

Qwest Proposed CR Prioritization Language—~~10-08-01~~ ~~Revised 02-07-02 11-01-0111-20-0101-31-02~~

PRIORITIZATION

1.9.0 Prioritization Review

~~Each OSS Interface and Test Environment release is prioritized separately. If the Systems CMP Change Requests for any interface or test environment do not exceed release capacity, no prioritization for that release is required. The prioritization review provides the forum for reviewing and prioritizing Type 4 and Type 5 an opportunity for CLECs to prioritize CLEC and Qwest originated OSS Interface change requests (CRs). CRs resulting from Industry Guideline Changes and Regulatory Changes are not included in Prioritization. [See Action Items 212, 170, 169, 168, and 167] (WCOM COMMENT: PER THE REDESIGN TEAM, QWEST WAS WANTING TO PRIORITIZE AS WELL. THE INDUSTRY GUIDELINE AND REGULATORY CHANGES ARE UNDER REVIEW STILL. THE THRUST OF THE NEGOTIATIONS SURROUNDED DEFINED IMPLEMENTATION REQUIREMENTS (LSOG DATES VS. REGULATORY MANDATES)...IF THERE WASN'T ONE, OR THE DATES WERE BEYOND THE NEXT IMPACTED RELEASE, THESE CHANGES SHOULD BE MADE PART OF THE PRIORITIZATION PROCESS. PAP CHANGES SHOULD NOT BE CONSIDERED REGULATORY BECAUSE QWEST TRULY ISN'T OBLIGATED TO FIX THE PROBLEMS, THEY COULD SIMPLY CHOOSE TO PAY THE PENALTIES AND CONSIDER COST OF DOING BUSINESS.) [AT&T Comment: this action item should include Qwest responding to the CLEC proposal to have regulatory and industry guideline changes subject to prioritization provided that any mandatory implementation date would be met.]~~

~~At the Monthly Systems CMP Meeting, Qwest will facilitate the clarification discussion meeting for each CR. Both CLECs and Qwest should have appropriate subject matter experts in attendance. Meetings will be held quarterly, or more frequently if needed, and are open to all CLECs. All eligible¹ [define in terms #248] CRs for prioritization for a major release will be reviewed and discussed during the monthly Systems CMP Meeting prior to each CLEC submitting its prioritization vote. The review and discussion meetings are open to all CLECs. The prioritization review objectives are to:~~

- ~~• Introduce newly initiated CLEC and provider Qwest OSS Interface change requests.~~
 - ~~• Allow CLECs and Qwest to prioritize eligible Qwest and CLEC-initiated new OSS Interface change requests and re-rate existing change requests by providing specific input as to the relative importance that CLECs, as a group, assign to each such change request.~~
- ~~—Provide status on outstanding CLEC and provider change requests.~~

~~Qwest will distribute all materials five (5) seven (7) calendar days prior to the prioritization review. The materials will include:~~

¹ ~~Eligible CR's are Qwest and CLEC initiated CR's as defined in Section X. [AT&T Comment: this will change depending on how we resolve regulatory and industry guideline changes]~~

~~003022, Qwest, Exhibit G, 2-22-02.DOC Ex G QWEST PROPOSED CR~~

~~PRIORITIZATION LANGUAGE REVISED 02-8-02.DOC Qwest Proposed CR~~

~~Prioritization Language Revised 02-8-02.doc Qwest Proposed CR Prioritization~~

~~Language Revised 02-8-02 Qwest Proposed CR Prioritization Language Revised 02-7-~~

- Agenda
- Summary document of all CR candidates eligible to prioritization. (Appendix A - Sample – IMA 10.0 Candidates for Prioritization List)
- Prioritized spreadsheet of CLEC and Qwest originated change requests
- Spreadsheet of change requests pending initial rating and re-rating (see Appendix B)
- New change requests as submitted by initiating CLEC or Qwest

WCOM COMMENT: WE SHOULD DEFINE HOW OFTEN PRIORITIZATION TAKES PLACE. THIS DOCUMENT INDICATES IT IS DONE PRIOR TO EACH MAJOR RELEASE, BUT HOW OFTEN? IS THERE A SCHEDULE OF WHEN THESE WILL TAKE PLACE, IE. DURING WHICH MONTHLY MEETINGS WILL CLECS BE ASKED TO PRIORITIZE CR'S SO THEY CAN BE CONSIDERED FOR THE NEXT RELEASE.

9.1 Regulatory and Industry Guideline Change Requests

Note: Qwest considers changes related to PID/PAP items to be separate from all discussions in this Section. (IMPASSE ISSUE) [Qwest's understanding of the CLEC proposal of 01-24-02 assumes that Qwest and CLECs will agree to a Special Change Request Process.]

