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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") Order[1] 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.

Commission adopted Staff's reporting recommendation in its OSS Order.[3] CenturyLink submits this report regarding events that occurred from October through December, 2015 ("4Q2015") in accordance with the Commission's Order.

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

Exhibit A, entitled "CLEC and Qwest/CenturyLink Change Requests Submitted 4th Quarter 2015" (" 4Q2015"), sets forth a listing of the number of CLEC and CenturyLink originated systems and product/process Change Requests ("CRs"), along with the percentage of the total CRs submitted during the quarter by CLECs and CenturyLink, and a listing of all of the CRs submitted during the quarter, including the date on which the change was submitted, CR number, summary of the change requests, and the party that submitted the change.[4]

During 4Q2015, CLECs submitted zero system CRs, which constituted 0% of the total number of systems CRs, and zero product/process CR, which constituted 0% of the product/process CRs. Qwest submitted five systems CRs, which constituted 100% of the total number of systems CRs, and zero product/process CRs, which constituted 0% of the product/process CRs.[5]

Exhibit B, entitled Qwest/CenturyLink Wholesale Change Management Process: Status and Disposition of Changes/ 4th Quarter 2015, sets forth a summary of the current status or disposition of all systems and product/process changes. These changes are listed in the following order:

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

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

[5] Section 5.4 of Qwest's Wholesale Change Management Process Document ("Wholesale CMP") provides that 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.

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

Within the listing of Qwest Product/Process 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 – 4th Quarter 2015, sets forth information regarding interface changes that were implemented during the quarter.

Exhibit D, entitled Qwest/CenturyLink Wholesale Change Management Process: Escalation, Dispute Postponement Process – 4th Quarter 2015, provides links where information concerning the escalations and dispute resolutions initiated from October 1, 2015 through December 31st 2015 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 CMP[7] to provide additional data regarding the effectiveness of the CMP. The matrix shows that the

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[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 "Change Management Process" page of CenturyLink's wholesale web site at http://www.centurylink.com/wholesale/cmp

core provisions of the redesigned process have been in effect for many years now and lists the timeframes and Qwest/CenturyLink deliverables in the Wholesale CMP – each of which was defined and agreed to through the redesign process – along with specific information detailing Qwest's record of compliance with those obligations.

RESPECTFULLY SUBMITTED this 29th day of January, 2016.

QWEST CORPORATION
d/b/a CenturyLink QC

By: _____

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EXHIBIT A

CLEC and Qwest/CenturyLink Change Requests Submitted
4th Quarter 2015

	CLECs	CenturyLink
Number of Systems CRs:	0	5
Percentage of total Systems CRs:	**0%**	**100%**
Number of Product/Process CRs:	0	0
Percentage of total Product/Process CRs:	**na**	**na**

Systems Change Requests			
Date submitted	**Change Request number**	**Summary of change**	**Submitter**
11/04/15	SCR110415-1	Implement Ensemble to provide a single application to bill Wholesale customers for their Local Service Requests (LSR)	CenturyLink
11/04/15	SCR110415-2	Implement EASE to provide a centralized platform for LSR processing	CenturyLink
11/04/15	SCR110415-3	Retire CRIS for Wholesale billing	CenturyLink
11/04/15	SCR110415-4	Retire the IMA GUI and XML application for processing LSRs	CenturyLink
11/12/15	SCR111215-1IG	ASOG 52 Industry Release CORA and ASR Gateway	CenturyLink
Product/Process Change Requests			
Date Submitted	**Change Request number**	**Summary of change**	**Submitter**

EXHIBIT B

CenturyLink Wholesale Change Management Process: Status and Disposition of Changes				
4th Quarter 2015				
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**
11/04/15	SCR110415-1	Implement Ensemble to provide a single application to bill Wholesale customers for their Local Service Requests (LSR)	Development/ 12/5/16	CenturyLink
11/04/15	SCR110415-2	Implement EASE to provide a centralized platform for LSR processing	Development/ 12/5/16	CenturyLink
11/04/15	SCR110415-3	Retire CRIS for Wholesale billing	Development/ 12/5/16	CenturyLink
11/04/15	SCR110415-4	Retire the IMA GUI and XML application for processing LSRs	Development/ 12/5/16	CenturyLink
11/12/15	SCR111215-1IG	ASOG 52 Industry Release CORA and ASR Gateway	Development/ 3/21/16	CenturyLink

CenturyLink Wholesale Change Management Process: Status and Disposition of Changes				
4th Quarter 2015				
Qwest/CenturyLink Product/Process Change Requests				
Date Submitted	**Type of Change/CR Number**	**Summary of change**	**Status*/proposed effective date**	**Submitter**
Qwest/CenturyLink Product/Process Changes				
Date Announced	**Level of Change**	**Summary of change**	**Effective date**	**Submitter**
10/15/2015	Level 4	CMP-Provisioning and Installation Overview - V157.0	11/23/15	CenturyLink
11/06/15	Level 4	CMP-FINAL NOTICE on Provisioning and Installation Overview - V157.0	11/23/15	CenturyLink
10/6/2015	Level 3	CMP-2015 Holiday Hours for Customer-facing Centers	11/20/15	CenturyLink
11/05/15	Level 3	CMP-FINAL NOTICE for 2015 Holiday Hours for Customer-facing Centers	11/20/15	CenturyLink

Qwest/CenturyLink Product/Process Changes				
Date Announced	**Level of Change**	**Summary of change**	**Effective date**	**Submitter**
12/21/2015	Level 3	CMP-Changes to the CenturyLink Local Customer Questionnaire	1/21/16	CenturyLink
10/9/2015	Level 2	CMP-New Operation Support System (OSS) Consolidation Project Web Pages	10/30/15	CenturyLink
10/12/2015	Level 2	CMP-Contact Information Updates	11/2/15	CenturyLink
10/13/15	Level 2	CMP-FINAL NOTICE and CenturyLink Response to CLEC Comments on Local Service Ordering Guidelines (LSOGs) and Job	10/26/15	CenturyLink
10/21/2015	Level 2	CMP- Access to Emergency Services (911/E911) - V38.0	11/11/15	CenturyLink
10/23/15	Level 2	CMP-FINAL NOTICE and CenturyLink Response to CLEC Comments on New Operation Support System (OSS) Consolidation Project Web Pages	10/30/15	CenturyLink
11/04/15	Level 2	CMP-FINAL NOTICE and CenturyLink Response to CLEC Comments on Access to Emergency Services (911/E911) - V38.0	11/11/15	CenturyLink
10/5/15	Level 1	CMP - IMA-GUI Release 39.0 / Web Based Training Updated	10/05/15	CenturyLink
10/8/15	Level 1	CMP-Retraction of Updates to CenturyLink Wholesale Team Tool (CWTT)	10/08/15	CenturyLink

