



Qwest Wholesale Program

Project Name: Co-Provider Industry Change Management Process – Escalation Process

Date: 10/12/99 Draft – For Co-Provider Industry Team Review
10/20/99 Final – Co-Provider Industry Team Approved
11/10/00 Revised – For Co-Provider Industry Team Review

Author: Qwest Communications, Inc. (Qwest) – Information Technologies

Abstract: The Co-Provider Industry Change Management (CM) Process (CICMP) – Escalation Process is the process for Co-Providers to escalate items (i.e., change requests) as defined in the CICMP document. Escalations can involve issues related to the CICMP process itself. The escalation occurs only after normal CICMP procedures have been completed.

Table of Contents

I	INTRODUCTION.....	3
I.I	DESCRIPTION	3
I.II	GUIDELINES.....	3
I.III	OBJECTIVE.....	3
II	ESCALATION PROCES S DESCRIPTIONS	3
II.I	PROCESS DESCRIPTION – SYSTEMS ESCALATION PROCESS.....	3
II.II	PROCESS DESCRIPTION – PRODUCT ESCALATION	6
II.III	PROCESS DESCRIPTION – PROCESS ESCALATION	8

I INTRODUCTION

I.I Description

The CICMP – Escalation is a process for escalating items (i.e., change request) to be re-reviewed by Qwest. In such escalation, the Co-Provider is requesting Qwest to alter its current course of action as previously discussed at the Co-Provider Industry Team Meeting. The CICMP document defines items that can be escalated including change requests to the CICMP.

I.II Guidelines

The following are CICMP – Escalation guidelines:

- Escalation item is defined within the CICMP document
- Escalation item has an associated change request (CR) number
- Escalation item has been shared and discussed at the Co-Provider Industry Team Meeting
- Escalation occurs after normal CICMP procedures are completed
- Escalation items will be distributed to the Co-Provider Industry Team; unless, the Co-Provider has indicated that the item is proprietary
- Escalation items will be reviewed by the appropriate Qwest Wholesale Director
- If required, a continued escalation item will be reviewed by the appropriate Qwest Wholesale Vice President

I.III Objective

The CICMP – Escalation objective is to provide an opportunity for the Co-Provider and Qwest to discuss and re-review an outcome of a previously discussed change request at a Co-Provider Industry Team meeting.

II ESCALATION PROCESS DESCRIPTIONS

II.I Process Description – Systems Escalation Process

The CICMP – Escalation is a series of activities involving the Co-Provider, Qwest designated representatives, and Qwest CICMP Manager.

The following tables list each activity in including its name, description, input(s), output(s), responsibility, and interval.

SGAT Exhibit H

Activity Name	1.1 Initiate an Escalation
Description	After the discussion of a CR at the Co-Provider Industry Team Meeting, the Co-Provider CR Manager decides to escalate the CR based on its impact to the Co-Provider.
Input(s)	Co-Provider CR with a status of one of the following: <ul style="list-style-type: none"> ➤ Reviewed – Under Consideration ➤ Reviewed – Release Baseline Candidate ➤ Cancelled – Co-Provider Industry Team ➤ Cancelled -- Other
Output(s)	<ul style="list-style-type: none"> ➤ Email to Qwest CICMP Manager. The email will include: <ul style="list-style-type: none"> ➤ Subject: (Co-Provider Name) Escalation of CR# ____ ➤ Title and description of escalation item ➤ History of Item ➤ Co-Provider desired outcome ➤ Impact to Co-Provider of not meeting desired outcome
Responsibility	Co-Provider CR Manager
Interval	2 business days following the Co-Provider Industry Team Meeting

Activity	1.2 Receive/Forward Escalation
Description	Receive Co-Provider escalation email. Forward the escalation to the Qwest Wholesale Director -- Interconnection and Product Services.
Input(s)	<ul style="list-style-type: none"> ➤ Email to Qwest CICMP Manager. ➤ Qwest Wholesale Director -- Interconnection and Product Services email address ➤ Co-Provider Industry Team Listing ➤ Change Request
Output(s)	<ul style="list-style-type: none"> ➤ Escalation email – forwarded to the appropriate Qwest Wholesale Director, copy to Co-Provider, and blind copies to Co-Provider Industry Team <ul style="list-style-type: none"> ➤ Attach CR
Responsibility	Qwest CICMP Manager
Interval	Within one business day after receipt of a Co-Provider escalation email

