

## **DRAFT MEETING MINUTES**

### **CLEC-Qwest Change Management Process Re-design Wednesday, September 5 and Thursday, September 6, 2001 Working Session**

1801 California Street, 23<sup>rd</sup> Floor, Executive Conference Room, Denver, CO  
Bridgeline: 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. *Note: All CLEC revisions are due end of business day 10-10-01, but revisions from ATT and WorldCom have been received and incorporated.*

#### **INTRODUCTION**

The Core Team (Team) and other participants met September 5<sup>th</sup> and 6<sup>th</sup> 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 5 – 6 Agenda
- Attachment 3: Sample—CMP Meeting Distribution Package
- Attachment 4: Customer Letter Site Design, September 5, 2001
- Attachment 5: Proposed –CMP Work Flow for OSS Interface
- Attachment 6: Proposed-CMP Work Flow for Product/Process
- Attachment 7: DRAFT—Procedures for Voting and Impasse Resolution Process for the CMP Re-design Working Sessions
- Attachment 8: Objectives of the CMP Re-design Effort
- Attachment 9: COIL 18 Points
- Attachment 10: Interim Exception Process
- Attachment 11: Issues and Action Items Log
- Attachment 12: *CMP Redesign Sep 5-6 Mtg Minutes ATT Comments 9-10-01*

#### **MEETING MINUTES**

The meeting began with introductions of the meeting attendees. Judy Lee reviewed the two day agenda and asked for input regarding any changes or modifications to the material. There was only one agenda item that was added, that being the review of arrangements and locations for the October sessions in Minneapolis.

Judy Lee began the meeting with a review of the Issues and Actions Items Log. The first item reviewed was 11C-CMP Meeting Distribution Package. Judy Schultz-Qwest reviewed the Sample Distribution Package that was provided and posted to the CMP Re-design web site. Schultz indicated that the most noted changes were on page 7 of the sample package. That page showed a mock-up of a Change Request (CR) with the details that are to be incorporated into the CR, and the processes being implemented to improve Systems and Product/Process CR tracking and resolution. This revision was based upon a request from several CLECs that a single document carry all status history and information regarding that particular CR progress and information. Schultz reviewed the role of the CR-Project Manager (CR-PM) and the activities that take place for CR assignment and clarification. A CR-PM will be assigned to each CR that is

submitted. A clarification meeting will be organized by the CR-PM to ensure that the CR that has been submitted by the CLEC is properly defined and that the scope is understood and agreed to by the originator and Qwest. Donna Osborne-Miller-ATT asked if the clarification meeting took place before the monthly meeting. Schultz explained that if the CR is received by the agreed to interval, the CR would be assigned to a CR-PM and then assigned to the proper Qwest owners. Osborne-Miller asked how quickly that happens after submission of the CR. Schultz explained that because Qwest had many outstanding CRs that had been submitted prior to this modified process, Qwest was trying to get all CRs clarified and tracked by a CR-PM. Schultz continued that in the future, new CRs would be immediately assigned a CR-PM who would schedule a clarification meeting shortly following submittal. Schultz further explained that the CR-PM would be responsible for maintaining the project plan and tracking all necessary milestones and commitments associated with that particular CR. Terry Wicks-Allegiance asked how CR clarification meetings are managed for CRs that could impact CLECs other than the CR originator. Wicks went on to explain that a CLEC may submit a CR that impacts the entire CLEC community, but that the clarification meeting would include only Qwest and the CR originating CLEC. Wicks asked when in the process other CLECs affected by that CR would become involved. Wicks asked if there should be a step allowing inclusion of CLECs impacted by a CR as they would not be involved in the first clarification call. Schultz responded that the step to include other impacted CLECs takes place at the monthly CMP meeting when CRs are reviewed with the CLEC community. Wicks stated that there should be a step that includes other CLECs prior to the monthly CMP meeting. Sandy Evans-Sprint asked if CLECs needed an appeal process for situations when Qwest decides not to pursue the CR or does not provide an acceptable answer. Wicks again asked how CLECs could get input to CRs they originated prior to the monthly CMP meeting. Judy Lee asked that CLECs determine where in the CR process Qwest should allow appeals. Karen Clauson-Eschelon stated that it was difficult to review and understand all CR details in the monthly CMP meeting given the time pressure and amount of material covered. Clauson went on further to recommend that the first meeting following the submission of the CR be a meeting educating the CLEC community on the newly submitted CRs. Clauson further recommended that CRs not be closed at the first meeting following submission, but at the second monthly CMP meeting. Clauson stated that there may be a need for ongoing discussion of the CR, and that there was pressure to close the CR at the first monthly meeting. Liz Balvin-WorldCom explained that collocation request meetings are held by Qwest within 48 hours of request submission to discuss those requests. Balvin stated that the Re-Design team needed to set time expectations for finalizing definitions of the CRs. Schultz then asked for suggestions of how to better manage CR clarification at the monthly meetings. Schultz stated the goal of the CR clarification meetings, and subsequent response review meetings, was to provide discussion in advance of the CMP monthly meetings in order to keep individual CR clarifications from taking valuable time at the monthly CMP meeting. Schultz asked if the CR clarification and response review meetings should be opened up to include more than the CR originator, and how that would be managed. Evans asked if response to CRs would be provided verbally or in writing. Osborne-Miller also asked if there was a mechanism in place to relate new CRs to CRs already being worked. Clauson stated that all CLECs could see and review CRs, but that when a response was provided, not all CLECs knew about the response. Clauson said following the monthly CMP meeting there could be a need for an additional clarification meeting with other impacted CLECs. Judy Lee noted that all CR status and progress was posted on the web, but Clauson stated that there needed to be enough discussion so that all interested CLECs understood the CR. Clauson further stated that there was not a need for general CLEC attendance at clarification meetings at this time. Larry Gindlesberger-Covad said his preference would be that other CLECs be invited to the clarification meetings, which would make CR discussion clearer at the general meeting. Schultz and Gindlesberger discussed inviting other CLECs to the clarification meetings. Balvin questioned how it would be determined which CLECs were invited to what clarification meetings. *BALVIN WORLDCOM COMMENT: (this question is a result of how Qwest informs the CLEC community...when WCom receives notifications, WCom recipients are all that are listed, the question then became "what mechanism is in place for Qwest to validate that the entire CLEC community has been notified?"* Wicks agreed with Gindlesberger that other CLECs should be involved in the clarification steps and that being on the call would help create understanding of the CR prior to the monthly CMP meeting. Clauson agreed with

Wicks and Gindlesberger but stated that the practical reality of being involved in so many meetings would be extremely difficult. She stated that Kathy Stichter-Eschelon had spent three to four days the previous week on CR clarification and that CR activity plus release notification activity would really tie up Eschelon resources. Clauson further stated that improvements to the CR process have been made, but that if it became too structured it would be unrealistic for all CLECs to participate on all scheduled clarification and response calls. Clauson went on to say that the monthly CMP meetings were needed to review CRs, and that it might be possible to schedule a one day conference call to review all CR responses. Gindlesberger and Wicks agreed with Clauson on the potential for an additional review session outside the monthly CMP meeting. Clauson then asked the Re-Design team members if there were other solutions to be considered. Schultz then asked the attendees to recap how the process might best be managed, to address the concerns of CLEC involvement in CRs, and to clarify whether a separate meeting should be held to discuss CR. Gindlesberger recommended that clarification meetings include other CLECs besides the originator, but it was determined that there would be too many meetings and the clarification calls could be delayed. Wicks suggested that the clarification call include only the originating CLEC, and that a means to involve the CLECS in the response review meeting be developed. Following discussion, and a recap of the proposed solutions, it was agreed by the attendees that:

- (A) The clarification call would involve only the CLEC originating the CR,
- (B) All CLECs would be invited to the response and review meeting/call, and
- (C) Qwest would provide all CLECs the response at the monthly CMP meeting and, if requested, another call would be scheduled to review the CR with CLECs.

Schultz then asked if the Sample Distribution Package that included the CR example met the needs of the CLECs. Clauson wanted to make certain that all documentation associated with a CR was included in the CR document, and Schultz stated it was. Mike Hydock-ATT asked how the Distribution Package would be searchable once it was posted on the web. Schultz stated that it would be searchable by title and description in a word document format. At that point the attendees agreed that the Distribution Package would meet their needs.

Discussion then moved to an overview of the web site drafted by Jarby Blackmun-Qwest. Blackmun provided a handout that was posted on the web titled "Customer Letter Site Design, September 5, 2001". Blackmun reviewed the material and explained that in the future email notifications will follow the recommended naming conventions, and that the e-mails can carry the naming convention and description in the subject line. Evans-Sprint asked if there was any time when the document numbers would be referred to, and Blackmun responded that the notification revisions would carry the same subject line as the original notification. Clauson-Eschelon requested that if a revision is sent that the original document name and date is captured in the subject line. Blackmun stated that when a notification is sent it is not known that a revision may be required. Schultz-Qwest stated that agreement was made in the August 14 and 16 session to provide notifications that included the term "Initial" for first notifications, and R1, R2, etc., for each revision to that notification. Blackmun stated that these revision descriptors could begin to be implemented, but that the onus was on the originator to make certain they designated when the notice was initial versus a revision to an existing notice. Clauson asked how the revision identification would be done. Schultz stated that one of the roles in Change Management was a communications project manager, and that person had responsibility for internal training and communications of requirements agreed to in CMP. Blackmun explained that eventually all notices will be distributed through the mailout tool. Clauson asked whom the CLECs should contact at Qwest if they have questions regarding a notification. Blackmun replied that the Qwest service managers assigned to the CLEC are the points of contact for questions and clarifications. Clauson stated that they would prefer contacting the Subject Matter Expert (SME) associated with the notification, rather than the Service Manager. Blackmun continued the review of the structure of the web site, and Wicks-Allegiance asked if there would be a search engine associated with the website. Blackmun replied that Qwest can explore a search engine capability, and that the search engine could be configured to explore on major categories such as effective date, category, notice type, and subject. Schultz-Qwest stated that Qwest could look at search engine capabilities, and said that Blackmun would submit a proposal On September 20. Blackmun stated that the naming conventions discussed in the Re-design meeting would be effective for

notices sent out beginning this week. Wicks-Allegiance asked if the notifications could be accessed within any of the column headers. Blackmun responded that documents could be accessed using any of the columns, i.e., Effective Date, Document Number, or Topic (See page 5, handout titled "Customer Letter Site Design, September 5, 2001".) Balvin-WorldCom asked whether the web site would still contain archived documents. Blackmun stated that there is still an Archive location on the Qwest Wholesale CMP website. The team then broke for lunch.