Qwest/CenturyLink Product/Process Changes				
Date Announced	**Level of Change**	**Summary of change**	**Effective date**	**Submitter**
10/19/15	Level 1	CMP-Resale-Metro Ethernet - V37.0	10/12/15	CenturyLink
10/23/15	Level 1	CMP-Provisioning and Installation Overview - V158.0	10/26/15	CenturyLink
10/23/15	Level 1	CMP-Customer Questionnaire Updates to Include Additional FTPS (File Transfer Protocol Secure) Information	10/26/15	CenturyLink

Qwest/CenturyLink Product/Process Changes

NOTE: The following status codes will be applied to Qwest/CenturyLink and CLEC initiated Change Requests (CRs). The status of the CR will be

- Submitted - The CR receives a Submitted status when Qwest's CMP Manager has formally acknowledged the CR. The CR remains in
- Clarification – The CR is updated to Clarification status once the clarification meeting has been held with the originator.
- Evaluation – The CR moves into Evaluation status if the CR requires further investigation.
- Presented – The CR moves into Presented status after the originator has presented it at the monthly CMP meeting.
- Pending Prioritization – The Systems CR moves into Pending Prioritization status after it has been Presented and is waiting for Prioritization.
- Prioritized - The Prioritized status is not applicable to all Change Requests. The Prioritized status is only applicable to CRs for which the
- Development – A Product/Process CR moves into a Development status when Qwest's response requires development of a new or revised
- CLEC Test – A CR moves into the CLEC Test status upon agreement by the participants in the CMP meeting. CLECs have the ability to
- Completed – The CR moves to a completed status when the CLECs and Qwest agree that no further action is required to fulfill the requirements
- Denied – The CR receives a Denied status when Qwest denies the CR.
- Deferred - The CR receives a Deferred status if the CMP CR originator does not intend to escalate or dispute the CR at the present time, but
- Withdrawn - The CR receives a Withdrawn status when the CR originator requests that the CR be withdrawn from the CMP process and the CR

Note: The above language is an excerpt from Section 5.7 of the Wholesale Change Management Process Document. The document can be found at http://www.centurylink.com/wholesale/cmp/index.html.

EXHIBIT C

Qwest /CenturyLink Wholesale Change Management Process: Summary of change by Interface release		
4th Quarter 2015		
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	0	
Change Request number	Summary	Submitter
	SATE	
	Number of CRs	
CLEC CRs	0	
Qwest/CenturyLink CRs	0	
Change Request number	Summary	Submitter
	CEMR-MTG (NOTE: CEMR System was RETIRED as of 1/31/14)	
	Number of CRs	
CLEC CRs	0	
Qwest/CenturyLink CRs	0	
Change Request number	Summary	Submitter

Qwest/CenturyLink Wholesale Change Management		
4th Quarter 2015		
Process and Documentation		
	Number of CRs	
CLEC CRs		
Qwest/CenturyLink CRs		
Change Request number	**Summary**	**Submitter**
ASR Gateway/CORA UOM		
	Number of CRs	
CLEC CRs		
Qwest/CenturyLink CRs		
Change Request number	**Summary**	**Submitter**
MEDIACC 4.0 (NOTE: System was RETIRED as of 1/31/14)		
IMA		
	Number of CRs	
CLEC CRs	0	
Qwest/CenturyLink CRs	4	
Change Request number	**Summary**	**Submitter**
SCR012915-1	IMA – Improve FOC process for large porting requests	CenturyLink
SCR030615-1	IMA – Improve SUP flowthrough	CenturyLink
SCR041015-1	IMA - Support HTML5-compatible browsers with the applet component	CenturyLink
SCR041515-1	IMA IT Maintenance - Support IE 11 browser with Java 1.8 and secure applet	CenturyLink

Qwest/CenturyLink Wholesale Change Management Process: Summary of change by Interface release		
4th Quarter 2015		
	MTG	
	Number of CRs	
CLEC CRs	0	
Qwest/CenturyLink CRs	0	
Change Request number	**Summary**	**Submitter**
	DUIS	
	Number of CRs	
CLEC CRs	0	
Qwest/CenturyLink CRs	0	
Change Request number	**Summary**	**Submitter**

EXHIBIT D

Escalation, Dispute, Postponement Process 4th Quarter 2015			
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
4th Quarter 2015

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's/CenturyLink's Record of Compliance	Supporting References
Section 1 Introduction and Scope Qwest implemented Section 1 as agreed to by the Redesign Team.	October 2, 2001 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.)	October 3, 2001	Qwest/CenturyLink has complied with this process for over 170 months. Qwest/CenturyLink processed 711 new OSS Interface CRs between October 3, 2001 and December 31, 2015. Qwest/CenturyLink processed 430 new Product Process CRs between October 3, 2001 and December 31, 2015. Qwest/CenturyLink has rejected only 17 CRs on the grounds that they were deemed to be out of scope of the Change Management Process.	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.)

Change Management Improvements
4th Quarter 2015

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's/CenturyLink's Record of Compliance	Supporting References
Section 2 **Managing the Change Management Process** Qwest implemented Section 2 as agreed to by the Redesign Team.	Varies by sub-section.	Qwest implemented Section 2 as specified in the Qwest's/ CenturyLink's Record of Compliance column.	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.	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.)

