

## **DRAFT MEETING MINUTES**

### **CLEC-Qwest Change Management Process Re-design Tuesday, September 18 and Thursday, September 20, 2001 Working Session**

1801 California Street, 23<sup>rd</sup> Floor, Executive Conference Room, Denver, CO

Conference Bridge: 1-877-847-0304, pass code 7101617#

NOTE: These are DRAFT meeting minutes Qwest developed following the two day working session. Draft minutes will be circulated to the CMP Re-design Core Team Members in attendance with FINAL Meeting Minutes to be posted on the Wholesale CMP Re-design web site once updated with attendee revisions.

#### **INTRODUCTION**

The Core Team (Team) and other participants met September 18 and 20 to continue with the redesign effort of the Change Management Process. Following is the write-up of the discussions, action items, and decisions made in the working session. The attachments to these meeting minutes are as follow-

#### **ATTACHMENTS**

- Attachment 1: Attendance Record
- Attachment 2: September 18 and 20 Agenda
- Attachment 3: Updated September 20 Agenda
- Attachment 4: Issues and Action Items Log\_September 18, 2001
- Attachment 5: Customer Letter Site Design, September 20, 2001
- Attachment 6: Qwest SGAT/CMP Draft
- Attachment 7: DRAFT—Procedures for Voting and Impasse Resolution Process for the CMP Re-design Working Sessions
- Attachment 8: Qwest Draft CMP Redlined Framework\_09-18-01
- Attachment 9: Qwest Thursday, September 20 Dispute Resolution Proposal
- Attachment 10: Qwest Table of Contents-Issues List
- Attachment 11: Master Redlined CLEC-Qwest CMP Re-design Framework\_Revised 09-18-01

#### **MEETING MINUTES**

The meeting began with introductions of the meeting attendees. Judy Lee reviewed the two day agenda and stated that she would be managing facilitation of the meeting tightly to help move the team through the agenda. She reviewed all agenda items and asked if there were any additions or deletions. There were no revisions from the attendees. Tom Dixon-WorldCom did ask if there were analog lines so that attendees could use their computers and reduce the need for paper copies and make individual document management more effective. Qwest responded that there were no analog lines in the conference room, and that analog lines were very limited in the building. Judy Lee then began to review the meeting materials that were developed by Qwest. Karen Clauson-Eschelon stated that the format of the Master red-lined document did not follow the format requested at the previous meeting. Terry Wicks-Allegiance agreed with Clauson's comments. Clauson explained that the Master Redline was to follow the OBF format. Jim Maher-Qwest stated that the request had been misunderstood, and that Qwest had used a Qwest developed Table of Contents that had been reviewed by the team at the Sept 6<sup>th</sup> session. Maher also stated that there was no Qwest language in the Master red-lined document as had been agreed to at the previous Re-design session. Judy Lee requested a subcommittee review the format of the document and that the corrections be submitted September 20<sup>th</sup>. The subcommittee was comprised of Liz Balvin-WorldCom, Karen Clauson-Eschelon, Jim Maher-Qwest, and Terry Wicks-Allegiance. This group agreed to meet and revise the documentation immediately following the September 18<sup>th</sup> meeting.

Judy Schultz-Qwest then began a review of the Escalation process, and stated Qwest had developed language that was included in the Re-Design team handout materials. Schultz went on to explain that Qwest had reviewed the requests of multiple CLECs, and that Qwest was prepared to establish a single point of contact for escalations. This would reduce to one level, the three levels of escalation currently in effect. Andy Crain-Qwest compared the Qwest proposal to the OBF documentation being used as a baseline by the Re-design team. Crain stated that the Qwest proposed escalation process was more streamlined, and reduced the total time of an escalation to 14 days from the 21 days that would occur if the escalation went through the three levels outlined in the OBF document. Larry Gindlesberger-Covad asked about the additional 7 days that Qwest referred to in their language. Judy Schultz-Qwest explained that this language was meant to indicate that once Qwest had delivered the escalation response to the CLEC, and Qwest received no response from the CLEC within 7 days the escalation would be considered closed. Tom Dixon-WorldCom stated that there were two items that needed clarification; one being that the Qwest escalation language stated that escalations should fall within CMP Scope and Scope had not been defined, and that based on Escalation Cycle language he assumed that all escalation progress would be posted on the Qwest "Escalation" website. Terry Wicks-Allegiance agreed with Dixon that he thought Qwest would maintain a separate "Escalation" website within CMP. Dixon-WorldCom then stated that the Qwest representative replying to the escalation have the authority to "bind" Qwest to the escalation response. Dixon went on to ask whether Qwest would discontinue activities associated with the escalation while the escalation was in progress. Dixon stated that the CLEC community should want to determine how Qwest move forward during an escalation. Andy Crain-Qwest stated that an escalation may apply to many issues, and that an escalation could raise issues that have been going on for years. Crain stated he didn't know how Qwest could stay an action related to an escalation. Dixon then stated that this situation might involve the Exception Process. Dixon stated that the language didn't need to be crafted now, but there should be a placeholder identified to resolve this concept. Dixon stated that details need to be developed outlining when and why an activity should be stopped. Liz Balvin-WorldCom asked if escalation issues could pertain to CMP itself. Discussion then moved to the difference between the Qwest proposed escalation language, and the Master red-lined language. Balvin expressed concern that an escalation could start only after the CMP is followed. She pointed out that a CR minimum timeframe is 24 business days and that would slow down an escalation. Becky Quintana-Colorado PUC asked if Qwest was envisioning that changes to CMP would be through the CR process, and that the CR process had to be followed prior to an escalation. Mitch Menezes-ATT asked how ongoing performance issues were to be addressed. Schultz-Qwest stated that the escalation process for CMP was not meant to manage ongoing performance or production issues. Schultz stated those issues are to be escalated through their applicable processes. Discussion then moved to Qwest proposed language that stated the escalation would occur after making "every attempt to resolve an issue in good faith". Clauson-Eschelon stated that this added a step to the escalation process. Bill Littler-Integra reiterated that "good faith" language was not required and that an escalation is extremely time sensitive. Mark Routh-Qwest stated that the good faith language was meant to help define the issue, and not to be another step. Clauson reiterated that the language did result in an additional step, and the "good faith" language implies that something else occurs before the escalation. Schultz-Qwest stated that the "good faith" language was not meant to add another step, but to ensure that the parties worked together to resolve differences and to ensure that the escalation process was not used to circumvent CMP. Clauson-Eschelon stated that rather than using the "good faith" language in the escalation section, it should be incorporated in another section of the CMP documentation being developed by the team. Dixon-WorldCom agreed that the "good faith" language needed to be covered in a general section of the CMP document, where it would have broader implications to all CMP. Dixon recommended striking the good faith language from the escalation section. Discussion then moved to comparing the escalation language in the Qwest proposal to the language in the Master redline (OBF). Dixon-WorldCom stated WorldCom was pleased with striking the three levels that are covered in the Master redline. Dixon stated that the Qwest language proposed assigning the escalation to a Qwest Director, and that WorldCom did not care what level Qwest assigned the escalation to as long as the Qwest representative could bind the resolution to Qwest. Menezes-ATT asked if the language should state CLEC peer to Qwest peer. Schultz-Qwest stated that Qwest would not want to use peer to peer language because the CLECs had previously requested a single pointof contact into Qwest. Additionally, Qwest proposed a director level escalation owner because a Qwest Director would understand that the escalation response was binding when other Qwest employees might not. Discussion

then followed regarding modifications to the escalation language in the Master redline. Matt Rossi-Qwest made the modifications to the Master redline as the discussion took place (See Attachment 11). Sandy Evans-Sprint stated that 14 days for escalation resolution was too long. Schultz-Qwest stated the 14 days represented a 7 day reduction from both the existing Qwest escalation process and from the OBF guidelines. Balvin-Worldcom and Clauson-Eschelon both agreed that this was an improvement but that the 14 days was too long. Crain-Qwest stated that while Qwest had reduced the levels for escalation and made them transparent to the CLEC, the escalation could still involve the same steps and levels to determine a binding commitment. Crain stated that escalations usually involved numerous Qwest functions, and that escalation decisions were usually complex and could require the 14 days. Schultz-Qwest stated that Qwest would not use the 14 days for every escalation, and would provide a response as soon as the escalation was resolved. She stated the 14 days was the maximum amount of time for an escalation response. Dixon-WorldCom asked if Qwest could explore changing the 14 day interval to 7 days. Judy Schultz-Qwest agreed to take an action item to come back with an escalation timeframe. Crain-Qwest stated that any "binding" language agreed to by Qwest, would be reciprocal to the CLECs. Dixon-WorldCom agreed that "binding" language applies to CLECs as well as to Qwest. Lynne Powers-Eschelon asked how CLECs would be notified of escalations. Megan Doberneck-Covad asked if Qwest could provide a notification of the escalation and responses through the mailout process. Schultz-Qwest stated that Qwest would send out a notice to all CLECs for each escalation. Terry Wicks-Allegiance asked at what point other CLECs could be brought into the escalation, particularly if the escalation open and close date was between the CMP monthly meeting. Powers-Eschelon agreed with Wicks that Qwest needs to include CLECs in escalation discussions so the escalating CLEC has the support of other interested CLECs. Schultz-Qwest stated that Qwest was willing to address how to keep other CLECs notified and involved in escalations.

Andy Crain-Qwest began a review of the Qwest proposed language for dispute resolution. Crain explained that the BellSouth dispute resolution language had been used as a baseline, and that dispute resolution should follow an escalation to Qwest. Discussion then turned to the language and the language "any affected CLEC". Mike Hydock-ATT asked for the definition of "any affected CLEC". Terry Wicks-Allegiance stated that Allegiance may want to initiate a dispute resolution but may not be considered an "affected CLEC". Becky Quintana-Colorado PUC asked how the Commission would handle "any affected CLEC". She asked if that meant that only the CLEC who initiated the escalation could bring the issue into the dispute resolution process. Crain-Qwest stated that the term "affected" would be modified to "participating". Dixon-WorldCom stated there was no language developed in the escalation process by the team that identified "participating CLEC". The team agreed to readdress escalation and language was inserted into the Master redline regarding "participating CLEC". Discussion then moved to the requirement that a dispute resolution can only be initiated if a CLEC has escalated the issue. Dixon-WorldCom asked how this could be applied if the CLEC was not involved in the escalation resolution. Discussion then followed on dispute resolution, and it was determined that the language that Qwest submitted should be reworded and submitted to the team at the Sept 20<sup>th</sup> meeting. Crain-Qwest agreed to provide reworded language on Sept 20<sup>th</sup>. The team then addressed Attachment 7, "Procedures for voting and impasse". The attachment indicates the changes that were made to that document.

Andy Crain-Qwest then reviewed regulatory procedures that were to occur with the Colorado Commission. Crain stated that a status report would be filed with the Commission on October 10<sup>th</sup>, and that Qwest would file with its SGAT the CMP document in its current state on November 30<sup>th</sup>. Clauson-Eschelon stated that the Re-design schedule was very aggressive and asked what was to be filed. Crain stated that Qwest was committed to filing the document as it was. Clauson stated that before Nov 30<sup>th</sup> the team needed to discuss the main issues with product/process since these issues had not addressed those at this point, and she did not understand how the information could be filed since the Re-design effort had not addressed so many issues. Becky Quintana-Colorado PUC stated that the requirement to file the CMP documentation had come from the Colorado Commission, and not from Qwest. Bill Littler-Integra expressed concern that Qwest has developed documentation that has not been discussed in the Re-design meetings, and he was concerned Qwest might file Qwest developed language. Crain explained that Qwest will file the CMP document as it exists at the time, but that Qwest will explain which sections had been discussed in the Re-design sessions. Crain committed that he would bring in language that would be included in the SGAT.

