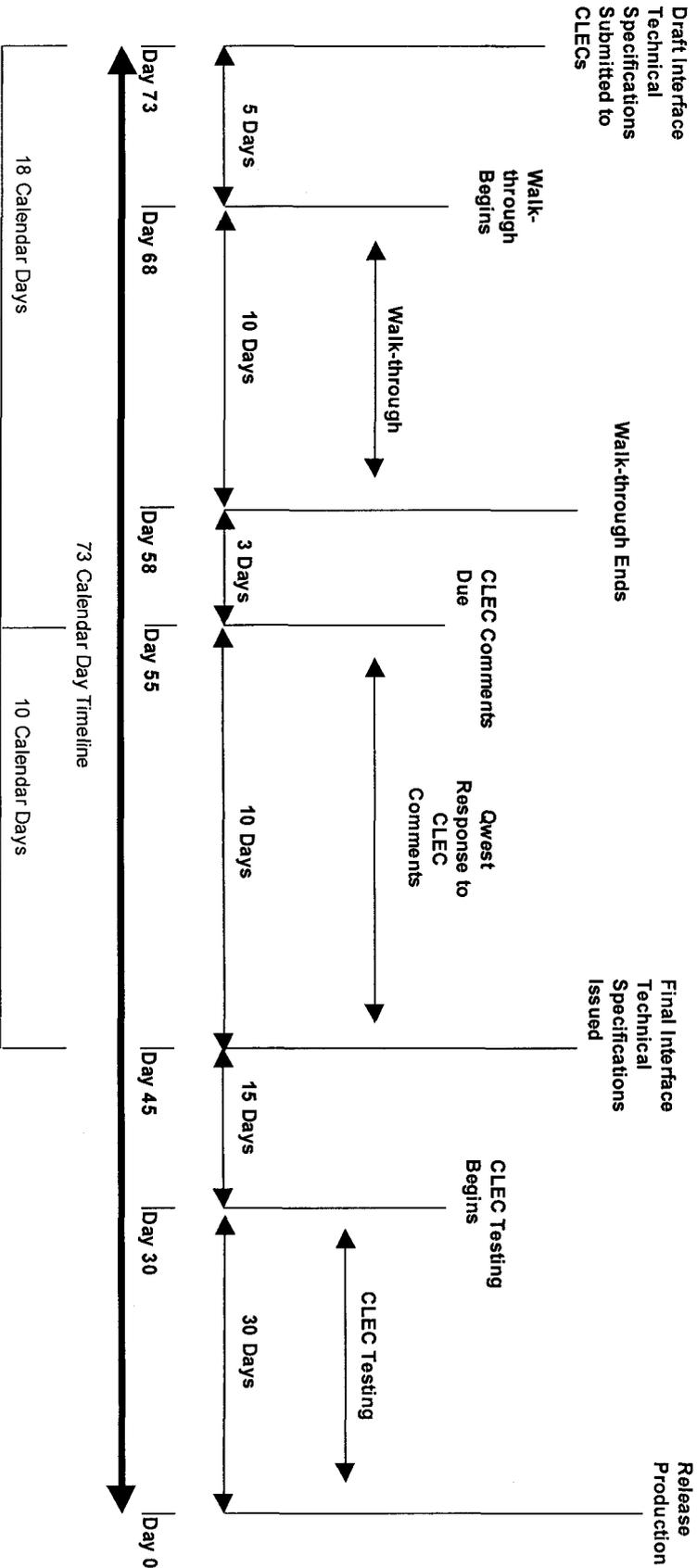
- Final notification letter
- Summary of changes from draft interface release notice
- Final user guide (or revised pages)
- Release date

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

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

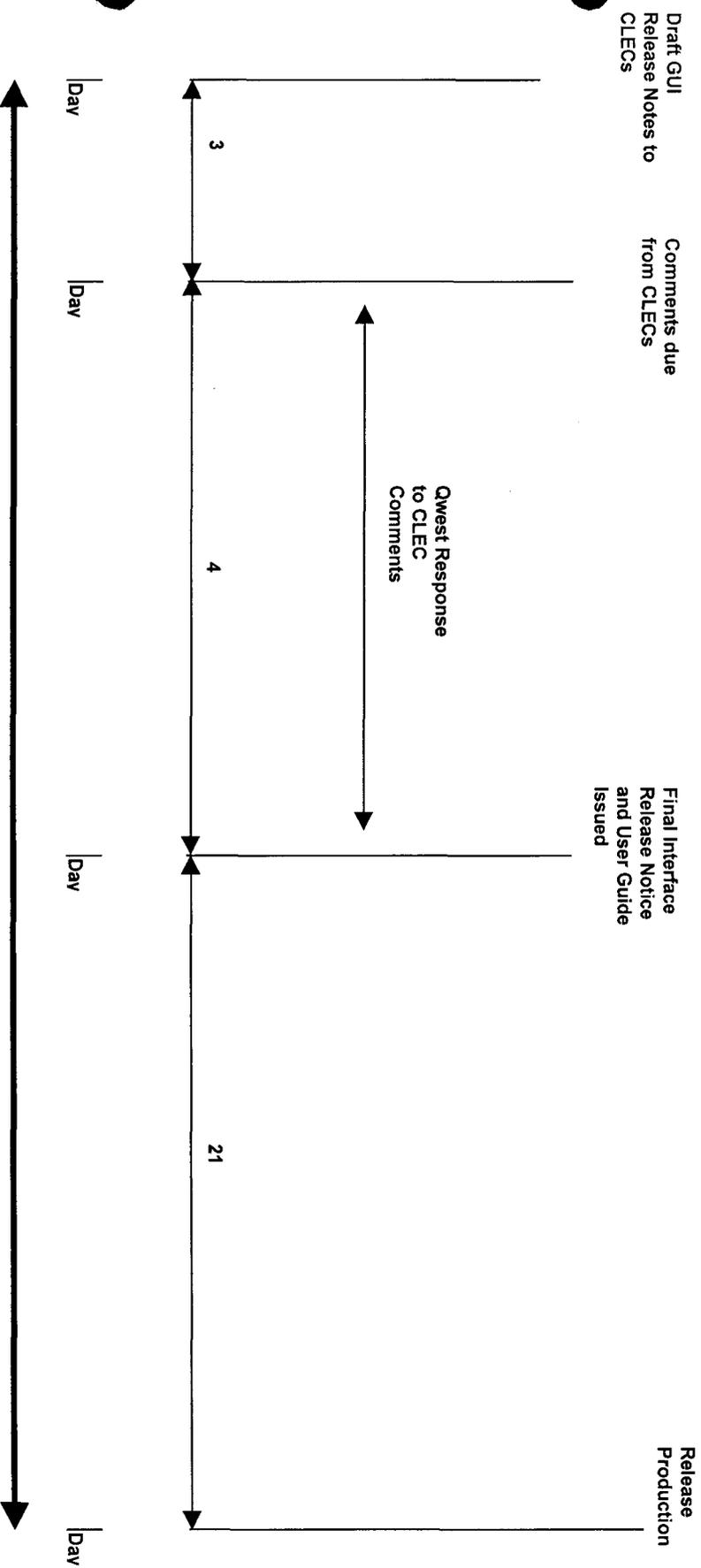


The events listed above are intended to occur on business days. If the date on which any event is scheduled to occur falls on a weekend or holiday, then Qwest and the CLECs may negotiate a revised timeline.

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



28 Calendar Day Timeline

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

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

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

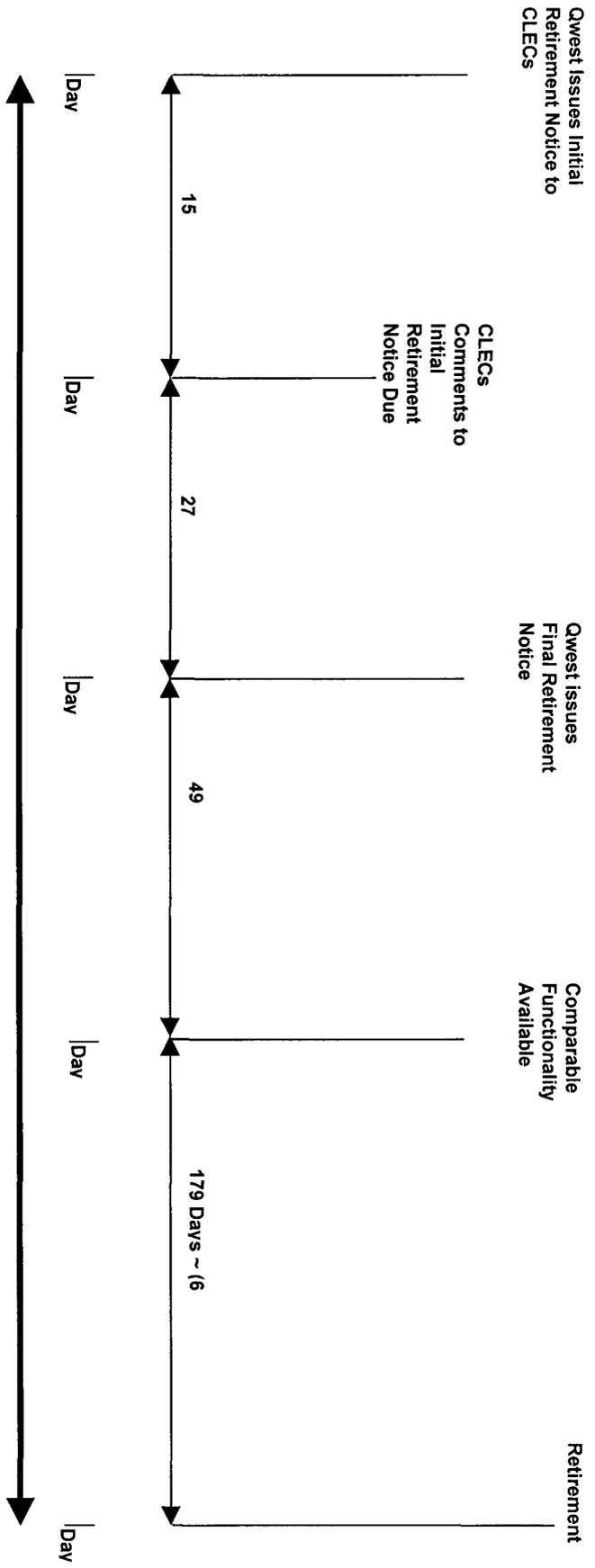
¹ Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities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

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 04-08-02, 04-16-02, 04-23-02, 05-02-02

Qwest-CLEC Change Management Process

Retirement of An Existing Application-to-Application OSS Interface Timeline



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10.0 PRIORITY

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. If no time is specified, Qwest will implement the change as soon as practicable.

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 of all CRs eligible 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 CRs 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.

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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.

10.2.5 Withdrawal of Prioritized CRs

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

The originating CLEC or Qwest will submit a written request to the Qwest Systems CMP Manager indicating that they wish to withdraw the CR. This notification must be sent no later than 21 calendar days prior to the monthly Systems CMP meeting at which the request will be discussed. The written request must contain:

- the CR number
- the CR title
- an explanation of why the originator wishes to withdraw the CR

Within 2 business days of receipt of the request to withdraw the CR the Systems CMP Manager will notify, in writing, all of the CLECs that submitted a prioritization ranking. The subject line will note "INTENT TO WITHDRAW PRIORITIZED CR [number]." The notice will include

- the CR number
- the CR title,
- the ranking that it received from the prioritization,
- the explanation of why the originator wishes to withdraw the CR

If a CLEC or Qwest disagrees with the withdrawal of the CR from the release, they have the option to assume sponsorship of that CR. They may do so by notifying the Systems CMP

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Manager in writing of their intent to assume sponsorship of the CR within 5 business days after the Systems CMP Manager has sent the intent to withdraw e-mail. If the Systems CMP Manager receives no response within 5 business days, then the CR will be withdrawn. The new status will be reviewed in the next monthly Systems CMP 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, or as otherwise provided in the CMP, the CR originator may elect to invoke the CMP Special Change Request Process (SCRP) as described in this section.

The SCRP may be requested up to five (5) calendar days after prioritization results are posted. However, the SCRP does not supersede the process defined in Section 5.0 (Change Request Initiation Process).

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

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

10.3.1 SCRP Request Form

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

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

The text of the e-mail message must include:

- Description of the CR
- A completed SCRP Form (See Appendix XX)
- A single point of contact for the SCRP request including:
 - Primary requestor's name and company

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- Phone number
- E-mail address
- Circumstances which have necessitated the invocation of the SCRP
- Desired implementation date
- If more than one company is making the SCRP request, the names and point of contact information for the other requesting companies

10.3.2 Qwest Acknowledges Receipt with a Confirmation E-mail

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

- Date and time of receipt of complete SCRP e-mail
- Date and time of confirmation e-mail
- SCRP title and number
- The name, telephone number and e-mail address of the Qwest contact assigned to process the SCRP
- Amount of the non-refundable Processing Fee as specified in Section 9.3.8 below.

10.3.3 Process Fee Invoice

Within one (1) business day of sending the confirmation email Qwest will bill the SCRP Requestor a non-refundable Processing Fee as specified in Section 9.3.8 below.

10.3.4 SCRP Review Meeting

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

10.3.5 Preliminary SCRP Quote and Review

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

- An estimated Preliminary SCRP quote. The SCRP quote will, at a minimum, include the following information:
 - A description of the work to be performed
 - Estimated Development costs with a cap on cost
 - Targeted release

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- An estimate of the terms and conditions surrounding the firm SCRP quote. (If the estimate increases before Qwest issues the Firm SCRP Quote, Qwest will communicate the cost increases to the SCRP Requestor. The SCRP Requestor must comply with payment terms as outlined in Section 9.3.7 before Qwest proceeds with the request.)
- An invoice covering the business and systems requirements analysis
 - Payment for this invoice is due no later than 30 calendar days following Qwest written issuance of the Preliminary Quote. Qwest will not proceed with further development in support of the SCRP Request until the business and systems analysis and processing invoices are paid.

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

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

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

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

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

The text of the e-mail message must include:

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

10.3.5.2 SCRP Requestor Asks to Change the SCRP Request

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

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10.3.5.3 SCRP Requestor Cancels the SCRP Request

The last point at which a SCRP Request may be cancelled is at the CMP Meeting at which Qwest presents the CRs that Qwest has committed in the release. Otherwise, the request will be implemented with the release and the SCRP Requestor is obligated to pay the full amount of the firm quote consistent with the payment schedule described below in Section 10.3.7.

10.3.6 Firm SCRP Quote and Review

Qwest will provide the SCRP Requestor a final and Firm SCRP Quote after the completion of business requirements, systems requirements and packaging of the OSS Interface Release, and when Qwest commits CRs to the specific OSS Interface Release.

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

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

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

The text of the e-mail message must include:

- Final SCRP quote and terms and conditions
- Committed implementation date, or OSS Interface Release
- Qwest contact name, phone number, and e-mail address

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

10.3.7 Payment Schedule

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

10.3.8 Applicable SCRP Charges

This section describes the different costs for a SCRP request.

- Processing Fee – a one-time flat fee that must be paid within 30 calendar days after the Qwest-SCRP Requestor meeting to prepare the SCRP form. This fee is non-refundable and

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is treated separately from those charges for development and implementation as described under "Charges for the SCRP Request" below.

- Charges for Business and Systems Requirements - These charges include the costs of developing business and systems requirements.
- Charges for the Development of the SCRP Request – These charges, included in the Preliminary and Firm SCRP Quotes, including labor charges, time and capital costs incurred as a result of developing code and performing testing.

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11.0 APPLICATION-TO-APPLICATION INTERFACE TESTING

If 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 release 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. (MT) and Saturday 7:00 a.m. - 3:00 p.m. (MT), 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

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

13.1 Introduction of a New GUI

Qwest will include a CLEC training schedule with the Introduction of a New GUI Release Notification issued no less than forty-five (45) calendar days prior to the Release Production date. Qwest will make available CLEC training beginning no less than twenty-one (21) calendar days prior to the Release Production Date. Web based training will remain available for the life of the release.

13.2 Changes to an Existing GUI

Qwest will include a CLEC training schedule with the Draft Release Notes issued no less than twenty-eight (28) calendar days prior to the Release Production date. Qwest will make available CLEC training beginning no less than twenty-one (21) calendar days prior to the Release Production date. Web based training will remain available for the life of the release.

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

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

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14.0 ESCALATION PROCESS

14.1 Guidelines

- The escalation process will include items that are defined as within the CMP scope.
- The decision to escalate is left to the discretion of the CLEC, based on the severity of the missed or unaccepted response/resolution.
- Escalations may also involve issues related to CMP itself, including the administration of 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.

- 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.
- 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.

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- Qwest will give notification that an escalation has been requested via the Industry Mail Out process
- Any other CLEC wishing to participate in the escalation 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	24652	IMA Common	9/28/01	Qwest	Presented	Unbundled DID/PBX Trunk Port Facility move from LS to PS	Medium	751	3000	Winston, Connie	Category C: Rank Eligible
2	25091	IMA Common	9/26/01	Qwest	Presented	DSL Flowthrough - Re-Branding	Large	3001	5500	Winston, Connie	Category C: Rank Eligible
3	26636	IMA Common	9/28/01	Qwest	Presented	Shared Loop Enhancements	Medium	751	3000	Winston, Connie	Category C: Rank Eligible
4	30212	IMA Common	9/28/01	Qwest	Presented	Add New UNE-P PAL to IMA	Large	3001	5500	Winston, Connie	Category C: Rank Eligible
5	30215	IMA Common	10/23/01	Qwest	Presented	Wholesale Local Exchange Freeze	Large	3001	5500	Winston, Connie	Category C: Rank Eligible
6	31766	IMA Common	9/28/01	Qwest	Presented	Reject Duplicate LSRs	Medium	751	3000	Martain, Jill	Category C: Rank Eligible
7	5043011	IMA GUI	8/31/00	Eschelon	Presented	Add an online glossary of the field title abbreviations to help menu of IMA GUI	Medium	751	3000	Eschelon	Category C: Rank Eligible

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

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

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, 04-16-02, 04-23-02, 05-02-02

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)	Eschelon	IMA Common	Centrex Resale, UNE-P	Extra Large	5500	8000	35
4	214	31766	Reject Duplicate LSRs	Qwest	IMA Common	All Products	Medium	751	3000	6
5	211	SCR013002-3	IMA Pre-Order - Use CGNA to retrieve a Design Layout Report (DLR)	Qwest	IMA Common		Medium	751	3000	14

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

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

APPENDIX D

CHANGE REQUEST FORM

CR # _____ Status: _____
 Originated By: _____ Date Submitted: _____
 Company: _____ Internal Ref#: _____
 Originator: _____
 Name, Title, and email/phone#

Proprietary for submission to Account Manager Only? Please click appropriate box.
 Yes No

Optional -Available Dates/Time for Clarification Meeting
 1. _____
 2. _____
 3. _____
 4. _____

Area of Change Request: Please click appropriate box and fill out the section below.
 Product/Process System

Title of Change:

Description of Change:

Expected Deliverables:

OPTIONAL - THIS SECTION TO BE COMPLETED FOR PRODUCT & PROCESS CHANGES

Products Impacted: Please Click all appropriate boxes and also list specific products within product group, if applicable.

<input type="checkbox"/> Ancillary	_____	<input type="checkbox"/> LNP	_____
<input type="checkbox"/> LIDB	_____	<input type="checkbox"/> Private Line	_____
<input type="checkbox"/> 8XX	_____	<input type="checkbox"/> Resale	_____
<input type="checkbox"/> 911	_____	<input type="checkbox"/> Switched Service	_____
<input type="checkbox"/> Calling Name	_____	<input type="checkbox"/> UDIT	_____
<input type="checkbox"/> SS7	_____	<input type="checkbox"/> Unbundled Loop	_____
<input type="checkbox"/> AIN	_____	<input type="checkbox"/> UNE	_____
<input type="checkbox"/> DA	_____	<input type="checkbox"/> Switching	_____
<input type="checkbox"/> Operation Services	_____	<input type="checkbox"/> Transport (Include EUDIT)	_____
<input type="checkbox"/> INP / LNP	_____	<input type="checkbox"/> Loop	_____
<input type="checkbox"/> Centrex	_____	<input type="checkbox"/> UNE-P	_____
<input type="checkbox"/> Collocation	_____	<input type="checkbox"/> EEL (UNE-C)	_____
<input type="checkbox"/> Physical	_____	<input type="checkbox"/> Other	_____
<input type="checkbox"/> Virtual	_____	<input type="checkbox"/> Wireless	_____
<input type="checkbox"/> Adjacent	_____	<input type="checkbox"/> LIS / Interconnect	_____

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- | | |
|---|--|
| <input type="checkbox"/> ICDF Collocation | <input type="checkbox"/> EICT |
| <input type="checkbox"/> Other | <input type="checkbox"/> Tandem Trans. / TST |
| <input type="checkbox"/> Enterprise Data Source | <input type="checkbox"/> DTT / Dedicated Transport |
| <input type="checkbox"/> Other | <input type="checkbox"/> Tandem Switching |
| | <input type="checkbox"/> Local Switching |

OPTIONAL - THIS SECTION TO BE COMPLETED IF REQUESTING A PROCESS CHANGE

Area Impacted: Please click appropriate box.

