DRAFT MEETING MINUTES

CLEC – Qwest Change Management Process Redesign
Tuesday, February 19, 2002 Working Session
1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Conference Bridge: 877.550.8686, passcode 2213337#

NOTE: These are DRAFT meeting minutes Qwest developed following the one day working session. Draft minutes will be circulated to the CMP Redesign Core Team Members on February 25, 2002.

INTRODUCTION

The Core Team (Team) and other participants met February 19th to continue with the Redesign effort of the Change Management Process. Following is the write up of the discussions, action items, and decisions in the working session. The attachments to these meeting minutes are as follow:

ATTACHMENTS

Attachment 1: CMP Redesign Feb 19 Attendance Record
Attachment 2: CMP Redesign Meeting February 5 - 7 Notice and Agenda – 01-31-02
Attachment 3: CMP Redesign Core Team Issues Action Items Log - Revised 02-19-02.doc
Attachment 4: Qwest Proposed Regulatory Change Language -02-19-02.doc
Attachment 5: Qwest Proposed OSS Interface CR Initiation Process Action Item Language
– 02-19-02.doc
Attachment 6: Master Redlined CLEC-Qwest CMP Redesign Framework - Revised 02-20-02

MEETING MINUTES

The meeting began with introductions of the meeting attendees. (Attachment 1) Judy Lee, the meeting facilitator, then reviewed the one-day agenda. (Attachment 2)

Regulatory Change Requests
Lee began the discussion by stating that the last meeting ended with Qwest committing to bring language addressing Regulatory Change Requests to this meeting. Schultz-Qwest stated that Qwest would be willing to provide criteria Qwest developed which could include high-level cost/benefit analysis, level of effort (LOE) and an assessment of demand (high/medium/low) for all CLEC and Qwest initiated Regulatory CRs. She then stated that the proposed language was listed in the packet and was intended to capture what occurred in the last meeting. (Attachment 4) Menezes-AT&T stated he was concerned with the phrase "change in circumstance." Schultz-Qwest stated that phrase was in response to the possibility that an increase in demand forced Qwest to seek a mechanized solution. Menezes-AT&T asked if that mechanized solution resulting from an increase in demand would still be a regulatory change. Schultz-Qwest stated that it would be regulatory if the CLECs and Qwest both agreed that it was regulatory. Menezes-AT&T stated that CLECs wouldn't know the demand and asked if demand was proven orders or perceived orders. Schultz-Qwest stated that an increase in demand could be the result of a CLEC telling Qwest that there was going to be an increase in orders. She explained that in this situation Qwest would want to mechanize the process and that CLECs and Qwest would both need to agree that the change was regulatory. Zulevic-Covad asked if the original proposal for mechanization would include language detailing the greater demand. Lee clarified that if there is a mandated process that Qwest anticipated low volume for, then Qwest could recommend a manual process. She explained that the CLECs could come to Qwest and state that there would be an increase in volume necessitating mechanization. Lee asked if changes like this would go above the line as a regulatory CR. Schultz-Qwest stated that the recency of the mandate would be important to this decision. Maher-Qwest stated that if the team agrees that it's a regulatory CR and that everyone wants it mechanized that would occur. Menezes-AT&T stated that everyone needs to agree that it's regulatory, and if the CLECs and Qwest do not agree, then it becomes a CLEC or Qwest originated change request. He then stated that the change of circumstance was still unclear and asked for examples. Woodcock-Qwest stated that the change in circumstance would have to be a recent change and that the team would have to agree that it was regulatory. Menezes-AT&T stated that if a manual solution was put into place that it should be done under a product/process CR, but that it should be marked as regulatory. He then asked how past changes would be accounted for. He stated that because product/process CRs were not prioritized there would be an issue when they became system CRs. He stated that these CRs could bump other CRs in the future. (Action 249)

Quintana-Colorado PUC suggested that the originator should supply information to show the change in circumstance if the change was already a CR. Schultz-Qwest clarified again that previously completed changes would not fall under this process. She explained that if, in the future, there is a regulatory CR that is implemented manually and then there is a change in circumstance, then the mechanization remains a regulatory change. Clauson-Eschelon stated that the CLECs needed more information than just high level LOE and costs/benefit analysis. Clauson-Eschelon stated that if everyone agrees that it's regulatory, then the issue is with mechanization. Schultz-Qwest explained that following manual implementation, there could be a change in circumstance that caused a CLEC or Qwest to decide that there was a need to mechanize the process. She explained that if the team does not agree that the change should be mechanized as a Regulatory CR, then it would be implemented as a regular CR. Clauson-Eschelon stated that the CLECs wanted to see the reason to determine why the change was implemented as a manual or a mechanized process. Balvin-WorldCom stated that the CLECs and Qwest CRs need to be on the same playing field, and that the CLECs need to see the criteria used to make these decisions. Menezes-AT&T stated that the initial criteria could also be used to evaluate if a manual change should be mechanized. Quintana-Colorado PUC suggested a

separate form for regulatory CR initiation because the initiator would not know how it would be implemented. Jacobs-Qwest stated that the two central issues were the definition of a Regulatory CR and how the mandate is implemented. Quintana-Colorado PUC suggested that Regulatory CRs have their own process documentaton. Clauson-Eschelon stated that they asked for a re-organization of the document in the Gap Analysis. Qwest asked for a caucus.

Break for lunch until 12:00pm

Schultz-Qwest suggested that the team review the definition of Regulatory, the agreement process, the Implementation process, and then review the SCRP process.

Definition of Regulatory CR

Lee started the discussion with Attachment 4. Clauson-Eschelon expressed concern that Qwest would not tell the CLECs if Qwest were out of compliance with a mandate. Menezes-AT&T stated that in such a case the CLEC could use the dispute resolution process. Clauson-Eschelon stated that it might be easier for Qwest to say that a mandate was met thnn to admit that Qwest was out of compliance. She stated that she did not want to do the research to prove that Qwest was out of compliance. Quintana-Colorado PUC stated that the mandate would be clear that Qwest was within or out of compliance, unless it was a new mandate. Travis-WorldCom asked what would occur if a change from manual to mechanized was needed for Qwest to be in compliance. Thompson-Qwest stated that when the CR was first introduced there would be a plan for compliance if the change was approved for mechanization and there was not time to include it in the next release. Zulevic-Covad stated that there were three categories: 1) Change introduced as a system change, 2) A mandate that cannot be met in time with a system change so a manual change is temporally put in place, or 3) Manual process that Qwest or a CLEC would like to mechanize. Thompson-Qwest stated that it was in everyone's best interest to mechanize. Wicks-Allegiance stated that he agreed. Zulevic-Covad stated that Qwest needed to show the initial information detailing why the decision to mechanize or not was made. Thompson-Qwest stated that this was laid out in the implementation that Schultz described.

Lee directed the team back to the definition of regulatory. Quintana-Colorado PUC stated that the definition should reflect that the change is bringing Qwest into compliance with a mandate. Quintana-Colorado PUC stated that if Qwest was already in compliance and a CLEC wants the process mechanized, Qwest would already be in compliance. Zulevic-Covad stated that the team agreed that mechanization was good, and suggested that changes to mechanize manual processes be prioritized. Thompson-Qwest stated that prioritization could cause Qwest to miss the implementation date of a mandate. Lee directed the team to the definition and language was agreed to. Schultz-Qwest asked the team if this definition could be adapted into the Master Redlined Document and the team agreed that it could. The team accepted the definition of Regulatory Change as part of the Master Redline framework under Types of Change (see last attachment).

Agreement process on method of implementation for a Regulatory CR

Clauson-Eschelon stated that the team needed to define a process governing how the parties reached agreement. She stated again that high level cost/benefit and LOE was not enough information. She described an example wherein the CLECs voted for the mechanization of a process which Qwest wanted to do manually and asked what the outcome would be. Schultz-Qwest stated that the change would be most likely mechanized unless there was a cost issue. She stated that Qwest reserved the right to deny mechanization based on cost. Woodcock-Qwest stated that there did not need to be a process around disagreement. Wicks-Allegiance suggested that those individuals who attended the meeting make the decision. Van Meter-AT&T asked if it has to be the POC or SPOC. Quintana-Colorado PUC stated that this information was already covered in the Master Redline under voting. Balvin-WorldCom asked if Qwest would tell

the CLECs that a vote will take place before the meeting. Lee stated that this was covered in the last meeting and that the information would come in the distribution package. Woodcock-Qwest stated that the meeting minutes would document who agreed and who disagreed with the proposed change implementation. Wicks-Allegiance stated that the team may not be able to agree in the meeting and that additional research might be needed. Thompson-Qwest stated that the documentation would be available before the meeting and that a decision would be made during the meeting. He then stated that if there was not agreement during the meeting then the change could transition to an OSS Interface CR or to dispute resolution. Van Meter-AT&T asked if the CLEC had to provide legitimate reasons for objecting. Woodcock-Qwest stated that it was a good faith effort on both sides. Jacobs-Qwest stated that it could be a new product that follows an existing mandate. Quintana-Colorado PUC stated that the language should state that old mandates apply to new circumstances. Crain-Qwest stated that new products would be covered in a change of circumstance clause. Wicks-Allegiance stated that a volume increase was an example of a circumstance in which a change would follow an existing mandate. Zulevic-Covad stated that a change of circumstance could be when something becomes technical feasible that was not before. Balvin-WorldCom suggested that language be added to address POCs and the idea that CLECs who did not attend could not vote. Thompson-Qwest stated that objections, which were submitted ahead of time, would be discussed regardless of whether the originating CLEC attended or not. Menezes-AT&T asked what would occur if the CLEC who submitted the comments did not attend and if the group did not follow the objection. Schultz-Qwest stated that if an objecting CLEC did not attend the meeting, the attending CLECs did not have to accept the written objection. Language was added to the document. Schultz-Qwest reviewed the POC language, existing in the Master Redlined Document, with the team. Lee stated that this would be covered in the section "Managing the CMP". Menezes-AT&T asked who would vote for Qwest. Maher-Qwest stated that Qwest vote would be covered in implementation.

Menezes-AT&T stated that the escalation process did not apply to this situation because Qwest could not escalate to itself. He also stated that if two CLECs were in disagreement they should not escalate to Qwest. Quintana-Colorado PUC suggested that it be left to dispute resolution. Balvin-WorldCom stated that regulatory CRs could not be walk-ons. Thompson-Qwest agreed and stated that the agreed to process of sending out the regulator CR information 8 days before the meeting would be followed for regulatory CRs. Wicks-Allegiance asked about modifying the CR form to accept regulatory change requests. Schultz-Qwest stated that the database and CR form would be changed to reflect Regulatory and Industry Guideline CRs. (Action item 250) Menezes-AT&T asked for a review of the process. He suggested that the Regulatory CR follow the regulatory process until it became a product/process change or a systems change. Then it would follow the corresponding process.

Implementation process

Schultz-Qwest explained that the implementation process began with Qwest providing a high level cost benefit analysis for system LOE and product/process LOE and that this information would be presented at the CMP Monthly Meeting. At that meeting the CLECs would decide on whether it would be implemented as a manual or mechanized process. She stated that Qwest would reserve the right to deny based on cost. Clauson-Eschelon stated that she was uncomfortable with the language "high level benefit". She stated that she needed more information than Qwest stating that a CR was expensive and a medium LOE. She stated that this was not enough information to allow her to make an informed vote. She explained that the wanted to know the factors Qwest considered when it determines if a change should be mechanized. Balvin-WorldCom stated that the team came up with a list of the factors in the last meeting. She suggested that there could be a form that Qwest used to track the factors. Schultz-Qwest stated that it was the same on the process side as it is on the system side. She explained that when Qwest first gives a response Qwest doesn't know all the details of the implementation. Balvin-WorldCom stated that it does not matter how Qwest gets to that point. She stated that Qwest needed to tell the CLECs the qualifiers it used to determine the course of implementation. Thompson-Qwest stated that Qwest cannot do a full analysis before it begins implementation. He

explained that CLECs are saying that they don't have enough information to do a comparison for fair treatment and that because of this complaint Qwest is offering the CLECs a vote on which way to go based on the same data that Qwest uses. He stated that Qwest will not have much of the data that the CLECs are asking for until Qwest is farther down the road to implementation. Clauson-Eschelon stated that rather than saying that Qwest would provide CLECs the cost benefit analysis and LOE, Qwest should state that it will provide what it knows. She explained that the CLECs are asking for Qwest to tell them what Qwest knows. Qwest caucused.

Schultz-Qwest asked what the CLECs would do with the LOE and other decision criteria that Qwest would provide. Clauson-Eschelon stated that the CLECs needed the information to see why Qwest was recommending a manual or mechanized solution. Thompson-Qwest stated that Qwest is looking for the most cost-effective decision. Zulevic-Covad stated that he would need to analyze how the decision of whether to implement a mechanized or manual solution would affect his company. He explained that if mechanization costs Qwest $10million but costs his company $500k, he would still want it mechanized. Lee clarified that Qwest understood that the CLECs would look at their businesses, but was still unclear as to what the CLECs were going to do with the data Qwest used to make the decision of how to implement. Wicks-Allegiance stated that the CLECs wanted to be able to look at the decision factors in order to analyze their business and to compare for equal treatment. Shultz-Qwest stated that the "equal treatment" argument was not an issue when the CLECs were making the decision on implementation methods. Clauson-Eschelon stated that the CLECs wanted input into the process and could help Qwest make better decisions. Schultz-Qwest asked how the CLEC level of effort factored in. Wicks-Allegiance stated if the mechanization is cost effective Qwest should proceed with mechanization, but if it's manual then the CLECs need all the information Qwest used to make that decision. Clauson-Eschelon stated that she wanted to know why certain CRs were mechanized and why others were manual. Schultz-Qwest stated that Qwest would provide high level LOE on systems and process CRs to help the CLECs see why Qwest made the decisions. Thompson-Qwest stated that when the team makes the decision to move forward with implementation the decision would be made on cost estimates rather than actual costs. He explained that Qwest may need to reject the decision based on actual cost of implementation after implementation has begun. Qwest will bring the data available at that time to the meeting and the CLECs need to make a decision during that meeting. Balvin-WorldCom asked what the decision making process was. Thompson-Qwest stated that the CLECs would make a decision on whether Qwest should implement manually or mechanized for a Regulatory CR. The CLECs would make the decision based on the data that was available on that particular day. Wicks-Allegiance suggested that Qwest provide a recommendation for implementation. Thompson-Qwest stated that the option had already been discussed at the last meeting and the CLECs didn't think it would be fair for a comparison of CLEC vs. Qwest CRs in the future. He continued that the CLECs thought Qwest did a rocket science analysis and that the CLECs would be upset when Qwest brought in the non-rocket science data. He stated that the concern was that there would not be an implementation decision made until after the mandate implementation date had passed. Wicks-Allegiance stated that the CLECs would vote when Qwest didn't care about the method of implementation. Clauson-Eschelon stated that the CLECs needed to be able to vote if Qwest wanted a manual implementation and the CLECs want mechanized. Thompson-Qwest stated that the CLECs could use the data from the implementation of previous CRs. He continued that the CLECs are saying that they want a variety of data analyses and Qwest is saying that they cannot do that without detailed analysis. Quintana-Colorado PUC stated that if Qwest only had high level information then that is what Qwest would provide to the CLECs. Schultz-Qwest stated that Qwest would provide the high level LOE and any other factors used to make the implementation decision. Wicks-Allegiance confirmed that it was just an estimate and that Qwest would reserve the right to deny based on cost. Clauson-Eschelon stated that the CLECs wanted a vote in order to tell who voted for and against the implementation method. She explained that this would be used if the change went to dispute resolution. Woodcock-Qwest asked if Clauson was stating that there would be a vote, but that Qwest would not be bound to the decision. Clauson-Eschelon stated that the team would try and agree and that if agreement could not be reached then it would go to dispute resolution. Wicks-Allegiance stated that Qwest would present the recommendation

and that the CLECs would try to come to consensus. Menezes-AT&T asked how the process would work if there were 10 CLECs and 8 agreed on implementation. He asked if the other 2 CLECs would go to dispute resolution. He continued that if CLECs want mechanization and Qwest wants a manual solution then this would be the disagreement. He asked if this would also go to dispute resolution. Woodcock-Qwest stated that a CLEC could go to dispute resolution at any point. Menezes-AT&T asked if dispute resolution would affect implementation. Thompson-Qwest stated that now the process was combining the two proposals, the one Qwest came in with on February 19 and the one the CLECs developed on February 5, and that the process would not work. Woodcock-Qwest asked the CLECs what information they needed. She continued that Qwest's proposal was to give the power of implementation to the CLECs. Balvin-WorldCom stated that the problem was if the CLECs voted for mechanization, but that it cost Qwest $200 million then Qwest would veto based on cost. Woodcock-Qwest stated that Qwest wanted CLEC input, but based on costs Qwest may need to veto during the process. Clauson-Eschelon stated that the team needed to try and reach consensus on implementation. Quintana-Colorado PUC added that if the CLECs objected to Qwest's proposal then Qwest could take a closer look at the implementation method. She asked if this process would also apply to industry guideline CRs. (Action item 252)

Menezes-AT&T stated that he was still unclear on how the process would work. Schultz-Qwest stated that in order to minimize the risk of missing the mandated effective date Qwest would bring a recommendation to the meeting. Menezes-AT&T stated that the CLECs wanted Qwest to provide a recommendation and also the data used to make that decision. Van Meter-AT&T stated that the Regulatory CRs would be brought to the CMP meeting and that there would be the option to ask questions for additional clarification. She stated that objections would be sent to Qwest 8 days prior to the meeting and that objections could not be brought to the meeting. Thompson-Qwest stated that Qwest would have SMEs available to answer questions during the meeting. He stated that if SMEs needed additional time to answer complex CLEC questions, this would not stall implementation. He added that Qwest could not be stuck doing more and more analysis and that the CLECs will be given the information that Qwest has available at that time. Van Meter-AT&T asked when the CLECs would get the regulatory CR information. Thompson-Qwest stated that the information would go out 21 days prior to the monthly meeting and that there will be no regulatory walk-ons. He explained that the CLECs would have 8 days to respond before the meeting and the package would go out 3 business days prior to the meeting, as agreed to. He then stated that CLEC objections must be submitted in writing with supporting data. Van Meter-AT&T suggested that all CLECs be invited to all regulatory CR clarification calls. Schultz-Qwest agreed and stated that CLECs could choose whether or not to attend the clarification calls. Menezes-AT&T stated that situations may exist where Qwest makes a recommendation to implement in a certain manner but that the other option doesn't cost much more. He explained that in this case would Qwest want to go to dispute resolution. Woodcock-Qwest stated that Qwest wants to avoid the dispute resolution and stay process. Menezes-AT&T stated that he wanted a vote and if Qwest didn't like the way the CLECs voted then Qwest could go to dispute resolution. Quintana-Colorado PUC stated that Qwest is giving up the right to continue implementation when the majority of the CLECs vote. Clauson-Eschelon stated that under this proposal everyone would determine if it was regulatory and then the implementation method was ultimately up to Qwest. Woodcock-Qwest stated that there would be a mandate and that the issue is how to implement the mandate. If the CR went into prioritization then it could miss the implementation date stipulated in the mandate. If there was a disagreement then the opposing party could go to the commission or an arbitrator. Quintana-Colorado PUC stated that the stay issue would be covered in the Dispute Resolution section. Balvin-WorldCom stated that Qwest wants a decision on implementation as fast as possible and that the CLECs want more information to make their decision. She suggested knowing the implementation process before the team decided if the change was mandated or not. Woodcock-Qwest stated that there were two options: Qwest decides how the mandate is implemented or the CLECs decide how the mandate is implemented. Wicks-Allegiance stated that this has been complicated by the possibility of the CLECs disagreeing with Qwest's implementation plan and the issue going to dispute resolution. Menezes-AT&T stated that he wanted voting and balance to the process.

Woodcock-Qwest stated that Qwest reserves the right not to make bad business decisions. Menezes-AT&T asked if there was usually a large cost difference between mechanized and manual solutions. Menezes-AT&T stated that Qwest could define the rationale for denying a method of implementation based on cost. Wicks-Allegiance asked what would happen if the vote was split into a majority and a minority. Woodcock-Qwest stated that Qwest was not denying any CLEC the right to dispute resolution. Wicks-Allegiance stated that a CLEC might want a stay until the dispute is resolved and asked what would happen if the majority disagreed with Qwest. He stated that this was similar to the example of Qwest implementing a mandate manually when 8 out of 10 of the CLECs disagreed. He stated that Qwest could say that the cost was $50 million to mechanize and that it wasn't cost effective to implement in the manner which the CLECs requested. He asked what would happen if the majority were against the manual process and cost wasn't an issue. Woodcock-Qwest stated that it wouldn't be an issue because it wouldn't be cost prohibitive. She continued that the consideration is for getting CLEC input, but that if you get to the end decision and Qwest needs to make a business decision, that decision would be Qwest's. Wicks-Allegiance stated that the group could go to dispute resolution or do a CR for something different. Woodcock-Qwest stated that everyone agrees that there is a mandate and Qwest is going to take into consideration everything that the CLECs are proposing, in order to make the best business decision. Schultz-Qwest stated that if the CLECs were objecting to an implementation Qwest would analyze their concerns. She emphasized that Qwest doesn't want to go to dispute resolution. Wicks-Allegiance suggested that the team move ahead with the working language and test out the process with real examples. Woodcock-Qwest stated that the category is going to have very few CRs.

Lee stated that it was 5:00pm and asked what the next steps were. The team wanted to continue discussion.