On Sept 20<sup>th</sup> the meeting opened with a review by Judy Lee of the handouts that were e-mailed to the attendees. Discussion then moved to the SGAT language modifications that Andy Crain had made (See Attachment 6). Crain explained that he had added revised language that explained how the CMP is a living document. Clauson-Eschelon stated that Qwest should not represent the language as agreed to language and that there were concerns with the wording. Mitch Menezes-ATT agreed that the language was not reflective of what the team understood CMP to include. Sharon VanMeter-ATT stated the language had an overarching systems focus, but CMP was to involve much more than that. Menezes-ATT stated that the language should include, at a minimum, what the team thought was encompassed by CMP. Crain-Qwest stated that Qwest would not represent the language as agreed upon. Crain stated that since product/process CMP had not been addressed by the Re-design team, other ILECs such as SBC could be used as the working models for product/process CMP. Crain asked if there were any other ILECs that had product/process in place. Larry Gindlesberger-Covad stated that Verizon West has a product/process CMP in place, and that he would try and get a copy to the group. Mana Jennings-Fader-Colorado PUC asked how product/process changes were implemented through CMP. Crain-Qwest stated that in SBC if the product/process change is CLEC impacting there is a 30 day notification process. Jennings-Fader asked why product/process changes that impacted CLECs were allowed to go in effect without CLEC review and comments. She also stated that tech pubs include substantive information that has an impact to CLECs, and it is not clear how they have input to those changes. Crain stated that the product/process CMP provisions Qwest was reviewing included notification processes that worked for companies like SBC. Jennings-Fader asked how Qwest could implement product/process changes if the CLECs disagreed with the changes. Clauson-Eschelon questioned how Crain could describe processes that had not been discussed or decided on. She stated that she agreed with Jennings-Fader and that changes should not be implemented if the CLECs don't agree to them. Megan Doberneck-Covad stated that throughout the CMP documentation the term "CLEC affecting" was used and there was no good definition of "CLEC affecting". Doberneck also stated that the term "available to CLECs" and that there were many product and processes not available to CLECs that should be included in CMP. Mitch Menezes-ATT stated that there was an instance of an internal document Qwest used for collocation that had a big impact on CLEC operations but that it was not "available" to the CLECs. Judy Schultz-Qwest asked if the discussion that had taken place for the past hour could be taken off-line by the attorneys since it involved mainly the attorneys and was a legal discussion. Clauson-Eschelon stated that the discussion went to the heart of operational issues, and that the legal issues discussed were closely tied to operational issues. Sharon Van Meter-ATT stated that although she was an operations representative from ATT that she needed to understand legal implications of issues the Re-design team was addressing. Bill Littler-Integra stated that even though there were just a couple of CLECs very actively involved in the discussion that silence should be understood as concurrence with the statements made by the CLECs. Van Meter-ATT agreed with Littler and stated that unless a CLEC stated disagreement, they were in agreement with what was said by other CLECs. Van Meter and Littler stated that Karen Clauson-Eschelon has more experience with some of the issues and that they agreed with her statements. Tom Dixon-WorldCom stated that the discussion was dependent on finalizing Scope of CMP and then SGAT language could be crafted. Donna Osborne-Miller-ATT stated that from the discussion it was evident that scope needed to be addressed and resolved first. Crain-Qwest stated that Qwest would make the agreed-upon changes to the SGAT CMP language and that Qwest is willing to readdress the language later in the process. Crain explained that the CMP document as it has been developed by the Re-design team as of November 30<sup>th</sup> would become Exhibit G.

The next item was a presentation of the proposed CMP website design by Jarby Blackmun-Qwest. Blackmun reviewed Attachment 5, and went through the drop down menus that could be developed. Blackmun stated that a live demo was available and was posted on the CMP Re-design site under presentations. Terry Wicks-Allegiance stated that the design looked great, and the team agreed. Blackmun stated that the goal was to have the website up and running by the first of November. Discussion then continued regarding how CRs are managed and Matt Rossi-Qwest stated that CRs are managed on their own website. Liz Balvin-WorldCom asked how a notification relating to a CR would be referenced. Rossi-Qwest stated that any notification that is a direct result of a CR would be included with other information pertaining to that CR in the CR database.

Jim Maher-Qwest then reviewed the results of the meeting with Clauson-Eschelon, Balvin-WorldCom and Wicks-Allegiance. Maher reviewed the format of the Master Redline (Attachment 11) and the Qwest draft CMP Redlined Framework (Attachment 8). The Master redline is based on the OBF document from Dec 2000, and can only be modified in Re-design session. The Qwest draft contains Qwest proposed language that can be reviewed by the Re-design team for inclusion in the Master Redline. Maher-Qwest also stated that Qwest had e-mailed the earlier versions of the redlines used in the Re-design session since the Re-design team had changed the OBF document used in the July 19<sup>th</sup>, and August 8<sup>th</sup> session to the earlier OBF document in the Aug 14<sup>th</sup> and 16<sup>th</sup> session. Earlier versions were sent so all members could confirm that the revisions had been correctly captured by Qwest in the Master redline presented Sept 20th.

Andy Crain-Qwest then presented the revisions to the Dispute Resolution language submitted at the Sept 18<sup>th</sup> Re-design meeting. Wicks-Allegiance asked why the escalation language was required since there may be times when the Dispute Resolution process is followed because the CLEC realizes that the Qwest position has already reached the executive levels at Qwest. The escalation language was removed. Clauson-Eschelon stated that the language concerning an agreement to use ADR was fine. All parties agreed with the changes to the Dispute Resolution language developed by the team. (See Attachment 11, Master Redline).

The team then discussed Draft-Procedures for Voting and Impasse Resolution for Re-design. (See Attachment 7) Larry Gindlesberger-Covad asked how impasse resolution was going to work after 271. Crain-Qwest stated that the team needed to address mechanisms for filing impasse issues with the state commissions. Megan Doberneck-Covad asked how 14 state commissions with potentially different rulings would be incorporated into CMP which is a regionwide process. Clauson-Eschelon stated that the language being reviewed was on page 2 but that the language above needed to be considered. Becky Quintana-Colorado PUC stated that it was up to the facilitator to declare an impasse. Mitch Menezes-ATT questioned why the parties had to agree with an impasse. He continued that there should be some period of time so that issues are not left open indefinitely. Clauson-Eschelon stated that there was language that stated how many meetings could pass before the Impasse Process was invoked. The parties agreed upon revisions to Attachment 7 which resolved the issues regarding dispute resolution.

Judy Lee then began the afternoon session with a review of the Qwest language developed for Introduction and Scope. Liz Balvin-WorldCom asked for the definition of local services. Jim Maher-Qwest stated that the term "local services" was meant to distinguish that other wholesale services such as Access Services (ASOG) were not included. Judy Schultz-Qwest stated that the term "indirectly impacting" was too broad and Qwest could not support that language. Karen Clauson-Eschelon stated that there could be back end systems that indirectly impact the CLECs and that those systems should be included in CMP. Schultz-Qwest asked if the footnote defining "OSS interface" developed by the team was sufficient. Clauson-Eschelon stated Eschelon had asked that a specific Qwest center handle port-in and port-out changes and that Eschelon wanted to specify how the CR was implemented. Jeff Thompson-Qwest responded that the CLEC can request functionality on the CR, but Qwest reserves the right to determine how that functionality is delivered. Clauson-Eschelon stated that Eschelon had been unsuccessful in the past in getting a solution from Qwest for this issue, and that Eschelon was told that Qwest training would occur to solve the problem but that the problem had not been solved. Thompson-Qwest stated that the CLEC can request functions that should be implemented to support LSR processing, but it was up to Qwest to develop the solution. Clauson-Eschelon then asked how CLECs can request a system such as InfoBuddy that is available to Qwest retail centers. Thompson-Qwest stated that Qwest couldn't commit to a CLEC initiated CR that specifies a certain solution, and that it was the functionality that Qwest could implement. Clauson-Eschelon stated that Qwest can not block a CR, and that CLECs should be able to request and comment on how solutions should be implemented. Judy Schultz-Qwest stated that Qwest would not turn down CRs requesting specific solutions, but would work with the CR originator to define functionality to be delivered. Clauson-Eschelon stated that the CLECs do not want to be precluded from requesting certain items. Liz Balvin-WorldCom stated that the OSS interface footnote stated "provided to the CLECs", and that the footnote was limiting. Terry Wicks-Allegiance stated that indirectly was broad. Clauson-Eschelon stated that the term indirectly was needed because after ROC Qwest could make changes to systems which advantage Qwest. Judy Schultz-Qwest

stated that Qwest recognizes its parity obligations, but that CMP is not the appropriate forum to address parity issues. Schultz stated there are other processes in place to address parity issues. Beth Woodcock-Qwest concurred with Schultz. Balvin-WorldCom stated that it is CMP that should be addressing parity issues, and the CLECs needed the same functionality made available to Qwest. Clauson-Eschelon stated that CLECs would not know about retail system changes if parity were not included in scope. Becky Quintana-Colorado PUC asked that when ROC TAG goes away where parity discrimination issues would be discussed and addressed. Quintana-Colorado PUC stated that retail systems do affect CLECs offering resale. Terry Bahner-ATT stated that back end systems do affect LNP and that CLECs should be able to request modifications to those back end systems. Bahner stated Qwest was identifying some of the back end systems in Qwest notifications. Clauson-Eschelon stated that "CLEC impacting" is nice as a theory but the reality was that there were many changes Qwest made that would not be defined as "CLEC impacting" that affected the CLECs business. Wicks-Allegiance stated that the CLECs don't want to find out parity issues on their own, and that the CLECs don't know what systems are available to retail. Tom Dixon-WorldCom stated that the retail parity issue may be declared as an impasse. Dixon-WorldCom stated when 271 is over the CLECs have no way of determining parity issues and that Qwest needs to board the process that would be used. Clauson-Eschelon stated that this was another example of why scope needed to be defined. Wicks-Allegiance proposed that the next meeting of the Re-design team be dedicated to scope and introduction. Wicks went on to say if scope could not be resolved and agreed to at the next meeting it would be declared at impasse. Schultz-Qwest asked if the CLECs could submit recommended scope language by Sept 27<sup>th</sup>. Clauson-Eschelon stated that Qwest could develop scope language that indicates what is NOT covered in CMP. Mitch Menezes-ATT stated that Becky Quintana's question regarding how parity is addressed was at the heart of the issue regarding scope. Quintana-Colorado PUC stated that scope should include how the Qwest retail group communicates with the Qwest wholesale group.

The discussion then turned to the Master Redline (Attachment 11) and the section addressing types of changes. The language from the Qwest draft (Attachment 8) was also referenced. Jeff Thompson-Qwest stated that the reason Qwest wanted Production Support removed from types of changes was because production support changes are handled through the trouble ticketing and not through change management. Clauson-Eschelon stated that production support needed to be captured in the CMP document and asked if that was why Qwest had recommended it become Section 12 in the Qwest Table of Contents-Issue List (See Attachment 10). Sandy Evans-Sprint stated that she would like the severity levels maintained. Thompson-Qwest stated that Qwest does have developed severity levels and that those would be provided to the Re-design team and should be used in the CMP document. Tom Dixon-WorldCom stated that the Qwest introductory paragraph that had the term "CLEC impacting" was tied to scope and could not be defined. The group then reviewed Regulatory and Contractual Changes. Clauson-Eschelon stated that she had concerns with contract obligations falling under regulatory changes. Clauson stated that Qwest could enter into any contract knowing that they were agreeing to changes that could be classified as regulatory, and that those changes would take precedence over CLEC originated requests. Becky Quintana-Colorado PUC stated that when an ICA complaint was brought to the Commission that the decision should be considered a Regulatory Change. The team then reviewed Industry Guideline Change, Qwest Originated Change, and CLEC Originated Change. The language was changed in the Master Redline based on the input from the team.

The team then addressed the CR Initiation Process section. Karen Clauson-Eschelon stated that the clarification meetings had not been defined. Judy Schultz-Qwest asked the team how they wanted clarification calls to be managed since, based on CLEC comments made during the monthly CMP meeting, it appeared there was a difference of opinion between the CLECs. Terry Wicks-Allegiance stated that the CR clarification call should be handled with the originator, and that the CR response review call should be available to all CLECs. Clauson-Eschelon stated that the team was learning as we were going along, and that the underlying goal was that CLECs would understand the CR and should be included in the clarification call. She said the CLECs expect to hear about the CRs at the monthly meetings, and that at the monthly meeting the CRs needed to be reviewed. Judy Schultz-Qwest responded that she was willing to include all CLECs in the clarification call, and that a written response would be provided to the originator. Clauson-Eschelon stated that all CLECs needed to be notified regarding the response right away. There was discussion regarding whether the CLEC originator should

decide if an additional clarification call with other CLECs is required, or an additional call is required after Qwest issues the CR response. Sandy Evans-Sprint stated that Sprint wants the option to hold an additional call once the response is received. Bill Littler-Integra stated that the CLEC CR originator should decide if another call is required. It was determined that a subteam would review that steps in CR Initiation and Response and come back to the team with a recommendation. The team would be comprised of Judy Schultz-Qwest, Jim Beers-Qwest, Liz Balvin-WorldCom, Karen Clauson-Eschelon, Donna Osborne-Miller-ATT, and Terry Wicks-Allegiance.