- | | |
|---|---------------------------------------|
| <input type="checkbox"/> Pre-Ordering | <input type="checkbox"/> Provisioning |
| <input type="checkbox"/> Ordering | |
| <input type="checkbox"/> Billing | |
| <input type="checkbox"/> Maintenance / Repair | <input type="checkbox"/> Other |

OPTIONAL - THIS SECTION TO BE COMPLETED IF REQUESTING A SYSTEM CHANGE

OSS Interfaces Impacted: Please click all appropriate boxes.

- | | | | |
|--|----------------------------------|---|--|
| <input type="checkbox"/> CEMR | <input type="checkbox"/> IMA EDI | <input type="checkbox"/> MEDIACC | <input type="checkbox"/> TELIS |
| <input type="checkbox"/> EXACT | <input type="checkbox"/> IMA GUI | <input type="checkbox"/> Product Database | <input type="checkbox"/> Wholesale Billing Interface |
| <input type="checkbox"/> Directory Listing | <input type="checkbox"/> HEET | <input type="checkbox"/> SATE | |
| | <input type="checkbox"/> Other | | |

APPENDIX D

Change Request Form Instructions

The Change Request (CR) Form is the written documentation for submitting a CR for a Product, Process or OSS interface (Systems) change. The CR should be reviewed and submitted by the individual, which was selected to act as a single point of contact for the management of CRs to Qwest. Electronic version of the CR Form can be downloaded from the Qwest Wholesale WEB Page at <http://www.qwest.com/wholesale/cmp/changerequest.html>.

Product/Process and System CRs may be submitted to Qwest via e-mail at: cmpcr@qwest.com

To input data to the form, use the Tab Key to navigate between each field. The following fields on the CR Form must be completed as a minimum, unless noted otherwise:

Submitted By

- Enter the date the CR is being submitted to the Qwest CMP Manager.
- Enter Company's name and Submitter's name, title, and email/Phone#.
- Optional – identify potential available dates Submitter is available for a Clarification Meeting.
- Optional – enter a Company Internal Reference No. to be identified.

Proprietary Submission

- If the CR is proprietary (i.e., confidential) and is meant to be directed only to your account manager and not flow through the CMP, then select "Yes". If the CR is not proprietary and is meant to flow through the CMP, then select "No". If this field is left blank, the default will be "No".

Area of Change Request

- Select the type of CR that is being submitted (Product, Process, or Systems).

Title of Change

- Enter a title for this CR. This should concisely describe the CR in a single sentence.

Description of Change

- Describe the Functional needs of the change being requested. To the extent practical, please provide examples to support the functional need. Also include the business benefit of this request.

Expected Deliverables

- Enter the desired outcome required of Qwest (e.g. revised process, clarification, improved communication, etc.).

Products Impacted – Optional

- To the extent known, check the applicable products that are impacted by the CR.

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Area Impacted – Optional

- To the extent known, check the applicable process areas that are impacted by the CR.

OSS Interfaces Impacted – Optional

- To the extent known, check the applicable systems that are impacted by the CR.

Qwest's CMP Manager will complete the remainder of the Form.

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 release of a computer system available in a particular environment. These environments are usually testing environments or production environments.</p> <p>Disposition: A final settlement as to the treatment of a particular Change Request.</p>
Good Faith	"Good faith" means honesty in fact and the observance of reasonable commercial standards of fair dealing.

Term	Definition
<p>OSS Interface</p>	<p>Existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users.</p>
<p>OSS Application to Application Interface Testing</p> <p>Controlled Production Testing</p>	<p>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.</p>
<p>Initial Implementation Testing</p>	<p>This type of application-to-application testing allows a CLEC to validate its technical development of an OSS Interface before turn-up in production of new transactions or significantly changed capabilities.</p>
<p>Interoperability Testing Environment</p>	<p>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 validate technical development efforts and to quantify processing results.</p>
<p>Level of Effort</p>	<p>Estimated range of hours required to implement a Change Request</p>
<p>Migration Testing</p>	<p>Process to test in the Customer Testing Environment a subsequent application-to-application Release from a previous Release. This type of testing allows a CLEC to move from one release to a subsequent release of a specific OSS Interface.</p>

Term	Definition
<p>Regression Testing</p>	<p>Process to test, in the Customer Test Environment, OSS Interfaces, business process or other related interactions. Regression Testing is primarily for use with 'no intent' toward meeting any Qwest entry or exit criteria within an implementation process. Regression Testing includes testing transactions previously tested, or certified.</p>
<p>Release</p> <ul style="list-style-type: none"> • Major Release • Point Release • Patch Release 	<p>A Release is an implementation of changes resulting from a CR or production support issue for a particular OSS Interface There are three types of releases for IMA:</p> <ul style="list-style-type: none"> • Major Release may be CLEC impacting (to systems code and CLEC operating procedures) via EDI changes, GUI changes, technical changes, or all. Major Releases are the primary vehicle for implementing systems Change Requests of all types (Regulatory, Industry Guideline, CLEC-originated and Qwest-originated). • Point Release may not be CLEC code impacting, but may affect CLEC operating procedures. The point release is used to fix bugs introduced in previous releases, 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.
<p>Release Production Date</p>	<p>The Release Production Date is the date that a software Release is first available to the CLECs for issuance of production transactions.</p>
<p>Sub-systems</p>	<p>A collection of tightly coupled software modules that is responsible for performing one or more specific functions in an OSS interface.</p>
<p>Stand-alone Testing Environment (SATE)</p>	<p>A Stand-Alone Testing Environment is a test environment that can be used by CLECs for Initial Implementation Testing, Migration Testing and Regression Testing. SATE takes CLEC pre-order and order transaction requests, passes the requests to the stand-alone database, and returns responses to the CLEC user. SATE uses pre-defined test account data and requests that are subject to the same BPL IMA/EDI edits as those used in production. The SATE is intended to mirror the production environment (including simulation of all legacy systems). SATE is part of the Customer</p>

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

PHX/1302063.1/67817.150

B

Concept Agreed To?	Language Agreed To?	Issue #	Issue	Allegiance	AT&T	Covad	Eschelon	Qwest	WorldCom	Total
Yes	Yes	I.A.12.	Qwest to propose language on the criteria used to determine method of implementing regulatory changes. (OSS Interface CR Process, Section 5.1) (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	Yes	I.A.11.	Also, discuss the Special Change Request Process [SCRPP] 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	Language available; pending Redesign Team review	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.) [OSS Interface CR Process, Section 5.2]	6	6	5	9	3	6	35
Yes	Language available; pending Redesign Team review	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	Yes	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

Ranking of ATT Priority List Items Identified as 1's - 05-02-02

Concept Agreed To?	Language Agreed To?	Issue #	Issue	Allegiance	AT&T	Covad	Eschelon	Qwest	WorldCom	Total
Yes	Yes	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	Language available, pending Redesign Team review	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 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. [CMP PID Administration Group]	4	5	11	8	9	5	42
Yes	Not applicable	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	Pending discussion, may need language after the Rate discussion	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--Ranking of "0's" - 05-02-02
Exhibit B

Concept Agreed to?	Language Agreed To?	Issue
Yes	Language available; pending Redesign Team review	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)
Yes	Yes	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.)
Yes	Yes	I.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." [Method of Communications]
Yes	Yes	V.b. Defined Terms used in the Redlined Draft CMP Document must be concluded. (CMP Issues Log ##106, 133, 141, 162, 182 & 248.)
Yes	Yes	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? (CMP Gap Analysis # 103. Also CMP Gap Analysis # 146.) 3/18/02: Combined with WorldCom issue. [Managing the CMP]
Yes	Pending modification	V.f. SGAT Section 12.2.6. (CMP Gap Analysis ## 148 & 149.)
Yes	Not applicable	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: Captured as separate issue. Covad Issue#3.
Yes	Pending modification	Covad Issue #2 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	Not applicable	Covad Issue #3 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.
OPEN	Not applicable	WorldCom 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)

C

EXHIBIT C

DRAFT MEETING MINUTES

**CLEC – Qwest Change Management Process Redesign
Tuesday, April 16, 2002 Working Session**
1801 California Street, Room 1, 13th floor, Denver, CO
Conference Bridge: 877.550.8686, passcode 2213337#

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

INTRODUCTION

The Core Team (Team) and other participants met April 16 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 April 16 Attendance Record
- Attachment 2: CMP Redesign Meeting April 16 Notice and Agenda - 04-10-02
- Attachment 3: Qwest Level Change Categories - 04-16-02
- Attachment 4: Qwest_Proposed_Qwest-Initiated_Product-Process_Change_Language 04-16-02
- Attachment 5: CMP Redesign Core Team Issues Action Items Log - Revised 04-16-02
- Attachment 6: Qwest Proposed Additional SCRIP Language - 04-10-02
- Attachment 7: ATT and WCOM Comments - Regulatory CR Implementation Language - 04-16-02
- Attachment 8: Covad Comments - Regulatory CR Implementation Language - 03-15-02
- Attachment 9: Master Redlined CLEC-Qwest CMP Redesign Framework - Revised 04-16-02
- Attachment 10: Schedule of CMP Redesign Working Sessions – Revised 04-16-02

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 one-day agenda (Attachment 2).

Quintana-Colorado PUC stated that the Commission meeting for Wednesday had been changed to a status meeting from the final CMP decision meeting. Schultz-Qwest asked when the final CMP decision meeting would be held. Quintana-Colorado PUC stated that the date would be decided in the Wednesday meeting.

PID/PAP

Quintana-Colorado PUC stated that Crain-Qwest stated in the last meeting that Qwest would not take the PID/PAP issue to other state commissions after the Colorado ruling.

Product/Process Level Change Categories

Lee reminded the team that reviewing Levels 3 and 4 in Qwest Level Change Categories (Attachment 3) is still required. She stated that Qwest and CLECs were asked to come to the meeting with any additions. She then added that the team agreed to baseline the language on April 16. Qwest introduced additional categories.

Level Category Additions and Changes (see Attachment 3)

Level 0

Remove unnecessary repetitive words in the same paragraph or short section and

EXHIBIT C

Hyperlink correction within documentation

Menezes-AT&T stated that the language needed to be changed to clarify that this is the removal of unnecessary repetitive information. Clauson-Eschelon asked about moving information from one section to another. She asked how the CLEC would find the information. Maher-Qwest stated that it is not a removal of sections, but rather changing wording. A removal of sections would be a higher level change. He continued that an example would be repeated sentences in a PCAT where the references were not required. He stated that it was good to have some cross-referenced material, but not in all sections. Clauson-Eschelon stated that this category could only be used to remove words in short sections or the same paragraph. The team agreed to both bullet additions and baselined Level 0 categories.

Level 1 Category Additions (see Attachment 3)

Document change to synch up associated documentation

Maher-Qwest stated that PCAT document changes to synch up with associated changes in other PCATs that have already been noticed through the established process should be Level 1. He stated that this category would be used to update related documentation. Menezes-AT&T stated that updating a PCAT to reflect a system change was different. He continued that this change category would be if one PCAT affected another, ancillary vs. primary change. Maher-Qwest stated that this category related to changes that were just references to another PCAT. Menezes-AT&T agreed as long as changes to synch up with systems documentation were kept separate. Clauson-Eschelon asked what made one change primary, and another secondary. Menezes-AT&T stated that one change is primary and that references made in other PCATs are secondary or ancillary changes. Maher-Qwest stated that the intent was to synch up references. Clauson-Eschelon asked if the notice would refer to the higher level primary change. Schulz-Qwest agreed. The team crafted language and modified the language in the new bullet regarding the synch up of PCAT language.

“Getting Started” (see Attachment 3)

Menezes-AT&T stated that “Getting Started” changes also affect CLECs entering into new markets. Maher-Qwest stated that the category could be used for new information or clarification. Clauson-Eschelon stated that updating the CLEC questionnaire was an issue. Schulz-Qwest stated that the category could be removed and that changes would be issued under the established change categories. Team agreed to remove and Level 1 categories were baselined.

Level 2 Category Additions and Changes (see Attachment 3)

Changes to eliminate/replace existing Web functionality

Maher-Qwest stated that the duplication of web functionality was not possible because of server issues. He stated that the new functionality would be presented in a PowerPoint, like CNLA. Schultz-Qwest stated that the change to the website would be introduced as screen shots or a demo. Menezes-AT&T asked if the screen shots would be available to review. He continued and asked what would occur if there were problems after implementation. Schultz-Qwest stated that the screen shots/demo would be available during the comment period, and that problems would be address in the production support of product/process changes. The team agreed on the language.

LSOG/PCAT document changes associated with systems changes (see Attachment 3)

Schultz-Qwest stated that under this category there would be a CR for the system changes and covers the associated product/process document changes. Quintana-Colorado PUC stated that this would be part of the release. Maher-Qwest stated that when examining the timeline of IMA-GUI, it was found that the cycle was too short to complete the document changes at any level higher than Level 2. Menezes-AT&T stated that the suggested category could only be used for related system releases and CRs. Schultz-Qwest agreed and language was drafted.

Interval Changes (see Attachment 3)

Schultz-Qwest stated that this proposed category would be used for reducing interval changes that would benefit CLECs. Menezes-AT&T stated that some reductions favor Qwest and some

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the CLECs. He continued that this category could only be used for timelines and shortened Qwest's delivery intervals. Schulz-Qwest stated that Qwest thought that if Qwest was reducing an interval that would benefit the CLECs, then the CLECs would want a shorter timeline for implementation. Quintana-Colorado PUC stated that the category would work if Qwest was, for example, reducing a FOC date. Wicks-Allegiance stated that the CLEC could choose to keep the original interval, but that CLECs would benefit from shorter intervals. He suggested that the language just relate to SIG changes. Menezes-AT&T clarified that Qwest could improve an interval from 3 days to 2 days, but that the CLEC can still request 3 days. Wicks-Allegiance stated that the CLECs could always ask for longer intervals. Zulevic-Covad stated that he liked the concept. Wicks-Allegiance stated that there would not be additional work on the CLEC side. He continued that he did not see a downside. This category was changed.

Level 2 categories were baselined. Action item #268 closed.

Level 3 and Level 4 Categories

Clauson-Eschelon stated that in the last meeting she stated that "modifying manual process" should be a Level 4. Schultz-Qwest stated that under the agreement to complete a finite list for each level, the team had also agreed that the default would be a level 3. She stated that if "changes to manual processes" is not a level 3, then the default does not work. Clauson-Eschelon stated that the burden needs to be on Qwest to move a category, not on the CLECs. Menezes-AT&T stated that under majority voting, CLECs could move changes to Level 4. He continued that CLECs might not want a change as a CR. Clauson-Eschelon stated that she could miss a change notification, and then it would not be upgraded to a CR. Quintana-Colorado PUC stated that changes that are not listed in a category will be Level 3 notices and could be discussed at the CMP meeting. Clauson-Eschelon stated that Qwest may not think a change is major, but the change could have significant impacts to the CLECs. She continued that this would not be the case for every change, and that some changes could be downgraded. Quintana-Colorado PUC asked what the advantage was for the default to be a Level 4 over Level 3. Wicks-Allegiance stated that with "changes to existing manual process" as a Level 3, Qwest will state what they want to change. He asked Clauson-Eschelon what other information she would receive about the change if it was a CR. Clauson-Eschelon stated that in the Additional Testing example, there was not enough information in the notification. Schultz-Qwest stated that Qwest is putting processes into place to make notifications clearer. Menezes-AT&T stated that green highlighting is important because the notification information is brief. He then asked Clauson-Eschelon if having the changes detailed in the history log helped. Clauson-Eschelon stated she might understand the change, but that the process was too immature to see what the CLECs are going to end up with. She continued that the CLECs could all vote later to move a CR to another category. She stated that there needed to be more CRs, and that levels could be expanded. Menezes-AT&T stated that currently there is a sea of changes listed in the web change notification forms. He stated that there were Level 1 type changes mixed in with Level 3 type changes. He asked what level will be the default for notices with multiple level changes. Schulz-Qwest stated that the notification will default to the highest change level, and that there would be notices in the future that had Level 3 changes and Level 1 changes. Menezes-AT&T stated that it was difficult to see what the Level 3 changes were when they were mixed with other level changes. Quintana-Colorado PUC suggested having different colors of highlighting for the different levels of change. Schultz-Qwest stated that the changes could be detailed in the history log. Clauson-Eschelon stated that if there are fifty Level 1 changes and one Level 3 change in the same notification, it is difficult to find the Level 3 change. Wicks-Allegiance asked if Level 3 and Level 4 changes could be combined in a notification, and Level 1 and Level 2 changes in a separate notification. Schultz-Qwest stated that the average current change is 5-10 pages long, but that a lot of Level 0 changes were included in those notifications and would not be going forward. She stated that Qwest should caucus and discuss the history log and color-coding option.

Schulz-Qwest stated that Qwest wanted changes to manual processes to be a Level 3. Clauson-Eschelon stated that every time the issue had been raised, she stated that Eschelon wanted

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these changes as a Level 4. Schulz-Qwest stated that all the other CLECs agreed that the change could be a Level 3. Clauson-Eschelon stated that Eschelon had significant experience with the process, and that Level 4 was more appropriate. Menezes-AT&T stated that the team was discussing Qwest CRs, not CLEC CRs.

There was a caucus for Qwest and the CLECs.

Lee asked what the CLECs decided from the caucus. Menezes-AT&T stated that modifying/changing existing processes could be a Level 3 for minor changes, and that major process changes would be a Level 4. Clauson-Eschelon stated that if a CLEC still wanted to move a Level 3 change to Level 4, the CLEC could.

Maher-Qwest stated that the color-coding recommendation would be very difficult, and that the information on the level is in the history log. He continued that the CLECs could pinpoint the change in the history log, and that there should be no confusion on finding the different level changes. Wicks-Allegiance stated that all change notifications would be issued at the highest level of the change. Menezes-AT&T asked if the exact language would be listed in the history log. Maher-Qwest stated that the history log would break out each level change, but would have a summary of the change and not the exact language. Clauson-Eschelon asked if Qwest would agree to do the split-level for "modifications to existing process." Schultz-Qwest stated that it would be difficult to differentiate between the different "moderate" vs. "major" changes. Menezes-AT&T stated that for changes that come in as Level 4 changes they could be discussed and moved to Level 3 for implementation. Quintana-Colorado PUC stated that PO-16 will be expanded for product/process PIDs, with fines ranging from \$100-10,000 per impacted CLEC. Schultz-Qwest asked what would happen if Qwest had a Level 3 change and the CLECs upgraded it to a Level 4. Quintana-Colorado PUC stated that that the PIDs will be measured on missed notification timelines for the change at each Level over time. She continued that for Level 3 changes that were upgraded to CRs, these would need re-notification. Schulz-Qwest asked if Qwest would have the opportunity to explain missed timelines. Lee stated that the team needed to discuss re-notification and upgrade timelines. Maher-Qwest stated that the history log did not currently have levels listed for each change, but that it would be added. Menezes-AT&T stated that there should not be different level changes in a notice. Nolan-Qwest stated that the history log is continuous chronologically. Schultz-Qwest stated that the team needed to look closer at the negotiation of "changes to existing processes" as Level 3/Level 4.

Menezes-AT&T provided modifications to the Qwest product/process document. (Attachment 4) Action item #273 closed.

Lunch break including separate caucus for Qwest and CLECs.