Menezes-AT&T stated that this process was worse than what was originally proposed. The proposal allows CLECs to choose and then Qwest can veto. He then stated that he was okay with the vote and dispute resolution for the loser, but that he wanted parameters around the veto based on cost issue. Quintana-Colorado PUC asked what the cost magnitude was to enable Qwest to veto a CLEC vote. Menezes-AT&T stated that cost magnitude needed to be addressed. Woodcock-Qwest stated that it was not a good idea for Qwest to go to dispute resolution in order to not make a bad business decision. Jacobs-Qwest stated that she would bring a recommendation to the meeting and a decision will be made in the meeting. If there was not a clear decision then there would be a vote. If Qwest needed to deny then Qwest would provide the information to support the decision to deny. Menezes-AT&T stated that if the cost difference was small then Qwest should implement the CLECs preference. Quintana-Colorado PUC stated that the CLECs should have the cost information before the vote. She then asked if the CLECs were going to trust Qwest to give the cost information when Qwest did not give the information before. Schultz-Qwest stated that Qwest needed to take the proposal back. She stated that if Qwest thinks the choice in implementation is a "no brainer" then Qwest will provide high level information. Upon review, if the CLECs do not agree then Qwest could go back and do additional analysis. Quintana-Colorado PUC stated that Qwest could not be recommending one of the solutions because they thought it was a no brainer. Schultz-Qwest stated that if everyone were invited to the clarification meeting then Qwest would have a sense of what the CLECs wanted. This would give Qwest time to do a more in-depth analysis before the meeting. Thompson-Qwest stated that the issue goes back to data and that Qwest will provide high level estimates. When the estimates are given to the CLECs the decision to pursue one method of implementation will be clear. Wicks-Allegiance asked what would occur if the CLECs chose the implementation method that was cost prohibitive. Woodcock-Qwest stated that Qwest would veto based on cost and that parameters would be placed around costs. Then the CLECs would have comfort that the decision was made based on costs. The CLECs would still have a vote. Qwest could deny based on a business decision and the CLECs could use dispute resolution. She then stated that language was needed for vote and objective criteria. Menezes-AT&T stated that LOE for mechanized and LOE for manual also needed to be addressed. Clauson-Eschelon stated that she still wanted the criteria Qwest would use to make the decisions. Menezes-AT&T stated that it

was only the criteria that were considered. He also stated that the team needed to look at timelines. Quintana-Colorado PUC stated that the team still needed to discuss manual interim processes pending mechanized implementations.

Lee stated that the agenda for the next meeting would remain the same. The first day of the next 3-day redesign session will start at 12:00 noon and conclude at 6:00pm with just an afternoon break. The hours for the other two days are 9:00am-5:00pm. The subsequent 1 day meeting on March 19 will run from 10:00 am to 6:00 pm with a working lunch.

Adjourned at 5:34pm.

ATTACHMENT 1

CLEC-Qwest Change Management Process Re-design

February 19, 2002 Working Session

ATTENDANCE RECORD

Core Team Members

2-19			Company	Last Name	First Name	Email	Phone	Comments
X			Allegiance Telecom	Wicks	Terry	terry.wicks@algx.com	469-259-4438	
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ATTACHMENT 1

CLEC-Qwest Change Management Process Re-design

February 19, 2002 Working Session

ATTENDANCE RECORD

2-19			Company	Last Name	First Name	Email	Phone	Comments
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Other Participants

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			Telcordia	Thompson	Nancy			

ATTACHMENT 1

CLEC-Qwest Change Management Process Re-design

February 19, 2002 Working Session

ATTENDANCE RECORD

Facilitator

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ATTACHMENT 2

Announcement Date: February 14, 2002
Effective Date: February 19, 2002
Document Number: GENL.
Notification Category: General
Target Audience: CLECs, Resellers

Subject: Agenda for February 19, 2002 Qwest-CLEC Working Session to Modify the Change Management Process

The agenda for the upcoming Change Management Process Re-design working session with the Core Team is attached for your reference.

Date: Tuesday, February 19, 2002

Location: 1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO

Time: 10 AM to 5 PM Mountain Time

Conference Bridge: Dial-In Number: 877.550.8686
Conference ID: 2213337#

The agenda will be posted on the web site along with meeting material on Friday, February 15: http://www.qwest.com/wholesale/cmp/redesign.html.

Sincerely,

Qwest

ATTACHMENT 2

MEETING MATERIAL
1. CMP Redesign Meeting February 19 Notice and Agenda – 02-14-02
2. CMP Redesign Core Team Issues Action Items Log – Revised 02-13-02
3. Master Redlined CLEC-Qwest CMP Redesign Framework - Revised 02-07-02
4. SCRP Proposed Language - 12-10-01
5. SCRP Language – 02-13-02 ATT Comments
6. Combined CMP Redesign Gap Analysis – 01-17-02
7. Qwest Proposed CR Prioritization Language - Revised 02-11-02
8. Qwest Proposed Regulatory Change Language – 02-14-02
9. Qwest Proposed OSS Interface CR Initiation Process Action Item Language – 02-14-02
10. Qwest Proposed Reasons to Deny CR_Action 118 – 02-13-02
11. Qwest Proposed Action Item Language – 02-07-02
12. CMP Issues 1.22.02 – ATT List
13. Karen Clauson email to Redesign Team – 01-28-02
14. Qwest Proposed TERMS Language – 02-08-02
15. TERMS Language – 02-13-02 ATT Comments
16. Qwest Proposed Qwest-Initiated Product_Process Chgs Language – Revised 02-06-02
17. CMP Re-Design Core Team Expectations and Responsibilities – 10-31-01
18. CMP Redesign Discussion Running List – Revised 02-13-01
19. Schedule of CMP Re-design Working Sessions - Revised 02-13-02

ATTACHMENT 2

Tuesday, February 19, 2002 (10 AM to 5 PM Mountain Time)
1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Conference Bridge: 1-877-550-8686   Conference ID: 2213337 (hit #)

AGENDA—Tuesday, February 19

TOPIC	LEAD
Introduction (10:00 AM – 10:15 AM MT)	Judy Schultz, Qwest

- Take attendance (refer to Attachment #1 in email)   Judy Lee, Facilitator

Discussion and Status (10:15 AM – 4:30 PM MT)   All
  (including a 10-minute morning and afternoon Break and a working Lunch)
- **Master Redline framework Language:**
  – **Prioritization Process** (refer to Attachments #2, 3, 4, 5, 6, 7, 8 in email)
    - Review proposed language on criteria to use to determine method of implementing Regulatory changes (#243)
    - Review proposal on **Special Change Request Process (SCRP)** (#244)
    - Review and discuss proposed language on Industry Guideline prioritization (above-the-line and below-the-line) (#232)
    - Qwest position on prioritizing Regulatory changes (#167, 171, 181, 195)
    - Qwest position on prioritizing Industry Guideline changes (#168)
    - What is the process for an exception item during Prioritization? (#93)
    - Will a new OSS Interface CR go through prioritization? (#149)
    - Review LOE process to see if additional changes need to be made; Criteria used to determine 'level of effort' (Action item # 146, 214)
    - Attach the latest ranking form, sample of candidate list, and tabulation form (#174)
    - Provide a decision on whether to provide copies of documentation regarding prioritization and sizing (#196)
    - End-to-end development life cycle (#197)
    - GAP Analysis: #117 through #124

  – If necessary, **revisit Types of Changes** (related to Prioritization discussion on Regulatory and Industry Guidelines #169)—see Attachment 8 in email
    - GAP ANALYSIS: #12 through 26

  – **OSS Interface CR Initiation Process** (refer to Attachments #2, 3, 9, 10, 11, 12, 13 in email)
- Proprietary CR and Comments/Concerns (#88, 89)
- Qwest-initiated OSS Interface CRs (#148)
- CRs that impact both an OSS Interface and Process (#163)
- Review Qwest proposed language on the content of the Regulatory and industry guideline CR (Action item # 212)
- Develop a process to debate whether a CR is a regulatory and industry guideline change (Action item # 213)
- Address how the CMP will handle similar CRs and a housekeeping method for old CRs (#224)
- Review Walk-on CR language for CMP meeting (ATT Issues List #6)
- Provide the end-to-end development life cycle and time interval for Systems (#197)

o CR initiation process for CRs (e.g., adding products) to the test environment (#240)
o Criteria for a Deny CR (#118)

o Review and close on CLEC Comments in the Master Redline framework
o GAP ANALYSIS: #27 through 76
o Review Karen Clausen email to Redesign Team – Jan 28, 2002

> – **Changes to An Existing OSS Interface Elements** (see Attachments #2, 3, 6, 11 in email)

o "Draft" industry guideline changes (#94)
o Define changes to an OSS interface that may not require a CLEC to make coding changes, but may affect CLEC process or operations. (#137)
o Maximum of major releases per calendar year per OSS, other than IMA (#139)
o Timeline language pertaining to weekend and holidays (#140)
o Close on timeline Note language (#140)
o What is included in Technical Specifications (#141)
> o CR Initiation Process takes place before Changes to An Existing (#142);
> > ▪ Discuss and clarify in the Master Redline that CRs precede any changes (change, introduction, and retirement of OSS Interface) within the scope of CMP (exceptions? production support?) (AT&T Issue List #14)
o We need to talk about addenda to release software and documentation. How is it done? How is it communicated? How is it documented? Are CLECs ever consulted? (Action item #217; ATT Issues List #15)
o Address differences, if any, due to geography and systems (#187)
o Review and close on CLEC Comments in the Master Redline framework
o GAP ANALYSIS: #82 through #93

> – Review and close on **Terms** (#106, 133, 141, 162, 182, 245, 248)—see Attachment #14, 15

> – **Other Issues/Action Items** ready to discuss and close: (refer to #2, 16, 17 in email)
> o Develop language around how to move from Level 3 to Level 4 for a Product/Process Change Notice, language for "stay" and parameters for 3rd party arbitrator (#226, 237, #239)
> o Level of participation for the CMP Redesign effort (#151)
> o CMP Framework (#246, 247)

Next Working Session (4:30 – 5:00 PM MT) – refer to Attachments 18, 19 in email All
- Agree that the first day of a 3-day working session starts at Noon and ends at 6 PM
- Review schedule of future working session along with topics
- Determine topics for next working session

Adjourn

ATTACHMENT 3
CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—February 19, 2002

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
13G	Action	August 8 Meeting	CMP Web Site	Re-visit the redlined CMP framework element, "Qwest Wholesale CMP Web Site" at a later working session.	Core Team	~~Sep 20~~ Extended to ~~Nov 13 Nov27 29~~ TBD	Re-visit this element to insure all items are addressed in the re-designed CMP framework.
40	Issue	August 14 Meeting	Notifications	Are Call Center outages included in the "outages" sub-category – should they be?	Qwest – ~~Judy Schultz~~ Jeff Thompson	~~Sep 5~~ Extended to ~~Sep 20 Oct 15 Nov1 Nov 13 Nov 27 29 Dec 10 11~~ TBD	Qwest will provide notice on the process via mail-out 10/29: Posted on CMP Redesign web site—"Qwest Center Outage Notification Process-Posted 10-29-01" **Qwest is prepared to discuss and close this Action Item.** COMPLETED 2/5: 11/29: Terry Bahner/ATT to review and core team to close at next session. PENDING: 2/5: Jeff Thompson to provide a 1-pager at the Feb 21 CMP Systems Meeting on process if a Call Center outage should occur.
68	Action	Sep 6 Meeting	271 Workshop 18 COIL Items	Review the 18 items and verify that they will be addressed in the CMP re-design	Core Team	On-going	
69	Action	Sep 6 Meeting	Qwest Status Report	Review redlined document and Qwest status report prior to scheduled filing. 9/18: Qwest to provide documents to participants no later than Sep 27 for review.	Core Team	On-going	COMPLETED: Andy Crain to distribute documents no later than Sep 27 for re-design team review prior to Oct 2 meeting. Will visit at each meeting. Qwest will update

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
				10/2: Qwest will continue to provide documents to redesign team for review prior to filings. 12/11 Provide dates for Jan and Feb filing dates	Andy Crain		at each meeting. Qwest will update filing status at Dec 10th meeting. PENDING: 01/24/02: Andy Crain will send Status Report to Redesign team for review after the Feb 5-7 working session. 2/5: Qwest will file a Status Report on the 15th, or next business day, of every month; Redesign Team shall have an opportunity to review and provide comments before the filing.
88	Action	Sep 18 Meeting	CMP Process	Propose language for "proprietary CR"	Core Team	~~Sep 20~~ Extended ~~Oct 3, 16~~ ~~Nov 1~~ TBD	Related to #89
89	Issue	Sep 18 Meeting	CMP Process	What is the process for a CLEC-originated CR deemed proprietary and a process to handle proprietary CLEC questions and comments?	Core Team	~~Oct 3~~ Extended ~~Oct 16~~ ~~Nov 1~~ TBD	Related to #88 Issue reworded on Oct 30 to address proprietary CLEC questions and comments.
93	Action	Sep 18 Meeting	Exception Process	What is the process for an Exception item during prioritization?	Core Team	~~Sep 20~~ Extended ~~Nov 1~~ TBD	Related to #215
94	Issue	Sep 20 Meeting	CR Process	How will the CR Process address 'draft' industry guideline changes?	Core Team	~~Oct 3~~ Extended	

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
						~~Oct16~~ ~~Nov 1~~ TBD	
100	Action	Sep 20 Meeting	Schedule Working Sessions	Determine the elements for CMP Product/Process	Core Team	~~Oct 16~~ ~~Nov 13~~ TBD	Core Team to do some pre-meeting work to determine additional elements for Product/Process.
104	Action	Oct 2 Meeting (Meagan – Covad)	Parity in changes	Who has responsibility for determining whether or not a change in retail is CLEC impacting and requires notification via the CMP process	Qwest – Judy Schultz	~~Oct 16~~ Extended ~~Nov 1~~ ~~Nov 13~~ ~~Nov 27 29~~ ~~Dec 10 11~~ TBD	Related to #105—to be closed after Core Team reviews sample retail mail-outs. 11/29: Need to review Mitch/AT&T questions on insuring parity between retail and wholesale. Add to agenda for the ~~Dec 10 11~~ next session.
105		Oct 2 Meeting (Dixon – WCom)	Parity	Provide training package and check list used by Qwest to train retail in identifying changes that impact CLECs Provide sample mail outs for retail changes – (Retail only change and Retail CLEC impacting change) Code of Conduct – what is the disciplinary action when guidelines – (includes compliance) are not adhered to	Qwest – Judy Schultz	~~Oct 16~~ Extended ~~Nov 1~~ ~~Nov 13~~ ~~Nov 27 29~~ ~~Dec 10 11~~ TBD	This replaces # 95; related #104 Option 1 – Qwest sends everything Option 2 – Qwest screens notification to only CLEC impacting changes 10/16 COMPLETED: This checklist is on the web on the CMP re-design web site under Re-Design documentation 11/1: Examples of mail outs for retail changes are posted on the web site and shared as hand-out at the 11/13 session. 11/29: Need to review Mitch/AT&T questions on insuring parity between retail and wholesale. Add to agenda for the ~~Dec 10 11~~ next session. **Qwest is prepared to discuss and close this Action Item.**

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
106	Action	Oct 2 Meeting	Definition of terms	Define terms used in Paragraph 2 in the body of the document (scope and introduction) and in the glossary of terms table on page 41 of the Master Red lined document. What is OBF's definition?	Core Team	Ongoing	11/30: See Qwest Proposed TERMS Language - 11-30-01 Terms: Design, Development, Notification, Testing, Implementation and Disposition; also related to #246 **Qwest is prepared to discuss and close this Action Item.**
107	Action	Oct 2 Meeting	Scope—Roles and Respon.	Define "Roles and Responsibilities" of Qwest and CLEC representative/s as it appears on Paragraph 3 of the Scope 11/1: Define responsibility for a primary and secondary POC and a CMP Team Representative. 2/19/02: Regulatory CR – determine what CLEC representative (e.g., POC, SPOC, designated company representative) can present the objection at the meeting.	Core Team	~~Nov 1~~ TBD	11/20: See Qwest Proposed Managing the CMP Language – Revised 11-20-01 **Qwest is prepared to discuss and close this Action Item.**
108	Action	Oct 2 Meeting	PCAT – Tech Pub Notification	Research tech pubs and PCAT changes that have been released thus far as they relate to 271 workshop commitments. Provide a list of notifications that are to be released 10/16: Can Qwest improve the delivery timeframe for previously released changes to PCAT and Tech	Qwest – Judy Schultz	~~Oct 16~~ Extended ~~Nov 1~~ ~~Nov 13~~ ~~Dec 10-11~~ TBD	Also present at the Oct 17 CMP Product/Process meeting 10/16: Already released PCAT changes will be highlighted in Green and will be available March 2002 (estimated 3 months of work).

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
				Pubs? 11/29: Do the CLECs still want Qwest to do retroactive red lining? Is Qwest able to do retroactive red lining on Tech Pubs? 2/5: Qwest to determine if this can be done			
110	Action	Oct 3 Meeting	Terms: CLEC Operating Procedures	Define "CLEC operating procedures" under Terms table in master redline document. 11/1: Subcommittee will provide the Core Team with an expanded definition for CLEC impacting besides the current 4 items.	~~Qwest—Andy Crain (Susie Bliss) Core Team Sub-Comm.~~ Core Team	~~Oct 16~~ ~~On-going~~ ~~Nov 13~~ ~~Nov 27 29~~ TBD	Will be discussed offline on Oct 5 – Susie Bliss (develop checklist) 10/16: Define the term "operating procedures" at a later session. 11/1: Subcommittee (Judy Schultz, Terry Bahner, Terry Wicks, Liz Balvin, Karen Clausen) to present at the 11/13 meeting expanded list of CLEC impacting situations. **Qwest is prepared to discuss and close this Action Item.** Related to #137
115	Action	Oct 3 Meeting	SGAT Language	Revisit proposed SGAT language at the conclusion of the Re-Design process.	Core Team	On-going	
116	Issue	Oct 3 Meeting	New Product Offerings	Are new product offerings brought to CMP as a Change Request?	Core Team	TBD	See Qwest Proposed Product/Process Change Request Initiation Process Qwest is prepared to discuss and close this Action Item.
118	Action	Oct 3 Meeting	Criteria for Deny	State the criteria for Deny (reasons why) for the CR process.	Qwest—Judy	~~Oct 16~~ Extended	Criteria examples: Specific regulatory ruling

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
					Schultz	~~Nov 1~~ ~~Nov 13~~ ~~Dec 10-11~~ TBD	Qwest Policy Business (e.g., Cost) **Qwest is prepared to discuss and close this Action Item.**
126	Issue	Oct 16 Meeting	Exception Process	What process allows CRs to be submitted less than the agreed upon timeframe for CR presentation at the upcoming CMP meeting? Will the Exception Process accommodate this situation?	Core Team	~~Nov 1~~ TBD	Language for the Exception Process and/or CR Initiation Process.
133	Issue	Oct 16 Meeting	Terms	Define "major" and "point" OSS interface releases.	Core Team	On-going	Defined under Terms o Release – Major – Point 11/29: Point release was defined. Major release needs additional work. Define "Release" as well. Related to #246 **Qwest is prepared to discuss and close this Action Item.**
137	Issue	Oct 30 Meeting	Terms	Define Changes to the OSS interfaces that may not require a CLEC to make coding changes but may affect CLEC process or operations. 11/29: Determine whether a process is necessary to address non-coding	Core Team	~~On-going~~ TBD	Related to #110-subcommittee to expand definition 11/29: Do a search in the Master Red Line for "Code" and/or "Non-coding" to determine whether a process is needed to address non-coding changes.

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
				is necessary to address non-coding changes.			Non-coding changes may not require a CLEC to make coding changes but may affect CLEC operations or processes. **Qwest is prepared to discuss and close this Action Item.**
139	Action	Oct 30 Meeting	Change to An Existing OSS Interface	Propose language for maximum number of major releases for OSS interfaces, other than IMA.	Qwest— Jeff Thompson	~~Nov 13~~ TBD	01/14: There will be a maximum of four major releases for all OSS interfaces, as well as for IMA. **Qwest is prepared to discuss and close this Action Item.**
140	Action	Oct 30 Meeting	Note	Reword "note" to accommodate weekends and holidays on all timelines as attachments to the OSS Interface elements. 11/29: Qwest to evaluate if the timelines should be in business days or calendar days.	Qwest— Judy Schultz	~~Nov 13~~ Extended TBD	11/29: Elements: • Change to An Existing OSS Interface • Introduction of a New OSS Interface • Retirement of an Existing OSS Interface 01/28: "The events listed above are intended to occur on business days. If the date on which any event is scheduled to occur falls on a weekend or holiday, then Qwest and the CLECs may negotiate a

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
							revised timeline." **Qwest is prepared to discuss and close this Action Item.**
141	Action	Oct 30 Meeting	Change to An Existing OSS Interface	Define what will be included in the Technical Specifications.	Qwest— Jeff Thompson	~~Nov 13~~ Extended TBD	12/11: Qwest is prepared to include the following language in the Master Redlined Framework and close this issue: The technical specifications include: • A chapter for each transaction or product which includes a business (OBF forms to use) description, a business model (electronic transactions needed to complete a business function), trading partner access information, mapping examples, data dictionary Appendices may include: • Developer Worksheets • IMA Additional Edits (edits from backend OSS systems) • Develop Worksheets Change Summary (field by field, release by release changes) • EDI Mapping and Code Conversion Changes (release by release changes) • Facility Based Directory Listings

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
							• Generic Order Flow Business Model **Qwest is prepared to discuss and close this Action Item. See #246**
142	Issue	Oct 30 Meeting	Change to An Existing OSS Interface	Does the team agree that the CR Initiation Process and Prioritization Process have taken place before a change is implemented according to the Changes to an Existing OSS Interface Process? 12-11-01 Clarify in the Master Redline that CRs precede any changes within the scope of CMP (exceptions?, production support?) (AT&T item # 14)	Core Team	~~Nov 13~~ Extended ~~Nov 27 29~~ TBD	Qwest has stated that Industry Guideline and Regulatory changes will not be prioritized, but a CR will be shared with CLECs at the Systems CMP Meeting.
143	Issue	Oct 30 Meeting	EDI Implem. Guideline	Is the EDI Implementation Guideline under the scope of CMP? 2/6: Does Scope include documentation?	Qwest— Judy Schultz	~~Nov 13~~ Extended ~~Nov 27 29~~ TBD	10/31: The EDI Implementation Guideline will follow the CMP guidelines and timeframes. **Qwest is prepared to discuss and close this Action Item.**
145	Issue	Oct 30 Meeting	OSS Interface CR Initiation	CLEC comments and Qwest responses should be communicated to CLECs. Create a method to communicate via web site.	Qwest— Judy Schultz	~~Nov 13~~ Extended ~~Nov 27 29~~ TBD	Related to #156

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
146	Issue	Oct 30 Meeting	OSS Interface CR Initiation	What are the criteria used to determine 'level of effort' (i.e., S, M, L, XL) for a release?	Qwest— Jeff Thompson	Nov 13 Extended Nov 27 29 TBD	12/13: Language included in Master Redline. 01/14: The CLECs requested that Qwest no longer use a standard set of T-shirt size estimates. Instead, Qwest will give Level of Effort estimates via an estimate of the number of hours necessary to complete each CR for CRs generated after 01/01/02. The Core Team must review the Master Redline to find, and change, all references to T-shirt sizing. **Qwest is prepared to discuss and close this Action Item. Related to #214**
148	Issue	Oct 30 Meeting	OSS Interface CR Initiation	Specify/clarify process for Qwest-initiated CRs on page 1 of proposed Qwest language document. See AT&T and WorldCom comments in Master Redline.	Qwest— Judy Schultz	Nov 13 Extended Nov 27 29 TBD	**Qwest is prepared to discuss and close this Action Item.**
149	Issue	Oct 30 Meeting	New OSS Interface CR	Is a CR required for a new OSS interface? And would it go through the Prioritization/Ranking process?	Core Team	Nov 13 Extended Nov 27 29 TBD	11/13: A CR for a new OSS interface may go through prioritization depending on reason for introduction. **Qwest is ready to discuss and close this item.**
151	Issue	Oct 31	Redesign Core	Define level of participation for the	Core Team	Nov 13	Subcommittee: Leilani Hines, Sharon

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	Team Expectations/ Respons.	CMP Redesign effort. In addition, provide language addressing preparedness for each working session.	Sub-committee	Extended Nov 27-29 TBD	Van Meter, Terry Wicks 11/9: Proposed language posted on 11/9. **Qwest is prepared to discuss and close this Action Item.**
152	Issue	Oct 31 Meeting	Training	When is Training available when a new GUI is introduced (after the Release Production Date, or is it available with the Final Notice and User Guide)?	Qwest— Judy Schultz	TBD	To be addressed during Training element discussion. 11/1: Training will be available when the Final notice is issued by Qwest. **Qwest is prepared to discuss and close this Action Item.**
153	Issue	Oct 31 Meeting	Timelines	Do we need to include language that the timelines under the CMP master redlined are 'defaults'? If so, what is the language to address all timelines such as New/Retired OSS Interface?	Core Team	Nov 13 Extended Nov 27-29 TBD	11/20: See Qwest Proposed Managing the CMP Language – Revised 11-20-01 **Qwest is prepared to discuss and close this Action Item.**
156	Issue	Oct 31 Meeting	Admin— Notification Methods	Clarify what notices will be communicated to CLECs via email, mail-outs, communiqués, and posted on the web site.	Qwest— Judy Schultz	Nov 13 Extended Nov 27-29 TBD	See: Qwest Proposed Managing the CMP Language – 10-22-01 **Qwest is prepared to discuss and close this Action Item. Related to #145**
158	Action	Nov 1 Meeting	CPAP/PID	What is the process to manage changes to performance reporting, calculation, etc.? How do we handle the overlaps between what is being negotiated at the CMP Redesign and CPAP-like procedures?	Core Team	Nov 13 Extended Nov 27-29 TBD	CO PUC expected to issued order on Nov 5. 11/13: Becky/CO PUC provided the Team with an overview of the order.