Activity	1.3 Respond to Escalation
Description	<p>The appropriate Qwest Wholesale Director will respond to the escalation item with Qwest’s position and explanation of that position.</p> <p>1.3.1 If Qwest’s position suggests a change in the current course of action for a CR, Qwest will conduct a Co-Provider Industry Team conference call within 1 business day after the Qwest decision in order to arrive at an industry consensus.</p>

SGAT Exhibit H

Co-Provider Industry Change Management Process

Qwest Wholesale Program

Activity	1.3 Respond to Escalation
Input(s)	➤ Escalation Email
Output(s)	<ul style="list-style-type: none"> ➤ Responding escalation email to Co-Provider from the appropriate Qwest Wholesale Director to Co-Provider. Copy to appropriate Qwest CICMP Manager ➤ If required, Co-Provider Industry Team Conference Call
Responsibility	Qwest Wholesale Director -- Interconnection and Product Services
Interval	Within 4 business days after 1.2 Receive/Forward Escalation.

Activity	1.4 Review Response and Determine if Escalation Continues
Description	Co-Provider reviews Qwest escalation response. If the Co-Provider decides to continue the escalation, the Co-Provider will forward Qwest email responding to the escalation to CICMP Manager with any additional information.
Input(s)	Response to escalation email from the appropriate Qwest Wholesale Director
Output(s)	<ul style="list-style-type: none"> ➤ Continued escalation email to CICMP Manager Or ➤ Qwest escalation response has been accepted as closure to the item
Responsibility	Co-Provider CR Manager
Interval	—Within 5 days after email receipt of 1.3 Respond to Escalation the Co-Provider may continue escalation or the Qwest escalation response has been accepted as closure to the item

Activity	1.5 Receive/Forward Continue Escalation
Description	Receive Co-Provider continue escalation email. Forward the continue escalation to the appropriate Qwest Wholesale Director.
Input(s)	<ul style="list-style-type: none"> ➤ Continue escalation email to CICMP Manager ➤ Qwest Senior Director – Wholesale Product Marketing email address ➤ Co-Provider Industry Team Listing
Output(s)	Continue escalation email – forwarded to Qwest Senior Director – Wholesale Product Marketing, copy to Co-Provider, and blind copies to Co-Provider Industry Team
Responsibility	Qwest CICMP Manager
Interval	Within one business day after receipt of a Co-Provider continue escalation email.

Activity	1.6 Respond to Continued Escalation
Description	<p>The Qwest Senior Director – Wholesale Product Marketing will respond to the escalation item with Qwest’s position and explanation of that position.</p> <p>1.6.1 If Qwest’s position suggests a change in the current course of action for a CR, Qwest will conduct a Co-Provider Industry Team conference call within 1 business day after the Qwest decision in order to arrive at an industry consensus.</p>
Input(s)	➤ Continue escalation email

SGAT Exhibit H

Activity	1.6 Respond to Continued Escalation
Output(s)	<ul style="list-style-type: none"> ➤ Qwest responding email to continue to Co-Provider. Copy to Qwest CICMP Manager ➤ If required, Co-Provider Industry Team Conference Call
Responsibility	Qwest Senior Director – Wholesale Product Marketing
Interval	Within 4 business days after 1.2 Receive/Forward Escalation.

II.II Process Description – Product Escalation

The CICMP – Escalation is a series of activities involving the Co-Provider, Qwest designated representatives, and Qwest CICMP Manager.

The following tables list each activity in including its name, description, input(s), output(s), responsibility, and interval.

Activity Name	1.1 Initiate an Escalation
Description	After the discussion of a CR at the Co-Provider Industry Team Meeting, the Co-Provider CR Manager decides to escalate the CR based on its impact to the Co-Provider.
Input(s)	Co-Provider CR with a status of one of the following: <ul style="list-style-type: none"> ➤ Reviewed – Under Consideration ➤ Reviewed – Release Baseline Candidate ➤ Cancelled – Co-Provider Industry Team ➤ Cancelled -- Other
Output(s)	<ul style="list-style-type: none"> ➤ Email to Qwest CICMP Manager. The email will include: <ul style="list-style-type: none"> ➤ Subject: (Co-Provider Name) Escalation of CR# ____ ➤ Title and description of escalation item ➤ History of Item ➤ Co-Provider desired outcome ➤ Impact to Co-Provider of not meeting desired outcome
Responsibility	Co-Provider CR Manager
Interval	2 business days following the Co-Provider Industry Team Meeting