Changes to an existing process

Schulz-Qwest stated that she preferred to keep changes to existing processes as a Level 3 and that Qwest could keep Level 1 and Level 2 changes in separate notifications from Level 3 and Level 4 type changes. She stated that the timelines allow CLECs enough time to ask for changes to be implemented at higher levels. Menezes-AT&T stated that he accepted the proposal and Wicks-Allegiance and Hines-WorldCom agreed. Zulevic-Covad stated that he had concerns, but wanted to test out the process. He added that no one liked manual processes because of the additional effort. Schulz-Qwest stated again that a CLEC could request to upgrade a change. Lee stated that the team agreed to leave "changes to existing manual processes" as a Level 3.

Clauson-Eschelon joined back onto the conference bridge. Lee explained to her that the team agreed to keep "changes to existing processes" as a Level 3. Clauson-Eschelon stated that she wanted the minutes to reflect that Eschelon strongly disagreed with that decision.

Moving Level 3 changes to Level 4

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Schultz-Qwest returned to the earlier discussion regarding changing categories and stated that category changes would be discussed at the monthly CMP Product/Process meeting. She stated that Level 3 is the default level for any change not listed within the Level 0-4 change categories. Quintana-Colorado PUC asked if the Level 3 timeline would continue unless the team agreed to move the timeline to the new level. Schultz-Qwest stated that was correct. Clauson-Eschelon suggested that the cycle start after the CMP monthly meeting in which the decision was made. Schultz-Qwest stated that Clauson-Eschelon suggestion would work for Level 1, but not Level 2. She asked what would occur if CLECs really wanted the change to take place. Clauson-Eschelon stated that Qwest could state in the meeting that the notice will go out by a certain number of days. Quintana-Colorado PUC stated that if a Level 2 was issued immediately after the CMP meeting, it would be 21 days until implementation. She continued that a Level 3 to Level 1 would be immediately implemented following notification, and that a Level 3 to a Level 2 change could be notification as a Level 2, or stay at a Level 3 depending on timeframes. Wicks-Allegiance stated that in the future the change would be a Level 2, if the change category was approved for Level 2. Quintana-Colorado PUC stated that the timeframe could not extend past the Level 3 timeline. Schultz-Qwest stated that if Qwest sent a change as a Level 3 (but wanted it added to the Level 2 change category), Qwest would manage those as Level 2 changes in the future. Lee recapped that any Level downgraded to Level 1 is a re-notification with immediate implementation; any Level to Level 2 will required timelines to be determined on a case-by-case basis. Language was crafted.

Clauson-Eschelon asked how soon after the meeting would the Level 1 change notification be sent out. Schultz-Qwest stated that the notice could be initiated as soon as one business day. Menezes-AT&T stated the language could read "within 3 business days." Schultz-Qwest stated that the posting could take up to 5 business days with the web change notification form and posting by the web team. Clauson-Eschelon stated that if a category is changed, it's not always to a Level 1. Menezes-AT&T stated that this discussion is not adding a category, but moving a particular change to another Level. Language was crafted. Action item #239 closed.

Lee returned the group to Level 4 changes.

Level 4 Change Categories Wholesale Delivery Step

Schultz-Qwest stated that this category should be removed because it was very confusing. Clauson-Eschelon stated that the category should remain on the list because changing a step impacts CLECs. Schultz-Qwest asked if Clauson-Eschelon could explain how this was different than "change to an existing manual process." Clauson-Eschelon stated that the category was very important because the steps are critical. Schultz-Qwest stated that she could not make a distinction, and that it would be very difficult to train the Qwest personnel on the difference between the two. Clauson-Eschelon stated that the category indicates that a change is going to be a CR. She then stated that the team never finished reading through the notification matrix assessment. She continued that the CLECs had to complete CRs for all changes, and that Qwest should have to as well. Lee stated that Qwest wanted "change to a wholesale service delivery step removed from Level 4." There was no dissension from the CLECs in the meeting except Eschelon. Clauson-Eschelon stated that she wanted the minutes to reflect that Eschelon did not agree.

New Process

Schultz-Qwest stated that a brand new process for a new product would be a Level 4 change. Menezes-AT&T clarified that new features to existing products would be a Level 3. Clauson-Eschelon stated that change in functionality of a product feature should be a Level 4. Schultz-Qwest stated that the existing bullet could be expanded. Clauson-Eschelon stated that if Qwest changed the way a product worked, Eschelon needed time to address the change internally. Schultz-Qwest asked for examples because the team already had "adding functionality" and "deleting functionality." Clauson-Eschelon stated that an example of "changing functionality"

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would be adding a feature and having to dial a code to activate that feature. The CLECs would need time to retrain their employees because the feature had just been changed.

Addition to a required form

Schultz-Qwest stated that Qwest wished to delete this category because its systems related work. Clauson-Eschelon stated that this category was important. Wicks-Allegiance stated that the category was referencing forms other than LSRs, and that these were not system changes. Schultz-Qwest stated that it was fine to leave the category in, but that it doesn't impact mechanized forms.

Lee stated that the team's homework from the last session was to look at the remainder of the notices and develop lists of change categories to be added. Clauson-Eschelon asked where rates would be addressed in the future. Lee stated that the team had previously agreed that rates were outside the scope of CMP. Clauson-Eschelon asked how rates are communicated. Schultz-Qwest stated that the notifications cover more than just what is in CMP. The team agreed that rates were outside the scope of CMP. Filip-Qwest stated that rates are addressed through the Account Teams. Schultz-Qwest stated that Qwest agreed to place ICA language on the bottom of notifications. Clauson-Eschelon stated that some changes don't look like rates changes, but they are. Filip-Qwest stated that if rate information was included in a CMP notice, then it would only be provided to make the notice comprehensible. Clauson-Eschelon asked where she would go if she had a comment on rates. Schultz-Qwest stated that this was not part of CMP, and would be handled through their Account Team or Billing Representative. She continued that Qwest was proposing to add the ICA disclaimer information on the bottom of the notices. Wicks-Allegiance stated that tables in the ICA should not be changed through the notification process. Filip-Qwest stated that the team agreed that rates are outside the scope of CMP. She continued that the avenue for disputing rate activity is the rate change implementation process. She stated that the billing team could come to the Redesign meeting to explain the process, because it sounded like the CLECs were not comfortable with the process. Clauson-Eschelon stated that there is cross-over between CMP and the billing team because of notifications, and asked who addresses the CLEC comments. Schultz-Qwest stated that Sue Burson's team could come to the next Redesign meeting and discuss the rate validation and implementation process. See **Action Item #274** (Attachment 5). She suggested that Clauson-Eschelon work on crafting new ICA disclaimer language. Clauson-Eschelon stated that she did not want new rates implemented just because she received a notice. She stated that there had to be a better process. Zulevic-Covad stated that there were three different issues: 1) Change in terms/conditions to existing rates, 2) new products that are part of CMP, 3) validation of rates. Clauson-Eschelon asked when rates would be discussed in CMP. Clauson-Eschelon stated that Eschelon received rate changes notices on bills about SGAT rates and that Eschelon has not opted into the SGAT.

Lee asked the team if there were any other Level 4 additions. Clauson-Eschelon asked what the team had decided on stand alone notifications for Level 3/Level 4 changes. Schultz-Qwest stated that the history log would list all the changes and that Level 1/Level 2 changes would be in separate notifications from Level 3/Level 4 changes. The team crafted language in Attachment 4. Schultz-Qwest stated that earlier in the morning the discussion was around PCAT notifications, not Technical Publications (Tech Pubs). She stated that the language needed to reflect that the process doesn't apply to Tech Pubs, since Tech Pubs were published far less frequently and combining levels in a single notification should not be an issue. The Tech Pub History Log would identify the levels for each change. Menezes-AT&T stated that the history log would be for any Level categories. He continued and asked where the history log language was in the documentation. Schultz-Qwest stated that language had been crafted, but it was never presented because the team ran out of time at the last meeting. She stated that she could take an action item and bring the language in. **Action Item #275**. Lee said that language could be added to section 2.5 of the Master Redlined framework.

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Clauson-Eschelon stated that "change to an existing process" was a Level 3 change, but asked what level "change in activity type for ordering" would be. Schultz-Qwest stated that Eschelon's example would be change to a system. Clauson-Eschelon stated that the change would be to a code. She stated that it would be a change to information that was inserted into an existing field. Lee stated that it sounded like Clauson-Eschelon was addressing "change to a required field." Schultz-Qwest stated that it sounded like operational documentation to a systems change. Clauson-Eschelon stated that the field wasn't changing, but what the CLECs were entering was changing. Clauson-Eschelon then asked what Level 4 changes Qwest developed from the notification matrix. Schultz-Qwest stated that new product, SIG interval changes, and new processes.

Clauson-Eschelon then asked about comment cycles on notifications. Schultz-Qwest stated that Qwest had taken an action item to develop templates identifying comment cycles, and that it was currently being worked on. She then read out the proposed language on comments for these templates. She stated that the Level templates would be presented in the next session.

Clauson-Eschelon asked what level Local Service Freeze would have been under the new process. Schultz-Qwest stated that the CLEC process for removal of LSF would have been a New Process/Level 4. Lee asked the team if the Qwest-initiated Product/Process change language could be baselined into the Master Redlined framework. There was no dissension. Lee also stated that Qwest would present this process in the CMP Product/Process monthly meeting the next day for final approval. Schulz-Qwest said Lee was correct, and that she would take the process into the meeting. Clauson-Eschelon asked if once the language was baselined, did that mean that no other changes could be made. Lee stated that the document (Attachment 4) would be placed into the Master Redlined framework. Menezes-AT&T asked when the process would be implemented. Schultz-Qwest stated that changes initiated on or after April 22 would follow this process, but emphasized that notices already in the pipeline will not follow this process. Action item #276.

The Qwest-initiated Product/Process Change Process language was baselined with Level 3 and Level 4 categories. And the team agreed for Qwest to present this process at the April 17 CMP Product/Process meeting for acceptance and for Qwest to insert the language into the Master Redlined framework.

Search by Level Capability

Bahner-AT&T asked if Qwest can provide a search capability by Levels. Schultz-Qwest said she will work with Blackmun-Qwest to determine if this request is feasible. **Action item #277.**

CO PUC Ruling on PID/PAP Impasse Issue

Lee stated that the Master Redlined framework language needed to be cleaned up to reflect the PID/PAP ruling. Menezes-AT&T stated that Qwest could not deny a CR based on a PID. Schultz-Qwest stated that the change would not have to go to dispute resolution, but that it would go into "deferred" status, and then the PID administration group would analyze the dispute. Schultz asked that the discussion stop until Woodcock-Qwest arrived. Quintana-Colorado PUC asked if the team could look at Prioritization, and see if any language needed to be redefined based on the ruling. Schultz-Qwest agreed and stated that the team should look at all PID/PAP references. The team cleaned up language in the Master Redline to remove comments on PID/PAP in the Master Redlined framework. Action Item #169 closed.

SCRIP (see Attachment 6)

Menezes-AT&T asked if prioritization was posted on the web, and in an email notification. Routh-Qwest stated that it was. Schultz-Qwest stated that she wanted to wait to discuss SCRIP until Thompson-Qwest was available.

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Redesign Session Schedule Change (see Attachment 10)

Lee moved the team on to the Redesign Meeting Schedule. Wicks-Allegiance stated that the May 13-14 meeting was on the same days as Qwest's CLEC forum. Schultz-Qwest stated that Qwest was looking into holding the monthly CMP Systems and Product/Process meetings at the Inverness Hotel so that the CLECs would not have to change locations. The team agreed to move the Redesign Meeting to May 21 (12-6 PM) and May 22 (9AM-5PM).

Implementation of A Regulatory Change Language

WorldCom/AT&T comments (see Attachment 7)

Covad comments (refer to Attachment 8)

Lee started this discussion by reviewing comments. She stated that once the language was baselined it would replace the language in the Master Redlined framework. Menezes-AT&T stated that he wanted Qwest to disclose all factors used in the decision making process. Zulevic-Covad stated that the CLECs needed any data used in the cost analysis. Woodcock-Qwest crafted language. The following was added to the document: "may include such factors as volume, number of CLECs, and technical feasibility of a manual process." Menezes-AT&T stated that the team needed to look at voting. Lee stated that Action Item #173 covered voting. Menezes-AT&T asked what would occur if a CLEC submitted a change less than 3 weeks before the meeting, and Qwest agreed to accept the CR. Schultz-Qwest stated that the CLEC could use the Exception Process, but that Qwest would like to work within the timelines of regulatory changes. Clauson-Eschelon asked when the team would be notified that there would be a vote. She continued that every CLEC might not attend Special Meetings. Schultz-Qwest stated that the language was covered in the Master Redlined framework.

Woodcock-Qwest stated that Qwest would attempt to revise the Implementation of Regulatory Change language and distribute it to the redesign team before the next redesign meeting. Lee stated that Qwest would work on revising the Regulatory Change Language, and once the language was baselined, it would replace the language on pages 20-22 of the Master Redlined framework. Lee then asked if the language on page 19 was baselined. Schultz-Qwest stated that Qwest would bring in revised language to the next meeting.

Meeting was adjourned.

CLEC-Qwest Change Management Process Redesign

April 16, 2002 Working Session

ATTENDANCE RECORD

Core Team Members

4-16	Company	Last Name	First Name	Email	Phone	Comments
X	Allegiance Telecom	Wicks	Terry	terry.wicks@algx.com	469-259-4438	
X	AT&T	Bahner	Terry	Tbahner@att.com	303-298-6149	
X	AT&T	Menezes	Mitch	mmenezes@att.com	303-298-6493	
X	AT&T	Osborne-Miller	Donna	dosborne@att.com	303-298-6178	
	AT&T	Van Meter	Sharon	svanmeter@att.com	303-298-6041	
	Avista	Thiessen	Jim	jthiessen@avistacom.net	509-444-4089	
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X	Covad Communications	Zulevic	Mike	mzulevic@covad.com	520-575-2776	
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X	Qwest	Woodcock	Beth	woode@perkincoie.com	303-291-2316	
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	WorldCom	Balvin	Liz	liz.balvin@wcom.com	303-217-7305	
	WorldCom	Dixon	Tom	Thomas.f.Dixon@wcom.com	303-390-6206	

% = Participant was present on specific date via conference line
PHX/1302069.1/67817.150

CLEC-Qwest Change Management Process Redesign

April 16, 2002 Working Session

ATTENDANCE RECORD

4-16	Company	Last Name	First Name	Email	Phone	Comments
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	WorldCom	Travis	Susan	susan.a.travis@wcom.com	303-390-6845	

Other Participants

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X	CapGemini	Chase Baum	Carol	Cbaum@usa.capgemini.com	303-796-4198	
	CapGemini	Ferris	Robyn			
X	KPMG Consulting	Yeung	Shun (Sam)	shunyeung@kpmg.com	212-954-6351	
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	Telcordia	Thompson	Nancy			

Facilitator

X	XTel Solutions, Inc.	Lee	Judy	soytofu@pacbell.net	650-743-8597	
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Attachment 2: CMP Redesign Meeting April 16 Notice and Agenda

Announcement Date: April 11, 2002
Effective Date: April 16, 2002
Document Number: CMP
Notification Category: CMP
Target Audience: CLECs, Resellers

Subject: Agenda for the April 16, 2002 Qwest-CLEC Working Session to Modify the Change Management Process

The agenda for the next Change Management Process Re-design working session is attached for your reference.

Date: Tuesday, April 16, 2002

Location: 1801 California Street, 13th Floor-Room 1, 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 on Friday, April 12, 2002: <http://www.qwest.com/wholesale/cmp/redesign.html>.

Sincerely,

Qwest

MEETING MATERIAL

- 1) CMP Redesign Meeting April 16 Notice and Agenda
- 2) CMP Redesign Core Team Issues Action Items Log – Revised 04-10-02
- 3) Master Redlined CLEC-Qwest CMP Redesign Framework - Revised 04-10-02
- 4) Combined CMP Redesign Gap Analysis – Revised 04-04-02
- 5) Ranking of ATT Priority List Items Identified as 1's – 04-04-02
- 6) Ranking of ATT Priority List Items Identified as 0's – 04-10-02
- 7) Qwest Proposed Qwest-Initiated Product-Process Changes Language - Revised 04-02-02
- 8) Regulatory CR Implementation Language
 - a) Covad Comments - Regulatory CR Implementation Language - 03-15-02
 - b) ATT and WCOM Comments - Regulatory CR Implementation Language - 03-15-02
- 9) Qwest Product-Process Change Postponement Arbitration Language
 - a) Covad Comments - Qwest Proposed Language for Product and Process Change Postponement Arbitration Language - 03-15-02
 - b) ATT and WCOM Comments - Qwest Proposed Language for Product and Process Change Postponement Arbitration Language - 03-15-02
- 10) Qwest Proposed Revised Product-Process CR Process - 03-27-02
- 11) Qwest Proposed CMP CR Crossover Language – 03-25-02
- 12) Qwest Proposed Additional SCRIP Language – 04-10-02
- 13) CMP PID Administration Group - 03-21-02
- 14) Action Item 224 - Archive CRs - 03-27-02
- 15) Schedule of CMP Redesign Working Sessions - Revised 04-05-02

Attachment 2: CMP Redesign Meeting April 16 Notice and Agenda

Change Management Process Redesign Working Session
 1801 California Street, 13th Floor-Room 1, Denver, CO
 Conference Bridge: 1-877-550-8686 Conference ID: 2213337 (hit #)

AGENDA—Tuesday, April 16, 2002 (9 AM to 5 PM MT)

AGENDA	LEAD
<p>Introduction</p> <ul style="list-style-type: none"> • Take attendance and review agenda (Email Attachment 1) 	<p>Judy Schultz, Qwest Judy Lee, Facilitator</p>
<p>Discussion and Status—see Topics listed below</p>	<p>All</p>
<p>Review and close:</p> <ul style="list-style-type: none"> • Issues/Action Items Log (Email Attachments 2, 14) • Gap Analysis (Email Attachment 4) 	<p>All</p>
<p>Next Meeting (Email Attachment 15)</p> <ul style="list-style-type: none"> • Review date and time for next session • Determine topics for next session 	<p>All</p>
<p>Adjourn</p>	

TOPICS	ATTACHMENT
<ul style="list-style-type: none"> • Discuss and agree on language for: <ul style="list-style-type: none"> ○ Qwest-initiated Process for Product/Process Changes (A.2, A.1, III. Part H, A.3) ○ Method of Implementation for Regulatory Changes (A.12) ○ Postponement of Implementation for disputed Product/Process issues (A.11) ○ CLEC-initiated Revised Product/Process CR Process ○ Crossover CRs (A.7) ○ SCRIP (A.9-Part 2) ○ Scope language for PID/PAP (A.6) ○ Exception Process (Covad #2) 	<p>7</p> <p>8</p> <p>9</p> <p>10</p> <p>11</p> <p>12</p> <p>13</p> <p>Subsequent mailing</p>

Level Categories – 04-15-02

Level 0 Change Categories are:

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

Level 1 Change Categories are:

- Time Critical Corrections to information that adversely impacts CLECs ability to conduct business with Qwest
- Corrections/clarifications/additional information that does not change the product or process
- Document corrections to synch up with existing systems/PCAT documentation (notice needs to include reference to systems/PCAT documentation)
- Process options that do not supercede the existing processes with no mandatory deadline and that do not impose charges regardless of whether the CLEC exercises the option
- Modifications to Frequently Asked Questions that do not change the existing product or process
- Re-notifications issued within 6 months after initial notification (notice will include reference to date of initial notification or, if not available, reference to existing PCAT)
- Regulatory Orders that mandate a Product/Process change to be effective in less than 21 days
- Training information (note: if a class is cancelled, notification is provided 2 weeks in advance)
- URL changes with redirect link
- "Getting Started" documentation changes

Level 2 Change Categories are:

Attachment 3: Qwest Level Change Categories

- Contact Information updates excluding time critical corrections (includes email, fax, TN, personnel changes)
- Changes to a form that do not introduce changes to the underlying process
- Changes to eliminate/replace existing Web functionality will be available for 21 days until comments are addressed. (New URL is implemented in parallel with existing; includes reference to existing and vice versa.)
- Removal of data stored under an archive URL
- Elimination of a URL re-direct
- Addition of new Web functionality (e.g., CNLA)
- Re-notifications issued 6 months or more after the initial notification (notice will include reference to date of initial notification or, if not available, reference to existing PCAT)
- Documentation concerning existing processes/products not previously documented
- Changes to manually generated notifications normally transmitted to CLECs through their OSS interfaces that are made to standardize or clarify, but do not change the reasons for, such notifications.
- LSOG/PCAT documentation changes associated with system release documentation
- Interval Changes (reductions)

Level 3 Change Categories are:

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

Level 4 Change Categories are:

- New products, features, services (excluding resale)
- Interval changes (lengthening)
- New PCAT/Tech Pub for new processes
- New manual process
- Limiting the availability and applicability of an existing product or existing feature

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5.4 Qwest Initiated Product/Process Changes

The following defines five 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. Each notice will state that it does not supercede individual interconnection agreements. The lists provided below are exhaustive/ finite but may be modified by agreement of the parties. Qwest will utilize these lists when determining the disposition (e.g., Level 0–4) to which new changes should be categorized. The changes that go through these processes are not changes to OSS Interfaces. Level 1-4 changes under this process will be tracked and differentiated by level in the History Log.