Schultz-Qwest began the afternoon with a review of flow charts titled "Proposed -CMP Work Flow for OSS Interface with CLEC" and "Proposed-CMP Work Flow for Product/Process". Schultz explained that the target timeframes were not in the documents, but they would be developed and submitted. Schultz went on to explain that for Product/Process there was a new step titled "CLEC Test and Acceptance Phase". She stated that this new step would allow the CLEC to confirm that the Product/Process solution worked, and that any CLEC could be involved in this step. Schultz also stated that Qwest would change the statuses that are in place today to the new statuses based on the Proposed Work Flows once the Re-Design team had approved the changed steps. The new statuses for OSS Interface could be Submitted, Presented, Prioritized, Implemented, CLEC Tested, and Completed. The new statuses for Product/Process could be Submitted, Clarified/Evaluated, Presented, Implemented, CLEC Tested, and Completed. Schultz then pointed out that the OSS Interface Work Flow included prioritization. Schultz also stated that the amount of clarification required for an OSS Interface CR was usually less than the clarification required for a Product/Process CR. Clauson-Eschelon and Evans-Sprint both stated that on the OSS Interface Work Flow it indicated that if a CR Dispute were not resolved, the CR would be closed. Clauson and Evans both stated that the CR should remain open unless the originator closed the CR. Clauson and Evans also questioned the step of the OSS Interface Work Flow that indicated that CRs that are not prioritized within 12 months would be closed. Again, Clauson and Evans both stated that the CR should remain open unless the originator closed the CR. Becky Quintana-Colorado PUC asked if there was, or would be, clarification on the Dispute Resolution process since it could impact regulatory agencies. Clauson asked if there needed to be an additional status for escalation and dispute resolution. Wicks-Allegiance requested that if a CR was cancelled and reissued, there be a status showing that it was reissued and that the reissued CR capture the dates and milestones of the old CR that Qwest was not originally capable of completing. Judy Lee recommended that there might be a deferred status rather than a closed status for CRs so that they can be revisited at a later date. Schultz-Qwest asked if a deferred CR would be automatically reopened, and by whom. Lee suggested that the deferred status for a CR be established for a set period of time specified by the originator. Schultz then asked if the other statuses to be included should be "Deferred, Escalated, and Withdrawn". Wicks recommended that the new statuses be Deferred and Withdrawn. Clauson requested that there also be a "Denied" status for those CRs that Qwest stated could not be pursued. Schultz then recommended that the statuses be developed to include "Deferred, Escalated, Withdrawn, and Denied". Quintana asked that the CMP escalation process being developed include the definitions from the steps that are developed for escalation in the Work Flows. Wicks asked why a CR would be kept in Denied status. Clauson stated that this was a way of keeping a CR open, even though Qwest had denied it. Schultz then asked if there was anything more on the two flow charts, and requested that CMP team members would continue to make and incorporate improvements so that CRs could be tracked most efficiently and effectively. Schultz asked if she could roll-out the modified process (i.e., flow chart) to the CLEC community at the next monthly CMP meeting. The team agreed that Schultz should communicate the modifications as flow-charted with revisions as discussed by the CLEC community at the September 19 meeting.

Discussion then moved to the CMP monthly meeting. Gindlesberger-Covad expressed concern at the number of Qwest attendees at the meetings, and Judy Lee asked if those attendees prevented the meeting from being effective. Gindlesberger stated that there were too many side meetings going on and it was distracting. Schultz-Qwest stated that she had asked the Qwest Directors and Subject Matter Experts to attend the meeting due to the complexity of the issues, and so that Qwest could hear first hand the discussion around particular items and issues. Schultz stated that she was concerned about the CLEC attendance at the monthly CMP meetings

and asked how the meetings could be structured to improve attendance. Gindlesberger stated that, unfortunately, there were not that many CLECs left. Clauson-Eschelon stated that originally CICMP (CMP) was viewed as a technical forum, and that Qwest should have its sales personnel contact the appointed CLECs to let them know that the CMP covered more than just systems. Evans-Sprint stated that BellSouth had forums to explain their Change Management Processes, and that attendance grew as a result of those forums. Clauson then stated that Qwest should socialize the results of CMP as well as explain it. Gindlesberger stated that SBC gets RSVPs for meetings, and that they had cancelled one forum due to lack of responses only to reschedule it after the cancellation notice was sent out and CLECs indicated interest in having the forum. Tom Dixon-WorldCom stated that CMP Re-Design and Monthly meetings were being held in addition to 271 workshops, and that attendance at CMP meetings was difficult because of all the conflicts with other Qwest scheduled meetings. Dixon then stated that he was at this Re-Design meeting because Qwest had pulled CMP from the 271 workshops, and had referred all CMP activities to the Re-Design effort. Dixon also stated it was obvious that Qwest had many more resources to cover all the meetings, and that CLECs were at a disadvantage due to resource limitations. Clauson stated that she still wanted to work CMP Re-Design based on the meeting schedule, and that Eschelon wanted changes to CMP, but that Qwest had originally begun the Re-Design effort with a more aggressive schedule of meetings and action items. Dixon also stated that the States set 271 workshop schedules, and do not consider what other related meetings and workshops may be scheduled. Quintana-Colorado PUC stated she had missed CMP Re-Design meetings due to conflicts with Colorado 271 workshops. Dixon stated that Qwest had made a corporate decision to take CMP out of the 271 workshops, and that he was at the Re-Design meeting to observe. Terry Bahner-ATT stated that she was an operations representative from ATT, that she did not participate in 271 workshops, and that she understood the Re-Design team to be operationally focused. Clauson stated it was too bad that CMP had been pulled from the 271 workshops and that there needed to be a linkage of information from the workshops into the CMP teams. Dixon then stated that in the workshops he had raised several issues two months ago including escalation and dispute resolution, and was told that the Re-Design was also working these issues. Dixon stated there was a limit to the number of resources WorldCom could provide to work through CMP issues. Quintana then asked who was bringing everything together related to CMP that would be submitted to the Colorado PUC. Clauson then asked how the CMP work being done by Re-Design was going to be reviewed by regulatory bodies. Clauson further stated she felt Re-Design might be a farce, and asked what Qwest planned to file. Schultz stated that CMP changes were being developed and defined by the Re-Design team. Dixon stated that the Re-Design team was now the location for resolution of all issues, not just operational issues because Qwest had made a corporate decision to move CMP out of the workshops and into the Re-Design team. Gindlesberger stated that the CMP Re-Design had achieved in two months what BellSouth had taken 6 months to accomplish. He noted that there had been drastic improvements implemented by the team. Clauson stated that Schultz did not have the staff to manage all CMP requirements, and that attention to CMP would be dropped after 271. Clauson stated she questioned Qwest's ongoing commitment to CMP, and had thought that the results from the Re-Design team would be brought back into a 271 workshop for review. Gindlesberger stated he did testify on CMP Re-Design at an Arizona 271 workshop. Dixon stated that Arizona and Washington Commissions wanted to review what Qwest filed in Colorado, and it was naïve for Re-Design team members to think that Re-Design efforts were going to be reviewed in 271 workshops. Schultz explained that process improvements that have been approved at Re-Design and reviewed at CMP Monthly meetings have been implemented quickly. Quintana stated that Mark Routh had answered very specific questions at the Colorado 271 workshops, but that many items had not been addressed or resolved by the Re-Design team. Quintana questioned how the remaining work was to be incorporated into the 271 workshops and the SGATs. She stated it is difficult for the Commission to recommend compliance when many CMP issues and processes have yet to be reviewed and implemented. Schultz stated that we need to continue to move forward and that progress has been made.

Following a short break, the Re-Design team reconvened and Osborne-Miller-ATT stated that the impasse voting being discussed was only for Re-Design and wondered how voting for impasse would be managed within monthly CMP meetings. Osborne-Miller stated that ATT was

responsible for bringing a CLEC to CLEC impasse voting process to the Re-Design team, but that it was not anticipated that there would be any CLEC to CLEC impasse issues within the Re-design effort. Clauson-Eschelon asked how the CLEC to CLEC impasse resolution should be worded. Osborne-Miller stated that if an impasse issue was raised, the CLEC Re-Design team members would take the issues back to their respective companies, and then the CLECs would schedule a conference call with the goal being to resolve the dispute. Judy Lee asked that the CLEC community designate a CLEC spokesperson to provide updates at the monthly CMP meetings for CLEC to CLEC impasse issues. Hydock-ATT stated that any CLEC to CLEC impasse issue would be tabled at the Re-Design meeting until the CLEC community reached a compromise. Osborne-Miller asked if the Re-Design team was comfortable with this process and there were no objections. Quintana-Colorado PUC asked what jurisdiction a state commission has to Re-Design since CMP applied to all 14 states Qwest operates in, but a commission ruling is state specific. Clauson stated that any party could go to a commission or regulatory body at any time during CMP. Quintana stated that the language can only be binding in the particular state. Osborne-Miller asked if regulatory issues had to be brought before all 14 states. Gindlesberger-Covad stated that SBC had implemented some processes only in Texas based on Texas Commission requirements. Quintana pointed out that the Re-Design team covered requirements across the Qwest region of fourteen states. Clauson pointed out that all processes and operations changes developed by the Re-Design team were to become part of the SGAT. Dixon-WorldCom stated that Re-Design was now more than an operational team, and that Legal-Regulatory issues needed to be addressed by the Re-Design effort. Clauson again stated that she had thought the Re-Design effort was to come under further Review, and it would be part of the SGAT. Dixon asked if the Re-Design team would manage an impasse list, and whether there were mechanisms to file this list with the commissions. Quintana stated there were no processes to file impasse issue associated with CMP. Schultz stated that the Re-Design team was moving away from the Guiding Principles that were developed by the Re-Design team by including legal/regulatory issues and legal representation on the Re-Design team. Dixon-WorldCom stated the shift of the Re-Design team to include legal/regulatory issues was a result of Qwest's removing CMP from the workshops, and Qwest stating that all issues should be brought to the Re-Design team. Quintana agreed that the Re-Design team was addressing issues such as escalation and dispute resolution that would drive the need to have public policy and legal involvement. Clauson stated that she had always been under the impression that the operational aspects recommended by the Re-Design team would come under regulatory review for compliance, and that the guidelines were developed under the belief that the Re-Design team was an operations team. Clauson stated that Qwest had superior knowledge as to how the outputs of the Re-Design team were being used and the Re-Design team was not informed of the information. Clauson stated that she was going forward with the Re-Design effort under a misconception of the team's role. Clauson further stated that she thought impasse processes developed by the Re-Design team would become part of the 271 proceedings, and that it was ridiculous to think that the team could separate out legal issues. Clauson explained that the intent of the Guiding Principles was not to exclude legal/regulatory issues, but to focus on operational issues. Clauson stated she never interpreted the "Guiding Principles" to mean that a CLEC could not their respective legal/regulatory representative. Clauson also stated that she was concerned that the Re-Design team had originally planned to deal with legal/regulatory issues and that it was important to include legal/regulatory inputs to avoid initiating processes that were not in support of or in conflict with legal/regulatory positions of Re-Design team participants. Quintana stated that because Qwest was closing CMP at the workshops, Re-Design meetings would have to involve legal/regulatory representatives and that the Colorado Commission was particularly interested in items such as escalation and dispute resolution that could impact the commissions. Sharon Van Meter-ATT stated that ATT is communicating outputs from Re-Design sessions to their attorneys, but agreed that the Re-Design should be operationally focused. Quintana stated that hopefully legal/regulatory representation would help, and not impede, the Re-Design process. Hydock-ATT stated that there were 18 issues from the 271 workshops that needed to be addressed by the Re-Design team. Clauson stated that with the shift of focus of legal issues into the Re-Design team that the original guiding principles were not in alignment, and that each team member's interpretation would differ based on their understanding of the Re-Design effort. Schultz explained that she did not know of the movement of CMP out of the 271

