CHANGE MANAGEMENT PROCESS (CMP)
FOR LOCAL SERVICES ~~ORDERING AND PROVISIONING~~

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CHANGE MANAGEMENT PROCESS (CMP)
FOR LOCAL SERVICE ORDERING AND PROVISIONING

NEED REFERENCE TO CUSTOMERCLEC/PROVIDER NEGOTIATIONS
INTRODUCTION [Need to re-address at a later date]
Action Item #17

The Change Management Process (CMP) is the a formal method used by customersCompetitive Local Exchange Carriers (CLECs) and Qwest and a local service providers to initiate, communicate, prioritize, schedule, testcommunicate about and implement changes enhancements changes to Qwestprovider Operational Support Systems (OSS) interfaces which directly or indirectly impact a CLEC. used in connection with resold services and unbundled network elements. Changes include new functionality, enhancements to existing functionality, defect maintenance and introduction/retirement of interfaces, based on Local Service Ordering Guidelines (LSOG).

The change management process creates a framework for meetings in which changes to the provider's Qwest's OSSs and their business rules may be introduced or discussed. The CLECscustomer's Point Of Contact (POC) may request interface changes for future consideration by submitting a Change Request Form to the provider'sQwest's POC.

The FCC requires Incumbent Local Exchange Carriers to have processes for management of manual and electronic interfaces relative to order, pre-order, account maintenance, testing and billing. The scope of this document is to define only the processes for change management of manual and electronic interfaces relative to order and pre-order functions.

INTRODUCTION AND SCOPE [need to readdress at a later date]
Action Item 17

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This document defines the processes for change management of oss interfaces, products and processes (including manual) as described below. Cmp provides a means to address changes that support or affect pre-ordering, ordering/provisioning, maintenance/repair and billing capabilities and associated documentation and production support issues for local services provided by clecs to their end users.

The cmp is managed by clec and qwest representatives each having distinct roles and responsibilities. The clecs and qwest will hold regular meetings to exchange information about the status of existing changes, the need for new changes, what changes qwest is proposing, how the process is working, etc. The process also allows for escalation to resolve disputes, if necessary.

Qwest will track changes to oss interfaces, products and processes. The cmp includes the identification of changes and encompasses, as applicable, [requirement definition, design, development, notification, testing, implementation and disposition of changes – revisit list]. Qwest will process any such changes in accordance with the cmp described in this document.

 manual and electronic interfaces relative to pre order, and pre order, provisioning, maintenance/repair, and billing functions. Interface impact is defined as changes to field content or format, or changes in the business rules used to govern field population. This includes national guideline changes, e.g., LSOG, as well as providerQwest specific interface process and system changes. Changes include new functionality, enhancements to existing functionality, introduction/retirement of interfacesprocesses and systems and maintenance activities affecting production defects. Desired changes should be submitted to the appropriate ATIS Forum.

Theis scope includes any pre-order, order business rules, interface system testing and maintenance that impact ongoing and future technical and operational processes, and changes that alter the relationship in the manner in which the provider Qwest and customer a CLEC do business.

The CMP provides a means for changes to the provider's OSSs and their business rules. The customer's Point Of Contact (POC) may request interface changes for future consideration by submitting a Change Request Form to the

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provider's POC. These requests may include new functionality or changes to existing functionality.

The types of changes that will be handled by this process are:

☐Software changes
☐System Environment Configuration changes
☐Changes resulting from new or changed Industry Guidelines / Standards
☐Product and Services (e.g., new services available via the in-scope interfaces)
☐Processes (e.g., electronic interfaces and manual processes relative to order and pre-order)
☐Regulatory
☐Documentation (e.g., business rules for electronic and manual processes relative to order and pre-order.
☐Defect resolution
☐Guidelines for provider-specific change management processes

The providerQwest will track changes to the OSS interfaces as change requests and assign a tracking number to each change request. The CMP begins with the identification of the change request and encompasses requirement definition, design, development, notification, testing, implementation and decommissioning of the change request.

The CMP is managed by customerCLEC and provider representatives each having distinct roles and responsibilities. The customerCLEC and the providerQwest will hold regular meetings to exchange information about the status of existing change requests, the need for new changes, what changes the providerQwest is proposing, how the process is working, etc. The process also allows for escalation to resolve disputes, if necessary.

The CMP is dynamic in nature and, as such, is managed through the regularly scheduled meetings and is based on group consensus. This document may be revised, through the procedures set forth by the procedures described in section (X) the OBF, as business and/or regulatory conditions dictate.

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Managed Changes
Changes to Existing Interfaces

TYPES OF CHANGE

The change request should fall into one of the following classifications:

I.   *Type 1 (Production Support) Change*

A Type 1 change corrects problems discovered in production versions of an ~~OSS~~application interface. Either ~~the provider~~Qwest or the ~~customer~~CLEC may initiate the change request. Typically, this type of change reflects instances where a technical implementation is faulty or inaccurate such as to cause correctly or properly formatted data to be rejected. Instances where ~~providers~~Qwest or ~~customer~~CLECs misinterpret interface specifications and/or business rules must be addressed on a case-by-case basis. All parties will take all reasonable steps to ensure that any disagreements regarding the interpretation of a new or modified business process are identified and resolved during the change management review of the change request. Type 1 changes will be processed on an expedited basis by means of an emergency release of software/documentation.

Additionally, once a Type 1 change is identified, the change management team (see the Managing The Change Management Process section) must determine the nature and scope of the maintenance. Type 1 changes are categorized in the following manner:

Severity 1: Production Stopped: Interface Unusable – Interface discrepancy results in totally unusable interface requiring emergency action. ~~Customer~~CLEC Orders/Pre-Orders cannot be submitted or will not be accepted by ~~the provider~~Qwest and manual work-arounds are not feasible. Correction is considered essential to continued operation. ~~The provider~~Qwest and ~~customer~~CLECs should dedicate resources to expedite resolution.

> *Acknowledgment Notification   = 1 hour*

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Status Notification   *= bi-hourly*

Severity 2: Production Degraded: Interface Affecting - An interface discrepancy that requires a work-around(s) on the part of the ~~customer~~CLEC or ~~the provider~~Qwest. The change is considered critical to continued operation. It does not stop production, but affects key applications.

Acknowledgment Notification   *= 4 hours*
Status Notification   *= weekly*
Implementation time   *= 14 - 30 calendar days*

Severity 3: Process Impacted: Pre-order / Order requests can be submitted and will be accepted through normal processes / interfaces. Clarification is considered necessary to ongoing operations.

