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FINAL MEETING NOTES—Revised on August 14, 2001

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CLEC-Qwest Change Management Process Re-design
Thursday, July 19, 2001 Working Session
1801 California Street, 23rd Floor, Junior Executive Conference Room, Denver, CO
Bridgeline: 1-877-847-0304, pass code 7101617# (confirmation: 4397137)

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NOTE: The Final July 19, 2001 Meeting Minutes are revised to include the voting results on the 3rd Party Software Provider issue. The Core Team members requested for the inclusion of the voting results once Qwest obtained permission from those who voted on July 19. Qwest was able to obtain permission from the last voting CLEC Company on August 14, therefore the results are reflected in the Rules of Order section below.

Qwest developed DRAFT Meeting Notes last week for the July 19 re-design working session and asked participants for their input. These FINAL Meeting Notes include comments in italics from the participants, while others were incorporated into these notes without the need for highlighting.

INTRODUCTION
The Core Team ("Team") and other participants met today to begin re-designing the Change Management Process—refer to Attachment 1 for the Attendance Record. The working session highlights are summarized below—see Attachment 2 for the July 19 Agenda.

The Team used the Ordering and Billing Forum (OBF) Issue 2233 version 2 framework to discuss the sections on Introduction, Scope and Administration. Input from participants was encouraged and considered in what is now known as the redlined Change Management Process re-design framework (refer to the last attachment). We agreed that all participants will take these meeting notes and the redlined framework back to their respective organization to obtain feedback on the proposed language for the Introduction, Scope and Administration sections before the next working session. In addition, the participants can share their organization's feedback (issues, concerns and comments) with the rest of the Team at the next re-design working session. *[Eschelon Comment: Participants may have additional comments at or before the next re-design working session.]*

RULES OF ORDER FOR THE RE-DESIGN WORKING SESSIONS
Participants discussed the three scenarios below to determine the role of third party software provider ("3rd Party Software Provider"), if any, as participants to re-design Qwest's Change Management Process.
- A) 3rd Party Software Providers are part of the core team to re-design the process, however, no 'voting' rights on behalf of themselves or the CLEC-client (Process=Yes, Vote=No)
- B) 3rd Party Software Providers are allowed to 'voice' and 'vote' as any CLEC (Process and Vote=Yes)
- C) 3rd Party Software Providers are excluded from the core team (Process and Vote=No)

AT&T Comment: AT&T requests rules defining a quorum be included in the minutes when a 'vote' is recorded.

- **DECISION:** The Team decided on another scenario (Scenario D) that 3rd Party Software Providers are invited to be part of the Core Team because of their valuable knowledge. But, the participants will not allow 3rd Party Software Providers to vote. However, if a Letter of Authorization ("LOA") is in effect with a specific CLEC-client for a specific

working session, the 3rd Party Software Provider can vote on behalf of that CLEC-client on a specific issue. *[Eschelon Comment: Please insert the record of the vote and who voted below. AT&T Comment: Requests "DECISION" be indicated as "D" and include the CLEC vote tally in the minutes. Qwest Response: Will seek written permission from participants who voted on this issue if results should be posted—to be discussed at the 8/7 re-design working session.]*

August 14, 2001 Revision: Qwest obtained permission from all voting CLEC Company today to publish the results of this vote. The voting results are as follows:

Voting Results on 3rd Party Software Provider Issue

Company	Scenario			
	A	B	C	D
Allegiance				X
AT&T	X			
Covad				X
Eschelon				X
Integra				X
Qwest			X	
SBC Telecom				X
Scindo	X			
Sprint				X
Verizon				X
WorldCom				X
ELI (joined after the vote)				
McLeod (absent on 7/19)				

- *ACTION: Qwest to design a Letter of Authorization form to be used in the re-design working sessions. In addition, share the proposal with participants in the August 7 session for discussion on the process. [Action Item #1F]*
- *ACTION: Qwest to design a Voting form to be used at these re-design sessions. [Action Item #1E]*
- *ACTION: Define rules for a quorum when a 'vote' is required—scheduled for next working session. [Action Item #1G]*
- *ACTION: Seek written permission from July 19 participants to post results of 3rd Party Provider voting—to be discussed at August 7 working session. [Action Item #1H]*