Activity	1.2 Receive/Forward Escalation
Description	Receive Co-Provider escalation email. Forward the escalation to the appropriate Qwest Wholesale Product Director as indicated on the CR Form.
Input(s)	<ul style="list-style-type: none"> ➤ Email to Qwest CICMP Manager. ➤ Appropriate Qwest Wholesale Product Director email address ➤ Co-Provider Industry Team Listing

SGAT Exhibit H

Co-Provider Industry Change Management Process

Qwest Wholesale Program

Activity	1.2 Receive/Forward Escalation
	➤ Change Request
Output(s)	➤ Escalation email – forwarded to the appropriate Qwest Wholesale Product Director, copy to Co-Provider, and blind copies to Co-Provider Industry Team ➤ Attach CR
Responsibility	Qwest CICMP Manager
Interval	Within one business day after receipt of a Co-Provider escalation email

Activity	1.3 Respond to Escalation
Description	The appropriate Qwest Wholesale Product Director will respond to the escalation item with Qwest’s position and explanation of that position. 1.3.1 If Qwest’s position suggests a change in the current course of action for a CR, Qwest will conduct a Co-Provider Industry Team conference call within 1 business day after the Qwest decision in order to arrive at an industry consensus.
Input(s)	➤ Escalation Email
Output(s)	➤ Responding escalation email to Co-Provider from appropriate Qwest Wholesale Product Director. Copy to Qwest CICMP Manager ➤ If required, Co-Provider Industry Team Conference Call
Responsibility	Qwest Wholesale Product Director
Interval	Within 4 business days after 1.2 Receive/Forward Escalation.

Activity	1.4 Review Response and Determine if Escalation Continues
Description	Co-Provider reviews Qwest escalation response. If the Co-Provider decides to continue the escalation, the Co-Provider will forward Qwest email responding to the escalation to CICMP Manager with any additional information.
Input(s)	Response to escalation email from the appropriate Qwest Wholesale Product Director.
Output(s)	➤ Continued escalation email to CICMP Manager Or ➤ Qwest escalation response has been accepted as closure to the item
Responsibility	Co-Provider CR Manager
Interval	Within 5 days after email receipt of 1.3 Respond to Escalation the Co-Provider may continue escalation or the Qwest escalation response has been accepted as closure to the item

Activity	1.5 Receive/Forward Continue Escalation
Description	Receive Co-Provider continue escalation email. Forward the continue escalation to the appropriate Qwest Wholesale Product Director
Input(s)	➤ Continue escalation email to CICMP Manager ➤ Qwest Sr. Director – Wholesale Product Marketing email address ➤ Co-Provider Industry Team Listing

SGAT Exhibit H

Co-Provider Industry Change Management Process

Qwest Wholesale Program

Activity	1.5 Receive/Forward Continue Escalation
Output(s)	Continue escalation email – forwarded to the Qwest Sr. Director – Wholesale Product Marketing, copy to Co-Provider, and blind copies to Co-Provider Industry Team
Responsibility	Qwest CICMP Manager
Interval	Within one business day after receipt of a Co-Provider continue escalation email.

Activity	1.6 Respond to Continued Escalation
Description	The Qwest Sr. Director – Wholesale Product Marketing will respond to the escalation item with Qwest’s position and explanation of that position. 1.6.1 If Qwest’s position suggests a change in the current course of action for a CR, Qwest will conduct a Co-Provider Industry Team conference call within 1 business day after the Qwest decision in order to arrive at an industry consensus.
Input(s)	➤ Continue escalation email
Output(s)	➤ Qwest responding email to continue to Co-Provider. Copy to Qwest CICMP Manager ➤ If required, Co-Provider Industry Team Conference Call
Responsibility	Qwest Sr. Director – Wholesale Product Marketing
Interval	Within 4 business days after 1.2 Receive/Forward Escalation.

II.III Process Description – Process Escalation

The CICMP – Escalation is a series of activities involving the Co-Provider, Qwest designated representatives, and Qwest CICMP Manager.

The following tables list each activity in including its name, description, input(s), output(s), responsibility, and interval.