5.4.1 Level 0 changes

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

Level 0 Change Categories are:

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

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

5.4.1.1 Level 0 Process/Deliverables

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

5.4.2 Level 1 changes

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

Level 1 Change Categories are:

- Time Critical Corrections to information that adversely impacts CLECs ability to conduct business with Qwest
- Corrections/clarifications/additional information that does not change the product or process
- Correction to synch up related PCAT documentation with the primary PCAT documentation that was modified through a higher level change (notice needs to include reference to primary PCAT documentation)
- Document corrections to synch up with existing OSS Interfaces documentation (notice needs to include reference to OSS Interfaces documentation)
- Process options with no mandatory deadline, that do not supercede the existing processes and that do not impose charges, regardless of whether the CLEC exercises the option
- Modifications to Frequently Asked Questions that do not change the existing product or process
- Re-notifications issued within 6 months after initial notification (notice will include reference to date of initial notification or, if not available, reference to existing PCAT)
- Regulatory Orders that mandate a Product/Process change to be effective in less than 21 days
- Training information (note: if a class is cancelled, notification is provided 2 weeks in advance)
- URL changes with redirect link

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

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5.4.2.1 Level 1 Process/Deliverables

For Level 1 changes, Qwest will provide a notification to CLECs. Level 1 notifications will state the disposition (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, by email at cmpcr@qwest.com, immediately if the change alters the CLECs' operating procedures and requires Qwest's assistance to resolve. Qwest will promptly respond to the CLEC and work to resolve the issue. 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

5.4.3 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:

- Contact Information updates excluding time critical corrections (includes email, fax, TN, personnel changes)
- Changes to a form that do not introduce changes to the underlying process
- Changes to eliminate/replace existing Web functionality will be available for 21 days until comments are addressed. (New URL is implemented in parallel with existing; includes reference to existing and vice versa.)
- Removal of data stored under an archive URL
- Elimination of a URL re-direct
- Addition of new Web functionality (e.g., CNLA) either a demo or screen shot presentation will be available at the time of the notification for evaluation during the 21 day cycle.)
- Re-notifications issued 6 months or more after the initial notification (notice will include reference to date of initial notification or, if not available, reference to existing PCAT)
- Documentation concerning existing processes/products not previously documented
- Changes to manually generated notifications normally transmitted to CLECs through their OSS interfaces that are made to standardize or clarify, but do not change the reasons for, such notifications.

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- LSOG/PCAT documentation changes associated with new OSS Interface release documentation resulting from an OSS interface CR
- Reduction to an interval in Qwest's SIG

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

5.4.3.1 Level 2 Process/Deliverables

For Level 2 changes, Qwest will provide a 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 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.

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5.4.4 Level 3 changes

Level 3 changes are defined as changes that have moderate effect on CLEC operating procedures and require more lead-time before implementation than Level 2 changes. Qwest will provide initial notice of Level 3 changes at least 31 calendar days prior to implementation.

Level 3 Change Categories are:

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

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

5.4.4.1 Level 3 Process/Deliverables

For Level 3 changes, Qwest will provide a 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. Level 3 notifications will only include Level 3 Changes, excluding notification of changes to Tech Pubs. For Level 3 notifications that Qwest believes represent a new change category under Level 0, Level 1, Level 2, Level 3, or Level 4, 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

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- 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 0, 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 Non FCC Tech Pubs available to CLECs and implement the change(s) according to the timeframes put forth above.

CLECs and Qwest will discuss requests to change the disposition Level of noticed changes, or to establish new change categories under Levels 0 – 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 with notifications and timelines agreed to by the participants. Except that, within five (5) business days after the disposition level is changed to a Level 1, Qwest will provide a Level 1 notification. 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.

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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.

5.4.5 Level 4 Changes

Level 4 changes are defined as changes that have a major effect on existing CLEC operating procedures or that require the development of new procedures. Level 4 changes will be 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)
- Increase to an interval in Qwest's SIG
- Changes to CMP
- New PCAT/Tech Pub for new processes
- New manual process
- Limiting the availability and applicability or functionality of an existing product or existing feature
- Addition of a required field on a form excluding mechanized forms that are changed through an OSS interface CR

For any change that Qwest considers a Level 4 change that does not specifically fit into one of the categories listed above, Qwest shall issue a Level 3 notification.

5.4.5.1 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.

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- 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 0, 1, 2 or 3 change, and the change will follow the process set forth above for Level 0, 1, 2, or 3 changes, as applicable. If the parties do not agree to reclassify the Change Request as a Level 0, 1, 2 or 3 change, the following process will apply:

- The parties will develop a process for Qwest to obtain CLEC input into the proposed change. Examples of processes for input include, but are not limited to, one-day conferences, multi-day conferences, or written comment cycles.
- After completion of the input cycle, as defined during the 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. Level 4 notifications will only include Level 4 Changes, excluding notification of changes to Tech Pubs. This notice

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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 green highlighting for PCAT) 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.

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Attachment 4: CMP Redesign Meeting April 16 Notice and Agenda

**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, 04-16-02**

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.

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

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

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

Attachment 5: CMP Redesign Core Team Issues Action Items Log- Revised 04-16-02
CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—April 16, 2002

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
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 2/5: Qwest will file a Status Report on the 15 th , or next business day, of every month.	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 GR-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 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

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100	Action	Sep 20 Meeting	Schedule Working Sessions	Determine the elements for CMP Product/Process	Core Team	Oct-16 Nov-13 TBD	the CR Database and distributed in the CMP Monthly Meeting distribution packet. 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. Qwest is prepared to discuss and close this Action Item. Core Team to do some pre-meeting work to determine additional elements for Product/Process.
104	Action	Oct 2 Meeting – (Meagan – Covad)	Parity in changes	Who has responsibility for determining whether or not a change in retail is CLEC impacting and requires notification via the CMP process	Qwest – Judy Schultz	Oct-16 Extended Nov-1 Nov-13 Nov-27-29 Dec-10-11 TBD	GAP ANALYSIS #62 Related to #105—to be closed after Core Team reviews sample retail mail- outs. 11/29: Need to review Mitch/AT&T questions on insuring parity between retail and wholesale. Add to agenda for the Dec-10-11 next session. 3/5: See Gap Analysis 4/4: CLECs to review Qwest provided documentation. Further discussion and closure at upcoming redesign.

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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</u>: The Master, p. 48, provides that the primary POC or the alternate may vote. May companies also designate someone to vote (as by proxy)?</p>	Core Team	Nov-1 TBD	<p>GAP ANALYSIS #52</p> <p>11/20: See Qwest Proposed Managing the CMP Language – Revised 11-20-01 4/4: Pending voting process language discussion to define "voter." 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? Is Qwest able to do retroactive red lining on Tech Pubs and PCATs?</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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116	Issue	Oct 3 Meeting	New Product Offerings	<p>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>Are new product offerings brought to CMP as a Change Request?</p> <p>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 by provisions within the SGAT. Staff, therefore, concludes that this issue should be resolved in favor of the CLECs.</p>	Core Team	TBD	<p>Qwest is prepared to discuss and close this Action Item.</p> <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</p> <p>GAP ANALYSIS #62</p>

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148	Issue	Oct 30 Meeting	OSS Interface CR Initiation	Specify/clarify process for Qwest-initiated CRs on page 1 of proposed Qwest language document. See AT&T and WorldCom comments in Master Redline.	Qwest— Judy Schultz	Nov-13 Extended Nov-27-29 TBD	Qwest is prepared to discuss and close this Action Item.
152	Issue	Oct 31 Meeting	Training	When is Training available when a new GUI is introduced (after the Release Production Date, or is it available with the Final Notice and User Guide)?	Qwest— Judy Schultz	TBD	To be addressed during Training element discussion. 11/1: Training will be available when the Final notice is issued by Qwest. Qwest is prepared to discuss and close this Action Item.
153	Issue	Oct 31 Meeting	Timelines	Do we need to include language that the timelines under the CMP master redlined are 'defaults'? If so, what is the language to address all timelines such as New/Retired OSS Interface?	Core Team	Nov-13 Extended Nov-27-29 TBD	GAP ANALYSIS #78 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 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

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							Information to be included in the response as to whether there is a mechanized solution. GAP ANALYSIS # 27, 28 3/18/02- Team agree in concept and Qwest to return with proposed language. Related to #261 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. What is CLEC impacting?	Qwest— Judy Schultz	Nov 27-29 TBD	
179	Action	Nov 13 Meeting	Product/ Process Interim CMP		Core team	Nov 27-29 TBD	4/4: Pending final discussion at 4/16 session regarding Qwest Initiated Product/Process Change Process 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	AT&T issues	#9 from AT&T issues list (including	Qwest—	CLOSED	01/14:

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		Meeting	list Product /Process	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?)	Judy Schultz	<u>Mar 6 (#9)</u> OPEN	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. #9a remains open for discussion
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.
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	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

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				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.			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	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 4/16: Proposed language shared with Redesign Team. Team needs to discuss and baseline process. Qwest is prepared to discuss and close this Action Item.
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
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	01/28: Following is a high level overview of the current disclosure, release and addendum process: <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.

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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-	Core team	TBD	<ul style="list-style-type: none"> • 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. <p>Qwest is prepared to discuss and close this Action Item.</p> <p>GAP ANALYSIS #82</p>
12/12:							<p>Including closed CMP CR number PC112901-01/AI 121201-4 (CR not directly related to a TI or a 271</p>

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224	Action	Dec 11 Meeting	Similar CRs	<p>affecting". Do CLECs get to vote on "CLEC-impacting" changes?</p> <p>Qwest to develop language to address how the CMP will handle similar CRs and a housekeeping method for old CRs.</p> <p>3/6/02: Review the Archive CR site and reorganize it to make it easier to navigate.</p>	Qwest— Judy Schultz	TBD	<p>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.</p> <p>01/10: 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</p> <p>3/6/02: Karen Clausen will provide input to Jim Beers and cc Jim Maher. 3/12/02: Clausen emailed Jim Beers and cc Jim Maher 3/12/02: Jim Beers responded to Clausen</p> <p>GAP ANALYSIS #109</p> <p>Qwest is prepared to discuss and close this Action Item.</p> <p>Qwest is prepared to discuss and close this Action Item.</p>
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	<p>What is the status of a change when the escalation or dispute resolution is</p> <p>Qwest is prepared to discuss and close this Action Item.</p>
226	Action	Jan 22 Meeting	Status of Product/	What is the status of a change when the escalation or dispute resolution is	Qwest— Andy Crain	TBD	<p>Determine one of the options: - Qwest moves forward with the</p>

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			Process Implementation during Escalation or Dispute	invoked? Develop language for "STAY" and parameters for 3 rd party arbitrator			implementation - Hold (stay) - Delay Qwest is prepared to discuss and close this Action Item.
229	Action	Jan 22 Meeting	Job Aid—Documentation	Create job aid for documentation review; e.g., Holding tank vs. operational version	Qwest— Judy Schultz	TBD	3/6/02 Matt White ready to provide
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 4/4/02: Continue to update as needed	Qwest— Judy Schultz	On-going	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. 4/4/02: Qwest provided revised matrix. Team decided to keep item open so that the matrix can be updated on an ongoing basis.
243	Action	Feb 7 Meeting	Regulatory Change	Qwest to propose language on the criteria used to determine method of	Qwest— Judy	Feb-19 TBD	4/16: Qwest shared revised matrix with Redesign Team. Qwest is prepared to discuss and close this Action Item.

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249	Action	Feb 19 Meeting	Regulatory Change	implementing regulatory changes for Product/Process CRs and implications of attempting to mechanize as a Regulatory Systems CRs at a later date	Schultz Core Team	TBD	Qwest is prepared to discuss and close this Action Item.
250	Action	Feb 19 Meeting	Regulatory CR Tracking	Determine how a regulatory CR is logged and tracked	Qwest— Judy Schultz	TBD	Qwest is prepared to discuss and close this Action Item.
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	Qwest is prepared to discuss and close this Action Item.
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 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.	Qwest— Jeff Thompson	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	TBD	

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257	Action	Mar 7 Meeting	Duplicate CR Process	Add language to address duplicate CRs	(Buck)	TBD	
258	Action	Mar 7 Meeting	Consensus Identification of Critical Issues	Identify and document the Concept consensus.	Qwest— Judy Schultz	Mar 11	3/11: Consensus document shared with Redesign team. 3/13: ATT provided comments for consideration. Covad and WCom responded as agreeing to ATT's comments. 3/20: Draft Consensus document sent to Redesign Team. Comments received from Covad. 3/27: Final Consensus document distributed. 4/10: Consensus document emailed to Redesign team reflecting status as of 4/2-4/4 session.
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 Redesign Team.
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	Qwest— Judy Schultz	Mar 19	Qwest is prepared to discuss and close this Action Item. 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

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				order to insure proper handling of LSRs during the time of system trouble.			system problems, and process problems. 4/4: Redesign team discussed and reviewed Qwest proposed language. Qwest to provide additional detail.
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	Related to #163 Qwest is prepared to discuss and close this Action Item.
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	4/4: AT&T provided language Qwest is prepared to discuss and close this Action Item.
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	Qwest is prepared to discuss and close this Action Item.
267	Action	April 2 Meeting	Product Process Level Template	Add standard language to the level template that outlines the comment periods and the fact that the change does not supersede the individual interconnect agreements.	Qwest— Judy Schultz	TBD	

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269	Action	April 3 Meeting	Billing Escalation Process	Confirm Billing Escalation Process and modify document on roles.	Qwest—Judy Schultz	TBD	Document modified 04-10-02 Qwest is prepared to discuss and close this Action Item.
270	Action	April 3 Meeting	Escalation Web Site	Verify Clausen/Escheleon requests on Escalation web site were implemented	Qwest—Judy Schultz	TBD	Verified 04-08-02 Qwest is prepared to discuss and close this Action Item.
271	Action	April 3 Meeting	Comment SUBMIT Button	Create process if comment SUBMIT button does not work—i.e., CLECs may submit comments by email through cmpcomm@qwest.com	Qwest—Judy Schultz	TBD	Language added to web site and web instructions 04-10-02 Qwest is prepared to discuss and close this Action Item.
272	Action	April 3 Meeting	CMP Notice Subject Line	For CMP notices, include "CMP" on subject line	Qwest—Judy Schultz	TBD	
274	Action	April 16 Meeting	Rate validation Process	Ask Sue Burson to join the Redesign meeting to provide an overview of the Rate Validation process. Determine if clarification is needed in the Master Redline Document.	Qwest—Judy Schultz	May Redesign meeting	
275	Action	April 16 Meeting	History Log	Add language to section 2.5 of the Master redline doc to describe the History Log	Qwest—Judy Schultz	TBD	
276	Action	April 16 Meeting	Pipeline Notices	Provide a listing of all notices that are in the pipeline	Qwest—Judy Schultz	TBD	
277	Action	April 16 Meeting	Notification Data Base on-line (CNLA)	Check if feasible to provide a search capability for all notifications by level	Qwest—Judy Schultz	TBD	Qwest to notify Terry Bahner/ATT if a CR is required for this request.

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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:</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 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:</p> <p>Yes, if a Letter of Authorization is in place for a specific session and</p>

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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	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 Meeting	Baseline Document	Create a single document that inserts CLEC comments on areas for improvement in Qwest's CMP into the	Judy Lee	CLOSED July 19	COMPLETED: A tool for the working session is posted on the web site

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#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				appropriate sections of the OBF 2233 version 2 framework			
3	Action	July 11 Meeting	Agenda Items	Schedule agenda items/elements for future working sessions	Core Team	CLOSED July 19	COMPLETED: See schedule of working sessions on the web site
4	Action	July 11 Meeting	Working Session Location	Decide the location for September working sessions	Core Team	CLOSED July 19	COMPLETED: All sessions will be hosted by Qwest and held in Denver, CO
5	Action	July 11 Meeting	CMP Redesign Web Site	Enhance the CMP web site to include the CMP Redesign information	Qwest— Mark Routh	CLOSED July 19	COMPLETED: See CMP web site for “CMP Redesign”
6	Issue	July 19 Meeting	CMP Redesign Material	What is the process to share CMP redesign material with the CLEC community?	Qwest— Judy Schultz	CLOSED July 19	COMPLETED: Draft minutes and material will be shared with the core team participants for input. Afterwards, Qwest will finalize the minutes and post on the web site. CLECs will be notified about the posting. DECISION: Participants decided that Qwest should issue a notice referring CLECs to the web site for meeting minutes, handouts and agenda for next meeting. The handouts will not be attached to the notice.
7A	Action	July 11 Meeting	Post CLEC Comments on Web Site	CLEC requested that Qwest post all CLEC comments on the CMP Re-design web site.	Qwest— Mark Routh	CLOSED July 19	COMPLETED: Matrix is posted on the web site
7B	Action	July 11 Meeting	Written Permission to Post CLEC Comments	Seek clearance in writing from individual CLECs to post their comments on the CMP Redesign web	Qwest— Mark Routh	CLOSED July 13	COMPLETED: CLECs that provided comments allowed Qwest to post on web site

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#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
8	Action	July 19 Meeting	Notice and Distribution Lists	Provide guidelines for CLEC notifications and distribution list - Ease-of-use - Comment/Reply process including web site option to comment - Contact information - Identify limitations on contact information: proprietary, open-to-participant, or open-to-all site.	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 <u>CMP to CMP</u> to <u>CMP</u> ? 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 discussion.
11B	Action	August 8 Meeting	CMP Meeting Distribution Package	Qwest to provide a sample of the “report” containing information for CMP meeting.	Qwest— Judy Schultz	CLOSED August 14	COMPLETED: Judy Schultz presented example report and CLECs accepted the

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#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
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	'report' concept. 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
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.

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#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
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.
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	CLOSED Apr 3	Re-visit this element to insure all items are addressed in the re-designed CMP framework.
14A	Action	July 19 Meeting	Notification Process	Discuss guidelines for the notification process at the next session.	Qwest— Judy Schultz	CLOSED August 7	COMPLETED: Refer to Master Redlined Framework under Qwest Wholesale Web Site 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	Qwest – Judy	CLOSED Sep 5	DECISION: Qwest will adopt a single naming

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14E	Issue	August 8 Meeting	Notification Process	<p>proposed naming convention to obtain 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>convention for notifications. 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— July 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— July 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— July 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— July Schultz	CLOSED Sep 5	COMPLETED: August 14 discussion provided a definition for OSS Interfaces that

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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.

