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BEFORE THE ARIZONA CORPORATION COMMISSION

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2011 JAN 31 P 4: 13
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Arizona Corporation Commission

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JAN 31 2011

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DOCKET NO. T-00000A-97-0238

IN THE MATTER OF QWEST
CORPORATION'S COMPLIANCE WITH
§271 OF THE TELECOMMUNICATIONS
ACT OF 1996

QWEST'S QUARTERLY REPORT
REGARDING ITS CHANGE
MANAGEMENT PROCESS

Qwest Corporation ("Qwest") submits this Quarterly Report regarding its Change Management Process pursuant to the Arizona Corporation Commission's ("ACC") Order¹ relating to Qwest's Operational Support systems ("OSS"), which, among other things, adopted certain reporting recommendations in Staff's Supplemental Report on Qwest's Compliance with Checklist Item No. 2: Access to Unbundled Network Elements (UNEs), Change Management Process and Stand-Alone Test Environment, dated May 7, 2002 ("Staff's CMP Report"), at pp. 14-15.

In Staff's CMP Report, Staff recommended that Qwest develop a report on the effectiveness of the Re-Designed Change Management Process, to be filed with the ACC on a quarterly basis.² In accordance with that recommendation, Qwest began submitting quarterly CMP reports in August 2002, beginning with data for the second calendar quarter of 2002. The

¹ Decision No. 66224, ACC Order, *In the Matter of US WEST Communication, Inc.'s Compliance with §271 of the Telecommunications Act of 1996*, at ¶¶72, 151, and ordering paragraphs (August 28, 2003)("OSS Order").

² Staff's CMP Report at 15.

1 Commission adopted Staff's reporting recommendation in its OSS Order.³ Qwest submits this
2 report regarding events that occurred from April through June, 2010 ("2Q2010") in accordance
3 with the Commission's Order.

4 The information outlined by Staff in its recommendation is included in Exhibits A
5 through D to this report, along with additional relevant information, as described below.

6 Exhibit A, entitled Qwest Wholesale Change Management Process: CLEC and Qwest
7 Change Requests Submitted 4th Quarter 2010 ("4Q2010"), sets forth a listing of the number of
8 CLEC and Qwest originated systems and product/process Change Requests ("CRs"), along with
9 the percentage of the total CRs submitted during the quarter by CLECs and Qwest, and a listing
10 of all of the CRs submitted during the quarter, including the date on which the change was
11 submitted, CR number, summary of the change requests, and the party that submitted the
12 change.⁴

13 During 2Q2010, CLECs submitted zero systems CRs, which constituted 0% of the total
14 number of systems CRs, and zero product/process CRs, which constituted 0% of the
15 product/process CRs. Qwest submitted one system CRs, which constituted 100% of the total
16 number of systems CRs, and four product/process CRs, which constituted 100% of the
17 product/process CRs.⁵

18 Exhibit B, entitled Qwest Wholesale Change Management Process: Status and
19 Disposition of Changes/ 4th Quarter 2010, sets forth a summary of the current status or
20 disposition of all systems and product/process changes. These changes are listed in the
21 following order:

22 ³ OSS Order, at ¶¶72, 151, and ordering paragraphs (August 28, 2003).

23 ⁴ Further information regarding each CR can be found using the Product/Process Interactive Reports and Systems
24 Interactive Reports on Qwest's wholesale web site. Links to those reports can be found at the following URL:
www.qwest.com/wholesale/changerequest.html

25 ⁵ Section 5.4 of Qwest's Wholesale Change Management Process Document ("Wholesale CMP") provides that
26 Qwest must submit CRs for Level 4 product/process changes. While Qwest does not submit CRs to initiate Level
0-3 product/process changes, information regarding those changes is included in Exhibit A.

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- CLEC Systems Change Requests
- CLEC Product/Process Change Requests
- Qwest Systems Change Requests
- Qwest Product/Process Change Requests and Changes

Within the listing of Qwest Product/Process Change Requests and Changes, Qwest Level 4 changes (which require a CR) are listed first, followed by an aggregate listing of Level 1-3 changes.⁶ For each change listed, Exhibit B contains the date on which the change was submitted, the type of change or CR number, a summary of the change, the status and proposed effective date, if applicable, and the party that submitted the change.

Exhibit C, entitled Qwest Wholesale Change Management Process: Summary of Change by Interface Release/4th Quarter 2010, sets forth information regarding interface changes that were implemented during 4Q2010.

Exhibit D, entitled Qwest Wholesale Change Management Process: Escalation, Dispute Postponement Process/4th Quarter 2010, which sets forth the escalations and dispute resolutions initiated from October 1, 2010 through December 31st, 2010. This table lists the issues escalated and those taken to dispute resolution, if any, along with the resolution reached.

Finally, Qwest has also attached as Exhibit E an updated matrix that catalogues Qwest's compliance with each of the sections of Qwest's Wholesale CMP⁷ to provide additional data regarding the effectiveness of the CMP. The matrix shows that the core provisions of the redesigned process have been in effect for many years now and lists the timeframes and Qwest

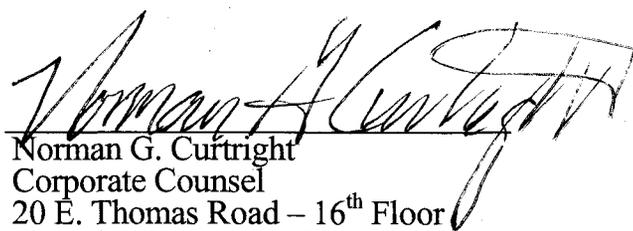
⁶ Level 0 changes are defined as those that do not change the meaning of documentation, do not alter CLEC operating procedures, and are effective immediately without notice. Because these changes do not require any notification, web change form, or history log, they are not tracked and are not reported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

⁷ The current version of Qwest's Wholesale CMP can be found on the "What is CMP?" page of Qwest's wholesale web site at <http://www.qwest.com/wholesale/cmp/whatiscmp.html>

1 deliverables in the Wholesale CMP – each of which was defined and agreed to through the
2 redesign process – along with specific information detailing Qwest’s record of compliance with
3 those obligations. Qwest’s compliance rate continues to exceed 99%.

4 RESPECTFULLY SUBMITTED this 31st day of January, 2011.

5
6 QWEST CORPORATION

7
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EXHIBIT A

**Qwest Wholesale Change Management Process: CLEC and Qwest Change Requests Submitted
4th Quarter 2010**

	CLECs	Qwest
Number of Systems CRs:	0	1
Percentage of total Systems CRs:	0%	100%
Number of Product/Process CRs:	0	4
Percentage of total Product/Process CRs:	0%	100%

Systems Change Requests			
Date submitted	Change Request number	Summary of change	Submitter
11/16/2010	SCR11610-2IG	ASOG 42 Industry Release/QORA and ASR Gateway	Qwest Corporation
Product/Process Change Requests			
Date Submitted	Change Request number	Summary of change	Submitter
10/6/2010	PC100610-1CM	REVISED 01/11/11 Change to CMP document ITHD update to provide consistency on name (REMOVED proposed change in hours)	Qwest Corporation
10/6/2010	PC100610-2CM	Change to CMP document – correction to urls in CMP doc	Qwest Corporation
11/2/2010	PC110210-1	CLEC Work in Qwest Outside Plant Facilities	Qwest Corporation
11/3/2010	PC110310-1	Bordertown changes	Qwest Corporation

EXHIBIT B

Qwest Wholesale Change Management Process: Status and Disposition of Changes
4th Quarter 2010

CLEC Systems Change Requests					
Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter	
CLEC Product/Process Change Requests					
Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter	
Qwest Systems Change Requests					
Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter	
11/16/2010	SCR111610-2IG	ASOG 42 Industry Release/ QORA and ASR Gateway	Development	Qwest Corporation	
Qwest Product/Process Change Requests and changes					
Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter	
10/6/2010	PC100610-1CM	REVISED 01/11/11 Change to CMP document ITHD update to provide consistency on name (REMOVED proposed change in hours)	Development /01-26-11	Qwest Corporation	
10/6/2010	PC100610-2CM	Change to CMP document – correction to urls in CMP doc	Development /01-26-11	Qwest Corporation	
11/2/2010	PC110210-1	CLEC Work in Qwest Outside Plant Facilities	Development /03-21-11	Qwest Corporation	
11/3/2010	PC110310-1	Border town changes	Development /03-18-11	Qwest Corporation	