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
				11/1: Status at the 11/13 CMP redesign session.			1/24: Impasse issue.
162	Action	Nov 1 Meeting	Terms	Define "CLEC", "Qwest" and "sub-systems"	Core Team	TBD	11/30: See Qwest Proposed TERMS Language - 11-30-01 **Qwest is prepared to discuss and close this Action Item. See #246**
163	Issue	Nov 1 Meeting Jan 23 Meeting	CR Process	Where will a CR that impacts both an OSS interface and process be addressed—at the Systems or Product/Process CMP Meeting? We will need to develop language to address this issue.	Core Team	~~Nov 13~~ Extended ~~Nov 27 29~~ TBD	11/19/01: When a CLEC or Qwest submits a CR which addresses both systems and product/process it will be addressed in the Systems Monthly CMP Meeting. The CR will follow the CMP and may be transferred from one forum to another if warranted to adequately attend to the request. The Related product or process CR will still be subject to the applicable CMP timelines. 1/23/02: A seamless transfer between Product/Process and Systems requests. Identify decision point in the P&P and systems process as to whether the CR is subject to system prioritization. Information to be included in the response as to whether there is a mechanized solution.
167	Issue	Nov 1	Prioritization	Can Qwest revisit its position on not	Qwest—	~~Nov 13~~	Discussion held on 11/13, but Qwest

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	for Regulatory Change	including Regulatory mandated changes in the Prioritization Process? CLECs understand that Qwest still opt to meet the timeline for compliance.	Judy Schultz	Extended ~~Nov 27 29~~ ~~Dec 10 11~~ TBD	needs more time to consider CLECs comments. To be re-addressed at the next session.
168	Issue	Nov 1 Meeting	Prioritization for Industry Guideline Change	Will Qwest change its position to allow Industry Guideline changes to be prioritized through the Prioritization Process. If so, provide language to include Industry Guideline changes as part of the Prioritization Process. Suggested language: Qwest needs to be able to meet timelines where dates are mandated at industry bodies.	Qwest— Judy Schultz	~~Nov 13~~ Extended ~~Nov 27 29~~ ~~Dec 10 11~~ TBD	Discussion held on 11/13, but Qwest needs more time to consider CLECs comments. To be re-addressed at the next session.
169	Issue	Nov 1 Meeting	Regulatory Type of Changes	Qwest proposes to re-visit Regulatory type of change to address performance measure obligations.	Qwest— Judy Schultz	~~Nov 13~~ Extended ~~Nov 27 29~~ ~~Dec 10 11~~ TBD	Discussion held on 11/13, but Qwest needs more time to consider CLECs comments to not modify existing definition. Qwest to provide position after considering CLECs comments at the next session.
170	Issue	Nov 1 Meeting	CLEC-Initiated PID Change	Will Qwest consider: • a performance improvement or PIDs subject to the PAP as a Regulatory change? • a CLEC-initiated performance improvement change not subject to PAP as a Regulatory change?	Qwest— Judy Schultz	~~Nov 13~~ Extended ~~Nov 27 29~~ TBD	12/12: Including closed CMP CR 5582099/AI 121201-2. 1/24: Impasse issue
172	Issue	Nov 1 Meeting	Roles and Respons.	Review "Managing of CMP" proposal to include overall responsibilities; e.g., Qwest issues prioritization list and CLECs prioritize.	Core Team	TBD	11/20: See Qwest Proposed Managing the CMP Language – Revised 11-20-01

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
							Qwest is prepared to discuss and close this Action Item.
173	Issue	Nov 1 Meeting	Voting Process	Develop the Voting Process.	Core Team	TBD	
174	Action	Nov 1 Meeting	Prioritization Documents	Attach the latest Ranking Form, sample of a Release Candidate List and compilation/tabulation form to the Prioritization section of the master redline.	Qwest— Mark Routh	~~Nov 13~~ Extended ~~Nov 27 29~~ TBD	See Qwest Proposed Prioritization Language – Revise 12-01-01, Appendices A, B, and C **Qwest is prepared to discuss and close this Action Item.**
177	Action	Nov 13 Meeting	CMP Implem.	Draft a proposal for a formal implementation of the interim and final changes discussed within the CMP Re-Design to be discussed during the monthly CMP meetings.	Qwest— Judy Schultz	~~Nov 27 29~~ TBD	Related to #178, 180
178	Action	Nov 13 Meeting	CMP Implem	Clarify what has been agreed upon for the implementation of an interim process.	Core Team	~~Nov 27 29~~ TBD	Related to #177
179	Action	Nov 13 Meeting	Product/ Process Interim CMP	What is CLEC impacting?	Core team	~~Nov 27 29~~ TBD	Refer to action #110
180	Action	Nov 13 Meeting	Product/ Process Interim CMP process	What is covered under the interim process for Product/Process (i.e., Additional Testing) in terms of Qwest initiated and Regulatory changes	Qwest— Judy Schultz	~~Nov 27 29~~ TBD	Related to #177, 178
181	Issue	Nov 13 Meeting	OSS CR Prioritization Regulatory Changes	Qwest to revisit language for the definition of a Regulatory change, and the proposed prioritization process as it relates to these.	Qwest	~~Nov 27 29~~ ~~Dec 10 11~~ TBD	Prioritize all (excludes production support), provide for agreed upon mandatory/industry dates, allow exception, escalation and dispute

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
			Changes	Qwest asks CLECs to draft proposed language for Regulatory Changes as it is written in the Red lined document to include PID/PAP scenarios. 11/13: Qwest to consider the position of CLECs on the need to prioritize Regulatory CRs and provide its final position at the next session.			exception, escalation and dispute resolution procedures to be invoked as necessary. (CLEC request) CLECs agree with language for regulatory changes as it is written in the red lined document Prioritization section has to include criteria around how to rank CRs. 1/24: Impasse issue
182	Action	Nov 13 Meeting	Terms	Define migration testing and new release testing (Initial Implementation Testing), and Regression Testing, Controlled Production Testing, Interoperability Testing, SATE in the "terms" section of the red lined document.	Qwest— Jeff Thompson	TBD	11/30: See Qwest Proposed TERMS Language - 11-30-01 **Qwest is prepared to discuss and close this Action Item. See #246**
184	Action	Nov 13 Meeting	Issues/Action Items Log	Clarify issues and action items to better capture what the item is. Discussion that does not flush out sufficient detail should be confirmed in the appropriate meeting minutes	Core Team	~~Nov 27 29~~ ~~Dec 10 11~~ On-going	Began reviewing Issues/Action Items Log for understanding and status. Will continue at next session.
187	Issue	Nov 27 Meeting	AT&T issues list	#9 from AT&T issues list (including differences due to geography and systems). 12/11 #9a from AT&T issues: define the requirements for establishing a point of contact for CMP related	Qwest— Judy Schultz	~~Dec 10 11~~ TBD	01/14: OSS Interfaces do not have any geographical differences, however, there are functional differences that vary by geographic location, like USOCs.

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
				issues that are not followed within Qwest. (CMP help desk?)			
195	Action	Nov 28 Meeting	Post 10.0 PID/PAP CRs	Provide the CRs (information) for PID/PAP changes for which Qwest would want an exception to the CMP prioritization process. 12-11-01 Included what the system changes will be and how it will provide the performance improvement.	Qwest-Teresa Jacobs	~~Dec 10-11~~ TBD	The following 10.0 candidates have been defined: CR #30623 On-time jeopardy notification improvements CR #25379 Enhancement to accept and format orders for LSR re1uests with ACT=T for Unbundled Loop. CR #25381 Reject requests for conversion from Remote Call Forward for UBL **Qwest is prepared to discuss and close this Action Item.**
196	Action	Nov 28 Meeting	Prioritization	Provide a decision on whether to provide copies of documentation regarding prioritization and sizing.	Qwest-Teresa Jacobs	~~Dec 10-11~~ TBD	11/28: The CLECs can refer to the "CMP CR Work Flow for OSS Interfaces" document on the CMP Redesign web site (language already incorporated into the Master Redlined framework in narrative format) for an overview of the processes used for releases. 01/14: The CMP Process addresses how work will be prioritized and Qwest, per the

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
							Master Redline, will provide sizing for each candidate. **Qwest is prepared to discuss and close this Action Item.**
197	Action	Nov 28 Meeting	Prioritization	Provide the end-to-end development life cycle and time interval for each milestone for systems and Product & Process CRs. 12-11-10 Provide best case scenarios for stand alone product & process, systems; most likely scenarios for systems and factors that could contribute to longer implementation time frames for Product & Process. Address the process, if any, for declining a CR for reason such as scope. (Within first 2 business days after receiving the CR)	Qwest- Teresa Jacobs Judy Schultz	TBD	11/28: The "IMA Release Timeline/Milestone" will be available by the next redesign session. This timeline will provide an overview of Qwest's development cycle for further discussion on Prioritization. 01/22: Timeline was presented at CMP Redesign. **Qwest is prepared to discuss and close this Action Item.**
206	Action	Dec 10 Meeting	Notification	To insure appropriate Qwest personnel to receive the same event notifications in the same time frames as CLECs	Qwest— Judy Schultz	TBD	
212	Action	Dec 11 Meeting	CR Initiation	Review AT&T proposal (and draft language) that: For regulatory or industry change CRs, originator of CR must provide specific information in the CR identifying what makes the CR a regulatory change or industry guideline change. Such information	Qwest— Andy Crain	TBD	01/28: This Action Item is addressed in the document which captures Qwest's understanding of the CLEC prioritization proposal. **Qwest is prepared to discuss and**

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
				must include specific references to regulatory or court orders, legislation, industry guidelines as well as dates, docket or case number, page numbers and the mandatory implementation date, if any.			**close this Action Item.**
213	Action	Dec 11 Meeting	CR Initiation/ Type of Change	Need a process to debate whether a change fits as a regulatory or industry guideline change. With the information in 3a., CLECs will be informed to have this debate (ATT Issues List).	Core Team	TBD	
214	Action	Dec 11 Meeting	CR Initiation Level of Effort	Review the CR initiation process to insure that the description of the output of each step of the process is clearly defined; i.e., LOE (in range of hours) and affinity	Qwest— Andy Crain /Core Team	TBD	Related to #146
215	Action	Dec 11 Meeting	Exception Process	Develop proposed language for exception process for the core team to review.	Qwest— Judy Schultz	TBD	Related to #93
216	Action	Dec 11 Meeting	Issue Management	Qwest to outline what the guidelines are for when an issue is appropriate for the CMP vs. when the Account team should handle it.	Qwest— Judy Schultz	TBD	
217	Action	Dec 11 Meeting	Addendum Documentation and Software	Qwest to develop language regarding addenda to release software and documentation. How is it done? How is it communicated? How is it documented? Are CLECs ever consulted?	Qwest— Jeff Thompson	TBD	01/28: Following is a high level overview of the current disclosure, release and addendum process: • Draft Developer Worksheets -- 45 days prior to a release the

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
							draft Developer Worksheets are made available to the CLEC's. • Final Disclosure – 5 weeks prior to a release the Final Disclosure documents, including I charts and developer worksheets are made available to the CLECs. • Release Day – On release day only those CLECs using the IMA GUI are required to cut over to the new release. • 1st Addendum – 2 weeks after the release the 1st addendum is sent to the CLECs. • Subsequent Addendum's – Subsequent addendum's are sent to the CLECs after the release as needed. There is no current process and timeline. • EDI CLECs – 6 months after the release those CLECs using EDI are required to cut over to the new release. CLECs are not required to support all new releases. **Qwest is prepared to discuss and close this Action Item.**
218	Issue	Dec 11 Meeting	Qwest Initiated Product/ Process CR	Revisit Qwest initiated Product/Process change process. There is an issue around its use after	Core team	TBD	12/12: Including closed CMP CR number PC112901-01/AI 121201-4 (CR not

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
			Process CR	redesign is complete. There are issues around what is "CLEC-affecting". Do CLECs get to vote on "CLEC-impacting" changes?			PC112901-01/AI 121201-4 (CR not directly related to a TI or a 271 workshop ruling) 01/28: See Qwest Proposed Product/Process Change Request Initiation Process **Qwest is prepared to discuss and close this Action Item.**
219	Issue	Dec 11 Meeting	Implementation of Interim Process for Product/ Process	Implementation of interim processes. Qwest should come back to the Core Team at redesign meetings with questions/concerns about implementing what is agreed to in redesign. This will insure that the implementation meets both groups' expectations, resolve ambiguities and enable (and may drive) clarification of the redesigned process in the Master Redline [this should be a standing agenda item].	Core team	Ongoing	Related to #222
221	Action	Dec 11 Meeting	PID and PAP Changes Post-271	Send Qwest proposal for PID and PAP changes post 271 approval (9 state filing).	Qwest— Andy Crain	~~Dec 21~~ TBD	
222	Action	Dec 11 Meeting	Implementation of Process for Product/ Process	Provide timeline to implement the interim product & process change process.	Qwest— Judy Schultz	~~Dec 21~~ TBD	Email to redesign team. Related #219, 231
223	Action	Dec 11 Meeting	CR Timelines	Develop timelines to illustrate CR process and present Qwest's compliance with these at the CMP Meeting.	Qwest— Judy Schultz	TBD	**Qwest is prepared to discuss and close this Action Item. Related to #222, 231**

ATTACHMENT 3
CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—February 19, 2002

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
224	Action	Dec 11 Meeting	Similar CRs	Qwest to develop language to address how the CMP will handle similar CRs and a housekeeping method for old CRs.	Qwest— Judy Schultz	TBD	01/10: CMP database cross- references similar CRs. Closed CRs will be archived and posted to the CR Archive page, http://www.qwest.com/wholesale/cmp/archive.html **Qwest is prepared to discuss and close this Action Item.**
225	Action	Jan 22 Meeting	Tiers of Notification – Product/ Process	Visit web site for recent notification and identify examples for Tier I and II from the Tiers of notification. Include the comment and holding tank process for the different Tiers.	Core Team	TBD	
226	Action	Jan 22 Meeting	Status of Product/ Process Implementation during Escalation or Dispute	What is the status of a change when the escalation or dispute resolution is invoked?	Qwest— Andy Crain	TBD	Determine one of the options: - Qwest moves forward with the implementation - Hold (stay) - Delay Related to #237
227	Action	Jan 22 Meeting	SGAT Language	Clarify SGAT language on CMP in sections 2.3.1 and 12.2.6, in addition, add language that states that CMP will not supersede an ICA.	Qwest— Andy Crain	TBD	01/29: Activities in CMP shall not be construed to override or amend the interconnection agreement between Qwest and any CLEC. **Qwest is prepared to discuss and close this Action Item.**
229	Action	Jan 22 Meeting	Job Aid— Documentation	Create job aid for documentation review; e.g., Holding tank vs. operational version	Qwest— Judy Schultz	TBD	

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—February 19, 2002

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
					Schultz		
230	Action	Jan 22 Meeting	Role of CMP Group for Tech Pub and PCAT	What is the role of the CMP group (monthly) in the Tech Pub and PCAT proposed changes in the non-interim term?	Qwest— Judy Schultz	TBD	
231	Action	Jan 22 Meeting	CMP Improvements Matrix	Judy Schultz to add clarity to improvements matrix presented to the Re-Design team on 1-22	Qwest— Judy Schultz	TBD	Mitch Menezes/ATT to provide input to Judy Schultz Related to #219, 222
232	Action	Jan 23 Meeting	Prioritization— Industry Guidelines	Develop language to address the industry guideline prioritization (above the line and below the line)	Qwest— Judy Schultz/ Teresa Jacobs	TBD	01/28: This Action Item is addressed in the document which captures Qwest's understanding of the CLEC prioritization proposal. **Qwest is prepared to discuss and close this Action Item.**
233	Action	Jan 24 Meeting	Impasse Issue— Prioritization	Identify the concept of the Prioritization Process. Upon agreement, Qwest to provide draft language of the Prioritization Process to the CLECs for comments	Qwest— Beth Woodcock	Jan 30	1/30: Shared with Redesign Core Team 2/6-7: Proposed language reviewed and discussed at Redesign session. 2/8: Impasse issue included in the CO Report on CMP Issue and the AZ Brief on CMP. **Qwest is prepared to close this item**
234	Action	Jan 24 Meeting	Qwest Initiated Process Change	Draft the potential impasse issue on the request for a Stay during the	Qwest— Beth	Jan 30	Share with Redesign Core Team

CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—February 19, 2002

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	Process Change	product & process implementation period	Beth Woodcock		
237	Action	Feb 5 Meeting	Product/ Process	Develop language for "STAY" and parameters for 3rd party arbitrator	Qwest— Andy Crain	TBD	Related to #226, 239
238	Action	Feb 5 Meeting	Documentation	Review Documentation "Holding Tank"	Qwest— Kessler	TBD	
239	Action	Feb 5 Meeting	Product Process CR initiation	Develop language around how to move items from level 3 to level 4	Qwest— Andy Crain	TBD	Related to #226, 234
240	Action	Feb 6 Meeting	Test Environment	Add language to CR initiation process for CRs (adding products) to the test environments	Qwest— Jeff Thompson	TBD	
242	Action	Feb 6 Meeting	Escalation Process for Tech Issues	Determine how CLECs will provide contact lists for technical escalations	Core Team	Feb 21	Provide input to Qwest at the 2/21 CMP Systems meeting when Qwest presents the proposal to CMP team.
243	Action	Feb 7 Meeting	Prioritization – Regulatory Change	Qwest to propose language on the criteria used to determine method of implementing regulatory changes	Qwest— Judy Schultz	~~Feb 19~~ TBD	2/19: Redesign Team discussed Qwest proposed language. Qwest to modify proposal based on the discussions.
244	Action	Feb 7 Meeting	SCRP	CLECs to send written comments in advance to Jim Maher	Core Team	CLOSED Feb 14	2/14: ATT provided comments.
245	Action	Feb 7 Meeting	Terms	Review all proposed Terms language and provide comments to Jim Maher	Core Team	CLOSED Feb 14	Related to #106, 133, 141, 162, 182, 248 2/14: ATT provided comments.
246	Action	Feb 7 Meeting	CICMP Docs	Archive the old CICMP document and post the current "accepted" CMP doc. Add a link to Direct to CICMP Process document, if necessary	Qwest— Judy Schultz	CLOSED Feb. 8	Posted on CMP website

ATTACHMENT 3
CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN

Revised—February 19, 2002

#	Issue/ Action	Date Originated	Category	Description	Owner	Due Date	Resolution/Remarks
247	Action	Feb 7 Meeting	Red Line Document	Put "Clean" copy of the current Red Line doc on the web with clarification statement	Qwest— Judy Schultz	CLOSED Feb. 8	Posted on CMP website
248	Action	Feb 7 Meeting	Terms	Define 'eligible change request'	Core Team	~~Feb 14~~ TBD	Related to #246 **Qwest is prepared to discuss and close action item.**
249	Action	Feb 19 Meeting	Regulatory Change	Discuss regulatory change for Product/Process CRs and implications of attempting to mechanize as a Regulatory Systems CRs at a later date	Core Team	TBD	
250	Action	Feb 19 Meeting	Regulatory CR Tracking	Determine how a regulatory CR is logged and tracked	Judy Schultz	TBD	
251	Action	Feb 19 Meeting	CR initiation	Reorganize the CR initiation process for the four different types	Judy Schultz	TBD	
252	Action	Feb 19 Meeting	Industry Guideline	Address if Regulatory method of implementation process is applicable to industry guideline	Judy Schultz	TBD	