A. The party submitting a Regulatory or Industry Guideline CR must also include sufficient information to justify the CR being treated as a Regulatory or Industry Guideline CR in the CR description section of the CR form. Such information must include specific references to regulatory or court orders, legislation, or industry guidelines as well as dates, docket or case number, page numbers and the mandatory or recommended implementation date, if any.

Qwest or any CLEC may submit Regulatory and Industry Guideline CRs. Not later than 8 business days prior to the Systems CMP Monthly meeting, any party objecting to the classification of such CR as Regulatory or Industry Guideline must submit a statement documenting reasons why the objecting party does not agree that the CR should be classified as Regulatory or Industry Guideline change. (Regulatory and Industry Guideline CR may not be Walk ons.)

If any party has objected to the classification of a CR as Regulatory or Industry Guideline, that CR will be discussed at the first monthly Change Management Meeting. At that meeting, the parties will attempt to reach agreement regarding the classification of the CR. If the parties at that meeting are unable to agree regarding the classification of the CR, the CR will be treated as a non-Regulatory, non-Industry Guideline CR and prioritized with the CLEC-initiated and Qwest-initiated CRs, unless and until the CR is declared to be Regulatory or Industry Guideline through dispute resolution.

The burden to initiate the escalation or dispute resolution processes lies with the party that believes the CR should be treated as a Regulatory or Industry Guideline CR. Qwest or any CLEC that believes its CR should be treated as a Regulatory or Industry Guideline CR despite objection to such categorization may invoke the escalation or dispute resolution process. (Move to CR Initiation Process)

B. CLECs and Qwest will rank all systems CRs, including Regulatory and Industry Guideline CRs.

003022, Qwest, Exhibit G, 2-22-02.DOCEx G – QWEST PROPOSED CR
PRIORITIZATION LANGUAGE – REVISED 02-8-02.DOCQwest Proposed CR
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Regulatory CRs will be ranked with all other CRs. If the implementation date for a Regulatory CR requires all or a part of the change to be included in the upcoming Major Release, the CR will not be subject to ranking and will be automatically included in for that Major Release.

Industry Guideline CRs will be ranked with all other CRs. If the recommended implementation date for a Industry Guideline CR requires all or a part of the change to be included in the upcoming Major Release, the CR will not be subject to ranking and will be automatically included in -for that Major Release, unless Qwest and CLECs unanimously agree otherwise.

When more than one Major Release is scheduled before the mandated or recommended implementation date for a Regulatory or Industry Guideline CR, Qwest will present information to CLECs regarding any technical, practical, or development cycle considerations, as part of the CR review and up to the packaging options, that may affect Qwest's ability to implement the CR in any particular Major Release.

Where Regulatory and/or Industry Guideline CRs could be prioritized into more than one Major Release prior to the mandated or recommended implementation date, CLECs and Qwest will determine how to allocate those CRs among the available Major Releases, taking into account the information provided by Qwest regarding technical, practical, and/or development considerations.

The party submitting a Regulatory or Industry Guideline CR must also include sufficient information to justify the CR being treated as a Regulatory or Industry Guideline CR in the CR description section of the CR form. Such information must include specific references to regulatory or court orders, legislation, or industry guidelines as well as dates, docket or case number, page numbers and the mandatory or recommended implementation date, if any.

Qwest will send CLECs a notice when it posts Regulatory or Industry Guideline CRs to the Web and identify when comments are due, as described below. Regulatory and Industry Guideline CRs will also be identified in the CMP Systems Monthly Meeting Distribution Package.

Within 5 business days of receipt of a Regulatory or Industry Guideline CR posting notification, any party objecting to the classification of such CR as Regulatory or Industry Guideline must submit a statement documenting reasons why the objecting party does not agree that the CR should be classified as Regulatory or Industry Guideline change.

If any party has objected to the classification of a CR as Regulatory or Industry Guideline, that CR will be discussed at the first monthly Change Management Meeting. At that meeting, the parties will attempt to reach agreement regarding the classification of the CR. If the parties at that meeting are unable to agree regarding the classification of the CR, the CR will be treated as a non-Regulatory, non-Industry Guideline CR and prioritized with the CLEC-initiated and Qwest-initiated CRs, unless and until the CR is declared to be Regulatory or Industry Guideline through dispute resolution.