Date Announced	Level of Change	Summary of change	Effective date	Submitter
10/22/10	level 4	CMP-FINAL NOTICE and Qwest Response to CLEC Comments on xDSL Capable Loop Enhancements - Minnesota and Montana Specific	11/22/10	Qwest Corporation
11/3/2010	Level 4	CMP-Custom Ringing Service - V13.0 - Colorado and Wyoming Specific	12/18/10	Qwest Corporation
11/3/2010	Level 4	CMP-Custom Ringing Service - V13.0 - Colorado and Wyoming Specific - RED-LINE DOCUMENT CORRECTION	12/18/10	Qwest Corporation
11/30/2010	Level 4	CMP-xDSL Capable Loop Enhancements - Minnesota	1/15/11	Qwest Corporation
12/3/10	Level 4	CMP-FINAL NOTICE and Qwest Response to CLEC Comments on Custom Ringing Service - V13.0 - CO WY Specific	12/18/10	Qwest Corporation
12/23/10	Level 4	CMP-FINAL NOTICE and Qwest Response to CLEC Comments on xDSL Capable Loop Enhancements - Minnesota	1/15/11	Qwest Corporation
10/5/10	Level 3	CMP-FINAL NOTICE and Qwest Response to CLEC Comments on Collocation - Direct Current (DC) Power Overview - V6.0 - Minnesota specific	10/20/10	Qwest Corporation
10/8/2010	Level 3	CMP-2010 Holiday Hours for Customer-facing Centers	12/24/10	Qwest Corporation
10/15/2010	Level 3	CMP-Provisioning and Installation Overview - V133.0	11/29/10	Qwest Corporation
11/17/2010	Level 3	CMP-Directory Listing Providers Business Procedures - V49.0	1/1/11	Qwest Corporation
11/29/2010	Level 3	CMP-AIN Features Update Center Phone Numbers	12/31/10	Qwest Corporation
12/6/10	Level 3	CMP-FINAL NOTICE Qwest Holiday Hours 2010	12/24/10	Qwest Corporation
12/16/10	Level 3	CMP-FINAL NOTICE AIN Features Update Center Phone Numbers	12/31/10	Qwest Corporation

12/17/10	Level 3	CMP-FINAL NOTICE Directory Listing Providers Business Procedures - V49.0	1/1/11	Qwest Corporation
10/11/2010	Level 2	CMP-Wholesale Customer Contacts - V101.0	11/1/10	Qwest Corporation
10/11/2010	Level 2	CMP- Billmate ASCII Billing and CSR Data process Enhancement	11/1/10	Qwest Corporation
10/25/2010	Level 2	CMP-High Voltage Protection - V5.0	11/15/10	Qwest Corporation
11/8/2010	Level 2	CMP-Provisioning and Installation Overview - V134.0	11/29/10	Qwest Corporation
11/15/2010	Level 2	CMP-Contact Information Updates for Interconnection Agreement Manager	12/6/10	Qwest Corporation
11/22/10	Level 2	CMP-FINAL NOTICE and Qwest Response to CLEC Comments Provisioning and Installation Overview - V134.0	11/29/10	Qwest Corporation
10/11/10	Level 1	CMP- Local Service Ordering Guidelines (LSOG) - End User (EU) V58 Update to the Qwest Central Community Name Table	10/11/10	Qwest Corporation
10/12/10	Level 1	CMP - IMA-GUI Release 29.0 / Web Based Training Updated	10/12/10	Qwest Corporation
10/21/10	Level 1	CMP-Forecasting - V57.0	10/22/10	Qwest Corporation
10/22/10	Level 1	CMP-Pre-Ordering Overview - V70.0 and Ordering Overview - V164.0	10/25/10	Qwest Corporation
10/22/10	Level 1	CMP-Retractation of Provisioning and Installation Overview V133.0	10/22/10	Qwest Corporation
10/26/10	Level 1	CMP- Resale - Private Line Transport (PLT) - GeoMax™ - V13.0	10/27/10	Qwest Corporation
11/3/10	Level 1	CMP - December 2010 Instructor Led Class Offering	11/03/10	Qwest Corporation

11/5/10	Level 1	CMP- Local Service Ordering Guidelines (LSOG) - End User (EU) V58 Updates to the Qwest Central, Eastern and Western Community Name Tables	11/05/10	Qwest Corporation
11/11/10	Level 1	CMP - RETRACT xDSL Capable Loop Enhancements - Minnesota and Montana Specific	11/11/10	Qwest Corporation
11/24/10	Level 1	CMP-Directory Listing Providers Business Procedure - V50.0	11/24/10	Qwest Corporation
12/1/10	Level 1	CMP- Local Service Ordering Guidelines (LSOG) - End User (EU) V58 Updates to the Qwest Central Community Name Table	12/01/10	Qwest Corporation
12/2/10	Level 1	CMP-Resale Features - V29.0	12/03/10	Qwest Corporation
12/3/10	Level 1	CMP - Qwest Wholesale Notifications Subscription Tool - change of URL	12/03/10	Qwest Corporation
12/10/10	Level 1	CMP-Local Interconnection Service (LIS) - V24.0	12/13/10	Qwest Corporation
12/10/10	Level 1	CMP-Reimplementation of IMA Release 28.0 ZIP Code Edit for Simple Port Requests	12/13/10	Qwest Corporation
12/20/10	Level 1	CMP- Local Service Ordering Guidelines (LSOG) - End User (EU) V58 Updates to the Qwest Central Community Name Table and Eastern Community Name Table	12/20/10	Qwest Corporation
12/21/10	Level 1	CMP-Wholesale Customer Contacts - V102.0 and Expedites and Escalations Overview - V59.0	12/22/10	Qwest Corporation

EXHIBIT C

Qwest Wholesale Change Management Process: Summary of change by Interface release		
4th Quarter 2010		
EXACT		
Number of CRs		
CLEC CRs	0	
Qwest CRs	0	
Change Request number	Summary	Submitter
Loss and Completions		
Number of CRs		
CLEC CRs	0	
Qwest CRs	0	
Change Request number	Summary	Submitter
Billing		
Number of CRs		
CLEC CRs	0	
Qwest CRs	0	
Change Request number	Summary	Submitter
SATE		
Number of CRs		
CLEC CRs	0	
Qwest CRs	0	
Change Request number	Summary	Submitter
CEMR		
Number of CRs		
CLEC CRs	0	
Qwest CRs	1	
Change Request number	Summary	Submitter
SCR090910-1	Add 0B verification code to the CEMR help page	Qwest Corporation

Process and Documentation		
	Number of CRs	
CLEC CRs	0	
Qwest CRs	5	
Change Request number	Summary	Submitter
PC072210-1	Grandfather Custom Calling Services Packages in Arizona and Minnesota	Qwest Corporation
PC061110-1	Grandfather Residential Packages in New Mexico	Qwest Corporation
PC062410-1	REVISED 07/21/10 Grandfather Custom Calling Feature Packages Idaho North ORIGINAL TITLE: Grandfather Custom Ringing Plus Idaho North	Qwest Corporation
PC072910-1	Elimination of products in multiple states	Qwest Corporation
PC062310-1	Grandfather Custom Ringing Plus Colorado and Wyoming	Qwest Corporation
	ASR Gateway/QORA UOM	
	Number of CRs	
CLEC CRs	0	
Qwest CRs	0	
Change Request number	Summary	Submitter
	MEDIAAC	
	Number of CRs	
CLEC CRs	0	
Qwest CRs	0	
Change Request number	Summary	Submitter
	IMA	
	Number of CRs	
CLEC CRs	1	
Qwest CRs	3	
Change Request number	Summary	Submitter
SCR010709-2	Allow Re-DSRED Functionality - 1/21/09 Revision - XML providers would have the	Qwest Corporation
SCR033009-1	IMA Raw Loop Data Query by Circuit ID	Integra
SCR062910-1	DL.DOI=0 – Modify default value from blank to zero	Qwest Corporation
SCR062910-2	DL.TOA (Type Of Account) field	Qwest Corporation

EXHIBIT D

Qwest Wholesale Change Management Process: Escalation, Dispute, Postponement Process
4thQuarter 2010

Note: Escalation detail is available at http://www.qwest.com/wholesale/cmp/escalations.html			
Note: Dispute detail is available at http://www.qwest.com/wholesale/cmp/dispute.html			
Note: Postponement detail is available at http://www.qwest.com/wholesale/cmp/dispute.html			

EXHIBIT E

Change Management Improvements 4th Quarter 2010

Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section I Introduction and Scope</p> <p>Qwest implemented Section I as agreed to by the Redesign Team.</p>	<p>October 2, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 2-3 Final Minutes, page 4 paragraph 1.)</p>	<p>October 3, 2001</p>	<p>Qwest has complied with this process for over 110 months.</p> <p>Qwest processed 613 new OSS Interface CRs between October 3, 2001 and December 31, 2010.</p> <p>Qwest processed 394 new Product Process CRs between October 3, 2001 and December 31, 2010.</p> <p>Qwest has rejected only 7 CRs on the grounds that they were deemed to be out of scope of the Change Management Process.</p>	<p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/cmp/changerequest.html (Select either CLEC-Qwest Change Request – Product/Process Interactive Reports or CLEC-Qwest Change Request – Systems Interactive Reports.)</p>

**Change Management Improvements
4th Quarter 2010**

Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 2 Managing the Change Management Process</p> <p>Qwest implemented Section 2 as agreed to by the Redesign Team.</p>	<p>Varies by sub-section.</p>	<p>Qwest implemented Section 2 as specified in the Qwest's Record of Compliance column.</p>	<p>Qwest has modified the processes, as necessary, as determined by the Redesign Team.</p> <p>Qwest posts a POC list to the CMP web site.</p> <p>CMP Managers have been in place since the inception of CMP in 1999.</p> <p>CR Project Managers have been in place (fulfilling the roles and responsibilities described in the CMP) since August, 2001.</p> <p>Escalation/Dispute Resolution Managers have been in place (fulfilling the roles and responsibilities described in the CMP) since September, 2001.</p> <p>Qwest posted a CLEC comments tool to the CMP web site.</p> <p>In April 2002, CLECs and Qwest agreed to procedures to manage changes to the CMP. In June 2002, CLECs and Qwest agreed to use a CR to manage changes.</p>	<p>Supporting data can be found at the following URLs:</p> <p>http://www.qwest.com/wholesale/cmp/poc.html (CLEC-Qwest POC List)</p> <p>http://www.qwest.com/wholesale/cmp/changerequest.html (See either CLEC-Qwest Change Request – Product/Process Interactive Reports or CLEC-Qwest Change Request – Systems Interactive Reports)</p> <p>These contain the names of the CR Project Managers assigned to each of the CRs.)</p> <p>http://www.qwest.com/wholesale/cmp/escdisp.html (See actual escalations.)</p> <p>http://www.qwest.com/wholesale/cmp/review.html (This is the tool the CLECs use to submit comments on a given PCAT or TechPub.)</p>