The modified Guiding Principles reflecting this decision is attached for your reference (see Attachment 3). *[AT&T Comment: Vince DeGarlais, Scindo Networks, provide an LOA to AT&T for the remaining July 19, 2001 meeting during his absence.]*

SCOPE
The OBF Issue 2233 version 2 framework limits the Change Management Process to those interfaces that Qwest offers to CLECs such as IMA-EDI and IMA GUI. In addition, Issue 2233 addresses LSOG (Local Service Ordering Guide) changes, not ASOG (Access Service Ordering Guide). Furthermore, this OBF subcommittee addresses local pre-order and ordering, but not maintenance/repair or billing. Maintenance/repair and billing are addressed at other ATIS forums. CLECs proposed that the Scope should include pre-order, order, provisioning, maintenance/repair and billing systems and processes.

- **DECISION:** Participants agreed to discuss systems issues first and then go back and handle process issues later.
- *ISSUE: Qwest expressed concern that the Scope needs further clarification as Qwest's definition of Scope and CLEC's definition of Scope differ. It was proposed that the Core team re-visit the Scope at a later date.*
- *ACTION: Qwest to provide a proposal regarding the Scope. [Eschelon: Can we get Scope prior to the next meeting? Qwest Response: The re-visit of Scope is scheduled for a session in September. Qwest will provide their proposed language prior to the specific session to re-visit Scope.] [Action Item #18]*

MEETINGS

Qwest has committed to provide minutes from each CICMP meeting and ad hoc meetings/calls. The minutes will include summaries of the discussions and issues from the meeting. Each CLEC will designate a primary and alternate Change Management point-of-contact who will serve as the official designees for matters regarding the Change Management Process.

- **DECISION:** Qwest committed to provide minutes from each CICMP meeting and ad hoc meetings/calls.
- **DECISION:** Primary point-of-contact is the official voting member, and a secondary (alternate) point-of-contact can vote in the absence of the primary contact.

Participants expressed concern that Qwest meeting packages are filling up the capacity of mailboxes. *[Eschelon: Participants expressed concern that Qwest notices and meeting packages are too numerous and duplicative so that they do not provide meaningful notice.]* They suggested that Qwest notify CLECs via an e-mail notice that the meeting package is available on the web site for retrieval. The participants requested to discuss the larger notification issue at the next re-design working session.

- *ACTION: Establish an agenda item for August 7 to discuss the notification process. [Action Item #20]*

PRIORITIZE AGENDA ITEMS FOR WORKING SESSIONS

The Core Team decided that Qwest will host August and September working sessions in Denver, Colorado. The participants prioritized the following elements for future working session efforts— refer to Attachment 5 for date, location and topic of discussion for each working session.

- Performance Measurements (informational)
- Notification Process
- Distribution List
- Web Site
- Tracking (e.g., CR and RN status definition, naming convention)
- Managed Changes—Existing (including Types of Changes)
- Prioritization
- Escalation Process and Dispute Resolution Process
- Introduction of OSS
- Retirement of OSS
- Production Support
- Release Requirements (e.g., Initial, walk-through, Comment Cycle, Final, Release Testing)
- Re-visit Scope
- Maintenance of CMP framework

- *ACTION: Liz Balvin/Worldcom will provide the Core Team members with the latest PIDs for Change Management. [Action Item #19]*

CLOSING REMARKS

Judy Schultz closed the session. The participants audited the session:

What Worked	What Needed Improvement
- Having the PC Projection allowed in-person participants see real-time changes to the framework - Caroline Chong documenting changes to the framework on a real-time basis - Facilitation was effective - Availability of refreshments and lunch to keep the session moving - Material available prior to the working session allowed participants to prepare for the discussion - The 'right' people attended on behalf of Qwest - Participants were respectful of each other's point-of-view - Collaborative effort - Able to complete session early	- Need a bigger room with more working space - Stapled and hole-punched documents would be appreciated - Send an email if there are room changes

The working session concluded at 4:15 pm Mountain Time.

ADDITIONAL CLEC COMMENTS ON DRAFT 7/19 RE-DESIGN SESSION
AT&T Comment:
AT&T requests minutes to include all comments between Qwest and CLECS. This includes the dialogue between Qwest, Eschelon Telecom, and Integra Telecom concerning the pace of the re-design process. Qwest stated they wish to move forward in an expedient fashion while Eschelon and Integra indicated the CLECS will not be rushed into making decisions or changes that affect the change management process.