Acknowledgment Notification   *= 7 calendar days*
Implementation time   *= 30 - 60 calendar days*

II.   Type 2 (Regulatory) Change

A Type 2 change is mandated by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority, or state and federal courts. Regulatory changes are not voluntary but are requisite to comply with newly passed legislation, regulatory requirements, or court rulings. Either the ~~customer~~CLEC or ~~the provider~~Qwest may initiate the change request.

III.   ~~Type 3~~ (Industry Guideline) Change

~~A Type 3 change implements telecommunications~~An ~~–~~Industry ~~G~~guideline Change implements Industry Guidelines~~–~~using a national implementation timeline, if any. Either ~~the provider~~Qwest or the ~~customer~~CLEC may initiate the change request. These guidelines are industry defined by:

Alliance for Telecommunications Industry Solutions (ATIS) Sponsored
- Ordering and Billing Forum (OBF)
- Local Service Ordering and Provisioning Committee (LSOP)
- Telecommunications Industry Forum (TCIF)

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- Electronic Commerce Inter-exchange Committee (ECIC)
- Electronic Data Interface Committee (EDI)
- American National Standards Institute (ANSI) (Action item#)

IV.   ~~Type 4 (Provider Originated) Change~~ Qwest Originated Change

~~A Type 4~~ A Qwest Originated change is originated by ~~the provider~~Qwest does not fall within the changes listed above and is within the scope of CMP ~~and affects interfaces between customers and the provider. These changes may involve system enhancements, manual and/or business processes~~].

V.   ~~Type 5 (Customer~~CLEC ~~Originated) Change~~ CLEC Originated Change

~~A Type 5~~ A CLEC Originated change is originated by the ~~customer~~CLEC does not fall within the changes listed above and is within the scope of CMP.~~and affects interfaces between customers and the provider. These changes may reflect a business process improvement that the ~~customer~~CLEC is seeking to implement and implies a change in the way in which the ~~customer~~CLEC wishes to interact with ~~the provider~~Qwest.~~

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VI. *Tracking Change Requests [move to CR initiation process]*

The providerQwest will assign a tracking number to each change request and track changes to each change request. Tracking will be accomplished via a change request log.

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CHANGE REQUEST INITIATION PROCESS

The ~~customer~~CLEC ~~or provider~~ change request initiator ~~should~~ will complete a Change Request Form (see Appendix ~~X~~A) as defined by the instructions on ~~the provider~~Qwest's CMP web site. The Change Request Form ~~should~~ is also ~~be~~ located on ~~the provider~~Qwest's CMP web site.

~~I.Customer~~CLEC Originated Requests –

The ~~customer~~CLEC will submit the Change Request Form to ~~the provider~~ the appropriate Qwest CMP Manager electronically as defined in the CR Form instructions.~~via e-mail~~. ~~The provider~~Qwest will review the submitted change request for completeness. Within two (2) business days of receipt, ~~the provider~~Qwest will either request information to ensure a complete request or will return a tracking number for the change request. This will ~~normally~~ be done via email to the originator. Within ex (x) business days after the CR Tracking number has been assigned, Qwest will contact the CR originator to schedule ~~the provider~~Qwest clarification discussions if necessary.

Qwest will provide a response notification to the CLECs within X business days via email and will be posted on the CMP web site. The CR originator may request a conference call before the next scheduled CMP Meeting to discuss the provided response

Change requests that have been assigned a tracking number fourteen (14) calendar days prior to the next prioritization meeting will be included on the spreadsheet of change requests pending initial rating.

Within twenty-one (21) calendar days after the change request is submitted, ~~the provider~~Qwest will provide a preliminary assessment indicating one of the following:

- *The change request is accepted and is a candidate for prioritization (see Prioritization section).*
- *The change request is rejected, and the reason for rejection.*

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All valid change requests and the change request log will be posted on ~~the provider~~Qwest's web site.

~~Customer~~CLECs may submit a formal request to ~~the provider~~Qwest to re-rate a change request no later than fourteen (14) calendar days prior to the next prioritization review. The request must include a reason for requesting the re-rate. This will normally be done via e-mail to ~~the provider~~Qwest with a copy to all Change Management team members.

~~Customer~~CLEC initiated requests are Type 5, except when the proposed change has an impact on a regulatory mandate, e.g. metrics. Change requests that have impact on regulatory mandates are Type 2.

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II.VII.   *Provider Originated Requests*

Provider initiated requests are Type 4, except when the proposed change has an impact on a regulatory mandate, e.g. metrics. Change requests that have impact on regulatory mandates are Type 2.

Type 4 requests will be made available to customerCLECs at least fourteen (14) calendar days prior to a scheduled prioritization review. The Type 4 change requests, except those that are related to new products or services, are prioritized by customerCLECs with Type 5 change requests (see Prioritization section).

If the providerQwest announces a new interface before applicable guidelines are finalized at the appropriate industry forums, the providerQwest will review the final guidelines when they are issued. The review will determine any alterations that may be necessary for compliance with the finalized requirements and will work the changes within the guidelines of the CMP. The providerQwest will review its system requirements and provide known exceptions to industry guidelines.

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INTRODUCTION OF A NEW INTERFACE

The process for introducing a new interface will be part of the CMP.

I.   *Release Planning*

At least nine (9) months in advance of the target implementation date, ~~the provider~~Qwest will share the new interface plans via web site posting and ~~customer~~CLEC notification.

~~The provider~~Qwest will share preliminary plans for the new interface, including:

- *Proposed functionality of the interface*
- *Proposed detailed implementation time line (e.g., milestone dates, ~~customer~~CLEC/provider comment/response turnaround dates)*
- *Provider constraints*
- *Exceptions to industry guidelines/standards, etc.*
- *Proposed ~~customer~~CLEC/provider meeting plans (The first scheduled meeting should be held no sooner than fourteen (14) calendar days following publication of the ~~customer~~CLEC notification.)*
- *Requirements*
- *Design & Development*
- *Connectivity and Firewall Rules*
- *Test Planning*
- *Implementation*
- *Change Control*

II.   *~~Customer~~CLEC Responses/Comments*

Upon review of the preliminary plans for the interface if the ~~customer~~CLEC wishes to provide feedback the ~~customer~~CLEC must send a written response to ~~the provider~~Qwest. These responses must be provided no later than seven (7) calendar days prior to the first scheduled meeting. The ~~customer~~CLEC's response will specify the ~~customer~~CLEC's questions, issues and any alternative recommendations.
~~Customer~~CLECs may provide feedback to ~~the provider~~Qwest during ~~customer~~CLEC/provider meetings. Additional ~~customer~~CLEC feedback may be

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provided in accordance with the dates outlined in the detailed implementation time line.