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~~The burden to initiate the escalation or dispute resolution processes lies with the party that believes the CR should be treated as a Regulatory or Industry Guideline CR. Qwest or any CLEC that believes its CR should be treated as a Regulatory or Industry Guideline CR despite objection to such categorization may invoke the escalation or dispute resolution process.~~

II.9.2 Prioritization Process

~~At the last Systems CMP meeting before Prioritization, Before each major release Qwest will facilitate the presentation of all CRs eligible for Prioritization, at the Systems CMP Meeting. At this meeting During the presentation of the CRs Qwest will provide a high level "Guesstimate" of the Level of Effort of each CR and the estimated total capacity of the release. This "Guesstimate" will be a rough estimate of the number of person hours required to incorporate the CR into the release. Within three (3) business days Following the CMP Meeting, Qwest will distribute the Pprioritization Formlist for ranking. CLECs and Qwest who choose to vote must submit their completed Prioritization Form via e-mail No more than within -threeseven (37) business calendar days following Qwest's distribution of the Pprioritization Formlist, -CMP Meeting CLECs (see Section xx) may submit their completed Pprioritization Form ranking votes via e-mail. No more than Within twoseven (27) business calendar days following the submission of ranking CLEC votes, Qwest will tabulate all rankings CLEC votes, and -e-mail the resulting Initial Pprioritization List of CRs to the CLECs, and The results will be announced at the next scheduled CMP Monthly Meeting, a conference call to review the results. Qwest will then begin formulating the level of effort of the CRs that were prioritized by the CLECs. (WCOM COMMENT: WILL QWEST WAIT UNTIL AFTER THE CMP MONTHLY MEETING TO BEGIN FORMULATING LEVEL OF EFFORT? DURING LAST WEEKS MEETING, JEFF THOMPSON INDICATED THAT A PRELIMINARY "GUESSTIMATE" WAS DONE TO EVALUATE LEVEL OF EFFORT PRIOR TO PRIORITIZATION. WCOM PROPOSES THAT QWEST SHARE THIS INFORMATION PRIOR TO PRIORITIZATION BEGINS. IT WOULD ALSO BE GOOD TO KNOW HOW MUCH "ROOM" THERE IS IN EACH RELEASE TO KNOW HOW MANY CR'S CAN BE INCLUDED AND HAVE A MORE REALISTIC VIEW CONSIDERING EFFORT LEVELS.)~~

~~During the subsequent CMP Monthly Meeting following the prioritization meeting, Qwest will present a cumulative overview (packaging) of the CR based on the level of effort of the prioritized CRs from which the CLECs will make a final selection by consensus or, if consensus cannot be reached, a vote. Qwest will use the final selection to determine the list of Release Candidates for the next OSS Interface release. . Prioritization is based on the results of the votes received by the deadline. Based on the outcome of the final ranking vote of the CR candidates, a final initial release candidate list is produced. Qwest will place in order the candidates based on the ranking responses received by the deadline. During the review, the initiators will present their new change requests and any requests for re-rate. This will be followed by a question and answer session. After all presentations are complete, the voting of change requests will begin.~~

~~Re-rate requests will only be accepted from CLECs who participated in the initial voting. Once a re-rate is requested, all CLECs participating at the subsequent meeting can submit a rating.~~

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~~GLECs may request and rate a modification to a new change request at the prioritization review, if agreed to by the originating GLEC(s). The originating GLEC must update the change request with the agreed upon modification.~~

~~III. Voting~~

~~In those instances in which a vote is necessary to prioritize CRs for a release, only those GLECs meeting the following specifications shall be qualified to vote.~~

~~III.1. For A New Interface~~

~~A Qualified GLEC must have a signed Interconnection Agreement (ICA), an implementation schedule for ~~an~~the new OSS interface, and either be an "in production" user of the interface that is being replaced by a new interface or be in "turn-up testing" for the OSS interface that is being replaced with a new OSS interface.~~

~~III.2 Changes to ~~An~~ Existing EDI OSS Interface~~

~~A Qualified GLEC must:~~

~~Be in production on the affected OSS interface; "in production" means the GLEC must have issued live end-user customer transactions in the most recent calendar month on the affected OSS interface.~~

~~If the GLEC is not in production on the affected OSS interface, then:~~

~~For an application-to-application interface, the GLEC must be in turn-up testing, and have an agreed upon implementation or migration project plan.~~

~~For a GUI interface, the GLEC must have scheduled or completed applicable training.~~