Change Management Improvements 4th Quarter 2010

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 3 Meetings</p> <p>Qwest implemented Section 3 as agreed to by the Redesign Team.</p>	<p>August 8, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/r edesign.html (see CMP Re-Design Meeting August 7 & 8 Final Minutes - 8-29-01 Attachment 9, Page 8.)</p>	<p>See Qwest's Record of Compliance column.</p>	<p>Qwest has conducted CMP monthly meetings at least once per month since the inception of Qwest's CMP in 1999. In October, 2001, CMP monthly meetings were extended to two full day sessions per the request of the CLEC participants. In March of 2005, an Exception request (PC020205-3-CM) was granted to allow the CMP Product/Process and Systems Meetings to be held on the same day of each month.</p> <p>Qwest has provided meeting materials, also known as distribution packages, since the inception of Qwest's CMP in 1999. An improved distribution package format was introduced in September, 2001 for the Product and Process CMP meetings and in October 2001 for the Systems CMP meetings.</p> <p>Qwest has recorded meeting minutes since August 15, 2001 for Product and Process CMP meetings, and since September 19, 2001 for Systems CMP meetings.</p> <p>Qwest has made a number of improvements to its CMP website as a result of the Redesign effort.</p>	<p>Supporting data can be found at the following URLs: http://www.qwest.com/wholesale/cmp/marchive.html (CMP meeting material, including dates of meetings, distribution packages and meeting minutes) http://www.qwest.com/wholesale/cmp/index.html (Qwest's CMP web site)</p>

**Change Management Improvements
4th Quarter 2010**

Process	Date Process was Baseline by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 4 Types of Change</p> <p>Qwest implemented Section 4 as agreed to by the Redesign Team.</p>	<p>September 20, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting September 18 and 20 Final Minutes, Pages 6 and 7.)</p>	<p>September 20, 2001</p>	<p>Qwest has complied with this process for over 111 months. It should be noted that there was an impasse issue relating to the definition of Regulatory CRs that was resolved on April 4, 2002. However, the team had reached agreement on the other aspects of the definition and the impasse resolution did not change the language contained in the Qwest Wholesale Change Management Process document.</p> <p>There were 4 Regulatory CRs, 0 Industry Guideline CRs, 24 CLEC Originated CRs, and 25 Qwest Originated CRs on the candidate list for the IMA 10.0 Release.</p> <p>There were 2 Regulatory CRs, 16 Industry Guideline CRs, 10 CLEC Originated CRs, and 12 Qwest Originated CRs on the candidate list for the IMA 11.0 Release. It should be noted that the 2 Regulatory CRs were for PID improvements. Effective with Qwest's IMA 12.0 Release and beyond, PID improvements will be treated as either CLEC Originated CRs or Qwest Originated CRs.</p> <p>There was 1 Regulatory CR, 12 Industry Guideline CRs, 34 CLEC Originated CRs, and 13 Qwest Originated CRs on the candidate list for the IMA 12.0 Release.</p> <p>There was 1 Regulatory CR, 33 CLEC Originated CRs, and 17 Qwest Originated CRs on the candidate list for the IMA 13.0 Release.</p> <p>There were 0 Regulatory CRs, 38 CLEC Originated CRs, and 15 Qwest Originated CRs on the candidate list for the IMA 14.0 Release.</p> <p>There were 0 Regulatory CRs, 38 CLEC originated CRs, and 20 Qwest originated CRs on the candidate list for the IMA 15.0 Release.</p>	<p>The CRs that were candidates for the IMA 10.0 Release, by CR type, can be found at the following URL: http://www.qwest.com/wholesale/downloads/2001/011012/Systems Distribution_Doc.pdf (See Distribution Package for 10-18-01, Attachment E for CRs originally classified as Regulatory CRs and Attachment F for Qwest Originated and CLEC Originated CRs. NOTE: There were no industry Guideline CRs for the IMA 10.0 Release.</p> <p>The CRs that were candidates for the IMA 11.0 Release, by CR type, can be found at the following URL: http://www.qwest.com/wholesale/downloads/2002/020215/systemsfdbdpackage.pdf http://www.qwest.com/wholesale/downloads/2002/020215/systemsfdbdpackage.pdf http://www.qwest.com/wholesale/downloads/2002/020215/systemsfdbdpackage.pdf http://www.qwest.com/wholesale/downloads/2002/020215/systemsfdbdpackage.pdf</p>

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	<p>There were 0 Regulatory CRs, 33 CLEC originated CRs, and 19 Qwest originated CRs on the candidate list for the IMA 16.0 Release.</p> <p>There were 0 Regulatory CRs, 33 CLEC originated CRs, and 8 Qwest originated CRs on the candidate list for the IMA 17.0 Release.</p> <p>There were 0 Regulatory CRs, 28 CLEC originated CRs, and 8 Qwest originated CRs on the candidate list for the IMA 18.0 Release.</p>	
	<p>There were 0 Regulatory CRs, 25 CLEC originated CRs, and 3 Qwest originated CRs on the candidate list for the IMA 19.0 Release.</p> <p>There were 0 Regulatory CRs, 20 CLEC originated CRs, and 1 Qwest originated CR on the candidate list for the IMA 20.0 Release.</p> <p>There were 0 Regulatory CRs, 18 CLEC originated CRs, and 2 Qwest originated CRs on the candidate list for the IMA 21.0 Release.</p>	
	<p>There were 0 Regulatory CRs, 15 CLEC originated CRs and 3 Qwest originated CRs on the candidate list for the IMA 22.0 Release.</p> <p>There were 0 Regulatory CRs, 8 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 23.0 Release.</p> <p>There were 0 Regulatory CRs, 4 CLEC originated CRs and 1 Qwest originated CR on the candidate list for the IMA 24.0 Release.</p>	
	<p>There were 0 Regulatory CRs, 0 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 25.0 Release.</p>	

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			<p>There were 0 Regulatory CRs, 2 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 26.0 Release. . Note: Between Packaging and Commitment of IMA 26.0, 2 candidates were removed from the list due to lack of capacity in the release.</p> <p>There was 1 Regulatory CR, 3 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 27.0 Release.</p> <p>There was 1 Regulatory CR, 0 CLEC originated CRs and 1 Qwest originated CRs (same CR as the Regulatory CR) on the candidate list for the IMA 28.0 Release.</p> <p>There were 0 Regulatory CRs, 1 CLEC originated CR and 1 Qwest originated CRs on the candidate list for the IMA 29.0 Release.</p> <p>There were 0 Regulatory CRs, 0 CLEC originated CR and 2 Qwest originated CRs on the candidate list for the IMA 30.0 Release.</p> <p>It should be noted that CLECs have had the ability to submit CRs since the inception of Qwest's Change Management Process f.k.a. CICMP. Between January 1, 2000 and September 30, 2001, Qwest processed and closed 68 OSS Interface CRs.</p>	
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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Sections 5.1 and 5.2 CLEC-Qwest OSS Interface Change Request Initiation Process</p> <p>Qwest implemented Section 5.1 as agreed to by the Redesign Team.</p> <p>Qwest implemented the process improvements that were agreed to by the Redesign Team.</p>	<p>September 5, 2001 (Original)</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting September 5 Final Minutes, Page 4.)</p> <p>October 16, 2001 (Revised)</p> <p>Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 2.)</p>	<p>October 1, 2001 (Original)</p> <p>October 30, 2001 (Revised)</p>	<p>Qwest has complied with the revised process 110 months.</p> <p>Between November 1, 2001 and December 31, 2010, Qwest processed 578 new OSS Interface CRs in accordance with the CLEC-Qwest OSS Interface Change Request Initiation Process. There are up to 9 CMP milestones for each CR 1.) Send Acknowledgement; 2.) Post CR to Web; 3.) Contact CR Originator; 4.) Hold Clarification Meeting; 5.) Send Initial Qwest Response; 6.) Post Initial Qwest Response to Web; 7.) Present CR; 8.) Send Final Qwest Response, if applicable; and 9.) Post Final Qwest Response to Web, if applicable.</p> <p>For the time period specified above, Qwest is responsible for missing only 11 milestones of a possible 5202 milestones that have occurred so far. This equates to an average compliance rate of 99.79%.</p> <p>Following is a description of the missed milestones:</p> <p>SCR012802-1 Milestone Missed: Initial Response Posted to Web Explanation: The initial response was sent to the CLEC on time, however, the initial response was not posted to the web until the following day. A process improvement was implemented in April, 2002 to correct this deficiency.</p> <p>2.) SCR012802-1 Milestone Missed: Final Response Issued: Explanation: The functionality originally requested is not feasible. However, Qwest agreed to conduct an ongoing analysis of issues identified by the</p>	<p>Supporting data can be found at: Http://www.qwest.com/wholesale/cmp/changerequest.html (Select CLEC-Qwest Change Request -- Systems Interactive Reports.)</p>