Eschelon Comment:
Overall: These draft notes are more of an expanded log than actual minutes of the discussion. Minutes should include discussion with a record of which CLEC raised the issue. Such minutes should be more complete and useful. For example Qwest expressed concern regarding covering more issues in each session. CLECs responded that the schedule is already aggressive and consuming many resources. Eschelon pointed out that CLECs have been asking for CICMP process improvements for more than a year. While pleased that Qwest has now turned its' attention to improving the process, Eschelon said that it must be done with consideration for all party's limited resources.

Eschelon Comment:
Please include contact information for all participants. [*ACTION: Pending Qwest's response.*] *[Action Item #21]*

Eschelon Comment:
Working Session agenda—Include topics for discussion under Issues and Action Items
[ACTION: Include discussion items on agenda under Issues and Action Items]
[Action Item #22]

ATTACHMENTS
- Attachment 1:   Attendance Record
- Attachment 2:   July 19 Agenda
- Attachment 3:   Guiding Principles (revised)
- Attachment 4:   Core Team Issues and Action Items Log
- Attachment 5:   Schedule—CMP Re-design Working Sessions
- Attachment 6:   Redlined Change Management Process re-design framework (July 19 version)

ATTENDANCE RECORD

CORE TEAM

Terry Wicks	Allegiance Telecom
Terry Bahner	AT&T
Donna Osborne-Miller	AT&T
Sharon Van Meter	AT&T
Gregory Johnston	Covad Communications
Lynne Powers	Eschelon Telecom (ATI)
Karen Clauson	Eschelon Telecom (ATI)
Kathy Stichter	Eschelon Telecom (ATI)
Bill Littler	Integra Telecom
Sam Yeung	KPMG Consulting
Rick Woodhouse	KPMG Consulting
Marcia Lees	SBC Telecom
Vince DeGarlais	Scindo Networks
Sandy Evans	Sprint
Liz Balvin	WorldCom
Wendy Green	Qwest
Judith Schultz	Qwest
Matt Rossi	Qwest
Mark Routh	Qwest

ABSENT CORE TEAM MEMBER

Michelle Spague	McLeodUSA

OTHER PARTICIPANTS

Becky Quintana	Colorado PUC
Peder Gunderson	Electric Light Wave
Mark Powell	Accenture

FACILITATOR

Judy Lee	XTel Solutions Inc

Working Session to Negotiate
A Modified Change Management Process

Thursday, July 19, 2001
9 am to 5 pm Mountain Time
1801 California Street, 23ʳᵈ Floor Junior Executive Conference Room, Denver, CO
(Please check in at the door)

Conference Bridge: 1-877-847-0304   passcode: 7101617 (hit #)

AGENDA

TOPIC	**Lead**
Introduction	Judy Schultz, Qwest
	Director – Change Management
	Judy Lee, Facilitator

Discussion and Status   All
- Guiding Principles for Working Sessions
- Issues and Action Items

Discussion: Change Management Process   All
(Process: Discuss section-by-section using the OBF Issue 2233
version 2 framework)
- **Introduction**
- **Scope**
- **Out-of-Scope**
- **Administration—Managing the Change Manageme nt Process**

Develop Project Plan   All
- Timeline for working sessions, review and discuss
  proposal with CLEC community, comment cycle,
  finalize framework
- Agenda for subsequent working sessions

Next Session   All
- Determine discussion items for the next working session
- Determine what supporting material is needed for the next session

Guiding Principles for Working Sessions
REVISED

Guidelines for the CLEC-Qwest team to develop a mutually agreed upon Change Management Process in Qwest's ILEC region

- o Collaborative work effort between CLECs and Qwest
- o Operational level working sessions, not regulatory or legal
- o Face-to-face work effort (with conference bridge capabilities for any other CLEC participants)
- o Participation open to Qwest's CLEC community
- o Each CLEC may assign a representative, but not to exceed three per CLEC entity to allow more CLECs to participate at a 'manageable' working session
- o CLECs may assign another CLEC entity to represent their interests
- o 'Team' provides a proposal to the CLEC community for review and acceptance
- o 'Team' provides status to the CLEC community at the monthly CICMP meetings until a final proposal is ready for review
- o One vote per Corporate Entity with majority rules
- o CLEC may have a 3rd Party Software Provider vote on the re-designed Process on their behalf if a Letter of Authorization is in effect for the re-design sessions on a specific issue.