ATTACHMENT 3

CLOSED ISSUES and ACTION ITEMS (items in BLUE were closed at the last working session)

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
1A	Issue	July 11 Meeting	3rd Party Provider Role	What role do 3rd Party Providers play in this re-design effort? a) 3rd Party Providers are part of the core team to re-design the process, however no 'voting' rights on behalf of themselves or the CLEC-client [Process=Yes, Vote=No] b) 3rd Party Providers are allowed to 'voice' and 'vote' as any CLEC in this re-design effort [Process and Vote=Yes] c) 3rd Party Providers are excluded from the core team [Process and Vote=No] d) 3rd Party Providers are part of the core team to re-design the process, however no 'voting' rights on behalf of themselves, but can vote on behalf of the CLEC client with an LOA [Process=Yes, and Vote=Yes for CLEC client, Vote = No for themselves]	Core Team	CLOSED July 19	DECISION: d) 3rd Party Providers are part of the core team to re-design the process; however no 'voting' rights on behalf of themselves, but can vote on behalf of the CLEC client if a Letter of Authorization is in effect. The LOA must be provided to Judy Schultz.
1B	Action	July 11 Meeting	3rd Party Provider	Core Team to conclude discussion and participants to decide on one of the above scenarios	Core Team	CLOSED July 19	COMPLETED in July 19 meeting.
1C	Issue	July 19	Voting	Can a CLEC represent another CLEC on	Core Team	CLOSED	DECISION:

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting		Voting for CMP re-design process?		July 19	Yes, if a Letter of Authorization is in place for a specific session and on specific issues. The LOA must be provided to Judy Schultz.
1D	Issue	July 19 Meeting	Voting	If a CLEC or core team member is absent, how do we handle the vote?	Core Team	CLOSED July 19	DECISION: It is a CLEC's responsibility to have a same CLEC backup, or a LOA in place with an alternate.
1E	Action	July 19 Meeting	Voting	Create a standard voting form	Qwest -- Mark Routh	CLOSED August 7	COMPLETED: Voting form created and will be included in the draft meeting minutes for 8/7-8/8 session
1F	Action	July 19 Meeting	LOA	Create a standard for LOA for topic, meeting, and date to be used during the re-design sessions.	Qwest - Judy Schultz	CLOSED August 7	COMPLETED: LOA presented, discussed and agreed upon during the 8/7 Meeting.
1G	Action	July 19 Meeting	Voting	Define rules for a quorum when a 'vote' is required	Core Team	CLOSED August 7	DECISION: - Quorum is defined as 51% of the present Core Team Members - Majority vote by present Core Team Members carries the decision
1H	Action	July 19 Meeting	Voting	Seek written permission from July 19 participants if 3rd Party Provider voting results can be posted on the web site as part of the FINAL meeting notes.	Qwest— Mark Routh	CLOSED August 16	Participating CLECs (SBC Telecom not available) provided permission for Qwest to include voting results as part of the FINAL 7/19 Meeting Minutes

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							COMPLETED: SBC Telecom gives permission to publish its 7/19 voting result.
2	Action	July 11 Meeting	Baseline Document	Create a single document that inserts CLEC comments on areas for improvement in Qwest's CMP into the appropriate sections of the OBF 2233 version 2 framework	Judy Lee	CLOSED July 19	COMPLETED: A tool for the working session is posted on the web site
3	Action	July 11 Meeting	Agenda Items	Schedule agenda items/elements for future working sessions	Core Team	CLOSED July 19	COMPLETED: See schedule of working sessions on the web site
4	Action	July 11 Meeting	Working Session Location	Decide the location for September working sessions	Core Team	CLOSED July 19	COMPLETED: All sessions will be hosted by Qwest and held in Denver, CO
5	Action	July 11 Meeting	CMP Redesign Web Site	Enhance the CMP web site to include the CMP Redesign information	Qwest— Mark Routh	CLOSED July 19	COMPLETED. See CMP web site for "CMP Redesign"
6	Issue	July 19 Meeting	CMP Redesign Material	What is the process to share CMP redesign material with the CLEC community?	Qwest— Judy Schultz	CLOSED July 19	COMPLETED: Draft minutes and material will be shared with the core team participants for input. Afterwards, Qwest will finalize the minutes and post on the web site. CLECs will be notified about the posting.\n\nDECISION: Participants decided that Qwest should issue a notice referring CLECs to the web site for meeting minutes, handouts and agenda for next meeting. The handouts will not

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							be attached to the notice.
7A	Action	July 11 Meeting	Post CLEC Comments on Web Site	CLEC requested that Qwest post all CLEC comments on the CMP Re-design web site.	Qwest— Mark Routh	CLOSED July 19	COMPLETED: Matrix is posted on the web site
7B	Action	July 11 Meeting	Written Permission to Post CLEC Comments	Seek clearance in writing from individual CLECs to post their comments on the CMP Redesign web site.	Qwest— Mark Routh	CLOSED July 13	COMPLETED: CLECs that provided comments allowed Qwest to post on web site
8	Action	July 19 Meeting	Notice and Distribution Lists	Provide guidelines for CLEC notifications and distribution list - Ease-of-use - Comment/Reply process including web site option to comment - Contact information - Identify limitations on contact information: proprietary, open-to-participant, or open-to-all	Core Team	CLOSED August 7	COMPLETED: Established four categories for notices to facilitate notification efficiency.
9	Action	July 19 Meeting	Re-name	Do we need to rename ~~CMP to CMP~~ CMP to CMP? Rename co-provider to CLEC?	Core Team	CLOSED August 16	DECISION (7/19): Qwest will rename co-provider to CLEC and provider to Qwest. DECISION (8/7): Recommendation to rename from CMP to CMP will be presented at 8/15 CMP Meeting DECISION: (8/15) CLECs agreed to change CMP to CMP
10	Action	July 19 Meeting	ATIS	Research what ASOG activities are being worked on at ATIS.	Qwest— Judy Schultz	CLOSED August 7	COMPLETED: ATIS is not developing a Change Management process that includes

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							ASRs. Related to Issue #17B.
11A	Action	July 19 Meeting	CMP Meeting Distribution Package	Determine what to include in the CMP meeting distribution packages.	Core Team	CLOSED August 8	COMPLETED: REDLINED CMP re-design framework will reflect results of discussion.
11B	Action	August 8 Meeting	CMP Meeting Distribution Package	Qwest to provide a sample of the "report" containing information for CMP meeting.	Qwest— Judy Schultz	CLOSED August 14	COMPLETED: Judy Schultz presented example report and CLECs accepted the 'report' concept.
11C	Action	August 8 Meeting	CMP Meeting Distribution Package	CLECs have a need to see one document/report containing all information (single point of reference). For example, CR/RN Logs need to include originator, title, description, history and status, so that individual CRs and RNs do not need to be included in Monthly Meeting package. CRs also need to include actual response/s and decision. Present a sample distribution package for review with updated tracking documents	Qwest— Judy Schultz	CLOSED Sep 5	DECISION: Rollout to CLEC community at the 9/19 Monthly CMP meeting. COMPLETED: Qwest presented mockup at the 9/5 re-design meeting.
12	Action	July 19 Meeting	Walk-On Agenda Items	Add walk-on item to the end of each CMP meeting agenda.	Qwest— Mark Routh, Matt Rossi	CLOSED July 19	DECISION: Qwest will add walk-on items to the end of each agenda, as appropriate, starting with the August 15 meeting
13A	Action	July 19 Meeting	CMP Web Site	Review CMP web-site and suggest potential changes and guidelines	Core team	CLOSED August 7	COMPLETED: Included in 8/8 redlined CMP framework
13B	Action	August 7 Meeting	CMP Web Site	Can Qwest display new naming convention on the CMP web site (CRs	Qwest – Judy	CLOSED August 14	COMPLETED: Closed on proposals for sub-

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				and RNs)—e.g., Ability to click category and receive next sub category?	Schultz/ Core Team		category under the 4 categories (Systems, Product, Process and Network). Qwest is able to display naming convention on web site
13C	Action	August 7 Meeting	CMP Web Site	Provide location (link) where all notification documents are kept – Wholesale web site	Qwest – Judy Schultz	CLOSED Sep 20	COMPLETED: Jarby Blackmun shared proposed screen shots with Core Team on 9/5. Related to Items #13F, 37, 44, and 61.
13D	Action	August 7 Meeting	CMP Web Site	Add English title to all new and existing CRs posted on the CMP web site	Qwest – Mark Routh Matt Rossi	CLOSED Sep 5	COMPLETED: Matt and Mark have updated the web sites to add the requested information.
13E	Action	August 8 Meeting	CMP Web Site	Qwest to determine how to time-stamp each web site page (whenever the page is updated on the web site)	Qwest— Judy Schultz	CLOSED August 14	COMPLETED: Qwest is currently doing this today and will continue on all updated pages
13F	Action	August 8 Meeting	CMP Web Site	Develop timeframe to roll-out web site and mail-out process	Qwest – Judy Schultz	CLOSED Sep 20	Per Jarby Blackmun, Qwest is targeting early November to deploy modifications to CMP web site.
14A	Action	July 19 Meeting	Notification Process	Discuss guidelines for the notification process at the next session.	Qwest— Judy Schultz	CLOSED August 7	Refer to re-worded Action #14C.
14B	Action	August 7 Meeting	Notification Process	Explore functionality and capability of the "mail out" tool used for Product/ Process notifications.	Qwest – Judy Schultz	CLOSED August 8	COMPLETED: "Mail-outs" are not on the web site—pending closure on the categories and sub-categories from Core Team (see Item #13B
14C	Action	Updated August 7 Meeting	Notification Process	Using proposed naming convention, build a matrix of possible combinations for RN titles.	Qwest – Judy Schultz	CLOSED August 14	COMPLETED: CLECs provided upgrades to Judy Schultz' proposal. As a result of

#	Issue/ Action	Originator (7/19)	Category	Description	Owner	Due Date	Resolution/Remarks
							this discussion, opened Item #14D
14D	Action	August 7 Meeting	Notification Process	Take existing system, product and process notification and modify to match proposed naming convention to obtain one single naming convention for all notifications	Qwest – Judy Schultz	CLOSED Sep 5	DECISION: Qwest will adopt a single naming convention for notifications. Progress will be monitor at the Monthly CMP meetings.
14E	Issue	August 8 Meeting	Notification Process	What category (i.e., 4 category) should be used to notify CLECs of the introduction of a new product? Should Qwest send one notice addressing product and process, or two separate, but redundant notices (i.e., one for Product and another for Process but with the same content)?	Core Team	CLOSED August 8	DECISION: Qwest to send a Product notice and a separate Process notice with the same content information— redundant notices with different category and name on the subject line.
14F	Action	August 8 Meeting	Notification Process	Provide proposals for sub-categories (e.g., Product Family) under each notice category (Systems, Product, Process and Network) and links.	Qwest— Judy Schultz	CLOSED August 14	COMPLETED: Web Site modification rollout is dependent on proposal for sub-categories—see Item 14C. Presented and closed during 8/14 Re-Design meeting
16	Action	July 19 Meeting	Qwest Comments on MATRIX	Include Qwest comments on the MATRIX (OBF Issue 2233 with CLEC Comments)	Qwest— Judy Schultz	CLOSED August 14	COMPLETED: Included Qwest's proposal on the MATRIX.
15	Action	July 19 Meeting	Notice	Research source and readability of event notifications (software applications)	Qwest— Mark Routh	CLOSED August 7	COMPLETED: System outages and event notifications are now being released in a "doc" format.
17A	Issue	July 19 Meeting	Scope	Qwest expressed concern that the Scope needs further clarification. Qwest will propose language to re-visit the Scope at a future session.	Qwest— Judy Schultz	CLOSED Oct 2	COMPLETED: Element revisited on Sep 18 and 20 with action taken by Core Team and Qwest to further discuss on Oct 2

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							and 3.
17B	Issue	August 7 Meeting	Scope	Describe Qwest's position for systems and functionality supported in the current CMP process (i.e., EXACT, HEET)	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: August 14 discussion provided a definition for OSS Interfaces that includes system functionality.
17C	Action	August 7 Meeting	Scope	Dialogue on introduction and scope to seek input from CLECs to prepare for Qwest's proposal on September 20th	Qwest – Judy Schultz	CLOSED Sep 5	DECISION: Qwest will provide proposal on Sep 20 for discussion.
18	Action	July 19 Meeting	PIDs	WorldCom will provide the Core Team members with the latest PIDs for Change Management.	WorldCom Liz Balvin	CLOSED August 7	COMPLETED: Liz Balvin sent PIDs on July 20th
19	Issue	July 19 Meeting	Contact Information	Eschelon requested that contact information for all participant be included on the CMP Re-design web site	Qwest— Judy Schultz	CLOSED August 7	Request from review of 7/19 DRAFT meeting notes and material

COMPLETED: All contact information now included on the Re-Design page on the CMP web site |
| 20 | Action | July 19 Meeting | Discussion Items under Issues/ Action Item Log | Eschelon requests to include on the agenda topics for discussion under Issues and Action Items Log | Qwest— Judy Schultz | CLOSED August 7 | Request from review of 7/19 DRAFT meeting notes and material

COMPLETED: Updated 8/7-8/8 agenda |
| 21A | Action | August 7 Meeting | Core Team | Establishing CMP Re-Design Core Team Membership | Qwest – Judy Schultz | CLOSED August 7 | COMPLETED: Reviewed Core Team membership |
| 21B | Action | August 7 Meeting | Core Team— Meeting Quorum | Establish Core Team Quorum at the beginning of each working session | Qwest – Judy Schultz | CLOSED August 7 | DECISION: Quorum determination will be added to the agenda and be determined by attendance at each working session |

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
22	Issue	August 7 Meeting	Core Team—Expectations	Define Expectations of Core Team Membership	Core Team	CLOSED August 7	DECISION: Core Team Expectations/ Responsibilities: - Dedicated resource to negotiate a new CMP process. - Core Team Members can be added at any time understanding the roles and responsibilities of a Core Team Member. - Core Team Members must commit to participate either in person, via conference call, or by LOA in each working session. - Core Team Membership will be revoked if 3 consecutive working sessions are missed. - Core Team member will not be allowed to vote on any issue in which they did not participate.
23	Action	August 7 Meeting	Upcoming Event Calendar	Provide an "up coming" events page on the CMP web site that includes all monthly meetings, re-design meetings and any other interim ad hoc meetings/calls	Qwest – Mark Routh, Matt Rossi	CLOSED Sep 5	COMPLETED: Calendar is on the web site.
24	Action	August 8 Meeting	CMP POC List	Establish a CMP POC list (primary and alternate POC) and post on web site	Qwest— Judy Schultz	CLOSED Oct 16	Response is quite slow from the CLEC community, therefore Qwest is calling and asking CLECs to respond with contact information. In addition, Qwest to publicize the

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							need for POC information at the Qwest sponsored CLEC Forums. 10/3:Per Jim Maher—90% complete–will go on web COMPLETED: 10/16 – on the CMP web site as CR Manager POC, Team Representative and Alternate Contact
25	Issue	August 8 Meeting	Quick Hit Fix	How should Qwest introduce some Change Management Process changes ahead of completing the re-design CMP effort?	Core Team	CLOSED August 8	DECISION: Qwest will review any proposals with the CMP re-design Core Team members before communicating at a Monthly CMP Meeting. During the Monthly CMP Meeting, Qwest will let meeting attendees know who participated in designing the Quick Hit proposal. "Quick Hit Fix" will be a standing item for the Monthly CMP Meeting agenda.
26	Action	August 8 Meeting	Meeting Minutes Review	What is the timeline for DRAFT and FINAL 8/7-8/8 Meeting Minutes and material?	Qwest— Judy Schultz	CLOSED August 8	DECISION: – DRAFT Meeting Minutes and materials (by Fri, 8/10 9am MT) – Distribute DRAFT to 8/7-8/8 re-design session participants for review (by Fri, 8/10 Noon MT) – Participants provide Matt

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							Rossi with corrections/additions (Mon, 8/13 Noon MT) – FINAL Meeting Minutes and materials to be distributed and posted on CMP Re-design web site (by Tuesday, 8/14)
27	Action	August 8 Meeting	CMP Re-design Location	Determine location for the October, November and December re-design working session.	Core Team	CLOSED August 16	Qwest has tentatively reserved meeting rooms in Denver, Colorado DECISION: (8/16) October sessions will be held in Minneapolis, except for CMP week; November and December sessions will be held in Denver
28	Action	August 8 Meeting	Monthly CMP Meeting	Move December meeting to 12/12	Qwest— Mark Routh, Matt Rossi	CLOSED August 16	COMPLETED: Monthly CMP meeting is moved to 12/12.
29	Action	August 8 Meeting	Exception Process	Share other ILEC Exception Process with 8/14 working session participants to be used as a base.	Sprint— Sandy Evans	CLOSED August 14	COMPLETED: Sprint and AT&T brought samples.
30	Action	August 14 Meeting	CMP Web Site	Add Meeting Agenda, material, dates to web site CMP category	Qwest— Judy Schultz	CLOSED Sep 5	COMPLETED: Began with August 14 and 16 meeting minutes
31	Action	August 14 Meeting	CMP Web Site	Change category Ordering to Ordering/Provisioning and Repair to Repair/Maintenance	Qwest— Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
32	Action	August 14 Meeting	CMP Web Site	Add Raw Loop Data Tool to the IMA GUI section of web site categories for Systems	Qwest— Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
33	Action	August 14 Meeting	CMP Web Site	Add another sub-category of "Other" for systems with possible expansion later after re-visit of the scope discussion.	Qwest— Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
34	Action	August 14 Meeting	CMP Web Site	Investigate adding back end systems to the sub categories of the Systems notifications on the web site (WFA, TIRKS, etc)	Qwest— Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
35	Action	August 14 Meeting	CMP Web Site	Add "procedures" as a sub category (2) to the Process section	Qwest— Judy Schultz	CLOSED Sep 5	COMPLETED: This is to include any joint procedures that involve both the CLEC and Qwest – e.g., repair and exchange of CLEC owned equipment
36	Action	August 14 Meeting	CMP Web Site	Add "Tariffs" as a main category in the proposed matrix	Qwest— Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
37	Action	August 14 Meeting	CMP Web Site	Investigate the possibility of housing all RNs, CRs and Training information in one location and providing multiple methods in which this information is accessed on the web site. Example, this can be a search by number or search by category	Qwest – Judy Schultz	CLOSED Sep 20	COMPLETED: Jarby Blackmun provided overview on CMP web site with search capabilities. Demo is available for CLECs on CMP web site.
38	Issue	August 14 Meeting	Notifications	Identify designated owner or point of contact for the mail outs to contact with problems – example web sites listed with in-active URLs.