Change Management Improvements
4th Quarter 2015

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's/CenturyLink's Record of Compliance	Supporting References
Section 3 Meetings Qwest implemented Section 3 as agreed to by the Redesign Team.	August 8, 2001 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 August 7 & 8 Final Minutes - 8-29-01 Attachment 9, Page 8.)	See Qwest's/CenturyLink's Record of Compliance column.	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. 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. 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. Qwest/CenturyLink has made a number of improvements to its CMP website as a result of the Redesign effort.	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)

Change Management Improvements
4th Quarter 2015

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's/CenturyLink's Record of Compliance	Supporting References
Section 4 **Types of Change** Qwest implemented Section 4 as agreed to by the Redesign Team.	September 20, 2001 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.)	September 20, 2001	Qwest/CenturyLink has complied with this process for over 171 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. 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. 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. 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. There was 1 Regulatory CR, 33 CLEC Originated CRs, and 17 Qwest Originated CRs on the candidate list for the IMA 13.0 Release. There were 0 Regulatory CRs, 38 CLEC Originated CRs, and 15 Qwest Originated CRs on the candidate list for the IMA 14.0 Release. There were 0 Regulatory CRs, 38 CLEC originated CRs, and 20 Qwest originated CRs on the candidate list for the IMA 15.0 Release.	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. 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

			There were 0 Regulatory CRs, 33 CLEC originated CRs, and 19 Qwest originated CRs on the candidate list for the IMA 16.0 Release. There were 0 Regulatory CRs, 33 CLEC originated CRs, and 8 Qwest originated CRs on the candidate list for the IMA 17.0 Release.	
			There were 0 Regulatory CRs, 28 CLEC originated CRs, and 8 Qwest originated CRs on the candidate list for the IMA 18.0 Release. There were 0 Regulatory CRs, 25 CLEC originated CRs, and 3 Qwest originated CRs on the candidate list for the IMA 19.0 Release. There were 0 Regulatory CRs, 20 CLEC originated CRs, and 1 Qwest originated CR on the candidate list for the IMA 20.0 Release. There were 0 Regulatory CRs, 18 CLEC originated CRs, and 2 Qwest originated CRs on the candidate list for the IMA 21.0 Release. There were 0 Regulatory CRs, 15 CLEC originated CRs and 3 Qwest originated CRs on the candidate list for the IMA 22.0 Release. There were 0 Regulatory CRs, 8 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 23.0 Release. There were 0 Regulatory CRs, 4 CLEC originated CRs and 1 Qwest originated CR on the candidate list for the IMA 24.0 Release. There were 0 Regulatory CRs, 0 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 25.0 Release. 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. There was 1 Regulatory CR, 3 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 27.0 Release. 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. There were 0 Regulatory CRs, 1 CLEC originated CR and 1 Qwest originated CRs on the candidate list for the IMA 29.0 Release. There were 0 Regulatory CRs, 0 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 30.0 Release. There were 0 Regulatory CRs, 0 CLEC originated CRs and 7 Qwest originated CRs on the candidate list for the IMA 31.0 Release. There were 0 Regulatory CRs, 0 CLEC originated CRs and 7 CenturyLink originated CRs on the candidate list for the IMA 32.0 Release. There were 0 Regulatory CRs, 0 CLEC originated CRs and 7 CenturyLink originated CRs on the candidate list for the IMA 33.0 Release. There were 0 Regulatory CRs, 1 CLEC originated CR and 1 CenturyLink originated CR on the candidate list for the IMA 34.0 Release. There were 0 Regulatory CRs, 2 CLEC originated CRs and 6 CenturyLink originated CRs on the candidate list for the IMA 35.0 Release.	

			There was 1 Regulatory CR, 1 CLEC originated CR and 1 CenturyLink originated CR on the candidate list for the IMA 36.0 Release. There were 0 Regulatory CRs, 0 CLEC originated CRs and 2 CenturyLink originated CRs on the candidate list for the IMA 37.0 Release. There were 0 Regulatory CRs, 0 CLEC originated CRs and 3 CenturyLink originated CRs on the candidate list for the IMA 38.0 Release. There were 0 Regulatory CRs, 0 CLEC originated CRs and 4 CenturyLink originated CRs on the candidate list for the IMA 39.0 Release. There are currently 0 Regulatory CRs, 0 CLEC originated CRs and 0 CenturyLink originated CRs on the candidate list for the IMA 40.0 Release. 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.	

Change Management Improvements
4th Quarter 2015

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's/CenturyLink's Record of Compliance	Supporting References
Section 5 **Sections 5.1 and 5.2 CLEC-Qwest OSS Interface Change Request Initiation Process** Qwest implemented Section 5.1 as agreed to by the Redesign Team. Qwest implemented the process improvements that were agreed to by the Redesign Team.	September 5, 2001 (Original) 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.) October 16, 2001 (Revised) 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.)	October 1, 2001(Original) October 30, 2001 (Revised)	Qwest/CenturyLink has complied with the revised process 170 months. Between November 1, 2001 and December 31, 2015, Qwest/CenturyLink processed 675 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. For the time period specified above, Qwest/CenturyLink is responsible for missing only 13 milestones of a possible 6075 milestones that have occurred so far. This equates to an average compliance rate of 99.79%. Following is a description of the missed milestones: 1.) 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. 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 CLECs. Therefore, a final response has not been	Supporting data can be found at: http://www.centurylink.com/wholesale/cmp/changerequest.html (Select CLEC-CenturyLink Change Request – Systems Interactive Reports.)

			issued and this CR has not been closed 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. 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. 5.) SCR062402-01 Milestone Missed: Initial Response Explanation: The initial response was not posted to until the following day. 6.) SCR062402-01 Milestone Missed: Initial Response Explanation Posted to Web: The initial response was not posted until the following day. 7.) SCR122002-01 Add UNE-P Centrex 21 to SATE. Milestone Missed: Acknowledgement of CR. The acknowledgement was missed by one day. 8) .SCR122002-0 Add Service order inquiry status (SOSI) to SATE. Milestone Missed: Acknowledgement of CR. The acknowledgement was missed by one day. 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 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. 12.) SCR113011-1IG ASOG 44 Industry Release/CORA and ASR. Milestone Missed: Acknowledgement of CR. The acknowledgement was missed by three days. 13.) SCR041515-1 IMA IT Maintenance Support IE 11 browser with Java 1.8 and secure applet. Milestone Missed: Acknowledgement of CR. The acknowledgement was missed by one day. 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). 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.	

Change Management Improvements
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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's/CenturyLink's Record of Compliance	Supporting References
Section 5.3 CLEC Product/Process Change Request Initiation Process Qwest implemented Section 5.3 as agreed to by the Redesign Team. Qwest implemented the process improvements that were agreed to by the Redesign Team.	September 5, 2001 (Original) 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.) October 16, 2001 (Revised) 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.)	October 1, 2001(Original) October 30, 2001 (Revised)	Qwest/CenturyLink has complied with the revised process for 166 months. Between November 1, 2001 and December 31, 2015, Qwest/CenturyLink processed 267 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. For the time period specified above, Qwest/CenturyLink is responsible for missing only 9 milestones out of a possible 2403 milestones that have occurred so far. This equates to an average compliance rate of 99.63%. Following is a description of the missed milestones: PC110201-2 Milestone Missed: Customer Contacted Explanation: Employee was ill, manager did not reassign CR to a backup employee. Missed milestone by 2 days. PC110201-2 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. PC120301-2 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.	Supporting data can be found at: http://www.centurylink.com/wholesale/cmp/changerequest.html (Select CLEC- CenturyLink Change Request – Product and Process Interactive Reports.)