Structure

- o Working sessions are in 2-day intervals, twice a month
- o Working sessions to be scheduled before or after Qwest's monthly CICMP meetings to mitigate additional travel needs, wherever possible
- o Qwest hosts working sessions (unless another Core Team member wishes to host the sessions in September)
- o Qwest facilitates the working sessions and captures outcome of discussions and decisions to be shared with the CLEC community at the CICMP meetings
- o Qwest handles all logistics including packaging of Change Management Process framework (document)

Outcomes

- o Agreement on Guiding Principles and Working Session Structure
- o Agree on membership of 'team'
- o Timeline to draft proposal and review/discuss with entire CLEC community to finalize Change Management framework
- o Qwest will provide a web site link (called CICMP Re-design) to include working session notes, Issues and Action Items Log, Agenda and materials for next work session.

CLEC-Qwest Change Management Re-design Working Sessions

Core Team Issues/Action Items Log

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
1A	Issue	July 11 Meeting	3rd Party Provider Role	What role do 3rd Party Providers play in this re-design effort? a) 3rd Party Providers are part of the core team to re-design the process, however no 'voting' rights on behalf of themselves or the CLEC-client [Process=Yes, Vote=No] b) 3rd Party Providers are allowed to 'voice' and 'vote' as any CLEC in this re-design effort [Process and Vote=Yes] c) 3rd Party Providers are excluded from the core team [Process and Vote=No] d) 3rd Party Providers are part of the core team to re-design the process, however no 'voting' rights on behalf of themselves, but can vote on behalf of the CLEC client with an LOA [Process=Yes, and Vote=Yes for CLEC client, Vote = No for themselves]	Core Team	CLOSED 7/19	DECISION: d) 3rd Party Providers are part of the core team to re-design the process; however no 'voting' rights on behalf of themselves, but can vote on behalf of the CLEC client if a Letter of Authorization is in effect. The LOA must be provided to Judy Schultz.
1B	Action	July 11 Meeting	3rd Party Provider	Core Team to conclude discussion and participants to decide on one of the above scenarios	Core Team	CLOSED July 19	COMPLETED in July 19 meeting.

CLEC-Qwest Change Management Re-design Working Sessions

Core Team Issues/Action Items Log

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
1C	Issue	July 19 meeting	Voting	Can a CLEC represent another CLEC on Voting for CMP re-design process?	Core Team	CLOSED 7/19	DECISION: Yes, if a Letter of Authorization is in place for a specific session and on specific issues. The LOA must be provided to Judy Schultz.
1D	Issue	July 19 meeting	Voting	If a CLEC or core team member is absent, how do we handle the vote?	Core Team	CLOSED July 19	DECISION: It is a CLEC's responsibility to have a same CLEC backup, or a LOA in place with an alternate.
1E	Action	July 19 meeting	Voting	Create a standard voting form	Qwest -- Mark Routh	August 7	Qwest to share with August 7 participants.
1F	Action	July 19 meeting	LOA	Create a standard for LOA for topic, meeting, and date to be used during the re-design sessions.	Qwest - Judy Schultz	August 7	Qwest to share with August 7 participants.
1G	Action	July 19 meeting	Voting	Define rules for a quorum when a 'vote' is required	Core Team	August 7	Discuss at August 7 working session
1H	Action	July 19 meeting	Voting	Seek written permission from July 19 participants if 3rd Party Provider voting results can be posted on the web site as part of the FINAL meeting notes.	Qwest— Judy Schultz	August 7	Discuss at August 7 working session to seek written permission
2	Action	July 11 Meeting	Baseline Document	Create a single document that inserts CLEC comments on areas for improvement in Qwest's CMP into the appropriate sections of the OBF 2233 version 2 framework	Judy Lee	CLOSED July 19	COMPLETED: A tool for the working session is posted on the web site
3	Action	July 11 Meeting	Agenda Items	Schedule agenda items/elements for future working sessions	Core Team	CLOSED July 19	COMPLETED: See schedule of working sessions on the web site