9/5: Is there flexibility in the process to support CLECs on notices (e.g., Help Desk, Sales Manager)? | Qwest – Judy Schultz | CLOSED Oct 2 (Extended to Oct 17 regular CMP) | Qwest will continue to refer a CLEC to their respective Service Manager if there are questions pertaining to a notification. 9/5: CLECs need to work with their respective Service Manager, and if necessary, speak with the Service Manager's boss to clarify questions |

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							pertaining to a specific notice. 9/18: Toni Dubuque will join Oct 3 session to discuss DECISION: Toni Dubuque to discuss this issue with the CLECs at the Oct 17 CMP Product/Process Meeting.
39	Issue	August 14 Meeting	CMP Web Site	Provide screen shots of the web site to give visual representation	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: See Jarby Blackmun's Qwest Wholesale CLEC "Notices On-Line" presentation, dated Sep 4, 2001 on the CMP Re-design web site.
41	Action	August 14 Meeting	CMP Web Site	Add the Re-Design page on the CMP section of the Proposed Release Notification matrix	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
42	Action	August 14 Meeting	Notification	Investigate how notifications are done for Network outages, including a paging broadcast capability. 9/5: Does the SGAT language pertaining to method of notification for Network outages need to revised based on Qwest practice?	Qwest – ~~Jim Maher~~ Andy Crain	CLOSED Feb 5	Related to Item #66 Beth Woodcock to contact Andy Crain to provide information at the ~~Oct 30 Nov 1~~ next session. 11/29: Andy Crain to clarify at next session. Jim Maher to confirm paging process for Network Outages. 01/08/02: Jim Maher – Current notification is via email as denoted in the SGAT. 01/24: Jim Maher to check the CLEC questionnaire to see if the paging option is still on it. 01/28:

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							There is no reference to paging in the CLEC questionnaire.
43	Action	August 14 Meeting	CMP Web Site	Investigate possibilities for displaying (posting) and sorting Sub-category 3 of the web site	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: Jarby Blackmun informed the team that search capabilities will include category, sub-category and document number.
44	Action	August 14 Meeting	Notification	Create instructions for access to web site notification	Qwest - Judy Schultz	CLOSED Sep 20	DECISION: Per Core Team, not required due to simplicity of using the modified CMP web site.
45	Action	August 14 Meeting	Voting Tally Form	Incorporate Qwest's position on the Voting Tally Form	Qwest – Judy Schultz	CLOSED August 16	COMPLETED: See Procedures for A Vote and Impasse Resolution Process (includes Voting Tally Form) on the CMP Re-design web site
46	Action	August 14 Meeting	Voting	Draft a proposal for a voting procedure and contingency dispute resolution process for dead-lock	Judy Lee	CLOSED August 16	COMPLETED: See proposed Procedures for A Vote and Impasse Resolution Process (includes Voting Tally Form) on the CMP Re-design web site
48	Action	August 14 Meeting	Voting	Determine how to reach resolution within the CLEC community if impasse were to occur – present draft proposal	AT&T - Terry Bahner	CLOSED Sep 5	DECISION: CLECs will hold a conference call to achieve consensus to resolve an impasse issue.
49	Action	August 16 Meeting	Types of changes – OBF V.1	Look at other industry bodies that need to be included in type 3 changes (e.g., ANSI and ATIS)	Core Team	CLOSED Sep 20	COMPLETED: Types of Changes discussed on Sep 20.
50	Action	August 16 Meeting	Types of Changes – OBF V.1	Present change request flow chart, form, and procedures for CR handling	Qwest – Judy	CLOSED Sep 5	COMPLETED: Flow chart of change request

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
					Schultz		process was discussed with modifications. Qwest to make modifications (add Denied, Escalated, Deferred and Withdrawn) and present flow chart to the CLEC community at the Sep 19 Monthly CMP meeting.
51	Action	August 16 Meeting	~~Types of Changes OBF V.1~~ Terms	Obtain SGAT language for 'versioning' release language.\n\n10/16: Define 'versioning'	Qwest – Judy Schultz	CLOSED Nov 29	Pull language on OSS versioning currently in SGAT. "Versioning" will be defined in the Terms session at a later date.\n\nDECISION: The word "versioning" has been omitted from the master redline language, therefore, a definition is no longer needed at this time.
52	Action	August 16 Meeting	OBF V. 1	Create language in OBF version 1 in Change to Existing Interfaces section VII. Also address 'defects.'	Qwest – Judy Schultz	CLOSED Oct 30	COMPLETED: Discussion on Change to Existing Interface completed.\n\n"Defects" will be addressed during discussion on Production Support. See Action #99 to capture this item.
53	Action	August 16 Meeting	Qwest CMP Process Document	Revise Qwest CMP process document to incorporate added language and proposed changes/improvements to the overall process to provide a basis for comparison and discussion with the CMP Re-Design Core Team.	Qwest – Judy Schultz	CLOSED Nov 29	Qwest to use redlined CMP format for its proposed language\n\n11/29: Closed, this is the ongoing effort of the CMP redesign team.
54	Action	August 14 Meeting	Meeting Minutes	Add action item verbiage to the meeting minutes as opposed to referencing the	Qwest – Judy	CLOSED Sep 5	COMPLETED: Began with the August 14 and 16

#	Issue/ Action	Originato r	Category	Description	Owner	Due Date	Resolution/Remarks
				action items document	Schultz		meeting minutes
55	Action	August 16 Meeting	Meeting Minutes Review	What is the timeline for DRAFT and FINAL 8/14 and 8/16 Meeting Minutes and material?	Qwest— Judy Schultz	CLOSED Sep 5	COMPLETED: – DRAFT Meeting Minutes and materials (by ~~Tues, 8/21~~ Fri, 8/24) – Distribute DRAFT to 8/14 and 8/16 re-design participants for review (by ~~Tues, 8/21~~ Fri, 8/24 COB) – Participants provide Mark Routh with corrections/additions (~~Thurs, 8/23~~ Tues, 8/28 COB) – FINAL Meeting Minutes and materials to be distributed and posted on CMP Re-design web site (by ~~Monday, 8/27~~ Fri, 8/31) Qwest extended timeline on 8/21.
56	Action	August 14 Meeting	Meeting Minutes Update	Revise August 7-8 Final Meeting Minutes to: – Change "CLEC" to "Co-Provider" in the word CMP on page 3, paragraph 4 – Correct name to "Wicks" – Correct Evans-Sprint comments to "responses to CRs are sent to the originator via email, not posted on the web site."	Qwest— Jim Maher	CLOSED Sep 5	COMPLETED: Refer to CMP Re-design web site for revised final meeting minutes.
57	Action	August 14 Meeting	Meeting Minutes Update	Revise July 19 Final Meeting Minutes to include the voting results on the 3rd Party Provider issue—on August 14, the last voting CLEC has given Qwest	Judy Lee	CLOSED August 21	COMPLETED: Revised Final July 19 Meeting Minutes are posted on the CMP Re-design web site.

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				permission to publish its result.			
58	Action	August 14 Meeting	Core Team Expectations	Update the document to: "New Core Team member will not be allowed to reopen a vote on any issue that has been decided on."	Judy Lee	CLOSED August 16	COMPLETED: Revised guidelines are posted on the CMP Re-design web site.
59	Action	August 16 Meeting	OBF August, 2001 Framework	Share with the re-design team the results of OBF Issue 2233 subcommittee proposal—a2v2	Judy Lee	CLOSED August 21	COMPLETED: Sent via email to all re-design participants.
60	Action	Sep 5 Meeting	CLEC Question-naire	Verify if there is an entry on the CLEC questionnaire for contact information (POC). Does the questionnaire need to include primary and secondary point-of-contact?	Qwest – Matt Rossi	CLOSED Oct 2 (Moved to general Oct 17 CMP)	Promote the importance for CLECs to provide accurate contact information at the Qwest sponsored CLEC Forum. Primary and Secondary POC information is not entries in the questionnaire. DECISION: Address this issue at the October 17 CMP Product/Process meeting.
61	Action	Sep 5 Meeting	CMP Web Site	Provide an Archive on the CMP web site.	Qwest – Judy Schultz	CLOSED Sep 18	COMPLETED: Archive will remain on the CMP web site
62	Action	Sep 5 Meeting	Re-design Location	Provide location, directions and names of nearby hotels for Minneapolis meetings.	Qwest – Judy Schultz	CLOSED Sep 10	COMPLETED: Information provided to all CMP re-design participants
63	Action	Sep 5 Meeting	CMP Re-design	Provide examples at the Qwest sponsored Sep CLEC Forum of what has been changed as a result of the CMP re-design effort	Qwest – Judy Schultz	CLOSED Oct 2 (Extended to Oct 17 CMP)	The Qwest sponsored CLEC Forum on September 12-13 was postponed due to the national crisis. This needs to be scheduled around the CMP re-design and monthly

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							CMP meetings. DECISION: Toni Debuque will address at Oct 17 CMP Product/Process meeting
64	Action	Sep 5 Meeting	Denied Change Request	Allegiance to re-introduce a previously denied CR that is still needed so that Qwest can assess and CLECs to prioritize.	Qwest – Mark Routh	CLOSED Sep18	DECISION: Closed as an action item for the re-design effort, but tracked on the OSS Interface CMP action item list
65	Action	Sep 5 Meeting	Re-design Impasse Resolution Process	Obtain feedback from individual organizations on the draft proposed CLEC-Qwest Impasse Resolution Process for the re-design effort.	Core Team	CLOSED Sep 20	COMPLETED: See "CLEC-Qwest CMP Re-design Procedures for Voting and Impasse Resolution Process_09-20-2001" on CMP web site.
66	Action	Sep 6 Meeting	271 Workshop SGAT	Qwest to make presentation regarding the SGAT language and how it relates to the process structured by the Core Team.	Qwest – Andy Crain	CLOSED Oct 3	Including Item #42 Discussion held on Sep 18 and 20 with more discussion on Oct 2-3 (re-visit Scope) and prior to the November filing. COMPLETED: Qwest presented language with CLEC discussion on Oct 3
67	Issue	Sep 6 Meeting	271 Workshop SGAT	Do exhibits G (CMP framework) and H (escalation process) need to be in the SGAT?	Core Team	CLOSED Oct 3	Related to Item #66 Discussion held on Sep 18 and 20 with more discussion on Oct 2-3 DECISION: Qwest will include Exhibit G (formerly known as Exhibits G and H) in the SGAT – red lined as it evolves with the re-design
70	Issue	Sep 6 Meeting	CLEC Review of Tech Pubs and	What is Qwest's proposal for CLECs to review and provide comments to notices	Qwest – Judy	CLOSED Jan 22	Susie Bliss will provide overview of the process at the Sep 19 CMP

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
			PCAT Changes	on Tech Pub and PCAT changes – what is the role of the CMP group (monthly) in these proposed changes? 10/16: Issue remains open until the interim process is implemented.	Schultz		product/process meeting. Defer until discussion on Scope is scheduled. Scheduled call on October 5 – Susie Bliss. Minutes posted to Redesign website 10-29-01 Qwest is prepared to discuss and close this Action Item. DECISION: Redesign Team decided to close this item and create a separate issue item to discuss the role of CMP in PCAT and Tech Pub changes.
71	Action	Sep 6 Meeting	Production Support Process	What is the current process for CLECs to report and Qwest to notify CLECs on production problems—what is the production support process and timeline? Where is the CLEC documentation pertaining to this information?	Qwest – Wendy Green	CLOSED Sep 18	COMPLETED: Notification distributed and posted by Tina Hubis on Sep10. Defer to Scope and Section 12 Production Support discussions according to the re-design schedule
72	Issue	Sep 6 Meeting	CR Process	What is the process if the CLEC-originator does not agree with Qwest's reply or the CR is rejected?	Core Team	CLOSED Oct 3	Addressed on Sep 18, 20 during Escalation Process and the Dispute Resolution Process with further discussion during Oct 2-3 session. COMPLETED: Escalation and Dispute Resolution Process
73	Issue	Sep 5 Meeting	Account Management	Clarify roles and responsibility of Service Managers and Sales Managers.	Qwest – Judy	CLOSED Oct 3	Subsequent to the Sep 5-6 session, Qwest requests to address this item

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				What is the internal notification process (e.g., advanced notice before CLEC) for Service Managers on CLEC notices?	Schultz	(Address at Oct 17 CMP meeting)	at the Oct 3 meeting to allow the Service Management Director to participate in-person in Minneapolis. DECISION: Will address at the Oct 17 Product/Process CMP meeting
74	~~Issue~~	~~Sep 5 Meeting~~	~~CR Process Dispute~~	~~What is the process if the CLEC originator does not agree with reply or rejected CR~~	~~Core Team~~	~~Oct 2~~	Duplicative of #72
75	Action	Sep 18 Meeting	Redlined Framework	Review the Red-lined working document for successive working sessions	Bahner, Clauson, Maher, Wicks	CLOSED Sep 18	COMPLETED: Jim Maher restructured the MASTER REDLINED CMP Re-design Framework based on input from Core Team members.
76	Action	Sep 18 Meeting	Escalation URL	Create URL for Escalated issues to be submitted	Qwest – Schultz	CLOSED Oct 16	Should include issue and proposed solution COMPLETED: URL for Escalation is available for issue and response.
78	Issue	Sep 18 Meeting	Escalation Posting on Web Site	What is a reasonable time frame for posting an escalation issue and response (e.g., within one business day)?	Qwest – Judy Schultz	CLOSED Oct 16	COMPLETED: Language under Escalation
79	Issue	Sep 18 Meeting	Escalation Mail-out	Can a mail-out process be established for Escalated items (issue and response)?	Qwest – Judy Schultz	CLOSED Oct 16	Qwest will send email to all CLECs once an escalation has been initiated
80	Action	Sep 18 Meeting	Escalation	Draft proposed language regarding time frames for Qwest to provide binding position on an escalated issue (e.g., 7 or	Qwest – Judy Schultz	CLOSED Oct 3	COMPLETED: CLEC and Qwest agreed to a 7-day interval for escalated CRs and 14

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				14 calendar days). Also include binding authority language.			days for other non-CR issues. Language reflected in the Master Redline framework.
81	Issue	Sep 18 Meeting	Escalation	During "14-day" response cycle, will Qwest continue efforts (e.g., CR) or will activity stop?	Qwest – Judy Schultz	CLOSED Oct 3	DECISION: Requestor may ask that activity stop or continue. Language reflected in the Master Redline framework
82	Issue	Sep 18 Meeting	Escalation	How are CLECs notified that an issue has been escalated between monthly CMP meetings?	Core Team	CLOSED Sep 20	DECISION: CLECs will be notified via formal notice to access web site for information.
83	Issue	Sep 18 Meeting	Dispute Resolution	Does an issue have to go through the escalation process before it is goes through the dispute resolution process?	Core Team	CLOSED Oct 3	DECISION: No
84	Action	Sep 18 Meeting	Dispute Resolution	Propose language around dispute resolution ADR process. Do we want to sight specific organizations??	Andy Crain and CLEC Attorneys	CLOSED Oct 3	COMPLETED: Language reflected in Master Redline framework
85	Issue	Sep 18 Meeting	Dispute Resolution	What is the process for CLEC-CLEC consensus and the Dispute Resolution Process?	Core Team	CLOSED Oct 3	COMPLETED: Language reflected in Master Redline framework
86	Issue	Sep 18 Meeting	Dispute Resolution	When can Why would Qwest invoke the Dispute Resolution Process?	Qwest— Andy Crain	CLOSED Oct 3	Andy can't think of anything – we should leave in anyway. Tom Dixon: Close, but keep in mind that Qwest will probably never use it
87	Action	Sep 18 Meeting	Re-design Impasse Resolution	Propose language around the CMP re-design impasse resolution process/dispute resolution process.	Qwest— Andy Crain	CLOSED Oct 3	COMPLETED: Refer to CMP Redesign Procedures on Voting and Impasse Resolution Process document on the CMP Redesign web site.
90	Action	Sep 18	Network outage	Distribute notification of CLEC	Matt Rossi	CLOSED	DECISION:

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	notification	questionnaire with Network Outage notification option for pager notification.		Sep 18	An action item for the monthly CMP Product/Process
91	Action	Sep 18 Meeting	Introduction and Scope	Define "good faith" ~~and "normal CMP process"~~ (3.4.1)	Tom Dixon /Beth Woodcock	CLOSED Nov 29	Proposed language provided to redesign via email on Nov 1. Tom Dixon provided the definition in the "Terms" document. The definition was added to the Master Red Lined document in the Dispute Resolution section. COMPLETED: Language under Introduction and Scope, and Terms.
92	Action	Sep 18 Meeting	CR Process	Include in the CR Process a step for CLECs to discuss the CR after clarification process and before prioritization.	Core Team	CLOSED Nov 1	Sub-committee to create language and distribute to Core Team by Sep 27. Oct 3: Qwest to put language around these issues Oct 16: Qwest will share proposed language at the next session. Nov 1: Discussed and agreed on CR Initiation Process language.
95	Issue	Sep 20 Meeting	Parity	What is the process for discovering retail parity issues after the conclusion of the 271 workshops? 10/16: CLECs to review information on the web site and provide comments at the Oct 30-Nov 1 re-design session.	Core Team	CLOSED Nov 29	Qwest to provide checklist used by Retail to screen change proposals for potential CLEC impacting. Related to #105. 10/16 COMPLETED: This checklist is on the CMP re-design web site under Re-Design documentation.

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							11/29: Close issue, but Mitch will provide Judy Schultz with questions prior to discussion at a future session.
96	Action	Sep 20 Meeting	Intro – Scope	Draft proposed language for introduction and scope for the October 2 meeting	Core Team	CLOSED Oct 2	All Core Team members to share proposed language by Sep 27 with rest of members. Karen Clausen is the lead for CLEC language. DECISION: Re-visit during Product/Process CMP discussions.
97	Action	Sep 20 Meeting	Types of Changes	Have legal personnel verify the intent with the proposed language around types of changes (contractual agreement) for the red lined document.	Qwest—Judy Schultz	CLOSED Oct 3	Language for Types of Changes under Regulatory DECISION: Qwest agree to remove "contractual agreement" language.
98	Issue	Sep 20 Meeting	CR Process	How many days after receipt of the CR will Qwest contact the originator to clarify CR if necessary?	Qwest—Judy Schultz	CLOSED Oct 16	COMPLETED: Language for CR Initiation
99	Action	Sep 20 Meeting	CR Process	Qwest to provide language on Production Support. Also address severity levels and defects.	Qwest—Judy Schultz	CLOSED Nov 29	COMPLETED: Qwest provided the language.
101	Action	Sep 20 Meeting	Schedule Working Sessions	Review the start time of the first day for future working sessions.	Core Team	CLOSED Oct 2	DECISION: Begin at 9am MT—refer to schedule on CMP redesign site
102	Action	Sep 20 Meeting	Schedule Working Sessions	Can Qwest provide net-meeting capability at its location to limit Core Team member travel?	Qwest—Matt Rossi	CLOSED Sep 27	DECISION: Yes – only at Qwest locations

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
103	Action	Sep 20 Meeting	CMP Re-design Web Site	Clean up the CMP Re-design Web Site to house the latest version of documents.	Qwest— Jim Maher	CLOSED Oct 16	COMPLETED: Archive page set up – date placed on each document
109	Action	Oct 2 Meeting	PCAT—Tech Pub Notification	Put together a snapshot view of notifications to be released going forward in order to formulate and implement an adequate interim process for CLEC notification for PCA and Tech Pub changes.	Qwest – Judy Schultz (Susie Bliss)	CLOSED Nov 29	Presented during Oct 3 re-design conference call scheduled for Oct 5 to discuss. 10/16: PCAT schedule will be posted by 10/19; Tech Pub and OSS Interface schedules will be posted by 10/26. 11/1: Judy Schultz provided the Core Team with a revised matrix of upcoming notifications. DECISION: Close action item. Qwest will continue to provide the revised notification matrix.
111	Issue	Oct 3 Meeting	Document	CLEC consensus on "red lining" document changes and to include a running log in front of the document highlighting the changes 10/16: Provide samples of historical change logs for Core Team to review and discussion.	Judy Lee	CLOSED Nov 29	CLECs need to see sample of red-lined document and historical change log 10/16: Sandy Evans provided Judy Lee with a sample from BellSouth. Judy Lee to share samples with the Core Team at the next session. 10/30: Samples of historical change logs were shared with Core Team and posted on the web site. COMPLETED: 11-29-01 Core Team provided input

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							to Qwest. Related to Issues 201-203.
112	Issue	Oct 3 Meeting	Document	Provide determination on whether or not Qwest can go back and "red line" as per the committed to going forward process for document change notification and if so – how far back	Qwest – Judy Schultz (Dana)	CLOSED Oct 16 (canceled)	Duplicate item to #108 and 109
113	Issue	Oct 3 Meeting	Interim Exception Process	How do you call a special CMP meeting outside of the general CMP meeting? Re-visit interim exception process.	Core Team	CLOSED Oct 3	DECISION: Refer to Interim Exception Process on CMP redesign web site.
114	Issue/ Action	Oct 3 Meeting	CLEC Impacting Check Sheet	Put together internal check sheet to assist Qwest in assessing whether a change is CLEC impacting Susie to set up a meeting with the CLECs to discuss on Oct 5. 10/16: Qwest to distribute minutes from the 10/5 Susie Bliss call and to share with the re-design Core Team the check sheet at the next session.	Qwest – Judy Schultz (Susie Bliss)	CLOSED Oct 29	Attendees include – but are not limited to: Allegiance WCom Eschelon AT&T 10/16: Several items were stated with the idea that this list will be 'living' and will be updated as necessary. Qwest to share minutes from Oct 5 Susie Bliss call and the check sheet to determine if a change is CLEC impacting at the next session. COMPLETED: Meeting minutes to the Oct 5 conference call has been posted: CMP Re-design web site, titled "CMP Redesign CLEC-Qwest Conference Call Oct 5 Final

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							Minutes – 10-29-01."
117	Issue	Oct 3 Meeting	CMP Re-design Location	Should the team re-check the location for the Oct 30, 31 and Nov 1 redesign meeting? Does it make sense to move the meeting to Denver?	Core Team	CLOSED Oct 3	DECISION: Eschelon, Integra and Allegiance will meet in Denver (originally planned for Minneapolis). Sprint may join in Denver or via phone.
119	Action	Oct 3 Meeting	Video Conference	Can Qwest provide video conferencing capability for the CMP redesign meetings?	Qwest— Judy Schultz	CLOSED Oct 16	DECISION: Small rooms – 20 people – we got more speakers now in Denver.
120	Action	Oct 2 Meeting	Qwest's Status Report Filing	Determine what should be 'highlighted' in the Master Redline framework to show element/s discussed.	Core Team	CLOSED Oct 16	COMPLETED: Red lined master included in filing
121	Action	Oct 2 Meeting	Qwest's Status Report Filing	Timeframe for CLEC review of Qwest's Status Report – CLEC comments to Andy no later than close of business Fri, Oct 5 – Andy Crain issues revised document by Mon, Oct 8 COB – Additional CLEC comments to Andy by Tues, Oct 9 5pm MT – Qwest files Wed, Oct 10	Core Team Andy Crain	CLOSED Oct 16	COMPLETED: Oct 2: Andy Crain shared draft Status Report with redesign Core Team
122	Issue	Oct 2 Meeting	Source of Change	How should Qwest display 'source of change' in documents?	Core Team	CLOSED Oct 3	DECISION: Show SOURCE as a identifier on mail-out letters and include all sources with details in the historical change log.
123	Issue	Oct 3 Meeting	Interim Process	Do we agree to adopt the Proposed Interim CMP CR workflow for Product and Process as language included (but not limited to) in the Master Redlined framework. – Want a final review of proposed redlined language	Core Team	CLOSED Oct 16	COMPLETED: Andy Crain provided a redlined document proposal for Core Team review
124	Issue	Oct 3	Qwest's Status	CLECs request Qwest to refer in the	Qwest—	CLOSED	COMPLETED:

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	Report Filing	Status Report that the entire redlined document is an interim draft (not final but operational) until final approval by all parties has been completed.	Andy Crain	Oct 16	Master Redlined is now noted as Interim Draft.
125	Issue	Oct 3 Meeting	Interim Process	Do the CLECs agree to adopt the Proposed Interim CMP CR workflow for Product and Process as the "interim" CMP process for CLEC originated CRs?	Core Team	CLOSED Oct 3	DECISION: Yes, and to be implemented ASAP.
127	Action	Oct 16 Meeting	CR Initiation Form	Allow an entry to provide available timeslots for Clarification Meeting	Qwest—Judy Schultz	CLOSED Nov 1	COMPLETED: Form has been updated for CLECs to provide available timeslots for the Clarification Meeting.
128	Issue	Oct 16 Meeting	CR Initation Process	When does a CR become the responsibility of the CMP community vs. the CR originator?	Core Team	CLOSED Oct 16	DECISION: A CR becomes the responsibility of the CMP community when Qwest provides a response to that CR.
129	Action	Oct 16 Meeting	Master Redlined Framework	Mark the framework as "interim draft"	Qwest—Jim Maher	CLOSED Oct 16	COMPLETED: Master Redlined document is now marked "Interim Draft"
130	Issue	Oct 16 Meeting	CR Initiation Process—Product/ Process	What is the timeframe when Qwest provides a notice on a CR response and be able to post on the website?	Qwest—Judy Schultz	CLOSED Nov 1	COMPLETED: Language under interim CR Initiation Process
131	Issue	Oct 16 Meeting	Master Redlined Framework	Can the framework include Tables to clarify steps and timeframes for each process such as the BellSouth Change Control framework? 10/16: Sandy Evans will create a Table to seek consensus at the next session.	Sprint—Sandy Evans	CLOSED Nov 29	DECISION: After the Core Team baseline the entire master redline framework, the Team will decide then if tables are needed.
132	Action	Oct 16 Meeting	12-Month Development View	Review the release calendar to insure details are included for Release 9.0 and 9.1.	Qwest—Mark Routh	CLOSED Nov 29	COMPLETED: Release calendar with details on the web site