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			<p>CLECs. Therefore, a final response has not been issued and this CR has not been closed</p> <p>3.) SCR012802-1 Milestone Missed: Final Response Posted to Web. Explanation: The functionality originally requested is not feasible. However, Qwest agreed to conduct an ongoing analysis of issues identified by the CLECs. Therefore, a final response has not been issued and this CR has not been closed.</p> <p>4.) SCR012802-2 Milestone Missed: Initial Response Posted to Web Explanation: The initial response was sent to the CLEC on time, however, the initial response was not posted to the web until the following day. A process improvement was implemented in April, 2002 to correct this deficiency.</p> <p>5.) SCR062402-01 Milestone Missed: Initial Response Explanation: The initial response was not posted to until the following day.</p> <p>6.) SCR062402-01 Milestone Missed: Initial Response Explanation Posted to Web: The initial response was not posted until the following day.</p> <p>7.) SCR122002-01 Add UNE-P Centrex 21 to SATE. Milestone Missed: Acknowledgement of CR. The acknowledgement was missed by one day.</p> <p>8.) SCR122002-0 Add Service order inquiry status (SOSI) to SATE. Milestone Missed: Acknowledgement of CR. The acknowledgement was missed by one day.</p> <p>9.) SCR073003-01 IMA Add New IMA Reject Reason "Requested Product Not Available"</p> <p>Milestone Missed: Acknowledgement of CR was missed due to the evaluation of this CR to determine if it should be processed as a systems or Product/Process CR.</p> <p>10.) SCR073003-01 IMA Add New IMA Reject Reason "Requested Product Not</p>
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			<p>Available "Milestone Missed: CR Posted to Web was missed due to the evaluation of this CR to determine if it should be processed as a systems or P/P CR. 11.) SCR071610-1 Client Self Test Milestone Missed: Clarification meeting not held in required timeframe.</p> <p>Correction: Qwest originally reported that it was responsible for missing 1 additional milestone. The milestone was missed because the CLEC did not show up for the clarification meeting so the meeting had to be rescheduled (see SCR120301-1).</p> <p>Note: Discussions to clarify Qwest-originated OSS Interface CRs are generally held informally within Qwest by the originator of the CR and the Qwest Subject Matter Experts (SMEs) before the CR is even submitted to the CMP and meeting minutes are not prepared for such discussions. After the CR is formally submitted to the CMP, it is forwarded to Qwest SMEs, who may clarify the CR (although that is usually not necessary, as clarification discussions have already been held before the CR is submitted to CMP). In general, the date that the CR is forwarded to the Qwest SMEs is the date that is populated in the clarification meeting field in the CLEC-Qwest Systems Interactive Report and thus for milestone measurement purposes.</p>	
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Process	Date Process was Baseline by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 5.3 CLEC Product/Process Change Request Initiation Process</p> <p>Qwest implemented Section 5.3 as agreed to by the Redesign Team.</p> <p>Qwest implemented the process improvements that were agreed to by the Redesign Team.</p>	<p>September 5, 2001 (Original)</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting September 5 Final Minutes, Page 4.)</p> <p>October 16, 2001 (Revised)</p> <p>Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 2.)</p>	<p>October 1, 2001 (Original)</p> <p>October 30, 2001 (Revised)</p>	<p>Qwest has complied with the revised process for 106 months.</p> <p>Between November 1, 2001 and December 31, 2010, Qwest processed 258 new CLEC Product/Process CRs in accordance with the CLEC Product/Process Change Request Initiation Process. There are up to 9 CMP milestones for each CR 1.) Send Acknowledgement; 2.) Post CR to Web; 3.) Contact CR Originator; 4.) Hold Clarification Meeting; 5.) Send Initial Qwest Response; 6.) Post Initial Qwest Response to Web; 7.) Present CR; 8.) Send Final Qwest Response, if applicable; and 9.) Post Final Qwest Response to Web, if applicable.</p> <p>For the time period specified above, Qwest is responsible for missing only 9 milestones out of a possible 2322 milestones that have occurred so far. This equates to an average compliance rate of 99.61%.</p> <p>Following is a description of the missed milestones:</p> <p><u>PC110201-2</u> Milestone Missed: Customer Contacted Explanation: Employee was ill, manager did not reassign CR to a backup employee. Missed milestone by 2 days.</p> <p><u>PC110201-2</u> Milestone Missed: Clarification Meeting Held Explanation: CRPM was ill, manager did not reassign CR to a backup employee. Missed milestone by 13 days. It is not clear in the notes why the meeting was scheduled for 11/27. The CLEC was contacted on 11/12.</p> <p><u>PC120301-2</u> Milestone Missed: Clarification</p>	<p>Supporting data can be found at: Http://www.qwest.com/wholesale/cmp/changerequest.html (Select CLEC-Qwest Change Request – Product and Process Interactive Reports.)</p>

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			<p>Meeting Held Explanation: The date that the clarification meeting should have been held conflicted with the monthly CMP meetings, so the clarification meeting was held 2 days late.</p> <p><u>PC120301-3</u> Milestone Missed: Clarification Meeting Held Explanation: The date that the clarification meeting should have been held conflicted with the monthly CMP meetings, so the clarification meeting was held 2 days late.</p> <p><u>PC120301-4</u> Milestone Missed: Clarification Meeting Held Explanation: The date that the clarification meeting should have been held conflicted with the monthly CMP meetings, so the clarification meeting was held 2 days late.</p> <p><u>PC120301-5</u> Milestone Missed: Clarification Meeting Held Explanation: The date that the clarification meeting should have been held conflicted with the monthly CMP meetings, so the clarification meeting was held 4 days late.</p> <p><u>PC110201-1</u> Milestone Missed: Clarification Meeting Held Explanation: The clarification meeting was held 3 days late.</p> <p><u>PC062603-1</u> Milestone Missed: Send Acknowledgement Explanation: Acknowledgement was missed by 2 days.</p> <p><u>PC042108-02</u> Milestone Missed: Clarification Meeting Held Explanation: Clarification meeting was not held with entire CLEC Community.</p>	
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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 5.4 Qwest Initiated Product/Process Changes</p> <p>Qwest implemented Section 5.4 as agreed to by the Redesign Team.</p> <p>Qwest implemented the process improvements that were agreed to by the Redesign Team.</p>	<p>Qwest implemented the process as agreed to in concept during the March 19 CMP Redesign Meeting.</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement in concept on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting March 18 & 19 Final Minutes, Page 10.)</p> <p>April 16, 2002 (Revised and Baseline'd)</p> <p>Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting April 16 Draft Minutes, Page 7.)</p>	<p>April 1, 2002 (Original) April 22, 2002 (Revised)</p>	<p>Qwest has complied with the original process for over 102 months and the revised process for over 102 months.</p> <p>Between April 1, 2002 and December 31, 2010, Qwest submitted 2733 new Product/Process Changes in accordance with the Qwest Product/Process Change Process.</p> <p>There are 6 CMP Notification Requirements for each Level 1 Change. Issue notice with the following: 1.) Level of disposition, 2.) Description of change 3.) Note that changes are effective immediately 4.) List no comment cycle and contact email for CMP Manager 5.) Include web notification form or redlined document, if required. 6.) Include history log, if required.</p> <p>There are 11 CMP Notification Requirements for each Level 2 Change. Issue notice with the following: 1.) Level of disposition, 2.) Description of change 3.) List of comment cycle timeframes 4.) Provide comment URL 5.) Note the proposed effective date. 6.) Link to Document Review web site, if required; 7.) Post documentation on to the Document Review web site, if required; 8.) Include web notification form or redlined document, if required; 9.) Include history log, if required; 10.) Response to CLEC comments, if applicable. 11.) Final notification, if applicable.</p> <p>There are 11 CMP Notification Requirements for each Level 3 Change. Issue notice with the following: 1.) Level of disposition, 2.) Description of change 3.) List of comment cycle timeframes 4.) Provide comment URL 5.) Note the proposed effective date. 6.) Link to Document Review web site, if required; 7.) Post</p>	<p>Supporting data can be found at: http://www.qwest.com/wholesale/notices/cnta/ (Select Product, Process, Training, Network-Tech Pubs)</p> <p>Http://www.qwest.com/wholesale/cmp/changerequest.html (Select CLEC-Qwest Change Request – Product and Process Interactive Reports)</p>