			PC120301-3 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. PC120301-4 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. PC120301-5 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. PC110201-1 Milestone Missed: Clarification Meeting Held Explanation: The clarification meeting was held 3 days late. PC062603-1 Milestone Missed: Send Acknowledgement Explanation: Acknowledgement was missed by 2 days. PC042108-02 Milestone Missed: Clarification Meeting Held Explanation: Clarification meeting was not held with entire CLEC Community.	

Change Management Improvements
4th Quarter 2015

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's/CenturyLink's Record of Compliance	Supporting References
Section 5.4 Qwest Initiated Product/Process Changes Qwest implemented Section 5.4 as agreed to by the Redesign Team. Qwest implemented the process improvements that were agreed to by the Redesign Team.	Qwest implemented the process as agreed to in concept during the March 19 CMP Redesign Meeting. 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.) April 16, 2002 (Revised and Baselined) 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.)	April 1, 2002 (Original) April 22, 2002 (Revised)	Qwest/CenturyLink has complied with the original process for over 162 months and the revised process for over 156 months. Between April 1, 2002 and December 31, 2015, Qwest/CenturyLink submitted 3162 new Product/Process Changes in accordance with the Qwest/CenturyLink Product/Process Change Process. 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. 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. 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 documentation on to the Document Review web site, if required; 8.) Include	Supporting data can be found at: http://www.centurylink.com/wholesale/notices/cnla/ (Select Product, Process, Training, Network-Tech Pubs) Http://www.centurylink.com/wholesale/cmp/changerequest.html (Select CLEC- CenturyLink Change Request – Product and Process Interactive Reports)

			web notification form or redlined document, if required; 9.) Include history log, if required; 10.) Response to CLEC comments, if applicable. 11.) Final notification. 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. For the time period specified above, Qwest/CenturyLink initiated 1787 Level 1 changes, 712 Level 2 changes, 475 Level 3 changes, and 188 Level 4 changes via the notification process. Qwest/CenturyLink initiated 247 Level 4 Product/Process CRs during this time period and is responsible for missing 2 Level 4-CR milestones out of a possible 2223 milestones that have occurred so far. This equates to an average compliance rate of 99.91%. Qwest/CenturyLink is responsible for missing only 59 Level 1-4 CMP Notification Requirements out of a possible 24768 that have occurred so far. This equates to an average compliance rate of 99.76%. Following is a description of the missed Level 4 CR	

			milestones: 1.) PC100202-1 Milestone Missed: Initial Response posted to the web Meeting Held Explanation: Date missed due to a posting error 2.) PC101802-2IG Milestone Missed: Initial Response posted to the web Meeting Held Explanation: Date missed due to a posting error. Following is a description of the missed notification milestones: 1.) Notification number: PROS.04.03.02.F.00415.Billing_Output. No level. 2.) Notification number: PROS.04.03.02.F.00415.Billing_Output. No comment cycle explanation. 3.) Notification number: PROS.04.04.02.F/00418.Service_Managers. No level PROS.04.04.02.F/00418.Service_Managers. No comment cycle explanation. 4.) Notification number: TRNG.04.23.02.F.02166.May_TRNG_Schedule. No level 5.) Notification number TRNG.04.23.02.F.02166.May_TRNG_Schedule. No comment cycle explanation 6.) Notification number: TRNG.04.03.02.F.02167.2Q02_Update. No level 7.) Notification number: TRNG.04.03.02.F.02167.2Q02_Update. No comment cycle explanation. 8.) Notification number: NETW.04.19.02.R. 01810.#77405_D. Delay in response to comments. 9.) Notification number: NETW.04.19.02.R. 01810.#77405_D. Delay in final notification. 10.) Notification number: 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 – 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_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. 24.) Notification numbers: PROS.01.08.08.F.05140.Comp_Resp_Comp_Inqv21 and PROS.01.24.08.F.05169.FNL_Comp_Resp_Comp_InqV 21 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_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. 27.) Notification numbers: PROD.09.25.08.F.05587.Grandfhr_Elimnat_ND_USOCs and PROD.10.25.08.F.05667.FNL_Grnd_Elim_ND_USOCs. Notifications not sent in required time prior to effective date. NOTE: This accounts for two misses – Initial and Final. 28.) Notification number: WEBS.01.07.08.F.05932.WhlslCalendarURLRedirect. 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_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_21V31and PROD.RESL.09.21.09.F.06936.FNL_Resale_Centrex21_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_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. 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.	

			38.) Notification number: PROD.INTE.12.08.11.F.09642.FNL_UBL_General_V97_Rev. Final notification not sent in required time prior to effective date. 39.) Notification numbers: PROS.PROV.04.16.12.F.10084.Prov_Instl_V142_AZ_Spec and PROS.PROV.05.03.12.F.10127.FNL_Prov_Instl_V142_AZ_Sp. Notifications not sent in required time prior to effective date. NOTE: This accounts for two misses – Initial and Final. 40.) Notification number: PROD.RESL.09.19.12.F.10526.FNLRsl_PRI_ISDN_V42RESEND. Final notification not sent in required time prior to effective date. 41.) Notification number: PROS.CNTS.09.19.12.F.10525.CustomerContactsUPDATE. Initial Level 2 notification not sent in required time prior to effective date. 42.) Notification number: PROD.FEAT.09.11.12.F.10501.EliminateCall_Queuing. Initial Level 2 notification not sent in required time prior to effective date. 43.) Notification number: PROD.COLL.02.01.13.F.10842.Collocation_Gen_V89 Notification not sent prior to actual effective date. 44.) Notification number: PROD.COLL.04.23.13.F.11047.Collocation_Gen_V90 Notification not sent prior to actual effective date. 45.) Notification number: NETW.TECH.06.10.13.F.11213.TP_77385_Iss_J Disposition Level (of Level 4) not included on Initial Notification.	