workshops. Clauson stated that she understood that Schultz might not know Qwest regulatory shifts, but that these were Qwest positions that needed to be understood. Quintana stated that there were to be no more workshops based on a request from Qwest. Dixon stated that he didn't believe that Qwest was intentionally trying to mislead the Re-Design team, but that there were legal/regulatory positions that were affecting the Re-Design team which needed to be understood. Clauson stated that it looked like Qwest had changed its position and that the Re-Design team needed to understand that change. Wicks-Allegiance asked what the 18 points were that Hydock-ATT referred to. Quintana agreed to distribute those 18 points to the Re-Design team. Clauson asked how the Re-Design team was going to frame the legal/regulatory issues. Would that be state by state? Quintana stated that the members of the Re-Design team could recommend language that stated that a decision from the first regulatory body would hold precedence and govern resolution of impasse issues. Quintana stated that Qwest was one of the first ILECS to work CMP from a regional multi-state perspective. Quintana then asked if there are any ILECs managing state by state requirements. Gindlesberger stated that SBC manages different state requirements where they operate. He stated that in Texas SBC must file all Tech Pubs with the Texas commission, and that this is altogether different from how things are handled in SNET. Clauson stated that the Re-Design team could have an operational focus, but that legal/regulatory representation should also be an option. Judy Lee asked if that means legal representation is allowed at the Re-Design meetings. Evans-Sprint stated that adding legal/regulatory discussions would lengthen the Re-Design process. Gindlesberger stated he would not need to be part of legal/regulatory matters. Dixon stated that although he was an attorney for WorldCom he had not raised any legal issues for discussion at this session. Dixon stated that he was just providing information on legal/regulatory issues that affected this team, and that the Re-Design team should be aware of. Dixon went on to say that he had no intention of attending Re-Design meetings, but had been referred by Qwest to the Re-Design team for CMP issues. Quintana agreed that the Re-Design effort was intended to be an operations effort, but that legal/regulatory issues had been deferred to this team by Qwest in the workshops. Mark Routh-Qwest agreed that the 18 points referred to earlier had been deferred to the Re-Design team. Quintana stated that for the most part, the 18 points were being addressed in the Re-Design effort. Quintana stated that since issues had been deferred from the workshops into the Re-Design team, regulatory bodies should be represented. Clauson stated that legal/regulatory participation was welcome at the Re-Design sessions, and that she believed from the beginning that the "Guiding Principles" did not preclude legal/regulatory participation. Clauson stated that this representation was necessary to keep the team from suffering delays in pursuing something operationally that was reversed due to legal/regulatory conflicts. Judy Lee asked if the team wanted to determine what items were legal versus operational. Schultz stated that the team could potentially allot certain time for legal/regulatory issues, but that she was concerned progress would slow down. Gindlesberger also expressed concern that legal/regulatory issues would slow the CMP Re-Design. Clauson questioned if there is progress when members of the team have such different understanding of the responsibility and what is to be accomplished. Wicks stated that the Re-Design had started out with an operations focus, but that the focus had changed based on the ending of 271 workshops. Several team members expressed concern that they did not have the knowledge or expertise to know what were legal/regulatory issues, and what weren't. Clauson stated that since Qwest had deferred legal/regulatory issues to the Re-Design team at an August Colorado Commission 271 workshop, attorneys should be in attendance if required. It was agreed to by all Re-Design attendees that they had the option to bring legal/regulatory representatives to the Re-Design sessions, but that the focus was to remain operational.

Judy Lee then began review of the Issues/Actions Items Log dated August 21, 2001. Attachment 10. Discussion regarding Action items follows.

13D. Clauson-Eschelon asked if all documentation would be posted to the CR document. Bahner-ATT asked if emails pertaining to CRs will be posted in the CR document and if the CR-Project Manager (CR-PM) is responsible for all updates to the CR. Routh-Qwest stated the CR documentation would capture all correspondence.

38. There was lengthy discussion regarding the roles of the Qwest sales and service managers. Clauson stated she had problems tying up Eschelon's service manager with clarification items because the service manager is usually dealing with service affecting issues. LeiLani Hines-WorldCom agreed that the roles are not clearly defined. There were several comments by Re-Design CLEC attendees that the service managers are not aware or trained on notifications sent to the CLECS and that it was difficult getting accurate and timely responses to CLEC questions. Schultz stated that the service manager should be the point of contact, and that she would bring the Qwest Director-Service Management in to address CLEC concerns.
42. Jim Maher reviewed the outage notification processes and it was determined that the response did not agree with SGAT language. Maher will explore the SGAT issue with the Qwest attorney.

Judy Lee opened the meeting on September 6<sup>th</sup> with a request from Qwest for a change to the agenda. Given that so much discussion had taken place at the September 5<sup>th</sup> meeting regarding legal/regulatory issues, Qwest asked that Qwest could review its legal/regulatory positions regarding CMP with the Re-Design team. There were no objections to the agenda change, and Judy Lee introduced Andy Crain-Qwest attorney. Nancy Lubamersky-Qwest Public Policy was also on the conference bridge. Andy Crain reviewed what was happening in the 271 workshops. Crain stated that the workshops are designed for the parties to discuss issues and reach consensus on how issues will be resolved. Crain stated that the workshop process could not work for change management, because changes to the CMP process could not be agreed to in the workshops, because all changes to CMP need to be made in the CMP process. Crain stated that was why items were deferred to the Re-Design team. Crain went on to say that the results of the Re-Design team will be filed with the Colorado Commission, and that CMP continues to be a subject in the 271 proceeding. Crain stated that the reason that the two documents filed in the Colorado SGAT exhibits were being revised by the Re-Design team, and that it was anticipated that there would be ongoing revisions to those documents through the CMP process. Crain explained that this was the reason the recommendation was made by Qwest to remove Exhibits G and H relating to CMP from the SGATs. Tom Dixon-WorldCom asked if Qwest was contemplating workshops. *WORLDCOM DIXON COMMENT: further 271 workshops to discuss CMP. Crain stated "no".* Nancy Lubamersky-Qwest answered that CMP was an operational undertaking, and that the Re-Design team was established to let the "experts" improve CMP for all involved. Lubamersky stated that the CMP Re-Design efforts would be brought forward to the commissions, but were meant to be resolved in the Re-Design team and not in 271 workshops. Dixon-WorldCom asked how the Re-Design team was going to deal with regulatory issues. Dixon went on to identify five points that needed resolution. The points were:

- 1). Dispute resolution will end up at a regulatory body and there needs to be a defined and agreed to process.
- 2). Exhibits G and H regarding CMP and Escalation do belong in the SGAT. All CLECs need to know what had been committed to in CMP.
- 3). Voting rights need specific definitions.
- 4). Should Qwest have veto based on majority rule?
- 5). Prioritization rules need to be specifically defined.

Crain stated that if it is important to keep CMP documents as part of the SGAT, that would be considered and a response would be provided at the next Re-Design meeting. Liz Balvin-WorldCom stated that it was important for new CLECs to have the CMP language in the SGAT. Crain also stated that Qwest was to provide a CMP status document to the Colorado Commission on October 10<sup>th</sup>. *WORLDCOM DIXON COMMENT: Dixon requested that the CMP members be permitted to review and comment upon the status document before it was submitted to the Colorado Commission. Crain agreed to do so.* Dixon stated that the Re-Design team needed to review the documentation that was being submitted, and compare that to the existing documentation. Crain asked how updates to the CMP documentation should be handled. Quintana-Colorado PUC stated that a process needed to be set for document review. She further stated that after the October 10<sup>th</sup> filing the commission should get monthly updates on the



progress. Quintana stated that she agreed with Dixon on the five points, and that everything was being deferred to the Re-Design team.

Discussion then moved to the PCATs and how CLEC comments are incorporated into the PCATs. Clauson-Eschelon stated that the PCAT review sessions do not incorporate changes, but are a readout of the Qwest changes. Clauson went on to say that Eschelon has received notices for meetings, but the notification time is not sufficient and that the meetings have been poorly managed. Balvin-WorldCom stated Bill Campbell has solicited input on products and most recently WorldCom had submitted comments on line splitting. Lubamersky-Qwest stated that Qwest was increasing documentation associated with the PCAT, and that changes to the PCAT were being verified to incorporate comments. Quintana again reiterated that the Re-Design team had a tremendous amount of tasks ahead including notifications and tech pubs. Dixon-WorldCom concurred with Quintana that the level of effort was significant and involved re-design of numerous processes and issues. Lubamersky stated that this effort was an augment to existing processes and did not warrant being referred to as re-design. Balvin stated that this effort was a total redesign of all CMP processes. Schultz-Qwest stated that the redesign team was working on seven key elements, and that those elements were in effect prior to the Re-Design effort being established. Balvin agreed that this was not starting from scratch, but prior to Re-Design there was no collaborative design of the processes which impact the CLECs. . *WORLDCOM BALVIN COMMENT: I recall my statement to include the fact that the process implemented by Qwest was not collaboratively established thus the need to totally revamp to process was required and that the CLEC community agreed to use as a starting point the OBF guidelines on change management.* Dixon asked if all members understood their roles and the results they were to deliver, and that a stipulation was made by Qwest at the 271 workshop that all this work would be done within 45 days of closing the workshops. Clauson stated that there were significant issues that needed to be resolved including processes for utilizing Qwest Service Managers, knowing when things were a legal/regulatory issue, identifying documentation for processes such as network outages including SGAT discrepancies. Clauson again stated that it would be very difficult to determine when items required legal/regulatory representation. Sharon Van Meter-ATT stated that having separate legal/regulatory meetings would cause problems because the operations folks needed to understand legal/regulatory issues and vice versa. Quintana stated she assumed Qwest would not have problems making changes to the SGAT CMP language. Crain again asked if it was important to the group to have language in the SGAT. Dixon stated that the group had several action items including,

- 1). Making the 18 item checklist an action item list.
- 2). Developing the status report to be filed and reviewing/revising with the Re-Design team.
- 3). How do we implement based on the stipulation that processes will be done within 45 days?
- 4). Is this an augment or a redesign?