CLEC-Qwest Change Management Re-design Working Sessions

Core Team Issues/Action Items Log

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
4	Action	July 11 Meeting	Working Session Location	Decide the location for September working sessions	Core Team	CLOSED July 19	COMPLETED: All sessions will be hosted by Qwest and held in Denver, CO
5	Action	July 11 Meeting	CICMP Redesign Web Site	Enhance the CICMP web site to include the CICMP Redesign information	Qwest— Mark Routh	CLOSED July 19	COMPLETED. See CICMP web site for "CICMP Redesign"
6	Issue	July 19 meeting	CICMP Redesign Material	What is the process to share CMP redesign material with the CLEC community?	Qwest— Judy Schultz	CLOSED July 19	COMPLETED: Draft minutes and material will be shared with the core team participants for input. Afterwards, Qwest will finalize the minutes and post on the web site. CLECs will be notified about the posting. DECISION: Participants decided that Qwest should issue a notice referring CLECs to the web site for meeting minutes, handouts and agenda for next meeting. The handouts will not be attached to the notice.
7A	Action	July 11 Meeting	Post CLEC Comments on Web Site	CLEC requested that Qwest post all CLEC comments on the CICMP Redesign web site.	Qwest— Mark Routh	CLOSED July 19	COMPLETED Matrix is posted on the web site
7B	Action	July 11 Meeting	Written Permission to Post CLEC Comments	Seek clearance in writing from individual CLECs to post their comments on the CICMP Redesign web site.	Qwest— Mark Routh	CLOSED July 13	COMPLETED CLECs that provided comments allowed Qwest to post on web site

CLEC-Qwest Change Management Re-design Working Sessions

Core Team Issues/Action Items Log

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
8	Action	July 19 meeting	Notice and Distribution Lists	Provide guidelines for CLEC notifications and distribution list - Ease-of-use - Comment/Reply process including web site option to comment - Contact information - Identify limitations on contact information: proprietary, open-to-participant, or open-to-all	Core Team	August 7	Agenda item for August 7 working session
9	Action	July 19 meeting	Re-name	Do we need to rename CMP to CICMP? Rename co-provider to CLEC?	Core Team	August 7	DECISION: Qwest will rename co-provider to CLEC and provider to Qwest. PENDING: Renaming CMP to CICMP
10	Action	July 19 meeting	ATIS	Research what ASOG activities are being worked on at ATIS.	Qwest—Judy Schultz	August 7	
11	Action	July 19 meeting	ATIS	Identify guidelines for Billing, Maintenance/Repair and ASOG.	Qwest—Judy Schultz	August 7	
12	Action	July 19 meeting	Distribution Package	Determine what to include in the CICMP meeting distribution packages.	Core Team	August 7	Discussion item at August 7 working session
13	Action	July 19 meeting	Walk-On Agenda Items	Add walk-on item to the end of each CICMP meeting agenda.	Qwest—Mark Routh, Matt Rossi	CLOSED July 19	DECISION: Qwest will add walk-on items to the end of each agenda, as appropriate, starting with the August 15 meeting
14	Action	July 19 meeting	CICMP Web Site	Review CICMP web-site and suggest potential changes and guidelines	Core team	August 7	Discussion item at August 7 working session

CLEC-Qwest Change Management Re-design Working Sessions

Core Team Issues/Action Items Log

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
15	Action	July 19 meeting	Naming	Review CR and RN naming convention going forward – categorized, date-stamped, etc.	Core team	August 7	Discussion item at August 7 working session
16	Action	July 19 meeting	Notice	Research source and readability of event notifications (software applications)	Qwest— Mark Routh	August 7	
17	Action	July 19 meeting	Qwest Comments on MATRIX	Include Qwest comments on the MATRIX (OBF Issue 2233 with CLEC Comments)	Qwest— Judy Schultz	August 7	
18	Issue	July 19 meeting	Scope	Qwest expressed concern that the Scope needs further clarification. Qwest will propose language to re-visit the Scope at a future session.	Qwest— Judy Schultz	September 20	
19	Action	July 19 meeting	PIDs	Liz Balvin/Worldcom will provide the Core Team members with the latest PIDs for Change Management.	Liz Balvin/ Worldcom	August 7	
20	Action	July 19 meeting	Guidelines for Notification Process	Discuss guidelines for the notification process at the next session.	Qwest— Judy Schultz	August 7	Discussion item at August 7 working session
21	Issue	July 19 meeting	Contact Information	Eschelon requested that contact information for all participant be included on the CICMP Re-design web site	Qwest— Judy Schultz	August 7	Request from review of 7/19 DRAFT meeting notes and material
22	Action	July 19 meeting	Discussion Items under Issues/ Action Item Log	Eschelon requests to include on the agenda topics for discussion under Issues and Action Items Log	Qwest— Judy Schultz	August 7	Request from review of 7/19 DRAFT meeting notes and material