The team then discussed future meeting schedules. The new schedule for the remaining CMP Re-design Working Sessions as agreed upon September 20:

- October 2 and 3
- October 16
- October 30, 31 and November 1
- November 13
- November 27, 28, 29
- December 10 and 11

In addition, this is the proposed schedule for the upcoming general monthly CMP meetings with a two-day format. Do note that Qwest needs to send a notice to the larger CLEC community.

<b><u>Product/Process</u></b>	<b><u>OSS Interfaces</u></b>
October 17	October 18
November 14	November 15
December 12	December 13

Judy Lee began boarding the agenda items for systems and for product/process for the scheduled CMP Re-design sessions, and Tom Dixon-WorldCom stated that since Lee was developing the agendas she should submit them to the Re-design team for review and approval. There was no disagreement from the team, and the meeting ended.

## Attendance Record

## Core Team Members

9/18	9/20	Company	Last Name	First Name	Email	Phone	Comments
x	x	Allegiance Telecom	Wicks	Terry	<a href="mailto:terry.wicks@algx.com">terry.wicks@algx.com</a>	469-259-4438	
x	x	AT&T	Bahner	Terry	<a href="mailto:Tbahner@att.com">Tbahner@att.com</a>	303-298-6149	
x	x	AT&T	Osborne-Miller	Donna	<a href="mailto:dosborne@att.com">dosborne@att.com</a>	303-298-6178	
x	x	AT&T	Van Meter	Sharon	<a href="mailto:svanmeter@att.com">svanmeter@att.com</a>	303-298-6178	
%		Avista	Thiessen	Jim	<a href="mailto:jthiessen@avistacom.net">jthiessen@avistacom.net</a>	509-444-4089	
%	%	Covad Communications	Gindlesberger	Larry	<a href="mailto:Lgindles@covad.com">Lgindles@covad.com</a>	330-209-5499	
		Electric Light Wave	Gunderson	Peder	<a href="mailto:peder_gunderson@eli.net">peder_gunderson@eli.net</a>	360-816-3429	
%	%	Eschelon Telecom	Clauson	Karen	<a href="mailto:klclauson@eschelon.com">klclauson@eschelon.com</a>	612-436-6026	
%		Eschelon Telecom	Powers	Lynne	<a href="mailto:flpowers@eschelon.com">flpowers@eschelon.com</a>	612-436-6642	
		Eschelon Telecom	Stichter	Kathy	<a href="mailto:klstichter@eschelon.com">klstichter@eschelon.com</a>	612-436-6022	
%	%	Integra	Littler	Bill	<a href="mailto:blittler@integratelecom.com">blittler@integratelecom.com</a>	503-793-5923	
		McLeod	Sprague	Michelle	<a href="mailto:msprague@mcleodusa.com">msprague@mcleodusa.com</a>	319-790-7402	
		Qwest	Green	Wendy	<a href="mailto:Wteepe@qwest.com">Wteepe@qwest.com</a>	303-382-8124	
x	x	Qwest	Maher	Jim	<a href="mailto:Jxmaher@qwest.com">Jxmaher@qwest.com</a>	303-896-5637	Scribe
x	x	Qwest	Rossi	Matt	<a href="mailto:mrossi@uswest.com">mrossi@uswest.com</a>	303-896-5432	
x	x	Qwest	Routh	Mark	<a href="mailto:mrouth@uswest.com">mrouth@uswest.com</a>	303-896-3781	
x	x	Qwest	Schultz	Judy	<a href="mailto:jmschu4@qwest.com">jmschu4@qwest.com</a>	303-965-3725	
	x	Qwest	Thompson	Jeff	<a href="mailto:jlthomp@qwest.com">jlthomp@qwest.com</a>	303-896-7276	
	%	SBC Telecom	Lees	Marcia	<a href="mailto:Marcia.lees@sbc.com">Marcia.lees@sbc.com</a>	314-340-1131	
		Scindo Networks	DeGarlais	Vince	<a href="mailto:vcedegarlais@scindonetworks.com">vcedegarlais@scindonetworks.com</a>	720-528-4207	
		Scindo Networks	Gavrilis	George	<a href="mailto:Gtgavrilis@scindonetworks.com">Gtgavrilis@scindonetworks.com</a>	720-528-4193	
%	%	Sprint	Evans	Sandy	<a href="mailto:sandra.k.evans@mail.sprint.com">sandra.k.evans@mail.sprint.com</a>	913-433-8499	
x	x	WorldCom	Balvin	Liz	<a href="mailto:liz.balvin@wcom.com">liz.balvin@wcom.com</a>	303-217-7305	
x	x	WorldCom	Hines	LeiLani	<a href="mailto:LeiLani.Jean.Hines@wcom.com">LeiLani.Jean.Hines@wcom.com</a>	303 217-7340	

## Attendance Record

## Other Participants

9/18	9/20	Company	Last Name	First Name	Email	Phone	Comments
		Accenture	Powell	Mark			
x		AT&T	Hydock	Mike	<a href="mailto:mkydock@att.com">mkydock@att.com</a>	303-298-6653	
		AT&T	McCue	Bill		Pager 888-858-7243 pin 108884	
x	x	AT&T	Menezes	Mitch	<a href="mailto:mmenezes@att.com">mmenezes@att.com</a>	303-298-6493	
		CapGemini	Ferris	Robyn			
	x	Colorado PUC	Jennings-Fader	Mana	<a href="mailto:mana.jennings@state.co.us">mana.jennings@state.co.us</a>	303-866-5267	
x	x	Colorado PUC	Quintana	Becky	<a href="mailto:Becky.Quintana@dora.state.co.us">Becky.Quintana@dora.state.co.us</a>	303-894-2881	
x	x	Covad Communications	Doberneck	Megan	<a href="mailto:mdoberne@covad.com">mdoberne@covad.com</a>	720-208-3636	
		KPMG Consulting	Nobs	Christian	<a href="mailto:cnobs@kpmg.com">cnobs@kpmg.com</a>	415-831-1323	
%	%	KPMG Consulting	Yeung	Shun (Sam)	<a href="mailto:shunyeung@kpmg.com">shunyeung@kpmg.com</a>	212-954-6351	
x	x	Qwest	Bisgard	Jeff			
	x	Qwest	Blackmun	Jarby			presentation
x	x	Qwest	Crain	Andy			
		Qwest	LeMon	Lynne	<a href="mailto:Llemon@qwest.com">Llemon@qwest.com</a>	303-965-6321	
x	x	Qwest	McDaniel	Paul	<a href="mailto:prmcdan@qwest.com">prmcdan@qwest.com</a>		
x	x	Qwest	Woodcock	Beth	<a href="mailto:woode@perkincoie.com">woode@perkincoie.com</a>		
		Telcordia	Thompson	Nancy			
x	x	WorldCom	Dixon	Tom	<a href="mailto:Thomas.f.Dixon@wcom.com">Thomas.f.Dixon@wcom.com</a>	303-390-6206	
x	x	WorldCom	Travis	Susan	<a href="mailto:susan.a.travis@wcom.com">susan.a.travis@wcom.com</a>	303-390-6845	

## Facilitator

x	x	XTel Solutions, Inc.	Lee	Judy	<a href="mailto:soytofu@pacbell.net">soytofu@pacbell.net</a>	650-743-8597	
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**Working Session to Negotiate A Modified Change Management Process**  
**Tuesday, September 18, 2001 (10 am to 5 pm Mountain Time) and**  
**Thursday, September 20, 2001 (9 am to 5 pm Mountain Time)**  
**1801 California Street, 23<sup>rd</sup> Floor, Executive Conference Room, Denver, CO**  
**Conference Bridge: 1-877-847-0304 passcode: 7101617 (hit #)**

**TUESDAY, SEPTEMBER 18**  
**AGENDA**

<b>TOPIC</b>	<b>LEAD</b>
<b>Introduction (10 am – 10:15 am MT)</b>	Judy Schultz, Qwest
<ul style="list-style-type: none"> <li>• Review Core Team Membership</li> <li>• Review Agenda</li> </ul>	Judy Lee, Facilitator
<b>Discussion and Status (10:15 am – 4:30 pm MT)</b> (including Break and working lunch)	All
<ul style="list-style-type: none"> <li>• Review and Discuss (10:15am – Noon) <ul style="list-style-type: none"> <li>– Escalation Process and Dispute Resolution Process (Action #72)</li> </ul> </li> <li>• Pick-up Lunch (Noon to 12:30pm)</li> <li>• Issues and Action Items: (12:30pm – 3pm) <ul style="list-style-type: none"> <li>– Core Team input on CMP Re-design Impasse Resolution Process (Action #65)</li> <li>– SGAT (Action #66, 67, 42) <ul style="list-style-type: none"> <li>▪ SGAT language pertaining to CMP framework and how it relates to the process structured by the CMP Re-design Core Team</li> <li>▪ Do exhibits G (CMP framework) and H (escalation process) need to be in the SGAT?</li> <li>▪ Operational procedures for Network outage notification</li> </ul> </li> <li>– Redlined Framework re-visited items <ul style="list-style-type: none"> <li>▪ Review structure of Master Redlined format</li> <li>▪ #13G: Qwest Wholesale CMP Web Site</li> <li>▪ #17A: Introduction and Scope</li> </ul> </li> <li>– What is the CLEC notification process if there is a Call Center outage? (Action #40)</li> <li>– What is the process for CLECs to review and provide comments on Tech Pub and PCAT changes? And what is the role of the CMP Monthly group in these proposed changes? (Action #70, 73)</li> <li>– Others (Actions #60, 62, 63, 64, 71)</li> </ul> </li> <li>• Feedback on Final August 14 and 16 Meeting Minutes</li> <li>• Status on Final September 5 and 6 Meeting Minutes</li> </ul>	
<b>Next Session (4:30 pm to 4:50 pm MT)</b>	All
<ul style="list-style-type: none"> <li>▪ Determine discussion items for September 20</li> <li>▪ Determine what supporting material is needed for the session</li> </ul>	
<b>Closing Remarks (4:50 pm to 5 pm MT)</b>	Judy Schultz
<b>Adjourn</b>	

**Working Session to Negotiate A Modified Change Management Process**  
**Tuesday, September 18 (10 am to 5 pm Mountain Time) and**  
**Thursday, September 20, 2001 (9 am to 5 pm Mountain Time)**  
**1801 California Street, 23<sup>rd</sup> Floor, Executive Conference Room, Denver, CO**  
**Conference Bridge: 1-877-847-0304 passcode: 7101617 (hit #)**

**THURSDAY, SEPTEMBER 20**  
**AGENDA**

<b>TOPIC</b>	<b>LEAD</b>
<b>Introduction (9 am – 9:15 am MT)</b>	Judy Schultz, Qwest
<ul style="list-style-type: none"> <li>• Review Core Team Membership</li> <li>• Review Agenda</li> </ul>	Judy Lee, Facilitator
<b>Discussion and Status (9:15 am – 4 pm MT)</b> (including Break and 1-hour lunch)	All
<ul style="list-style-type: none"> <li>• Issues and Action Items (from Sep 18 meeting) <ul style="list-style-type: none"> <li>– Status on Web Site and Notification (Action #13C, 13F, 37, 44, 61)</li> </ul> </li> <li>• Review and Discuss <ul style="list-style-type: none"> <li>– Change Request Initiation Process</li> <li>– Type of Changes</li> <li>– Change to An Existing OSS Interface <ul style="list-style-type: none"> <li>– Application-to-Application</li> <li>– Graphical User Interface</li> </ul> </li> <li>– OSS Interface Prioritization</li> <li>– Exception</li> </ul> </li> </ul>	
<b>Next Session (4 pm – 4:30 pm MT)</b>	All
<ul style="list-style-type: none"> <li>• Determine discussion items for the next working session</li> <li>• Determine what supporting material is needed for the next session</li> </ul>	
<b>Quick Fix Implementation (4:30 pm – 4:45 pm MT)</b>	Judy Schultz
<b>Closing Remarks (4:45 pm - 5 pm MT)</b>	Judy Schultz
<b>Adjourn</b>	

**Working Session to Negotiate A Modified Change Management Process**  
**Thursday, September 20, 2001 (8 am to 4 pm Mountain Time)**  
**1801 California Street, 23<sup>rd</sup> Floor, Executive Conference Room, Denver, CO**  
**Conference Bridge: 1-877-847-0304 passcode: 7101617 (hit #)**  
 Updated AGENDA

