BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

In the matter of, Joint Application of Qwest Communications International Inc. and CenturyTel, Inc. for Approval of Indirect Transfer of Control of Qwest Corporation, Qwest Communications Company LLC, and Qwest LD Corp.	Docket No. UT-100820

EXHIBIT___TJG-19

FINAL MEETING MINUTES

CLEC-Qwest Change Management Process Re-design
Tuesday, August 14 and Thursday, August 16, 2001 Working Sessions

1005 17th Street, 1st Floor, Jr. Board Room, Denver, CO
Bridgeline: 1-877-847-0304, pass code 7101617#

NOTE: These FINAL meeting minutes were circulated to the CMP Re-design Core Team Members in attendance for their review and comments are noted in italic throughout the minutes.

INTRODUCTION

The Core Team (Team) and other participants met August 14th and 16th to continue the effort to improve Qwest's Change Management Process. Following is the write-up of the discussions, action items, and decisions made in the working sessions. The attachments to these meeting minutes are as follow-

ATTACHMENTS

- Attachment 1: Attendance Record
- Attachment 2: Agenda, August 14th and 16th
- Attachment 2a: Updated Agenda, August 16th
- Attachment 3: Core Team Issues and Action Items Log (updated)
- Attachment 4: Qwest's Naming Convention Spreadsheet (revised-Proposal)
- Attachment 5: Notification Process Plan (Proposal)
- Attachment 6 Sample Report (Proposal)
- Attachment 7: Voting Tally Form (Included in 7a)
- Attachment 7a: Procedures for Voting and the Impasse Resolution Process (Draft Proposal)
- Attachment 8: Core Team Members Expectations/Responsibilities (revised)
- Attachment 9: AT&T August 13, 2001 Memorandum
- Attachment 10: Qwest Severity Levels (Informational)
- Attachment 11: Schedule—CMP Re-design Working Sessions (revised)

MEETING MINUTES

The meeting on August 14 began with introductions of the meeting attendees—see Attachment 1 for the Attendance Record. Judy Lee advised attendees of the protocol to state name and company when making a statement. Lee reviewed the two-day agenda (refer to Attachment 2: August 14 and 16 Agenda) and asked for suggestions of changes or modifications. No suggestions were offered. Lee acknowledged the receipt of AT&T's memorandum expressing concern in five areas. Lee asked AT&T and other participants if this discussion can be added to the agenda under "Feedback on August 7-8 Meeting Minutes and Discussion Elements." AT&T and participants agreed. Copies of the meeting materials including AT&T's memorandum and agenda were made available for all attendees. Meeting materials were issued via e-mail to the Core Team and attendees on the conference bridge.

Lee facilitated the discussion on the following Issues and Action Items: (refer to Attachment 3 Issues and Action Items Log)

- Naming Convention
- Notification Process Plan
- Sample Report
- Voting Tally Form

Qwest advised that where a CLEC has a problem and there is no work-around this would be classified as a Severity 2. He further clarified Qwest's internal Severity Levels as:

- Severity 1 – System is down.
- Severity 2 – Significant impact to a functionality that is critical to business and there is no work around.
- Severity 3 - Significant impact to a functionality that is critical to business and a work around is available.
- Severity 4 – All others

Clauson-Eschelon wanted clarification on designation of systems and/or Product & Process. Should the Team address system changes for Product & Process as we address them for Systems? Lee advised that the intent of Change Management is to cover interfaces and functionality. Powers-Eschelon indicated that the Team needs to come back to backend system if we are only addressing interfaces. Thompson-Qwest stated that the Team needs to address functionality and Qwest can commit to making a change to functionality. Clauson-Eschelon stated that during discussion on Scope, it was agreed to that Systems directly or indirect affects CLECs. Schultz-Qwest clarified that the Team didn't come to an agreement on what is included in "directly or indirectly" but agreed to address functions impacted. Clauson-Eschelon stated that the Team can't wait until later to define Types – the Team needs to address functions impacted now. Thompson-Qwest indicated that Qwest can only commit to interfaces, but the functionality issues are tied to interfaces. Powers-Eschelon, questioned whether we only tie types of Application Interfaces. Clauson-Eschelon suggested that the Team define "Application Interfaces" to include functions that directly or indirectly affecting CLECs. Thompson-Qwest agreed to identify functions. Clauson-Eschelon stated that the CLECs need validation of parity – a system release that gets modified by Retail impacts the CLEC. Thompson-Qwest agreed to name functions, but would not address the question on determination of parity. Clauson-Eschelon agreed that Eschelon does not want to name systems, or use parity. Eschelon stated that Verizon uses OSS and Qwest uses Application. Lee advised that an industry guideline for application means gateway to gateway and OSS is general interfaces. Thompson-Qwest agreed to Pre-Order, Ordering, Provisioning, Maintenance & Repair and Billing functions. Clauson-Eschelon felt functions may be appropriate. The Team agreed that a definition for interfaces is needed. CLECs requested a caucus during lunch to develop a definition on "interfaces."