SCHEDULED WORKING SESSIONS

Dates/Time	Location	Element
Thursday, July 11—COMPLETED	1801 California Street Denver, CO	• Kickoff
Thursday, July 19—COMPLETED	1801 California Street Denver, CO	• Introduction • Scope • Administration—Managing the Change Management Process
Tuesday, August 7 and Wednesday, August 8 9 am to 5 pm MT Conference bridge line: 1-877-847-0304 (Passcode 7101617#)	1801 California Street 23rd Floor, Executive Conference Room Denver, CO (Qwest will greet you on the 23rd Floor)	• Performance Measurements (informational) • Notification Process • Distribution List • Web Site • Tracking (e.g., CR and RN status definition, naming convention)
Tuesday, August 14 and Thursday, August 16 9 am to 5 pm MT Conference bridge line: 1-877-847-0304 (Passcode 7101617#)	1801 California Street (to be announced) Denver, CO	• Managed Changes—Existing (including Types of Change) • Prioritization • Exception Process (added by Qwest after 7/19 meeting)
Wednesday, Sep 5 and Thursday, Sep 6 9 am to 5 pm MT Conference bridge line: 1-877-847-0304 (Passcode 7101617#)	1801 California Street (to be announced) Denver, CO	• Escalation Process and Dispute Resolution Process • Introduction of OSS • Retirement of OSS • Production Support
Tuesday, Sep 18 and Thursday, Sep 20 9 am to 5 pm MT Conference bridge line: 1-877-847-0304 (Passcode 7101617#)	1801 California Street (to be announced) Denver, CO	• Release Requirements (e.g., Initial, Walk-through, Comment Cycle, Final, Release Testing) • Re-visit Scope • Maintenance of CMP framework

Note: Agenda will include standing items —Issue/Action Items, Review redlined document and Set/Confirm agenda for next working session

PURPOSE AND SCOPE OF THE CHANGE MANAGEMENT PROCESS

NEED REFERENCE TO CUSTOMER/PROVIDER NEGOTIATIONS

~~OBJECTIVE – TO GAIN CONSENSUS ON A NATIONAL GUIDELINE PROCESS FOR THE FOLLOWING TOPICS~~

[Note: Qwest has agreed to change the following terms: Customers to CLEC and Provider to Qwest]

INTRODUCTION [need to readdress at a later date]—Action Item #18

The Change Management Process (CMP) is a method used by ~~customers~~ Competitive Local Exchange Carriers (CLECs) and ~~a local service provider~~Qwest to initiate, communicate, prioritize, schedule, test and implement ~~enhancements~~ changes to ~~provider~~Qwest Operational Support Systems (OSS), ~~interfaces~~ which directly or indirectly impact a CLEC~~.~~

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

SCOPE [need to readdress at a later date]—Action Item #18

- **OSS (Pre-order, order, provisioning, maintenance/repair, billing)**
- **LSOG**
- **VSOG (ISSUE 2037)**
- **ASOG**

This document defines the processes for change management of manual processes and electronic ~~interfaces~~ systems 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 ~~provider~~ Qwest specific ~~interface~~ process and system changes. Changes include new functionality, enhancements to existing functionality, introduction/retirement of ~~interfaces~~ processes and systems and maintenance activities affecting production defects. System impacts include changes to field content or format, or changes in the business rules used to govern field population, etc. ~~Desired changes should be submitted to the appropriate ATIS Forum.~~

The scope~~is~~ 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.

ADMINISTRATION

MANAGING THE CHANGE MANAGEMENT PROCESS

Change Management POC

The providerQwest and each customer CLEC will designate primary and secondary change management POC(s) who will serve as the official designees for matters regarding this CMP. PThe primary POC is the official voting member, and a secondary (alternate) POC can vote in the absence of the primary POC. There can be more than one secondary POC for each customerCLEC.

Customers CLECs and provider Qwest will exchange POC information including items such as:

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

Change Management POC List

Primary and secondary customerCLEC POCs should be included in the providerQwest maintained distribution list. It is the customer's CLEC's responsibility to notify the providerQwest of any POC changes. The list will be made available to all participating customersCLECs with permission of the POCs.

