

EXHIBIT B

Change Management Process (CMP) Improvements – 11-26-01
Revised 2-15-02

Improvement	Implementation Date(s)
Standard Naming Convention	August 2001
Web Site Improvements - Design	October 2001
Customer Notification Letter Archive – Searchable website database	January 2002
CMP Process Improvements - CR Clarification Meetings - Meeting Distribution Package - Meeting Minutes - CR Tracking and Reporting Database - CR Project Management	August – November 2001
Escalation and Dispute Resolution Process Redesign Improvements - Process - Web Site	November 2001
Interim Exception Process	September 2001
OSS Interface 12 Month Development View	November 2001
CLEC/Qwest Initiated OSS Interface CR Process Redesign Improvements - Process - Form	October – November 2001
CLEC Initiated Product and Process CR Process Redesign Improvements - Process - Form	October – November 2001
PCAT Red-Line	Started November 2001
Tech-Pub Red-Line	Started October 2001
Point of Contact List	October 2001
Established CMP Full Day Meetings	October 2001
Prioritization of Qwest Originated OSS Interface CRs	August – November 2001 Language scheduled to be completed in Redesign in Feb 2002
Introduction of New OSS Interface	Ready when applicable
Web Tool to Support CLEC Comments	November 2001
Retirement of OSS Interface	Ready when applicable
Changes to an Existing OSS Application to Application Interface - Draft Technical Specifications Walkthrough - CLEC Comment Cycle - Final Technical Specifications - CLEC Testing	Effective with IMA 10.0 Release
Changes to an Existing GUI - Draft User Guide - CLEC Comment Cycle - Final User Guide	Effective with IMA 10.0 Release
OSS IMA EDI Versioning	In Effect
Interface Testing Environment - SATE	SATE Available with IMA 9.0 Master Redline language agreed to Feb 5-7 Redesign
Production Support	Implemented February 2002
Technical Escalation Process	Process agreed to in Redesign Feb 5-7