

## INTERIM QWEST PRODUCT/PROCESS CHANGE MANAGEMENT PROCESS

Qwest is in the process of updating the documentation it provides to CLECs as a result of the commitments it has made in the workshops and as a result of issues that have been identified in OSS testing. The following is the process Qwest will follow until the completion of the redesign process for Qwest's CMP for product and process changes:

### I. Changes that alter CLEC operating procedures.

As soon as practicable before the next scheduled CMP monthly meeting, Qwest shall submit distribute notification and post on the CMP web site a Change Request and related documentation for changes that alter CLEC operating procedures for pre-ordering, order/provisioning, maintenance/repair and billing for local services. The CR shall describe the change to be made to the process, along with any proposed changes to Qwest documentation available to CLECs. The CR will include the following:—If practicable, Qwest will provide a redlined version indicating the changes from the prior document version. If providing redlined versions is not practicable, Qwest will indicate the changes in the documentation. Qwest will indicate the source of the changes.

- If practicable, a red-lined version of each changed document showing changes from the most recent document version;
- If providing a red-lined version is not practicable for a document, a version of the document with changes highlighted;
- For each changed document, a historical log listing each change, the version of the document changed, the date of the change, and the reason for and source of the change.

Qwest will discuss present the CR at the next CMP Monthly Forum. Under special circumstance, CLECs or Qwest may request that a special CMP Forum be held to address a CR or to invoke the CMP Exception Process. At the CMP meeting, the parties will discuss whether comments are necessary, and time frames for such comments, if applicable. Unless another schedule is agreed to at the CMP meeting, the following procedure will be followed:

- Any CLEC All CMP members may file comments on the CR within 15 days of the CMP Monthly Forum.
- Within 15 days, Qwest will respond to comments and provide a final notice of the changes, along with any proposed changes to Qwest documentation available to CLECs. The notification shall be provided to CLECs at least 15 days before the effective date of the change.

Any CLEC may raise issues relating to its comments at any CMP meeting held before or after the effective date of the change. Any issues that cannot be resolved may be submitted to the Escalation and/or Dispute Resolution Processes as set forth in the CMP Re-Design Master Red Lined Document.

## II. Changes that do not alter CLEC operating procedures.

For changes that do not alter CLEC operating procedures for pre-ordering, order/provisioning, maintenance/repair and billing for local services, Qwest shall provide notice of such changes to CLECs, along with any changes to Qwest documentation available to CLECs. ~~If practicable, Qwest will provide a redlined version indicating the changes from the prior document version. If providing redlined versions is not practicable, Qwest will indicate the changes in the documentation. Qwest will indicate the source of the changes. The change notice will include the following:~~

- ~~• If practicable, a red-lined version of each changed document showing changes from the most recent document version;~~
- ~~• If providing a red-lined version is not practicable for a document, a version of the document with changes highlighted;~~
- ~~• For each changed document, a historical log listing each change, the version of the document changed, the date of the change, and the reason for and source of the change.~~

CLECs may submit comments to Qwest, which will be posted on the CMP web site. Within 15 days of receipt, Qwest will respond to comments submitted by CLECs. Any CLEC may raise issues relating to its comments at any CMP meeting held before or after the effective date of the change. Any issues that cannot be resolved may be submitted to the Escalation and/or Dispute Resolution Processes as set forth in the CMP Re-Design Master Red Lined Document.