~~9.2.1 III. Ranking Voting~~

~~Ranking Voting should be conducted according to the following guidelines:~~

- ~~• A GLEC must either be using the interface impacted by the change request or have a Letter of Intent to use the interface on file with Qwest to participate in the vote.~~
- ~~• Each GLEC and Qwest may submit one numbered ranking of the Release Candidate List. is allowed one vote per corporate entity per change request. "Corporate entity" includes all affiliates. "Affiliate" means a company that directly or indirectly owns or controls, is owned or controlled by, or is under common ownership or control with, another company. For purposes of this provision, the term "own" means to own an equity interest (or the equivalent thereof) of more than 50 percent, and should have one representative responsible to provide a rating. The completed ranking prioritization vote must should be submitted by the primary Point of Contact (POC), GMP Team Representative or the secondary GMP POC, or CMP Team Representative. designated Alternate. Each GLEC can only assign a rating to a change request at the prioritization review. A rating will not be accepted outside of the prioritization review. The ranking completed prioritization vote will be submitted to the Qwest Systems CMP Manager in accordance with the guidelines described in Section X - above. Refer to Appendix XX (AT&T Comment) Ranking Form Qwest CMP PRIORITIZATION PROCESS EXAMPLE.~~

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- ~~CLECs may only provide a rating at the meeting where the new change request is introduced. CLECs that were not present at that meeting may not submit ratings at subsequent meetings, unless there is a request to re-rate.~~
- ~~A CLEC may delegate its vote to an authorized agent acting on its behalf by providing a Letter of Authority~~
- ~~Qwest and each CLEC~~Each participating CLEC ranks each change request on the Release Candidate List by providing a rank from 1 (low) to 5 (high) point value from 1 through n,N where nN is the total quantity of CRs being prioritized. The highest point value should be assigned to the CR that Qwest and the CLECs wishes to be implemented first. The total points will be calculated by the Qwest Systems CMP Manager and the results will be distributed to the CLECs in accordance with the Prioritization Process guidelines described in Section X – above. (AT&T Comment) Refer to Appendix X – Qwest CMP Prioritization Process Example.

9.3 Qwest OSS Interface Release Life Cycle

Following CR Prioritization and ranking, the Qwest OSS release life cycle is comprised by the succession of three major phases of work. These phases are performed to prepare, implement, deploy, support, and retire an OSS interface.

9.3.1 Initiation Phase

During the Initiation Phase definition and design activities occur.

Definition Activities -- The high-level business requirements, systems requirements, and Level of Effort for a release are further refined. For example, system functions are derived from user scenarios, system performance and security constraints are identified for mitigation, and data requirements are identified.

Design Activities – The architecture (system context diagram, data design, analysis of requirements satisfaction, software services/technologies accepted, mapping of components to hardware, etc.) is analyzed to meet the baseline requirements.

At the conclusion of the initiation phase a detailed Level of Effort is determined by Qwest and CR packaging is presented to the CLECs. CR packaging is a process during which Qwest IT groups CRs into packages based on ranking, coding affinities and system synergy. These packages are presented to the CLECs at the Monthly Systems CMP Meeting. The CLECs select the package which they wish to be implemented with the release.

9.3.2 Development Phase

During the Development Phase the following activities occur to prepare a release for deployment:

Build Activities -- The code is baselined and delivered to system test and a system test plan (system test cases, costs, and schedule, test environment, test data, etc.) is completed.

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Test Activities – The system is tested as meeting system test requirements, certification is completed on the system readiness for production, and pre-final documentation is reviewed and baselined.

9.3.3 Deployment Phase

During this phase Qwest representatives from the business and operations review and agree the system is ready for full deployment. The release is deployed and production support initiated and conducted.

~~– CLECs can defer/pass on voting. – A rating of defer or pass will not be averaged in the overall rating. [Is this allowed – defer or pass?]~~

