

Interim CMP CLEC Originated CR Work Flow for Product/Process

Work	Flow Step	Description	Status Phase	Milestone
1	CLEC Request (CR Submitted)	<ul style="list-style-type: none"> CLEC e-mails completed CR Form to Qwest's CMP Manager Qwest's CMP Manager reviews CR for completeness, assigns a CR Number and inputs CR into CMP Database. (2 business days) Qwest CMP Manager forwards CR to CMP Group Manager Qwest CMP Manager sends acknowledgment of receipt and logged CR to the CR submitter. Qwest CMP Manager post submitted CR to the CMP web site (posting is updated as required) (2 days after acknowledgment) 	Submission	CR Received
1A	Qwest Originated Change Created	<ul style="list-style-type: none"> Process to be determined. 		
2	Subject Matter Expert Assigned	<ul style="list-style-type: none"> CMP Group Manager assigns a Change Management Project Manager (CRPM) and identifies the appropriate Director responsible for the CR. CRPM obtains from the Director the assigned Subject Matter Expert(s) (SME). 	Submission	SME Assigned
3	SME & CLEC Clarification Meeting	<ul style="list-style-type: none"> CRPM Coordinates and holds a Clarification Meeting with the Originating CLEC and Qwest's SMEs within eight (8) business days after receipt of the submitted CR. At the Clarification Meeting, Qwest and the Originating CLEC will review the submitted CR, validate the intent of the Originating CLEC's CR, clarify all aspects, identify all questions that need to be answered and deliverables to be produced that would answer the Originating CLECs CR. CRPM will document and issue confirming meeting minutes. Qwest's SMEs will internally identify options and potential solutions to the CR. CRs received by the first of the month (1st business day of the Month) will be presented at the next Monthly CMP Meeting. The Originating CLEC will present its CR and provide any business reasons for the CR. Clarifications identified during the prior Clarification Meeting will be identified. Participating CLECs will be given the opportunity to comment on the CR and subsequent clarifications. Clarifications and/or modifications related to the CR will be incorporated. Qwest's SME will present options and potential solutions to the CR. General consensus will be obtained from the participating CLECs as to the appropriate direction/solution for Qwest's SME to take in responding to the CR. 	Clarification	Alignment Completed
4	Qwest Response Issued	<ul style="list-style-type: none"> Qwest's SMEs will develop a draft response based on the direction from the Monthly CMP Meeting. The Qwest SMEs will obtain Qwest Director's acceptance and submit the response to the CRPM. Qwest's Responses will either be "Accepted (Qwest plans to adhere to CLEC request) with position stated, or "Denied" (Qwest does not plan to adhere to CLEC request) with detailed basis for the denial including reference to substantiating material. The CRPM will have the response posted to the WEB, inputted to CMP Database and CLECs notified. 	Evaluation Presented	Qwest Response Issued
5	Qwest Response Presented -	<ul style="list-style-type: none"> Qwest Responses issued prior to one (1) week before the Monthly CMP Meeting will be presented at the Monthly CMP Meeting by Qwest's SME. Qwest's SME will conduct a walk through of the response. 	Presented	Qwest Response

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	Monthly	<p>Participating CLECs will be provided the opportunity discuss, clarify and comment on Qwest's Response.</p> <ul style="list-style-type: none"> Based on discussions, Qwest's Response can be either: <ol style="list-style-type: none"> Accepted by the CLECs (Go to 6, Qwest Response Accepted) Rejected by the CLECs and escalated, or deferred (Go to 5B, Qwest Response Not Accepted) Additional revisions required (Go to 5A, Qwest Response Requires Revisions) 		Presented
5A	Qwest Response Requires Revision	<ul style="list-style-type: none"> Based on the comments received from the Monthly Meeting, Qwest's SME will revise Qwest's draft response and issue a formal response at the next monthly CMP meeting. 	Presented	
5B	Qwest Response (Not Accepted)	<ul style="list-style-type: none"> If the CLECs do not accept Qwest's response, they can elect to escalate the CR in accordance with agreed Escalation Procedures. CLECs may not accept Qwest's response, but do not intend to escalate at the present time and would like to defer any action on the CR for a period of time. 	Declined	
5C	CR Dispute Escalated	<ul style="list-style-type: none"> Refer to current procedure on the WEB URL http://www.qwest.com/wholesale/cmp/whatiscmp.html 	Escalated	
5D	CR Dispute Resolved	<ul style="list-style-type: none"> Refer to current procedure on the WEB URL http://www.qwest.com/wholesale/cmp/whatiscmp.html 		Resolved
6	Qwest Response Accepted	<ul style="list-style-type: none"> If Qwest's response is accepted by the participating CLEC, the following actions could be taken <ol style="list-style-type: none"> Response answered CR and no further action is required (Go to 10 CLEC Test & Acceptance) Response provided an implementation plan for a product or process to be developed (Go to 7 Product/Process Change Performed). Qwest Denied CLEC CR and no further action is required by CLEC. 	<p>CLEC Test Development</p> <p>Declined/Deferred</p>	Qwest Response Accepted
7	Production/ Process Change Performed	<ul style="list-style-type: none"> Qwest puts Qwest's recommended implementation plan for a product, or process change/revision/development into production. As required, CLEC input is provided during development stage. 	Development	Qwest Response Accepted
8	Announce Date of Implementation	<ul style="list-style-type: none"> Qwest will advise CLEC when revised/new product, or process will be implemented. See Qwest proposed notification schedule. 	Development	CLEC Notified
9	Change Placed into Production	<ul style="list-style-type: none"> Qwest's revised/new product or process change was placed into production (implemented by Qwest). 	CLEC Test	Test Ready
10	CLEC Test & Acceptance Phase	<ul style="list-style-type: none"> For a period of time after Qwest's revised/new product or process was placed into production, CLECs will have the opportunity to evaluate the effectiveness of Qwest's revised/new product, or process. The CLECs will provide feed back and continual process improvement will be maintained. 	CLEC Test	
11	Change Request Closed (if accepted)	<p>The CR will be closed in one of the following instances:</p> <ul style="list-style-type: none"> Qwest's response was accepted by the CLECs, no further action was required and there was no need to conduct a Test and Acceptance phase. After the CLEC Test & Acceptance Phase, the CLECs believe no further action is required. No further action has taken place for (TBD time period) on a deferred CR. 	Completion	CR Closed

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