TOPIC	LEAD
<b>Introduction (8 am – 8:30 am MT)</b>	Judy Schultz, Qwest
<ul style="list-style-type: none"> <li>• Review Core Team Membership</li> <li>• Review Agenda</li> </ul>	Judy Lee, Facilitator
<b>Discussion and Status (8:30 am – 3:30 pm MT)</b>	All
<ul style="list-style-type: none"> <li>• Issues and Action Items           <ul style="list-style-type: none"> <li>– <b>8:30 am to 9 am:</b> Status on Web Site and Notification (Action #13C, 13F, 37, 44, 61)—Jarby Blackmun</li> <li>– <b>9 am – 9:30 am:</b> SGAT (Action #66, 67, 42)—Andy Crain               <ul style="list-style-type: none"> <li>▪ SGAT language pertaining to CMP framework and how it relates to the process structured by the CMP Re-design Core Team</li> <li>▪ Do exhibits G (CMP framework) and H (escalation process) need to be in the SGAT?</li> <li>▪ Operational procedures for Network outage notification</li> </ul> </li> <li>– <b>9:30am to 10:30 am:</b> <ul style="list-style-type: none"> <li>▪ Dispute Resolution Process for the overall Change Management Process</li> <li>▪ Dispute Resolution Process for the CMP Re-design Effort</li> </ul> </li> <li>– <b>10:30 am – Noon:</b> Redlined Framework re-visited items               <ul style="list-style-type: none"> <li>▪ Review structure of Master Redlined format—Jim Maher</li> <li>▪ #13G: Qwest Wholesale CMP Web Site</li> <li>▪ #17A: Introduction and Scope</li> </ul> </li> </ul> </li> <li>• <b>Noon to 12:30 pm: Lunch</b></li> <li>• <b>12:30 pm to 3:30 pm:</b> Review and Discuss           <ul style="list-style-type: none"> <li>– Change Request Initiation Process</li> <li>– Type of Changes</li> <li>– Change to An Existing OSS Interface               <ul style="list-style-type: none"> <li>– Application-to-Application</li> <li>– Graphical User Interface</li> </ul> </li> <li>– Prioritization of OSS Interface Change Requests</li> <li>– Exception Process</li> </ul> </li> </ul>	
<b>Next Session (3:30 pm – 4 pm MT)</b>	All
<ul style="list-style-type: none"> <li>• Establish the CMP elements for future working sessions</li> <li>• Determine discussion items for the next working session</li> <li>• Determine what supporting material is needed for the next session</li> </ul>	
Closing Remarks	Judy Schultz
Adjourn	

**CLEC-Qwest Change Management Re-design Working Sessions  
Core Team Issues/Action Items Log—OPEN**

**Revised—September 18, 2001**

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
13C	Action	August 7 Meeting	CMP Web Site	Provide location (link) where all notification documents are kept – Wholesale web site	Qwest – Judy Schultz	<del>August 14</del> Extended <del>Sep 18</del> Sep 20	Jarby Blackmun shared proposed screen shots with Core Team on 9/5. Related to Items #13F, 37, 44, and 61.
13F	Action	August 8 Meeting	CMP Web Site	Develop timeframe to roll-out web site and mail-out process	Qwest – Judy Schultz	<del>August 14</del> Extended <del>Sep 18</del> Sep 20	Related to Items #13C, 37, 44, 61
13G	Action	August 8 Meeting	CMP Web Site	Re-visit the redlined CMP framework element, “Qwest Wholesale CMP Web Site” at a later working session.	Core Team	Sep 20	Re-visit this element to insure all items are addressed in the re-designed CMP framework.
17A	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	
24	Action	August 8 Meeting	CMP POC List	Establish a CMP POC list (primary and alternate POC) and post on web site	Qwest— Judy Schultz	<del>Sep 5</del> Extended to Oct 2	Response is quite slow from the CLEC community, therefore Qwest is calling and asking CLECs to respond with contact information. In addition, Qwest to publicize the need for POC information at the Qwest sponsored CLEC Forums.
37	Action	August 14 Meeting	CMP Web Site	Investigate the possibility of housing all RNs, CRs and Training information in one location and providing multiple methods in which this information is accessed on the web site. Example, this can be a search by number or search by category	Qwest – Judy Schultz	<del>Sep 5</del> Extended to Sep 20	Jarby Blackmun to provide read-out of potential recommendations.  Related to Items #13C, 13F, 44, 61

**CLEC-Qwest Change Management Re-design Working Sessions  
Core Team Issues/Action Items Log—OPEN**

**Revised—September 18, 2001**

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
38	Issue	August 14 Meeting	Notifications	Identify designated owner or point of contact for the mail outs to contact with problems – example web sites listed with in-active URLs.  9/5: Is there flexibility in the process to support CLECs on notices (e.g., Help Desk, Sales Manager)?	Qwest – Judy Schultz	<del>Sep-5</del> Extended to <del>Sep-18</del> Oct 3	Qwest will continue to refer a CLEC to their respective Service Manager if there are questions pertaining to a notification.  9/5: CLECs need to work with their respective Service Manager, and if necessary, speak with the Service Manager’s boss to clarify questions pertaining to a specific notice.  9/18: Toni Dubuque will join Oct 3 session to discuss
40	Issue	August 14 Meeting	Notifications	Are Call Center outages included in the “outages” sub-category – should they be?	Qwest – Judy Schultz	<del>Sep-5</del> Extended to <del>Sep-20</del> Oct 15	Qwest will provide notice on the process via mail-out
42	Action	August 14 Meeting	Notification	Investigate how notifications are done for Network outages, including a paging broadcast capability.  9/5: Does the SGAT language pertaining to method of notification for Network outages need to revised based on Qwest practice?	Qwest – Jim Maher	<del>Sep-6</del> Extended to <del>Sep-18</del> Sep 20	Related to Item #66
44	Action	August 14 Meeting	Notification	Create instructions for access to web site notification	Qwest - Judy Schultz	<del>Sep-5</del> Extended to Sep 20	Related to Items #13C, 13F, 37, 61
49	Action	August 16	Types of	Look at other industry bodies that	Core Team	<del>Sep-5</del>	

**CLEC-Qwest Change Management Re-design Working Sessions  
Core Team Issues/Action Items Log—OPEN**

**Revised—September 18, 2001**

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	changes – OBF V.1	need to be included in type 3 changes (e.g., ANSI and ATIS)		<del>Extended</del> to Sep 20	
51	Action	August 16 Meeting	Types of Changes – OBF V.1	Obtain SGAT language for versioning release language	Qwest – Judy Schultz	<del>Sep-5</del> Extended to Sep 20	
52	Action	August 16 Meeting	OBF V. 1	Create language in OBF version 1 in Change to Existing Interfaces section VII. Also address ‘defects.’	Qwest – Judy Schultz	<del>Sep-5</del> Extended to Sep 20	
53	Action	August 16 Meeting	Qwest CMP Process Document	<b>Revise Qwest CMP process document to incorporate added language and proposed changes/improvements to the overall process to provide a basis for comparison and discussion with the CMP Re-Design Core Team.</b>	Qwest – Judy Schultz	<del>Sep-5</del> Extended to Sep 20	
60	Action	Sep 5 Meeting	CLEC Question- naire	Verify if there is an entry on the CLEC questionnaire for contact information (POC)	Qwest – Matt Rossi	<del>Sep-18</del> Extended to Oct 2	Promote the importance for CLECs to provide accurate contact information at the Qwest sponsored CLEC Forum.
63	Action	Sep 5 Meeting	CMP Re- design	Provide examples at the Qwest sponsored Sep CLEC Forum of what has been changed as a result of the CMP re- design effort	Qwest – Judy Schultz	<del>Sep-13</del> To be re- scheduled	The Qwest sponsored CLEC Forum on September 12-13 was postponed due to the national crisis.  This needs to be scheduled around the CMP re-design and monthly CMP meetings
65	Action	Sep 5 Meeting	Re-design Impasse Resolution	Obtain feedback from individual organizations on the draft proposed CLEC-Qwest Impasse Resolution	Core Team	<del>Sep-18</del> Extended to Sep 20	

**CLEC-Qwest Change Management Re-design Working Sessions  
Core Team Issues/Action Items Log—OPEN**

**Revised—September 18, 2001**

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
			Resolution Process	Process for the re-design effort.		to Sep 20	
66	Action	Sep 6 Meeting	271 Workshop SGAT	Qwest to make presentation regarding the SGAT language and how it relates to the process structured by the Core Team.	Qwest – Andy Crain	<del>Sep 18</del> Extended to Sep 20	Including Item #42
67	Issue	Sep 6 Meeting	271 Workshop SGAT	Do exhibits G (CMP framework) and H (escalation process) need to be in the SGAT?	Core Team	<del>Sep 18</del> Extended to Sep 20	Related to Item #66
68	Action	Sep 6 Meeting	271 Workshop 18 COIL Items	Review the 18 items and verify that they will be addressed in the CMP re-design	Core Team	On-going	
69	Action	Sep 6 Meeting	Qwest Status Report	Review red lined document and Qwest status report prior to scheduled filing.  9/18: Qwest to provide documents to participants no later than Sep 27 for review.	Core Team	October 2	Andy Crain to distribute documents no later than Sep 27 for re-design team review prior to Oct 2 meeting.
70	Issue	Sep 6 Meeting	CLEC Review of Tech Pubs and PCAT Changes	What is Qwest's proposal for CLECs to review and provide comments to notices on Tech Pub and PCAT changes – what is the role of the CMP group (monthly) in these proposed changes?	Qwest – Judy Schultz	<del>Sep 18</del> Extended 9/20	Susie Bliss will provide overview of the process at the Sep 19 CMP product/process meeting.  Defer until discussion on Scope is scheduled.
72	Issue	Sep 6 Meeting	CR Process	What is the process if the CLEC- originator does not agree with Qwest's reply or the CR is rejected?	Core Team	<del>Sep 18</del> Extended 9/20	To be addressed in the discussion on the Escalation Process and the Dispute Resolution Process.
73	Issue	Sep 5 Meeting	Account Management	Clarify roles and responsibility of Service Managers and Sales Managers.	Qwest – Judy Schultz	<del>Sep 5</del> Extended to Sep 18 Extended	Subsequent to the Sep 5-6 session, Qwest requests to address this item at the Oct 3 meeting to allow the Service Management Director to

**CLEC-Qwest Change Management Re-design Working Sessions  
Core Team Issues/Action Items Log—OPEN**

**Revised—September 18, 2001**

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				What is the internal notification process (e.g., advanced notice before CLEC) for Service Managers on CLEC notices?		to Oct 3	participate in-person in Minneapolis.
74	Issue	Sep 5 Meeting	CR Process Dispute	What is the process if the CLEC-originator does not agree with reply or rejected CR	Core Team	Oct 2	Defer to discussion on the CR Process and Escalation and Dispute Resolution Process
75	Action	Sep 18 Meeting	Redlined Framework	Review the Red-lined working document for successive working sessions	Bahner, Clauson, Maher, Wicks	Sep 18	Jim Maher to restructure the MASTER REDLINED CMP Re-design Framework
76	Action	Sep 18 Meeting	Escalation URL	Create URL for Escalated issues to be submitted	Judy Schultz	To be determined	Should include issue and proposed solution
78	Issue	Sep 18 Meeting	Escalation Posting on Web Site	What is a reasonable time frame for posting an escalation issue and response (e.g., within one business day)?	Judy Schultz	Sep 20	Language under Escalation
79	Issue	Sep 18 Meeting	Escalation Mail-out	Can a mail-out process be established for Escalated items (issue and response)?	Judy Schultz	Sep 20	
80	Action	Sep 18 Meeting	Escalation	Draft proposed language regarding time frames for Qwest to provide binding position on an escalated issue (e.g., 7 or 14 calendar days). Also include binding authority language.	Judy Schultz	Sep 20	
81	Issue	Sep 18 Meeting	Escalation	During “14-day” response cycle, will Qwest continue efforts (e.g.,	Judy Schultz	Sep 20	Requestor may ask that activity stop or continue.