Crain agreed that the redesign effort needed to proceed and that the discussion on augment vs. redesign was a semantics discussion. Lubamersky stated that CMP would be a constantly changing process and that this effort will be ongoing with continuous improvement. Gindlesberger-Covad restated that this was a redesign and that the discussion was one of semantics. Crain stated the Re-Design effort was an open forum to discuss all change management and that was the charter for the team. Discussion then turned to changes that were being implemented as the redesign effort was taking place. Balvin-WorldCom stated that the ROC had brought up a Qwest meeting for LSR exceptions that had taken place on Friday, August 31<sup>st</sup>. In that meeting, Qwest requested that a vote be taken to move forward with the CLECs attending the call. Clauson asked if that was a separate process, because the Re-Design team had not defined how and when vote would be taken. Van Meter-ATT stated that on the call the CLECs stated that a vote could not take place until the material was discussed within CLEC organizations and with all CLECs impacted. Osborne-Miller-ATT stated that they told the Qwest Conference call attendees that a vote could not be taken. Lubamersky stated that this particular call was not associated with CMP Re-Design and that there was a review of the process taking place. Wicks-Allegiance asked if going forward there would be any votes outside of CMP. Balvin stated that in the email notification of the conference call there was no indication that a vote would be taken. Schultz-Qwest stated that this vote circumstance would be run to ground. Karen

Clauson-Eschelon stated that the Redesign team needed to develop an interim exception process to make certain that if CMP exceptions are required there is a mechanism in place to handle those exceptions. There was discussion regarding whether a CLEC could submit change comments during a training session. Schultz-Qwest will follow up on training and how the feedback loop is managed. Judy Lee then recapped that the Re-Design team would be involved in reviewing the status report being filed with the Colorado Commission, and that Andy Crain would review that with the group. Discussion then moved to whether the name of the Re-design team should be changed. Clauson stated that this was the name on the web site and the name should not change. It was decided to leave the name as Re-Design. *WORLD COM BALVIN COMMENT: I recall a great deal more discussion on this topic but the end result was that CLECs believed their role as a CMP re-design core member was to develop with Qwest a collaborative change management process. It was determined that if Qwest felt it appropriate to change the name and purpose of these re-design session that a CR would need to be initiated and discussed by the Re-design members for resolution.*

The Re-Design team then began review of the red-lined document. Clauson-Eschelon requested that all changes submitted be incorporated into a single main document, and that had been the original request of the team. The Re-Design team developed a revision to the Objectives statement from the July 11<sup>th</sup> meeting. Additionally, language was developed for the interim exception process. Production /Support language was added to the document, and it was agreed that Qwest would provide revisions to the original redlined document using the submitted Table of Contents. Clauson stated that the table of contents could be used but that it may be modified. There was no disagreement. Dixon-WorldCom stated that language for all processes needed to be very specific, with all terms defined. Wicks-Allegiance asked that the document be named "Wholesale Master Redlined Document". Revisions were incorporated and the document is attached.

*Issues/Action Items:*

- #11C: *Sample distribution package*
- #13D: *Add English title to all new and existing CRs posted on the CMP web site*
- #14D: *Qwest to adopt a single notification naming convention*
- #23: *Provide 'upcoming' event calendar on CMP web site*
- #24: *Establish a CMP POC list*
- #30-#36, #41: *Revise naming convention matrix*
- #38: *Point-of-contact for mail-out notices*
- #39: *Provide screen shots of the modified CMP web site*
- #42: *Notification process for Network changes and outages*
- #48: *Develop CLEC-CLEC Impasse Resolution Process for re-design effort*
- #50: *Change Request Flow Chart*
- #54: *Add action item verbiage to the CMP re-design meeting minutes*
- #55: *Timeline for August 14 and 16 meeting minutes*
- #56: *Revise August 7 – 8 meeting minutes*
- #60: *CLEC contact information*
- #61: *Archive on the CMP web site*
- #62: *Logistics for Minneapolis CMP re-design sessions in October*
- #63: *Communicate results of CMP re-design effort at Qwest sponsored CLEC Forum/s*
- #64: *Allegiance to re-introduce a previously denied OSS CR*
- #65: *Core Team to provide input to CLEC-Qwest Impasse Resolution Process*
- #66: *Qwest to provide SGAT language on CMP*
- #67: *Core Team to determine if Exhibits G and H should be included in SGAT*
- #68: *Core Team to address COIL 18 points*
- #69: *Review Qwest's status report and redlined document prior to planned October filing*
- #70: *Process for CLEC review of Tech Pub and PCAT changes*
- #71: *Notification of production problems*
- #72: *Process if CLEC doesn't agree with Qwest's reply to CR*

- #73: *Roles and responsibilities of Service Managers and Sales Managers*

## September 5 and 6, 2001 CLEC – Qwest CMP Re-design Working Session

## Attendance Record

## Core Team Members

9/5	9/6	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	
x	x	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	
x	x	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:kstichter@eschelon.com">kstichter@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	
x	x	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	
		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	
x	x	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	

% = Participant was present on specific date via conference line

## Other Participants

September 5 and 6, 2001 CLEC – Qwest CMP Re-design Working Session

Attendance Record

9/5	9/6	Company	Last Name	First Name	Email	Phone	Comments
		Accenture	Powell	Mark			
x	x	AT&T	Hydock	Mike	<a href="mailto:mkydock@att.com">mkydock@att.com</a>	303-298-6653	
	x	AT&T	McCue	Bill		Pager 888-858-7243 pin 108884	
%		CapGemini	Ferris	Robyn			
x	x	Colorado PUC	Quintana	Becky	<a href="mailto:Becky.guintana@dora.state.co.us">Becky.guintana@dora.state.co.us</a>	303-894-2881	
		KPMG Consulting	Nobs	Christian	<a href="mailto:cnobs@kpmg.com">cnobs@kpmg.com</a>	415-831-1323	
x	x	KPMG Consulting	Yeung	Shun (Sam)	<a href="mailto:shunyeung@kpmg.com">shunyeung@kpmg.com</a>	212-954-6351	
%		Qwest	Blackmun	Jarby			
		Qwest	LeMon	Lynne	<a href="mailto:Llemon@qwest.com">Llemon@qwest.com</a>	303-965-6321	
%		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	

**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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% = Participant was present on specific date via conference line

## Working Session to Negotiate A Modified Change Management Process

**Wednesday, September 5 (10 am to 5 pm Mountain Time) and  
Thursday, September 6, 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 #)

### WEDNESDAY, SEPTEMBER 5 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 pm MT)</b> (includes Break and working lunch)	All
<ul style="list-style-type: none"> <li>• Issues and Action Items:           <ul style="list-style-type: none"> <li>– “Mock-up” of A Monthly CMP Meeting Distribution Package (Action #11C)</li> <li>– Naming Convention for Web Site and Notices (Actions #13F (status), #14D, #30-33, #35-36, #37-41, #43, #44—Judy Schultz/Jarby Blackmun)</li> <li>– Change Request (CR) Process—Flowchart (Action #50—Judy Schultz)</li> <li>– Revised draft—Procedures on Voting and Impasse Resolution Process (Action #48—Terry Bahner)</li> <li>– Others (Actions #13D, #23, #24, #54, #55, #56)</li> </ul> </li> <li>• Feedback on Final August 14 and 16 Meeting Minutes and Discussion Elements</li> <li>• Review Table of Contents</li> <li>• Review and Discuss Qwest’s detailed draft (including Actions #17A-C, #34, #49, #51-53)—may need to continue discussion on September 6           <ul style="list-style-type: none"> <li>– Change Request Initial Process</li> <li>– Change to An Existing Interface               <ul style="list-style-type: none"> <li>– Application-to-Application</li> <li>– Graphical User Interface</li> </ul> </li> <li>– Prioritization</li> <li>– Exceptions</li> </ul> </li> </ul>	
<b>Next Session (4 pm to 4:30 pm MT)</b>	All
<ul style="list-style-type: none"> <li>• Determine discussion items for September 6</li> <li>• Determine what supporting material is needed for the session</li> </ul>	
<b>Closing Remarks (4:30 pm to 5 pm MT)</b>	Judy Schultz
<b>Adjourn</b>	

## Modified Change Management Process

Wednesday, September 5 (10 am to 5 pm Mountain Time) and  
Thursday, September 6, 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 6 AGENDA

TOPIC	LEAD
<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 5 meeting)</li><li>• Review and Discuss Qwest’s detailed draft (continue from Sep 5)<ul style="list-style-type: none"><li>– Change Request Initial Process</li><li>– Change to An Existing Interface<ul style="list-style-type: none"><li>– Application-to-Application</li><li>– Graphical User Interface</li></ul></li><li>– Prioritization</li><li>– Exceptions</li></ul></li><li>• Notification Process for Network Changes and Outages (Action #42)</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>	

Sample—CMP Meeting Distribution Package



**SAMPLE** CMP Monthly Meeting  
Product/ Process

Distribution Package for **REVIEW**

□



## Sample—CMP Meeting Distribution Package

**CMP Monthly Meeting – Product/Process**

1:00 pm – 5:00 pm (Denver MT)

Some 3<sup>rd</sup> Wednesday

Some Building in Denver

Conference Bridge – 1-877-847-0338, PC 6738816


## AGENDA

- Introductions/Roll Call **(1:00 – 1:15)**
- Review Meeting Minutes from previous CMP Meeting **(1:15 – 2:00)**
  - See Attachment A – Previous Meeting Minutes
- Review CLEC Change Requests **(2:00 – 3:30)**
  - See Attachment B – CR Listing
  - See Attachment C - CR Status Reports
- 15 minute Break **(3:30 – 3:45)**
- Review Qwest Mail Outs **(3:45 – 4:00)**
- CMP Re-Design Meeting information **(4:00 – 4:30)**
  - All Re-Design information can be found on the web at:  
<http://www.qwest.com/wholesale/CMP/redesign.html>
  - See Attachment D – CMP Re-Design Core Team roster
  - See Attachment E – CMP Meeting minutes from most recent CMP Re-Design meeting
  - See Attachment F – CMP Working Red Lined Process Document
- Review/Adjust Team Monthly Meeting Schedule **(4:30 – 4:45)**
  - Third Wednesday of the Month – Afternoon
  - Next meeting – Some 3<sup>rd</sup> Wednesday
- ➤ Review any New Business **(4:45 – 5:00)**