			46.) Notification number: NETW.TECH.12.13.13.F.11851.Remove_TP_77354_Iss_G Initial Level 4 notification not sent to correct target audience. 47.) Notification number: PROS.MISC.11.17.14.F.12953.FNL_2014_Holiday_Hours Final notification not sent in required time prior to effective date. Note: Through the CMP, a CMP CR was issued to change Qwest/CenturyLink'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/CenturyLink is 100% compliant with the new milestones. 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.	

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's/CenturyLink's Record of Compliance	Supporting References
Section 5.5 Postponement Qwest implemented Section 5.5 as agreed to by the Redesign Team.	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)	June 19, 2002	This process has been in place for over 161 months. During this time, the Postponement Process has been invoked two times. The first postponement request was associated with CR PC012009-1; Qwest subsequently retracted the Level 4 notification. No further action was required. The second postponement request was associated with Web notice number WEBS.ANNC.05.22.14.F.12382.Final_Resp_CommentsWebDBM and the timetable associated with Product notification number PROD.MISC.05.01.14.F.12323.Access_to_911_E911_V30CR. CenturyLink granted the postponement request to the requesting CLEC; no other Wholesale customers requested to join the postponement request.	

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's/CenturyLink's Record of Compliance	Supporting References
Section 6 **OSS Interface Release Calendar** Qwest implemented Section 6 as agreed to by the Redesign Team.	October 16, 2001 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.)	November, 2001	Qwest/CenturyLink has complied with the improved OSS Interface Release Calendar for 169 months. The previous Calendar already provided OSS Release information but was improved with the inclusion of additional customer facing system information. The revised OSS Interface Release Calendar was posted on the web in November 2001. Quarterly updates were posted on the web in January 2002, 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, September 2011, November 2011, February 2012, March 2012, April 2012, May 2012, July 2012, August 2012, October 2012, January 2013, March 2013, April 2013, May 2013, July 2013, August 2013, October 2013, December 2013, January 2014, February 2014, March 2014, May 2014, June 2014, July 2014, November 2014, January 2015, April 2015, May 2015, June 2015, July 2015, October 2015, and December 2015.	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.

Change Management Improvements
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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's/CenturyLink's Record of Compliance	Supporting References
Section 7 **Introduction of a New OSS Interface** **Section 7.1** **Introduction of a New Application to Application Interface**	November 1, 2001 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.)	November, 2001	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. 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. Qwest introduced a new OSS Interface 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 and changed the name from CTG to MTG.	

			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/CenturyLink was 100% in compliance with all milestones. The MTG interface became available in all states except Minnesota on February 13, 2012. It was available in Minnesota effective August 6, 2012. CenturyLink is introducing a new OSS Interface EASE which will be a replacement for CORA. EASE has a planned effective date of May 30, 2016. 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. As of December 31, 2015, CenturyLink is 100% in compliance with the required milestones. CenturyLink is introducing a new OSS Interface CABS which will be a replacement for IABS. CABS has a planned effective date of May 30, 2016. 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. As of December 31, 2015, CenturyLink is 100% in compliance with the required milestones. CenturyLink is introducing the OSS Interface EASE which will be a replacement for IMA. EASE has a planned effective date of December 5, 2016 for the Eastern region. 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. As of December 31, 2015, CenturyLink is 100% in compliance with the required milestones. CenturyLink is introducing a new OSS Interface Ensemble which will be a replacement for CRIS. Ensemble has a planned effective date of December 5, 2016. 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. As of December 31, 2015, CenturyLink is 100% in compliance with the required milestones.	

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's/CenturyLink's Record of Compliance	Supporting References
Section 7.2 Introduction of a New GUI Qwest implemented Section 7 as agreed to by the Redesign Team.	November 1, 2001 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.)	November, 2001	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. 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. 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. NOTE: The CEMR GUI was modified to interface with the new application to application interface MTG effective on February 13, 2012. The interface was named CEMR-MTG . CEMR-MTG was not introduced as a new GUI since the functionality was already in existence through the CEMR interface to MEDIACC.	Supporting data can be found at the following URL: http://www.centurylink.com/wholesale/notices/cnla/ See Release Notices.

			CenturyLink is introducing a new OSS Interface (EASE-GUI) which will be a replacement for the CORA GUI. The EASE GUI has a planned effective date of May 30, 2016. 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. As of December 31, 2015, CenturyLink is 100% in compliance with the required milestones. CenturyLink is introducing the OSS Interface (EASE-GUI) which will be a replacement for the IMA GUI. The EASE GUI has a planned effective date of December 5, 2016 for the Eastern region. 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. As of December 31, 2015, CenturyLink is 100% in compliance with the required milestones.	

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's/CenturyLink's Record of Compliance	Supporting References
Section 8.0 Change to Existing OSS Interfaces Qwest implemented Section 8.0 as agreed to by the Redesign Team.	November 1, 2001 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.	See Qwest's/ CenturyLink's Record of Compliance column.	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 14 years. In 2001, Qwest implemented 2 major and 3 point releases. In 2002, Qwest implemented 3 major and 2 point releases. 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 12 years. IMA Release 6.0 was implemented December 8, 2000 and IMA Release 5.0 was retired June 8, 2001. 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.) 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.) 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.) 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.) 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	Supporting data can be found at the following URL: http://www.centurylink.com/wholesale/notices/cnla/ See Release Notices.

			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. IMA Release 14.0 was implemented December 8, 2003 and IMA 13.0 was retired on August 4, 2004. IMA Release 15.0 was implemented April 19, 2004 and IMA 14.0 was retired on December 12, 2004. IMA 16.0 was implemented October 18, 2004 and IMA 15.0 was retired on April 11, 2005. IMA 17.0 was implemented April 11, 2005 and IMA 16.0 was retired on December 10, 2005. IMA 18.0 was implemented October 17, 2005 and IMA 17.0 was retired on June 10, 2006. IMA 19.0 was implemented on April 10, 2006 and IMA 18.0 was retired on October 10, 2006. IMA 20.0 was implemented on October 16, 2006 and IMA 19.0 was retired on October 27, 2007. IMA 21.0 was implemented on May 21, 2007 and IMA 20.0 was retired on November 14, 2007. 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. IMA 23.0 was implemented on April 21, 2008 and IMA 22.0/22.1 was retired on October 21, 2008.	