III. *Provider Responses/Comments*

~~The provider~~Qwest will maintain both a proprietary and non-proprietary issue log containing ~~customer~~CLEC comments and ~~the provider~~Qwest responses. This non-proprietary issue log will be posted to ~~the provider~~Qwest's web site upon receipt of ~~customer~~CLEC feedback. ~~The provider~~Qwest will respond to the ~~customer~~CLEC feedback in accordance with the dates outlined in the detailed implementation time line. ~~The provider~~Qwest will also communicate its base line interface development plans via web site posting and ~~customer~~CLEC notification in accordance with the dates outlined in the detailed implementation time line.

IV. *Final Release Announcement*

~~The provider~~Qwest will provide a Final Release Announcement to the ~~customer~~CLECs via web site posting and a carrier notification.

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CHANGE TO EXISTING INTERFACES

I. Interface Pre-order, Order application–to-application Change Process (Action item#)

As part of its rolling twelve (12) month development view, ~~providers~~Qwest will prepare a preliminary package of the required changes and will share these plans at scheduled change management meetings. ~~Providers~~Qwest should make available two (2) versions of an interface between the sunrise and sunset dates.

Unless mandated, ~~the provider~~Qwest will implement no more than four (4) releases requiring coding changes to the ~~customer~~CLEC interfaces within a calendar year. These changes should occur no less than three (3) months apart.

II. V. Versioning of Type 1 Changes

For Type 1 changes, the version number will not be incremented and will not cause the oldest dot version of the current version to be retired as a result of the implemented fix.

III. VI.   Versioning of Type 2 Changes

For Type 2 changes that must occur between regularly scheduled releases, ~~the provider~~Qwest will not retire the oldest version in order to implement the Type 2 change. The Type 2 change will be implemented as either a dot release or a sub-dot release of all versions (except a retired version), unless the structure of the old version could not accommodate the Type 2 change or the old version is scheduled to be retired within the next six months.

If the Type 2 change results in an interface implementation, before applicable industry guidelines are finalized at the appropriate industry forums, dot release versioning is issued. An example of dot versioning of a provider's LSOG Issue 5 implementation is V5.1.

If the Type 2 change results in an interface implementation that is in line with industry guidelines, sub-dot release versioning is issued. An example of sub-dot release of a provider's LSOG Issue 5 implementation is V5.0.1.

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Type 2 changes that occur at the time of a regularly scheduled release will be made in all versions (except a retired version). If the structure or intent of the old version cannot accommodate the change then, via the Prioritization process a joint provider/customerCLEC decision is made that the mandate should not be implemented in an old version.

IV.VII.   *Versioning of Type 3 Changes*

For Type 3 changes, the base version identity should follow the LSOG issue identity. For example, the first release of a provider's LSOG Issue 5 implementation should be V5.0.

V.VIII.   *Versioning of Type 4 and Type 5 Changes*

Type 4 and Type 5 changes will be implemented as a sub-dot release of all versions, unless the structure of the old version could not accommodate the Type 4 or Type 5 change.

If the Type 4 or Type 5 change results in an interface implementation, before applicable industry guidelines are finalized at the appropriate industry forums, dot release versioning is issued. An example of dot versioning of a provider's LSOG Issue 5 implementation is V5.1.

If the Type 4 or Type 5 change results in an interface implementation that is in line with industry guidelines, sub-dot release versioning is issued. An example of sub-dot release of a provider's LSOG Issue 5 implementation is V5.0.1.

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RETIREMENT OF EXISTING INTERFACES

The retirement of an interface is ~~the provider~~Qwest's elimination of an existing interface (i.e., paper, GUI, Gateway).

I.   *Initial Retirement Plans*

At least nine (9) months in advance of the target retirement date, ~~the provider~~Qwest will share the retirement plans via web site posting and ~~customer~~CLEC notification. If the functionality exists through another interface, ~~the provider~~Qwest will announce the retirement nine (9) months prior to the actual retirement. If the equivalent functionality does not exist through an existing interface but will reside in a scheduled new interface, ~~the provider~~Qwest will announce the retirement at the same time as the new interface. The scheduled new interface is to be in a ~~customer~~CLEC certified production release prior to the retirement of the older interface.

The ~~customer~~CLEC notification will contain:

- *The rationale for retiring the interface*
- *The proposed detailed retirement time line (e.g., milestone dates, ~~customer~~CLEC/provider comment/response turnaround dates)*

II.   *Final Retirement Notice*

The Final Retirement Notice will be provided to ~~customer~~CLECs and contain:

- *Where the replacement functionality will reside in a new interface and when the new interface has been certified by a ~~customer~~CLEC*
- *Provider's responses to the ~~customer~~CLECs' comments*
- *Actual retirement date*

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ADMINISTRATION
MANAGING THE CHANGE MANAGEMENT PROCESS
FROM AUGUST 8, 2001 REDLINED FRAMEWORK

I.   Change Management POC

The provider Qwest and each customerCLEC will designate primary and secondary change management POC(s) who will serve as the official designees for matters regarding this CMP. The primary POC is the official voting member, and a secondary (alternate) POC can vote in the absence of the primary POC for each CLEC..

II.Purpose of Change Management POC

The change management POC will serve as the official designee for all matters regarding change management, including:

 Submission of change request forms
 Notification of critical matters, such as Type 1 errors

The customersCLECs and Qwest will exchange POC information including items such as: must provide the following information to the provider's change management POC:

- Name
- Title
- Company
- Telephone number
- E-mail address
- Fax number
- Cell phone/Pager number

III.Change Management POC List Creation
II.
The provider will create a distribution list and publish this list. Primary and secondary CLEC POCs should be included in the Qwest maintained distribution list. At least a primary customer POC and secondary customer

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POC should be included in the distribution list. It is the CLECs responsibility to notify Qwest of any POC changes. It is the provider's responsibility to maintain and update the information on the list with the assistance of the customer. This list will be used to update customers on change management issues. The list will be made available to all participating CLECs with the permission of the POCs.

IV.III.   Formal Preferred Method of Communication

The standard methods of communication are mail, e-mail, web site, telephone, and fax. Critical matters will be communicated using the distribution list. The preferred method of communication is e-mail with supporting information posted to the web site

V.IV. *Governing Body*

The change management organizational structure must support the CMP. Each position within the organization has defined roles and responsibilities as outlined below.

CMP Team: Representatives are from the customerCLECs (or their authorized agents) and the providerQwest. This team meets monthly to review, prioritize, and make recommendations for change management requests. The change management requests are used as input to internal change management processes.