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
134	Issue	Oct 16 Meeting	OSS Interface Releases	How many releases will Qwest implement in a calendar year—will it implement no more than 4 major releases? And does this apply to GUI implementation?	Qwest— Judy Schultz	CLOSED Nov 1	COMPLETED: Language under Change to Existing Interfaces • Application-to-application • GUI
135	Issue	Oct 30 Meeting	Issue	What is the process for Qwest-initiated CR that are non-regulatory mandated changes?	Core Team	CLOSED Oct 30	COMPLETED: CR Initiation Process addresses both Qwest and CLEC initiated CRs that are non-regulatory changes.
136	Issue	Oct 30 Meeting	Redesign Meeting Minutes	What is the timeframe CMP Redesign meeting minutes?	Core Team	CLOSED Oct 30	DECISION: • For 1-day Sessions: Qwest to provide draft meeting minutes no later than 5 business days for Core Team to review • For 2 or more days Sessions: Qwest to provide draft minutes no later than 7 business days for Core Team review • Participant Feedback: same as above • Qwest to distribute and post Final meeting minutes within 2 business days after comments are due from participants.
138	Action	Oct 30 Meeting	OBF Language	Verify if OBF intended for maximum number of major releases (e.g., maximum of 4 major releases) per calendar year applies to each OSS, or a total of 4 major releases for all OSSs combined?	ATT— Mitch Menezes	CLOSED Nov 29	Qwest proposes no more than 4 major releases per OSS interface in a calendar year. DECISION: 11/29: Qwest will limit the releases

#	Issue/ Action	Originato r	Category	Description	Owner	Due Date	Resolution/Remarks
				combined?			for IMA to 4 major releases per year
144	Issue	Oct 30 Meeting	Change to An Existing OSS Interface	Provide language to address the earliest conversion time to the newly IMA-EDI release is the weekend after the Release Production Date.	Jeff Thompson/ Mitch Menezes/ Beth Woodcock	CLOSED Oct 30	COMPLETED: Language under Changes to An Existing OSS Interface
147	Issue	Oct 30 Meeting	OSS Interface CR Initiation	Develop narrative to reflect actual timeline to Qwest proposed Candidate List process.	Qwest— Jeff Thompson	CLOSED Oct 30	COMPLETED: Language: OSS Interface CR Initiation Process
150	Issue	Oct 31 Meeting	Prioritization	Is prioritization on a per OSS interface basis?	Qwest— Jeff Thompson	CLOSED Feb 7	11/13: Prioritization of a CR is on a per OSS interface basis.
154	Action	Oct 31 Meeting	Qwest Considers CLEC Comments in Final Notice	Insert language pertaining to Qwest will consider CLEC comments/ concerns into the Final Notice.	Qwest— Jeff Thompson	CLOSED Oct 31	COMPLETED: Language: Introduction of a New OSS Interface.
155	Action	Oct 31 Meeting	Reformat Proposed Language	Reformat the Retirement of an OSS Interface to separate GUI language from application-to-application.	Qwest— Judy Schultz	CLOSED Nov 1	COMPLETED; Language: reformatted Retirement of an OSS Interface.
157	Issue	Nov 1 Meeting	Same Time Availability of Comparable Functionality for IMA EDI and GUI	Develop language to insure comparable functionality for IMA EDI users are available at the same time as IMA GUI users.	Qwest— Jeff Thompson	CLOSED Nov 1	COMPLETED: Language: Change to An Existing OSS Interface.
159	Action	Nov 1 Meeting	New OSS Interface	Add language: With a new OSS interface, Qwest and CLECs may define the scope of functionality introduced as part of that interface."	Qwest— Jeff Thompson	CLOSED Nov 1	COMPLETED: Language: Introduction of A New OSS Interface
160	Action	Nov 1 Meeting	OSS Interface CR Initiation Process	Add picture or listings of timeline milestones.	Qwest— Jeff	CLOSED Nov 1	COMPLETED: Language: OSS Interface CR

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
					Thompson		Initiation Process
161	Action	Nov 1 Meeting	Proposed Language Documents	Provide Core Team members and participants with the redlined proposed language documents: • New OSS Interface and OSS Interface CR Initiation: Re-do timelines to align with narrative; send redlined to team (Maher by Nov 2); team to review and provide comments (by Wed, Nov 7); insert language into the Master Redlined Framework with CLEC comments (for next meeting distribution); modify Qwest internal M&P (Schultz) • Retirement of OSS Interfaces: send redlined to team (Maher by Nov 2); insert language into the Master Redlined Framework with CLEC comments (for next meeting distribution); modify Qwest internal M&P (Schultz)	Qwest— Jim Maher and Core Team	CLOSED Nov 7	COMPLETED: Documents are posted on the web site.
164	Action	Nov 1 Meeting	CR Initiation Form	Update CR Form: Change "submitted by" and "submitter" to "originator" and "originated by" respectively.	Qwest— MarkRouth	CLOSED Nov 13	COMPLETED: CR Form has been updated and will be presented at the general CMP meetings on 11/14 and 11/15.
165	Action	Nov 1 Meeting	CR Initiation Form	List out ancillary products and correct "operations" to "Operator Services." Also, remove INP.	Qwest— Matt Rossi	CLOSED Nov 13	COMPLETED: CR Form has been updated and will be presented at the general CMP meetings on 11/14 and 11/15.
166	Issue	Nov 1 Meeting	Source Information for Regulatory Mandate CRs	Qwest needs to provide the source with timeline (e.g., effective date and implementation date) for Regulatory changes.	Qwest— Judy Schultz	CLOSED Nov 1	DECISION: Qwest will provide source information for Regulatory types of changes.

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
171	Issue	Nov 1 Meeting Nov 28 Meeting	IMA 10.0 Changes	What is the rationale for six (6) IMA 10.0 changes to be treated as Regulatory changes? Provide the details for CRs for the 5 remaining "regulatory" CRs on the IMA 10.0 list. Include supporting documentation (site the FCC order).	Qwest— Mark Routh & Jeff Thompson	CLOSED Feb 5	11/19 meeting to discuss rationale. Qwest to email material and post on the web site by 11/14. 11/30: Qwest to provide details on the CRs. COMPLETED: Already addressed in CMP Systems Meeting
175	Action	Oct 31 Meeting	Core Team Membership	Contact those CLECs that are now dropped as a Core Team member, but may re-active their membership status.	Judy Lee	CLOSED Jan 24	10/31: Rhythms and Scindo will no longer participate. 11/6: Emailed Electric Lightwave, Integra, McLeodUSA, Premier and XO. Contact information not available for Level 3. Integra wants to be a member; McLeod will no longer participate; Premier will continue as a participant. 12/13: XO Communications will not participate with redesign. Sprint has withdrawn from the core team per the email from Sandy Evans.
176	Action	Nov 13 Meeting	OSS Elements	Review and compare CMP red lined document to all other related documents (i.e. 18 point, OBF 2233, open issues log, CLEC issues etc.) to ensure completeness of the proposed Qwest CMP Process and make any changes that may be necessary. Identify additional for OSS Interface, Product/Process and overall elements.	Core Team	CLOSED Jan 18	By Jan 11 Noon Mountain time: Every Core Team member and participant to provide results of review and compare document to Jim Maher. By Jan 18: Jim Maher to send a compilation matrix with CLEC-Qwest-Lee input to the Core Team. Individual Team documents will also be shared with the team.

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							COMPLETED: A combined Gap Analysis along with individual submissions were included in the January Redesign distribution package.
183	Action	Nov 13 Meeting	CMP Gaps	Judy Lee to compare and report any gaps in mapping red-lined document to OBF 2233	Judy Lee	CLOSED Jan 24	Related to #176 Include as part of Core Team matrix for Jan 22-24 session. COMPLETED: Included in Jan 18 Redesign distribution package.
185	Issue	Nov 13 Meeting	Interface Testing	Re-word language to address "Provided a CLEC uses the same connectivity option as it uses in production, the CLEC should, in general, experience response times similar to production."	Qwest— Jeff Thompson	CLOSED Nov 27	Language added to master redline under Interface Testing.
186	Action	Nov 27 Meeting 12/10 Meeting	Test Scenarios	Are test scenarios provided separately from Tech. Specs or included? (include in Changes to Existing OSS Interfaces section and Application to Application Interface Testing Section) 12/11: Review proposed certification/ re-certification language at the next working session.	Qwest— ~~Teresa Jacobs~~ Andy Crain	CLOSED Feb 6	11/27: Qwest is ready to include the following language in the Master Redlined Framework and to close this item. "A re-certification notification is sent 5 weeks prior to the release, which outlines the transactions and activity types, which have changed in the new release and should be retested. This is sent via the normal CMP notification process." 12/10: Andy Crain to clarify section I.1 (pg 61) of the Red Lined document for the 12/11 meeting.

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							12/11: Andy Crain provided proposed language for certification/re-certification for the Team to review at the next working session. COMPLETED: 2/6: Team reviewed and inserted language under Interface Testing
188	Action	Nov 27 Meeting	Production Support	Production support notification to include Qwest internal trouble ticket number	Qwest— Judy Schultz	CLOSED Dec 10	COMPLETED: Language included in Production Support.
189	Action	Nov 27 Meeting	Escalation Process	Draft proposal(s) for an escalation process for technical production problems for both CLECs and Qwest. 12/11: The team should determine how to notify the CLECs that a trouble ticket has been escalated.	Qwest— Teresa Jacobs	CLOSED Feb 6	Defining escalation candidates/triggers, criteria, initiators, escalation agents/people who will receive the escalation, escalation contacts, methods, communication feedback & follow up, how to keep lists current, implementation plan. Initial draft planned for 12/17. CLECs will be solicited starting week of 12/17. Will bring language to Jan. redesign meeting. Teresa will call the following for input: Leilani Hines –WorldCom Terry Bahner – AT&T Karen Clauson – Eschelon COMPLETED:

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							Team reviewed language. Qwest will present at the 2/21 CMP Systems Meeting for review and acceptance. Technical Escalation Process will be a stand-alone document governed by CMP.
190	Action	Nov 27 Meeting	Severity Level	Determine, when one CLEC is severely impacted, whether this will ever be considered a Severity 1	Qwest— Teresa Jacobs	CLOSED Dec 10	11/28: Ready to close issue with Core Team at next session. COMPLETED: Per Teresa, CLEC will have the ability to open a severity 1 ticket if the description of the CLEC problem matches the definition of a severity 1 ticket.
191	Action	Nov 27 Meeting	IT Help Desk	Validate that the Parent and children trouble tickets are linked and closed.	Qwest— Teresa Jacobs	CLOSED Dec 10	11/28: Ready to close issue with Core Team at next session. COMPLETED: Per Teresa, If a ticket has been opened, and subsequent to the ticket creation, CLECs call in on the same problem, and the Help Desk recognizes that it is the same problem, a new ticket is not created. The Help Desk documents each subsequent call in the main ticket. There are instances when a ticket has been opened, but the system problem has not yet been confirmed. If a CLEC calls in on the same problem, but it is not

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							recognized as the same problem, another ticket may be created. At a later time, the system problem may be confirmed. In that case, one of the tickets becomes the main ticket, and the other tickets are linked to the main ticket. When the problem is closed, each ticket must be closed.

Language added to section 1.3 of Product Support |
192	Action	Nov 27 Meeting	Severity Level 2 Problems	Eschelon wants to check if Qwest needs to continue trouble shooting severity level 2 problems outside of Help Desk hours of operation.	Eschelon— Karen Clauson	CLOSED Dec 10	COMPLETED: Language was added to I.6 of Production Support that illustrates this.
193	Action	Nov 28 Meeting	IMA 10.0 prioritization	Send out an email to the Core Team that discusses the affinity between 25001 and 30623.	Qwest— Jeff Thompson	CLOSED Jan 24	COMPLETED: Jeff Thompson's response was distributed on Wed. December 5, 2001
194	Action	Nov 28 Meeting	IMA 10.0 prioritization	Provide an explanation as well as supporting regulatory document/s as to why the Number Pooling CR #30831 must be done in order for the system to continue to perform properly.	Qwest— Jeff Thompson	CLOSED Jan 24	COMPLETED: Jeff Thompson's response was distributed on Wed. December 5, 2001
198	Action	Nov 29 Meeting	Not CLEC Impacting Product/ Process	Send an email to Product and Process employees regarding how to handle changes for the next two weeks.	Qwest— Judy Schultz	CLOSED Dec 11	Judy Schultz to share the memo with the Core Team

COMPLETED: Refer to CMP Redesign web site document named, "Excerpt from Schultz E-mail – Action Item 198" |

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
199	Action	Nov 29 Meeting	Documentation Version Number	Verify that the version number is on the document. (CLECs want the Version # at the front of the document.)	Qwest— Judy Schultz (Kim K)	CLOSED Jan 22	11/29: Qwest will implement Version numbering on the top of the documents as they are published. **Qwest is prepared to discuss and close this Action Item.** 12/10: The CLECs have asked to keep Action Item open until implemented. DECISION: Close action item.
200	Action	Nov 29 Meeting	Documentation Version Control Tools	Review existing Documentation Version Control tools to see if one will fulfill the CMP needs.	Qwest— Mark Routh	CLOSED Jan 22	COMPLETED: 1/7/02: Qwest has reviewed the current version control process and believes that at this point in time the existing process is adequate to meet the needs of this CMP.
201	Action	Nov 29 Meeting	Documentation	Meet with the Documentation team regarding holding tank and operational versions. Discuss how the history log will work with the holding tank documents.	Qwest— Judy Schultz (Kim K.)	CLOSED Jan 22	COMPLETED: 12/10: Versioning will work according to the following example: 1. Version 1.0 is operational 2. Insignificant change are made and published immediately, version is updated 3. Version 2.0 is operational 4. CR is created and version 2.0.a is put in the holding tank 5. Version 2.0 is still

#	Issue/ Action	Originato r	Category	Description	Owner	Due Date	Resolution/Remarks
							operational 6. Change is made to correct an error in the document, changes are published immediately and version is updated 7. Version 3.0 is operational 8. It is time to implement the changes in the holding tank (version 2.0.a). The highlighted changes in version 2.0.a are merged with operational version 3.0 and version 4.0 is created 9. Version 4.0 is operational. There will be no history log in the holding tank. The link to the history Log in the downloadable documents will be a dead link.
202	Action	Nov 29 Meeting	Documentation	Update the Documentation History Log	Qwest— Judy Schultz (Kim K.)	CLOSED Jan 22	COMPLETED: 12/17: History log has been updated to reflect the requested changes by the CLECs. It is important to note that since the PCAT does not have section numbers, so this column will be blank for PCAT changes. (Refer to sample History Change Log on the CMP Redesign web site.)

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							A History Change Log will be provided for non-FCC technical publications. Qwest follows the FCC guidelines for technical publications, which does not contain a history change log.
203	Action	Nov 29 Meeting	Documentation	With the Historical log there will be a separate log for the PCAT Topical section (drop down list).	Qwest— Judy Schultz (Kim K.)	CLOSED Jan 22	COMPLETED: 12/17: Each topical section of the PCAT is it's own document and thus will have its own history log.
204	Issue	Nov 29 Meeting	Documentation	How will Qwest insure that the dot changes and holding tank changes get updated on the operational version?	Qwest— Judy Schultz (Kim K.)	CLOSED Jan 22	COMPLETED: 12/17: Qwest does not overwrite the HTML version of the PCAT each time a new version is created. When the PCAT requires changes, the HTML version is downloaded into Microsoft Word, the changes are made to the Word document with green highlighting indicating what is being added and what is being deleted. The green highlighting is passed on to the web team. The web team then incorporates the changes highlighted in green into the production version of the HTML document. Therefore, if changes are sitting in the holding tank for review and during the holding tank cycle other changes are made to the

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							PCAT, the changes made in the middle will not be over written. Once the changes are made by the web team, the documentation team does a quality check to make sure the changes were incorporated correctly.
205	Action	Dec 10 Meeting	Notification	Capture Event Notification channels for CLECs and Communicate back to the CMP redesign team. Identify document with Event Notification subscription process.	Qwest— Jeff Thompson	CLOSED Feb 6	01/22: Communicator with subscription process posted to Redesign Web site.

COMPLETED: Shared with Redesign Team. |
| 207 | Action | Dec 10 Meeting | IT Help Desk | Investigate IT Help Desk VRU to clarify option #3.

Verify that Option #1 will prompt an ISC ticket | Qwest— Teresa Jacobs | CLOSED Feb 6 | 12/21: Terry Bahner-AT&T will provide Qwest with suggestions following the holidays. 01/14: Issue captured in AT&T Gap Analysis

DECISION: 2/6: ATT to issue a CR if there is a request for changes to the VRU |
| 208 | Action | Dec 11 Meeting | Interface Testing (Non-production problems) | Add language in the Interface Testing section (?) to address the issue about finding a bug in the production code in the test environment: Process for addressing Non-Production support problems that arise in interface testing. | Qwest— Andy Crain | CLOSED Feb 6 | Language provided by Andy Crain to Core Team for discussion at next session.

01/21: Production code problems identified in the test environment |

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							will be resolved using the process outlined in Section 11.0, Production Support.
209	Action	Dec 11 Meeting	Scheduled OSS Interface Maintenance	Propose language and time frame for scheduled maintenance. Notification and inclusion of known patches or any other known CLEC impacting changes. Whether scheduled maintenance. Included under production support or in another section in the Red Line Document.	Qwest— Teresa Jacobs (Barb Spence)	CLOSED Feb 6	01/10: See Action Items Language – 01-14-02
210	Action	Dec 11 Meeting	Production Support Implementation Date	Determine implementation date for Production Support process.	Qwest— Teresa Jacobs	CLOSED Feb 6	01/14: Qwest will implement all Production Support changes on 02/01/02, except the Technical Escalation Process. The Technical Escalation Process will be implemented two weeks following acceptance at the CMP Monthly Meeting. 2/6: Qwest to present Technical Escalation Process at the 2/21 CMP Systems Meeting for review, discussion and acceptance.
211	Action	Dec 11 Meeting	Production Support	Production support CMP recommendations with a written list of changes from current process. Provide Severity 1 – 4 trouble tickets that are logged in the IT help desk system, and remain unresolved. Examples will be provided reflecting the format of the proposed implementation.	Qwest— Teresa Jacobs	CLOSED Feb 6	Provided in the January Systems CMP distribution package and presented and discussed at the January meeting. CLECs approved an interim test phase. COMPLETED: Open trouble ticket report were sent

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							respective CLEC.
220	Action	Dec 11 Meeting	CMP Redesign Improvements	Review the CMP redesign improvements matrix from Judy Schultz, to insure that it addressed the WorldCom issue # 4.	Wcom— Liz Balvin	CLOSED Jan 22	COMPLETED: 01/22/02: Discussion held with additional input to Judy Schultz to revise matrix with more detailed information.
228	Action	Jan 22 Meeting	Example of Non-FCC Tech Pubs	Provide examples of FCC Tech Pubs vs Non-FCC Tech Pubs.	Qwest— Judy Schultz (Kessler)	CLOSED Feb 5	COMPLETED: Posted on the Redesign website titled "FCC/Non-FCC Tech Pub List – 01-30-02"
235	Action	Jan 24 Meeting	Event Notification	Update the language around the information provided in the initial (and subsequent) outage notifications	Qwest— Teresa Jacobs	CLOSED Feb 6	01/28: In order to be proactive, the Help Desk will send initial notifications as quickly as possible – fields on notification forms will be filled out as completely as possible with information available at that time. Thereafter, information related to any remaining open fields will be provided when known. COMPLETED: Language under Production Support
236	Action	Jan 24 Meeting	Web Notice Log	Check with Jarby Blackmun as to the launch date and location of the Notification Web site.	Qwest— Matt White	CLOSED Feb 5	COMPLETED 01/28: Customer Letter Notification page active 1/25/02. (http://www.qwest.com/wholesale/notices/)
241	Action	Feb 6 Meeting	Interface Testing	Insure language CLECs testing the Service Bureau configurations is incorporated in the Interface Testing document.	Qwest— Jeff Thompson	CLOSED Feb 6	COMPLETED: Language under Interface Testing

ATTACHMENT 4

2.1**Regulatory Change**

A Regulatory Change is mandated by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority, or state and federal courts. Regulatory changes are not voluntary but are requisite to comply with newly passed legislation, regulatory requirements, or court rulings. Either the CLEC or Qwest may initiate the change request.

Qwest Proposed Regulatory Change Language - 02-14-02 02-19-02

2.1 Regulatory Change

A Regulatory Change is required to bring Qwest into compliance with a mandate by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority, or state and federal courts, or as agreed to by Qwest and CLECs. Regulatory changes are not voluntary but are requisite to comply with newly passed legislation, regulatory requirements, or court rulings. In determining whether a Regulatory Change has arisen from a change in circumstance, consideration must be given to the recency of the change in circumstance. Either the CLEC or Qwest may initiate the change request.

Note: The Redesign agreed to insert the baseline definition in the Master Redline

Qwest Proposed OSS Interface CR Initiation Process Action Item Language – ~~02-07-02~~02-19-02

3.0   CHANGE REQUEST INITIATION PROCESS

3.1   CLEC-Qwest OSS Interface Change Request Initiation Process – Revised 11-01-01
The change request initiator will complete a Change Request Form (see Appendix X) as defined by the instructions on Qwest's CMP web site. The Change Request Form is also located on Qwest's CMP web site.

(WCOM COMMENT: WCOM WOULD LIKE IT NOTED THAT THE CMP REDESIGN TEAM HAS PROPOSED CHANGES TO THE CHANGE REQUEST FORM THAT WOULD CLARIFY THE CHANGE THAT IS BEING REQUESTED AND PROVIDE MORE GUIDANCE FOR QWEST TO ASSESS ABILITY TO SUPPORT AND LEVEL OF EFFORT. WCOM COMMENTS: WE NEED TO HAVE PARITY LANGUAGE FOR CHANGES MADE TO ALL INTERFACES AT THE SAME TIME INSERTED THROUGH OUT THIS DOCUMENT.)

