

Exhibit 6: Process Improvements Not Available at Our Time of Testing

Process Area	Proposed Process Initiatives Not Tested or Observed	As Tested	Impact
Order Creation and Acceptance	Systems edits in the Business Process Layer will manage the workload across COs. These edits will ensure the CLEC has used the "Appointment Scheduler" when submitting the LSR. The "Appointment Scheduler" verifies that each CO is not overloaded on a particular day.	These edits were not in place during the preliminary live trial. The preliminary live trial was prearranged with a CLEC and Qwest. COs were selected specifically for the live testing. Scheduling conflicts were not a risk.	This did not impact the test results.
Order Creation and Acceptance	Enhanced edits in the Qwest systems will reduce errors that cause LSRs to fall out of the automated process to manual handling. For example, for the BHC, the Dispatch field will have to be blank or "no" for the LSR to be able to be submitted for the BHC process.	These edits were not added at the time of the trials.	The edits that will be integrated are not related to the reasons that the LSRs during the trials fell out of the automated process. Therefore, this did not impact the test results.
Planning and Prewire	The Automated Sort Engine will supply the "wiring location" on the work order the COTs use to perform the BHC.	The "wiring location" was looked up manually for each TN by a member of the process team.	The time to perform this activity manually was not included in the calculated elapsed time because this step will be eliminated. Therefore, this did not impact the test results.
Planning and Prewire	The Automated Sort Engine will automatically create 3 views of the work to be performed in a BHC. These views will enable the COTs to perform the work steps in a more efficient sequence.	The 3 views were created manually by a member of the process team.	The time to perform this activity manually was not included in the calculated elapsed time. Therefore, this did not impact the test results.

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<p>Planning and Prewire; Cut over</p>	<p>An online status tool will provide the CLEC with visibility to their orders (start/completion of batch, Jep Status, etc.). The tool will sweep WFA for changes in order status. The website will be updated automatically. The CLECs will have the responsibility of monitoring the website for the status of their orders on Due Dates that they have orders.</p>	<p>The online status tool was not available during the preliminary live trial. Qwest communicated to the CLECs using a work around solution to monitor changes in WFA status. E-mails were automatically generated and sent to the CLEC to communicate status.</p>	<p>This BHC process improvement will significantly reduce the manual time in the QCCC because the phone calls to the CLEC to alert of the hot cut will be removed.</p>
<p>Cut Over</p>	<p>The CLECs will use the Trap/Trace functionality on their switch to identify when Qwest is performing ANI tests. On Due Date, Qwest will perform this test at the beginning of the BHC process. The CLEC will then have visibility that the BHC has started. The CLEC will also know the BHC is completed when it sees that the ANI tests have stopped.</p>	<p>The COT “completed” one TN in WFA – DI after the first line in the batch was cut. Qwest automatically generated an e-mail to the CLEC based on this status change. The e-mail stated the batch had started. After the last hot cut of the batch was completed, the COT “completed” a second TN in WFA – DI. Again, Qwest automatically generated an e-mail notifying the CLEC that the batch was complete.</p>	<p>The time for this activity was included in the elapsed time. A change to the Trap/Trace method will reduce the time required to perform the BHC because the COT will not have to stop working and update WFA – DI.</p> <p>Additionally, the CLECs would benefit from this proposal because they would have real-time visibility into the progress of the cut. The CLECs would be able to begin porting customer numbers more rapidly.</p>