CMP Steering Committee: The CMP Steering Committee consists of representatives from the customerCLECs and the providerQwest who will be responsible for managing compliance to the CMP document. The responsibilities of the CMP Steering Committee are:

- *On-going commitment*
- *Participation in change management meetings/conference calls*
- *Reviewing changes/suggestions to the CMP document for submittal to OBF*
- *Process improvements*
- *Managing meeting schedule/logistics*

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A standing agenda item at the regular change management meetings will provide an opportunity for ~~the provider~~Qwest and ~~customer~~CLECs to assess the effectiveness of the CMP. Both the ~~customer~~CLECs and ~~the provider~~Qwest will use this opportunity to provide feedback of instances of non-compliance and commit to taking appropriate action(s).

Provider POC: ~~The provider~~Qwest POC is responsible for managing the CMP. ~~The provider~~Qwest POC will be responsible for maintaining the integrity of the change requests, preparing for and facilitating review meetings, presenting change requests to ~~the provider~~Qwest's internal CMP, and ensuring that all notifications are communicated to the appropriate parties.

~~Customer~~CLEC POC: The ~~customer~~CLEC POC will serve as the official designee for all matters regarding CMP, including:

- *Submission of ~~customer~~CLEC change request forms*
- *Notification of critical matters, such as Type 1 errors*

Release Management Team: A team of ~~customer~~CLEC and provider representatives who manage the implementation of scheduled releases.

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MEETINGS

Change Management meetings will be conducted monthly.
FROM AUGUST 8, 2001 REDLINED FRAMEWORK

Change Management meetings will be conducted on a regularly scheduled basis, at least on a monthly basis. Meeting participants can choose to attend meetings in person or participate by conference call.

Meetings are held to review, prioritize, manage the implementation of process and system changes and address change management requests. Qwest will review the status of all applicable change requests. The meeting may also include discussions of Qwest's development view.

CLEC's request for additional agenda items and associated materials should be submitted to Qwest at least five (5) business days by noon (MST) in advance of the meeting. Qwest is responsible for distributing the agenda and associated meeting materials at least three (3) business days by noon (MST) in advance of the meeting. Qwest will be responsible for preparing, maintaining, and distributing meeting minutes . Attendees with any walk-on items should bring materials of the walk-on items to the meeting.

All attendees, whether in person or by phone, must identify themselves and the company they represent.

Additional meetings may be held at the request of Qwest or any qualified CLEC (as defined in this document). Meeting notification must contain an agenda plus any supporting meeting materials. These meetings should be announced at least five (5) business days prior to their occurrence. Exceptions may be made for emergency situations.

The provider is responsible for notifying customers and distributing agendas and other meeting materials to include, but not limited to, actual change requests received from the customers and documentation of industry

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guidelines and regulatory changes at least seven (7)calendar days in advance of the meeting.

Customers can choose to attend meetings in person or participate by conference call. The provider must make a conference bridge available for meetings. The agenda will include the dial-in number and the access information.

The provider will be responsible for preparing, maintaining, and distributing minutes following the meeting. The draft version of the minutes must be distributed no later than seven (7) calendar days after the meeting and must contain the name of each attendee and the company they represent. All attendees, whether in person or by phone, must identify themselves and the company they represent. The provider will also update the status of change requests after the meeting and distribute it following the meeting as part of the meeting minutes.

Emergency or special meetings may be held at the request of the provider or any qualified customer (as defined in this document). Emergency meeting notification must contain an agenda plus any supporting meeting materials. These meetings should be announced at least two (2) business days prior to their occurrence.

Meeting Materials [Distribution Package] for Change Management Meeting
FROM AUGUST 8, 2001 REDLINED FRAMEWORK

Meeting materials should include the following information:
- Meeting Logistics
- Minutes from previous meeting
- Agenda
- Change Requests and responses
  - New/Active
  - Updated
  - Log
- Issues, Action Items Log and associated statuses
- Release Summary12 Month Development View
- Monthly System Outage Report
- Any other material to be discussed

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Qwest will provide Meeting Materials (Distribution Package) electronically by noon 3 business days prior to the Monthly CMP Meeting. In addition, Qwest will provide hard copies of the Distribution Package at the Monthly CMP Meeting.

Agenda Items for Change Management Meeting

Agenda items should include but are not limited to, the following:

☐ Change Request discussions
☐ Issues/Actions
☐ Release Notice/12 Month Development View
☐ Effectiveness of change management Process
☐ Specifications for regulatory or industry originated change requests

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II. Change Management Meeting Action Log and Change Request Status

The provider will maintain and distribute at the change management meeting an Action Item Log containing action items from previous meetings and status. Additionally, during the change management meetings, the provider will review status of the customer change requests. The meeting will include discussions of the provider's development view, as well as any customer's suggested development to the provider Operations Support Systems (OSSs).

III. Meeting Minutes for Change Management Meeting
FROM AUGUST 8, 2001 REDLINED FRAMEWORK

- Qwest will take minutes.
Qwest will summarize discussions in meeting minutes and include any revised documents such as Issues, Action items and statuses.

Minutes should be distributed to meeting participants for comments or revisions no later than five (5) business days by noon (MST)after the meeting. CLEC comments should be provided within two (2) business days by noon (MST). Revised minutes, if CLEC comments are received , should be distributed within nine (9) business days by noon (MST) after the meeting.

The provider will take minutes during the meeting. Meeting minutes should include, but are not limited to, the following:

☐ Current status of change requests and Release Notices
☐ Issues/Action items and status
☐ Attendees/Company

A draft version of the minutes should be distributed to meeting participants for comments or revisions no later than seven (7) calendar days after the meeting. Customers need to respond to the provider with any modifications to the draft version within two (2) business days. Revisions and comments will be incorporated into the final minutes. The final minutes will be distributed within eleven (11) calendar days after the meeting.

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IV.V. ProviderQwest Change Management Process Wholesale CMP Web Site[Need to re-visit – ACTION ITEM #17G]
FROM AUGUST 8, 2001 REDLINED FRAMEWORK

To facilitate access to CMP documentation, the providerQwest will maintain CMP information on its web site. The web site should be easy to use and updated in a timely manner. The Web site should be a well organized central repository for CLEC notifications and CMP documentation. Active documentation including meeting materials (Distribution Package), should be maintained on the website. Change Requests and release notifications should be identified in accordance with the agreed upon naming convention, to facilitate ease of identification. [action item #] Qwest will maintain closed and old versions of documents on the web site's Archive page for 18 months before storing off line. Information that has been removed from the web site can be obtained by contacting the appropriate Qwest CMP Manager. At a minimum, the CMP web site will contain include:

- Current version of the providerQwest CMP document describing CMP's purpose and scope of setting forth the CMP objectives, procedures, and timelines, including release life cycles.