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			<p>documentation on to the Document Review web site, if required; 8.) Include web notification form or redlined document, if required; 9.) Include history log, if required; 10.) Response to CLEC comments, if applicable. 11.) Final notification.</p> <p>There are 9 CMP milestones for each Level 4-Change Request Change 1.) Send Acknowledgement; 2.) Post CR to Web; 3.) Contact CR Originator; 4.) Hold Clarification Meeting; 5.) Send Initial Qwest Response; 6.) Post Initial Qwest Response to Web; 7.) Present CR; 8.) Send Final Qwest Response, if applicable; and 9.) Post Final Qwest Response to Web, if applicable. In addition there are 11 CMP Notification Requirements: Issue notice with the following: 1.) Level of disposition, 2.) Description of change 3.) List of comment cycle timeframes 4.) Provide comment URL 5.) Note the proposed effective date, 6.) Link to Document Review web site, if required; 7.) Post documentation on to the Document Review web site, if required; 8.) Include web notification form or redlined document, if required; 9.) Include history log, if required; 10.) Response to CLEC comments, if applicable. 11.) Final notification.</p> <p>For the time period specified above, Qwest initiated 1546 Level 1 changes, 629 Level 2 changes, 397 Level 3 changes, and 161 Level 4 changes via the notification process.</p> <p>Qwest initiated 219 Level 4 Product/Process CRs during this time period and is responsible for missing 2 Level 4-CR milestones out of a possible 1971 milestones that have occurred so far. This equates to an average compliance rate of 99.90%.</p> <p>Qwest is responsible for missing only 48 Level 1-4 CMP Notification Requirements out of a possible 21768 that have occurred so far. This equates to an</p>	
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			<p>average compliance rate of 99.78%.</p> <p>Following is a description of the missed Level 4 CR milestones:</p> <p>1.) PC100202-1 Milestone Missed: Initial Response posted to the web Meeting Held Explanation: Date missed due to a posting error</p> <p>2.) PC101802-2IG Milestone Missed: Initial Response posted to the web Meeting Held Explanation: Date missed due to a posting error.</p> <p>Following is a description of the missed notification milestones:</p> <p>1.) Notification number: PROS.04.03.02.F.00415.Billing_Output. No level.</p> <p>2.) Notification number: PROS.04.03.02.F.00415.Billing_Output. No comment cycle explanation.</p> <p>3.) Notification number: PROS.04.04.02.F.00418.Service_Managers. No level</p> <p>PROS.04.04.02.F.00418.Service_Managers. No comment cycle explanation.</p> <p>4.) Notification number: TRNG.04.23.02.F.02166.May_TRNG_Schedule. No level</p> <p>5.) Notification number: TRNG.04.23.02.F.02166.May_TRNG_Schedule. No comment cycle explanation</p> <p>6.) Notification number: TRNG.04.03.02.F.02167.2Q02_Update. No level</p> <p>7.) Notification number: TRNG.04.03.02.F.02167.2Q02_Update. No comment cycle explanation.</p> <p>8.) Notification number: NETW.04.19.02.R.01810.#77405_D. Delay in response to comments.</p> <p>9.) Notification number: NETW.04.19.02.R.01810.#77405_D. Delay in final notification.</p> <p>10.) Notification number: PROD.06.25.03.F.03440.Resale_General_V26. Notification not sent prior to actual effective date.</p>	
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			<p>NOTE: This miss was inadvertently left off of the 2Q03 report.</p> <p>11.) Notification number: PROD.11.10.03.F.01035.ResaleGeneralV35, Notifications not sent prior to actual effective date.</p> <p>12.) Notification number: PROD.11.17.03.F.1071.GrandparentMS_NE_IA, Notifications not sent prior to actual effective date.</p> <p>13.) Notification number: PROD.01.06.04.F.01223.PCAT_Updates Notification not sent prior to actual effective date.</p> <p>14.) Notification number: PROS.12.05.03.F.01131.ProvisioningV29, Notifications not sent prior to actual effective date.</p> <p>NOTE: <u>This accounts for two misses – Initial and Final.</u></p> <p>15.) Notification number: PROS.03.31.04.F.01528.PCAT_Updates, Notification not sent prior to actual effective date.</p> <p>16.) Notification number: PROS.07.28.04.F.01932.InterceptCLEC_CusCall, Notification not sent prior to actual effective date.</p> <p>17.) Notification number: NETW.03.09.06.F.03763.Tech_Pub_77368_Issue Notification not sent prior to actual effective date.</p> <p>18.) Notification number: NETW.04.04.06.F.03829.RG47- 0005_TechPub_77350 Notification not sent prior to actual effective date.</p> <p>19.) Notification number: TRNG.04.07.06.F.03830.LocalQ101WBT Notification not sent to all customers prior to actual effective date.</p> <p>20.) Notification numbers: PROD.06.23.06.F.04031.Qsearch_SVC_V9 and PROD.07.12.06.F.04064.FNL_Qsearch_SVC_V9, Notifications not sent in required time prior to actual effective date. NOTE: <u>This accounts for two misses – Initial and Final.</u></p> <p>21.) Notification numbers:</p>	
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		<p>PROD.09.19.06.F.04193.Line_Info_Database_V5 and PROD.10.16.06.F.04247.FNL_Line_Info_databaseV5 . Notifications not sent in required time prior to actual effective date. NOTE: This accounts for two misses – Initial and Final.</p> <p>22.) Notification number: PROD.10.02.06.F.04166.Collocation_Gen_Info_V64. Notification not sent prior to actual effective date.</p> <p>23.) Notification numbers: NETW.10.15.07.F.04906.Tech_Pub_77371_Cmmd_Link and NETW.11.14.07.F.05043.FNL_TP_77371_Cmmd_Link. Notifications not sent in required time prior to effective date. NOTE: This accounts for two misses – Initial and Final.</p> <p>24.) Notification numbers: PROS.01.08.08.F.05140.Comp_Resp_Comp_Inqv21 and PROS.01.24.08.F.05169.FNL_Comp_Resp_Comp_Inqv21 Notifications not sent in required time prior to effective date. NOTE: This accounts for two misses – Initial and Final.</p> <p>25.) Notification number: PROD.05.30.08.F.05400.Resale_FeaturesV9 Notification not sent prior to actual effective date.</p> <p>26.) Notification numbers: PROS.05.19.08.F.05380.LoopQual_RLD_CLEC_JobAid and PROS.06.18.08.F.05422.FNL_LoopQual_RLD_CLEC_Aid. Notifications not sent in required time prior to effective date. NOTE: This accounts for two misses – Initial and Final.</p> <p>27.) Notification numbers: PROD.09.25.08.F.05587.Grandfthr_Eliminat_ND_USOCs and PROD.10.25.08.F.05667.FNL_Grmd_Elim_ND_USOCs. Notifications not sent in required time prior to effective date. NOTE: This accounts for two misses – Initial and Final.</p> <p>28.) Notification number:</p>	
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			<p>WEBS.01.07.08.F.05932.WhisCalendarURLRedirect . Notification not sent prior to actual effective date. 29.) Notification number: TRNG.02.25.09.F.06101.QORAGUIWBTUpdated. Notification not sent prior to actual effective date. 30.) Notification number: PROD.FEAT.06.02.09.F.06443.Resale_FrsV11. Notification not sent prior to actual effective date. 31.) Notification numbers: PROS.COIL.08.17.09.F.06793.DC_Power_Rate_QuoteProc and PROS.COIL.09.04.09.F.06893.FNL_DC_Pwr_Rate_QuoteProc. Notifications not sent in required time prior to effective date. NOTE: This accounts for two misses – Initial and Final. 32.) Notification numbers: PROD.RESL.08.28.09.F.06836.Resale_Centrex_21V31 and PROD.RESL.09.21.09.F.06936.FNL_Resale_Centrex_21_V31. Notifications not sent in required time prior to effective date. NOTE: This accounts for two misses – Initial and Final. 33.) Notification number: PROD.FEAT.01.21.10.F.07455.ResaleFeaturesV27. Notification not sent prior to actual effective date. 34.) Notification numbers: PROS.CNTS.02.19.10.F.07422.CustomerContactsV97 and PROS.CNTS.03.11.10.F.07627.FNL_CMP_CustCont actsV97. Notifications not sent in required time prior to effective date. NOTE: This accounts for two misses – Initial and Final. 35) Notification number: TRNG.ANNC.04.20.10.F.07752.IMA_GUI_R27.0_WBTUpdtd Notification not sent to all customers prior to actual effective date. 36) Notification number: PROD.RESL.07.09.10.F.07975.Resale_Promotions_FAQ Notification not sent in required time prior to actual effective date.</p>	
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			<p>37.) Notification numbers: PROD.FEAT.11.29.10.F.08582.AIN_Feat_Update_C enter and PROD.FEAT.12.16.10.F.08657.FNL_AIN_Feat_Upd ate_Cent. Notifications not sent in required time prior to effective date. NOTE: This accounts for two misses -- Initial and Final.</p> <p>Note: Through the CMP, a CMP CR was issued to change Qwest's process for redlining and green highlighting (PC100102-1CM was voted on by the CLEC community on December 18, 2002 and the CMP Document was revised on January 6, 2003). This process changed the associated milestones. Qwest is 100% compliant with the new milestones.</p> <p>Note: For Qwest-originated Product and Process CRs, the CMP framework does not require clarification meetings to be held, but Qwest has included this as a CMP milestone. Discussions to clarify Qwest- originated Product or Process CRs are generally held informally within Qwest by the originator of the CR and Qwest Subject Matter Experts (SMEs) before the CR is even submitted to the CMP, and meeting minutes are not prepared for such discussions. After the CR is formally submitted to CMP, Qwest SMEs may, but generally do not, clarify the CR. In addition, Qwest generally holds meetings with the CR originator after submission of the CR to CMP to discuss such matters as the CMP requirements related to the CR. In general, this is the meeting date that is populated in the clarification meeting field in the CLEC-Qwest Product-Process Interactive Report.</p>	
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Process	Date Process was Baseline by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 5.5 Postponement</p> <p>Qwest implemented Section 5.5 as agreed to by the Redesign Team.</p>	<p>June 5, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Re-Design Meeting Minutes for June 5-6)</p>	<p>June 19, 2002</p>	<p>This process has been in place for over 101 months. During this time, the Postponement Process has been invoked one time associated with CR PC012009-1. Qwest subsequently retracted the Level 4 notification. No further action required.</p>	

