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BEFORE THE ARIZONA CORPORATION COMMISSION

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DOCKET NO. T-00000A-97-0238

**IN THE MATTER OF QWEST
CORPORATION d/b/a/ CENTURYLINK'S
COMPLIANCE WITH §271 OF THE
TELECOMMUNICATIONS ACT OF 1996**

**QWEST CORPORATION d/b/a/
CENTURYLINK'S QUARTERLY
REPORT REGARDING ITS CHANGE
MANAGEMENT PROCESS**

Qwest Corporation d/b/a CenturyLink-QC ("CenturyLink") submits this Quarterly Report regarding its Change Management Process pursuant to the Arizona Corporation Commission's ("ACC") Order¹ relating to CenturyLink'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 CenturyLink submits
2 this report regarding events that occurred from July through September, 2011 ("3Q2011") in
3 accordance 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/CenturyLink Wholesale Change Management Process: CLEC
7 and Qwest/CenturyLink Change Requests Submitted 3rd Quarter 2011 ("3Q2011"), sets forth a
8 listing of the number of CLEC and CenturyLink originated systems and product/process Change
9 Requests ("CRs"), along with the percentage of the total CRs submitted during the quarter by
10 CLECs and CenturyLink, and a listing of all of the CRs submitted during the quarter, including
11 the date on which the change was submitted, CR number, summary of the change requests, and
12 the party that submitted the change.⁴

13 During 3Q2011, 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. CenturyLink submitted one system CR, which constituted 100% of the
16 total number of systems CRs, and one product/process CR, which constituted 100% of the
17 product/process CRs.⁵

18 Exhibit B, entitled Qwest/CenturyLink Wholesale Change Management Process: Status
19 and Disposition of Changes - 3rd Quarter 2011, 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 CenturyLink's wholesale web site. Links to those reports can be found at the following URL:
<http://www.centurylink.com/wholesale/cmp/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/CenturyLink Systems Change Requests
- Qwest/CenturyLink Product/Process Change Requests and Changes

Within the listing of Qwest/CenturyLink Product/Process Change Requests and Changes, Qwest/CenturyLink Level 4 changes, if any, 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/CenturyLink Wholesale Change Management Process: Summary of Change by Interface Release – 3rd Quarter 2011, sets forth information regarding interface changes that were implemented during 3Q2011.

Exhibit D, entitled Qwest/CenturyLink Wholesale Change Management Process: Escalation, Dispute Postponement Process – 3rd Quarter 2011, provides links where information concerning the escalations and dispute resolutions initiated from July 1, 2011 through September 30th, 2011 are set forth. This information includes the issues escalated and those taken to dispute resolution, if any, along with the resolution reached.

Finally, CenturyLink has also attached as Exhibit E an updated matrix that catalogues Qwest/CenturyLink’s compliance with each of the sections of CenturyLink’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

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 CenturyLink’s Wholesale CMP can be found on the “Change Management Process” page of CenturyLink’s wholesale web site at <http://www.centurylink.com/wholesale/cmp/>.

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

4
5 RESPECTFULLY SUBMITTED this 31st day of October 2011.

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7 QWEST CORPORATION d/b/a
CENTURYLINK-QC

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EXHIBIT A

Qwest/CenturyLink Wholesale Change Management Process

**CLEC and Qwest/CenturyLink Change Requests Submitted
3rd Quarter 2011**

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

Systems Change Requests		
Date submitted	Change Request number	Summary of change
9/7/2011	SCR090711-1	Update EVC FID Characteristics in CSR Detail
Product/Process Change Requests		
Date Submitted	Change Request number	Summary of change
9/6/2011	PC090611-1	Eliminate 5 USOCs in Nebraska
		Submitter CenturyLink