- Calendar of release dates

- OSS hours of availability

- Links to related web sites, such as IMA EDI, IMA GUI, CEMR, and Notices

- Current CMP escalation process

- CMP prioritization process description and guidelines

- Change Request form and instructions to complete form

- Submitted and open Change Requests and the status of each

- Responses to Change Requests and written responses to CLEC inquiries

- Meeting (formal and informal) information for CMP monthly meetings and interim meetings or conference calls, including descriptions of meetings and participants, agendas, sign-up forms, and schedules

- Joint Release Test Plan Template

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- A log of ~~customer~~ CLEC and ~~provider~~ Qwest change requests and associated statuses

- ~~Issue/Action items and statuses~~Meeting materials(distribution package)

- Meeting minutes

- Release announcements and other CLEC notifications and associated requirements

- Directory to CLEC notifications for the month

- Business rules, SATE test case scenarios technical specifications, and user guides will be provided via links on the CMP web site. ~~based on the LSOG and provider's specific requirements~~

- Contact information for the CMP POC list, including CLEC, Qwest and other participants (with participant consent to publish contact information on web page).

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REQUIREMENTS REVIEW

I.   Draft Interface Release Requirements

Prior to implementing a new interface or a change to an existing interface, ~~the provider~~Qwest will notify ~~customer~~CLECs of the draft release requirements.

Notification and confirmation time lines for Type 1 are determined on an individual case basis based on the severity of the problem.

Notifications for Type 2 changes are based on applicable law and / or regulatory rules.

Type 3 time lines are based on ~~customer~~CLEC / provider agreement in conjunction with the rollout of national guidelines, (See Issue 1714: New Issue Life Cycle Process) subject to any overriding regulatory obligations.

Generally, a Type 4 and Type 5 change notification will occur at least 73 calendar days prior to implementing the change.   Draft business rules / technical specifications will be produced and distributed to ~~customer~~CLECs 66 calendar days prior to implementation.   ~~Customer~~CLECs have fifteen (15) calendar days from the initial publication of draft documentation to provide comments / questions on the documentation.   Change confirmation will occur 45 calendar days prior to implementation through publication of final business rules / technical specifications.

For Type 4 or Type 5 change requests more or less notification may be provided based on severity and the impact of the change. For example, ~~the provider~~Qwest can implement the change in less than 45 calendar days.

Documentation of new or revised error messages associated with Type 4 or Type 5 change requests will be provided no later than 30 calendar days prior to implementation date.

II.   Content of Draft Interface Release Requirements

The Notification letter will contain:

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- *Written summary of change(s)*
- *Target time frame for implementation*
- *Any cross-reference to updated documentation such as the Users Guide. This type of documentation should also include a summary of changes made to the document*

III. *Walk Through of Draft Interface Release Requirements*

If requested by one or more ~~customer~~CLECs within fourteen (14) calendar days of receiving the initial Release Requirements, ~~the provider~~Qwest will sponsor a walk through with the appropriate internal subject matter experts. ~~The provider~~Qwest will hold this walk through no later than thirty (30) calendar days prior to the scheduled implementation.

IV. *~~Customer~~CLEC's Comments on Draft Interface Release Requirements*

If the ~~customer~~CLEC identifies issues or requires clarification, the ~~customer~~CLEC must send a written response to ~~the provider~~Qwest and the ~~customer~~CLEC's Account Manager. ~~The provider~~Qwest must receive the ~~customer~~CLEC's response seven (7) calendar days prior to the date of the Initial Release Requirements. The response will specify the ~~customer~~CLEC's questions, issues and any other alternative recommendations for implementation.

V. *Provider Response to Comments*

~~The provider~~Qwest will review and respond with written answers to all ~~customer~~CLEC issues, comments/concerns within seven (7) calendar days. The answers will be shared with all ~~customer~~CLECs, unless the question (s) are marked proprietary. Any changes that may occur as a result of the responses will be distributed to all ~~customer~~CLECs in the same notification letter.

VI. *Final Interface Release Requirements*

The notification letter resulting from the ~~customer~~CLEC's response from the Initial Release Notification will constitute the Final Release Requirements.

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VII. *Content of Final Interface Release Requirements*

In addition to the content of Interface Initial Release Requirements, the Final Release will include the following:

- *Summary of changes from ~~the provider~~Qwest response to comments*
- *Indication of type of change (e.g., documentation change, business rule change, clarification change)*
- *Changed requirements pages*
- *Release date*
- *Interval before implementation of release*

~~The provider~~Qwest's planned implementation date will not be sooner than forty-five (45) calendar days from the date of the final release requirements. ~~The provider~~Qwest will post notification to provider's web site to inform the ~~customer~~CLECs of possible impact to ~~customer~~CLEC ordering ability. ~~The provider~~Qwest will post this information forty-five (45) calendar days prior to the scheduled implementation of such changes, if possible, but not less than thirty (30) calendar days prior to implementation. Emergency changes that occur without advance notification will be posted within 24 hours of the change. The implementation time line for the release will not begin until all related documentation is provided.

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PRIORITIZATION

I. *Prioritization Review*

The prioritization review provides the forum for reviewing and prioritizing Type 4 and Type 5 change requests. ~~The provider~~Qwest will facilitate the meeting. Both ~~customer~~CLECs and ~~providers~~Qwest should have appropriate subject matter experts in attendance. Meetings will be held monthly, or more frequently if needed, and are open to all ~~customer~~CLECs. The prioritization review objectives are to:

- *Introduce newly initiated ~~customer~~CLEC and provider change requests.*
- *Allow ~~customer~~CLECs to prioritize new change requests and re-rate existing change requests by providing specific input as to the relative importance that ~~customer~~CLECs, as a group, assign to each such change request.*
- *Provide status on outstanding ~~customer~~CLEC and provider change requests.*
- *~~The provider~~Qwest will distribute all materials fourteen (14) calendar days prior to the prioritization review. The materials will include:*
  - *Agenda*
  - *Prioritized spreadsheet of Type 4 and Type 5 change requests*
  - *Spreadsheet of change requests pending initial rating and re-rating (see Appendix B)*
  - *New change requests as submitted by initiating ~~customer~~CLEC or provider*

II. *Prioritization Process*

During the review, the initiators will present their new change requests and any requests for re-rate. This will be followed by a question and answer session. After all presentations are complete, the voting of change requests will begin.

Re-rate requests will only be accepted from ~~customer~~CLECs who participated in the initial voting. Once a re-rate is requested, all ~~customer~~CLECs participating at the subsequent meeting can submit a rating.

~~Customer~~CLECs may request and rate a modification to a new change request at the prioritization review, if agreed to by the originating ~~customer~~CLEC(s). The

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originating ~~customer~~CLEC must update the change request with the agreed upon modification.