**CLEC-Qwest Change Management Re-design Working Sessions  
Core Team Issues/Action Items Log—OPEN**

**Revised—September 18, 2001**

<b>#</b>	<b>Issue/ Action</b>	<b>Originator</b>	<b>Category</b>	<b>Description</b>	<b>Owner</b>	<b>Due Date</b>	<b>Resolution/Remarks</b>
				CR) or will activity stop?			
82	Issue	Sep 18 Meeting	Escalation	How are CLECs notified that an issue has been escalated between monthly CMP meeting?	Core Team	Sep 20	
83	Issue	Sep 18 Meeting	Dispute Resolution	Does an issue have to go through the escalation process before it is goes through the dispute resolution process?	Core Team	Sep 20?	
84	Action	Sep 18 Meeting	Dispute Resolution	Propose language around dispute resolution ADR process. Do we want to sight specific organizations??	Andy Crain and CLEC Attorneys	Sep 20	
85	Issue	Sep 18 Meeting	Dispute Resolution	What is the process for CLEC-CLEC consensus and the Dispute Resolution Process?	Core Team	Sep 20	
86	Issue	Sep 18 Meeting	Dispute Resolution	When can Qwest invoke the Dispute Resolution Process?	Andy Crain	Sep 20	
87	Action	Sep 18 Meeting	Re-design Impasse Resolution	Propose language around the CMP re-design impasse resolution process/dispute resolution process.	Andy Crain	Sep 20	
88	Action	Sep 18 Meeting	CMP Process	Propose language for “proprietary CR”	Judy Schultz	Sep 20	
89	Issue	Sep 18 Meeting	CMP Process	What is the process for a CLEC-originated CR deemed	Core Team	Oct 3	

**CLEC-Qwest Change Management Re-design Working Sessions  
Core Team Issues/Action Items Log—OPEN**

**Revised—September 18, 2001**

<b>#</b>	<b>Issue/ Action</b>	<b>Originator</b>	<b>Category</b>	<b>Description</b>	<b>Owner</b>	<b>Due Date</b>	<b>Resolution/Remarks</b>
				proprietary?			
91	Action	Sep 18 Meeting	Introduction and Scope	Define “good faith” and “normal CMP process” (3.4.1)	Core Team	Sep 20	
92	Action	Sep 18 Meeting	CR Process	Include in the CR Process a step for CLECs to discuss the CR after clarification process and before prioritization.	Core Team	Sep 20	
93	Action	Sep 18 Meeting	Exception Process	What is the process for an Exception item during prioritization?	Core Team	Sep 20	

**CLEC-Qwest Change Management Re-design Working Sessions  
Core Team Issues/Action Items Log—CLOSED**

**Revised—September 18, 2001**

**CLOSED ISSUES and ACTION ITEMS (items in BLUE were closed at the last working session)**

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
1A	Issue	July 11 Meeting	3 <sup>rd</sup> Party Provider Role	<p>What role do 3<sup>rd</sup> Party Providers play in this re-design effort?</p> <p>a) 3<sup>rd</sup> 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]</p> <p>b) 3<sup>rd</sup> Party Providers are allowed to ‘voice’ and ‘vote’ as any CLEC in this re-design effort [Process and Vote=Yes]</p> <p>c) 3<sup>rd</sup> Party Providers are excluded from the core team [Process and Vote=No]</p> <p>d) 3<sup>rd</sup> 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]</p>	Core Team	CLOSED July 19	<p>DECISION:</p> <p>d) 3<sup>rd</sup> 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.</p>
1B	Action	July 11	3 <sup>rd</sup> Party	Core Team to conclude discussion	Core Team	CLOSED	COMPLETED in July 19 meeting.

**CLEC-Qwest Change Management Re-design Working Sessions  
Core Team Issues/Action Items Log—CLOSED**

**Revised—September 18, 2001**

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	Provider	and participants to decide on one of the above scenarios		July 19	
1C	Issue	July 19 Meeting	Voting	Can a CLEC represent another CLEC on Voting for CMP re-design process?	Core Team	CLOSED July 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	CLOSED August 7	COMPLETED: Voting form created and will be included in the draft meeting minutes for 8/7-8/8 session
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	CLOSED August 7	COMPLETED: LOA presented, discussed and agreed upon during the 8/7 Meeting.
1G	Action	July 19 Meeting	Voting	Define rules for a quorum when a 'vote' is required	Core Team	CLOSED August 7	DECISION: - Quorum is defined as 51% of the present Core Team Members - Majority vote by present Core Team Members carries the decision

**CLEC-Qwest Change Management Re-design Working Sessions  
Core Team Issues/Action Items Log—CLOSED**

**Revised—September 18, 2001**

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
1H	Action	July 19 Meeting	Voting	Seek written permission from July 19 participants if 3 <sup>rd</sup> Party Provider voting results can be posted on the web site as part of the FINAL meeting notes.	Qwest— Mark Routh	CLOSED August 16	Participating CLECs (SBC Telecom not available) provided permission for Qwest to include voting results as part of the FINAL 7/19 Meeting Minutes  COMPLETED: SBC Telecom gives permission to publish its 7/19 voting result.
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
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	CMP Redesign Web Site	Enhance the CMP web site to include the CMP Redesign information	Qwest— Mark Routh	CLOSED July 19	COMPLETED. See CMP web site for "CMP Redesign"
6	Issue	July 19 Meeting	CMP 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

**CLEC-Qwest Change Management Re-design Working Sessions  
Core Team Issues/Action Items Log—CLOSED**

**Revised—September 18, 2001**

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							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 CMP Re-design 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 CMP Redesign web site.	Qwest— Mark Routh	CLOSED July 13	COMPLETED: CLECs that provided comments allowed Qwest to post on web site
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	CLOSED August 7	COMPLETED: Established four categories for notices to facilitate notification efficiency.
9	Action	July 19 Meeting	Re-name	Do we need to rename <del>CMP to CMP</del> CMP to CMP? Rename co-provider to CLEC?	Core Team	CLOSED August 16	DECISION (7/19): Qwest will rename co-provider to CLEC and provider to Qwest.

**CLEC-Qwest Change Management Re-design Working Sessions  
Core Team Issues/Action Items Log—CLOSED**

**Revised—September 18, 2001**

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							<p align="center"><b>DECISION (8/7):</b>  Recommendation to rename from  CMP to CMP will be presented at  8/15 CMP Meeting  <b>DECISION: (8/15)</b>  CLECs agreed to change CMP to  CMP</p>
10	Action	July 19 Meeting	ATIS	Research what ASOG activities are being worked on at ATIS.	Qwest— Judy Schultz	CLOSED August 7	<p><b>COMPLETED:</b>  ATIS is not developing a Change  Management process that includes  ASRs. Related to Issue #17B.</p>
11A	Action	July 19 Meeting	CMP Meeting Distribution Package	Determine what to include in the CMP meeting distribution packages.	Core Team	CLOSED August 8	<p><b>COMPLETED:</b>  REDLINED CMP re-design  framework will reflect results of  discussion.</p>
11B	Action	August 8 Meeting	CMP Meeting Distribution Package	Qwest to provide a sample of the “report” containing information for CMP meeting.	Qwest— Judy Schultz	CLOSED August 14	<p><b>COMPLETED:</b>  Judy Schultz presented example  report and CLECs accepted the  ‘report’ concept.</p>
11C	Action	August 8 Meeting	CMP Meeting Distribution Package	CLECs have a need to see one document/report containing all information (single point of reference). For example, CR/RN Logs need to include originator, title, description, history and status, so that individual CRs and RNs do not need to be included in Monthly Meeting package. CRs also need to include actual	Qwest— Judy Schultz	CLOSED Sep 5	<p><b>DECISION:</b>  Rollout to CLEC community at the  9/19 Monthly CMP meeting.</p> <p><b>COMPLETED:</b>  Qwest presented mockup at the 9/5  re-design meeting.</p>

**CLEC-Qwest Change Management Re-design Working Sessions  
Core Team Issues/Action Items Log—CLOSED**

**Revised—September 18, 2001**

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				response/s and decision. Present a sample distribution package for review with updated tracking documents			
12	Action	July 19 Meeting	Walk-On Agenda Items	Add walk-on item to the end of each CMP 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
13A	Action	July 19 Meeting	CMP Web Site	Review CMP web-site and suggest potential changes and guidelines	Core team	CLOSED August 7	COMPLETED: Included in 8/8 redlined CMP framework
13B	Action	August 7 Meeting	CMP Web Site	Can Qwest display new naming convention on the CMP web site (CRs and RNs)—e.g., Ability to click category and receive next sub category?	Qwest – Judy Schultz/ Core Team	CLOSED August 14	COMPLETED: Closed on proposals for sub-category under the 4 categories (Systems, Product, Process and Network). Qwest is able to display naming convention on web site
13D	Action	August 7 Meeting	CMP Web Site	Add English title to all new and existing CRs posted on the CMP web site	Qwest – Mark Routh Matt Rossi	CLOSED Sep 5	COMPLETED: Matt and Mark have updated the web sites to add the requested information.
13E	Action	August 8 Meeting	CMP Web Site	Qwest to determine how to time-stamp each web site page (whenever the page is updated on the web site)	Qwest— Judy Schultz	CLOSED August 14	COMPLETED: Qwest is currently doing this today and will continue on all updated pages
14A	Action	July 19 Meeting	Notification Process	Discuss guidelines for the notification process at the next session.	Qwest— Judy Schultz	CLOSED August 7	Refer to re-worded Action #14C.

**CLEC-Qwest Change Management Re-design Working Sessions  
Core Team Issues/Action Items Log—CLOSED**

**Revised—September 18, 2001**

<b>#</b>	<b>Issue/ Action</b>	<b>Originator</b>	<b>Category</b>	<b>Description</b>	<b>Owner</b>	<b>Due Date</b>	<b>Resolution/Remarks</b>
14B	Action	August 7 Meeting	Notification Process	Explore functionality and capability of the “mail out” tool used for Product/ Process notifications.	Qwest – Judy Schultz	CLOSED August 8	COMPLETED: “Mail-outs” are not on the web site—pending closure on the categories and sub-categories from Core Team (see Item #13B)
14C	Action	Updated August 7 Meeting (7/19)	Notification Process	Using proposed naming convention, build a matrix of possible combinations for RN titles.	Qwest – Judy Schultz	CLOSED August 14	COMPLETED: CLECs provided upgrades to Judy Schultz’ proposal. As a result of this discussion, opened Item #14D
14D	Action	August 7 Meeting	Notification Process	Take existing system, product and process notification and modify to match proposed naming convention to obtain one single naming convention for all notifications	Qwest – Judy Schultz	CLOSED Sep 5	DECISION: Qwest will adopt a single naming convention for notifications. Progress will be monitor at the Monthly CMP meetings.
14E	Issue	August 8 Meeting	Notification Process	What category (i.e., 4 category) should be used to notify CLECs of the introduction of a new product? Should Qwest send one notice addressing product and process, or two separate, but redundant notices (i.e., one for Product and another for Process but with the same content)?	Core Team	CLOSED August 8	DECISION: Qwest to send a Product notice and a separate Process notice with the same content information— redundant notices with different category and name on the subject line.
14F	Action	August 8 Meeting	Notification Process	Provide proposals for sub-categories (e.g.,	Qwest— Judy	CLOSED August 14	COMPLETED: Web Site modification rollout is

**CLEC-Qwest Change Management Re-design Working Sessions  
Core Team Issues/Action Items Log—CLOSED**

**Revised—September 18, 2001**

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				Product Family) under each notice category (Systems, Product, Process and Network) and links.	Schultz		dependent on proposal for sub-categories—see Item 14C.  Presented and closed during 8/14 Re-Design meeting
16	Action	July 19 Meeting	Qwest Comments on MATRIX	Include Qwest comments on the MATRIX (OBF Issue 2233 with CLEC Comments)	Qwest— Judy Schultz	CLOSED August 14	COMPLETED: Included Qwest’s proposal on the MATRIX.
15	Action	July 19 Meeting	Notice	Research source and readability of event notifications (software applications)	Qwest— Mark Routh	CLOSED August 7	COMPLETED: System outages and event notifications are now being released in a “doc” format.
17B	Issue	August 7 Meeting	Scope	Describe Qwest’s position for systems and functionality supported in the current CMP process (i.e., EXACT, HEET)	Qwest – Judy Schultz	CLOSED Sep 5	August 14 discussion provided a definition for OSS Interfaces that includes system functionality.
17C	Action	August 7 Meeting	Scope	Dialogue on introduction and scope to seek input from CLECs to prepare for Qwest’s proposal on September 20 <sup>th</sup>	Qwest – Judy Schultz	CLOSED Sep 5	DECISION: Qwest will provide proposal on Sep 20 for discussion.
18	Action	July 19 Meeting	PIDs	WorldCom will provide the Core Team members with the latest PIDs for Change Management.	WorldCom Liz Balvin	CLOSED August 7	COMPLETED: Liz Balvin sent PIDs on July 20 <sup>th</sup>
19	Issue	July 19 Meeting	Contact Information	Eschelon requested that contact information for all participant be included on the CMP Re-design web site	Qwest— Judy Schultz	CLOSED August 7	Request from review of 7/19 DRAFT meeting notes and material  COMPLETED: All contact information now included on the Re-Design page on the CMP web site