A CLEC or Qwest **(AT&T Comment) seeking to** change an existing OSS interface, **(AT&T Comment) to establish** a new OSS interface, or **(AT&T Comment) to** retire an existing OSS interface must submit a change request (CR). **(WCOM COMMENT: WCOM BELIEVES THE TYPES OF CHANGES THAT CAN BE REQUESTED BY EITHER PARTY NEED TO BE SPECIFIED HERE. THE CMP REDESIGN TEAM AGREED THAT THE FOLLOWING CHANGE REQUEST TYPES CAN BE REQUESTED BY EITHER PARTY:
TYPE 2 (REGULATORY), TYPE 3 (INDUSTRY GUIDELINE), AND DEPENDING ON THE PARTY EITHER TYPE 4 (QWEST INITIATED) OR TYPE 5 (CLEC INITIATED))**

Regulatory or Industry Guideline Change Request

[from 02-07-02 Redesign]

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. If a regulatory CR is implemented by a manual process and later it is determined that a change in circumstance warrants a mechanized solution, the CR originator must provide the evidence of the change in circumstance, such as a volume increase or changes in technical feasibility.

Qwest or any CLEC may submit Regulatory and Industry Guideline CRs. 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. Not later than 8 business days prior to the

ATTACHMENT 5

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 CRs may not be presented as walk-on items.

If Qwest or any CLEC 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, Qwest and the CLECs will attempt to agree that the CR is Regulatory or Industry Guideline. At that meeting, if Qwest or any CLEC does not agree that the CR is Regulatory or Industry Guideline, the CR will be treated as a non-Regulatory, non-Industry Guideline CR and prioritized with the CLEC-originated and Qwest-originated CRs, unless and until the CR is declared to be Regulatory or Industry Guideline through dispute resolution. Final determination of CR type will be made by the CLEC and Qwest designated representatives at that monthly meeting, and documented in the meeting minutes.

If agreement is reached that a CR is regulatory, then at that same meeting, ~~Qwest will present~~propose an implementation plan for compliance with a regulatory mandate ~~at a monthly CMP Systems meeting~~. The proposal will include the criteria that Qwest used to determine the recommended method of implementation. For example, if considered, the criteria may include; cost, volume, number of CLECs, technical feasibility, parity with retail, or effectiveness/feasibility of manual process. CLECs and Qwest will attempt to reach agreement on the implementation plan. At that meeting, if any CLEC does not agree on the implementation plan the objecting CLEC may initiate the dispute resolution process. Final determination of the implementation plan will be made by Qwest with input from CLECs at that monthly meeting, and documented in the meeting minutes. Qwest's determination to implement a mechanized solution will include consideration of the technical feasibility of the solution and the cost-effectiveness of the solution based on demand for the functionality. If Qwest is unable to fully implement the mechanized solution in the first release that occurs after the CMP participants agree that a change has been mandated,

Qwest's implementation plan for the mechanized solution may include the short-term implementation of a manual work-around until the mechanized solution can be implemented. In that situation, the CR to implement the mechanized change will be treated as a Regulatory Change, notwithstanding the fact that a manual work-around is required for some period.

Qwest's implementation plan for a manual solution may include a plan to implement a mechanized solution when and if demand for the functionality justifies implementation of a mechanized solution. In that situation, the CR to implement the mechanized change will be will be treated as a Regulatory Change only if the CLECs and Qwest agree to such treatment. If the parties do not agree to treat such a CR as a Regulatory Change, it will be treated as a non-Regulatory Change.

When Qwest's implementation plan specifies compliance through a manual solution, a level of effort and demand estimates will be shared with CLECs when the CR is presented at a monthly CMP Systems meeting.

~~[from 02-07-02 Redesign]~~

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.

A CR originator e-mails a completed CR form to the Qwest Systems CMP Manager within two (2) business days after Qwest receives a complete CR: **(WCOM COMMENT: THE WAY THIS READS, QWEST INITIATED CRS FOLLOW THIS SAME PROCESS, IS THAT THE INTENT? WCOM BELIEVES IT SHOULD BE.)**

- Qwest's CMP Manager assigns a CR number and logs the CR into the CMP database.
- The Qwest CMP Manager forwards the CR to the CMP Group Manager.
- The Qwest CMP Manager sends acknowledgement of receipt to the originator and updates the CR database.

Within two (2) business days after acknowledgement:

- The Qwest CMP Manager posts the complete CR to the CMP web site.
- The CMP Group Manager assigns a Change Request Project Manager (CRPM) and identifies the appropriate director responsible for the CR.
- The CRPM obtains from the director the names of the assigned subject matter expert(s) (SME).
- The CRPM will provide a copy of the detailed CR report to the CR originator which includes the following information:
- description of CR

- originator
- assigned CRPM
- assigned CR number
- designated Qwest SMEs and associated director(s)

Within eight (8) business days of receipt of a complete CR, the CRPM will coordinate and hold a clarification meeting with the originator and Qwest's SMEs. If the originator is not available within the above specified time frame, then the clarification meeting will be held at a mutually agreed upon time. Qwest may not provide a response to a CR until a clarification meeting has been held.

At the clarification meeting, Qwest and the originator will review the submitted CR, validate the intent of the originator's CR, clarify all aspects, identify all questions to be answered, and determine deliverables to be produced. After the clarification meeting has been held, the CRPM will document and issue meeting minutes within five (5) business days. Qwest's SME will internally identify options and potential solutions to the CR.

CRs received three (3) weeks prior to the next scheduled CMP meeting will be presented at that CMP meeting. At least one (1) week prior to that scheduled CMP meeting, the CRPM will have the response posted to the web, added to CMP database, and will notify all CLECs via email. CRs that are not submitted by the above specified cut-off date may be presented at that CMP meeting as a walk-on item with current status. Qwest may not provide responses to these walk-on requests until the next months CMP meeting. The originator will present its CR and provide any business reasons for the CR. Items or issues identified during the previously held clarification meeting will be relayed. Participating CLECs will then 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 if applicable. 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 if applicable.

Qwest will review the CRs received prior to the cut off date and evaluate whether Qwest can implement them. Qwest's responses will be one of the following:
- "Accepted" (Qwest will implement the CLEC request) with position stated. If the CR is accepted, Qwest will provide the following in its response:
  - Determination and presentation of options of how the CR can be implemented
  - Identification of the ~~preliminary~~ level of effort in hours~~(S, M, L, XL)~~ required to implement the CR. **(WCOM COMMENT: WCOM WOULD LIKE IT NOTED THAT A REQUEST WAS MADE AS TO WHAT IS MEANT BY PRELIMINARY LEVEL OF EFFORT AND IS TO BE DEFINED BY QWEST.)**
  - **Identification of any CR which is a duplicate, in part or whole, to the CR being presented.**
    - ~~Small – requires changes to only one subsystem of a single system~~
    - ~~Medium – requires changes to 2 or more subsystems of a single system~~
    - ~~Large – requires changes to 2 or more systems or complex changes in multiple subsystems of a single system~~
    - ~~Extra Large – requires extensive redesign of at least one system.~~

- "Denied" (Qwest will not implement the CLEC or Qwest request) with basis for the denial, including reference to substantiating material. **(WCOM COMMENT: AGAIN THE WAY THIS READS, QWEST INITIATED CRS MAY BE DENIED AS WELL. THIS IS APPROPRIATE GIVEN THAT THE CMP REDESIGN TEAM AGREED THAT QWEST AND CLEC ORIGINATED CRS GO THROUGH THE SAME PROCESSES.)**

If CLECs do not accept Qwest's response, they may elect to escalate or dispute the CR in accordance with the agreed upon CMP escalation or dispute resolution procedures. If the originating CLEC does not agree with the determination to escalate or pursue the dispute resolution, it may withdraw its participation from the CR and any other CLEC may become responsible for pursuing the CR upon providing written notice to the Qwest CMP Manager. If the CLECs do not accept Qwest's response and do not intend to escalate or dispute at the present time, they may request Qwest to status the CR as deferred. The CR will be statused deferred and CLECs may activate or close the CR at a later date.

At the monthly CMP meeting, the CR originator will provide an overview of its respective CR(s) and Qwest will present either a status or its response.

At the last Systems CMP meeting before Prioritization, Qwest will facilitate the presentation of all CRs eligible for Prioritization. At this meeting Qwest will provide a high level estimate of the Level of Effort of each CR and the estimated total capacity of the release. This estimate will be an estimate of the number of person hours required to incorporate the CR into the release. Ranking will proceed, as described in Section x. The results of the ranking will produce a release candidate list.

Qwest or CLEC originated CRs for changes to an existing OSS interface will then be prioritized by the CLECs and Qwest resulting in the initial release candidate list. CLEC or Qwest originated CRs for introduction of a new interface or retirement of an existing interface are not subject to prioritization and will follow the introduction or retirement processes outlined in Sections x and x, respectively. (1st sentence moved into the previous paragraph and modified to mirror language in "CR Prioritization". 2nd sentence moved to "CR Prioritization" section)

3.2 CLEC-Qwest OSS Interface Change Request Lifecycle
Based on the initial release candidate list, Qwest will begin its development cycle which includes the following milestones:

3.2.1 Business and Ssystems Rrequirements:
-Qwest engineers define the business and functional specifications during this phase. The specifications are completed on a per candidate basis in priority order. During business and system requirements, any candidates which have affinities and may be more efficiently implemented together will be discussed. Candidates with affinities are defined as candidates with similarities in functions or software components. Qwest will also present any complexities, changes in candidate size, or other concerns that may arise during business or system requirements which would impact the implementation of the candidate. During the business and systems requirement efforts, CRs may be modified or new CRs may be generated (by CLECs or Qwest), with a request that the new or modified CRs be considered for addition to the release candidate list (late added CRs). **(*WCOM COMMENTS:CHANGE "INITIAL RELEASE CANDIDATE LIST TO*

"RELEASE CANDIDATE LIST.) If the CMP body grants the request to consider the late added CRs for addition to the release candidate list, Qwest will size the CR's requirements work effort. If the requirements work effort for the late added CRs can be completed by the end of system requirements, the release candidate list and the new CRs will be prioritized by CLECs in accordance with the agreed upon Prioritization Process (==see Section xx==). If the requirements work effort for the late added CRs cannot be completed by the end of system requirements, the CR will not be eligible for the release and will be returned to the pool of CRs that are available for prioritization in the next OSS interface release.

~~3.2.2~~**(AT&T Comment)** *Packaging:* ~~:~~
Qwest and CLECs will discuss grouping candidates with affinities may be addressed more efficiently if taken together.[AT&T comment: this may not be exactly the right description. We just wanted to add this to this list of steps.] At the conclusion of system requirements, Qwest will present packaging option(s) for implementing the release candidates. Packaging options are defined as different combinations of candidates proposed for continuing through the next stage of development. Packaging options may not exist for the release. I.e. there may only be one straightforward set of candidates to continue working through the next stage of development. Options may be identified due to:

➢ affinities in candidates
➢ resource constraints which prevent some candidates from being implemented but allow others to be completed.

Qwest will provide an updated level estimate of the Level of Effort of each CR and the estimated total capacity of the release. If more than one option is presented, a vote will be held within 2 days after the meeting on the options. The option with the largest number of votes will continue through the design phase of the development cycle.

~~3.2.3~~ Design~~:~~
Qwest engineers define the architectural and code changes required to complete the work associated with each candidate. The design work is completed on ~~a per candidate basis in priority order.~~ the candidates which have been packaged.

3.2.4 Commitment
After design, Qwest will present a final list of candidates which can be implemented. Qwest will provide an updated level estimate of the Level of Effort of each CR and the estimated total capacity of the release. These candidates become the committed candidates for the release.

3.2.5 Code & Test~~:~~
Qwest engineers will perform the coding and testing by Qwest required to complete the work associated with ~~each candidate~~ the committed candidates. The code is developed and baselined before being delivered to system test. A system test plan (system test cases, costs, schedule, test environment, test data, etc.) is completed. ~~The code and test work is completed on a per candidate basis in priority order.~~ The system is tested for meeting business and system requirements, certification is completed on the system readiness for production, and pre-final documentation is reviewed and baselined. If in the course of the code and test effort, Qwest determines that it cannot complete the work required to include a candidate in the planned release, Qwest will **(AT&T Comment) discuss** options with the CLECs in the next CMP meeting. **(AT&T Comment) Options can include either** the removal of that candidate from the list

(AT&T Comment) or a delay in the release date to incorporate that candidate. **If the candidate is removed from the list,** Qwest will also advise the CLECs whether or not the candidate could become a candidate for the next point release, with appropriate disclosure as part of the current major release of the OSS interface. Alternatively, the candidate will be returned to the pool of CRs that are available for prioritization in the next OSS interface release.

3.2.5 Deployment
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.

Using the initial release candidate list, Qwest will begin business and system requirements. (this is redundant) During the business and systems requirement efforts, CRs may be modified or new CRs may be generated (by CLECs or Qwest), with a request that the new or modified CRs be considered for addition to the release candidate list (late added CRs). *(WCOM COMMENTS:CHANGE "INITIAL RELEASE CANDIDATE LIST TO "RELEASE CANDIDATE LIST.)* If the CMP body grants the request to consider the late added CRs for addition to the release candidate list, Qwest will size the CR's requirements work effort. If the requirements work effort, for the late added CRs, can be completed by the end of system requirements, the initial release candidate list and the new CRs will be prioritized by CLECs in accordance with the agreed upon Prioritization Process (see Section xx). If the requirements work effort, for the late added CRs, cannot be completed by the end of system requirements, the CR will not be eligible for the release and will be returned to the pool of CRs that are available for prioritization in the next OSS interface release. (move to section on business and system requirements)

At the monthly CMP meeting following the completion of the business and system requirements, Qwest will conduct a packaging discussion, which may include packaging options based on any affinities between candidates on the release candidate list. The newly packaged list of CRs will be used as the release candidate list during the design phase of a release. At the monthly CMP meeting following the completion of design, Qwest will commit to a final list of CRs for inclusion in the release. **(WCOM COMMENT: PLEASE CLARIFY? IT SOUNDS LIKE QWEST CANNOT PACKAGE CRS UNTIL THE BUSINESS AND SYSTEM REQUIREMENTS PHASE IS COMPLETE WHICH IS AFTER PRIORITIZATION HAS TAKEN PLACE…THUS IT IS CONCEIVABLE THAT CRS THAT MAY HAVE BEEN CONSIDERED LOW PRIORITIZE COULD HAVE AFFINITY WITH A HIGH PRIORITY CANDIDATE AND BY ASSOCIATING THE TWO, A HIGHER PRIORITY CANDIDATE MAY NOT MAKE IT TO THE DESIGN PHASE BECAUSE OF THE PROCESS THAT WOULD BE IN PLACE WHICH LOOKS AT PRIORITY ORDER. QUESTION: IS IT POSSIBLE FOR QWEST TO PACKAGE CRS PRIOR TO THE PRIORITIZATION PHASE? IF SO, WE COULD AVOID THE ABOVE POSSIBILITY.) (this is all addressed in the above development milestones**) (moved to the Business and System Requirements section above)

If, in the course of the code and test effort, Qwest determines that it cannot complete the work required to include a candidate in the planned release, Qwest will **(AT&T Comment) discuss** the CLECs, in the next CMP meeting, **(AT&T Comment) either** the

~~removal of that candidate from the list~~ **(AT&T Comment) or a delay in the release date to incorporate that candidate**. **If the candidate is removed from the list,** ~~Qwest will also advise the CLECs as to whether or not the candidate could become a candidate for the next point release, with appropriate disclosure as part of the current major release of the OSS interface. Alternatively, the candidate will be returned to the pool of CRs that are available for prioritization in the next OSS interface release.~~ (this was moved into the code and test description)

During any phase of the lifecycle, a candidate may be requested to be removed by the requesting CLEC. If that occurs, the candidate will be discussed at the next CMP meeting or in a special emergency meeting, if required. The candidate will only be removed from further phases of development if there is unanimous agreement by the CLECs and Qwest at that meeting.

When Qwest has completed development of the OSS interface change, Qwest will release the OSS interface functionality into production for use by the CLECs.

Upon implementation of the OSS interface release, the CRs will be presented for closure at the next CMP monthly meeting.

3.2   CLEC PRODUCT/PROCESS CHANGE REQUEST INITIATION PROCESS
If a CLEC wants Qwest to change a Product/Process the CLEC e-mails a completed Change Request (CR) Form to the Qwest Product/Process CMP Manager. Within 2 business days Qwest's Product/Process CMP Manager reviews CR for completeness, and requests additional information from the CR originator, if necessary, within two (2) business days after Qwest receives a complete CR:

- The Qwest CMP manager assigns a CR Number and logs the CR into the CMP Database.
- The Qwest CMP Manager forwards the CR to the CMP Group Manager,
- The Qwest CMP manager sends acknowledgment of receipt to the CR submitter and updates the CMP Database.

Within two (2) business days after ACKNOWLEDGMENT,

- The Qwest CMP Manager posts the complete CR to the CMP Web site
- The CMP Group Manager assigns a Change Request Project Manager (CRPM) and identifies the appropriate Director responsible for the CR.
- The CRPM obtains from the Director the names of the assigned Subject Matter Expert(s) (SME).
- the CRPM will provide a copy of the detailed CR report to the CR originator which includes the following information:
  - Description of CR
  - originating CLEC
  - assigned CRPM
  - assigned CR number
  - designated Qwest SMEs and associated director(s)

Within eight (8) business days after receipt of a complete CR, the CRPM Coordinates and holds a Clarification Meeting with the Originating CLEC and Qwest's SMEs. If the

originating CLEC is not available within the above specified time frame, then the clarification meeting will be held at a mutually agreed upon time. Qwest will not provide a response to a CR until a clarification meeting has been held.

At the Clarification Meeting, Qwest and the Originating CLEC review the submitted CR, validate the intent of the Originating CLEC's CR, clarify all aspects, identify all questions to be answered, and determine deliverables to be produced. after the clarification meeting has been held, The CRPM will document and issue meeting minutes within five (5) business days. Qwest's SME will internally identify options and potential solutions to the CR

CRs received three (3) weeks prior to the next scheduled CMP meeting will be presented at that CMP Meeting. CRs that are not submitted by the above specified cut-off date may be presented at that CMP meeting as a walk-on item with current status. The Originating CLEC will present its CR and provide any business reasons for the CR. Items or issues identified during the previously held Clarification Meeting will be relayed. Then, 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. 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.

Subsequently, Qwest will develop a draft response based on the discussion from the Monthly CMP Meeting. Qwest's Responses will be:
- "Accepted" (Qwest will implement the CLEC request) with position stated, or
- "Denied" (Qwest will not implement the CLEC request) with basis for the denial, including reference to substantiating material.

At least one (1) week prior to the next scheduled CMP meeting, The CRPM will have the response posted to the Web, added to CMP Database, and will notify all CLECs via email

All Qwest Responses will be presented at the next scheduled CMP meeting by Qwest, who will conduct a walk through of the response. Participating CLECs will be provided the opportunity to discuss, clarify and comment on Qwest's Response

Based on the comments received from the Monthly Meeting, Qwest' may revise its response and issue a modified response at the next monthly CMP meeting. within ten (10) business days after the CMP meeting, Qwest will notify the CLECs of Qwest's intent to modify its response.

If the CLECs do not accept Qwest's response, any CLEC can elect to escalate the CR in accordance with the agreed upon CMP Escalation or dispute resolution Procedures. If the originating CLEC does not agree with the determination to escalate or pursue the dispute resolution, it may withdraw its participation from the CR and any other CLEC may become responsible for pursuing the CR upon providing written notice to the Qwest CMP manager.

If the CLECs do not accept Qwest's response and do not intend to escalate or dispute at the present time, they may request Qwest to status the CR as deferred. The CR will be statused Deferred and CLECs may activate or close the CR at a later date.

The CLECs' acceptance of Qwest's response may result in:
- The response answered the CR and no further action is required;
- The response provided an implementation plan for a product or process to be developed;
- Qwest Denied the CLEC CR and no further action is required by CLEC.

If the CLECs have accepted Qwest's response, Qwest will provide notice of planned implementation in accordance with time frames defined in the CMP. If necessary, Qwest may request that CLECs provide input during the development stage. Qwest will then deploy the Qwest recommended implementation plan.

After Qwest's revised/new product or process is placed into production, CLECs will have no longer than 60 calendar days to evaluate the effectiveness of Qwest's revised/new product, or process, provide feedback, and indicate whether further action is required. Continual process improvement will be maintained.

Finally, the CR will be closed when CLECs determine that no further action is required for that CR.

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CHANGE MANAGEMENT PROCESS (CMP) ~~FOR LOCAL SERVICE ORDERING~~
~~AND PROVISIONING~~
~~INTRODUCTION [Need to re-address at a later date]~~
~~Action Item #17~~

~~The Change Management Process (CMP) is the~~ a formal ~~method used by~~
~~customers~~ Competitive Local Exchange Carriers (CLECs) and Qwest ~~and a local service~~
~~providers~~ to initiate, communicate, prioritize, schedule, test~~communicate about and~~
implement changes enhancements ~~changes to Qwest~~provider Operational Support Systems
(OSS) interfaces which directly or indirectly impact a CLEC. ~~used in connection with~~
~~resold services and unbundled network elements. Changes include new functionality,~~
~~enhancements to existing functionality, defect maintenance and introduction/retirement of~~
~~interfaces, based on Local Service Ordering Guidelines (LSOG).~~

~~The change management process creates a framework for meetings in which changes to the~~
~~provider's~~ Qwest's OSSs and their business rules may be introduced or discussed. The
CLECs~~customer's~~ Point Of Contact (POC) may request ~~interface~~ changes for future
consideration by submitting a Change Request Form to the ~~provider's~~Qwest's POC.