## Sample—CMP Meeting Distribution Package

## ATTACHMENT A

XX/XX/01 Product/Process CMP Meeting Minutes

		<b>CLEC CMP Meeting Product &amp; Process</b>
<b>Date:</b> <b>Time:</b> <b>Place:</b> <b>Conference Call-In No.:</b>	<b>August 15, 2001</b> <b>1:00 p.m. to 5:00 p.m. MT</b> <b>1005 17<sup>th</sup> Street, Denver, CO</b>	
<u>Attendees</u>	<u>Name/Company:</u>	<u>Title:</u>
* Attended by Conference Call	Mark Routh, Qwest Matt Rossi, Qwest Jeff Thompson, Qwest LeiLani Hines, WorldCom Terry Wicks, Allegiance Larry Gindlesberger Kathy Stichter, Eschelon Telecom Lynne Powers, Eschelon Telecom Karen Clauson, Eschelon Telecom Donna Osborne-Miller, AT&T Terry Bahner, AT&T Jonathan Spangler, AT&T Ann Binkley, Qwest Judy Schultz, Qwest Jim Beers, Qwest Judy Lee, Qwest Christian Nobs, KPMG Consulting Shun Yeung, KPMG Consulting Jeff Lords, Qwest Alan Zimmerman, Qwest Nancy Hoag, Qwest Todd Mead, Qwest Ric Martin, Qwest Rebecca Spencer, Qwest Doug Anderson, Qwest Mark Coyne, Qwest Sue Burson, Qwest William Campbell, Qwest *Susan Bliss, Qwest *Russ Urevig, Qwest *Chris Henderson, Qwest *Deni Toye, Qwest *Linda Hendricks, Qwest *Denny Graham, Qwest *Mark Powell, Accenture *Jim Thiessen, Avista	CMP Manager CMP Manager Director – IT Carrier Management LEC Manager Sr. Project Manager ILEC Relations Manager VP of Provisioning & Repair Director of Interconnection Manager Supervisor Supervisor Sr. Service Manager Director, Change Management Change Management Facilitator – Re-design Sr. Consultant Consultant Manager Manager Product Manager Change Management Change Management Manager, Training & Development Consultant Team Lead, Process Director, Process Director, Product Director, Service Delivery Supervisor, Program/Project Management Sr. Process Analyst Sr. Process Analyst Lead Project Analyst Staff Compliance Representative Trading Partner Management

**THIS IS A COSMETIC DRAFT ONLY**

Sample—CMP Meeting Distribution Package

	*Jean John, Quintessant *Christine Mohrfeld, McLeod *Bonnie Johnson, Eschelon Telecom	Requirements Analyst ILEC Relations Manager
LEC Manager		Action
<b>1.0</b>	<b>Introduction of Attendees</b>	
1.1	Introduction of the participants and roll call was made.	
1.2	Judy Schultz, Introduced Jim Beers as Qwest’s, facilitator for the Change Management Meeting	
1.3	Jim Beers, requested all participants positive attitude and explained that the goal was to try and capture Action Items in the body of the meeting minutes and move Action Items pertaining to CRs to the respective CR Status History.	
<b>2.0</b>	<b>Action Item Log Review</b>	
2.1	<p><b>Item 25 -</b>                      Matt Rossi indicated that Bill Campbell is to be here later and additional discussion could be made when Bill arrives. Matt advised that the following documents represented Qwest’s response to the Action Item:</p> <ul style="list-style-type: none"> <li>❖ Release Notice 5467145 found on WEB page – Archive.</li> <li>❖ Change Request response, pg. 21 of Distribution package.</li> <li>❖ Change Request 5263637, pg. 39 of Distribution Package.</li> <li>❖ Mail Out sent on 8/10/01 – NETW.080801F.00038.OSBuild Disclosure – Release of Outside Plant Network Build Disclosure</li> <li>❖ Nancy Hoag – to read out Qwest’s CR response.</li> </ul> <p>Lynne Powers indicated this a proper request through Wholesale. She wanted to know how Qwest orders cancelled in held and customers were notified for Qwest’s Retail (I’m not sure what you meant b y this). Lynne wants a written response. They believe Qwest retail orders are held indefinitely, while CLEC orders are cancelled.</p> <p>Karen Clauson indicated that the response does not answer action # 25. She still believes that Qwest’s build policy is discriminatory and that only Qwest orders are held. She would like to get policy in writing. She wants to determine:</p> <ol style="list-style-type: none"> <li>1. Is it discrimanatory.</li> <li>2. Because Qwest controls the timing, is Retail getting notification same time as CLEC?</li> <li>3. Does not believe that Qwest’s e-mail response is consistent with Minnesota Ruling. She provided Garth Morissal at Eschelon as a reference to contact.</li> </ol> <p>Susie Bliss indicated that Qwest needs to be clear in our response.</p> <p>Lynne Powers questioned if this new process is being issued for Retail.</p> <p>Susie Bliss stated that she would get an understanding of the Retail Process by Friday August 17<sup>th</sup>.</p> <p>Lynne Powers indicated that Qwest uses IDLC, which limits CLECs availability.</p> <p>Karen Clauson advised that Copper shouldn’t be the only availability.</p> <p>Larry Gindlesberger stated that this is where facilities are exhausted.</p> <p>Lynne Powers indicated that Qwest could limit future builds to encourage IDLC.</p> <p>Denny – Qwest is working on IDLC where we have IDLC will make available POTs.                      Jim Beers will set up a clarification meeting to review the Change Request.</p>	<p style="text-align: right; color: blue;">S Bliss</p> <p style="text-align: right; color: blue;">J Beers</p>

## Sample—CMP Meeting Distribution Package

## ATTACHMENT B

CR Listing

*Summary - Wholesale Process/Product*

<i>CRNumber</i>	<i>Title</i>	<i>Organization</i>	<i>Submitter</i>	<i>Products Impacted</i>	<i>Director</i>
<i>Current Status</i>	<i>Area Impacted</i>	<i>Shirt Size</i>	<i>Interfaces Impacted</i>	<i>Owner</i>	
5263569	Loop reclamation	Wholesale Process	Powers, Lynn	Centrex, Resale, Unbundled Loop, UNE-P	Bliss, Susan
Submitted	Ordering	N/A			Hoag, Nancy
5263637	Installation of adequate facilities and reduction in number of held orders	Wholesale Process	Powers, Lynn	Centrex, Resale, Unbundled Loop, UNE-P	To Be, Determined
Evaluation	Ordering	N/A			Buckmaster, Cindy
5371475	Allow non design-affecting due date changes for unbundled loop orders	Wholesale Process	Powers, Lynn	Unbundled loop	To Be, Determined
Submitted	Ordering	N/A			Hoag, Nancy
5432820	Update SAG records to match LEC records	Wholesale Process	Sprague, Michelle	Centrex, Unbundled Loop	Thompson, Jeff
Evaluation	Pre-Ordering	N/A			Thompson, Jeff
5548229	Same day pair change during test and turn-up (day of cut)	Wholesale Process	Wicks, Terry	Unbundled loop, LNP	To Be, Determined
Submitted	Ordering	N/A			Toye, Deni
5548341	Collocation end to end testing	Wholesale Process	Osborne-Miller, Donna	Collocation	Campbell, William
Submitted	Ordering	N/A			Nelson, Steve

Thursday, August 30, 2001

Page 1 of 5

Sample—CMP Meeting Distribution Package

**ATTACHMENT C**

**CLEC CR Reports**

[http://www.uswest.com/wholesale/cicmp/changerequest\\_pp.html](http://www.uswest.com/wholesale/cicmp/changerequest_pp.html)

## Sample—CMP Meeting Distribution Package

**Open Product/Process CR Detailed**

<b>CR #</b> <b>Products</b>	<b>Title</b>	<b>Current Status</b> <b>Impacted</b>	<b>Organization</b>	<b>Area</b>  <b>Impacted</b>	
5263137	Re-use facilities for CLEC-CLEC carrier changes	Submitted	Wholesale Process	Ordering	Centrex, Resale, Unbundled

**Director:** Bliss, Susan

**Submitter:** Powers, Lynn

**Owner:** Urevig, Russ

**CR PM:** McKee, Lyman

**Description Of Change**

Qwest should change its process so that Qwest will re-use facilities for CLEC-to-CLEC carrier changes. When an end-user customer changes carriers from one CLEC to another, Qwest has indicated to Eschelon that CLECs must order new facilities, because Qwest does not allow a CLEC to request re-use of the same facilities used by the other CLEC to serve the same customer. In one situation, for example, Eschelon placed an order to change an end-user customer from the on-net facilities of another CLEC to the on-net facilities of Eschelon. Qwest indicated that Eschelon must order new facilities and, when Eschelon did so, Qwest placed the order in held status. The other CLEC provided its PONs to Eschelon for that CLEC's disconnect of its loops. Eschelon re-submitted the order, identified the PONs, and requested re-use of those facilities. Qwest responded that CLECs are not allowed to request re-use of CLEC facilities. Eschelon cancelled the order and resubmitted it later. The order again went in held status. The order is still in held status. (Eschelon has provided the specific information for this and other situations to its account manager.) Ordering new facilities, instead of re-using facilities, can result in delay, additional costs, and service disruption or downtime. Please modify Qwest's processes so that Qwest will re-use facilities for CLEC-to-CLEC carrier changes.

**Status History**

12/01/00 Submitted  
 12/01/00 New to be validated  
 12/04/00 New to be reviewed  
 12/06/00 Status changed to Reviewed - under consideration  
 12/06/00 - Will Discuss during UNE-P discussion marked as agenda item for  
 12/20 Product/Process CICMP Meeting  
 12/15/00 – CR still under investigation but will address at the  
 12/20 CICMP Meeting (SB)  
 1/10/01 – Will be addressed during the 1/11 – 1/12 CLEC to CLEC UNE-P meeting and results discussed in the January CICMP Meeting (RU)  
 2/14/01 – Product Announcement for a formalized process to enable CLEC to CLEC conversions of Unbundled Loop with Re-use of facilities or same loop type services communicated to CICMP team via email and posted on CICMP web site. ( RN # 5393537). (RU – MR)  
 2/21/01 – Closing CR is dependant on requested revision to RN #5393543 – CLEC Unbundled Loop to CLEC Resale  
 3/19/01 – Revision to RN #5393543 complete and undergoing internal approval. Date of Release pending approval. (BD)  
 3/27/01 – Revision to RN #5393537 - CLEC Unbundled Loop to CLEC Unbundled Loop Re-use of Facilities - Revision A sent to CICMP team. BD-MR)  
 4/18/01 – Additional revision needed to CLEC Unbundled Loop – CLEC Unbundled Loop and CLEC Unbundled Loop – Resale release notifications previously released to incorporate new policy on obtaining Circuit ID from OLSP (MR)  
 4/30/01 – Revision "B" to RN #5393537, RN #5393543, and RN #5467108 sent to CICMP team incorporating new procedure for obtaining Circuit ID's. (MR)  
 5/16/01 – Lynne Powers request to remain open to verify newly implemented circuit attainment process to be put in place on 5/25. (MR)  
 6/20/01 – Process implementation for enhanced Circuit ID Process to be verified and presented in interim meeting to be scheduled by Qwest prior to the July CICMP Meeting. (MR)  
 7/10/01 – Interim conference call conducted to discuss CLEC to CLEC conversions – meeting minutes sent to the CICMP team on 7/12/01 (MR)  
 7/13/01 – Drafted response sent to the CICMP Team via email (MR)  
 8/15/01 – CLEC CMP Meeting Product & Process CR 5263137 Matt Rossi advised that the Response to the CR was in the material handout. Lynne Powers advise they are accepting orders OK, but cut-over is not going smoothly. Bonnie thought the orders were not being worked to the right place. The quality team is evaluating the issue under AI # 308 in systems. Judy Schultz is to evaluate where issue best resides (Product & Process or Systems). J Schultz by next meeting

**Project Meetings**

Kathy,

This confirms our conversation this morning that Change Request 5263137 can be closed based on Qwest's response dated

### Sample—CMP Meeting Distribution Package

August 7, 2001 presented at the 8/15/01 meeting. In addition, this is based on Qwest tracking System Action Item 308 as a separate request and addressing the quality issues experienced during cut-over.