**CLEC-Qwest Change Management Re-design Working Sessions  
Core Team Issues/Action Items Log—CLOSED**

**Revised—September 18, 2001**

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
20	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	CLOSED August 7	Request from review of 7/19 DRAFT meeting notes and material  COMPLETED: Updated 8/7-8/8 agenda
21A	Action	August 7 Meeting	Core Team	Establishing CMP Re-Design Core Team Membership	Qwest – Judy Schultz	CLOSED August 7	COMPLETED: Reviewed Core Team membership
21B	Action	August 7 Meeting	Core Team— Meeting Quorum	Establish Core Team Quorum at the beginning of each working session	Qwest – Judy Schultz	CLOSED August 7	DECISION: Quorum determination will be added to the agenda and be determined by attendance at each working session
22	Issue	August 7 Meeting	Core Team— Expectations	Define Expectations of Core Team Membership	Core Team	CLOSED August 7	DECISION: Core Team Expectations/ Responsibilities: <ul style="list-style-type: none"> <li>- Dedicated resource to negotiate a new CMP process.</li> <li>- Core Team Members can be added at any time understanding the roles and responsibilities of a Core Team Member.</li> <li>- Core Team Members must commit to participate either in person, via conference call, or by LOA in each working session.</li> <li>- Core Team Membership will be revoked if 3 consecutive working sessions are missed.</li> <li>- Core Team member will</li> </ul>

**CLEC-Qwest Change Management Re-design Working Sessions  
Core Team Issues/Action Items Log—CLOSED**

**Revised—September 18, 2001**

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							not be allowed to vote on any issue in which they did not participate.
23	Action	August 7 Meeting	Upcoming Event Calendar	Provide an “up coming” events page on the CMP web site that includes all monthly meetings, re-design meetings and any other interim ad hoc meetings/calls	Qwest – Mark Routh, Matt Rossi	CLOSED Sep 5	COMPLETED: Calendar is on the web site.
25	Issue	August 8 Meeting	Quick Hit Fix	How should Qwest introduce some Change Management Process changes ahead of completing the re-design CMP effort?	Core Team	CLOSED August 8	DECISION: Qwest will review any proposals with the CMP re-design Core Team members before communicating at a Monthly CMP Meeting. During the Monthly CMP Meeting, Qwest will let meeting attendees know who participated in designing the Quick Hit proposal.  “Quick Hit Fix” will be a standing item for the Monthly CMP Meeting agenda.
26	Action	August 8 Meeting	Meeting Minutes Review	What is the timeline for DRAFT and FINAL 8/7-8/8 Meeting Minutes and material?	Qwest— Judy Schultz	CLOSED August 8	DECISION: <ul style="list-style-type: none"> <li>– DRAFT Meeting Minutes and materials (by Fri, 8/10 9am MT)</li> <li>– Distribute DRAFT to 8/7-8/8 re-design session participants for review (by Fri, 8/10 Noon MT)</li> <li>– Participants provide Matt Rossi with corrections/additions (Mon, 8/13 Noon MT)</li> </ul>

**CLEC-Qwest Change Management Re-design Working Sessions  
Core Team Issues/Action Items Log—CLOSED**

**Revised—September 18, 2001**

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							– FINAL Meeting Minutes and materials to be distributed and posted on CMP Re-design web site (by Tuesday, 8/14)
27	Action	August 8 Meeting	CMP Re-design Location	Determine location for the October, November and December re-design working session.	Core Team	CLOSED August 16	Qwest has tentatively reserved meeting rooms in Denver, Colorado  DECISION: (8/16) October sessions will be held in Minneapolis, except for CMP week; November and December sessions will be held in Denver
28	Action	August 8 Meeting	Monthly CMP Meeting	Move December meeting to 12/12	Qwest— Mark Routh, Matt Rossi	CLOSED August 16	COMPLETED: Monthly CMP meeting is moved to 12/12.
29	Action	August 8 Meeting	Exception Process	Share other ILEC Exception Process with 8/14 working session participants to be used as a base.	Sprint— Sandy Evans	CLOSED August 14	COMPLETED: Sprint and AT&T brought samples.
30	Action	August 14 Meeting	CMP Web Site	Add Meeting Agenda, material, dates to web site CMP category	Qwest— Judy Schultz	CLOSED Sep 5	COMPLETED: Began with August 14 and 16 meeting minutes
31	Action	August 14 Meeting	CMP Web Site	Change category Ordering to Ordering/Provisioning and Repair to Repair/Maintenance	Qwest— Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
32	Action	August 14 Meeting	CMP Web Site	Add Raw Loop Data Tool to the IMA GUI section of web site categories for Systems	Qwest— Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
33	Action	August 14	CMP	Add another sub-category of	Qwest—	CLOSED	COMPLETED:

**CLEC-Qwest Change Management Re-design Working Sessions  
Core Team Issues/Action Items Log—CLOSED**

**Revised—September 18, 2001**

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	Web Site	“Other” for systems with possible expansion later after re-visit of the scope discussion.	Judy Schultz	Sep 5	Revised Naming Convention matrix.
34	Action	August 14 Meeting	CMP Web Site	Investigate adding back end systems to the sub categories of the Systems notifications on the web site (WFA, TIRKS, etc)	Qwest— Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
35	Action	August 14 Meeting	CMP Web Site	Add “procedures” as a sub category (2) to the Process section	Qwest— Judy Schultz	CLOSED Sep 5	COMPLETED: This is to include any joint procedures that involve both the CLEC and Qwest – e.g., repair and exchange of CLEC owned equipment
36	Action	August 14 Meeting	CMP Web Site	Add “Tariffs” as a main category in the proposed matrix	Qwest— Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
39	Issue	August 14 Meeting	CMP Web Site	Provide screen shots of the web site to give visual representation	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: See Jarby Blackmun’s Qwest Wholesale CLEC “Notices On-Line” presentation, dated Sep 4, 2001 on the CMP Re-design web site.
41	Action	August 14 Meeting	CMP Web Site	Add the Re-Design page on the CMP section of the Proposed Release Notification matrix	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
43	Action	August 14 Meeting	CMP Web Site	Investigate possibilities for displaying (posting) and sorting Sub-category 3 of the web site	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: Jarby Blackmun informed the team that search capabilities will include

**CLEC-Qwest Change Management Re-design Working Sessions  
Core Team Issues/Action Items Log—CLOSED**

**Revised—September 18, 2001**

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							category, sub-category and document number.
45	Action	August 14 Meeting	Voting Tally Form	Incorporate Qwest's position on the Voting Tally Form	Qwest – Judy Schultz	CLOSED August 16	See Procedures for A Vote and Impasse Resolution Process (includes Voting Tally Form) on the CMP Re-design web site
46	Action	August 14 Meeting	Voting	Draft a proposal for a voting procedure and contingency dispute resolution process for dead-lock	Judy Lee	CLOSED August 16	See proposed Procedures for A Vote and Impasse Resolution Process (includes Voting Tally Form) on the CMP Re-design web site
48	Action	August 14 Meeting	Voting	Determine how to reach resolution within the CLEC community if impasse were to occur – present draft proposal	AT&T - Terry Bahner	CLOSED Sep 5	DECISION: CLECs will hold a conference call to achieve consensus to resolve an impasse issue.
50	Action	August 16 Meeting	Types of Changes – OBF V.1	Present change request flow chart, form, and procedures for CR handling	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: Flow chart of change request process was discussed with modifications. Qwest to make modifications (add Denied, Escalated, Deferred and Withdrawn) and present flow chart to the CLEC community at the Sep 19 Monthly CMP meeting.
54	Action	August 14 Meeting	Meeting Minutes	Add action item verbiage to the meeting minutes as opposed to referencing the action items document	Qwest – Judy Schultz	CLOSED Sep 5	Began with the August 14 and 16 meeting minutes
55	Action	August 16 Meeting	Meeting Minutes Review	What is the timeline for DRAFT and FINAL 8/14 and 8/16 Meeting	Qwest— Judy Schultz	CLOSED Sep 5	COMPLETED: – DRAFT Meeting Minutes and materials (by <del>Tues, 8/21</del> Fri,

**CLEC-Qwest Change Management Re-design Working Sessions  
Core Team Issues/Action Items Log—CLOSED**

**Revised—September 18, 2001**

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				and 8/16 Meeting Minutes and material?			8/24) <ul style="list-style-type: none"> <li>– Distribute DRAFT to 8/14 and 8/16 re-design participants for review (by <del>Tues, 8/21</del> Fri, 8/24 COB)</li> <li>– Participants provide Mark Routh with corrections/additions (<del>Thurs, 8/23</del> Tues, 8/28 COB)</li> <li>– FINAL Meeting Minutes and materials to be distributed and posted on CMP Re-design web site (by <del>Monday, 8/27</del> Fri, 8/31)</li> </ul>
56	Action	August 14 Meeting	Meeting Minutes Update	<p style="text-align: center;">Revise August 7-8 Final Meeting Minutes to:</p> <ul style="list-style-type: none"> <li>– Change “CLEC” to “Co-Provider” in the word CMP on page 3, paragraph 4</li> <li>– Correct name to “Wicks”</li> <li>– Correct Evans-Sprint comments to “responses to CRs are sent to the originator via email, not posted on the web site.”</li> </ul>	Qwest— Jim Maher	CLOSED Sep 5	COMPLETED: Refer to CMP Re-design web site for revised final meeting minutes.
57	Action	August 14 Meeting	Meeting Minutes Update	Revise July 19 Final Meeting Minutes to include the voting results on the 3 <sup>rd</sup> Party Provider issue—on August 14, the	Judy Lee	CLOSED August 21	COMPLETED: Revised Final July 19 Meeting Minutes are posted on the CMP Re-design web site.

**CLEC-Qwest Change Management Re-design Working Sessions  
Core Team Issues/Action Items Log—CLOSED**

**Revised—September 18, 2001**

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				last voting CLEC has given Qwest permission to publish its result.			
58	Action	August 14 Meeting	Core Team Expectations	Update the document to: "New Core Team member will not be allowed to reopen a vote on any issue that has been decided on."	Judy Lee	CLOSED August 16	COMPLETED: Revised guidelines are posted on the CMP Re-design web site.
59	Action	August 16 Meeting	OBF August, 2001 Framework	Share with the re-design team the results of OBF Issue 2233 subcommittee proposal—a2v2	Judy Lee	CLOSED August 21	COMPLETED: Sent via email to all re-design participants.
61	Action	Sep 5 Meeting	CMP Web Site	Provide an Archive on the CMP web site.	Qwest – Judy Schultz	CLOSED Sep 18	COMPLETED: Archive will remain on the CMP web site
62	Action	Sep 5 Meeting	Re-design Location	Provide location, directions and names of nearby hotels for Minneapolis meetings.	Qwest – Judy Schultz	CLOSED Sep 10	COMPLETED: Information provided to all CMP re-design participants
64	Action	Sep 5 Meeting	Denied Change Request	Allegiance to re-introduce a previously denied CR that is still needed so that Qwest can assess and CLECs to prioritize.	Qwest – Mark Routh	CLOSED Sep18	DECISION: Closed as an action item for the re-design effort, but tracked on the OSS Interface CMP action item list
71	Action	Sep 6 Meeting	Production Support Process	What is the current process for CLECs to report and Qwest to notify CLECs on	Qwest – Wendy Green	CLOSED Sep 18	COMPLETED: Notification distributed and posted by Tina Hubis on Sep10.