After lunch, Osborne-Miller-AT&T reviewed the CLECs proposed definition of OSS Interfaces.

> OSS interfaces include Gateways, connectivity, Qwest's Backend and Legacy system, and Qwest's Retail Systems that affect the Pre-Order, Order, provisioning, maintenance/repair and billing functions provided to CLECs.

Thompson-Qwest does not agree to the backend and legacy systems and Qwest Retail Systems. He could accept the functions provided by the systems in support of Pre-Order, Ordering/Provisioning, Maintenance/Repairs and Billing. Clauson-Eschelon wanted to use systems. Thompson-Qwest advised that system functions are acceptable, but not systems. Gindlesberger-Covad expressed concern if the reference to systems is eliminated. Clauson-Eschelon stated she was comfortable with system functions. Gindlesberger-Covad would accept "systems function" if all other CLECs were in agreement. Clauson-Eschelon requested that there is reference to retail offerings. Thompson-Qwest didn't want to accept this and felt the parity issue should be addressed outside the CMP discussions. Lee stated that the Change Management Process doesn't manage the parity issue, but manages changes to system functionality. Clauson-Eschelon stated that this is for the CLECs to decide. Qwest advised that the testing of parity is outside the CMP. Clauson-Eschelon indicated that there needs to be an automatic way to notice changes to Retail systems because this is a system change that affects CLECs. Thompson-Qwest stated that there are regulatory obligations, new products, etc. that have appropriate notifications. The CMP does not determine if there is parity or not. The CMP addresses a change that may have resulted from Retail functionality changes. Clauson-Eschelon stated that Eschelon doesn't disagree on the above, but believes that CLECs should get notifications on changes Qwest makes to Retail. Thompson-Qwest stated that CLECs will be notified on Retail driven

changes that impact CLEC interfaces. Clauson-Eschelon suggested adding, "as required by law" at the end. *[Eschelon COMMENT: it states: "Clauson-Eschelon suggested adding, "as required by law" Actually, Jeff (Thompson) suggested language referring to statutes, etc., and the person on the phone expressed a concern about that language. So, I replied with this language in an attempt to address both of their suggestions].* Schultz-Qwest wanted to change, "includes" to "as defined."

Discussion pursued on language and the following definition was agreed to:

> Throughout this document, OSS Interfaces are defined as gateways (including application-to-application and GUI), connectivity, and system functions that support, or affect the pre-order, order/provisioning, maintenance/repair and billing capabilities that are provided to CLECs.

Powers-Eschelon questioned whether a customer-originated change for regulatory changes is automatically placed on the list of changes or not. Thompson-Qwest responded that if it is determined to be a regulatory change, then yes.

Industry Guidelines
Clauson-Eschelon asked if there were any other Industry bodies besides ATIS. Thompson-Qwest advised that there is American National Standards Institute (ANSI). Schultz-Qwest asked Thompson-Qwest if Qwest implements changes before approved by an industry body. Thompson-Qwest advised that Qwest may implement changes before approval by an industry body. The Team agreed to go back individually and ascertain whether there are any additional governing bodies that need to be included.

Qwest Originated Changes
Clauson-Eschelon requested a change from "Interfaces" to "OSS Interfaces" and delete everything after that in the sentence.

CLEC Originated Changes
The Team agreed to change "Interfaces" to "OSS Interfaces" and delete everything after that in the sentence. Schultz-Qwest advised that manual and business process need to be addressed in the "Process" discussions at a later date.

Tracking Change Requests
Lee advised that this was covered in the redline document.

Change Request Initiation Process
Schultz-Qwest requested that in Customer Originated Request, 1st paragraph, and 1st sentence change "via e-mail" to "electronically." She introduced the new process that is being implemented on holding clarification meetings with the originator after receipt of a Change Request. Schultz-Qwest also started the development of flow charts and procedures for handling Change Request. It was agreed that this section will be tabled until the September 5 meeting and Qwest will issue draft procedures by August 28.

Change to Existing Interfaces
The Team agreed to change "Interfaces" in the Title to "Pre-Order and Order Application-to-Application." Thompson-Qwest clarified that an EDI change calls for a CLEC to make a change on their side of the application, therefore there is a need for Qwest to maintain two versions of software. On the other hand, a GUI change does not require a CLEC to make any interface changes; therefore there is not a need for Qwest to maintain two GUI versions. He wanted to limit it to application-to-application, pre-order and order. Thompson-Qwest to incorporate the SGAT language for versioning in the redlined CMP re-design document. Schultz-Qwest advised that a development view will be shared with the CLECs on a quarterly basis at the first monthly meeting. Clauson-Eschelon indicated that the presentation of the quarterly view allows for discussion. Schultz-Qwest asked the CLECs if they wanted a 12-month view. Thompson-Qwest