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#	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> <p>COMPLETED:</p>

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#	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	10/16 – on the CMP web site as CR Manager POC, Team Representative and Alternate Contact DECISION: Qwest will review any proposals with the CMP re-design Core Team members before communicating at a Monthly CMP Meeting. During the Monthly CMP Meeting, Qwest will let meeting attendees know who participated in designing the Quick Hit proposal. “Quick Hit Fix” will be a standing item for the Monthly CMP Meeting agenda.
26	Action	August 8 Meeting	Meeting Minutes Review	What is the timeline for DRAFT and FINAL 8/7-8/8 Meeting Minutes and material?	Qwest— Judy Schultz	CLOSED August 8	DECISION: – DRAFT Meeting Minutes and materials (by Fri, 8/10 9am MT) – Distribute DRAFT to 8/7-8/8 re-design session participants for review (by Fri, 8/10 Noon MT) – Participants provide Matt Rossi with corrections/additions (Mon, 8/13 Noon MT) – FINAL Meeting Minutes and materials to be distributed and posted on CMP Re-design web site (by Tuesday, 8/14)
27	Action	August 8 Meeting	CMP Re-design Location	Determine location for the October, November and December re-design working session.	Core Team	CLOSED August 16	Qwest has tentatively reserved meeting rooms in Denver, Colorado

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#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							DECISION: (8/16) October sessions will be held in Minneapolis, except for CMP week; November and December sessions will be held in Denver
28	Action	August 8 Meeting	Monthly CMP Meeting	Move December meeting to 12/12	Qwest— Mark Routh, Matt Rossi	CLOSED August 16	COMPLETED: Monthly CMP meeting is moved to 12/12.
29	Action	August 8 Meeting	Exception Process	Share other ILEC Exception Process with 8/14 working session participants to be used as a base.	Sprint— Sandy Evans	CLOSED August 14	COMPLETED: Sprint and AT&T brought samples.
30	Action	August 14 Meeting	CMP Web Site	Add Meeting Agenda, material, dates to web site CMP category	Qwest— Judy Schultz	CLOSED Sep 5	COMPLETED: Began with August 14 and 16 meeting minutes
31	Action	August 14 Meeting	CMP Web Site	Change category Ordering to Ordering/Provisioning and Repair to Repair/Maintenance	Qwest— Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
32	Action	August 14 Meeting	CMP Web Site	Add Raw Loop Data Tool to the IMA GUI section of web site categories for Systems	Qwest— Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
33	Action	August 14 Meeting	CMP Web Site	Add another sub-category of "Other" for systems with possible expansion later after re-visit of the scope discussion.	Qwest— Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
34	Action	August 14 Meeting	CMP Web Site	Investigate adding back end systems to the sub categories of the Systems notifications on the web site (WFA, TIRKS, etc)	Qwest— Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
35	Action	August 14 Meeting	CMP Web Site	Add "procedures" as a sub category (2) to the Process section	Qwest— Judy Schultz	CLOSED Sep 5	COMPLETED: This is to include any joint procedures that involve both the

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#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
36	Action	August 14 Meeting	CMP Web Site	Add "Tariffs" as a main category in the proposed matrix	Qwest— Judy Schultz	CLOSED Sep 5	CLEC and Qwest – e.g., repair and exchange of CLEC owned equipment COMPLETED: Revised Naming Convention matrix.
37	Action	August 14 Meeting	CMP Web Site	Investigate the possibility of housing all RNs, CRs and Training information in one location and providing multiple methods in which this information is accessed on the web site. Example, this can be a search by number or search by category	Qwest – Judy Schultz	CLOSED Sep 20	COMPLETED: Jarby Blackmun provided overview on CMP web site with search capabilities. Demo is available for CLECs on CMP web site.
38	Issue	August 14 Meeting	Notifications	Identify designated owner or point of contact for the mail outs to contact with problems – example web sites listed with in-active URLs. 9/5: Is there flexibility in the process to support CLECs on notices (e.g., Help Desk, Sales Manager)?	Qwest – Judy Schultz	CLOSED Oct 2 (Extended to Oct 17 regular CMP)	Qwest will continue to refer a CLEC to their respective Service Manager if there are questions pertaining to a notification. 9/5: CLECs need to work with their respective Service Manager, and if necessary, speak with the Service Manager's boss to clarify questions pertaining to a specific notice. 9/18: Toni Dubuque will join Oct 3 session to discuss DECISION: Toni Dubuque to discuss this issue with the CLECs at the Oct 17 CMP Product/Process Meeting.
39	Issue	August 14 Meeting	CMP Web Site	Provide screen shots of the web site to give visual representation	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: See Jarby Blackmun's Qwest Wholesale CLEC "Notices On-Line" presentation, dated Sep 4,

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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	2001 on the CMP Re-design web site. 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.
41	Action	August 14 Meeting	CMP Web Site	Add the Re-Design page on the CMP section of the Proposed Release Notification matrix	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED 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. 3/5 COMPLETED: CLECs can review 1 pager on the CMP Redesign Archive page—see 10/29/01 above. COMPLETED: Revised Naming Convention matrix.
42	Action	August 14 Meeting	Notification	Investigate how notifications are done for Network outages, including a paging broadcast capability. 9/5: Does the SGAT language pertaining	Qwest – Jim Maher Andy Crain	CLOSED Feb 5	Related to Item #66 Beth Woodcock to contact Andy Crain to provide information at the Oct 30 Nov 1 next session. 11/29: Andy Crain to clarify at next

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				to method of notification for Network outages need to revised based on Qwest practice?			session. Jim Maher to confirm 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. 01/28: There is no reference to paging in the CLEC questionnaire.
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.
44	Action	August 14 Meeting	Notification	Create instructions for access to web site notification	Qwest - Judy Schultz	CLOSED Sep 20	DECISION: Per Core Team, not required due to simplicity of using the modified CMP web site.
45	Action	August 14 Meeting	Voting Tally Form	Incorporate Qwest's position on the Voting Tally Form	Qwest – Judy Schultz	CLOSED August 16	COMPLETED: See Procedures for A Vote and Impasse Resolution Process (includes Voting Tally Form) on the CMP Re-design web site
46	Action	August 14 Meeting	Voting	Draft a proposal for a voting procedure and contingency dispute resolution process for dead-lock	Judy Lee	CLOSED August 16	COMPLETED: See proposed Procedures for A Vote and Impasse Resolution Process (includes Voting Tally

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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	Form) on the CMP Re-design web site DECISION: CLECs will hold a conference call to achieve consensus to resolve an impasse issue.
49	Action	August 16 Meeting	Types of changes – OBF V.1	Look at other industry bodies that need to be included in type 3 changes (e.g., ANSI and ATIS)	Core Team	CLOSED Sep 20	COMPLETED: Types of Changes discussed on Sep 20.
50	Action	August 16 Meeting	Types of Changes – OBF V.1	Present change request flow chart, form, and procedures for CR handling	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: Flow chart of change request process was discussed with modifications. Qwest to make modifications (add Denied, Escalated, Deferred and Withdrawn) and present flow chart to the CLEC community at the Sep 19 Monthly CMP meeting.
51	Action	August 16 Meeting	Types of Changes – OBF V.1 Terms	Obtain SGAT language for 'versioning' release language. 10/16: Define 'versioning'	Qwest – Judy Schultz	CLOSED Nov 29	Pull language on OSS versioning currently in SGAT. "Versioning" will be defined in the Terms session at a later date. DECISION: The word "versioning" has been omitted from the master redline language, therefore, a definition is no longer needed at this time.
52	Action	August 16 Meeting	OBF V. 1	Create language in OBF version 1 in Change to Existing Interfaces section VII. Also address 'defects.'	Qwest – Judy Schultz	CLOSED Oct 30	COMPLETED: Discussion on Change to Existing Interface completed.

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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	“Defects” will be addressed during discussion on Production Support. See Action #99 to capture this item. 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 (Tues , 8/23-Tues, 8/28 COB) – FINAL Meeting Minutes and materials to be distributed and posted on CMP Re-design web site (by Monday , 8/27-Fri, 8/31) Qwest extended timeline on 8/21.
56	Action	August 14 Meeting	Meeting Minutes Update	Revise August 7-8 Final Meeting Minutes to: – Change “CLEC” to “Co-Provider” in the word CMP on page 3, paragraph 4	Qwest – Jim Maher	CLOSED Sep 5	COMPLETED: Refer to CMP Re-design web site for revised final meeting minutes.

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57	Action	August 14 Meeting	Meeting Minutes Update	<ul style="list-style-type: none"> - 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." Revise July 19 Final Meeting Minutes to include the voting results on the 3 rd Party Provider issue—on August 14, the last voting CLEC has given Qwest permission to publish its result.	Judy Lee	CLOSED August 21	COMPLETED: Revised Final July 19 Meeting Minutes are posted on the CMP Re-design web site.
58	Action	August 14 Meeting	Core Team Expectations	Update the document to: "New Core Team member will not be allowed to reopen a vote on any issue that has been decided on."	Judy Lee	CLOSED August 16	COMPLETED: Revised guidelines are posted on the CMP Re-design web site.
59	Action	August 16 Meeting	OBF August, 2001 Framework	Share with the re-design team the results of OBF Issue 2233 subcommittee proposal—a2v2	Judy Lee	CLOSED August 21	COMPLETED: Sent via email to all re-design participants.
60	Action	Sep 5 Meeting	CLEC Questionnaire	Verify if there is an entry on the CLEC questionnaire for contact information (POC). Does the questionnaire need to include primary and secondary point-of-contact?	Qwest – Matt Rossi	CLOSED Oct 2 (Moved to general Oct 17 CMP)	Promote the importance for CLECs to provide accurate contact information at the Qwest sponsored CLEC Forum. Primary and Secondary POC information is not entries in the questionnaire. DECISION: Address this issue at the October 17 CMP Product/Process meeting.
61	Action	Sep 5 Meeting	CMP Web Site	Provide an Archive on the CMP web site.	Qwest – Judy Schultz	CLOSED Sep 18	COMPLETED: Archive will remain on the CMP web site
62	Action	Sep 5	Re-design	Provide location, directions and names	Qwest –	CLOSED	COMPLETED:

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#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	Location	of nearby hotels for Minneapolis meetings.	Judy Schultz	Sep 10	Information provided to all CMP re-design participants
63	Action	Sep 5 Meeting	CMP Re-design	Provide examples at the Qwest sponsored Sep CLEC Forum of what has been changed as a result of the CMP re-design effort	Qwest – Judy Schultz	CLOSED Oct 2 (Extended to Oct 17 CMP)	The Qwest sponsored CLEC Forum on September 12-13 was postponed due to the national crisis. This needs to be scheduled around the CMP re-design and monthly CMP meetings. DECISION: Toni Debuque will address at Oct 17 CMP Product/Process meeting
64	Action	Sep 5 Meeting	Denied Change Request	Allegiance to re-introduce a previously denied CR that is still needed so that Qwest can assess and CLECs to prioritize.	Qwest – Mark Routh	CLOSED 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.
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:

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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	Qwest will include Exhibit G (formerly known as Exhibits G and H) in the SGAT – red lined as it evolves with the re-design 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. 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.
71	Action	Sep 6 Meeting	Production Support Process	What is the current process for CLECs to report and Qwest to notify CLECs on production problems—what is the production support process and timeline? Where is the CLEC documentation pertaining to this information?	Qwest – Wendy Green	CLOSED Sep 18	COMPLETED: Notification distributed and posted by Tina Hubis on Sep10. Defer to Scope and Section 12 Production Support discussions according to the re-design schedule

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72	Issue	Sep 6 Meeting	CR Process	What is the process if the CLEC-originator does not agree with Qwest's reply or the CR is rejected?	Core Team	CLOSED Oct 3	Addressed on Sep 18, 20 during Escalation Process and the Dispute Resolution Process with further discussion during Oct 2-3 session. COMPLETED: Escalation and Dispute Resolution Process
73	Issue	Sep 5 Meeting	Account Management	Clarify roles and responsibility of Service Managers and Sales Managers. What is the internal notification process (e.g., advanced notice before CLEC) for Service Managers on CLEC notices?	Qwest – Judy Schultz	CLOSED Oct 3 (Address at Oct 17 CMP meeting)	Subsequent to the Sep 5-6 session, Qwest requests to address this item at the Oct 3 meeting to allow the Service Management Director to participate in-person in Minneapolis. DECISION: Will address at the Oct 17 Product/Process CMP meeting
74	Issue	Sep 5 Meeting	CR Process Dispute	What is the process if the CLEC-originator does not agree with reply or rejected GR	Core Team	Oct-2	Duplicative of #72
75	Action	Sep 18 Meeting	Redlined Framework	Review the Red-lined working document for successive working sessions	Bahner, Clauson, Maher, Wicks	CLOSED Sep 18	COMPLETED: Jim Maher restructured the MASTER REDLINED CMP Re-design Framework based on input from Core Team members.
76	Action	Sep 18 Meeting	Escalation URL	Create URL for Escalated issues to be submitted	Qwest – Schultz	CLOSED Oct 16	Should include issue and proposed solution COMPLETED: URL for Escalation is available for issue and response.
78	Issue	Sep 18 Meeting	Escalation Posting on Web Site	What is a reasonable time frame for posting an escalation issue and	Qwest – Judy	CLOSED Oct 16	COMPLETED: Language under Escalation

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				response (e.g., within one business day)?	Schultz		
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 information.
83	Issue	Sep 18 Meeting	Dispute Resolution	Does an issue have to go through the escalation process before it is goes through the dispute resolution process?	Core Team	CLOSED Oct 3	DECISION: No
84	Action	Sep 18 Meeting	Dispute Resolution	Propose language around dispute resolution ADR process. Do we want to sight specific organizations??	Andy Crain and CLEC Attorneys	CLOSED Oct 3	COMPLETED: Language reflected in Master Redline framework
85	Issue	Sep 18 Meeting	Dispute Resolution	What is the process for CLEC-CLEC consensus and the Dispute Resolution Process?	Core Team	CLOSED Oct 3	COMPLETED: Language reflected in Master Redline framework
86	Issue	Sep 18 Meeting	Dispute Resolution	When can Why would Qwest invoke the Dispute Resolution Process?	Qwest— Andy Crain	CLOSED Oct 3	Andy can't think of anything – we should leave in anyway. Tom Dixon: Close, but keep in mind that Qwest will probably never use it

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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. DECISION: Not applicable; no CRs have ever been deemed proprietary.
88	Action	Sep 18 Meeting	CMP Process	Propose language for "proprietary CR"	Core Team	CLOSED Mar 5	GAP ANALYSIS # 27, 74, 75, 76 DECISION: An action item for the monthly CMP Product/Process
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	Proposed language provided to redesign via email on Nov 1.
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	Tom Dixon provided the definition in the "Terms" document. The 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

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93	Action	Sep 18 Meeting	Exception Process	What is the process for an Exception item during prioritization?	Core Team	CLOSED Mar 5	Initiation Process language. 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. 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. DECISION: Re-visit during Product/Process CMP discussions.
97	Action	Sep 20 Meeting	Types of Changes	Have legal personnel verify the intent with the proposed language around	Qwest— Judy	CLOSED Oct 3	Language for Types of Changes under Regulatory

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				types of changes (contractual agreement) for the red lined document.	Schultz		DECISION: Qwest agree to remove "contractual agreement" language.
98	Issue	Sep 20 Meeting	CR Process	How many days after receipt of the CR will Qwest contact the originator to clarify CR if necessary?	Qwest— Judy Schultz	CLOSED Oct 16	COMPLETED: Language for CR Initiation
99	Action	Sep 20 Meeting	CR Process	Qwest to provide language on Production Support. Also address severity levels and defects.	Qwest— Judy Schultz	CLOSED Nov 29	COMPLETED: Qwest provided the language.
101	Action	Sep 20 Meeting	Schedule Working Sessions	Review the start time of the first day for future working sessions.	Core Team	CLOSED Oct 2	DECISION: Begin at 9am MT—refer to schedule on CMP redesign site
102	Action	Sep 20 Meeting	Schedule Working Sessions	Can Qwest provide net-meeting capability at its location to limit Core Team member travel?	Qwest— Matt Rossi	CLOSED Sep 27	DECISION: Yes – only at Qwest locations
103	Action	Sep 20 Meeting	CMP Re-design Web Site	Clean up the CMP Re-design Web Site to house the latest version of documents.	Qwest— Jim Maher	CLOSED Oct 16	COMPLETED: Archive page set up – date placed on each document
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.

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#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
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	Qwest is prepared to discuss and close this Action Item. DECISION: Actions completed 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
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.	Qwest— Andy Grain	CLOSED Mar 5	Will be discussed offline on Oct 5 – Susie Bliss (develop checklist)

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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)	DECISION: 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. 10/16: Qwest to distribute minutes from the 10/5 Susie Bliss call and to share with the re-design Core Team the check sheet at the next session.	Qwest – Judy Schultz (Susie Bliss)	CLOSED Oct 29	Attendees include – but are not limited to: Allegiance WCom Eschelon AT&T 10/16: Several items were stated with the idea that this list will be 'living' and will be updated as necessary. Qwest to share minutes from Oct 5 Susie Bliss call and the check sheet to determine if a change is CLEC impacting at the next session. COMPLETED: Meeting minutes to the Oct 5 conference call has been posted; CMP Re-design web site, titled "CMP Redesign CLEC-Qwest Conference Call Oct 5 Final Minutes – 10-29-01."
115	Action	Oct 3 Meeting	SGAT Language	Revisit proposed SGAT language at the conclusion of the Re-Design process.	Core Team	CLOSED Apr 4	This refers to SGAT section 12.2.6. GAP ANALYSIS #149 COMPLETED 4/4: Team reviewed

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117	Issue	Oct 3 Meeting	CMP Re-design Location	Should the team re-check the location for the Oct 30, 31 and Nov 1 redesign meeting? Does it make sense to move the meeting to Denver?	Core Team	CLOSED Oct 3	and modified SGAT language for Section 12.2.6 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.
119	Action	Oct 3 Meeting	Video Conference	Can Qwest provide video conferencing capability for the CMP redesign meetings?	Qwest— Judy Schultz	CLOSED Oct 16	GAP ANALYSIS #57, 60 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

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122	Issue	Oct 2 Meeting	Source of Change	How should Qwest display 'source of change' in documents?	Core Team	CLOSED Oct 3	DECISION: Show SOURCE as a identifier on mail-out letters and include all sources with details in the historical change log.
123	Issue	Oct 3 Meeting	Interim Process	Do we agree to adopt the Proposed Interim CMP CR workflow for Product and Process as language included (but not limited to) in the Master Redlined framework. - Want a final review of proposed redlined language	Core Team	CLOSED Oct 16	COMPLETED: Andy Crain provided a redlined document proposal for Core Team review
124	Issue	Oct 3 Meeting	Qwest's Status Report Filing	CLECs request Qwest to refer in the Status Report that the entire redlined document is an interim draft (not final but operational) until final approval by all parties has been completed.	Qwest— Andy Crain	CLOSED Oct 16	COMPLETED: Master Redlined is now noted as Interim Draft.
125	Issue	Oct 3 Meeting	Interim Process	Do the CLECs agree to adopt the Proposed Interim CMP CR workflow for Product and Process as the "interim" CMP process for CLEC originated CRs?	Core Team	CLOSED Oct 3	DECISION: Yes, and to be implemented ASAP.
126	Issue	Oct 16 Meeting	Exception Process	What process allows CRs to be submitted less than the agreed upon timeframe for CR presentation at the upcoming CMP meeting? Will the Exception Process accommodate this situation?	Core Team	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

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129	Action	Oct 16 Meeting	Master Redlined Framework	Mark the framework as "interim draft"	Qwest— Jim Maher	CLOSED Oct 16	the CMP community when Qwest provides a response to that CR. COMPLETED: Master Redlined document is now marked "Interim Draft"
130	Issue	Oct 16 Meeting	CR Initiation Process—Product/Process	What is the timeframe when Qwest provides a notice on a CR response and be able to post on the website?	Qwest— Judy Schultz	CLOSED Nov 1	COMPLETED: Language under interim CR Initiation Process
131	Issue	Oct 16 Meeting	Master Redlined Framework	Can the framework include Tables to clarify steps and timeframes for each process such as the BellSouth Change Control framework? 10/16: Sandy Evans will create a Table to seek consensus at the next session.	Sprint— Sandy Evans	CLOSED Nov 29	DECISION: After the Core Team baseline the entire master redline framework, the Team will decide then if tables are needed.
132	Action	Oct 16 Meeting	12-Month Development View	Review the release calendar to insure details are included for Release 9.0 and 9.1.	Qwest— Mark Routh	CLOSED Nov 29	COMPLETED: Release calendar with details on the web site
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.