Appendix A – Sample - IMA 10.0 Candidates for Prioritization List

| <i>CR</i> | <i>Title</i> | <i>Description Of Change</i> | <i>Company Name</i> | <i>Interface Impacted</i> | <i>Product Impacted</i> |
|-----------|---|---|---------------------|---------------------------|------------------------------|
| 25497 | Include summary USOC(s) in FOC | Providers are requesting a summary of the order by USOC to be included with the FOC so that errors can be identified and corrected before the order completes. | Qwest | IMA Common | All Products |
| 5405937 | CLECs require availability to view completed LSR | Currently CLECs are unable to view any service order information for a completed LSR within IMA GUI even without the IMA system being purged (per Interconnect Helpdesk). This causes repercussion as CLECs are unable to obtain downstream information vital to maintaining accurate internal reporting information. Examples of such information include completed order numbers, date of activation, date of service delivery, accurate percentage of requested due dates with on time delivery. CLECs need to be given the ability to view their subscribers account information on an as needed basis. This request is focused on the entire CLEC community being able to access this type of information as needed. Verizon would like to have available, a record for any LSR submitted for a min of 30 days and max of 90 days to see how the account was established, to make sure that the delivery dates are met and that the account is activated as requested. | Verizon | IMA GUI | Resale |
| | | Qwest Business Description: Need ability to view service order for completed LSR within GUI in order to access info needed for accurate internal reporting. Examples-completed order numbers, date of activation and service | | | |
| 25001 | Update FOM LSR Status to match CRM Status | When CRM receives a jeopardy notification from WFA the LSR Status is updated in CRM but not in IMA. When order and request statuses are updated in CRM, Service Order and LSR statuses in IMA need to be updated to match. | Qwest | IMA Common | All Products |
| 5466837 | Electronic Completion Notices for Stand Alone Directory | Provide CLEC's electronic completions on any Stand Alone Directory order that that is sent electronically. Today Qwest does not provide electronic completion information on Stand Alone Directory orders that are sent electronically to Qwest. | Sprint | IMA Common | Stand Alone Directory Orders |
| | | Qwest Business Description: Provide electronic completion notices for any Stand Alone Directory order that is sent electronically. | | | |

Appendix B – IMA 10.0 Prioritization Form

IMA 10.0
Candidates
for
Prioritization
Voting Form

| <u>Report Record #</u> | <u>New Vote</u> | <u>Rank</u> | <u>CR Number</u> | <u>Title</u> | <u>Company Name</u> | <u>Interface Impacted</u> | <u>Product Impacted</u> |
|------------------------|-----------------|-------------|--------------------|--|---------------------|---------------------------|-------------------------------------|
| <u>1</u> | | 1 | <u>25497</u> | <u>Include summary USOC(s) in FOC</u> | <u>Qwest</u> | <u>IMA Common</u> | <u>All Products</u> |
| <u>2</u> | | 2 | <u>5405937</u> | <u>CLECs require availability to view completed LSR information in IMA GUI</u> | <u>Verizon</u> | <u>IMA GUI</u> | <u>Resale</u> |
| <u>3</u> | | 3 | <u>25001</u> | <u>Update FOM LSR Status to match CRM Status</u> | <u>Qwest</u> | <u>IMA Common</u> | <u>All Products</u> |
| <u>4</u> | | 4 | <u>5466837</u> | <u>Electronic Completion Notices for Stand Alone Directory</u> | <u>Sprint</u> | <u>IMA Common</u> | <u>Stand Alone Directory Orders</u> |
| <u>5</u> | | 5 | <u>27756</u> | <u>Cancellation Remarks</u> | <u>Qwest</u> | <u>IMA Common</u> | <u>All Products</u> |
| <u>6</u> | | 6 | <u>SCR073001-4</u> | <u>Identification of CSR Customer Code</u> | <u>Eschelon</u> | <u>IMA GUI</u> | |
| <u>7</u> | | 7 | <u>5043011</u> | <u>Add an online glossary of the field title abbreviations to help menu of IMA GUI</u> | <u>Eschelon</u> | <u>IMA GUI</u> | |

Appendix C – IMA 10.0 Initial Prioritization List

| <u>IMA 10.0 Initial Prioritization</u> | | | | | |
|--|--|----------------------------|-------------------------------|--|---------------------|
| <u>CR Number</u> | <u>Title</u> | <u>Company Name</u> | <u>Interface Impacted</u> | <u>Product Impacted</u> | <u>Total</u> |
| 5466837 | Electronic Completion Notices for Stand Alone Directory | Sprint | IMA Common | Stand Alone Directory Orders | 278 |
| SCR092601-1 | Change edits applied to notification(s) allowed after an FOC is sent. | Qwest | IMA Common | All Products | 270 |
| 25497 | Include summary USOC(s) in FOC | Qwest | IMA Common | All Products | 250 |
| SCR073001-4 | Identification of CSR Customer Code | Eschelon | IMA GUI | | 244 |
| SCR092501-1 | Capability to submit Directory Listing information at the same time the LSRs are being submitted through EDI for UNE orders. | Allegiance | IMA EDI | UNE | 244 |
| 5464735 | Eliminate delay due to error message indicating CFA in use, when it is not | Eschelon | IMA GUI | Unbundled Loop | 239 |
| SCR092501-2 | Eliminate multiple LSRs for Moves, Changes and Disconnects of TNs | Allegiance | IMA EDI | UBL | 231 |
| 31321 | Accept Cancel Status | Qwest | IMA Common | All Products | 229 |
| 27756 | Cancellation Remarks | Qwest | IMA Common | All Products | 229 |