			IMA 24.0 was implemented on October 20, 2008 and IMA 23.0 was retired on April 20, 2009. IMA 25.0 was implemented on April 20, 2009 and IMA 24.0 was retired on October 20, 2009. 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. IMA 27.0 was implemented on April 19, 2010 and IMA 26.0 was retired on October 16, 2010. IMA 28.0 was implemented on August 2, 2010 and IMA 27.0 was retired on January 29, 2011. IMA 29.0 was implemented on October 25, 2010 and IMA 28.0 was retired on April 23, 2011. IMA 30.0 was implemented on April 18, 2011 and IMA 29.0 was retired on October 15, 2011. IMA 31.0 was implemented on October 17, 2011 and IMA 30.0 was retired on April 14, 2012. IMA 32.0 was implemented on April 23, 2012 and IMA 31.0 was retired on October 20, 2012. IMA 33.0 was implemented on December 10, 2012 and IMA 32.0 was retired on June 8, 2013. IMA 34.0 was implemented on May 20, 2013 and IMA 33.0 was retired on November 16, 2013. IMA 35.0 was implemented on October 28, 2013 and IMA 34.0 was retired on April 26, 2014. IMA 36.0 was implemented on April 28, 2014 and IMA 35.0 was retired on October 25, 2014.	

			IMA 37.0 was implemented on October 20, 2014 and IMA 36.0 was retired on April 18, 2015. IMA 38.0 was implemented on April 20, 2015 and IMA 37.0 will be retired on October 17, 2015. IMA 39.0 was implemented on October 26, 2015 and IMA 38.0 will be retired on April 23, 2016.	

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's/CenturyLink's Record of Compliance	Supporting References
Section 8.1 Application to Application Interface Qwest implemented Section 8.1 as agreed to by the Redesign Team.	November 1, 2001 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.	November, 2001	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, IMA 30.0 on April 18, 2011, IMA 31.0 on October 17, 2011, IMA 32.0 on April 23, 2012, IMA 33.0 on December 10, 2012, IMA 34.0 on May 20, 2013, IMA 35.0 on October 28, 2013, IMA 36.0 on April 28, 2014, IMA 37.0 on October 20, 2014, IMA 38.0 on April 20, 2015, and IMA 39.0 on October 26, 2015 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, IMA 30.0, IMA 31.0, IMA 32.0, IMA 33.0, IMA 34.0, IMA 35.0, IMA 36.0, IMA 37.0, IMA 38.0, and IMA 39.0.	Supporting data can be found at the following URL: http://www.centurylink.com/wholesale/notices/cnla/. See Release Notices.

			Qwest/CenturyLink introduced changes to an existing OSS Interface – ASR QORA 7.0 Release on April 10, 2006, ASR QORA 8.0 Release on November 6, 2006, ASR QORA 9.0 Release on March 12, 2007, ASR QORA 9.1 Release on June 25, 2007, ASR QORA 10.0 Release on September 17, 2007, ASR QORA 11.0 Release on March 17, 2008, ASR QORA 12.0 Release on September 22, 2008, ASR QORA 13.0 Release on March 23, 2009, ASR QORA 14.0 Release on September 21, 2009, ASR QORA 15.0 Release on March 22, 2010, ASR QORA 16.0 Release on September 20, 2010, ASR QORA 17.0 Release on March 21, 2011, ASR CORA 18.0 Release on September 19, 2011, ASR CORA 19.0 Release on March 19, 2012, ASR CORA 20.0 Release on September 17, 2012, ASR CORA 21.0 Release on March 18, 2013, ASR CORA 22.0 Release on September 23, 2013, ASR CORA 23.0 Release on March 17, 2014, ASR CORA 24.0 Release on September 22, 2014, ASR CORA 25.0 Release on March 23, 2015, and ASR CORA 26.0 Release on September 21, 2015. 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 each of the above QORA/CORA releases. Qwest/CenturyLink introduced Changes to an Existing OSS Interface – Application to Application Interface for MTG 1.3 on March 4, 2013, MTG 1.4 on April 20, 2013, MTG 1.5 on June 30, 2013, MTG 1.6 on November 18, 2013 and MTG 1.7 on November 9, 2014.	

			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 MTG 1.3, MTG 1.4, MTG 1.5, MTG 1.6, and MTG 1.7.	

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's/CenturyLink's Record of Compliance	Supporting References
Section 8.2 Graphical User Interface Qwest implemented Section 8.2 as agreed to by the Redesign Team.	November 1, 2001 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.	November, 2001	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, August 8, 2011, and February 13, 2012. **NOTE:** The February 2012 release was an implementation of CEMR that included an interface to MTG. The February 2012 release was not implemented in the state of Minnesota. **NOTE 2:** The CEMR-MTG interface was made available in Minnesota on August 6, 2012. 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 GUI 24.0 on October 20, 2008, IMA GUI 25.0 on April 20, 2009, IMA GUI 26.0 on October 19, 2009, IMA GUI 26.1 on December 14, 2009, IMA GUI 27.0 on April 19, 2010, IMA GUI 28.0 on August 2, 2010, IMA GUI 29.0 on October 25, 2010, IMA GUI 30.0 on April 18, 2011, IMA GUI 31.0 on	Supporting data can be found at the following URL: http://www.centurylink.com/wholesale/notices/cnla/ See Release Notices.

			October 17, 2011, IMA GUI 32.0 on April 23, 2012, IMA GUI 33.0 on December 10, 2012, IMA GUI 34.0 on May 20, 2013, IMA GUI 35.0 on October 28, 2013, IMA GUI 36.0 on April 28, 2014, IMA GUI 37.0 on October 20, 2014, IMA GUI 38.0 on April 20, 2015, and IMA GUI 39.0 on October 26, 2015. Qwest/CenturyLink introduced changes to an existing OSS Interface – ASR QORA GUI 7.0 Release on April 10, 2006, ASR QORA GUI 8.0 Release on November 6, 2006, ASR QORA GUI 9.0 Release on March 12, 2007, ASR QORA GUI 9.1 Release on June 25, 2007, ASR QORA GUI 10.0 Release on September 17, 2007, ASR QORA GUI 11.0 Release on March 17, 2008, ASR QORA GUI 12.0 Release on September 22, 2008, ASR QORA GUI 13.0 Release on March 23, 2009, ASR QORA GUI 14.0 Release on September 21, 2009, ASR QORA GUI 15.0 Release on March 22, 2010, ASR QORA GUI 16.0 Release on September 20, 2010, ASR QORA GUI 17.0 Release on March 21, 2011, ASR CORA GUI 18.0 Release on September 19, 2011, ASR CORA GUI 19.0 Release on March 19, 2012, ASR CORA GUI 20.0 Release on September 17, 2012, ASR CORA GUI 21.0 Release on March 18, 2013, ASR CORA GUI 22.0 Release on September 23, 2013, ASR CORA GUI 23.0 Release on March 17, 2014, ASR CORA GUI 24.0 Release on September 22, 2014, ASR CORA GUI 25.0 Release on March 23, 2015, and ASR CORA GUI 26.0 Release on September 21, 2015. 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 with these milestones.	