EXHIBIT B

Qwest/CenturyLink Wholesale Change Management Process: Status and Disposition of Changes						
3rd Quarter 2011						
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/CenturyLink Systems Change Requests						
Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter		
9/7/2011	SCR090711-1	Update EVC FID Characteristics in CSR Detail	Development	CenturyLink		
Qwest/CenturyLink Product/Process Change Requests and changes						
Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter		
9/6/2011	PC090611-1	Eliminate 5 USOCs in Nebraska	Development	CenturyLink		
Date Announced	Level of Change	Summary of change	Effective date	Submitter		
07/06/11	Level 1	CMP- Local Service Ordering Guidelines (LSOG) - End User (EU) V59 Update to the Qwest Eastern and Central Community Name Table	07/06/11	Qwest Corporation		
07/06/11	Level 3	CMP-Local Number Portability (LNP) - V71.0	08/19/11	Qwest Corporation		

Date Announced	Level of Change	Summary of change	Effective date	Submitter
07/07/11	Level 2	CMP - Removal of Frequently Asked Questions (FAQ) Functionality	07/28/11	Qwest Corporation
07/14/11	Level 1	CMP-Forecasting - 60.0	07/15/11	Qwest Corporation
07/15/11	Level 3	CMP-FINAL NOTICE Collocation - Direct Current (DC) Power Overview - V7.0 - Colorado specific	08/01/11	Qwest Corporation
07/18/11	Level 2	CMP-Wholesale Business Procedure Rebranding	08/08/11	Qwest Corporation
07/18/11	Level 2	CMP-Wholesale Product Catalog Rebranding CORRECTION	08/08/11	Qwest Corporation
07/19/11	Level 1	CMP- Access to Poles, Ducts and Rights of Way (PDR) - V37.0	07/19/11	Qwest Corporation
08/01/11	Level 1	CMP- Local Service Ordering Guidelines (LSOG) - End User (EU) V59 Update to the Qwest Eastern and Central Community Name Table	08/01/11	Qwest Corporation
08/01/11	Level 1	CMP- Collocation - Direct Current (DC) Power Overview - V8.0 - Colorado specific	08/01/11	Qwest Corporation
08/01/11	Level 2	CMP-FINAL NOTICE Wholesale Business Procedure Rebranding	08/08/11	Qwest Corporation
08/01/11	Level 2	CMP-FINAL NOTICE Wholesale Product Catalog Rebranding	08/08/11	Qwest Corporation

Date Announced	Level of Change	Summary of change	Effective date	Submitter
08/04/11	Level 3	CMP-FINAL NOTICE Local Number Portability (LNP) - V71.0	08/19/11	Qwest Corporation
08/05/11	Level 1	CMP - Wholesale Web Based Training Rebranding Updates	08/08/11	Qwest Corporation
08/12/11	Level 1	CMP- DLIS User Guide - URL Correction	08/12/11	CenturyLink
08/18/11	Level 1	CMP-Utility Vault Access Request RENOTIFICATION	08/18/11	CenturyLink
08/22/11	Level 2	CMP-Wholesale Customer Contacts - V109.0	09/12/11	CenturyLink
08/22/11	Level 2	CMP- Access to Poles, Ducts and Rights of Way (PDR) - V39.0	09/12/11	CenturyLink
08/22/11	Level 3	CMP-Geographic Deaveraging - V29.0 - Nebraska Specific	09/22/11	CenturyLink
08/23/11	Level 1	CMP- Bona Fide Request (BFR) and Special Request (SR) Processes - V44.0	08/24/11	CenturyLink
08/29/11	Level 2	CMP-Updated Access Service Request (ASR) Forms	09/19/11	CenturyLink
09/07/11	Level 1	CMP-Change Management Process Document Changes - CenturyLink Rebranding	09/07/11	CenturyLink
09/07/11	Level 3	CMP-FINAL NOTICE and CenturyLink Response to CLEC Comments on Geographic Deaveraging - V29.0 - Nebraska Specific	09/22/11	CenturyLink
09/09/11	Level 2	CMP- Account Team / Sales Executives and Service Managers - V15.0, Customer Questionnaires, V15.0, and Miscellaneous Web	09/30/11	CenturyLink