**CLEC-Qwest Change Management Re-design Working Sessions  
Core Team Issues/Action Items Log—CLOSED**

**Revised—September 18, 2001**

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				notify CLECs on production problems—what is the production support process and timeline? Where is the CLEC documentation pertaining to this information?			Defer to Scope and Section 12 Production Support discussions according to the re-design schedule
90		Sep 18 Meeting	Network outage notification	Distribute notification of CLEC questionnaire with Network Outage notification option for pager notification.	Matt Rossi	CLOSED Sep 18	DECISION: An action item for the monthly CMP Product/Process

## Customer Letter Site Design\_September 20, 2001



"Customer Letter  
Site Design\_Sep 2

## Qwest SGAT/CMP Proposed Language

**12.2.6 Change Management** (Language proposed Sept 20)

Qwest agrees to maintain a change management process, known as the Change Management Process (CMP), that is consistent with industry guidelines, standards and practices. Qwest and CLEC shall participate in discussions of OSS development in CMP. The CMP shall: (i) provide a forum for CLEC and Qwest to discuss CLEC and Qwest change requests (CR), release notifications (RN), systems release life cycles, and communications; (ii) provide a forum for CLECs as an industry to discuss and prioritize CLEC-initiated and Qwest-initiated CRs; (iii) develop a mechanism to track and monitor CRs and RNs; and (iv) establish communication intervals where appropriate in the process. Qwest will inform CLECs through the CMP of modifications to the structure of existing products available to CLECs, introduction of new products available to CLECs, discontinuance of products available to CLECs, modifications to pre-ordering, ordering/provisioning, maintenance/repair or billing processes which change CLEC operating procedures, introduction of pre-ordering, ordering/provisioning, maintenance/repair or billing processes which change CLEC operating procedures, discontinuance of pre-ordering, ordering/provisioning, maintenance/repair or billing processes which change CLEC operating procedures, modifications to existing OSS interfaces, introduction of new OSS interfaces, and retirement of existing OSS interfaces. Qwest will seek CLEC input on the planned changes and will report such consideration in a timely manner. Qwest will maintain an escalation process so that CMP issues can be escalated to a Qwest representative authorized to make a final decision and a process for resolution of disputes. The governing document for CMP, known as the "CLEC-Qwest Change Management Process" is attached as Exhibit G. As of the date of filing, the CLEC-Qwest Change Management Process document (Exhibit G) is the subject of ongoing negotiations between Qwest and CLECs in the ongoing CLEC-Qwest Change Management Process Redesign process. Not all of the sections of Exhibit G have been discussed or considered during the ongoing CLEC-Qwest Change Management Process Redesign process, and the CLEC-Qwest Change Management Process document will be continue to be changed through those discussions. Exhibit G reflects the commitments Qwest has made regarding maintaining its CMP as of the date of filing, and Qwest commits to implement agreements made in the CLEC-Qwest Change Management Process Redesign process as soon as practicable after they are made. Following the completion of the CLEC-Qwest Change Management process, Exhibit G will be subject to change through the CMP process. Qwest will maintain the most current version of the CLEC-Qwest Change Management Process document on its wholesale website-Exhibit G is subject to revision through the Change Management Process.

12.2.6.1 In the course of establishing operational ready system interfaces between Qwest and CLEC to support local service delivery, CLEC and Qwest may need to define and implement system interface specifications that are supplemental to existing standards. CLEC and Qwest will submit such specifications to the appropriate standards committee and will work towards their acceptance as standards.

12.2.6.2 Release updates will be implemented pursuant to the Change Management Process set forth in Exhibit G.

**CLEC-Qwest Change Management Process Re-design**  
**Revised DRAFT on ~~9/6/2001~~ 9-20-01**

## **Procedures for Voting and the Impasse Resolution Process**

### **Introduction**

During the CLEC-Qwest working sessions to negotiate improvements to Qwest's Change Management Process ("CMP"), collaborative discussions will be held to achieve agreement on the process. Qwest and the CLEC participants will negotiate in good faith and will meet the goal of modifying Qwest's current Change Management Process. Participants at a working session will determine if there are any issues requiring a vote at the next working session. If there is an issue requiring a vote, the agenda for the next working session will reflect the item. In addition, the agenda will be distributed to the CLECs and posted on the CICMP Re-design web site a week in advance of the session. A CLEC may authorize another CLEC or a 3<sup>rd</sup> Party Software Provider through a Letter of Authorization ("LOA") to represent its position on a specific issue at a specific working session. (A generic LOA is posted on the CICMP Re-design web site.)

The Guiding Principles for the working session states that there is

*One vote per Corporate Entity with majority rules in the CLEC community and one vote for Qwest, making every effort to reach consensus.*

### **CLEC Participants To Achieve A Single Position On An Issue**

- CLEC Participants will make every effort to reach consensus of an issue
- If there is a dead-lock within the CLEC participants:
  - A sidebar collaborative discussion will be held among CLECs to achieve a single position (Qwest is not present)—During the sidebar meeting, a CLEC may invoke a 'vote' among the CLEC participants to allow each participant to record his/her Company's position. At the same time, a CLEC participant may wish to abstain from placing a vote. (Refer to section on Voting Tally Form.)
  - If there is a dead-lock, the CLEC participants will bring the scenarios back to the working session with Qwest to further discuss, or request to table.
  - CLEC-Qwest will collectively agree to table the decision until the next scheduled working session ('freeze period') to allow CLEC participants to hold collaborative discussions off-line to achieve one position.
  - If there is an impasse after the 'freeze period,' the CLEC participants will exercise the Impasse Resolution Process (CLEC-CLEC Impasse).

### **CLEC-Qwest To Achieve A Single Position On An Issue**

- CLEC participants and Qwest will make every attempt to reach consensus on an issue
- If there is a dead-lock between the CLEC community and Qwest:
  - A collaborative discussion will be held to achieve consensus on one position
  - If still in a dead-lock, the issue will be tabled until the next scheduled working session to allow each party to work the issue off-line
  - If the CLEC community and Qwest are still in a dead-lock at the subsequent working session after another round of discussions, the Impasse Resolution Process will be invoked. (Refer to section on CLEC-Qwest Impasse Resolution Process)

### Impasse Resolution Process

- CLEC-CLEC Impasse Process
  - CLEC Core Team members will hold conference call with subject matter experts to resolve dispute.
  - A designated CLEC spokesperson will provide the entire Core Team (including Qwest) with the CLEC solution to the disputed issue.
- CLEC-Qwest Impasse Process
  - CLEC and Qwest will table (second round of tabling) until the next scheduled working session to work with stakeholders and respective leadership team to achieve one position for the impasse issue
  - Another round of collaborative discussions will continue at the third subsequent working session to close on the issue
  - If still in a dead-lock, the CLEC-Qwest CMP Re-design Dispute Resolution Process will be executed.

### CLEC-Qwest CMP Re-design Dispute Resolution Process—(Action Item #65)

The CLEC participants and Qwest CMP representatives will make every attempt to resolve the issue through collaborative discussions and using the Impasse Resolution Process. However, if the result of the Impasse Resolution Process remains in an impasse dead lock, ~~the CLEC participants and Qwest must agree that the issue is in an impasse. Upon this agreement between CLEC and Qwest participants,~~ there are two options to resolve this specific issue. And they are:

- Qwest will file monthly status reports regarding this process in its 271 proceedings, including in Colorado, Washington, Arizona, Nebraska, Oregon, the 7-State Process, Minnesota and South Dakota. Qwest will identify any current impasse issues in those reports, or CLECs may identify impasse issues in their comments on the reports, to be treated as impasse issues in the 271 process. If Qwest fails to file a monthly status report, a CLEC may submit the impasse issue to the commission to be treated as impasse issues in the 271 process.
- Following the date upon which a commission no longer accepts the impasse issues in a 271 proceeding, 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.
- ~~**Regulatory Body:** If agreed upon by the CLEC participants (no LOA designees) and Qwest representative, CLEC participants (no LOA designees) and/or Qwest representatives may approach a Regulator with the impasse issue. All parties must agree to the terms and process for resolution by a Regulator.~~

- **3<sup>rd</sup> Party:** If agreed upon by the CLEC participants (no LOA designee) and Qwest, a third party may be hired to resolve the specific issue. All parties must agree to the terms and process for resolution by a 3<sup>rd</sup> Party, including the handling of fees.

Attachment—Voting Tally Form

### **Voting Tally Form**

The Voting Tally Form serves as a collective record of the individual vote on a specific issue. The results of the tally may be submitted with the working session meeting minutes as an attached document. However, each CLEC or authorized LOA representative who voted may decline to publish its voting result.

The form will include the following information:

- ***CMP Re-design Working Session:*** The date of the working session that caused this 'vote' to occur
- ***Date of Vote:*** The date of occurrence
- ***Issue:*** The issue that is causing the vote
- ***Scenario:*** State each scenario/position for a vote. Each scenario will be labeled A, B, C, etc.
- ***CLEC Company:*** A CLEC-Qwest CMP Re-design Core Team member's or a participant's company name
- ***Core Team Member:*** Write the name of the member that will participate in a 'vote.' If CLEC Company Core Team member is absent and no LOA has been executed, write ABSENT. The Core Team member is responsible to inform Qwest if there are any changes to CLEC representation.
- ***Participating CLEC:*** Write the name of the participant (non-Core Team member) and Company that will participate in a 'vote.'
- ***LOA To:*** Name of authorized representative that will participate in a 'vote.' A LOA must be presented to the Core Team members and given to Judy Schultz-Qwest to retain in file.
- ***OK to Share Result (yes or no):*** The CLEC or authorized LOA representative must write 'yes' or 'no' in this box to allow or deny permission for Qwest to publish the result of his/her vote in the working session meeting minutes.
- ***A, B, C, D:*** Vote for a scenario by placing a 'X' in the appropriate box.
- ***Abstain:*** Any participant may abstain to place a vote by placing an "X" in the box
- ***CLEC Consensus:*** A designated CLEC will insert the consensus position. The designated CLEC will also articulate to the working session audience the CLEC position so there is only one statement of the unified CLEC position.
- ***Qwest's Position:*** Qwest will insert Qwest's position on the specific issue.

## CLEC-Qwest Change Management Process Re-design

DRAFT

### Voting Tally Form

<b>CMP Re-design Working Session:</b>	
<b>Date of Vote:</b>	

<b>Issue:</b>	
<b>Scenario A:</b>	
<b>Scenario B:</b>	
<b>Scenario C:</b>	
<b>Scenario D:</b>	

CLEC Company	Core Team Member	LOA <sup>1</sup> To:	OK <sup>2</sup> to Share Result (yes/n o)	Vote				
				A	B	C	D	Abstain
Allegiance Telecom								
AT&T								
Avista								
Covad Communications								
Electric Light Wave								
Eschelon Telecom								
Integra Telecom								
McLeod USA								
SBC Telecom								
Scindo Networks								
Sprint								
WorldCom								

<sup>1</sup> CLEC has a Letter of Authorization in file that entitles another CLEC or 3<sup>rd</sup> Party Software Provider to vote on its behalf. The LOA is given to Judy Schultz/Qwest to retain in file.

<sup>2</sup> Each voter must indicate by writing a 'Yes' or 'No' if permission is given or denied to publish his/her Company's voting result.



## Qwest Redlined CMP Re-design Framework



"Qwest Draft  
2233a1v1 Original

**Qwest Thursday, Sep 20 Proposal**

1. Qwest proposes that the following be used to replace the first bullet point in the dispute resolution process (I have attached a changed red-lined document with this suggestion):

Qwest or any CLEC that participated in the Escalation Process 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) rules. If the parties agree to use an ADR process and agree upon the process and rules to be used, the dispute will be resolved through the agreed-upon ADR process.

2. Qwest proposes that the following be added to the suggested SGAT language regarding change management (I have attached a revised SGAT section):

As of the date of filing, the CLEC-Qwest Change Management Process document (Exhibit G) is the subject of ongoing negotiations between Qwest and CLECs in the ongoing CLEC-Qwest Change Management Process Redesign process. Not all of the sections of Exhibit G have been discussed or considered during the ongoing CLEC-Qwest Change Management Process Redesign process, and the CLEC-Qwest Change Management Process document will be continue to be changed through those discussions. Exhibit G reflects the commitments Qwest has made regarding maintaining its CMP as of the date of filing, and Qwest commits to implement agreements made in the CLEC-Qwest Change Management Process Redesign process as soon as practicable after they are made. Following the completion of the CLEC-Qwest Change Management process, Exhibit G will be subject to change through the CMP process. Qwest will maintain the most current version of the CLEC-Qwest Change Management Process document on its wholesale website.

**Qwest Thursday, Sep 20 Proposal**

3. Qwest proposes that the following be used as the dispute resolution process for the CLEC-Qwest Change Management Process Redesign process:

Qwest is filing monthly status reports regarding this process in its 271 workshop processes, including in Colorado, Washington, Arizona, Oregon and the 7-State Process. Qwest will identify any current impasse issues in those reports to be treated as impasse issues in the 271 process.

**QWEST DRAFT RECOMMENDATION  
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## CHANGE MANAGEMENT PROCESS (CMP) FOR LOCAL SERVICE ORDERING AND PROVISIONING

### NEED REFERENCE TO CUSTOMER/CLEC/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 ~~customers~~ Competitive Local Exchange Carriers (CLECs) and Qwest ~~and a local service providers~~ to initiate, communicate, prioritize, schedule, test ~~communicate about~~ and implement changes ~~enhancements~~ changes to Qwest ~~provider~~ 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 (LSOC).~~

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 CLEC ~~customer'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.