III. *Voting*

Voting should be conducted according to the following guidelines:

- *A ~~customer~~CLEC must either be using the interface impacted by the change request or have a Letter of Intent to use the interface on file with ~~the provider~~Qwest to participate in the vote.*
- *Each ~~customer~~CLEC is allowed one vote per change request and should have one representative responsible to provide a rating. Each ~~customer~~CLEC can only assign a rating to a change request at the prioritization review. A rating will not be accepted outside of the prioritization review.*
- *~~Customer~~CLECs may only provide a rating at the meeting where the new change request is introduced. ~~Customer~~CLECs that were not present at that meeting may not submit ratings at subsequent meetings, unless there is a request to re-rate.*
- *A ~~customer~~CLEC may delegate its vote to an authorized agent acting on its behalf by providing a Letter of Authority.*
- *Each participating ~~customer~~CLEC ranks each change request by providing a rank from 1 (low) to 5 (high). Votes will be averaged to determine order of ranking and results (see Appendix C) will be provided prior to the close of the prioritization review.*
- *~~Customer~~CLECs can defer/pass on voting. A rating of defer or pass will not be averaged in the overall rating.*

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ESCALATION PROCESS
FROM SEPTEMBER 20, 2001 REDESIGN SESSION

I.   Guidelines

- The escalation process will include items that are defined as within the CMP scope.
- The decision to escalate is left to the discretion of the ~~customer~~CLEC, based on the severity of the missed or unaccepted response/resolution
- Escalations may also involve issues related to CMP itself, including the administration of the CMP ~~can involve issues related to the CMP, itself~~
- ~~Escalations involving change requests,~~ the expectation is that escalation should occur only after ~~normal~~ change management procedures have occurred per the CMP

~~Three (3) levels of escalation shall be available. They are:~~
  1. ~~The customer's change management director (or designated agent) to provider's change management director~~
  2. ~~The customer's change management director to provider's account director~~
  3. ~~The customer's vice-president to provider's vice-president~~

~~Each level of escalation will go through the same cycle, as follows:~~

II.   Cycle

~~Item must be formally escalated as an e-mail sent to~~ the Qwest CMP escalation e-mail address [URL to be established] ~~the appropriate provider escalation level.~~
- Subject line of the escalation e-mail must include:
  - CLEC Company name
  - "ESCALATION"
  - Change Request (CR) number and status, if applicable
- Content of e-mail must enclose appropriate supporting documentation, if applicable, and to the extent that the supporting documentation does not include the following information, the following must be provided.:
  - Description of item being escalated
  - History of item
  - Reason for Escalation

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- Business need and impact
- Desired CLEC resolution
- CLEC contact information including Name, Title, Phone Number, and e-mail address
- CLEC may request that impacted activities be stopped, continued or an interim solution be established.

- Qwest will acknowledge receipt of the complete escalation e-mail with an acknowledgement of the e-mail no later than the close of business of the following business day. If the escalation email does not contain the following specified information Qwest will notify the CLEC by the close of business on the following business day, identifying and requesting information that was not originally included. When the escalation email is complete, the acknowledgement email will include:
  - Date and time of escalation receipt
  - Date and time of acknowledgement email
  - Name, phone number and email address of the Qwest Director, or above, assigned to the escalation.

-
Subject of e-mail must be customer (Customer Name) ESCALATION (CR# if applicable) Level of Escalation
Content of e-mail must include
    Definition and escalation of item
History of item
Reason for escalation
Desired outcome of customer

- Qwest will post escalated issue and any associated responses on the CMP web site within 1 business day of receipt of the complete escalation or response. [see action item]
- Qwest will give notification that an escalation has been requested via the Industry Mail Out process [in a time frame to be determined – Jarby]
- Any other CLEC wishing to participate in the escalation must submit an e-mail notification to the escalation URL within one (1) business day of the mail out. The subject line of the e-mail must include the title of the escalated issue followed by "ESCALATION PARTICIPATION"

Impact to customer of not meeting the desired outcome or item remaining on current course of action as previously discussed at the prioritization review (if escalation is associated with a change request)
Impact to customer of a rejected change request

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- Contact information for appropriate level including Name, Title, Phone Number, and e-mail ID
- It is not necessary to repeat information for level 2 and 3 escalations. However, the e-mail submission should include any additional information since the last distribution, including the reason that the matter could not be resolved at previous level
- The provider will reply to the escalation request with an acknowledgment of receipt within 1 business day
- Within seven (7) calendar days of receipt, the appropriate provider change management executive (Level 1-2: Director or Level 3: Vice President) will reply through provider change management with provider position and explanation for that position
- Qwest will respond with a binding position e-mail including supporting rationale aAs soon as practicable, but no later than:
  - For escalated CRs, seven (7) fourteen (14) calendar days of sending the acknowledgement e-mail, Qwest will respond with a binding position e-mail including supporting rationale.
  - For all other escalations, fourteen (14) calendar days of sending the acknowledgment e-mail.
- The escalating customer should CLEC will respond to the providerQwest within seven (7) calendar days with a binding position e-mail. as to whether escalation will continue or the provider response has been accepted as closure to the item
- If the provider's position suggests a change in the current disposition of the item, a conference call will be held within 1 business day of the provider's decision in order to arrive at consensus with the appropriate executives
- The provider will publish the outcome of the conference call via e-mail
- For escalations associated with Type 1 changes, the provider has a one day turnaround rather than 5 for each cycle of escalation
- When the escalation is closed, the resolution will be subject to the CMP.

3.4.2.1 Flow of Escalation Table

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INTERFACE TESTING

~~The provider~~ Qwest will provide a separate Customer Test Environment (CTE) for the testing of application-to-application interfaces for pre-order and order. There are two types of testing: new release testing and production support. New release testing provides the opportunity to test the code associated with releases for Types 2 through 5 change requests. Production support testing allows ~~customer~~CLECs and ~~providers~~ Qwest to test changes made as a result of Type 1 change request implementation.

I.   *New Release & Production Support Testing in the ~~Customer~~CLEC Test Environment (CTE)*

This section provides information regarding the CTE and the procedures for new release and Production Support testing.

The CTE is a separate environment that contains the application-to-application interface and gateway applications for preordering and ordering. This environment is used for ~~customer~~CLEC testing – both new release testing and new entrant testing. ~~Customer~~CLECs are responsible for establishing and maintaining connectivity into the CTE. Provided a ~~customer~~CLEC uses the same connectivity option as it uses in production, the ~~customer~~CLEC should, in general, experience response times similar to production. However, this environment is not intended for volume testing. The CTE contains the appropriate applications for pre-ordering and Local Service Request (LSR) ordering up to and including the service order processor.

Any special procedures required due to geographical or system differences will be reviewed with the participating ~~customer~~CLEC prior to the implementation of their testing phase.