Date Announced	Level of Change	Summary of change	Effective date	Submitter
09/13/11	Level 1	CMP- Local Service Ordering Guidelines (LSOG) - End User (EU) V59 Update to the CenturyLink Central Community Name Table	09/13/11	CenturyLink

EXHIBIT C

Qwest /CenturyLink Wholesale Change Management Process: Summary of change by Interface release		
3rd Quarter 2011		
EXACT		
Number of CRs		
CLEC CRs	0	
Qwest/CenturyLink CRs	0	
Change Request number	Summary	Submitter
Loss and Completions		
Number of CRs		
CLEC CRs	0	
Qwest/CenturyLink CRs	0	
Change Request number	Summary	Submitter
Billing		
Number of CRs		
CLEC CRs	0	
Qwest/CenturyLink CRs	1	
Change Request number	Summary	Submitter
SCR021111-1IG	Implementation of CABS BOS Version 51 for Bill/CSR data output	Qwest Corporation
SATE		
Number of CRs		
CLEC CRs	0	
Qwest/CenturyLink CRs	0	
Change Request number	Summary	Submitter
CEMR		
Number of CRs		
CLEC CRs	0	
Qwest/CenturyLink CRs	1	
Change Request number	Summary	Submitter
SCR040611-2	Century Link branding changes to Qwest Systems	Qwest Corporation

Process and Documentation		
Number of CRs		
CLEC CRs	0	
Qwest/CenturyLink CRs	2	
Change Request number	Summary	Submitter
PC110210-1	CLEC Work in Qwest Outside Plant Facilities	Qwest Corporation
PC040611-1	Century Link branding changes to Qwest Product Process documentation	Qwest Corporation
ASR Gateway/QORA UOM		
Number of CRs		
CLEC CRs	0	
Qwest/CenturyLink CRs	2	
Change Request number	Summary	Submitter
SCR052711-1IG	ASOG 43 Industry Release/QORA and ASR Gateway	Qwest Corporation
SCR040611-2	Century Link branding changes to Qwest	Qwest Corporation
MEDIACC		
Number of CRs		
CLEC CRs	0	
Qwest/CenturyLink CRs	0	
Change Request number	Summary	Submitter
IMA		
Number of CRs		
CLEC CRs	0	
Qwest/CenturyLink CRs	0	
Change Request number	Summary	Submitter

EXHIBIT D

Qwest/CenturyLink Wholesale Change Management Process: Escalation, Dispute, Postponement			
3rd Quarter 2011			
Note: Escalation detail is available at http://www.centurylink.com/wholesale/cmp/escdisp.html			
Note: Dispute detail is available at http://www.centurylink.com/wholesale/cmp/escdisp.html			
Note: Postponement detail is available at http://www.centurylink.com/wholesale/cmp/escdisp.html			

EXHIBIT E

**Change Management Improvements
3rd Quarter 2011**

Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest/CenturyLink's Record of Compliance	Supporting References
<p>Section 1 Introduction and Scope</p> <p>Qwest implemented Section 1 as agreed to by the Redesign Team.</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/CenturyLink has complied with this process for over 119 months.</p> <p>Qwest/CenturyLink processed 626 new OSS Interface CRs between October 3, 2001 and September 30, 2011.</p> <p>Qwest/CenturyLink processed 401 new Product Process CRs between October 3, 2001 and September 30, 2011.</p> <p>Qwest/CenturyLink has rejected only 8 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.centurylink.com/wholesale/cmp/changerequest.html (Select either CLEC-CenturyLink Change Request – Product/Process Interactive Reports or CLEC-CenturyLink Change Request – Systems Interactive Reports.)</p>