*Thursday, August 30, 2001*

*Page 1 of 45*

#### ***Qwest Response***

July 13, 2001

This letter is in response to the following CLEC Change Request Forms #5263137, dated December 1, 2000 and #5608177 and #5608353, dated June 13, 2001. All of these Change Requests pertain to the CLEC to CLEC Migration process. The revised process was released via the Co-Provider Industry Change Management Process (CICMP) on May 25, 2001.

Re-use of facilities for CLEC to CLEC carrier changes, improving the CLEC to CLEC reuse of facilities process and to ensure Nondiscrimination.

Response: The Qwest Release Notification Forms #5393537 (CLEC Unbundled Loop to CLEC Unbundled Loop), #5393543 (CLEC Unbundled Loop to CLEC Resale), and #5467108 (CLEC LNP with Unbundled Loop to CLEC Unbundled Loop) Revision B, released on May 25, 2001, noted changes in the Pre-Order section that the requirement to obtain the "Circuit Identification Number from the OLSP" is optional. Both Eschelon and Allegiance provided Qwest with examples of orders that were rejected by Qwest due to no Circuit Identification Number provided. After gap analysis, it was determined that additional training of Qwest Service Center personnel and updates to Service Delivery M&Ps were required. The following measures have been implemented:

An updated Multi Channel Communicator (MCC) New or Changed Information Procedure was issued on July 9, 2001. Issued to target Qwest internal personnel in the Wholesale Customer Care, Customer Service, Error Group, Held Order/Escalation, Order Processing and Order Resolution organizations.

Topic of the MCC: "CLEC to CLEC Migration of an Unbundled Loop and Unbundled Loop to other products."

CLEC to CLEC Migration is defined as; unbundled to unbundled, unbundled to resale, unbundled to Centrex resale, unbundled to retail.

Emphasis placed on processing orders without circuit ids (ECCKT's) on LSR requesting migration.

States included in this communication are; AZ, CO, IA, ID-N, ID-S, MN, MT, ND, NE, NM, OR, Outside 14 State Region, SD, UT, WA and WY. All internal job aids and on-line support documentation have been updated.

Qwest Service Center specific training sessions are currently in progress for both center coaches and center personnel. The training will be on going to ensure process compliance.

Sincerely

Nancy J. Hoag  
Wholesale Product Manager

August 7, 2001

This letter is in response to the following CLEC Change Request Forms #5263137, dated December 1, 2000 and #5608177 and #5608353, dated June 13, 2001. All of these Change Requests pertain to the CLEC to CLEC Migration process. The revised process was released via the Co-Provider Industry Change Management Process (CICMP) on May 25, 2001.

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Emphasis placed on processing orders without circuit ids (ECCKT's) on LSR requesting migration.

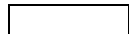
States included in this communication are; AZ, CO, IA, ID-N, ID-S, MN, MT, ND, NE, NM, OR, Outside 14 State Region, SD, UT, WA and WY. All internal job aids and on-line support documentation have been updated.

Qwest Service Center specific training sessions are currently in progress for both center coaches and center personnel. The training will be on going to ensure process compliance.

Sincerely

Nancy J. Hoag  
Qwest Wholesale Product Team

## Sample—CMP Meeting Distribution Package



## ATTACHMENT D

## CMP Re-Design Team roster

<b>Last Name</b>	<b>First Name</b>	<b>Company</b>	<b>Email</b>	<b>Phone</b>
<b>Team Members</b>				
Bahner	Terry	AT&T	<a href="mailto:tbahner@att.com">tbahner@att.com</a>	303-298-6149
Balvin	Liz	WorldCom	<a href="mailto:liz.balvin@wcom.com">liz.balvin@wcom.com</a>	303-217-7305
Clauson	Karen	Eschelon Telecom	<a href="mailto:klclauson@eschelon.com">klclauson@eschelon.com</a>	612-436-6026
DeGarlais	Vince	Scindo Networks	<a href="mailto:vcdegarlais@scindonetworks.com">vcdegarlais@scindonetworks.com</a>	720-528-4207
Evans	Sandy	Sprint	<a href="mailto:sandra.k.evans@mail.sprint.com">sandra.k.evans@mail.sprint.com</a>	913-433-8499
Gavrilis	George	Scindo Networks	<a href="mailto:Gtgavrilis@scindonetworks.com">Gtgavrilis@scindonetworks.com</a>	720-528-4193
Gindlesberger	Larry	Covad Communications		
Green	Wendy	Qwest	<a href="mailto:wteepe@uswest.com">wteepe@uswest.com</a>	303-896-1079
Gunderson	Peder	Electric Light Wave	<a href="mailto:peder_gunderson@eli.net">peder_gunderson@eli.net</a>	360-816-3429
Hines	LeiLani	WorldCom	<a href="mailto:LeiLani.Jean.Hines@wcom.com">LeiLani.Jean.Hines@wcom.com</a>	303 217-7340
Lees	Marcia	SBC Telecom	<a href="mailto:marcia.lees@sbc.com">marcia.lees@sbc.com</a>	314-340-1131
Littler	Bill	Integra Telecom	<a href="mailto:bill.littler@integratelecom.com">bill.littler@integratelecom.com</a>	360-213-1108
Maher	Jim	Qwest	<a href="mailto:Jxmaher@qwest.com">Jxmaher@qwest.com</a>	303-896-5637
Osborne-Miller	Donna	AT&T	<a href="mailto:dosborne@att.com">dosborne@att.com</a>	303-298-6178
Powers	Lynne	Eschelon Telecom	<a href="mailto:flpowers@eschelon.com">flpowers@eschelon.com</a>	612-436-6642
Rossi	Matt	Qwest	<a href="mailto:mrossi@uswest.com">mrossi@uswest.com</a>	303-896-5432
Routh	Mark	Qwest	<a href="mailto:mrouth@uswest.com">mrouth@uswest.com</a>	303-896-3781
Schultz	Judy	Qwest	<a href="mailto:jmschu4@qwest.com">jmschu4@qwest.com</a>	303-965-3725
Sprague	Michelle	McLeodUSA	<a href="mailto:msprague@mcleodusa.com">msprague@mcleodusa.com</a>	319-790-7402
Stichter	Kathy	Eschelon Telecom	<a href="mailto:klstichter@eschelon.com">klstichter@eschelon.com</a>	612-436-6022
Thiessen	Jim	Avista	<a href="mailto:jthiessen@avistacom.net">jthiessen@avistacom.net</a>	509-444-4089
Van Meter	Sharon	AT&T	<a href="mailto:svanmeter@att.com">svanmeter@att.com</a>	303-298-6178
Wicks	Terry	Allegiance Telecom	<a href="mailto:terry.wicks@algx.com">terry.wicks@algx.com</a>	469-259-4438
<b>Facilitator</b>				
Lee	Judy	Xtel Solutions, Inc.	<a href="mailto:soytofu@pacbell.net">soytofu@pacbell.net</a>	650-743-8597
<b>Observers</b>				
Powell	Mark	Accenture	launch-now.notify@ cscocoe.accenture.com	
Quintana	Becky	Colorado PUC	<a href="mailto:Becky.Quintana@dora.state.co.us">Becky.Quintana@dora.state.co.us</a>	303-894-2881
Woodhouse	Rick	KPMG Consulting	<a href="mailto:rwoodhouse@kpmg.com">rwoodhouse@kpmg.com</a>	518-427-4849
Yeung	Sam	KPMG Consulting	<a href="mailto:shuyeung@kpmg.com">shuyeung@kpmg.com</a>	212-954-6351
Nobs	Christian	KPMG Consulting		
LeMon	Lynne	Qwest	<a href="mailto:Llemon@qwest.com">Llemon@qwest.com</a>	303-965-6321



## Sample—CMP Meeting Distribution Package

## ATTACHMENT E

Meeting Minutes from 7/19/01 meeting

## FINAL MEETING NOTES

**CLEC-Qwest Change Management Process Re-design****Thursday, July 19, 2001 Working Session**1801 California Street, 23<sup>rd</sup> Floor, Junior Executive Conference Room, Denver, CO

Bridge line: 1-877-847-0304, pass code 7101617# (confirmation: 4397137)

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

**INTRODUCTION**

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

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

**RULES OF ORDER FOR THE RE-DESIGN WORKING SESSIONS**

Participants discussed the three scenarios below to determine the role of third party software provider (“3<sup>rd</sup> Party Software Provider”), if any, as participants to re-design Qwest’s Change Management Process.

- A) 3<sup>rd</sup> Party Software Providers are part of the core team to re-design the process, however, no ‘voting’ rights on behalf of themselves or the CLEC-client (Process=Yes, Vote=No)
- B) 3<sup>rd</sup> Party Software Providers are allowed to ‘voice’ and ‘vote’ as any CLEC (Process and Vote=Yes)
- C) 3<sup>rd</sup> Party Software Providers are excluded from the core team (Process and Vote=No)

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

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

Sample—CMP Meeting Distribution Package

**ATTACHMENT F**

CMP Working Red Lined Process Document

**Qwest  
Wholesale Program**

**CLEC-Qwest Change Management Process**

**Date:** 09/10/99  
12/28/99 Revised  
02/16/00 Revised  
11/10/00 Revised  
03/13/01 Revised  
03/30/01 Revised  
05/11/01 Revised  
08/29/01 Draft—CLEC-Qwest CMP Re-design Core Team

## Sample—CMP Meeting Distribution Package

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**Sample—CMP Meeting Distribution Package**

5.3.1.5 Content of Final Notification ..... Error! Bookmark not defined

**8.0 EXCEPTIONS** ..... Error! Bookmark not defined

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8.5 Timeline Related to Regulatory Mandated Changes ..... Error! Bookmark not defined

Appendix A – List of Acronyms (TBD) ..... Error! Bookmark not defined

**Customer Letter Site Design, September 5, 2001**



Customer\_Letter\_  
Site\_Design\_Sept\_!