II.   *New Release Testing*

New release testing is the process ~~customer~~CLECs use to test an upcoming ~~provider~~Qwest systems release that impacts the interface and business rules between ~~customer~~CLECs and ~~the provider~~Qwest.

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III.   *Getting Ready for the New Release Testing*

~~Customer~~CLECs should be notified of the content of the release through the change management process. ~~Customer~~CLECs should review the content of the release and determine if they want to participate in the test and what transactions they would like to submit as part of the test.

~~The provider~~Qwest will send an industry notification, including testing schedules, to ~~customer~~CLECs so they may determine their intent to participate in the test. ~~Customer~~CLECs wishing to participate in the test should make arrangements with ~~the provider~~Qwest testing coordinator. ~~The provider~~Qwest will publish any changes to the schedule.

IV.   *Production Support Testing*

Production Support testing occurs in a production like environment used in support of new entrant testing. New entrant testing is intended for those ~~customer~~CLECs that are not currently in production or that want to test new ordering or pre-ordering transactions for which they have not been through testing.

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TRAINING

All changes to existing interfaces, as well as the introduction of new interfaces, will be incorporated into ~~customer~~CLEC training.

~~Providers~~Qwest may conduct ~~customer~~CLEC workshops. ~~Customer~~CLEC workshops are organized and facilitated by ~~the provider~~Qwest and can serve any one of the following purposes:

- *Educate ~~customer~~CLECs on a particular process or business function*
- *Collect feedback from ~~customer~~CLECs on a particular process or business function*
- *Provide a forum for ~~providers~~Qwest or ~~customer~~CLECs to lobby for the implementation of a particular process or business function*

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Dispute Resolution Process
FROM SEPTEMBER 20, 2001 REDESIGN SESSION

- CLECs and Qwest will work together in good faith to resolve any issue brought before the CMP [define Good Faith]. In the event that an impasse issue develops, ~~is not resolved through the Escalation Process described in Section xx has been followed without resulting in a resolution~~, a party may pursue the dispute resolution processes set forth below:~~the dispute shall be resolved by either method set forth below.~~ Item must be formally noticed as an e-mail sent to the Qwest CMP Dispute Resolution e-mail address [URL to be established] Subject line of the e-mail must include:
    - CLEC Company name
    - "Dispute Resolution"
    - Change Request (CR) number and status, if applicable
- Content of e-mail must enclose appropriate supporting documentation, if applicable, and to the extent that the supporting documentation does not include the following information, the following must be provided:
    - Description of item
    - History of item
    - Reason for Escalation
    - Business need and impact
    - Desired CLEC resolution
    - CLEC contact information including Name, Title, Phone Number, and e-mail address
    - Qwest will acknowledge receipt of the complete Dispute Resolution e-mail within one (1) business day

  - Qwest or any CLEC may suggest that the issue be resolved through an Alternative Dispute Resolution (ADR) process, such as arbitration or mediation using the American Arbitration Association (AAA) or other rules. If the parties agree to use an ADR process and agree upon the process and rules to be used, including whether the results of the ADR process are binding, the dispute will be resolved through the agreed-upon ADR process.

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☐Qwest or any CLEC affected by the dispute, may request mediation by a third party. If mediation is requested, parties shall participate in good faith. Qwest and the CLECs affected by the dispute must agree to the terms of the mediation, including the payment of costs and fees. If the mediation results in the resolution of the dispute, that resolution shall apply to all CLECs affected by the dispute. If mediation is not successful in resolving the issue, Qwest or any CLEC may use the process set forth below.[action item for proposed language]

- Without the necessity for a prior ADR Process[contingent on first bullet], Qwest or any CLEC may submit the issue, following the commission's established procedures, with the appropriate regulatory agency requesting resolution of the dispute. This provision is not intended to change the scope of any regulatory agency's authority with regard to Qwest or the CLECs.

However, Tthis process does not limit any party's right to seek remedies in a regulatory or legal arena at any time.

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DEFINITION OF TERMS

Term	Definition
~~CUSTOMER~~ CLEC	*Party originating a request (LSR)*

INTERFACE	*A mechanism to communicate between ~~customer~~CLEC/provider or trading partners (e.g., paper, GUI, gateway)*
	• *A new interface is ~~the provider~~Qwest's introduction of paper, GUI, gateway, etc., to all ~~customer~~CLECs for the first time.*
	• *A change to an interface may include:*
	   • *Paper to GUI*
	   • *Changes of EDI to CORBA*

ISSUE	*The specific OBF LSOG Issue (e.g., Local Services Ordering Guidelines (LSOG) document, Issue 5, August 2000)*
PROVIDER	*Party receiving request (LSR)*
RELEASE	*Implementation of version (Type 3 change) using a particular interface. A release may include enhancements or customization (Type 1,2,4 or 5 change) to an LSOG version by a provider as well as ~~customer~~CLEC/provider business requirements.*
VERSION	*The supported OBF LSOG Issue (e.g., Local Services Ordering Guidelines (LSOG) document, Issue 5, August 2000)* *(Type 3 change)*

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GLOSSARY OF TERMS

ANSI   *American National Standards Institute*
ATIS   *Alliance for Telecommunications Industry Solutions*
CMP   *Change Management Process*
ECIC   *Electronic Communications Implementation Committee*
EDI   *Electronic Data Interchange*
FCC   *Federal Communications Commission*
GUI   *Graphical User Interface*
ITU   *International Telecommunications Union*
LOI   *Letter of Intent*
LSR   *Local Service Request*
NRIC   *Network Reliability and Interoperability Council*
OBF   *Ordering and Billing Forum*
OIS   *Outstanding Issue Solution*
OSS   *Operational Support Systems*
POC   *Point Of Contact*
RN   *Release Notification*
TCIF   *Telecommunications Industry Forum*

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APPENDIX A: CHANGE REQUEST FORM AND CHECKLIST
I. Appendix A-1: Change Request Form

(1) Internal Reference # _____   *(2) Date Change Request Submitted ___/___/___*

(3) ☐ **TYPE 1 (EMERGENCY)** *(4)* ☐ **TYPE 2 (REGULATORY)** *(5)* ☐ **TYPE 3 (INDUSTRY)**
  ❑ *Severity 1 (stops production)*
  ❑ *Severity 2 (impacts production)*
  ❑ *Severity 3 (major w/work around)*

(6) ☐ **TYPE 4 (PROVIDER)**   *(7)* ☐ **TYPE 5 (~~CUSTOMER~~CLEC)**

(4) ~~Customer~~CLEC _____

*(5) Originator*_____ *(6) Phone*_____

(7) Originator's Email Address _____ *(8) Fax*_____

(9) Alternate Contact _____ *(10) Alt Phone #* _____

(11) Title of Change _____

(12) **Category** ☐ *Add New Functionality* ☐ *Change Existing*

(13) **Interfaces Impacted**
❑ *Pre-Ordering*
❑ *Ordering*
❑ *Maintenance*
❑ *Manual*
❑ *Billing*
❑ *Business Rules*
❑ *Other*

(14) Description of requested change including purpose and benefit received from this change. (Use additional sheets, if necessary.)