**Change Management Improvements
3rd Quarter 2011**

Process	Date Process was Baseline by the Redesign Team	Date Process was Implemented	Qwest/CenturyLink's Record of Compliance	Supporting References
<p>Section 2 Managing the Change Management Process Qwest implemented Section 2 as agreed to by the Redesign Team.</p>	<p>Varies by sub-section.</p>	<p>Qwest implemented Section 2 as specified in the Qwest's Record of Compliance column.</p>	<p>Qwest/CenturyLink has modified the processes, as necessary, as determined by the Redesign Team. Qwest/CenturyLink posts a POC list to the CMP web site. CMP Managers have been in place since the inception of CMP in 1999. CR Project Managers have been in place (fulfilling the roles and responsibilities described in the CMP) since August, 2001. Escalation/Dispute Resolution Managers have been in place (fulfilling the roles and responsibilities described in the CMP) since September, 2001. Qwest posted a CLEC comments tool to the CMP web site. 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: http://www.centurylink.com/wholesale/cmp/poc.html (CLEC-CenturyLink POC List) http://www.centurylink.com/wholesale/cmp/changerequest.html (See either CLEC- CenturyLink Change Request – Product/Process Interactive Reports or CLEC- CenturyLink Change Request – Systems Interactive Reports These contain the names of the CR Project Managers assigned to each of the CRs.) http://www.centurylink.com/wholesale/cmp/escdisp.html (See actual escalations.) http://www.centurylink.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
3rd Quarter 2011**

Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest/CenturyLink'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/redesign.html (see CMP Redesign Meeting August 7 & 8 Final Minutes - 8-29-01 Attachment 9, Page 8.)</p>	<p>See Qwest's Record of Compliance column.</p>	<p>Qwest/CenturyLink 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 (PC020205-3CM) was granted to allow the CMP Product/Process and Systems Meetings to be held on the same day of each month.</p> <p>Qwest/CenturyLink 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/CenturyLink 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/CenturyLink 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.centurylink.com/wholesale/cmp/cicmparchive.html (CMP meeting material, including dates of meetings, distribution packages and meeting minutes) http://www.centurylink.com/wholesale/cmp/index.html (CenturyLink's CMP web site)</p>

**Change Management Improvements
3rd Quarter 2011**

Process	Date Process was Baseline by the Redesign Team	Date Process was Implemented	Qwest/CenturyLink'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/CenturyLink has complied with this process for over 120 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/CenturyLink 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/Syste.ms_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.centurylink.com/wholesale/downloads/2002/020215/SystemsFebDistPackage.pdf</p>

**Change Management Improvements
3rd Quarter 2011**

		<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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**Change Management Improvements
3rd Quarter 2011**

			<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 CRs and 2 Qwest originated CRs on the candidate list for the IMA 30.0 Release.</p> <p>There were 0 Regulatory CRs, 0 CLEC originated CRs and 7 Qwest originated CRs on the candidate list for the IMA 31.0 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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**Change Management Improvements
3rd Quarter 2011**

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest/CenturyLink's Record of Compliance	Supporting References
<p>Section 5</p> <p>Sections 5.1 and 5.2 CLEC-Qwest OSS Interface Change Request Initiation Process</p> <p>Qwest implemented Section 5.1 as agreed to by the Redesign Team.</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/CenturyLink has complied with the revised process 119 months.</p> <p>Between November 1, 2001 and September 30, 2011, Qwest/CenturyLink processed 591 new OSS Interface CRs in accordance with the CLEC-Qwest/CenturyLink 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/CenturyLink Response; 6.) Post Initial Qwest/CenturyLink Response to Web; 7.) Present CR; 8.) Send Final Qwest/CenturyLink Response, if applicable; and 9.) Post Final Qwest/CenturyLink Response to Web, if applicable.</p> <p>For the time period specified above, Qwest/CenturyLink is responsible for missing only 11 milestones of a possible 5319 milestones that have occurred so far. This equates to an average compliance rate of 99.80%.</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</p>	<p>Supporting data can be found at: http://www.centurylink.com/wholesale/cmp/changerequest.html (Select CLEC-CenturyLink Change Request – Systems Interactive Reports.)</p>