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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 6 OSS Interface Release Calendar</p> <p>Qwest implemented Section 6 as agreed to by the Redesign Team.</p>	<p>October 16, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 3.)</p>	<p>November, 2001</p>	<p>Qwest has complied with the improved OSS Interface Release Calendar for 109 months. The previous Calendar already provided OSS Release information, but was improved with the inclusion of additional customer facing system information.</p> <p>The revised OSS Interface Release Calendar was posted on the web in November 2001. Quarterly updates were posted on the web in January 2002, April 2002, July 2002, October 2002, January 2003, April 2003, July 2003, September 2003, December 2003, January 2004, April 2004, July 2004, October 2004, December 2004, March 2005, June 2005, September 2005, December 2005, March 2006, April 2006, July 2006, October 2006, January 2007, March 2007, July 2007, October 2007, January 2008, April 2008, September 2008, December 2008, January 2009, April 2009, September 2009, November 2009, January 2010, March 2010, May 2010, June 2010, September 2010, October 2010 and December 2010.</p>	<p>The current view of Qwest's OSS Interface Release Calendar can be found at the following URL: http://www.qwest.com/wholesale/cmp/osscalendar.html.</p>

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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 7 Introduction of a New OSS Interface</p> <p>Section 7.1 Introduction of a New Application to Application Interface</p>	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 11.)</p>	<p>November, 2001</p>	<p>Qwest introduced a new OSS Interface (ASR Pre-Order via XML) on October 29, 2003. There are 8 CMP milestones for the introduction of a new OSS Interface: 1.) Release Notification; 2.) CLEC Comments and Qwest Response; 3.) Implementation Plan review meeting; 4) Draft Technical Specifications issued; 5.) Walk through of Draft Technical Specifications; 6.) CLEC Comments and Qwest Response; 7.) Final Technical Specifications; and 8.) Release into Production. Qwest is 100% in compliance with all milestones.</p> <p>Qwest introduced a new OSS Interface (XML Interface for IMA EDI) on October 16, 2006. There are 8 CMP milestones for the introduction of a new OSS Interface: 1.) Release Notification; 2.) CLEC Comments and Qwest Response; 3.) Implementation Plan review meeting; 4) Draft Technical Specifications issued; 5.) Walk through of Draft Technical Specifications; 6.) CLEC Comments and Qwest Response; 7.) Final Technical Specifications; and 8.) Release into Production. Qwest is 100% in compliance with all milestones.</p> <p>Qwest introduced a new OSS Interface MTG (previously known as CTG) which is a replacement for MEDIACC/CEMR) on December 16, 2008. In April 2009, the CR was moved to a Deferred status. In December 2010, Qwest moved the CR back to a Development status. There are 8 CMP milestones for the introduction of a new OSS Interface: 1.) Release</p>	

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			<p>Notification; 2.) CLEEC Comments and Qwest Response; 3.) Implementation Plan review meeting; 4) Draft Technical Specifications issued; 5.) Walk through of Draft Technical Specifications; 6.) CLEEC Comments and Qwest Response; 7.) Final Technical Specifications; and 8.) Release into Production. Qwest is 100% in compliance with all milestones.</p>	
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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 7.2 Introduction of a New GUI</p> <p>Qwest implemented Section 7 as agreed to by the Redesign Team.</p>	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 11.)</p>	<p>November, 2001</p>	<p>Qwest introduced a new GUI (FORCAST) on March 8, 2002. There are 6 CMP milestones for the introduction of a new GUI: 1.) Release Notification; 2.) Issue Draft Release Notes, 3.) Interface Overview; 4.) CLEC Comments and Qwest Response; 5.) Final Notification; and 6.) Deployment. Qwest demonstrated 100% compliance with these milestones.</p> <p>Qwest introduced a new GUI (QORA) on November 3, 2003. There are 6 CMP milestones for the introduction of a new GUI: 1.) Release Notification; 2.) Issue Draft Release Notes, 3.) Interface Overview; 4.) CLEC Comments and Qwest Response; 5.) Final Notification; and 6.) Deployment. Qwest demonstrated 100% compliance with these milestones.</p> <p>Qwest introduced a new Interface (QORA-UOM) on October 10, 2005. There are 6 CMP milestones for the introduction of a new GUI: 1.) Release Notification; 2.) Issue Draft Release Notes, 3.) Interface Overview; 4.) CLEC Comments and Qwest Response; 5.) Final Notification; and 6.) Deployment. Qwest demonstrated 100% compliance with these milestones.</p>	<p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/cmla/ See Release Notices.</p>

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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 8.0 Change to Existing OSS Interfaces</p> <p>Qwest implemented Section 8.0 as agreed to by the Redesign Team.</p>	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 8.</p>	<p>See Qwest's Record of Compliance column.</p>	<p>Qwest agreed to implement no more than 3 major IMA releases and 3 IMA point releases within a calendar year. Qwest has complied with this process for over 9 years.</p> <p>In 2001, Qwest implemented 2 major and 3 point releases. In 2002, Qwest implemented 3 major and 2 point releases.</p> <p>Qwest agreed to support the previous major IMA release for 6 months after the subsequent major IMA EDI (i.e., application to application) release has been implemented. Qwest has complied with this process for over 7 years.</p> <p>IMA Release 6.0 was implemented December 8, 2000 and IMA Release 5.0 was retired June 8, 2001.</p> <p>IMA Release 7.0 was implemented April 22, 2001 and IMA Release 6.0 was retired December 7, 2001. (Qwest exceeded its commitment to the CLECs.)</p> <p>IMA Release 8.0 was implemented August 18, 2001 and IMA Release 7.0 was retired March 16, 2002. (Qwest exceeded its commitment to the CLECs.)</p> <p>IMA Release 9.0 was implemented February 25, 2002 and IMA Release 8.0 was retired October 18, 2002. (Qwest exceeded its commitment to the CLECs.)</p> <p>IMA Release 10.0 was implemented June 17, 2002 and IMA Release 9.0 was retired on December 17, 2002. (Qwest exceeded its commitment to the CLECs.)</p> <p>IMA Release 11.0 was implemented November 18, 2002. IMA Release 10.0 was retired on July 18, 2003. IMA Release 12.0 was implemented April 7, 2003</p>	<p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/cnla/ See Release Notices.</p>

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			<p>and IMA Release 11.0 was retired on November 7, 2003. IMA 12.0 was retired March 20, 2004. IMA Release 13.0 was implemented August 4, 2003. Qwest agreed, except in one instance which followed the Exception Process, that major IMA releases should occur no less than 3 months apart. Qwest has complied with this process for over 2 years. (See release dates above.) In the instance, with IMA 13.0 QWEST issued CR# SCRO10203-01EX Exception request to change the IMA 13.0 Timeline. This change was voted on and unanimously approved.</p> <p>IMA Release 14.0 was implemented December 8, 2003 and IMA 13.0 was retired on August 4, 2004.</p> <p>IMA Release 15.0 was implemented April 19, 2004 and IMA 14.0 was retired on December 12, 2004.</p> <p>IMA 16.0 was implemented October 18, 2004 and IMA 15.0 was retired on April 11, 2005.</p> <p>IMA 17.0 was implemented April 11, 2005 and IMA 16.0 was retired on December 10, 2005.</p> <p>IMA 18.0 was implemented October 17, 2005 and IMA 17.0 was retired on June 10, 2006.</p> <p>IMA 19.0 was implemented on April 10, 2006 and IMA 18.0 was retired on October 10, 2006.</p> <p>IMA 20.0 was implemented on October 16, 2006 and IMA 19.0 was retired on October 27, 2007.</p> <p>IMA 21.0 was implemented on May 21, 2007 and IMA 20.0 was retired on November 14, 2007.</p> <p>IMA 22.0 was implemented on November 12, 2007. IMA 22.1 was implemented on February 3, 2008 and IMA 21.0 was retired on May 12, 2008.</p> <p>IMA 23.0 was implemented on April 21, 2008 and IMA 22.0/22.1 was retired on October 21, 2008.</p>	
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			<p>IMA 24.0 was implemented on October 20, 2008 and IMA 23.0 was retired on April 20, 2009.</p> <p>IMA 25.0 was implemented on April 20, 2009 and IMA 24.0 was retired on October 20, 2009.</p> <p>IMA 26.0 was implemented on October 19, 2009 and IMA 26.1 was implemented on December 14, 2009. IMA 25.0 was retired on April 19, 2010.</p> <p>IMA 27.0 was implemented on April 19, 2010 and IMA 26.0 will retire on October 16, 2010.</p> <p>IMA 28.0 was implemented on August 2, 2010 and IMA 27.0 will retire on January 29, 2011.</p> <p>IMA 29.0 was implemented on October 25, 2010 and IMA 28.0 will retire on April 23, 2011.</p>	
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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 8.1 Application to Interface</p> <p>Qwest implemented Section 8.1 as agreed to by the Redesign Team.</p>	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 8.</p>	<p>November, 2001</p>	<p>Qwest introduced Changes to an Existing OSS Interface – Application to Application Interface for IMA 10.0 on April 4, 2002, IMA 11.0 on November 18, 2002, IMA 12.0 on April 7, 2003, IMA 13.0 on August 4, 2003, IMA 14.0 on December 4, 2003, IMA 15.0 on April 19, 2004, IMA 16.0 on October 18, 2004, IMA 17.0 on April 10, 2005, IMA 18.0 on October 17, 2005, IMA 19.0 on April 10, 2006, IMA 20.0 on October 16, 2006, IMA 21.0 on May 21, 2007, IMA 22.0 on November 12, 2007, IMA 22.1 on February 3, 2008, IMA 23.0 on April 21, 2008, IMA 24.0 on October 20, 2008, IMA 25.0 on April 20, 2009, IMA 26.0 on October 19, 2009, IMA 26.1 on December 14, 2009, IMA 27.0 on April 19, 2010, IMA 28.0 on August 2, 2010, and IMA 29.0 on October 25, 2010.</p> <p>There are 6 CMP milestones for changes to an existing application to application interface: 1.) Draft Interface Technical Specifications; 2.) Walk-through of Draft Interface Technical Specifications; 3.) Qwest Response to CLEC Comments; 4.) Final Interface Technical Specifications; 5.) Joint Testing; and 6.) Deployment. Qwest demonstrated 100% compliance with these milestones for IMA 10.0, IMA 11.0, IMA 12.0, IMA 13.0, IMA 14.0, IMA 15.0, IMA 16.0, IMA 17.0 and IMA 18.0, IMA 19.0, IMA 20.0, IMA 21.0, IMA 22.0, IMA 22.1, IMA 23.0, IMA 24.0, IMA 25.0, IMA 26.0, IMA 26.1, IMA 27.0, IMA 28.0, and IMA 29.0.</p>	<p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/cnla/. See Release Notices.</p>