**Change Request (CR) Work Flow**

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**CLEC-Qwest Change Management Process Re-design**  
**PROPOSAL—revised DRAFT on 8/14/2001**  
**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). *(NOTE: AT&T is leading an effort with the CLEC participants to develop a CLEC-CLEC Impasse Resolution Process by the September 5 re-design working session.)*

**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
  - (to be determined by September 5—lead: AT&T)
- 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**

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 a 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:

- **Regulator:** 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  
PROPOSAL  
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/no)	Vote				
				A	B	C	D	
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-CLEC Change Management Process Re-design

### OBJECTIVES

Revised 09/06/01

Collaboratively develop a detailed revised Change Management Process and an implementation schedule for the revised process. The revised process will include the following key elements:

#### OSS Interfaces<sup>3</sup>

- The Process shall address procedures for changes to OSS interfaces that impact the CLECs. [\[action item #17\]](#)
- A process to introduce or retire interfaces will be developed.

#### Product/Process and Technical Publication

The Process shall address procedures for product/process and technical publications. [\[action item #17\]](#)

#### Exception Process

- An Exception Process will be developed.

#### Escalation Process and Dispute Resolution Process

- The process will address Escalation and dispute resolution.

#### SGAT

[\[place-holder—action item #66-67\]](#)

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<sup>3</sup> 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.

**QWEST'S COLORADO APPLICATION TO PROVIDE IN-REGION  
INTERLATA SERVICE  
COLORADO PUC DOCKET NUMBER 97I-198T  
Workshop No. 6 (1<sup>st</sup> Session)  
Section 12, General Terms and Conditions, CICMP, BFR  
June 19 – 22, 2001**

Issue ID #	SGAT #	Party/ Source	Description of Issue	Action/ Status	Due Date
CM-1		ATT	<p>Clarity and accessibility of Qwest CICMP documents.</p> <p>CLECs seek to identify all documents that purport to explain how the CICMP process works. Qwest cites Exhibit H and its contents, which includes all documentation necessary to utilize the CICMP process and how to participate in that process. Documents that describe how the CICMP process works are available on the public domain, at URL:</p> <p style="text-align: center;"><a href="http://www.qwest.com/wholesale/cicmp">www.qwest.com/wholesale/cicmp</a>.</p> <p>The website contains sublinks to documents including:</p> <ul style="list-style-type: none"> <li>➤ CICMP Document (Exhibit G), a master document which refers to all other CICMP resources.</li> <li>➤ Escalation Process (Exhibit H)</li> <li>➤ Change Request Prioritization Process</li> <li>➤ Release Notifications</li> </ul> <p>Qwest intends to further clarify CICMP documents are to be during the course of CICMP proceedings</p>	<b>Open</b>	Discuss in July Workshop
CM-2		ATT	<p>Definition and adequacy of Qwest's escalation and dispute resolution process.</p> <p>CLECs state that dispute resolution is intertwined with Qwest's escalation process, which is enumerated in CICMP Exhibit H (Exhibit 6-Qwest-47). CLECs contend there is no opportunity to resolve CICMP-related disputes absent a framework that recognizes that disputes, per se, can exist. CLECs argue that if a CLEC disagrees with Qwest's decision on a Change Request, an escalation process must be followed involving the Qwest management hierarchy. CLECs claim they can only voice their displeasure and but have no assurance their issues will be acted upon. CLECs contend Qwest's proposed escalation process is unduly long (up to 17 business days, and possibly 30 days in some circumstance). CLECs want a dispute resolution process that would be binding on all parties involved with CICMP.</p> <ul style="list-style-type: none"> <li>➤ CLECs contend there should be an opportunity for CLECs to challenge Release Notifications, to the extent they are substantial and could adversely impact the CLECs.</li> <li>➤ CLECs argue that there should be a mechanism to challenge a Systems Change Proposal if there were disagreement and, in particular, if Qwest were continues on with the change.</li> <li>➤ CLECs want to streamline the escalation process so that only one person within Qwest would be responsible, with authority to bind the company and make a decision within two business days. Disputes would thereafter be resolved by the Colorado Commission.</li> </ul> <p>Qwest contends that CICMP matters subject to escalation and dispute resolution would, in fact, primarily involve CLEC-provided change requests. As such, Qwest release notifications and any other process changes would not be subject to escalation and or dispute resolution in practical terms. Qwest points out that its procedures</p>	<b>Open</b>	Discuss in July Workshop

**QWEST'S COLORADO APPLICATION TO PROVIDE IN-REGION  
INTERLATA SERVICE  
COLORADO PUC DOCKET NUMBER 97I-198T  
Workshop No. 6 (1<sup>st</sup> Session)  
Section 12, General Terms and Conditions, CICMP, BFR  
June 19 – 22, 2001**

<b>Issue ID #</b>	<b>SGAT #</b>	<b>Party/ Source</b>	<b>Description of Issue</b>	<b>Action/ Status</b>	<b>Due Date</b>
			already incorporate a provision which states that “disputes that cannot be resolved within Qwest's management structure are to be referred to an independent monitor.”		
CM-3		ATT	Does Qwest have all five categories of changes in SBC documents?	Not Discussed	Discuss in July Workshop
CM-4		ATT	Are there performance measurements for change management?	Not Discussed	Discuss in July Workshop
CM-5		ATT	Is repair a process subject to change management?	Not Discussed	Discuss in July Workshop
CM-6		ATT	How frequently are CICMP meetings scheduled?	Not Discussed	Discuss in July Workshop
CM-7		ATT WCom	Are Qwest-generated CRs subject to CICMP?	Not Discussed	Discuss in July Workshop
CM-8		ATT	What is a proprietary CR?	Not Discussed	Discuss in July Workshop
CM-9		ATT	When are EDI draft worksheets available?	Not Discussed	Discuss in July Workshop
CM-10		ATT	Have CLECs had input into the development of the change management processes?	Not Discussed	Discuss in July Workshop
CM-11		ATT	Combined with CM-2.	Available For Future Use	NA
CM-12		WCom	WCom not allowed to vote on EDI CRs.	Not Discussed	Discuss in July Workshop
CM-13			Scope of CICMP process	Not Discussed	Discuss in July Workshop
CM-14			Whether Contents of Exhibit G should be included in SGAT	Not Discussed	Discuss in July Workshop
CM-15			Whether Contents of Exhibit H should be included in SGAT	Not Discussed	Discuss in July Workshop
CM-16			Distinguishing between issues that warrant consideration in CICMP form versus between individual Qwest/CLEC	Not Discussed	Discuss in July Workshop

**QWEST'S COLORADO APPLICATION TO PROVIDE IN-REGION  
INTERLATA SERVICE  
COLORADO PUC DOCKET NUMBER 97I-198T  
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Section 12, General Terms and Conditions, CICMP, BFR  
June 19 – 22, 2001**

<b>Issue ID #</b>	<b>SGAT #</b>	<b>Party/ Source</b>	<b>Description of Issue</b>	<b>Action/ Status</b>	<b>Due Date</b>
CM-17			Processes for notification of CLECs and adequacy of process.	Not Discussed	Discuss in July Workshop
CM-18			Documents described and as yet unidentified or unknown, which include the change request prioritization process and other links.	Not Discussed	Discuss in July Workshop

## Interim Exception Process for OSS Interfaces, Product and Process Changes

As of September 6, 2001

### What is needed?

- Quick implementation
- Uniquely identified (e.g., Exception/Vote) on subject line
- Clearly communicated if vote is required with deadline and means (i.e., participate on call, meeting or via e-mail)
- Description of request
- Send to ALL CLECs
- Minutes to be released to all CLECs
- Regulatory Mandates and Third Party Testing requirements qualify
- Logistics of information call and voting meeting/call
- Material and agenda

### Notification Timeline

- Qwest to announce at the CMP Meeting regarding the expedited change is needed
- Qwest to issue notice at least **xxx** days in advance of the informational call/meeting
- Hold informational call/meeting and write minutes
- Hold voting call/meeting and write minutes with voting results

### Voting Process

- Majority Rules among total voting CLEC entity (via call, meeting or e-mail)
- If tie, notify all CLECs of the situation and schedule a second round of voting
- Matt Rossi or Mark Routh will schedule and conduct a voting call/meeting

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NOTE: 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.



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

Revised—September 12, 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 Sep 18	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 Sep 18	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 12, 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	<a href="#">Sep-5</a> <a href="#">Extended to Sep 18</a>	<a href="#">Qwest will continue to refer a CLEC to their respective Service Manager if there are questions pertaining to a notification.</a>  <a href="#">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.</a>
40	Issue	August 14 Meeting	Notifications	Are Call Center outages included in the “outages” sub-category – should they be?	Qwest – Judy Schultz	<a href="#">Sep-5</a> <a href="#">Extended to Sep 20</a>	<a href="#">Provide status on Sep 18</a>
42	Action	August 14 Meeting	Notification	Investigate how notifications are done for Network outages, including a paging broadcast capability.	Qwest – Jim Maher	<a href="#">Sep-6</a> <a href="#">Extended to Sep 18</a>	<a href="#">Related to Item #66</a>
44	Action	August 14 Meeting	Notification	Create instructions for access to web site notification	Qwest - Judy Schultz	<a href="#">Sep-5</a> <a href="#">Extended to Sep 20</a>	<a href="#">Related to Items #13C, 13F, 37, 61</a>
49	Action	August 16 Meeting	Types of changes – OBF V.1	Look at other industry bodies that need to be included in type 3 changes (e.g., ANSI and ATIS)	Core Team	<a href="#">Sep-5</a> <a href="#">Extended to Sep 20</a>	
51	Action	August 16 Meeting	Types of Changes – OBF V.1	Obtain SGAT language for versioning release language	Qwest – Judy Schultz	<a href="#">Sep-5</a> <a href="#">Extended to Sep 20</a>	
52	Action	August 16	OBF V. 1	Create language in OBF version 1	Qwest –	<a href="#">Sep-5</a>	

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

Revised—September 12, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting		in Change to Existing Interfaces section VII. Also address 'defects.'	Judy Schultz	<a href="#">Extended to Sep 20</a>	
53	Action	August 16 Meeting	Qwest CMP Process Document	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.	Qwest – Judy Schultz	<a href="#">Sep-5 Extended to Sep 20</a>	
60	Action	Sep 5 Meeting	CLEC Questionnaire	Verify if there is an entry on the CLEC questionnaire for contact information (POC)	Qwest – Matt Rossi	<a href="#">Sep 18</a>	<a href="#">Promote the importance for CLECs to provide accurate contact information at the Qwest sponsored CLEC Forum.</a>
61	Action	Sep 5 Meeting	CMP Web Site	Provide an Archive on the CMP web site.	Qwest – Judy Schultz	<a href="#">Sep 20</a>	<a href="#">Related to Items #13C, 13F, 37, 44</a>
62	Action	Sep 5 Meeting	Re-design Location	Provide location, directions and names of nearby hotels for Minneapolis meetings.	Qwest – Judy Schultz	<a href="#">Sep 10</a>	
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	<a href="#">Sep-13 To be re-scheduled</a>	<a href="#">The Qwest sponsored CLEC Forum on September 12-13 was postponed due to the national crisis.</a>
64	Action	Sep 5 Meeting	Monthly CMP Meeting	Allegiance to re-introduce a previously denied CR that is still needed so that Qwest can assess and CLECs to prioritize.	Qwest – Mark Routh	<a href="#">Sep 19</a>	
65	Action	Sep 5 Meeting	Re-design Impasse	Obtain feedback from individual organizations on the draft proposed	Core Team	<a href="#">Sep 18</a>	

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

Revised—September 12, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
			Resolution Process	CLEC-Qwest Impasse Resolution Process for the re-design effort.			
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	Sep 18	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	Sep 18	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.	Core Team	October 2	Andy Crain to provide documents
70	Issue	Sep 6 Meeting	CLEC Review of Tech Pubs and PCAT Changes	What is the process 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	Sep 18	Susie Bliss will provide overview of the process.
71	Action	Sep 6 Meeting	Production Support Process	What is the process for CLECs to report and Qwest to notify CLECs on production problems—what is the production support process and timeline? Where is the CLEC documentation pertaining to this information?	Qwest – Wendy Green	Sep 18	

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

Revised—September 12, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
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	Sep 18	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.  What is the internal notification process (e.g., advanced notice before CLEC) for Service Managers on CLEC notices?	Qwest – Judy Schultz	<del>Sep 5</del> <del>Extended to Sep 18</del> Extended to Oct 2 - 3	Subsequent to the Sep 5-6 session, Qwest requests to address this item at the Oct 2 or 3 meeting to allow the Service Management Director to participate in-person in Minneapolis.