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		<p>Response Issued: 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>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" Milestone Missed: Acknowledgement of CR was missed due to the evaluation of this CR to</p>	
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	<p>determine if it should be processed as a systems or Product/Process CR. 10.) SCR073003-01 IMA Add New IMA Reject Reason "Requested Product Not 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/CenturyLink -originated OSS Interface CRs are generally held informally within Qwest/CenturyLink by the originator of the CR and the Qwest/CenturyLink 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/CenturyLink 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/CenturyLink SMEs is the date that is populated in the clarification meeting field in the CLEC-Qwest/CenturyLink 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/CenturyLink'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/CenturyLink has complied with the revised process for 115 months.</p> <p>Between November 1, 2001 and September 30, 2011, Qwest/CenturyLink processed 259 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/CenturyLink Response; 6.) Post Initial Qwest/CenturyLink Response to Web; 7.) Present CR; 8.) Send Final Qwest/CenturyLink Response, if applicable; and 9.) Post Final Qwest/CenturyLink Response to Web, if applicable.</p> <p>For the time period specified above, Qwest/CenturyLink is responsible for missing only 9 milestones out of a possible 2331 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_Milestone Missed: Customer Contacted</u> Explanation: Employee was ill, manager did not reassign CR to a backup employee. Missed milestone by 2 days.</p> <p><u>PC110201-2 Milestone Missed: Clarification Meeting Held</u> Explanation: CRPM was ill, manager did not reassign CR to a backup employee. Missed milestone by 13 days. It is not</p>	<p>Supporting data can be found at: http://www.centurylink.com/wholesale/cmp/changerequest.html (Select CLEC- CenturyLink Change Request – Product and Process Interactive Reports.)</p>

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	<p>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 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/CenturyLink'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)</p> <p>April 22, 2002 (Revised)</p>	<p>Qwest/CenturyLink has complied with the original process for over 111 months and the revised process for over 111 months.</p> <p>Between April 1, 2002 and September 30, 2011, Qwest/CenturyLink submitted 2739 new Product/Process Changes in accordance with the Qwest/CenturyLink 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.centurylink.com/wholesale/notices/cnla/ (Select Product, Process, Training, Network-Tech Pubs)</p> <p>Http://www.centurylink.com/wholesale/cmp/changerequest.html (Select CLEC- CenturyLink 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/CenturyLink Response; 6.) Post Initial Qwest/CenturyLink Response to Web; 7.) Present CR; 8.) Send Final Qwest/CenturyLink Response, if applicable; and 9.) Post Final Qwest/CenturyLink 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/CenturyLink initiated 1593 Level 1 changes, 644 Level 2 changes, 406 Level 3 changes, and 168 Level 4 changes via the notification process.</p> <p>Qwest/CenturyLink initiated 225 Level 4 Product/Process CRs during this time period and is responsible for missing 2 Level 4-CR milestones out of a possible 2025 milestones that have occurred so far. This equates to an average compliance rate of 99.90%.</p> <p>Qwest/CenturyLink is responsible for missing only 48</p>	
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		<p>Level 1-4 CMP Notification Requirements out of a possible 22298 that have occurred so far. This equates to an 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:</p>	
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PROD.06.25.03.F.03440.Resale_General_V26.
Notification not sent prior to actual effective date.
NOTE: This miss was inadvertently left off of the 2Q03 report.

11.) Notification number:
PROD.11.10.03.F.01035.ResaleGeneralV35.
Notifications not sent prior to actual effective date.

12.) Notification number:
PROD.11.17.03.F.1071.GrandparentMS_NE_IA.
Notifications not sent prior to actual effective date.

13.) Notification number:
PROD.01.06.04.F.01223.PCAT_Updates
Notification not sent prior to actual effective date.

