12.2.6 Change Management(Updated at 9-20-01 Redesign Session)

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

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

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