Activity Name	1.1 Initiate an Escalation
Description	After the discussion of a CR at the Co-Provider Industry Team Meeting, the Co-Provider CR Manager decides to escalate the CR based on its impact to the Co-Provider.
Input(s)	Co-Provider CR with a status of one of the following: ➤ Reviewed – Under Consideration ➤ Reviewed – Release Baseline Candidate ➤ Cancelled – Co-Provider Industry Team ➤ Cancelled -- Other
Output(s)	➤ Email to Qwest CICMP Manager. The email will include: ➤ Subject: (Co-Provider Name) Escalation of CR# _____

SGAT Exhibit H

Co-Provider Industry Change Management Process

Qwest Wholesale Program

Activity Name	1.1 Initiate an Escalation
	<ul style="list-style-type: none"> ➤ Title and description of escalation item ➤ History of Item ➤ Co-Provider desired outcome ➤ Impact to Co-Provider of not meeting desired outcome
Responsibility	Co-Provider CR Manager
Interval	2 business days following the Co-Provider Industry Team Meeting

Activity	1.2 Receive/Forward Escalation
Description	Receive Co-Provider escalation email. Forward the escalation to the Qwest Director – Interconnect Operations Process Management
Input(s)	<ul style="list-style-type: none"> ➤ Email to Qwest CICMP Manager. ➤ Qwest Director – Interconnect Operations Process Management email address ➤ Co-Provider Industry Team Listing ➤ Change Request
Output(s)	<ul style="list-style-type: none"> ➤ Escalation email – forwarded to the Qwest Director – Interconnect Operations Process Management, copy to Co-Provider, and blind copies to Co-Provider Industry Team ➤ Attach CR
Responsibility	Qwest CICMP Manager
Interval	Within one business day after receipt of a Co-Provider escalation email

Activity	1.3 Respond to Escalation
Description	<ul style="list-style-type: none"> ➤ The Qwest Director – Interconnect Operations Process Management will respond to the escalation item with Qwest’s position and explanation of that position. <p>1.3.1 If Qwest’s position suggests a change in the current course of action for a CR, Qwest will conduct a Co-Provider Industry Team conference call within 1 business day after the Qwest decision in order to arrive at an industry consensus.</p>
Input(s)	➤ Escalation Email
Output(s)	<ul style="list-style-type: none"> ➤ Responding escalation email to Co-Provider from Qwest Director – Interconnect Operations Process Manager. Copy to Qwest CICMP Manager ➤ If required, Co-Provider Industry Team Conference Call
Responsibility	Qwest Director – Interconnect Operations Process Management
Interval	Within 4 business days after 1.2 Receive/Forward Escalation.

Activity	1.4 Review Response and Determine if Escalation Continues
Description	Co-Provider reviews Qwest escalation response. If the Co-Provider decides to continue the escalation, the Co-Provider will forward Qwest email responding to the escalation to CICMP Manager with any additional information.
Input(s)	Response to escalation email from the Qwest Director – Interconnect Operations

SGAT Exhibit H

Co-Provider Industry Change Management Process

Qwest Wholesale Program

Activity	1.4 Review Response and Determine if Escalation Continues
	Process Management.
Output(s)	<ul style="list-style-type: none"> ➤ Continued escalation email to CICMP Manager Or ➤ Qwest escalation response has been accepted as closure to the item
Responsibility	Co-Provider CR Manager
Interval	Within 5 days after email receipt of 1.3 Respond to Escalation the Co-Provider may continue escalation or the Qwest escalation response has been accepted as closure to the item

Activity	1.5 Receive/Forward Continue Escalation
Description	Receive Co-Provider continue escalation email. Forward the continue escalation to the Qwest Director – Interconnect Operations Process Management
Input(s)	<ul style="list-style-type: none"> ➤ Continue escalation email to CICMP Manager ➤ Qwest Sr. Director – Interconnect Operations email address ➤ Co-Provider Industry Team Listing
Output(s)	Continue escalation email – forwarded to the Qwest Sr. Director – Interconnect Operations, copy to Co-Provider, and blind copies to Co-Provider Industry Team
Responsibility	Qwest CICMP Manager
Interval	Within one business day after receipt of a Co-Provider continue escalation email.

Activity	1.6 Respond to Continued Escalation
Description	<p>The Qwest Sr. Director – Interconnect Operations will respond to the escalation item with Qwest’s position and explanation of that position.</p> <p>1.6.1 If Qwest’s position suggests a change in the current course of action for a CR, Qwest will conduct a Co-Provider Industry Team conference call within 1 business day after the Qwest decision in order to arrive at an industry consensus.</p>
Input(s)	<ul style="list-style-type: none"> ➤ Continue escalation email
Output(s)	<ul style="list-style-type: none"> ➤ Qwest responding email to continue to Co-Provider. Copy to Qwest CICMP Manager ➤ If required, Co-Provider Industry Team Conference Call
Responsibility	Qwest Sr. Director – Interconnect Operations
Interval	Within 4 business days after 1.2 Receive/Forward Escalation.