14.) Notification number:
PROS.12.05.03.F.01131.ProvisioningV29.
Notifications not sent prior to actual effective date.
NOTE: This accounts for two misses – Initial and Final.

15.) Notification number:
PROS.03.31.04.F.01528.PCAT_Updates.
Notification not sent prior to actual effective date.

16.) Notification number:
PROS.07.28.04.F.01932.InterceptCLEC_CustCall.
Notification not sent prior to actual effective date.

17.) Notification number:
NETW.03.09.06.F.03763.Tech_Pub_77368_Issue
Notification not sent prior to actual effective date.

18.) Notification number:
NETW.04.04.06.F.03829.RG47-0005_TechPub_77350
Notification not sent prior to actual effective date.

19.) Notification number:
TRNG.04.07.06.F.03830.LocalQ101WBT
Notification not sent to all customers prior to actual effective date.

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: This accounts for two misses –

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Initial and Final.

21.) Notification numbers:
 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.

22.) Notification number:
 PROD.10.02.06.F.04166.Collocation_Gen_Info_V64.
 Notification not sent prior to actual effective date.

23.) Notification numbers:
 NETW.10.15.07.F.04906.Tech_Pub_77371_Cmmd_L
 ink and
 NETW.11.14.07.F.05043.FNL_TP_77371_Cmmd_Li
 nk. Notifications not sent in required time prior to
 effective date. NOTE: This accounts for two misses –
 Initial and Final.

24.) Notification numbers:
 PROS.01.08.08.F.05140.Comp_Resp_Comp_Inqv21
 and
 PROS.01.24.08.F.05169.FNL_Comp_Resp_Comp_In
 qV21 Notifications not sent in required time prior to
 effective date. NOTE: This accounts for two misses –
 Initial and Final.

25.) Notification number:
 PROD.05.30.08.F.05400.Resale_FeaturesV9
 Notification not sent prior to actual effective date.

26.) Notification numbers:
 PROS.05.19.08.F.05380.LoopQual_RLD_CLEC_Job
 Aid and
 PROS.06.18.08.F.05422.FNL_LoopQual_RLD_CLE
 C_Aid. Notifications not sent in required time prior
 to effective date. NOTE: This accounts for two
 misses – Initial and Final.

27.) Notification numbers:
 PROD.09.25.08.F.05587.Grandfhr_Eliminat_ND_US
 OCs and
 PROD.10.25.08.F.05667.FNL_Grmd_Elim_ND_USO
 Cs. Notifications not sent in required time prior to
 effective date. NOTE: This accounts for two misses –