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

Revised—September 12, 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>

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

Revised—September 12, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
1B	Action	July 11 Meeting	3 <sup>rd</sup> Party Provider	Core Team to conclude discussion and participants to decide on one of the above scenarios	Core Team	CLOSED July 19	COMPLETED in July 19 meeting.
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 12, 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 be notified about the posting.



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

Revised—September 12, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							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.  DECISION (8/7):

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

Revised—September 12, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							Recommendation to rename from CMP to CMP will be presented at 8/15 CMP Meeting DECISION: (8/15) CLECs agreed to change CMP to CMP
10	Action	July 19 Meeting	ATIS	Research what ASOG activities are being worked on at ATIS.	Qwest— Judy Schultz	CLOSED August 7	COMPLETED: ATIS is not developing a Change Management process that includes ASRs. Related to Issue #17B.
11A	Action	July 19 Meeting	CMP Meeting Distribution Package	Determine what to include in the CMP meeting distribution packages.	Core Team	CLOSED August 8	COMPLETED: REDLINED CMP re-design framework will reflect results of discussion.
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	COMPLETED: Judy Schultz presented example report and CLECs accepted the ‘report’ concept.
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 response/s and	Qwest— Judy Schultz	CLOSED Sep 5	DECISION: Rollout to CLEC community at the 9/19 Monthly CMP meeting.  COMPLETED: Qwest presented mockup at the 9/5 re-design meeting.

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

Revised—September 12, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				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 9/5	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.
14B	Action	August 7	Notification	Explore functionality and	Qwest –	CLOSED	COMPLETED:

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

Revised—September 12, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	Process	capability of the “mail out” tool used for Product/ Process notifications.	Judy Schultz	August 8	“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., Product Family) under each notice category (Systems, Product, Process and Network) and links.	Qwest—Judy Schultz	CLOSED August 14	COMPLETED: Web Site modification rollout is dependent on proposal for sub-categories—see Item 14C.  Presented and closed during 8/14 Re-Design meeting
16	Action	July 19	Qwest	Include Qwest comments on the	Qwest—	CLOSED	COMPLETED:

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

Revised—September 12, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	Comments on MATRIX	MATRIX (OBF Issue 2233 with CLEC Comments)	Judy Schultz	August 14	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
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	Core Team	Establishing CMP Re-Design Core	Qwest –	CLOSED	COMPLETED:

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

Revised—September 12, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting		Team Membership	Judy Schultz	August 7	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 not be allowed to vote on any issue in which they did not participate.</li> </ul>
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.

**CLEC-Qwest Change Management Re-design Working Sessions  
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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
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	<p>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.</p> <p>“Quick Hit Fix” will be a standing item for the Monthly CMP Meeting agenda.</p>
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	<p>DECISION:</p> <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> <li>– FINAL Meeting Minutes and materials to be distributed and posted on CMP Re-design web site (by Tuesday, 8/14)</li> </ul>
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

**CLEC-Qwest Change Management Re-design Working Sessions  
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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							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 Meeting	CMP Web Site	Add another sub-category of “Other” for systems with possible expansion later after re-visit of the scope discussion.	Qwest— Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
34	Action	August 14 Meeting	CMP Web Site	Investigate adding back end systems to the sub categories of the	Qwest— Judy	CLOSED Sep 5	COMPLETED: Revised Naming Convention



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#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				Systems notifications on the web site (WFA, TIRKS, etc)	Schultz		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 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

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							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	<b>DECISION:</b> 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	<b>COMPLETED:</b> 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 Minutes and material?	Qwest—Judy Schultz	CLOSED Sep 5	<b>COMPLETED:</b> – DRAFT Meeting Minutes and materials (by <del>Tues, 8/21</del> Fri, 8/24) – Distribute DRAFT to 8/14 and 8/16 re-design participants for

**CLEC-Qwest Change Management Re-design Working Sessions  
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#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							<p>review (by <del>Tues, 8/21</del> Fri, 8/24 COB)</p> <ul style="list-style-type: none"> <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> <p>Qwest extended timeline on 8/21.</p>
56	Action	August 14 Meeting	Meeting Minutes Update	<p>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	<p>Revise July 19 Final Meeting Minutes to include the voting results on the 3<sup>rd</sup> Party Provider issue—on August 14, the last voting CLEC has given Qwest permission to publish its result.</p>	Judy Lee	CLOSED August 21	COMPLETED: Revised Final July 19 Meeting Minutes are posted on the CMP Re-design web site.
58	Action	August 14 Meeting	Core Team Expectations	<p>Update the document to: “New Core Team member will not be</p>	Judy Lee	CLOSED August 16	COMPLETED: Revised guidelines are posted on

**CLEC-Qwest Change Management Re-design Working Sessions  
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<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>
				allowed to reopen a vote on any issue that has been decided 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.

TO: Qwest CMP Re-design Team

FROM: AT&T Redesign Members

Date: September 14, 2001

Re: Comments Concerning the September 5<sup>th</sup> and 6<sup>th</sup> Re-design Meetings

Several items came up at last week's Change Management Process re-design meeting that concern the AT&T team. Generally, we find that Qwest has been changing the rules of the game as this re-design has proceeded and that this must stop in order for Qwest and the CLECs to make any meaningful progress. We have identified some specific examples below.

1. Re-design Documentation. From early in this process, the CLECs and Qwest agreed that we would work from the OBF 2233 document and reflect changes made and other agreements reached in that document. We clarified at the August 14, 2001 meeting that the comments made in the version we were working from should be transferred to version 1 of the OBF 2233 document and brought to last week's meeting. That work was not done by the time we got to the meeting last week. Qwest brought a new document entitled "CLEC-Qwest Change Management Process" with the latest draft date of August 31, 2001, which we had never seen. It was apparent that Qwest expected CLECs to work from this August 31, 2001 document, which was not complete and the source of which is not clear. Moreover, this document reflected seven "draft" dates from 9/10/99 through 5/11/01. These are all dates that precede the CMP re-design and don't mean anything to AT&T.

AT&T's expectations are that: (a) this process will drive the preparation of complete documentation that thoroughly describes how CICMP will work, (b) the parties will proceed section by section through the OBF document to the greatest extent possible and (c) Qwest will prepare this documentation and distribute updated redlined copies of such documentation in advance of every re-design meeting so that CLECs have the opportunity for review prior to the next re-design meeting. It is AT&T's understanding that OBF 2233 v. 1 is the starting point for the preparation of the necessary documentation.

2. Re-design or Augmentation? At the re-design meeting this week, a Qwest person, whom we understand may be a Qwest witness in the 271 proceedings, attempted to "correct" everyone in attendance by stating that we are involved in an "augmentation" rather than a "re-design" of the change management process. This is curious since all of the minutes and other documentation generated by Qwest since this process began refers to "re-design." That tells us that Qwest is confused; not the CLECs. What we call it is perhaps not as important as what we are doing. So, from AT&T's perspective, we are in fact re-designing a process that is not collaborative, that takes too long, that is deficient,

and that does not work well. This is consistent with the comments CLECs provided to Qwest in July. Qwest, by engaging in this process, clearly acknowledges this. Please let us stick with the task at hand and not confuse the issue with unnecessary changes in terminology. AT&T will continue to refer to this process, and treat it, as a re-design. We will encourage other CLECs to do the same.

3. Following the Existing Process. Last week, Qwest called a meeting of a few CLECs (four, at most) to make a decision regarding an LNP issue in the Qwest product catalog. This was an issue that Qwest had not brought before the CLECs in the CMP via a change request, as is the current process. In addition, Qwest chose not to address this matter at a CMP meeting. Just the same, Qwest attempted to have the few CLECs who participated in this call vote, as if to make a binding decision for all CLECs regarding the PCAT changes. At that meeting, AT&T and Sprint clearly stated that they were not in a position to vote and expressed concern about the nature of the meeting. The fact is, Qwest went out of process to try to get a change to its PCAT approved by CLECs to serve a Qwest purpose. This has never been an option available for CLECs. When a CLEC wants to propose changes, it must submit a change request in the CMP. As Qwest knows, the same process requirement applies to Qwest. In response to Qwest's desire to define possible exceptions to the strict requirement to submit a CR, the CLECs and Qwest discussed an interim process for emergency situations. While we do not agree that the situation that arose last week fits into this category, we recognize there may be times when an emergency process may be appropriate.

4. Voting. At the very first meeting held on July 11, CLECs and Qwest agreed to the guiding principle: "One vote per Corporate Entity with majority rules." This is reflected in the meeting minutes. On July 19, 2001, we conducted a vote regarding software vendors where each entity cast a single vote and the majority prevailed. Then at the August 7 meeting, July Lee wanted to "clarify" the voting. As far as the AT&T team was concerned, no clarification was needed. We understood just fine, until Ms. Lee "clarified" for everyone what Qwest meant: "One vote per corporate entity with majority rules in CLEC community and one vote for Qwest, making every effort to reach consensus." As far as AT&T is concerned, that was not a clarification, it was an outright change in the process. Apparently, even Mark Routh was confused because our attorneys have pointed out to us that in a Colorado PUC hearing, held on August 23, 2001, Mr. Routh stated under oath that CLECs each get a vote and that Qwest gets a vote with the majority prevailing. When asked the following question: "So if there are eight CLECs and then Qwest, there are nine votes and majority rules?"; he stated, "That's correct." You will note that this was sixteen days after the CMP re-design meeting where Ms. Lee made the "clarification."

Based on the changes in position we have observed since July 11, 2001, this team has to say that this process seems less collaborative as time goes on. We are losing confidence in Qwest's ability to meet it's commitments.