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136	Issue	Oct 30 Meeting	Redesign Meeting Minutes	What is the timeframe CMP Redesign meeting minutes?	Core Team	CLOSED Oct 30	<p>GAP ANALYSIS #27</p> <p>DECISION:</p> <ul style="list-style-type: none"> • For 1-day Sessions: Qwest to provide draft meeting minutes <u>no later than 5 business days for Core Team to review</u> • For 2 or more days Sessions: Qwest to provide draft minutes <u>no later than 7 business days for Core Team review</u> • Participant Feedback: <u>same as above</u> • Qwest to distribute and post <u>Final meeting minutes within 2 business days</u> after comments are due from participants.
137	Issue	Oct 30 Meeting	Terms	<p>Define Changes to the OSS interfaces that may not require a CLEC to make coding changes but may affect CLEC process or operations.</p> <p>11/29: Determine whether a process is necessary to address non-coding changes.</p>	Core Team	CLOSED Apr 4	<p>Related to #110-subcommittee to expand definition</p> <p>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.</p> <p>Non-coding changes may not require a CLEC to make coding changes but may affect CLEC operations or processes.</p> <p>Qwest is prepared to discuss and</p>

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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	close this Action Item. GAP ANALYSIS ##82, 85 DECISION: Close this item because the term 'non-coding' is not used. 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 GAP ANALYSIS #90
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	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

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
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>01/28: “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.”</p> <p>DECISION: Qwest to update timelines with a note as stated above.</p> <p>GAP ANALYSIS #80, 139</p> <p>12/11: Qwest is prepared to include the following language in the Master Redlined Framework and close this issue: The technical specifications include: • A chapter for each transaction or product which includes a business (OBF forms to use) description, a business model (electronic transactions needed to complete a business function), trading partner access information, mapping examples, data dictionary Appendices may include:</p>

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							<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>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>
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	Core Team	CLOSED Mar 5	

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
143	Issue	Oct 30 Meeting	EDI Implem. Guideline	Changes to an Existing OSS Interface Process? 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
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	GAP ANALYSIS #117, 142 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	OSS Interface CR	What are the criteria used to determine	Qwest—	CLOSED	12/13:

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		Meeting	Initiation	'level of effort' (i.e., S, M, L, XL) for a release?	Jeff Thompson	Mar 5	<p>Language included in Master Redline.</p> <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:</p> <p>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	<p>GAP ANALYSIS #123</p> <p>COMPLETED:</p> <p>Language: OSS Interface CR Initiation Process</p>
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	CLOSED Apr 4	<p>11/13:</p> <p>1. Yes</p> <p>2. A CR for a new OSS interface may go through prioritization depending on reason for introduction.</p> <p>Add language to beginning of</p>

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#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							Master Redline Sections 4, 5 and 6 to reflect that a CR must precede Intro, Change and Retirement of an OSS Interface. Qwest is ready to discuss and close this item. GAP ANALYSIS #51, 77, 80
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 Subcommittee	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. 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.
156	Issue	Oct 31	Admin—	Clarify what notices will be	Qwest—	CLOSED	GAP ANALYSIS #81 See: Qwest Proposed Managing the

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#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	Notification Methods	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.	Judy Schultz Core Team	Apr 3	CMP Language – 10-22-01 Qwest is prepared to discuss and close this Action Item. GAP ANALYSIS #96 DECISION: Close item because Qwest will identify notices under CMP as "CMP" on the subject line. Team also updated Method of Communications in the Master Redlined framework
157	Issue	Nov 1 Meeting	Same Time Availability of Comparable Functionality for IMA EDI and GUI	Develop language to insure comparable functionality for IMA EDI users are available at the same time as IMA GUI users.	Qwest— Jeff Thompson	CLOSED Nov 1	COMPLETED: Language: Change to An Existing OSS Interface.
159	Action	Nov 1 Meeting	New OSS Interface	Add language: With a new OSS interface, Qwest and CLECs may define the scope of functionality introduced as part of that interface."	Qwest— Jeff Thompson	CLOSED Nov 1	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.

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#	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) 	Core Team	CLOSED Mar 5	<p>11/30: See Qwest Proposed TERMS Language - 11-30-01 Qwest is prepared to discuss and close this Action Item.</p> <p>DECISION: Combined with #245</p> <p>COMPLETED: CR Form has been updated and will be presented at the general CMP meetings on 11/14 and 11/15.</p> <p>COMPLETED: CR Form has been updated and will be presented at the general CMP meetings on 11/14 and 11/15.</p> <p>DECISION: Qwest will provide source information for Regulatory types of changes.</p>
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	
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	
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	

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167	Issue	Nov 1 Meeting	Prioritization for Regulatory Change	Can Qwest revisit its position on not including Regulatory mandated changes in the Prioritization Process? CLECs understand that Qwest still opt to meet the timeline for compliance.	Qwest— Judy Schultz	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: 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
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	CLOSED Apr 16	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. COMPLETED 4/16: Team modified Master Redlined framework to comply with CO PUC ruling on the PID/PAP impasse issue.
170	Issue	Nov 1	CLEC-Initiated	Will Qwest consider:	Qwest—	CLOSED	12/12:

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#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	PID Change	<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? 	Judy Schultz	Mar 5	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	<p>What is the rationale for six (6) IMA 10.0 changes to be treated as Regulatory changes?</p> <p>Provide the details for CRs for the 5 remaining "regulatory" CRs on the IMA 10.0 list. Include supporting documentation (site the FCC order).</p>	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. COMPLETED: Already addressed in CMP Systems Meeting
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	CLOSED Apr 4	COMPLETED: See Qwest Proposed Managing the CMP Language – Revised 11-20-01
174	Action	Nov 1 Meeting	Prioritization Documents	Attach the latest Ranking Form, sample of a Release Candidate List and compilation/tabulation form to the Prioritization section of the master redline.	Qwest— Mark Routh	CLOSED Mar 5	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

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
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	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. By Jan 11 Noon Mountain time: Every Core Team member and participant to provide results of review and compare document to Jim Maher. By Jan 18: Jim Maher to send a compilation matrix with CLEC-Qwest-Lee input to the Core Team. Individual Team documents will also be shared with the team.
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	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	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)

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#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				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.			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 GAP ANALYSIS #117, 119
182	Action	Nov 13 Meeting	Terms	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.	Qwest— Jeff Thompson	CLOSED Mar 5	11/30: See Qwest Proposed TERMS 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

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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— Feresa Jaebbs 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 in the new release and should be retested. This is sent via the normal CMP notification process." 12/10: Andy Crain to clarify section I.1 (pg 61) of the Red Lined document for the 12/11 meeting. 12/11: Andy Crain provided proposed language for certification/re-certification for the Team to review at the next working session. COMPLETED: 2/6: Team reviewed and inserted language under Interface Testing
188	Action	Nov 27 Meeting	Production Support	Production support notification to include Qwest internal trouble ticket number	Qwest— Judy Schultz	CLOSED Dec 10	COMPLETED: Language included in Production Support.
189	Action	Nov 27	Escalation Process	Draft proposal(s) for an escalation	Qwest—	CLOSED	Defining escalation

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting		<p>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>	Teresa Jacobs	Feb 6	<p>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 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>
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>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</p>

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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>problem matches the definition of a severity 1 ticket.</p> <p>11/28: Ready to close issue with Core Team at next session.</p> <p>COMPLETED:</p> <p>Per Teresa, If a ticket has been opened, and subsequent to the ticket creation, CLECs call in on the same problem, and the Help Desk recognizes that it is the same problem, a new ticket is not created. The Help Desk documents each subsequent call in the main ticket.</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> <p>COMPLETED:</p>
192	Action	Nov 27	Severity Level 2	Eschelon wants to check if Qwest needs	Eschelon—	CLOSED	

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193	Action	Nov 28 Meeting	IMA 10.0 prioritization	to continue trouble shooting severity level 2 problems outside of Help Desk hours of operation. Send out an email to the Core Team that discusses the affinity between 25001 and 30623.	Karen Clauson Qwest—Jeff Thompson	Dec 10 CLOSED Jan 24	Language was added to I.6 of Production Support that illustrates this. COMPLETED: Jeff Thompson's response was distributed on Wed. December 5, 2001
194	Action	Nov 28 Meeting	IMA 10.0 prioritization	Provide an explanation as well as supporting regulatory document/s as to why the Number Pooling CR #30831 must be done in order for the system to continue to perform properly.	Qwest—Jeff Thompson	CLOSED Jan 24	COMPLETED: Jeff Thompson's response was distributed on Wed. December 5, 2001
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	CLOSED Mar 19	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 ACF=T for Unbundled Loop. CR #25381 Reject requests for conversion from Remote Call Forward for UBL 3/6/02: List and provide IMA 11.0 PID/PAP CRs to Redesign Team. COMPLETED 3/19/02: Shared copies of CRs with Redesign Team. <ul style="list-style-type: none"> • PID 1 – SCR013002-6 • PID 2 – SCR013002-7
196	Action	Nov 28 Meeting	Prioritization	Provide a decision on whether to provide copies of documentation regarding prioritization and sizing.	Qwest-Teresa Jacobs	CLOSED Mar 7	11/28: The CLECs can refer to the "CMP CR Work Flow for OSS Interfaces"

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				3/6/02: GAP #121--Need visibility into Qwest decisions and criteria used. Also, ATT Priority List #A9.	Jacobs		document on the CMP Redesign web site (language already incorporated into the Master Redlined framework in narrative format) for an overview of the processes used for releases. 01/14: The CMP Process addresses how work will be prioritized and Qwest, per the Master Redline, will provide sizing for each candidate.
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	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. DECISION: No, Qwest will not provide internal documentation. Judy Schultz to share the memo with the Core Team
199	Action	Nov 29 Meeting	Documentation Version Number	Verify that the version number is on the document. (CLECs want the Version # at	Qwest— Judy	CLOSED Jan 22	COMPLETED: 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

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				the front of the document.)	Schultz (Kim K)		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 immediately, version is updated 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

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
202	Action	Nov 29 Meeting	Documentation	Update the Documentation History Log	Qwest— Judy Schultz (Kim K.)	CLOSED Jan 22	<p>6. Change is made to correct an error in the document, changes are published immediately and version is updated</p> <p>7. Version 3.0 is operational</p> <p>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</p> <p>9. Version 4.0 is operational.</p> <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> <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 will be blank for PCAT changes. (Refer to sample History Change Log on the CMP Redesign web site.)</p> <p>A History Change Log will be provided for non-FCC technical</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	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 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

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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	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 washdnot mail list 3. In the text area of the e-mail enter only the following required command: subscribe washdnot 4. Send the e-mail to complete the process.
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	Qwest— Teresa Jacobs	CLOSED Feb 6	12/21: Terry Bahner-AT&T will provide Qwest with suggestions following the holidays.

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
208	Action	Dec 11 Meeting	Interface Testing (Non-production problems)	ticket 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	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 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 another section in the Red Line Document.	Qwest— Teresa Jacobs (Barb Spence)	CLOSED Feb 6	01/10: See Action Items Language – 01-14-02
210	Action	Dec 11 Meeting	Production Support Implementation Date	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

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
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	Meeting. 2/6: Qwest to present Technical Escalation Process at the 2/21 CMP Systems Meeting for review, discussion and acceptance. Provided in the January Systems CMP distribution package and presented and discussed at the January meeting. CLECs approved an interim test phase.
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: Open trouble ticket report were sent respective CLEC. COMPLETED: See CR Process language GAP ANALYSIS #25
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	CLOSED Apr 4	DECISION: Combined with #231
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	revise matrix with more detailed information. DECISION: The ROC process addresses this issue.
222	Action	Dec 11 Meeting	Implementation of Process for Product/ Process	Provide timeline to implement the interim product & process change process.	Qwest— Judy Schultz	CLOSED Apr 4	DECISION: Combined with #231
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
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	CLOSED Apr 4	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 3/26/02: Mitch/ATT provided proposed language to Redesign Team for review.
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/	CLOSED Mar 6	01/28: This Action Item is addressed in the document which captures Qwest's

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
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. COMPLETED: See Prioritization language
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	CLOSED Feb 15	COMPLETED: See February, 2002 Status Report
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	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. COMPLETED: Language under Production Support

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
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 01/28: Customer Letter Notification page active 1/25/02. (http://www.qwest.com/wholesale/nofices/)
237	Action	Feb 5 Meeting	Product/ Process	Develop language for "STAY" and parameters for 3 rd party arbitrator	Qwest— Andy Crain	CLOSED Mar 6	DECISION: Combined with #226
238	Action	Feb 5 Meeting	Documentation	Review Documentation "Holding Tank"	Qwest— Kessler	CLOSED Mar 6	DECISION: Combined with #229
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	CLOSED Apr 16	COMPLETED: Redesign Team baselined language—see Master Redlined under Qwest-initiated Product/Process Change Process
240	Action	Feb 6 Meeting	Test Environment	Add language to CR initiation process for CRs (adding products) to the test environments	Qwest— Jeff Thompson	CLOSED 4/4	COMPLETED: See Master Redlined framework
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 CMP Systems meeting when Qwest presents the proposal to CMP team.
244	Action	Feb 7 Meeting	SCRIP	CLECs to send written comments in advance to Jim Maher	Core Team	CLOSED Mar 6	2/14 COMPLETED: ATT provided comments.
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 page 41 of the	Core Team	CLOSED Apr 4	AI 141: 12/11: Qwest is prepared to include the following language in the Master Redlined Framework and close this

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				<p>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>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>2/14: ATT provided comments.</p> <p>COMPLETED: See appendix to Master Redlined framework for terms and</p>

Attachment 5: CMP Redesign Core Team Issues Action Items Log- Revised 04-16-02
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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
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	definitions. 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	217: Define 'eligible change request'	Core Team	CLOSED Mar 5	DECISION: Combined with #245
254	Action	Mar 6 Meeting	Prioritization Document	Add language to the Prioritization Document to describe the "Late Adder" process	Qwest— Jeff Thompson	CLOSED Apr 4	COMPLETED: See Master Redlined framework under Prioritization
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	CLOSED Apr 4	COMPLETED: See Issues/Action Items Log or Combined Gap Analysis document
266	Action	March 19 Meeting	Core team Conference call	Set up an ad-hoc call to discuss the leveling of the mail-out notices. Prior to the call, each participant should review the list of mail-outs and place each notice into category 1,2,3, or 4 to be reviewed during the call. 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.	Jim Maher And Core Team	CLOSED Mar 28	COMPLETED: Ad hoc meeting was held. Refer to Qwest-initiated Product/Process Change Process document.

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
268	Action	April 2 Meeting	Product/ Process Level	The CLECs will provide their responses back to Qwest by noon on Wednesday 3/27/02. 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)	Qwest— Judy Schultz	CLOSED Apr 16	Qwest-initiated Product/Process Change Process language baselined—see Master Redefined framework
273	Action	April 16 Meeting	Color Coding of changes	Look into whether or not Qwest can color code level changes in the same notifications or just identify them in the history log.	Qwest— Judy Schultz	CLOSED Apr 16	Color coding is not a feasible option

Qwest Proposed Additional SCRP Language – 04-10-02

9.3 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 SCRP may be requested up to five (5) calendar days after prioritization results are posted. However, the SCRP does not supersede the process defined in Section 3.0 (Change Request Initiation Process).

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 SCRP request. Qwest will have to apply additional resources to, and track the additional work required for the CR it seeks to implement through the SCRP.

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.

9.3.1 SCRP Request Form

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

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

The text of the e-mail message must include:

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

9.3.2 Qwest Acknowledges Receipt with a Confirmation E-mail

Within two (2) business days following receipt of the SCRP e-mail, Qwest will acknowledge receipt of the complete SCRP e-mail with a confirmation e-mail and advise the SCRP Requestor

of any missing information needed for Qwest to process and analyze the request. When the SCRP e-mail is complete, the confirmation e-mail will include:

- Date and time of receipt of complete SCRP e-mail
- Date and time of confirmation e-mail
- SCRP title and number
- The name, telephone number and e-mail address of the Qwest contact assigned to process the SCRP
- Amount of the non-refundable Processing Fee as specified in Section 9.3.8 below.

9.3.3 Process Fee Invoice

Within one (1) business day of sending the confirmation email Qwest will bill the SCRP Requestor a non-refundable Processing Fee as specified in Section 9.3.8 below.

9.3.4 SCRP Review Meeting

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

[AT&T Comment: Timing will be important because, assuming the desire is to get this in the next release, doesn't the business and systems development work have to be done in tandem with the business and systems development work on the prioritized CRs for the release?] [AT&T Comment: How much? [AT&T Comment: what additional information does Qwest think it needs? With a CR, Qwest proceeds with the information contained in the CR and through clarification. Wouldn't it be the same for SCRP CRs? Also, how does Qwest intend to do the work? Through contractors?]

9.3.5 Preliminary SCRP Quote and Review

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

- An estimated Preliminary SCRP quote. The SCRP quote will, at a minimum, include the following information:
 - A description of the work to be performed
 - Estimated Development costs with a cap on cost
 - Targeted release [AT&T Comment: isn't it the next release?]
 - An estimate of the terms and conditions surrounding the firm SCRP quote. (if the estimate increases before Qwest issues the Firm SCRP Quote, Qwest will communicate the cost increases to the SCRP Requestor. The SCRP Requestor must comply with payment terms as outlined in Section 9.3.7 before Qwest proceeds with the request.)
 - An invoice covering the business and systems requirements analysis
 - Payment for this invoice is due no later than 15 days following Qwest written issuance of the Preliminary Quote. Qwest will not proceed with further development in support of the

SCRP Request until the business and systems analysis and processing invoices are paid.

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

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

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

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

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

The text of the e-mail message must include:

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

Qwest will begin developing business and systems requirements once the SCRP Requestor accepts the SCRP Preliminary Quote.

9.3.5.2 SCRP Requestor Asks to Change the SCRP Request

If the SCRP Requestor decides to modify the SCRP request after Qwest provides the preliminary SCRP Quote, the requestor may contact the assigned Qwest manager to discuss changes. If changes are acceptable to Qwest, Qwest will notify the SCRP Requestor by e-mail within five (5) business days with a revised high-level SCRP Quote, if applicable. The SCRP Requestor must inform Qwest if the modified SCRP quote is acceptable, further changes are required, or the SCRP request is cancelled.

9.3.5.3 SCRP Requestor Cancels the SCRP Request

The last point at which a SCRP Request may be cancelled is at the CMP Meeting at which Qwest presents the CRs that Qwest has committed in the release. Otherwise, the request will be implemented with the release and the SCRP Requestor is obligated to pay the full amount of the firm quote commiserate with the payment schedule described below in Sections 9.3.7.

9.3.6 Firm SCRP Quote and Review

Qwest will provide the SCRP Requestor a final and Firm SCRP Quote after the completion of business requirements, systems requirements and packaging of the OSS Interface Release, and when Qwest commits CRs to the specific OSS Interface Release.

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

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

- "FIRM SCRП QUOTE"
- CR originator's company name
- CR number and title

The text of the e-mail message must include:

- Final SCRП quote and terms and conditions
- Committed implementation date, or OSS Interface Release
- Qwest contact name, phone number, and e-mail address

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

9.3.7 Payment Schedule

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

9.3.8 Applicable SCRП Charges

This section describes the different costs for a SCRП request.

- Processing Fee – a one-time flat fee that must be paid within 10 calendar days after the Qwest-SCRП Requestor meeting to prepare the SCRП form. This fee is non-refundable and is treated separately from those charges for development and implementation as described under "Charges for the SCRП Request" below.
- Charges for the SCRП Request – These charges, included in the Preliminary and Firm SCRП Quotes, include charges includes labor, time and capital costs incurred as a result of developing business and systems requirements, code, and performing testing.

Implementation of OSS Regulatory Change Revised 04-16-02

[this language follows the following statement in the Master Redline: *'If agreement is reached at the monthly(WCom insert: Systems) CMP meeting that a CR,(WCom insert regardless of source), constitutes a Regulatory Change(WCom deletion: is), then at that same meeting, Qwest will(Wcom deletion:) propose an implementation plan for compliance with a regulatory mandate at a monthly CMP Systems meeting.'*][AT&T Comment: Don't recall when this was added to the Master Redline. It was in the separate draft of the CLEC-Qwest OSS Interface Change Request Initiation Process at the last Redesign meeting, Mar 5 – 7]

As a general rule, a Regulatory Change will be implemented by mechanization unless all parties agree otherwise, as described below. Accordingly, all Regulatory CRs initially must be submitted as Systems CRs, including when the regulatory CR clearly is for a Product or Process change, and will be introduced at the monthly Systems CMP meeting. If the Regulatory CR originator seeks to establish that the CR should be implemented by a manual process, the originator must so indicate on the CR form and include as much information supporting the application of the exception as practicable.