Preferred Method of Communication

The preferred method of communication is e-mail with supporting information posted to the web-site. (deferred to action item)

MEETINGS

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, when available.

The CMP team consists of representatives from the customers (or their authorized agents) and the provider. This teamMeetings are held meets to review, prioritize, manage the implementation of scheduled process and system changes releases –and make recommendations foraddress change management requests.
The providerQwest will review the status of all applicable change requests.   The meeting may also include discussions of the provider'sQwest's development view.

CLEC's request for additional agenda items and associated materials should be submitted to the provider at least five (5) business days by noon (MST) in advance of the meeting. The providerQwest is responsible for distributing the agenda and associated meeting materials at least seven three (73) business calendar days by noon (MST) in advance of the meeting. The providerQwest will be responsible for preparing, maintaining, and distributing meeting minutes notes. 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.

Emergency or specialAdditional meetings may be held at the request of the providerQwest or any qualified customer CLEC (as defined in this document). Emergency Mmeeting notification must contain an agenda plus any supporting meeting materials. These meetings should be announced at least two five (25) business days prior to their occurrence. Exceptions may be made for emergency situations.

Meeting Materials (Distribution Package) for Change Management Meeting
Meeting materials should include but are not limited to, the following:
- Meeting Logistics
- Minutes from previous meeting
- Agenda
- Change Requests and responses
  - New/Active

- Updated
- Log
- Issues, Action It<u>e</u>ems Log and associated statuses
- Release ~~Notice~~<u>Summary,</u> 12 Month Development View
- <u>Monthly System Outage Report</u>
- <u>Any other material to be discussed</u>

~~The provider may distribute printed copies of the previously provided meeting materials at the change management meeting. The provider will review the status of all applicable change requests. The meeting may also include discussions of the provider's development view.~~

Meeting ~~Notes~~ <u>Minutes</u> for Change Management Meeting

~~The provider~~<u>Qwest</u> will take ~~notes~~<u>minutes</u>. ~~Meeting notes should include, but are not limited to, the following:~~

~~Current status of change requests and release notices~~
~~Issues, Action items and statuses~~
- ~~Attendees, Company represented~~

~~The provider~~<u>Qwest</u> <u>will summarize discussions in meeting minutes and include any revised documents such as Issues, Action items and statuses.</u>

~~Notes~~ <u>Minutes</u> should be distributed to meeting participants for comments or revisions no later than ~~seven~~ <u>five</u> (~~7~~<u>5</u>) ~~calendar~~ <u>business</u> days <u>by noon (MST)</u>after the meeting. ~~Customer~~<u>CLEC</u> comments should be provided within two (2) business days<u> by noon (MST)</u>. ~~Updated notes~~<u>Revised minutes</u>, if ~~customer~~<u>CLEC</u> comments are received ~~provided~~, should be distributed within <u>nine</u> ~~eleven~~ (<u>1</u>~~11~~9) ~~calendar~~ <u>business</u> days <u>by noon (MST)</u> after the meeting.

Provider Web Site

To facilitate access to CMP documentation, ~~the provider~~<u>Qwest</u> will maintain CMP information on its web site. At a minimum, the web site should contain:

- Current version of ~~the provider~~<u>Qwest</u> CMP document

- Test case scenarios

- A log of ~~customer~~<u>CLEC</u> and provider change requests and associated statuses

- ~~Issues, Action items logs and associated statuses~~<u>Meeting materials (distribution package)</u>

- Meeting ~~notes~~<u>minutes</u>

- Release announcements and associated requirements

- Business rules based on national guidelines and provider's specific requirements

- <u>Contact list</u>
<u>(Action Item List item)</u>

- **ESCALATION PROCESS**

- **RELEASE SCHEDULE**
- **PRIORITIZATION**

MANAGED CHANGES

CHANGE TO EXISTING INTERFACES

~~Customer~~CLEC Originated Change

Changes may include new functionality and/or enhancements to existing interface functionality.

Provider Originated Change

~~Customer~~CLEC impacting changes may include new functionality and/or enhancements to existing interface functionality.

Industry Guideline Change

Changes associated with telecommunications industry guidelines using a national implementation timeline. These may include new functionality and/or enhancements to existing interface functionality. Either ~~the provider~~Qwest or the ~~customer~~CLEC may initiate the change request. These guidelines are industry defined by the Alliance for Telecommunications Industry Solutions (ATIS).