_____
_____
_____
_____

(15) Known dependencies

_____
_____

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(16) List all business specifications and/or requirements documents included (or Internet / Standards location, if applicable)

_____

_____

_____

_____

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This Section to be completed by Provider ONLY.

(17) Change Request Log #_____ (18) Clarification ☐ Yes ☐ No
.
(19) Clarification Request Sent ___/___/___ (20) Clarification Response Due ___/___/___

(21) Status _____

(22) Change Request Review Date __/__/__ (23) Target Implementation Date ___/___/__

(24) Last Modified By _____ (25) Date Modified ___/___/___

*(26**) Change Request Activity**

_____
_____
_____
_____

*(27) **Rejected Change Request***

❑ *Cost/benefits*

❑ *Resource commitments*

❑ *Industry or regulatory direction*

❑ *Provider direction*

❑ *Other*

_____

_____

(28) Cancellation Acknowledgment ~~Customer~~CLEC _____ Provider_____ Date ___/___/___

*(29) **Request Escalation** ☐ Yes ☐ No*

*(30) **Escalation Considerations***

_____
_____
_____
_____

*(31) **Agreed Release Date** ___/___/___*

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This section to be completed by Provider – Internal Validation of Defect Change Request.
 (32) ***Defect Validation Results:***

_____
_____
_____
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_____
_____

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II. *Appendix A-2: Change Request Form Checklist*

All fields will be validated before Change Request is returned for clarification.

Field	Checklist	Description	Instructions	Action Required
1	Optional	Optional field for the initiator to use for internal tracking. The request may be generated prior to submission into ~~the Provider~~Qwest's change control process.	No action	
2	Mandatory	Date Change Request sent to Provider.	Return to Sender	Date entry required
3	Mandatory	Indicate type of Change Request: ~~Customer~~CLEC or Provider initiated Industry Standard or Regulatory.	Return to Sender	Company designation required
4	Mandatory	Enter company name for the Change Request.	Return to Sender	Company name required
5	Mandatory	Enter originating company's Change Control Initiator's name.	Return to Sender	Initiator's name required
6	Mandatory	Enter originating company's Change Control Initiator's phone number.	Return to Sender	Initiator's phone number required
7	Mandatory	Enter originating company's Change Control Initiator's Email address.	Return to Sender	Initiator's Email address required
8	Mandatory	Enter originating company's Change Control Initiator's fax number.	Return to Sender	Initiator's fax number required
9	Mandatory	Enter originating company's alternate contact name.	Return to Sender	Alternate contact name required
10	Mandatory	Enter originating company's alternate contact phone number.	Return to Sender	Alternate contact number required
11	Mandatory	For the purpose of referencing the Change Request, assign a short, but descriptive name.	Return to Sender	Title required – maximum length 40 characters.
12	Mandatory	Identify request category for the Change Request.	Return to Sender	Category required
13	Mandatory	Identify originating company assessment of impact	Return to Sender	Entry required
14	Mandatory	Describe the proposed Change Request, indicating the purpose and benefit of request. If additional space is needed, use additional sheet.	Return to Sender	Description of Change Request required
15	Mandatory	Indicate any known dependencies relative to the Change Request. If none are known, enter "None known".	Return to Sender	Entry required

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Field	Checklist	Description	Instructions	Action Required
16	Mandatory	Indicate whether additional information accompanies/supports the proposed Change Request If yes, list all documents attached or reference where they can be found, including internet address and standards reference, if applicable.	Return to Sender	Supporting documentation must accompany request
17	Mandatory Provider	A Change Request Log Number generated by the "Change Request Logging system" upon receipt of the Change Request. The number should be sent back to the initiator on the acknowledgment receipt. This # will be used to track the Change Request.	Return to Sender	Log number – system generated
18	ConditionalP rovider	Indicates whether clarification is needed on the Change Request.	Return to Sender	
19	ConditionalP rovider	Date clarification request sent to Initiator.		
20	ConditionalP rovider	Date clarification due back from Initiator.	Return to Sender	
21	Mandatory Provider	Indicate status of proposed Change Request (i.e., clarification, validation, pending, etc)		
22	Mandatory Provider	Assign date when Change Request will appear on agenda.	Return to Sender	
23	Mandatory Provider	A soft date for implementation. Updated based on Candidate Release Package info.		
24	Mandatory Provider	Field that communicates who last updated the request.		
25	Mandatory Provider	Field that communicates when the last update occurred.		
26	Mandatory Provider	Change Request results captured from the Change Review meeting.		
27	Conditional Provider	Cancelled Change Request reasoning.	Return to Sender	
28	Conditional Provider	Concurrence with Change Request originating company. Show date of concurrence.	Return to Sender	
29	Conditional Provider	Change Request Escalation indication.		
30	Conditional Provider	Detailed description of the escalation considerations.		
31	Mandatory Provider	Indicate agreed release date from Project Release Plan.		

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Field	Checklist	Description	Instructions	Action Required
32	Mandatory Provider	Results of Internal Defect Validation		

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APPENDIX B: CHANGE REQUEST PRIORITIZATION FORM

Item #	Change Request #	Description of Change Request	~~Customer~~CLEC Rankings	Comments
		Title: Description: Process: System: Primary Area: LSOG Version: Initiator/Date:	Overall = Cust #1 = Cust #2 = Cust #3 = Cust #4 = Cust #5 = Cust #6 =	
		Title: Description: Process: System: Primary Area: LSOG Version: Initiator/Date:	Overall = Cust #1 = Cust #2 = Cust #3 = Cust #4 = Cust #5 = Cust #6 =	
		Title: Description: Process: System: Primary Area: LSOG Version: Initiator/Date:	Overall = Cust #1 = Cust #2 = Cust #3 = Cust #4 = Cust #5 = Cust #6 =	

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APPENDIX C: CMP PRIORITIZATION PROCESS EXAMPLE

Example: Change Request E2 is prioritized highest. Since E3 and E5 are tied, they will be re-ranked and prioritized according to the re-ranking.

Pre-order	~~Customer~~CLEC #1	~~Customer~~CLEC #2	~~Customer~~CLEC #3	TOTAL	Average
E1	5	5	5	15	5
E2	1	2	1	4	1
E3	3	1	5	9	3
E4	5	3	4	12	4
E5	2	5	2	9	3
E6	4	4	3	11	4

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