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

The Regulatory CR will be implemented by a manual solution if there is a majority vote in favor of one of the following exceptions by parties present at the monthly Systems CMP meeting. (WCom Comment: would we need to define what constitutes a "majority vote") [Action Item 173]

A. The mechanized solution is not technically feasible.

or

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

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

After the implementation plan has been discussed at the CMP meeting at which the CR is presented, Qwest will request that a representative of each CLEC and Qwest indicate the respective preferences regarding the exception, e.g., by a show of raised hands. The majority vote decision will apply unless the outcome of a dispute resolution alters such decision. The results will be reflected in the meeting minutes. (WCom Comment: 1) Language needs to be added to ensure that CLECs are aware that a vote and decision will be required regarding Regulatory CRs prior the CMP meeting when the implementation plan is presented. 2) This process should be more formalized (i.e. vote that is documented)

(Wcom deletion--)

In addition to Exceptions A or B, the parties that are present at the Systems CMP meeting at which the CR is presented can, upon unanimous agreement, decide to vary from the general rule regarding Regulatory CR implementation in any respect. For example, the parties at the Systems CMP meeting at which the CR is presented can agree that a Regulatory CR will be implemented by a manual solution for any reason other than those described in Exceptions A and B. If the Regulatory CR originator seeks to establish that a variance should apply, the originator must so indicate on the CR form and include in the CR as much information supporting the application of the exception as practicable.

(Wcom deletion --)If any party present objects to voting on the exception or variance at the monthly Systems CMP meeting at which the CR is presented, then Qwest will request that a representative of each CLEC and Qwest indicate whether they prefer to postpone the vote until the next monthly Systems CMP meeting, e.g., by a show of raised hands. The results of the vote will be reflected in the meeting minutes. (Wcom deletion-- .) If appropriate, additional discussion regarding the CR will be held at the next monthly Systems CMP meeting prior to the vote.

(Wcom deletion --) (Wcom addition--**Once a Regulatory CR has been agreed upon to be implemented by a manual solution, the CR will be, from that point forward, tracked as a Product/Process CR through the monthly Product/Process CMP meetings.**

Any party that disagrees with the majority decision regarding Exceptions A and B may initiate dispute resolution pursuant the CMP Dispute Resolution provisions.

FLOW

CR starts with Regulatory designation

Introduced in Systems CMP

If determined Manual then moves to P&P CMP

The originator should include information supporting the exception request if practicable (revised CR form to indicate that a manual solution is sought)

Address timing of Qwest recommended solution and decision and vote

Implementation of Regulatory Change

[this language follows the following statement in the Master Redline: *'If agreement is reached at the monthly CMP meeting that a CR constitutes a Regulatory Change is regulatory, then at that same meeting, Qwest will presentpropose an implementation plan for compliance with a regulatory mandate at a monthly CMP Systems meeting.'*"]

As a general rule, a Regulatory Change will be implemented by mechanizationunless all parties agree otherwise, as described below. Accordingly, all Regulatory CRs initially must be submitted as Systems CRs and will be introduced at the monthly Systems CMP meeting, rather than the monthly Product/Process CMP meeting.

For each Regulatory CR, Qwest will provide a cost analysis for both a manual and a mechanized solution. The cost analyses will include a description of the work and any underlying estimates that Qwest has performed associated with those costs. Qwest will also provide an estimated level of effort expressed in terms of hours required for the mechanized solution.

If one of the following exceptions applies, a Regulatory CR will be implemented by a manual solution:

- A. The mechanized solution is not technically feasible (including when the regulatory CR clearly is for a product or process change but nonetheless is submitted as a systems CR as a requirement for all regulatory CRs).

or

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

Exception A or B applies only when there is a majority vote in favor of the exception. A decision to apply an exception shall be made at the monthly Systems CMP meeting when the CR is presented. Any party that desires to present information to establish an exception may do so at the monthly CMP meeting when the implementation plan is presented. If the Regulatory CR originator seeks to establish that Exception A or B applies, the originator must so indicate on the CR form and include in the CR as much information supporting the application of the exception as practicable.

If Exception A or B isproposed on the CR form, the parties present at the monthly meeting when the exception information is presented will vote on whether the standard set forth above has been met. The majority decision will apply unless the outcome of a dispute resolution alters such decision.

In addition to Exceptions A or B, the parties that are present at the Systems CMP meeting at which the CR is presented can, upon unanimous agreement, decide to vary from the general rule regarding Regulatory CR implementation in any respect. For example, the parties at the Systems CMP meeting at which the CR is presented can agree that a Regulatory CR will be implemented by a manual solution for any reason other than those described in Exceptions A and B. If the Regulatory CR originator seeks to establish that a variance should apply, the originator must so indicate on the CR form and include in the CR as much information supporting the application of the exception as practicable.

After the implementation plan has been discussed at the CMP meeting at which the CR is presented, Qwest will request that a representative of each CLEC and Qwest indicate the respective preferences regarding the exception, e.g., by a show of raised hands. The results will be reflected in the meeting minutes.

If the CR does not indicate that an exception or a variance will be proposed, and information regarding an exception or variance is presented at the meeting at which the CR is presented, then the vote regarding the exception or variance can be postponed until the next monthly Systems CMP meeting by a majority vote of the parties present at the monthly Systems CMP meeting at which the CR is presented. If any such party objects to voting on the exception or variance at the monthly Systems CMP meeting at which the CR is presented, then Qwest will request that a representative of each CLEC and Qwest indicate whether they prefer to postpone the vote until the next monthly Systems CMP meeting, e.g., by a show of raised hands [how is this different than the prior sentence or does it apply where the parties want to postpone the decision even though the CR indicated that either the exceptions or a variance would be sought. If the first part of this provision applies only to the scenario in which the CR did not indicate the originator would be seeking application of an exception or variance, we should describe a process by which the vote can be postponed upon agreement of a majority of the parties.]. The results will be reflected in the meeting minutes. If the majority of parties desire to postpone the vote until the next monthly Systems CMP meeting, then the vote will be postponed until that time. If appropriate, additional discussion regarding the CR will be held at the next monthly Systems CMP meeting prior to the vote.

If Exception A or B is established, or if the parties agree that a Regulatory CR will be implemented by a manual solution, the CR will be, from that point forward, tracked as a Product/Process CR through the monthly Product/Process CMP meetings.

Any party that disagrees with the majority decision regarding Exceptions A and B may initiate dispute resolution pursuant the CMP Dispute Resolution provisions.

FLOW

CR starts with Regulatory designation

Introduced in Systems CMP

If determined Manual then moves to P&P CMP

The originator should include information supporting the exception request if practicable (revised CR form to indicate that a manual solution is sought)

Address timing of Qwest recommended solution and decision and vote

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

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CHANGE MANAGEMENT PROCESS (CMP)

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.

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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 POC 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.

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

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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". [Action Item #272] 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 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. [Action Item #271] After the conclusion of the applicable CLEC

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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
- Any other material to be discussed

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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
- Meeting materials (distribution package)
- Meeting minutes
- Release announcements and other CLEC notifications and associated requirements

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04-08-02, 04-16-02**

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

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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 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.

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04-08-02, 04-16-02**

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,*
- 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.*

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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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 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.

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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, or if the request benefits some CLECs and negatively impact others (parity among CLECs) (Contrary to ICA provisions) (+)
 - **Qwest policy (rename)**—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.
 - SCRIP may be invoked if a CR was denied due to Economically not feasible.

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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 statused 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 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

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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 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,

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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.

Within two (2) business days after acknowledgement:

- The Qwest CMP Manager posts the complete CR to the CMP Web site

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- The CMP Group Manager assigns a Change Request Project Manager (CRPM) and identifies the 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, or if the request benefits some CLECs and negatively impact others (parity among CLECs) (Contrary to ICA provisions) (+)
- Qwest policy (**rename**)—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.
- SCRIP 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;
- Qwest Denied the CLEC CR and no further action is required by CLEC.

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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.

5.4 Qwest Initiated Product/Process Changes

The following defines five 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. Each notice will state that it does not supercede individual interconnection agreements. The lists provided below are exhaustive/ finite but may be modified by agreement of the parties. Qwest will utilize these lists when determining the disposition (e.g., Level 0–4) to which new changes should be categorized. The changes that go through these processes are not changes to OSS Interfaces. Level 1-4 changes under this process will be tracked and differentiated by level in the History Log.

5.4.1 Level 0 changes

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

Level 0 Change Categories are:

- Font and typeface changes (e.g., bold to un-bold or bold to italics)
- Capitalization
- Spelling corrections and typographical errors other than numbers that appear as part of an interval or timeframe.
- Hyphenation
- Acronym vs. non-acronym (e.g., inserting words to spell out an acronym)
- Symbols (e.g., changing bullets from circles to squares for consistency in document)
- Word changes from singular to plural (or vice versa) to correct grammar
- Punctuation

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- Changing of a number to words (or vice versa)
- Changing a word to a synonym
- Contact personnel title changes where contact information does not change
- Alphabetize information
- Indenting (left/right/center justifying for consistency)
- Grammatical corrections (making a complete sentence out of a phrase)
- Corrections to apply consistency to product names (i.e., "PBX - Resale" changed to "Resale - PBX")
- Moving paragraphs/sentences within the same section of a document to improve readability
- Hyperlink corrections within documentation
- Remove unnecessary repetitive words in the same paragraph or short section.

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

5.4.1.1 Level 0 Process/Deliverables

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

5.4.2 Level 1 changes

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

Level 1 Change Categories are:

- Time Critical Corrections to information that adversely impacts CLECs ability to conduct business with Qwest
- Corrections/clarifications/additional information that does not change the product or process
- Correction to synch up related PCAT documentation with the primary PCAT documentation that was modified through a higher level change (notice needs to include reference to primary PCAT documentation)
- Document corrections to synch up with existing OSS Interfaces documentation (notice needs to include reference to OSS Interfaces documentation)
- Process options with no mandatory deadline, that do not supercede the existing processes and that do not impose charges, regardless of whether the CLEC exercises the option

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- Modifications to Frequently Asked Questions that do not change the existing product or process
- Re-notifications issued within 6 months after initial notification (notice will include reference to date of initial notification or, if not available, reference to existing PCAT)
- Regulatory Orders that mandate a Product/Process change to be effective in less than 21 days
- Training information (note: if a class is cancelled, notification is provided 2 weeks in advance)
- URL changes with redirect link

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

5.4.2.1 Level 1 Process/Deliverables

For Level 1 changes, Qwest will provide a notification to CLECs. Level 1 notifications will state the disposition (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, by email at cmpcr@qwest.com, immediately if the change alters the CLECs' operating procedures and requires Qwest's assistance to resolve. Qwest will promptly respond to the CLEC and work to resolve the issue. 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

5.4.3 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:

- Contact Information updates excluding time critical corrections (includes email, fax, TN, personnel changes)
- Changes to a form that do not introduce changes to the underlying process

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- Changes to eliminate/replace existing Web functionality will be available for 21 days until comments are addressed. (New URL is implemented in parallel with existing; includes reference to existing and vice versa.)
- Removal of data stored under an archive URL
- Elimination of a URL re-direct
- Addition of new Web functionality (e.g., CNLA) either a demo or screen shot presentation will be available at the time of the notification for evaluation during the 21 day cycle.)
- Re-notifications issued 6 months or more after the initial notification (notice will include reference to date of initial notification or, if not available, reference to existing PCAT)
- Documentation concerning existing processes/products not previously documented
- Changes to manually generated notifications normally transmitted to CLECs through their OSS interfaces that are made to standardize or clarify, but do not change the reasons for, such notifications.
- LSOG/PCAT documentation changes associated with new OSS Interface release documentation resulting from an OSS interface CR
- Reduction to an interval in Qwest's SIG

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

5.4.3.1 Level 2 Process/Deliverables

For Level 2 changes, Qwest will provide a 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 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.

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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.

5.4.4 Level 3 changes

Level 3 changes are defined as changes that have moderate effect on CLEC operating procedures and require more lead-time before implementation than Level 2 changes. Qwest will provide initial notice of Level 3 changes at least 31 calendar days prior to implementation.

Level 3 Change Categories are:

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

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

5.4.4.1 Level 3 Process/Deliverables

For Level 3 changes, Qwest will provide a 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. Level 3 notifications will only include Level 3 Changes, excluding notification of changes to Tech Pubs. For Level 3 notifications that Qwest believes represent a new change category under Level 0, Level 1, Level 2, Level 3, or Level 4, Qwest should propose such new change category in the notice and CLECs and Qwest will

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04-08-02, 04-16-02

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).
- Request to change disposition to a Level 0, 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

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and Non FCC Tech Pubs available to CLECs and implement the change(s) according to the timeframes put forth above.

CLECs and Qwest will discuss requests to change the disposition Level of noticed changes, or to establish new change categories under Levels 0 – 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 with notifications and timelines agreed to by the participants. Except that, within five (5) business days after the disposition level is changed to a Level 1, Qwest will provide a Level 1 notification. 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.

5.4.5 Level 4 Changes

Level 4 changes are defined as changes that have a major effect on existing CLEC operating procedures or that require the development of new procedures. Level 4 changes will be 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)
- Increase to an interval in Qwest's SIG
- Changes to CMP
- New PCAT/Tech Pub for new processes
- New manual process
- Limiting the availability and applicability or functionality of an existing product or existing feature
- Addition of a required field on a form excluding mechanized forms that are changed through an OSS interface CR

For any change that Qwest considers a Level 4 change that does not specifically fit into one of the categories listed above, Qwest shall issue a Level 3 notification.

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5.4.5.1 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

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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 0, 1, 2 or 3 change, and the change will follow the process set forth above for Level 0, 1, 2, or 3 changes, as applicable. If the parties do not agree to reclassify the Change Request as a Level 0, 1, 2 or 3 change, the following process will apply:

- The parties will develop a process for Qwest to obtain CLEC input into the proposed change. Examples of processes for input include, but are not limited to, one-day conferences, multi-day conferences, or written comment cycles.
- After completion of the input cycle, as defined during the 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. Level 4 notifications will only include Level 4 Changes, excluding notification of changes to Tech Pubs. 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 green highlighting for PCAT) 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:

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- 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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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.

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.

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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 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.

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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

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

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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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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. ²For 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.

8.1.1 Draft Interface Technical Specifications

[make sure CR process and this process are linked properly in final document]

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

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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 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.

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
- Summary of changes from the prior release, including any changes made as a result of CLEC comments on Draft Technical Specifications

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

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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

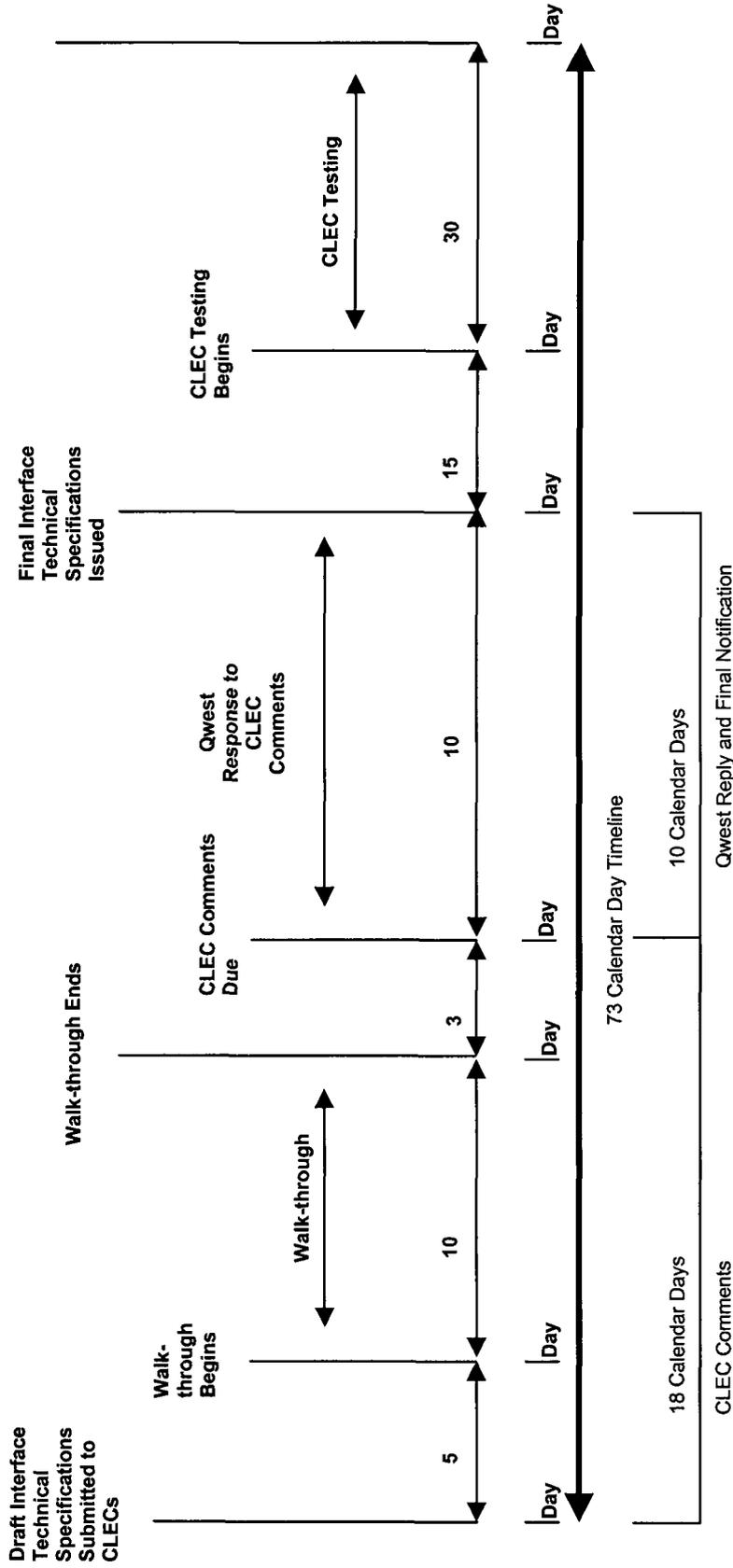
Qwest's planned implementation date will be no later than twenty-one (21) calendar days from the date of the final release notice. Qwest will post this information on the CMP web site. Production support type changes that occur without advance notification will be posted within 24 hours of the change.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

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



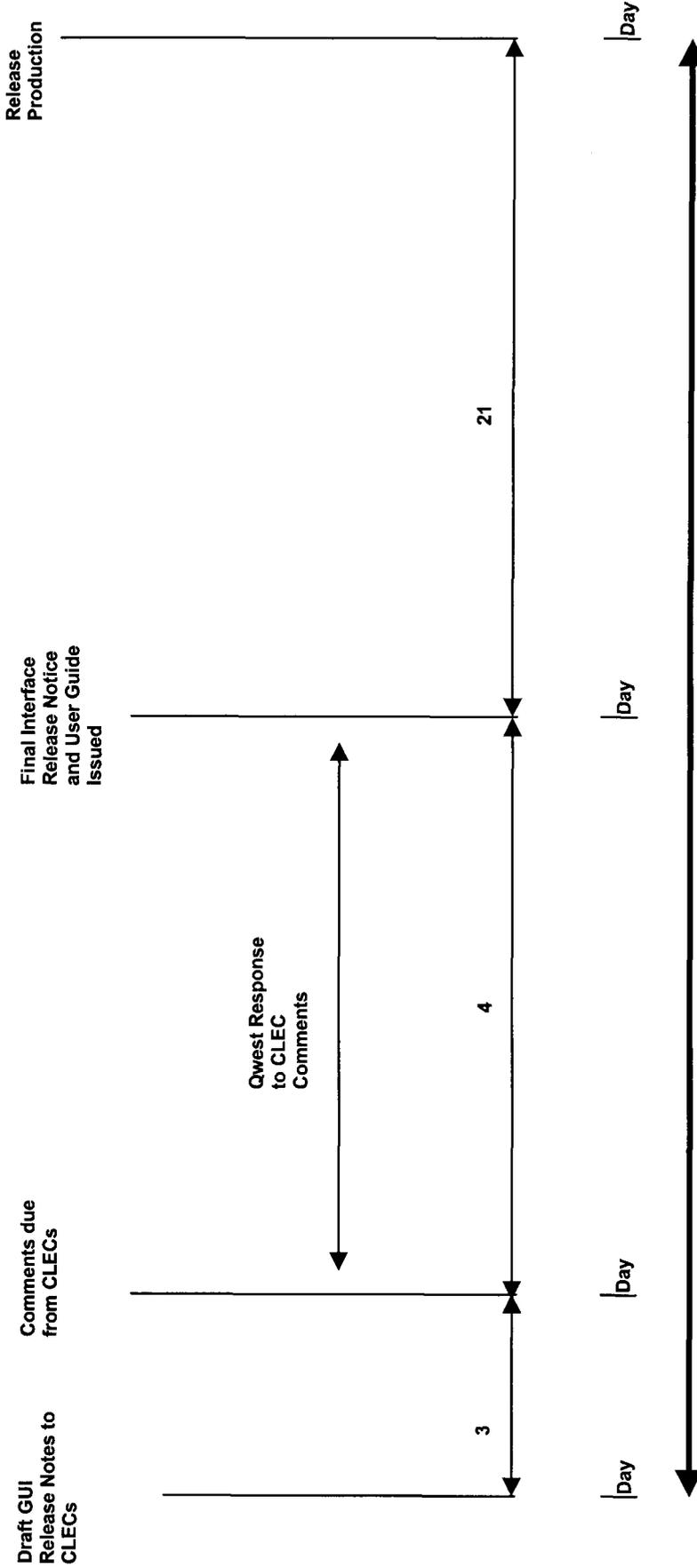
The events listed above are intended to occur on business days. If the date on which any event is scheduled to occur falls on a weekend or holiday then Qwest and the CLECs may negotiate a revised timeline.