Regulatory Change

Changes 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 requisites to comply with newly passed legislation, court rulings or regulatory requirements. These may include new functionality and/or enhancements to existing interface functionality. Either the ~~customer~~CLEC or ~~the provider~~Qwest may initiate the change request.

Tracking Change Requests

~~The provider~~Qwest 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.

- **INTRODUCTION OF A NEW INTERFACE**
- **RETIREMENT OF EXISTING INTERFACES**

IMPLEMENTATION OF CHANGE

CHANGE REQUEST INITIATION PROCESS

REQUIREMENTS REVIEW

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.

Notifications for regulatory changes are based on applicable law and / or regulatory rules. If no time frame for implementation of the mandated change is specified, it shall be subject to the CMP timeline as described below. ~~Customer~~CLECs and provider will, where possible, make every effort to encourage regulators to follow the CMP timeline for mandated changes.

Time lines for industry guidelines related changes are based on ~~customer~~CLEC / provider agreement in conjunction with the rollout of national guidelines, subject to any overriding regulatory obligations. (See 2233a3.doc for graphic depiction of the following time lines)

Notification for ~~customer~~CLEC impacting releases, which may include ~~customer~~CLEC initiated requests, provider initiated requests and regulatory changes, will typically occur at least 73 calendar days prior to implementing the release. This notification may include draft business rules. ~~Customer~~CLECs have fifteen (15) calendar days from the initial publication of draft documentation to provide comments / questions on the documentation.

Technical specifications will be produced and distributed to ~~customer~~CLECs 66 calendar days prior to implementation.

Final business rules and technical specifications for the release will be published at least 45 calendar days prior to implementation.

For ~~customer~~CLEC impacting releases, more or less notification may be provided based on severity and the impact of the changes in the release. For example, ~~the provider~~Qwest can implement the change in less than 45 calendar days with ~~customer~~CLEC concurrence.

Content of Draft Interface Release Requirements

The notification will contain:

- Written summary of change(s)
- Target time frame for implementation
- Draft business rules or access instructions

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 fifty-two (52) calendar days prior to the scheduled implementation.

~~Customer~~CLEC's Comments on Draft Interface Release Requirements

Any ~~customer~~CLEC comments or requests for clarification must be submitted in writing to ~~the provider~~Qwest.

Provider Response to Comments

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

Content of Final Business Rules and Technical Specifications Release Requirements

~~Customer~~CLEC responses to the draft business rules and technical specifications may be incorporated into the final release requirements.

The final release documentation should include the following:

- Summary of changes
- Final complete documents
- Release date

- **TRAINING**

TESTING

- **INTERFACE TESTING**

PRODUCTION SUPPORT

POST IMPLEMENTATION MANAGEMENT

Either ~~the provider~~Qwest may detect or the ~~customer~~CLEC may report a situation involving production interfaces. These problems typically affect the ability to exchange and process transactions between the ~~customer~~CLECs and ~~the provider~~Qwest. Problems are evaluated according to ~~customer~~CLEC impact in the following manner:

Production Stopped:

Interface Unusable – An interface problem that results in a totally unusable interface requiring emergency action. Transactions cannot be exchanged or processed between ~~customer~~CLECs and ~~the provider~~Qwest and manual work-arounds are not feasible. The correction of the problem is considered essential to continued operation. The ~~customer~~CLECs and ~~the provider~~Qwest should dedicate resources to expedite the resolution.

      Provider Detected
          Initial communication =   1 hour
          Status   =   Every 2 hours until problem corrected
      ~~Customer~~CLEC Reported
          Notify provider
          Initial communication =   1 hour
          Status   =   Every 2 hours until problem corrected

Production Degraded:

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

      Provider Detected
          Initial communication =   4 hours
          Status   =   As appropriate, at least weekly until a
                                  correction date is established.
      ~~Customer~~CLEC Reported
          Notify provider
          Initial communication =   4 hours
          Status   =   As appropriate, at least weekly until a
                                  correction date is established.

APPENDIX

- **DEFINITION OF TERMS**
- **GLOSSARY OF TERMS**
- **CHANGE REQUEST FORM AND CHECKLIST**
- **CHANGE REQUST PRIORITIZATION FORM**
- **CMP PRIORITIZATION PROCESS EXAMPLE**