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's/CenturyLink's Record of Compliance	Supporting References
Section 9 Retirement of Existing OSS Interface	November 1, 2001 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.	November, 2001	Qwest implemented a Retirement of an Existing OSS Interface – Graphical User Interface (CTAG) on July 22, 2002. Qwest implemented a Retirement of an Existing OSS Interface – TELIS on August 1, 2004. Qwest implemented the Retirement of the Interoperability Environment on June 27, 2005. Qwest implemented the Retirement of the Resale Product Database (RPD) on April 29, 2006. Qwest implemented the Retirement of the IMA GUI Dialup Option on December 31, 2006. Qwest implemented the Retirement of IMA GUI access via dedicated circuit on November 12, 2007. Qwest implemented the Retirement of IMA EDI on October 27, 2007. CenturyLink implemented the Retirement of the CEMR GUI on January 31, 2014 through the appropriate CMP notifications. NOTE: The CEMR GUI remained available to access inflight (pending) transactions on a historical basis until April 1, 2014. 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 has demonstrated 100% compliance with these milestones. CenturyLink implemented the Retirement of the	Supporting data can be found at the following URL: http://www.centurylink.com/wholesale/notices/cnla/ See Release Notices.

			application to application OSS Interface MEDIACC on January 31, 2014 through the appropriate CMP notifications. There are five CMP milestones for retirement of an existing application to application OSS Interface: 1.) Initial Retirement Notice; 2.) CenturyLink Response to CLEC Comments; 3.) Establish comparable functionality; 4.) Final Retirement Notice; 5.) Retirement. Qwest/CenturyLink demonstrated 100% compliance with these milestones. CenturyLink is in the process of retiring the CORA application to application and GUI OSS Interface effective August 1, 2016 through the appropriate CMP notifications. There are five CMP milestones for retirement of an existing application to application OSS Interface: 1.) Initial Retirement Notice; 2.) CenturyLink Response to CLEC Comments; 3.) Establish comparable functionality; 4.) Final Retirement Notice; 5.) Retirement. As of December 31, 2015, CenturyLink is 100% in compliance with the required milestones. CenturyLink is in the process of retiring the application to application OSS Interface IABS effective August 1, 2016 through the appropriate CMP notifications. There are five CMP milestones for retirement of an existing application to application OSS Interface: 1.) Initial Retirement Notice; 2.) CenturyLink Response to CLEC Comments; 3.) Establish comparable functionality; 4.) Final Retirement Notice; 5.) Retirement. As of December 31, 2015, CenturyLink is 100% in compliance with the required milestones. CenturyLink is in the process of retiring the IMA application to application and GUI OSS Interface effective December 5, 2016 for the Eastern region through the appropriate CMP notifications. There are five CMP milestones for retirement of an existing	

			application to application OSS Interface: 1.) Initial Retirement Notice; 2.) CenturyLink Response to CLEC Comments; 3.) Establish comparable functionality; 4.) Final Retirement Notice; 5.) Retirement. As of December 31, 2015, CenturyLink is 100% in compliance with the required milestones. CenturyLink is in the process of retiring the CRIS application to application OSS Interface effective December 5, 2016 for the Eastern region through the appropriate CMP notifications. There are 5 CMP milestones for retirement of an existing application to application OSS Interface: 1.) Initial Retirement Notice; 2.) CenturyLink Response to CLEC Comments; 3.) Establish comparable functionality; 4.) Final Retirement Notice; 5.) Retirement. As of December 31, 2015, CenturyLink is 100% in compliance with the required milestones.	

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's/CenturyLink's Record of Compliance	Supporting References
Section 10 Prioritization Qwest implemented Section 10 and subsequent modifications to it as agreed to by the Redesign Team.			The CLECs have been able to prioritize CRs as described below: 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. 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. 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. There was 1 Regulatory CR, 33 CLEC Originated CRs, and 17 Qwest Originated CRs on the candidate list for the IMA 13.0 Release. There were 0 Regulatory CRs, 38 CLEC Originated CRs, and 15 Qwest Originated CRs on the candidate list for the IMA 14.0 Release. There were 0 Regulatory CRs, 38 CLEC originated CRs, and 20 Qwest originated CRs on the candidate list for the IMA 15.0 Release. There were 0 Regulatory CRs, 33 CLEC originated CRs, and 19 Qwest originated CRs on the candidate list for the IMA 16.0 Release.	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. The CRs that were candidates for the IMA 11.0 Release, by CR type, can be found at the following URL: http://www.qwest.com/wholesale/downloads/2001/011012/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.

			There were 0 Regulatory CRs, 33 CLEC originated CRs, and 8 Qwest originated CRs on the candidate list for the IMA 17.0 Release. There were 0 Regulatory CRs, 28 CLEC originated CRs, and 6 Qwest originated CRs on the candidate list for the IMA 18.0 Release. There were 0 Regulatory CRs, 25 CLEC originated CRs, and 3 Qwest originated CRs on the candidate list for the IMA 19.0 Release. There were 0 Regulatory CRs, 20 CLEC originated CRs, and 1 Qwest originated CR on the candidate list for the IMA 20.0 Release. There were 0 Regulatory CRs,, 18 CLEC originated CRs, 1 Qwest originated CR on the candidate list for the IMA 21.0 Release. There were 0 Regulatory CRs,, 15 CLEC originated CRs, 3 Qwest originated CRs on the candidate list for the IMA 22.0 Release. There were 0 Regulatory CRs, 8 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 23.0 Release. There were 0 Regulatory CRs, 3 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 24.0 Release. There were 0 Regulatory CRs, 0 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 25.0 Release. 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.	