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

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



28 Calendar Day Timeline

The events listed above are intended to occur on business days. If the date on which any event is scheduled to occur falls on a weekend or holiday, the event is scheduled to occur on the next business day. *Weeks and holidays are defined as the CLECs gateway including 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*

¹ Throughout this document, *weeks and holidays are defined as the CLECs gateway including 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*

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

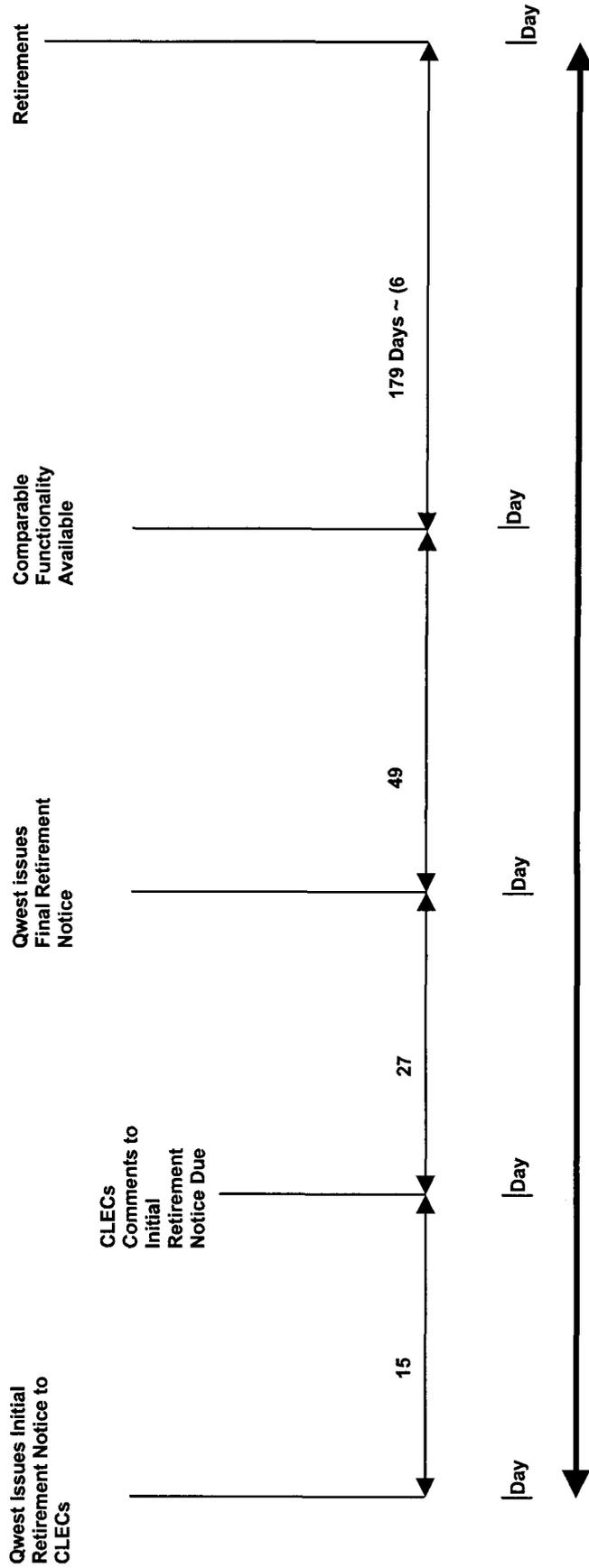
- The rationale for retiring the OSS Interface (e.g., no usage or replacement)
- If applicable, where the replacement functionality will reside in a new interface and when the new interface has been certified by a CLEC
- Qwest's responses to CLECs' comments/concerns
- Actual retirement date

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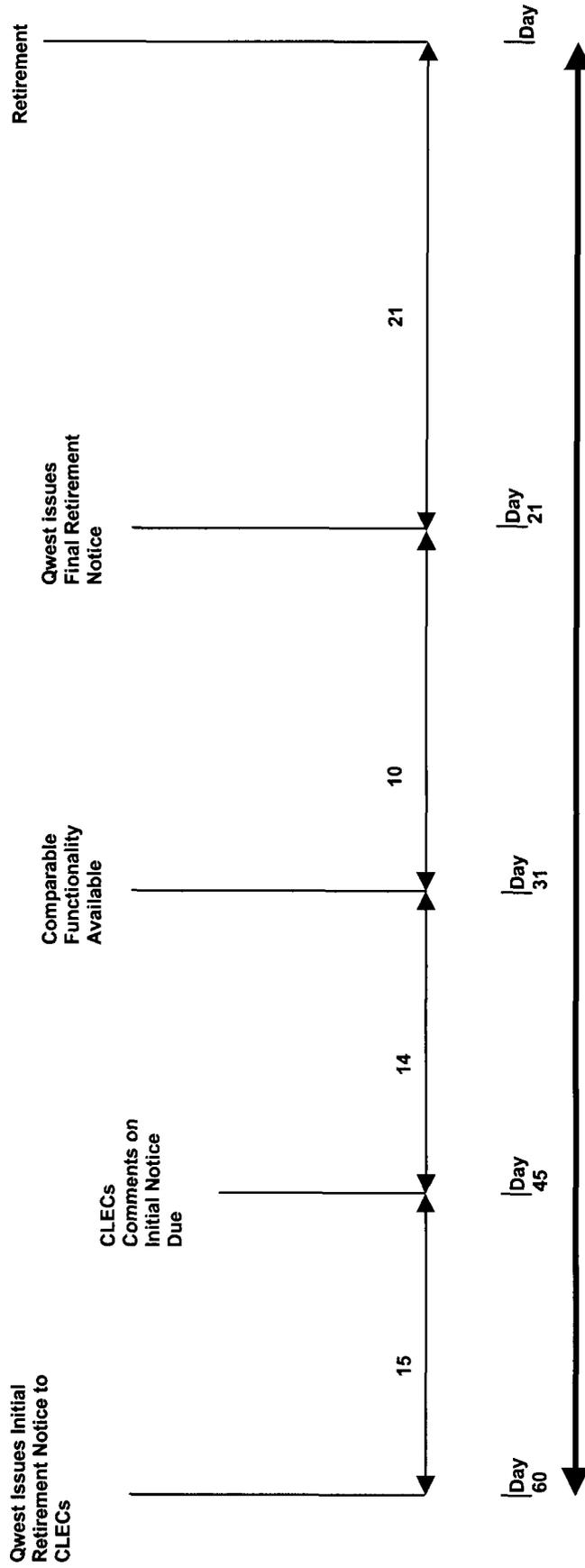
Qwest-CLEC Change Management Process Retirement of An Existing Application-to-Application OSS Interface Timeline



The events listed above are intended to occur on business days. If the date on which any event is scheduled to occur falls on a weekend or holiday, then Qwest and the CLECs may negotiate a revised timeline. Throughout this document, OSS interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users.

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



**2-Month Timeline
 (Approximately)**

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

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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

[See Action Items 212 and 169]

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, . If no time is specified, Qwest will implement the change as soon as practicable.

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 of 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 CRs 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.
- 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.

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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.
- 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.

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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

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

SCRCP may be invoked prior to prioritization. Analysis on the cost would be done for a fee. CLEC may decide to invoke SCRCP 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.

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**Attachment 9: 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, 04-16-02**

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 SCRCP originator's request:

- [Information TBD]

As soon as feasible, but in any case within (x) business days after receipt of a completed SCRCP form, Qwest will provide the SCRCP originator with a SCRCP quote. The SCRCP 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 SCRCP originator has (x) business days, upon receipt of the SCRCP quote, to either agree to purchase under the quoted price or cancel its SCRCP.

Once development work has begun, if at any time the SCRCP originator decides to cancel the SCRCP, the SCRCP 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 SCRCP request. Like CLECs, Qwest will have to apply separate, additional resources to CR it seeks to implement through the SCRCP.

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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 release 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.

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.

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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.

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.

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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.
- 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.

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- 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.

Severity 4: Minimal Impact

- Low or no visibility.
- No direct impact on CLEC.

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- 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 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.

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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. Late 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.
- 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.

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- Qwest will give notification that an escalation has been requested via the Industry Mail Out process
- Any other CLEC wishing to participate in the escalation 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	Eschelon	Presented	Add an online glossary of the field title abbreviations to help menu of IMA GUI	Medium	751	3000	Eschelon	Category C: Rank Eligible

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 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, 04-16-02**

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

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

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

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

**Attachment 9: 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, 04-16-02**

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)	Eschelon	IMA Common	Centrex Resale, UNE-P	Extra Large	5500	8000	35
4	214	31766	Reject Duplicate LSRs	Qwest	IMA Common	All Products	Medium	751	3000	6
5	211	SCR013002-3	IMA Pre-Order - Use CCNA to retrieve a Design Layout Report (DLR)	Qwest	IMA Common		Medium	751	3000	14

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

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

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

Appendix d

CHANGE REQUEST FORM

CR # _____ Status: _____
 Originated By: _____ Date Submitted: _____
 Company: _____ Internal Ref# _____
 Originator: _____
 Name, Title, and email/phone# _____

Proprietary for submission to Account Manager Only? Please click appropriate box.
 Yes No

Optional - Available Dates/Time for Clarification Meeting
1.
2.
3.
4.

Area of Change Request: Please click appropriate box and fill out the section below.
 Product/Process System

Title of Change: _____

Description of Change: _____

Expected Deliverables: _____

OPTIONAL - THIS SECTION TO BE COMPLETED FOR PRODUCT & PROCESS CHANGES

Products Impacted: Please Click all appropriate boxes and also list specific products within product group, if applicable.

<input type="checkbox"/> Ancillary	_____	<input type="checkbox"/> LNP	_____
<input type="checkbox"/> LIDB	_____	<input type="checkbox"/> Private Line	_____
<input type="checkbox"/> 8XX	_____	<input type="checkbox"/> Resale	_____
<input type="checkbox"/> 911	_____	<input type="checkbox"/> Switched Service	_____
<input type="checkbox"/> Calling Name	_____	<input type="checkbox"/> UDIT	_____
<input type="checkbox"/> SS7	_____	<input type="checkbox"/> Unbundled Loop	_____
<input type="checkbox"/> AIN	_____	<input type="checkbox"/> UNE	_____
<input type="checkbox"/> DA	_____	<input type="checkbox"/> Switching	_____
<input type="checkbox"/> Operation Services	_____	<input type="checkbox"/> Transport (Include EUDIT)	_____
<input type="checkbox"/> INP / LNP	_____	<input type="checkbox"/> Loop	_____
<input type="checkbox"/> Centrex	_____	<input type="checkbox"/> UNE-P	_____
<input type="checkbox"/> Collocation	_____	<input type="checkbox"/> EEL (UNE-C)	_____
<input type="checkbox"/> Physical	_____	<input type="checkbox"/> Other	_____
<input type="checkbox"/> Virtual	_____	<input type="checkbox"/> Wireless	_____
<input type="checkbox"/> Adjacent	_____	<input type="checkbox"/> LIS / Interconnect	_____
<input type="checkbox"/> ICDF Collocation	_____	<input type="checkbox"/> EICT	_____
<input type="checkbox"/> Other	_____	<input type="checkbox"/> Tandem Trans. / TST	_____
<input type="checkbox"/> Enterprise Data Source	_____	<input type="checkbox"/> DTT / Dedicated Transport	_____

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- Other _____
- Tandem Switching
 Local Switching

OPTIONAL - THIS SECTION TO BE COMPLETED IF REQUESTING A PROCESS CHANGE

Area Impacted: Please click appropriate box.

- Pre-Ordering Provisioning
 Ordering
 Billing
 Maintenance / Repair Other _____

OPTIONAL - THIS SECTION TO BE COMPLETED IF REQUESTING A SYSTEM CHANGE

OSS Interfaces Impacted: Please click all appropriate boxes.

- CEMR IMA EDI MEDIACC TELIS
 EXACT IMA GUI Product Database Wholesale Billing Interface
 Directory Listing HEET SATE
 Other _____

Appendix d

Change Request Form Instructions

The Change Request (CR) Form is the written documentation for submitting a CR for a Product, Process or OSS interface (Systems) change. The CR should be reviewed and submitted by the individual, which was selected to act as a single point of contact for the management of CRs to Qwest. Electronic version of the CR Form can be downloaded from the Qwest Wholesale WEB Page at <http://www.qwest.com/wholesale/cmp/changerequest.html>.

Product/Process and System CRs may be submitted to Qwest via e-mail at: cmpr@qwest.com

To input data to the form, use the Tab Key to navigate between each field. The following fields on the CR Form must be completed as a minimum, unless noted otherwise:

Submitted By

- Enter the date the CR is being submitted to the Qwest CMP Manager.
- Enter Company's name and Submitter's name, title, and email/Phone#.
- Optional – identify potential available dates Submitter is available for a Clarification Meeting.
- Optional – enter a Company Internal Reference No. to be identified.

Proprietary Submission

- If the CR is proprietary (i.e., confidential) and is meant to be directed only to your account manager and not flow through the CMP, then select "Yes". If the CR is not proprietary and is meant to flow through the CMP, then select "No". If this field is left blank, the default will be "No".

Area of Change Request

- Select the type of CR that is being submitted (Product, Process, or Systems).

Title of Change

- Enter a title for this CR. This should concisely describe the CR in a single sentence.

Description of Change

- Describe the Functional needs of the change being requested. To the extent practical, please provide examples to support the functional need. Also include the business benefit of this request.

Expected Deliverables

- Enter the desired outcome required of Qwest (e.g. revised process, clarification, improved communication, etc.).

Products Impacted – Optional

- To the extent known, check the applicable products that are impacted by the CR.

Area Impacted – Optional

- To the extent known, check the applicable process areas that are impacted by the CR.

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OSS Interfaces Impacted – Optional

- To the extent known, check the applicable systems that are impacted by the CR.

Qwest's CMP Manager will complete the remainder of the Form.

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 release of a computer system available in a particular environment. These environments are usually testing environments or production environments.</p> <p>Disposition: A final settlement as to the treatment of a particular Change Request.</p>
Good Faith	"Good faith" means honesty in fact and the observance of reasonable commercial standards of fair dealing.

Term	Definition
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 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 release to a subsequent release 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

Term	Definition
	previously tested, or certified.
<p>Release</p> <ul style="list-style-type: none"> • Major Release • Point Release • Patch Release 	<p>A Release is an implementation of changes resulting from a CR or production support issue for a particular OSS Interface There are three types of releases for IMA.:</p> <ul style="list-style-type: none"> • Major Release may be CLEC impacting (to systems code and CLEC operating procedures) via EDI changes, GUI changes, technical changes, or all. Major Releases are the primary vehicle for implementing systems Change Requests of all types (Regulatory, Industry Guideline, CLEC-originated and Qwest-originated). • Point Release may not be CLEC code impacting, but may affect CLEC operating procedures. The point release is used to fix bugs introduced in previous releases, 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.
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	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:

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

Attachment 10:
CLEC-Qwest Change Management Process Re-design
SCHEDULE OF WORKING SESSIONS

Revised—April 16, 2002

UPCOMING WORKING SESSIONS	Dates/Time	Location	Element
<p>DATE: Wed, May 1 and Thurs, May 2 TIME: Noon-6 pm MT on Wed 9 AM-5 PM MT on Thurs</p> <p>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"> • Discuss and baseline language for “1” and “0” items • Review and close items in the Gap Analysis and Issues/Action Items Log 	
<p>DATE: Tues, May 21 and Wed, May 22 TIME: Noon-6 pm MT on Tues 9 AM-5 PM MT on Wed</p> <p>Dial-In Number: 877.550.8686 Conference ID: 2213337</p>	<p>1801 California Street 13th Floor, Room 3 Denver, CO</p>	<ul style="list-style-type: none"> • (to be determined) 	
<p>DATE: Wed, June 5 and Thurs, June 6 TIME: Noon-6 pm MT on Wed 9 AM-5 PM MT on Thurs</p> <p>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: Mon, June 17 and Tues, June 18 TIME: Noon-6 pm MT on Mon 9 AM-5 PM MT on Tues</p> <p>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) 	

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.

**Attachment 10:
CLEC-Qwest Change Management Process Re-design
SCHEDULE OF WORKING SESSIONS**

Revised—April 16, 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 re-lined 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.

**Attachment 10:
CLEC-Qwest Change Management Process Re-design
SCHEDULE OF WORKING SESSIONS**

Revised—April 16, 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.

**Attachment 10:
CLEC-Qwest Change Management Process Re-design
SCHEDULE OF WORKING SESSIONS**

Revised—April 16, 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.

**Attachment 10:
CLEC-Qwest Change Management Process Re-design
SCHEDULE OF WORKING SESSIONS**

Revised—April 16, 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"> • Gap/Issues discussion and closure: <ul style="list-style-type: none"> - 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
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
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.

**Attachment 10:
CLEC-Qwest Change Management Process Re-design
SCHEDULE OF WORKING SESSIONS**

Revised—April 16, 2002

WORKING SESSIONS ALREADY HELD (continued)

Dates/Time	Location	Element
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
Tuesday, Apr 16—COMPLETED	1801 California Street Denver, CO	<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

Note: Agenda will include standing items—Review Core Team participation, Issue/Action Items, Review redefined 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.

D

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

Revised—May 2, 2002
Exhibit D

UPCOMING WORKING SESSIONS	Dates/Time	Location	Element
<p>DATE: Tues, May 21 and Wed, May 22 TIME: Noon-6 pm MT on Tues 9 AM-5 PM MT on Wed Dial-In Number: 877.550.8686 Conference ID: 2213337</p>	<p>1801 California Street 13th Floor, Room 3 Denver, CO</p>	<ul style="list-style-type: none"> • Discuss and baseline language for “1” and “0” items • Exception Process • Postponement • Voting Process • Roles and responsibilities for Service and Account Management • Review and close items in the Gap Analysis and Issues/Action Items Log 	
<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>1801 California Street 13th Floor, Room 1 Denver, CO</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>1801 California Street 13th Floor, Room 1 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.

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

Revised—May 2, 2002

Exhibit D

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 re-lined 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—May 2, 2002

Exhibit D

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.

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

Revised—May 2, 2002

Exhibit D

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.

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

Revised—May 2, 2002

Exhibit D

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"> • Gap/Issues discussion and closure: <ul style="list-style-type: none"> – 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
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
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.

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

Revised—May 2, 2002

Exhibit D

WORKING SESSIONS ALREADY HELD (continued)

Dates/Time	Location	Element
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
Tuesday, Apr 16—COMPLETED	1801 California Street Denver, CO	<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
Wednesday, May 1 and Thursday, May 2—COMPLETED	1801 California Street Denver, CO	<ul style="list-style-type: none"> • Discuss and baseline language for “1” and “0” items <ul style="list-style-type: none"> • SCRP • Crossover CR • Method of implementing Regulatory Changes • Denial of CRs • Training • Late Withdrawals of Prioritized CRs • <i>Exception Process—to be continued</i> • <i>Postponement—to be continued</i> • <i>Voting Process—rescheduled</i> • <i>Roles and responsibilities for Service and Account Management—rescheduled</i> • Review and close items in the Gap Analysis and Issues/Action Items Log

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.