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	<p>Initial and Final. 28.) Notification number: WEBS.01.07.08.F.05932.Whls[CalendarURLRedirect . Notification not sent prior to actual effective date. 29.) Notification number: TRNG.02.25.09.F.06101.QORAGUIWBТУ updated. Notification not sent prior to actual effective date. 30.) Notification number: PROD.FEAT.06.02.09.F.06443.Resale_FtrsV11. Notification not sent prior to actual effective date. 31.) Notification numbers: PROS.COLL.08.17.09.F.06793.DC_Power_Rate_QuoteProc and PROS.COLL.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_CustContactsV97. 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_WBТУpdt Notification not sent to all customers prior to actual effective date. 36) Notification number: PROD.RESL.07.09.10.F.07975.Resale Promotions F</p>	
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		<p>AQ Notification not sent in required time prior to actual effective date. 37.) Notification numbers: PROD.FEAT.11.29.10.F.08582.AIN_Feat_Update_Center and PROD.FEAT.12.16.10.F.08657.FNL_AIN_Feat_Update_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/CenturyLink's process for reclining 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/CenturyLink is 100% compliant with the new milestones.</p> <p>Note: For Qwest/CenturyLink -originated Product and Process CRs, the CMP framework does not require clarification meetings to be held, but Qwest/CenturyLink has included this as a CMP milestone. Discussions to clarify Qwest/CenturyLink -originated Product or Process CRs are generally held informally within Qwest/CenturyLink by the originator of the CR and Qwest/CenturyLink 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/CenturyLink SMEs may, but generally do not, clarify the CR. In addition, Qwest/CenturyLink 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/CenturyLink Product-Process Interactive Report.</p>	
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Process	Date Process was Baseline by the Redesign Team	Date Process was Implemented	Qwest/CenturyLink's Record of Compliance	Supporting References
<p>Section 5.5 Postponement Qwest implemented Section 5.5 as agreed to by the Redesign Team.</p>	<p>June 5, 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 Re-Design Meeting Minutes for June 5-6)</p>	<p>June 19, 2002</p>	<p>This process has been in place for over 110 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/CenturyLink'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/CenturyLink has complied with the improved OSS Interface Release Calendar for 118 months.</p> <p>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, December 2010, January 2011, February 2011, May 2011, and September 2011.</p>	<p>The current view of Qwest's OSS Interface Release Calendar can be found at the following URL: http://www.centurylink.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/CenturyLink'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 QORA (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 was 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 was 100% in compliance with all milestones.</p> <p>Qwest introduced a new OSS Interface CTG which is a replacement for MEDIAACC/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 and changed the name from CTG to MTG.</p>	

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Process	Date Process was Baseline by the Redesign Team	Date Process was Implemented	Qwest/CenturyLink'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.centurylink.com/wholesale/notices/cnla/ See Release Notices.</p>

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Process	Date Process was Baseline by the Redesign Team	Date Process was Implemented	Qwest/CenturyLink'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/CenturyLink 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/CenturyLink 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/CenturyLink has complied with this process for over 8 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.centurylink.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# SCR010203-01EX 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> <p>IMA 30.0 was implemented on April 18, 2011 and IMA 29.0 will retire on October 15, 2011.</p>	
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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest/CenturyLink's Record of Compliance	Supporting References
<p>Section 8.1 Application 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/CenturyLink 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, IMA 29.0 on October 25, 2010, and IMA 30.0 on April 18, 2011.</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/CenturyLink Response to CLEC Comments; 4.) Final Interface Technical Specifications; 5.) Joint Testing; and 6.) Deployment. Qwest/CenturyLink 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, IMA 29.0,</p>	<p>Supporting data can be found at the following URL: http://www.centurylink.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/CenturyLink'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/CenturyLink 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, October 25, 2010, January 30, 2011, March 20, 2011, April 18, 2011, June 20, 2011, and August 8, 2011.</p> <p>Qwest/CenturyLink 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, IMA 29.0 on October 25, 2010, and IMA 30.0 on April 18, 2011.</p> <p>There are 4 CMP milestones for changes to an existing GUI: 1.) Draft GUI Release Notice; 2.) Qwest/CenturyLink Response to CLEC Comments; 3.) Final Interface Release Notice; and 4.) Deployment. Qwest/CenturyLink demonstrated 100% compliance</p>	<p>Supporting data can be found at the following URL: http://www.centurylink.com/wholesale/notices/cnla/ See Release Notices.</p>