			There was 1 Regulatory CR, 3 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 27.0 Release. There was 1 Regulatory CR, 0 CLEC originated CRs and 0 Qwest originated CRs on the candidate list for the IMA 28.0 Release. There were 0 Regulatory CRs, 1 CLEC originated CRs and 1 Qwest originated CRs on the candidate list for the IMA 29.0 Release. There were 0 Regulatory CRs, 0 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 30.0 Release. There were 0 Regulatory CRs, 0 CLEC originated CRs and 7 Qwest originated CRs on the candidate list for the IMA 31.0 Release. There were 0 Regulatory CRs, 0 CLEC originated CRs and 7 CenturyLink originated CRs on the candidate list for the IMA 32.0 Release. There were 0 Regulatory CRs, 0 CLEC originated CRs and 7 CenturyLink originated CRs on the candidate list for the IMA 33.0 Release. There were 0 Regulatory CRs, 1 CLEC originated CR and 1 CenturyLink originated CR on the candidate list for the IMA 34.0 Release. There were 0 Regulatory CRs, 2 CLEC originated CRs and 6 CenturyLink originated CRs on the candidate list for the IMA 35.0 Release. There was 1 Regulatory CR, 1 CLEC originated CR and 1 CenturyLink originated CR on the candidate list for the IMA 36.0 Release.	

			There were 0 Regulatory CRs, 0 CLEC originated CRs and 2 CenturyLink originated CRs on the candidate list for the IMA 37.0 Release. There were 0 Regulatory CRs, 0 CLEC originated CRs and 3 CenturyLink originated CRs on the candidate list for the IMA 38.0 Release. There were 0 Regulatory CRs, 0 CLEC originated CRs and 4 CenturyLink originated CRs on the candidate list for the IMA 39.0 Release. There are currently 0 Regulatory CRs, 0 CLEC originated CRs and 0 CenturyLink originated CRs on the candidate list for the IMA 40.0 Release.	

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's/CenturyLink's Record of Compliance	Supporting References
Section 11 Application-to-Application Interface Testing Qwest implemented Section 11 as agreed to by the Redesign Team.	February 7, 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 February 5 - 7 Final Minutes – 03/12/02, Page 14, Paragraph 2.)	February, 2002	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.	

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Section 13 Training Qwest implemented Section 13 as agreed to by the Redesign Team.	May 2, 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 May 1-2, Page 11)		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.	Supporting data can be found at the following URL: http://www.centurylink.com/wholesale/training/index.html

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's/CenturyLink's Record of Compliance	Supporting References
Section 14 Escalation Process Qwest implemented Section 14 as agreed to by the Redesign Team.	September 20, 2001 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 Sept. 18 & 20 Final Minutes – 10/10/01, Page 3.)	November 16, 2001	Qwest/CenturyLink has complied with the Escalation Process for 157 months. Between November 16, 2001 and December 31, 2015, 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. Qwest/CenturyLink is responsible for missing 1 milestone out of a possible 376 milestones. This equates to an average compliance rate of 99.73%. 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.	Supporting data can be found at: http://www.centurylink.com/wholesale/cmp/escdisp.html (See Escalations and Disputes - Initiation - Ongoing - Archive

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's/CenturyLink's Record of Compliance	Supporting References
Section 15 **Dispute Resolution** Qwest implemented Section 15 as agreed to by the Redesign Team.	September 20, 2001 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 Sept. 18 & 20 Final Minutes - 10-10-01, Page 5.)	November 16, 2001	This process has been in place for 167 months. Qwest's/CenturyLink's Dispute Resolution tool may be found on Qwest's/CenturyLink's CMP web site. On November 24, 2004, Qwest processed 1 Product/Process dispute in accordance with the CMP Dispute Process. On October 20, 2005, Qwest processed 1 System dispute in accordance with the CMP Dispute Process. There is one milestone for each dispute 1) Acknowledge receipt of the complete Dispute Resolution e-mail within one (1) business day. Qwest/CenturyLink demonstrated 100% compliance with this milestone.	Supporting data can be found at: http://centurylink.com/wholesale/cmp/escdisp.html See Escalations and Disputes - Initiation - Ongoing - Archive

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's/CenturyLink's Record of Compliance	Supporting References
Section 16 Exception Qwest implemented Section 16 as agreed to by the Redesign Team.	June 6, 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)	June 19, 2002 (original)	This process has been in place for over 159 months. During this time, Qwest/CenturyLink has received 36 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/CenturyLink is responsible for missing 2 milestones out of a possible 216 milestones. This equates to an average compliance rate of 99.07%. **NOTE**: CR Number PC060514-1 (Submitted by Level 3) was originally submitted as an Exception Change Request but after talking with the CR originator, it was a misunderstanding of the term and was requested that it not be addressed as an Exception CR. **NOTE**: CR Number PC090414-1 (Submitted by dishNET) was originally submitted as an Exception Change Request. After discussion with the CR originator and SME team to determine what process in CMP was associated with the exception, it was determined that the Exception portion of the CR would be Withdrawn until more information and timeline was known about the CR. Following is a description of the missed notification milestones: 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	Supporting data can be found at: http://www.centurylink.com/wholesale/cmp/teammeetings.html and http://www.centurylink.com/wholesale/notices/cnla/

			2) CR Number: SCR041703-04EX (Qwest exception) Milestone missed: The disposition notification and tally form were not posted on time. Note: Through the Redesign Process on September 12, 2002, the milestones were amended to require a pre-meeting for all Exception Requests.	

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's/CenturyLink's Record of Compliance	Supporting References
Section 17 **Voting** Qwest implemented Section 17 as agreed to by the Redesign Team.	July 10, 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 July 10)	July 17, 2002	This process has been in place for over 157 months. During this time, Qwest/CenturyLink has conducted 65 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 195 milestones. Qwest/CenturyLink has demonstrated 98.97 % compliance with these milestones. Following is a description of the missed notification milestones: 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. 2.) CR Number: SCR041703-04EX (Qwest exception) Milestone missed: The disposition notification and tally form were not posted on time.	Supporting data can be found at: http://www.centurylink.com/wholesale/cmp/teammeetings.html and http://www.centurylink.com/wholesale/notices/cnla/

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's/CenturyLink's Record of Compliance	Supporting References
Section 18 Oversight Review Process Qwest implemented Section 18 as agreed to by the Redesign Team.	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 Re-Design Meeting Minutes for September 12-13)	September 18, 2002	This process has been in place for over 156 months. During this time, 12 referrals have been made to the Oversight Review Committee.	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