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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 8.2 Graphical User Interface</p> <p>Qwest implemented Section 8.2 as agreed to by the Redesign Team.</p>	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 8.</p>	<p>November, 2001</p>	<p>Qwest introduced changes to an existing OSS Interface – GUI (CEMR) on April 7, 2002, May 5, 2002, November 3, 2002, March 17, 2003, April 14, 2003, August 18, 2003, November 17, 2003, December 15, 2003, April 5, 2004, June 28, 2004, October 11, 2004, December 13, 2004, March 28, 2005, June 27, 2005 (MEDIACC), July 19, 2005, October 10, 2005, December 5, 2005, December 12, 2005, March 27, 2006, April 1, 2007, July 22, 2007, November 5, 2007, December 21, 2007, November 23, 2009, April 11, 2010, and October 25, 2010.</p> <p>Qwest introduced changes to an existing OSS Interface - IMA-GUI 10.0 Release on April 4, 2002, IMA-GUI 11.0 on November 18, 2002, IMA-GUI 12.0 on April 7, 2003, IMA-GUI 13.0 on August 4, 2003, IMA GUI 14.0 on December 8, 2003, IMA GUI 15.0 on April 19, 2004, IMA GUI 16.0 on October 18, 2004, IMA GUI 17.0 on April 11, 2005, IMA GUI 18.0 on October 17, 2005, IMA GUI 19.0 on April 10, 2006, IMA GUI 20.0 on October 16, 2006, IMA GUI 21.0 on May 21, 2007, IMA GUI 22.0 on November 12, 2007, IMA GUI 22.1 on February 6, 2008, IMA GUI 23.0 on April 21, 2008, IMA 24.0, October 20, 2008, IMA 25.0 on April 20, 2009, IMA 26.0 on October 19, 2009, IMA 26.1 on December 14, 2009, IMA 27.0 on April 19, 2010, IMA 28.0 on August 2, 2010, and IMA 29.0 on October 25, 2010.</p> <p>There are 4 CMP milestones for changes to an existing GUI: 1.) Draft GUI Release Notice; 2.) Qwest Response to CLEC Comments; 3.) Final Interface Release Notice; and 4.) Deployment. Qwest demonstrated 100% compliance with these milestones.</p>	<p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notice/cnl/ See Release Notices.</p>

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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 9 Retirement of Existing OSS Interface</p>	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team discussed this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 12. Although the minutes do not specifically reflect that agreement was reached, the process was incorporated in the Qwest Wholesale Change Management Process document, which is indicative of acceptance.</p>	<p>November, 2001</p>	<p>Qwest implemented a Retirement of an Existing OSS Interface – Graphical User Interface (CTAG) on July 22, 2002.</p> <p>Qwest implemented a Retirement of an Existing OSS Interface – TELIS on August 1, 2004.</p> <p>Qwest implemented the Retirement of the Interoperability Environment on June 27, 2005.</p> <p>Qwest implemented the Retirement of the Resale Product Database (RPD) on April 29, 2006.</p> <p>Qwest implemented the Retirement of the IMA GUI Dialup Option on December 31, 2006.</p> <p>Qwest implemented the Retirement of IMA GUI access via dedicated circuit on November 12, 2007.</p> <p>Qwest implemented the Retirement of IMA EDI on October 27, 2007.</p> <p>There are 5 CMP milestones for retirement of an existing Graphical User Interface: 1.) Initial Retirement Notice; 2.) Qwest Response to CLEC Comments; 3.) Establish comparable functionality; 4.) Final Retirement Notice; 5.) Retirement. Qwest demonstrated 100% compliance with these milestones.</p>	<p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/cnla/ See Release Notices.</p>

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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 10 Prioritization</p> <p>Qwest implemented Section 10 and subsequent modifications to it as agreed to by the Redesign Team.</p>			<p>The CLECs have been able to prioritize CRs as described below:</p> <p>There were 4 Regulatory CRs, 0 Industry Guideline CRs, 24 CLEC Originated CRs, and 25 Qwest Originated CRs on the candidate list for the IMA 10.0 Release. The CLECs prioritized everything except the Regulatory CRs in August 2001 and again in October/November 2001.</p> <p>There were 2 Regulatory CRs, 16 Industry Guideline CRs, 10 CLEC Originated CRs, and 12 Qwest Originated CRs on the candidate list for the IMA 11.0 Release. It should be noted that the 2 Regulatory CRs were for PID improvements. The CLECs prioritized everything except the Regulatory CRs. Effective with Qwest's IMA 12.0 Release and beyond, PID improvements will be treated as either CLEC Originated CRs or Qwest Originated CRs.</p> <p>There was 1 Regulatory CR, 12 Industry Guideline CRs, 34 CLEC Originated CRs, and 13 Qwest Originated CRs on the candidate list for the IMA 12.0 Release.</p> <p>There was 1 Regulatory CR, 33 CLEC Originated CRs, and 17 Qwest Originated CRs on the candidate list for the IMA 13.0 Release.</p> <p>There were 0 Regulatory CRs, 38 CLEC Originated CRs, and 15 Qwest Originated CRs on the candidate list for the IMA 14.0 Release.</p> <p>There were 0 Regulatory CRs, 38 CLEC Originated CRs, and 20 Qwest Originated CRs on the candidate list for the IMA 15.0 Release.</p>	<p>The CRs that were candidates for the IMA 10.0 Release, by CR type, can be found at the following URL: http://www.qwest.com/wholesale/download/2001/011012/Systems_Distribution_Doc.pdf (See Distribution Package for 10-18-01, Attachment E for CRs originally classified as Regulatory CRs and Attachment F for Qwest Originated and CLEC Originated CRs. NOTE: There were no industry Guideline CRs for the IMA 10.0 Release.</p> <p>The CRs that were candidates for the IMA 11.0 Release, by CR type, can be found at the following URL: http://www.qwest.com/wholesale/download/2001/011012/Systems_Distribution_Doc.pdf See Distribution Package for 10-18-01, Attachment E for CRs originally classified as Regulatory CRs and Attachment F for Qwest Originated and CLEC Originated CRs. NOTE: There were no industry Guideline CRs for the IMA 10.0 Release.</p>

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			<p>There were 0 Regulatory CRs, 33 CLEC originated CRs, and 19 Qwest originated CRs on the candidate list for the IMA 16.0 Release.</p> <p>There were 0 Regulatory CRs, 33 CLEC originated CRs, and 8 Qwest originated CRs on the candidate list for the IMA 17.0 Release.</p> <p>There were 0 Regulatory CRs, 28 CLEC originated CRs, and 6 Qwest originated CRs on the candidate list for the IMA 18.0 Release.</p> <p>There were 0 Regulatory CRs, 25 CLEC originated CRs, and 3 Qwest originated CRs on the candidate list for the IMA 19.0 Release.</p> <p>There were 0 Regulatory CRs, 20 CLEC originated CRs, and 1 Qwest originated CR on the candidate list for the IMA 20.0 Release.</p> <p>There were 0 Regulatory CRs,, 18 CLEC originated CRs, 1 Qwest originated CR on the candidate list for the IMA 21.0 Release.</p> <p>There were 0 Regulatory CRs,, 15 CLEC originated CRs, 3 Qwest originated CRs on the candidate list for the IMA 22.0 Release.</p> <p>There were 0 Regulatory CRs, 8 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 23.0 Release.</p> <p>There were 0 Regulatory CRs, 3 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 24.0 Release.</p> <p>There were 0 Regulatory CRs, 0 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 25.0 Release.</p> <p>There were 0 Regulatory CRs, 2 CLEC originated</p>	
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			<p>CRs and 2 Qwest originated CRs on the candidate list for the IMA 26.0 Release. Note: Between Packaging and Commitment of IMA 26.0, 2 candidates were removed from the list due to lack of capacity in the release.</p> <p>There was 1 Regulatory CR, 3 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 27.0 Release.</p> <p>There was 1 Regulatory CR, 0 CLEC originated CRs and 0 Qwest originated CRs on the candidate list for the IMA 28.0 Release.</p> <p>There are 0 Regulatory CRs, 1 CLEC originated CRs and 1 Qwest originated CRs on the candidate list for the IMA 29.0 Release.</p> <p>There are 0 Regulatory CRs, 0 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 30.0 Release.</p>	
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Process	Date Process was Baseline d by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 11 Application-to-Application Interface Testing</p> <p>Qwest implemented Section 11 as agreed to by the Redesign Team.</p>	<p>February 7, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cm/p/redesign.html (see CMP Redesign Meeting February 5 - 7 Final Minutes - 03/12/02, Page 14, Paragraph 2.)</p>	<p>February, 2002</p>	<p>Although through the Redesign process the team agreed to the improved process for interface testing, it should be noted that SATE has been available to the CLECs since August 2001 and was used by CLECs to migrate their systems to the IMA 8.0 Release and later releases.</p>	