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Process	Date Process was Baseline by the Redesign Team	Date Process was Implemented	Qwest/CenturyLink'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/CenturyLink Response to CLEC Comments; 3.) Establish comparable functionality; 4.) Final Retirement Notice; 5.) Retirement. Qwest/CenturyLink demonstrated 100% compliance with these milestones.</p>	<p>Supporting data can be found at the following URL: http://www.centurylink.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/CenturyLink'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 were 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 were 0 Regulatory CRs, 0 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 30.0 Release.</p> <p>There were 0 Regulatory CRs, 0 CLEC originated CRs and 7 Qwest originated CRs on the candidate list for the IMA 31.0 Release.</p>	
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Process	Date Process was Baseline by the Redesign Team	Date Process was Implemented	Qwest/CenturyLink'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 Baseline by the Redesign Team	Date Process was Implemented	Qwest/CenturyLink'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/CenturyLink has complied with this process for nearly 106 months.</p> <p>Between February 2, 2002 and September 30, 2011, there were 307 planned outages. Qwest/CenturyLink 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/CenturyLink has demonstrated 99.35% compliance with this process.</p> <p>It has been Qwest/CenturyLink's practice, prior to the Redesign effort, to conduct post-deployment meetings.</p> <p>Between February 1, 2002 and September 30, 2011, Qwest/CenturyLink processed 49 Severity 1s, 3011 Severity 2s, 15344 Severity 3s, and 378 Severity 4s.</p> <p>Correction: Qwest/CenturyLink 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://wholesale.centurylinkapps.com/cnla (See Systems notifications - Planned Outage notification type.)</p> <p>Supporting data can be found at the following URL: http://wholesale.centurylinkapps.com/cnla (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 Baseline by the Redesign Team	Date Process was Implemented	Qwest/CenturyLink'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/CenturyLink 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.centurylink.com/wholesale/training/index.html</p>

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Process	Date Process was Baseline by the Redesign Team	Date Process was Implemented	Qwest/CenturyLink's Record of Compliance	Supporting References
<p>Section 14 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/CenturyLink has complied with the Escalation Process for 106 months.</p> <p>Between November 16, 2001 and September 30, 2011, Qwest/CenturyLink processed 24 OSS Interface escalations and 23 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/CenturyLink Binding Position; and 8.) Monitor for CLEC Response.</p> <p>Qwest/CenturyLink is responsible for missing 1 milestone out of a possible 376 milestones. This equates to an average compliance rate of 99.73%.</p> <p>In accordance with the CMP, Qwest/CenturyLink 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.centurylink.com/wholesale/cmp/escdisp.html (See Escalations and Disputes</p> <ul style="list-style-type: none"> - Initiation - Ongoing - Archive

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Process	Date Process was Baseline by the Redesign Team	Date Process was Implemented	Qwest/CenturyLink'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://qwest.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 116 months. Qwest/CenturyLink's Dispute Resolution tool may be found on Qwest/CenturyLink'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/CenturyLink demonstrated 100% compliance with this milestone.</p>	<p>Supporting data can be found at: http://centurylink.com/wholesale/cmp/escdisp.html</p> <p>See Escalations and Disputes</p> <ul style="list-style-type: none"> - Initiation - Ongoing - Archive

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest/CenturyLink'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/redesign.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 108 months. During this time, Qwest/CenturyLink 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.</p> <p>Qwest/CenturyLink 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> <ol style="list-style-type: none"> 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 2) CR Number: SCR041703-04EX (Qwest exception) Milestone missed: The disposition notification and tally form were not posted on time. <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.centurylink.com/wholesale/cmp/teammeetings.html and http://www.centurylink.com/wholesale/notices/cnla/</p>

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Process	Date Process was Baseline by the Redesign Team	Date Process was Implemented	Qwest/CenturyLink'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/cmp/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 106 months. During this time, Qwest/CenturyLink has conducted 60 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/CenturyLink is responsible for missing 2 milestones out of a possible 180 milestones. Qwest/CenturyLink has demonstrated 98.88 % 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.centurylink.com/wholesale/cmp/teammeetings.html and http://www.centurylink.com/wholesale/notices/enla/</p>

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3rd Quarter 2011**

Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest/CenturyLink's Record of Compliance	Supporting References
<p>Section 18 Oversight Review Process</p> <p>Qwest implemented Section 18 as agreed to by the Redesign Team.</p>	<p>September 13, 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 Redesign Meeting Minutes for September 12-13)</p>	<p>September 18, 2002</p>	<p>This process has been in place for over 105 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.centurylink.com/wholesale/cmp/coc.html</p>