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.~~

SCOPE [need to readdress at a later date]

Action Item 17

<sup>1</sup> Throughout this document, OSS Interfaces are defined as gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities that are provided to CLECs.

<sup>2</sup> Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

~~This document defines the processes for change management of 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 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*~~

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*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 OBF, as business and/or regulatory conditions dictate.*

<sup>1</sup> Throughout this document, OSS Interfaces are defined as gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities that are provided to CLECs.

<sup>2</sup> Throughout this document, the terms “include(s)” and “including” mean “including, but not limited to.”

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

## 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 providerQwest~~ or the customerCLEC 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 ~~providersQwest~~ or customerCLECs 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. CustomerCLEC Orders/Pre-Orders cannot be submitted or will not be accepted by ~~the providerQwest~~ and manual work-arounds are not feasible. Correction is considered essential to continued operation. ~~The providerQwest~~ and customerCLECs should dedicate resources to expedite resolution.**

**Acknowledgment Notification = 1 hour**

<sup>1</sup> Throughout this document, OSS Interfaces are defined as gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities that are provided to CLECs.

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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 ~~customerCLEC~~ or ~~the-providerQwest~~. 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 ~~customerCLEC~~ or ~~the-providerQwest~~ may initiate the change request.

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

~~A Type 3 change implements telecommunications~~An Industry Guideline Change implements Industry Guidelines—using a national implementation timeline, if any. Either ~~the-providerQwest~~ or the ~~customerCLEC~~ 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)

<sup>1</sup> Throughout this document, OSS Interfaces are defined as gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities that are provided to CLECs.

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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.

<sup>1</sup> Throughout this document, OSS Interfaces are defined as gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities that are provided to CLECs.

<sup>2</sup> Throughout this document, the terms “include(s)” and “including” mean “including, but not limited to.”

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

## VI. Tracking Change Requests move to CR initiation process

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.

<sup>1</sup> Throughout this document, OSS Interfaces are defined as gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities that are provided to CLECs.

<sup>2</sup> Throughout this document, the terms “include(s)” and “including” mean “including, but not limited to.”

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

## CHANGE REQUEST INITIATION PROCESS

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

<sup>1</sup> Throughout this document, OSS Interfaces are defined as gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities that are provided to CLECs.

<sup>2</sup> Throughout this document, the terms “include(s)” and “including” mean “including, but not limited to.”

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

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

~~Customer~~CLECs may submit a formal request to ~~the~~ providerQwest 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~~ providerQwest 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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## H.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 ~~customer~~CLECs 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 ~~customer~~CLECs with Type 5 change requests (see Prioritization section).*

*If ~~the provider~~Qwest announces a new interface before applicable guidelines are finalized at the appropriate industry forums, ~~the provider~~Qwest 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 provider~~Qwest 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 providerQwest~~ will share the new interface plans via web site posting and ~~customerCLEC~~ notification.*

*~~The providerQwest~~ will share preliminary plans for the new interface, including:*

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

### II. *CustomerCLEC Responses/Comments*

*Upon review of the preliminary plans for the interface if the ~~customerCLEC~~ wishes to provide feedback the ~~customerCLEC~~ must send a written response to ~~the providerQwest~~. These responses must be provided no later than seven (7) calendar days prior to the first scheduled meeting. The ~~customerCLEC~~'s response will specify the ~~customerCLEC~~'s questions, issues and any alternative recommendations.*

*~~CustomerCLECs~~ may provide feedback to ~~the providerQwest~~ during ~~customerCLEC~~/provider meetings. Additional ~~customerCLEC~~ 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 providerQwest~~ will maintain both a proprietary and non-proprietary issue log containing customerCLEC comments and ~~the providerQwest~~ responses. This non-proprietary issue log will be posted to ~~the providerQwest~~'s web site upon receipt of customerCLEC feedback. ~~The providerQwest~~ will respond to the customerCLEC feedback in accordance with the dates outlined in the detailed implementation time line. ~~The providerQwest~~ will also communicate its base line interface development plans via web site posting and customerCLEC notification in accordance with the dates outlined in the detailed implementation time line.*

### IV. *Final Release Announcement*

*~~The providerQwest~~ will provide a Final Release Announcement to the customerCLECs 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/~~customer~~CLEC 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 providerQwest~~'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 providerQwest~~ will share the retirement plans via web site posting and ~~customerCLEC~~ notification. If the functionality exists through another interface, ~~the providerQwest~~ 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 providerQwest~~ will announce the retirement at the same time as the new interface. The scheduled new interface is to be in a ~~customerCLEC~~ certified production release prior to the retirement of the older interface.

The ~~customerCLEC~~ notification will contain:

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

### II. Final Retirement Notice

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

- Where the replacement functionality will reside in a new interface and when the new interface has been certified by a ~~customerCLEC~~
- Provider's responses to the ~~customerCLECs~~' 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 customer CLEC 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 customer CLECs 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 ~~customer~~CLECs (or their authorized agents) and ~~the provider~~Qwest. 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 ~~customer~~CLECs and ~~the provider~~Qwest 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 providerQwest~~ and ~~customerCLECs~~ to assess the effectiveness of the CMP. Both the ~~customerCLECs~~ and ~~the providerQwest~~ will use this opportunity to provide feedback of instances of non-compliance and commit to taking appropriate action(s).

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

**CustomerCLEC POC:** The ~~customerCLEC~~ POC will serve as the official designee for all matters regarding CMP, including:

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

**Release Management Team:** A team of ~~customerCLEC~~ 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 providerQwest* will notify *customerCLECs* 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 *customerCLEC* / 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 *customerCLECs* 66 calendar days prior to implementation. *CustomerCLECs* 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 providerQwest* 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 customerCLECs within fourteen (14) calendar days of receiving the initial Release Requirements, ~~the providerQwest~~ will sponsor a walk through with the appropriate internal subject matter experts. ~~The providerQwest~~ will hold this walk through no later than thirty (30) calendar days prior to the scheduled implementation.*

### IV. *CustomerCLEC's Comments on Draft Interface Release Requirements*

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

### V. *Provider Response to Comments*

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

### VI. *Final Interface Release Requirements*

*The notification letter resulting from the customerCLEC'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 providerQwest~~ 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 ~~providerQwest~~'s planned implementation date will not be sooner than forty-five (45) calendar days from the date of the final release requirements. ~~The providerQwest~~ will post notification to provider's web site to inform the ~~customerCLECs~~ of possible impact to ~~customerCLEC~~ ordering ability. ~~The providerQwest~~ 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 providerQwest~~ will facilitate the meeting. Both ~~customerCLECs~~ and ~~providersQwest~~ should have appropriate subject matter experts in attendance. Meetings will be held monthly, or more frequently if needed, and are open to all ~~customerCLECs~~. The prioritization review objectives are to:

- Introduce newly initiated ~~customerCLEC~~ and provider change requests.
- Allow ~~customerCLECs~~ to prioritize new change requests and re-rate existing change requests by providing specific input as to the relative importance that ~~customerCLECs~~, as a group, assign to each such change request.
- Provide status on outstanding ~~customerCLEC~~ and provider change requests.
- ~~The providerQwest~~ 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 ~~customerCLEC~~ 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 ~~customerCLECs~~ who participated in the initial voting. Once a re-rate is requested, all ~~customerCLECs~~ participating at the subsequent meeting can submit a rating.

~~CustomerCLECs~~ may request and rate a modification to a new change request at the prioritization review, if agreed to by the originating ~~customerCLEC~~(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 18, 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
- 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~~
- ~~Contact information for appropriate level including Name, Title, Phone Number, and e-mail ID~~

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- ~~☐ 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~~
- As soon as practicable, but no later than fourteen (14) calendar days of sending the acknowledgement e-mail, Qwest will respond with a binding position e-mail including supporting rationale.
- The escalating ~~customer should~~ CLEC will respond to the provider ~~Qwest~~ 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*

*~~CustomerCLECs~~ should be notified of the content of the release through the change management process. ~~CustomerCLECs~~ 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 providerQwest~~ will send an industry notification, including testing schedules, to ~~customerCLECs~~ so they may determine their intent to participate in the test. ~~CustomerCLECs~~ wishing to participate in the test should make arrangements with ~~the providerQwest~~ testing coordinator. ~~The providerQwest~~ 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 ~~customerCLECs~~ 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 18, 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.

- 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.
  
- ☐ 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, This 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

<i>Term</i>	<i>Definition</i>
<b><i>CUSTOMER CLEC</i></b>	<i>Party originating a request (LSR)</i>
<b><i>INTERFACE</i></b>	<p><i>A mechanism to communicate between <del>customer</del>CLEC/provider or trading partners (e.g., paper, GUI, gateway)</i></p> <ul style="list-style-type: none"> <li>• <i>A new interface is <del>the provider</del>Qwest's introduction of paper, GUI, gateway, etc., to all <del>customer</del>CLECs for the first time.</i></li> <li>• <i>A change to an interface may include:</i> <ul style="list-style-type: none"> <li>• <i>Paper to GUI</i></li> <li>• <i>Changes of EDI to CORBA</i></li> </ul> </li> </ul>
<b><i>ISSUE</i></b>	<i>The specific OBF LSOG Issue (e.g., Local Services Ordering Guidelines (LSOG) document, Issue 5, August 2000)</i>
<b><i>PROVIDER</i></b>	<i>Party receiving request (LSR)</i>
<b><i>RELEASE</i></b>	<i>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 <del>customer</del>CLEC/provider business requirements.</i>
<b><i>VERSION</i></b>	<i>The supported OBF LSOG Issue (e.g., Local Services Ordering Guidelines (LSOG) document, Issue 5, August 2000) (Type 3 change)</i>

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## GLOSSARY OF TERMS

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

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## APPENDIX A: CHANGE REQUEST FORM AND CHECKLIST

### I. Appendix A-1: Change Request Form

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(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.)

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(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***

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

- Cost/benefits*
- Resource commitments*
- Industry or regulatory direction*
- Provider direction*
- Other*

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(28) Cancellation Acknowledgment ~~Customer~~CLEC \_\_\_\_\_ Provider \_\_\_\_\_ Date \_\_\_/\_\_\_/\_\_\_

(29) **Request Escalation**  Yes  No

***(30) Escalation Considerations***

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(31) **Agreed Release Date** \_\_\_/\_\_\_/\_\_\_

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

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

<b>Field</b>	<b>Checklist</b>	<b>Description</b>	<b>Instructions</b>	<b>Action Required</b>
1	Optional	Optional field for the initiator to use for internal tracking. The request may be generated prior to submission into <del>the</del> <u>ProviderQwest's</u> 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: <del>Customer</del> <u>CLEC</u> 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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**MASTER RED-LINED CLEC-QWEST CMP RE-DESIGN FRAMEWORK**  
**DRAFT** – Revised 9-20-01)

<b>Field</b>	<b>Checklist</b>	<b>Description</b>	<b>Instructions</b>	<b>Action Required</b>
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	Conditional Provider	Indicates whether clarification is needed on the Change Request.	Return to Sender	
19	Conditional Provider	Date clarification request sent to Initiator.		
20	Conditional Provider	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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<b>Field</b>	<b>Checklist</b>	<b>Description</b>	<b>Instructions</b>	<b>Action Required</b>
32	<i>Mandatory Provider</i>	<i>Results of Internal Defect Validation</i>		

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## APPENDIX B: CHANGE REQUEST PRIORITIZATION FORM

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

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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.*

<i>Pre-order</i>	<i><del>Customer</del>CLE C #1</i>	<i><del>Customer</del>CLE C #2</i>	<i><del>Customer</del>CLE C #3</i>	<i>TOTAL</i>	<i>Average</i>
<i>E1</i>	<i>5</i>	<i>5</i>	<i>5</i>	<i>15</i>	<i>5</i>
<i>E2</i>	<i>1</i>	<i>2</i>	<i>1</i>	<i>4</i>	<i>1</i>
<i>E3</i>	<i>3</i>	<i>1</i>	<i>5</i>	<i>9</i>	<i>3</i>
<i>E4</i>	<i>5</i>	<i>3</i>	<i>4</i>	<i>12</i>	<i>4</i>
<i>E5</i>	<i>2</i>	<i>5</i>	<i>2</i>	<i>9</i>	<i>3</i>
<i>E6</i>	<i>4</i>	<i>4</i>	<i>3</i>	<i>11</i>	<i>4</i>

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