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 12 Production Support</p> <p>Qwest implemented Section 12 as agreed to by the Redesign Team.</p>	<p>December 10, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting December 10-11 Final Minutes, Page 7.)</p>	<p>February 2002</p>	<p>Qwest has complied with this process for nearly 97 months.</p> <p>Between February 2, 2002 and December 31, 2010, there were 303 planned outages. Qwest missed the notification interval 2 times. On March 31, 2003, scheduled maintenance notice SYST.03.31.03.F.04282.SchDDwntmIMAE DIGUI missed the required interval. On March 23, 2007, scheduled maintenance notice SYST.03.22.07.F.04588.OSS_Schld_Maint_DLIS missed the required interval.</p> <p>Qwest has demonstrated 99.33% compliance with this process.</p> <p>It has been Qwest's practice, prior to the Redesign effort, to conduct post-deployment meetings.</p> <p>Between February 1, 2002 and December 31, 2010, Qwest processed 49 Severity 1s, 2988 Severity 2s, 14696 Severity 3s, and 239 Severity 4s.</p> <p>Correction: Qwest previously reported 3 Severity 4's. These Severity 4's were resolved and closed during the initial help desk contact, and therefore not subject to the Production Support Process.</p> <p>On June 18, 2002, CLECs and Qwest agreed to processes for Product/Process production support. Qwest implemented this process on July 15, 2002.</p>	<p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834.38,00.html (See Planned Outage notification type.)</p> <p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834.56,00.html (See 3/27 Release Notice SYST.03.27.02.F.04001 IMA_Rlse_9_01.doc</p>

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			<p>During the third quarter of 2005, it was determined that there was no Event Notification generated for a DUF problem that occurred in 2004. The problem was identified by Qwest 2nd quarter 2004 and corrected within 4th quarter 2004. There were no CLECs that reported the problem. No CLEC coding changes were required.</p> <p>Note: In the process of preparing the reply comments for the OSS Declaration in the FCC 271 proceedings, Qwest discovered that a number of event notifications that were required to be issued by the CMP Framework had not been issued, even though the underlying defects had been corrected. After investigating the reasons for the non-issuance of these notifications, it became apparent that there was confusion among some members of the Qwest IT Staff. Once it identified the missing event notification problem and its cause, Qwest promptly issued clarifying instructions to the IT Staff so that going forward there will be no confusion.</p>	
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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 13 Training</p> <p>Qwest implemented Section 13 as agreed to by the Redesign Team.</p>	<p>May 2, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://Qwest.com/wholesale/cm/p/redesign.html (see CMP Re-Design Meeting May 1-2, Page 11)</p>		<p>Although the Redesign Team agreed to the documented process for training, it should be noted that Qwest has provided training on OSS Interfaces and Product/Process changes since the beginning of 2000.</p>	<p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/training/index.html</p>

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Process	Date Process was Baseline by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Escalation Process</p> <p>Qwest implemented Section 14 as agreed to by the Redesign Team.</p>	<p>September 20, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cm/p/redesign.html (See CMP Redesign Meeting Sept. 18 & 20 Final Minutes – 10/10/01, Page 3.)</p>	<p>November 16, 2001</p>	<p>Qwest has complied with the Escalation Process for 97 months.</p> <p>Between November 16, 2001 and December 31, 2010, Qwest processed 24 OSS Interface escalations and 21 Product/Process escalations in accordance with the CMP Escalation Process. There are 8 CMP milestones for each escalation: 1.) Monitor Escalation; 2.) Validate Escalation; 3.) Acknowledge Escalation; 4) Post Escalation to Web; 5.) Notify CLECs of Escalation 6.) Monitor for Participation; 7.) Qwest Binding Position; and 8.) Monitor for CLEC Response. Qwest is responsible for missing 1 milestone out of a possible 360 milestones. This equates to an average compliance rate of 99.72%.</p> <p>In accordance with the CMP, Qwest must post an escalation on the web within 1 business day of receipt of the complete escalation. Qwest missed this milestone by 1 day for PC102301-2-E02.</p>	<p>Supporting data can be found at: Http://www.qwest.com/wholesale/cmp/index.html (See Escalations and Disputes</p> <ul style="list-style-type: none"> - Initiation - Ongoing - Archive

Change Management Improvements 4th Quarter 2010

Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 15 Dispute Resolution</p> <p>Qwest implemented Section 15 as agreed to by the Redesign Team.</p>	<p>September 20, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://QW/Est.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting Sept. 18 & 20 Final Minutes - 10-10-01, Page 5.)</p>	<p>November 16, 2001</p>	<p>This process has been in place for 107 months. Qwest's Dispute Resolution tool may be found on Qwest's CMP web site.</p> <p>On November 24, 2004, Qwest processed 1 Product/Process dispute in accordance with the CMP Dispute Process.</p> <p>On October 20, 2005, Qwest processed 1 System dispute in accordance with the CMP Dispute Process.</p> <p>There is one milestone for each dispute</p> <p>1) Acknowledge receipt of the complete Dispute Resolution e-mail within one (1) business day.</p> <p>Qwest demonstrated 100% compliance with this milestone.</p>	<p>Supporting data can be found at: http://qwest.com/wholesale/cmp/escdisp.html</p> <p>See Escalations and Disputes</p> <ul style="list-style-type: none"> - Initiation - Ongoing - Archive

Change Management Improvements 4th Quarter 2010

Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 16 Exception</p> <p>Qwest implemented Section 16 as agreed to by the Redesign Team.</p>	<p>June 6, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/re/design.html (see CMP Redesign Meeting Minutes for June 5-6)</p>	<p>June 19, 2002 (original)</p>	<p>This process has been in place for over 99 months. During this time, Qwest has received 33 Exception requests. There are 6 CMP milestones for the Exception process: 1.) Acknowledge receipt of Exception submission; 2.) Issue Notification of pre-meeting; 3.) Conduct pre-meeting; 4.) Issue vote notification and ballot; 5) Conduct vote; 6.) Post disposition notification and tally form. Qwest is responsible for missing 2 milestones out of a possible 198 milestones. This equates to an average compliance rate of 98.99%.</p> <p>Following is a description of the missed notification milestones:</p> <p>1) CR Number: SCR060503-01EX (MCI exception) Milestone missed: The disposition notification and tally form were not posted on time. Note: CR # corrected from SCR041703-04EX to SCR060503-01EX</p> <p>2) CR Number: SCR041703-04EX (Qwest exception) Milestone missed: The disposition notification and tally form were not posted on time.</p> <p>Note: Through the Redesign Process on September 12, 2002, the milestones were amended to require a pre-meeting for all Exception Requests.</p>	<p>Supporting data can be found at: http://www.qwest.com/wholesale/cmp/learnmeetings.html and http://www.qwest.com/wholesale/notices/cnla/</p>

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Process	Date Process was Baseline d by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 17 Voting</p> <p>Qwest implemented Section 17 as agreed to by the Redesign Team.</p>	<p>July 10, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cm/p/redesign.html (see CMP Redesign Meeting Minutes for July 10)</p>	<p>July 17, 2002</p>	<p>This process has been in place for over 97 months. During this time, Qwest has conducted 58 votes. There are 3 CMP milestones for the Voting process: 1.) Issue Notification of a vote; 2.) Issue Notification of vote result; 3.) Post vote result and meeting minutes. Qwest is responsible for missing 2 milestones out of a possible 174 milestones. Qwest has demonstrated 98.85 % compliance with these milestones.</p> <p>Following is a description of the missed notification milestones:</p> <p>1.) CR Number: SCR060503-01-EX (MCI exception) Milestone missed: The disposition notification and tally form were not posted on time. Note: CR # corrected from SCR041703-04EX to SCR060503-01EX</p> <p>2.) CR Number: SCR041703-04EX (Qwest exception) Milestone missed: The disposition notification and tally form were not posted on time.</p>	<p>Supporting data can be found at: http://www.qwest.com/wholesale/cmp/teammeetings.html and http://www.qwest.com/wholesale/notices/cnl/</p>

**Change Management Improvements
3rd Quarter 2010**

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 18 Oversight Review Process Qwest implemented Section 18 as agreed to by the Redesign Team.</p>	<p>September 13, 2002 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting Minutes for September 12-13)</p>	<p>September 18, 2002</p>	<p>This process has been in place for over 96 months. During this time, 12 referrals have been made to the Oversight Review Committee.</p>	<p>Qwest developed a web site to manage requests and information relating to the Oversight Review Process. This web site is located at: http://www.qwest.com/wholesale/cmp/eoc.html</p>