~~The FCC requires Incumbent Local Exchange Carriers to have processes for management~~
~~of manual and electronic interfaces relative to order, pre-order, account maintenance,~~
~~testing and billing. The scope of this document is to define only the processes for change~~
~~management of manual and electronic interfaces relative to order and pre-order functions.~~

1.0   INTRODUCTION AND SCOPE

This document defines the processes for change management of ~~oss~~OSS interfaces, products
and processes (including manual) as described below. CMP~~mp~~ provides a means to address
changes that support or affect pre-ordering, ordering/provisioning, maintenance/repair and
billing capabilities and associated documentation and production support issues for local
services provided by ~~clec~~CLECs to their end users.

The ~~cmp~~CMP is managed by ~~clec~~CLEC and ~~qwest~~Qwest representatives each having distinct
roles and responsibilities.   The ~~clec~~CLECs and ~~qwest~~Qwest will hold regular meetings to
exchange information about the status of existing changes, the need for new changes, what
changes ~~qwest~~Qwest is proposing, how the process is working, etc. The process also allows
for escalation to resolve disputes, if necessary.

Qwest will track changes to ~~oss~~OSS interfaces, products and processes. The ~~cmp~~CMP includes
the identification of changes and encompasses, as applicable, [requirement definition, design,
development, notification, testing, implementation and disposition of changes – revisit list].
Qwest will process any such changes in accordance with the ~~cmp~~CMP described in this
document.

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[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including
application-to-application interfaces and Graphical User Interfaces), connectivity and system functions
that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities
for local services provided by CLECs to their end users~~that are provided to CLECs.~~

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manual and electronic interfaces relative to pre-order, and pre-order, provisioning, maintenance/repair, and billing functions. Interface impact is defined as changes to field content or format, or changes in the business rules used to govern field population. This includes national guideline changes, e.g., LSOG, as well as providerQwest specific interface process and system changes. Changes include new functionality, enhancements to existing functionality, introduction/retirement of interfacesprocesses and systems and maintenance activities affecting production defects. Desired changes should be submitted to the appropriate ATIS Forum.

Theis scope includes any pre-order, order business rules, interface system testing and maintenance that impact ongoing and future technical and operational processes, and changes that alter the relationship in the manner in which the provider Qwest and customer a CLEC do business.

The CMP provides a means for changes to the provider's OSSs and their business rules. The customer's Point Of Contact (POC) may request interface changes for future consideration by submitting a Change Request Form to the provider's POC. These requests may include new functionality or changes to existing functionality.
The types of changes that will be handled by this process are:

- Software changes
- System Environment Configuration changes
- Changes resulting from new or changed Industry Guidelines / Standards
- Product and Services (e.g., new services available via the in-scope interfaces)
- Processes (e.g., electronic interfaces and manual processes relative to order and pre-order)
- Regulatory
- Documentation (e.g., business rules for electronic and manual processes relative to order and pre-order.
- Defect resolution
- Guidelines for provider-specific change management processes

The providerQwest will track changes to the OSS interfaces as change requests and assign a tracking number to each change request. The CMP begins with the identification of the change request and encompasses requirement definition, design, development, notification, testing, implementation and decommissioning of the change request.

The CMP is managed by customerCLEC and provider representatives each having distinct roles and responsibilities. The customerCLEC and the providerQwest will hold regular meetings to exchange information about the status of existing change requests, the need for new changes, what changes the providerQwest is proposing, how the process is working, etc. The process also allows for escalation to resolve disputes, if necessary.

The CMP is dynamic in nature and, as such, is managed through the regularly scheduled meetings and is based on group consensus. The parties agree to act in Good Faith in

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exercising their rights and performing their obligations pursuant to this CMP. This document may be revised, through ~~the procedures set forth by~~ the procedures described in Ssection (X).

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2.0   TYPES OF CHANGE

AThe Cchange Rrequest should fall into one of the following classifications:

I.Type 1 (Production Support) Change

A Type 1 change corrects problems discovered in production versions of an OSSapplication interface. Either the providerQwest or the customerCLEC may initiate the change request. Typically, this type of change reflects instances where a technical implementation is faulty or inaccurate such as to cause correctly or properly formatted data to be rejected. Instances where providersQwest or customerCLECs misinterpret interface specifications and/or business rules must be addressed on a case-by-case basis. All parties will take all reasonable steps to ensure that any disagreements regarding the interpretation of a new or modified business process are identified and resolved during the change management review of the change request. Type 1 changes will be processed on an expedited basis by means of an emergency release of software/documentation.

Additionally, once a Type 1 change is identified, the change management team (see the Managing The Change Management Process section) must determine the nature and scope of the maintenance. Type 1 changes are categorized in the following manner:

Severity 1:   Production Stopped: Interface Unusable – Interface discrepancy results in totally unusable interface requiring emergency action. CustomerCLEC Orders/Pre-Orders cannot be submitted or will not be accepted by the providerQwest and manual work-arounds are not feasible. Correction is considered essential to continued operation. The providerQwest and customerCLECs should dedicate resources to expedite resolution.

Acknowledgment Notification = 1 hour

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Status Notification   = bi-hourly

Severity 2:   Production Degraded: Interface Affecting - An interface discrepancy that requires a work-around(s) on the part of the customerCLEC or the providerQwest. The change is considered critical to continued operation. It does not stop production, but affects key applications.

Acknowledgment Notification = 4 hours

Status Notification   = weekly

Implementation time   = 14 - 30 calendar days

Severity 3:   Process Impacted: Pre-order / Order requests can be submitted and will be accepted through normal processes / interfaces. Clarification is considered necessary to ongoing operations.

Acknowledgment Notification = 7 calendar days

Implementation time   = 30 - 60 calendar days

II. Type 2 (Regulatory) Change

2.1   Regulatory Change

A RegulatoryType 2 Cchange is mandated by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority, or state and federal courts, or as agreed to by Qwest and CLECs. Regulatory changes are not voluntary but are requisite to comply with newly passed legislation, regulatory requirements, or court rulings. In determining whether a Regulatory Change has arisen from a change in circumstance, consideration must be given to the recency of the change in circumstance. Either the customerCLEC or the providerQwest may initiate the change request.

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III.2.2 ~~Type 3 (~~Industry Guideline~~)~~ Change

~~A Type 3 change implements telecommunications~~An ~~~~Industry Gg~~uideline Change implements
Industry Guidelines~~ using a national implementation timeline, if any. Either ~~the provider~~Qwest
or the ~~customer~~CLEC may initiate the change request. These guidelines are industry defined
by:

- Alliance for Telecommunications Industry Solutions (ATIS) Sponsored
- Ordering and Billing Forum (OBF)
- Local Service Ordering and Provisioning Committee (LSOP)
- Telecommunications Industry Forum (TCIF)
- Electronic Commerce Inter-exchange Committee (ECIC)
- Electronic Data Interface Committee (EDI)
- American National Standards Institute (ANSI)

III.2.3 ~~Type 4 (Provider Originated) Change~~ Qwest Originated Change

~~A Type 4~~ A Qwest Originated change is originated by ~~the provider~~Qwest does not fall within the
changes listed above and is within the scope of CMP ~~and affects interfaces between customers
and the provider. These changes may involve system enhancements, manual and/or business
processes~~].

III.2.4 ~~Type 5 (Customer~~CLEC ~~Originated) Change~~ CLEC Originated Change

~~A Type 5~~ A CLEC Originated change is originated by the ~~customer~~CLEC does not fall within the
changes listed above and is within the scope of CMP.~~and affects interfaces between customers
and the provider. These changes may reflect a business process improvement that the
customer~~CLEC~~ is seeking to implement and implies a change in the way in which the
customer~~CLEC~~ wishes to interact with the provider~~Qwest~~.~~

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~~VI.~~**~~Tracking Change Requests~~** ~~[move to CR initiation process]~~

~~**The ~~provider~~Qwest will assign a tracking number to each change request and track changes to each change request. Tracking will be accomplished via a change request log.**~~

3.0   Change Request Initiation Process

3.1   CLEC-Qwest OSS Interface Change Request Initiation Process

The change request initiator will complete a Change Request Form (see Appendix X) as defined by the instructions on Qwest's CMP web site.   The Change Request Form is also located on Qwest's CMP web site.

(WCOM COMMENT: WCOM WOULD LIKE IT NOTED THAT THE CMP REDESIGN TEAM HAS PROPOSED CHANGES TO THE CHANGE REQUEST FORM THAT WOULD CLARIFY THE CHANGE THAT IS BEING REQUESTED AND PROVIDE MORE GUIDANCE FOR QWEST TO ASSESS ABILITY TO SUPPORT AND LEVEL OF EFFORT. WCOM COMMENTS: WE NEED TO HAVE PARITY LANGUAGE FOR CHANGES MADE TO ALL INTERFACES AT THE SAME TIME INSERTED THROUGH OUT THIS DOCUMENT.)

A CLEC or Qwest ~~may requesting~~**(AT&T Comment) seeking to** ~~a~~ change ~~to~~ an existing OSS interface~~.~~**, (AT&T Comment) to establish** a new OSS interface, or **(AT&T Comment) to**~~the~~ retire~~ment of~~ an existing OSS interface must submit a change request (CR). **(WCOM COMMENT: WCOM BELIEVES THE TYPES OF CHANGES THAT CAN BE REQUESTED BY EITHER PARTY NEED TO BE SPECIFIED HERE. THE CMP REDESIGN TEAM AGREED THAT THE FOLLOWING CHANGE REQUEST TYPES CAN BE REQUESTED BY EITHER PARTY: TYPE 2 (REGULATORY), TYPE 3 (INDUSTRY GUIDELINE), AND DEPENDING ON THE PARTY EITHER TYPE 4 (QWEST INITIATED) OR TYPE 5 (CLEC INITIATED))**

Regulatory or Industry Guideline Change Request [from 02-07-02 Redesign]

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.)

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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.

A CR originator clec e-mails a completed change request (CR) form to the Qwest sSystems CMP Manager. within two (2) business days after Qwest receives a complete CR: **(WCOM COMMENT: THE WAY THIS READS, QWEST INITIATED CRS FOLLOW THIS SAME PROCESS, IS THAT THE INTENT? WCOM BELIEVES IT SHOULD BE.)**

- Qwest's CMP Manager assigns a CR number and logs the CR into the CMP database.
- The Qwest CMP Manager forwards the CR to the CMP Group Manager.
- The Qwest CMP Manager sends acknowledgement of receipt to the submitteroriginator and updates the CR database.

Within two (2) business days after acknowledgement:

- The Qwest CMP Manager posts the complete CR to the CMP web site.
- The CMP Group Manager assigns a Change Request Project Manager (CRPM) and identifies the appropreiate director responsible for the CR.
- Tthe CRPM obtains forrom the director the names of the assigned subject matter expert(s) (SME).
- Tthe CRPM will provide a copy of the detailed CR report to the CR originator which includes the following information:
- description of CR
- originatoring clec
- assigned CRPM
- assigned CR number
- designated Qwest SMEs and associated director(s)

Within eight (8) business days of receipt of a complete CR, the CRPM will coordinates and holds a clarification meeting with the originatorting clec and Qwest's SMEs. Iif the originating clecoriginator is not available within the above specified time frame, then the clarification meeting will be held at a mutually agreed upon time. Qwest will may not provide a response to a CR until a clarification meeting has been held.

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At the clarification meeting, QQwest and the originatingor clec will review the submitted CR, validate the intent of the originatingor's clec's CR, clarify all aspects, identify all questions to be answered, and determine deliverables to be produced. After the clarification meeting has been held, the CRPM will document and issue meeting minutes within five (5) business days. Qwest's SME will internally identify options and potential solutions to the CR.

CRs received three (3) weeks prior to the next scheduled CMP meeting will be presented at that CMP meeting. Aat least one (1) week prior to that scheduled CMP meeting, the CRPM will have the response posted to the web, added to CMP database, and will notify all CLECs via email. CRs that are not submitted by the above specified cut-off date may be presented at that CMP meeting as a walk-on item with current status. Qwest may not provide responses to these walk-on requests until the next months CMP meeting. Tthe originatoring clec will present its CR and provide any business reasons for the CR. Items or issues identified during the previously held clarification meeting will be relayed. Pthen, participating clecsCLECs will then be given the opportunity to comment on the CR and subsequent clarifications. Cclarifications and/or modifications related to the CR will be incorporated. Qwest's SME will present options and potential solutions to the CR if applicable. Cconsensus will be obtained from the participating clecsCLECs as to the appropriate direction/solution for Qwest's SME to take in responding to the CR if applicable.

on a monthly basis, qQwest will reviews the received crCRs received prior to the cut off date and evaluates whether qwestQwest can implement them. qQwest's responses will be one of the following:

- "aAccepted" (qQwest will implement the clecCLEC request) with position stated., or Iif the crCR is accepted, qQwest will provide the following in its response:
  - Ddetermination and presentation of options of how the crCR can be implemented
  - Iidentification of the preliminary level of effort (Ss, Mm, Ll, XLxl) required to implement the crCR. **(WCOM COMMENT: WCOM WOULD LIKE IT NOTED THAT A REQUEST WAS MADE AS TO WHAT IS MEANT BY PRELIMINARY LEVEL OF EFFORT AND IS TO BE DEFINED BY QWEST.)**
    - Ssmall – requires changes to only one subsystem of a single system
    - Mmedium – requires changes to 2 or more subsystems of a single system
    - Llarge – requires changes to 2 or more systems or complex changes in multiple subsystems of a single system
    - Eextra Llarge – requires extensive redesign of at least one system.

- "dDenied" (qQwest will not implement the clecCLEC request) with basis for the denial, including reference to substantiating material. **(WCOM COMMENT: AGAIN THE WAY THIS READS, QWEST INITIATED CRS MAY BE DENIED AS WELL. THIS IS APPROPRIAT E GIVEN THAT THE CMP REDESIGN TEAM AGREED THAT QWEST AND CLEC ORIGINATED CRS GO THROUGH THE SAME PROCESSES.)**

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if the cr can be implemented, qwest will evaluate the cr and provide the following:

determination and presentation of options of how the cr can be implemented

identification of the preliminary level of effort (s, m, l, xl) required to implement the cr

Iif clecsCLECs do not accept qQwest's response, they may elect to escalate or dispute the crCR in accordance with the agreed upon cmpCMP escalation or dispute resolution procedures. Iif the originating clecCLEC does not agree with the determination to escalate or pursue the dispute resolution, it may withdraw its participation from the crCR and any other clecCLEC may become responsible for pursuing the crCR upon providing written notice to the qQwest cmpCMP mManager. Iif the clecsCLECs do not accept qQwest's response and do not intend to escalate or dispute at the present time, they may request qQwest to status the crCR as deferred. Tthe crCR will be statused deferred and clecsCLECs may activate or close the crCR at a later date.

aAt the monthly cmpCMP meeting, the crCR originator will provide an overview of itstheir respective crCR(s) and qQwest will present either a status or its response. crs that qwest has denied can be escalated in accordance with the agreed escalation procedures under cmp.

qQwest or clecCLEC originated crCRs for changes to an existing ossOSS interface will then be prioritized by the clecsCLECs and qQwest resulting in the initial release candidate list. clecCLEC or qQwest originated crCRs for introduction of a new interface or retirement of an existing interface are not subject to prioritization and will follow the introduction or retirement processes outlined in Ssections 4.0x and 6.0x, respectively.

Based on the initial release candidate list, Qwest will begin its development cycle which includes the following milestones:

- Business and systems requirements: Qwest engineers define the business and functional specifications during this phase. The specifications are completed on a per candidate basis in priority order.
- **(AT&T Comment)** *Packaging: Qwest and CLECs will discuss grouping candidates with affinities may be addressed more efficiently if taken together.[AT&T comment: this may not be exactly the right description. We just wanted to add this to this list of steps.]*
- Design: Qwest engineers define the architectural and code changes required to complete the work associated with each candidate. The design work is completed on a per candidate basis in priority order.

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- Code & Test: Qwest engineers will perform the coding and testing required to complete the work associated with each candidate. The code and test work is completed on a per candidate basis in priority order.

Uusing the initial release candidate list, qQwest will begin business and system requirements. dDuring the business and systems requirement efforts, CRs may be modified or new CRs may be generated (by clecsCLECs or qQwest), with a request that the new or modified CRs be considered for addition to the release candidate list (late added CRs). **(*WCOM COMMENTS:CHANGE "INITIAL RELEASE CANDIDATE LIST TO "RELEASE CANDIDATE LIST.)* l**If the cmpCMP body grants the request to consider the late added crCRs for addition to the release candidate list, qQwest will size the crCR's requirements work effort. lIf the requirements work effort, for the late added crCRs, can be completed by the end of system requirements, the initial release candidate list and the new crCRs will be prioritized by clecsCLECs in accordance with the agreed upon pPrioritization pProcess (see sSection xx). lIf the requirements work effort, for the late added crCRs, cannot be completed by the end of system requirements, the crCR will not be eligible for the release and will be returned to the pool of crCRs that are available for prioritization in the next ossOSS interface release.

using the initial release candidate list, qwest will begin business and system requirements. during the business and systems requirement efforts, new crs may be generated (by clecs or qwest), with a request that the new crs be considered for addition to the release candidate list. if the cmp body grants the request to consider the new crs for addition to the release candidate list, the initial release candidate list and the new crs will be prioritized by clecs in accordance with the agreed upon prioritization process (see section xx).

crs which are introduced during business and system requirements phase will be reviewed by qwest to size the requirements effort. if the requirements work effort cannot be completed by the end of system requirements, the cr will not be eligible for the release and will be returned to the pool of crs that are available for prioritization in the next oss interface release.

aAt the monthly cmpCMP meeting following the completion of the business and system requirements, qQwest will conduct a packaging discussion, which may include packaging options based on any affinities between candidates on the release candidate list. Tthe newly packaged list of crCRs will be used as the release candidate list during the design phase of a release. aAt the monthly cmpCMP meeting following the completion of design, qQwest will commit to a final list of crCRs for inclusion in the release. **(WCOM COMMENT: PLEASE CLARIFY? IT SOUNDS LIKE QWEST CANNOT PACKAGE CRS UNTIL THE BUSINESS AND SYSTEM REQUIREMENTS PHASE IS COMPLETE WHICH IS AFTER PRIORITIZATION HAS TAKEN PLACE…THUS IT IS CONCEIVABLE THAT CRS THAT MAY HAVE BEEN CONSIDERED LOW PRIORITIZE COULD HAVE AFFINITY WITH A HIGH PRIORITY**

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CANDIDATE AND BY ASSOCIATING THE TWO, A HIGHER PRIORITY CANDIDATE MAY NOT MAKE IT TO THE DESIGN PHASE BECAUSE OF THE PROCESS THAT WOULD BE IN PLACE WHICH LOOKS AT PRIORITY ORDER. QUESTION: IS IT POSSIBLE FOR QWEST TO PACKAGE CRS PRIOR TO THE PRIORITIZATION PHASE? IF SO, WE COULD AVOID THE ABOVE POSSIBILITY.)

If, in the course of the code and test effort, Qwest determines that it cannot complete the work required to include a candidate in the planned release, Qwest will **(AT&T Comment) discuss advise** the CLECs, in the next CMP meeting, **(AT&T Comment) either** the removal of that candidate from the list **(AT&T Comment) or a delay in the release date to incorporate that candidate**. **If the candidate is removed from the list,** Qwest will also advise the CLECs as to whether or not the candidate could become a candidate for the next point release, with appropriate disclosure as part of the current major release of the OSS interface. Alternatively, the candidate will be returned to the pool of CRs that are available for prioritization in the next OSS interface release.

When Qwest has completed development of the OSS interface change, Qwest will release the OSS interface functionality into production for use by the CLECs.

Upon implementation of the OSS interface release, the CRs will be presented for closure at the next CMP monthly meeting.

From Master Redline 10-03-01

The CLEC will submit the Change Request Form to the appropriate Qwest CMP Manager electronically as defined in the CR Form instructions.. Qwest will review the submitted change request for completeness. Within two (2) business days of receipt, Qwest will either request information to ensure a complete request or will return a tracking number for the change request. This will be done via email to the originator. Within ex (x) business days after the CR Tracking number has been assigned, Qwest will contact the CR originator to schedule clarification discussions if necessary.

Qwest will provide a response notification to the CLECs within X business days via email and will be posted on the CMP web site. The CR originator may request a conference call before the next scheduled CMP Meeting to discuss the provided response

Change requests that have been assigned a tracking number fourteen (14) calendar days prior to the next prioritization meeting will be included on the spreadsheet of change requests pending initial rating.

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Within twenty-one (21) calendar days after the change request is submitted, Qwest will provide a preliminary assessment indicating one of the following:

The change request is accepted and is a candidate for prioritization (see Prioritization section).

The change request is rejected, and the reason for rejection.

All valid change requests and the change request log will be posted on Qwest's web site.

CLECs may submit a formal request to Qwest to re-rate a change request no later than fourteen (14) calendar days prior to the next prioritization review. The request must include a reason for requesting the re-rate. This will normally be done via e-mail to Qwest with a copy to all Change Management team members.

CLEC initiated requests are Type 5, except when the proposed change has an impact on a regulatory mandate, e.g. metrics. Change requests that have impact on regulatory mandates are Type 2.

Provider Originated Requests

Provider initiated requests are Type 4, except when the proposed change has an impact on a regulatory mandate, e.g. metrics. Change requests that have impact on regulatory mandates are Type 2.

Type 4 requests will be made available to CLECs at least fourteen (14) calendar days prior to a scheduled prioritization review. The Type 4 change requests, except those that are related to

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new products or services, are prioritized by CLECs with Type 5 change requests (see Prioritization section).

If Qwest announces a new interface before applicable guidelines are finalized at the appropriate industry forums, Qwest will review the final guidelines when they are issued. The review will determine any alterations that may be necessary for compliance with the finalized requirements and will work the changes within the guidelines of the CMP. Qwest will review its system requirements and provide known exceptions to industry guidelines.

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3.2   CLEC Product/Process Change Request Initiation Process

If a CLEC wants Qwest to change a Product/Process the CLEC e-mails a completed Change Request (CR) Form to the Qwest Product/Process CMP Manager.   Within 2 business days Qwest's Product/Process CMP Manager reviews CR for completeness, and requests additional information from the CRer originator, if necessary,. within two (2) business days after Qqwest receives a complete CR:

- The Qqwest CMP manager assigns a CR Number and logs the CR into the CMP Database.
- The Qwest CMP Manager forwards the CR to the CMP Group Manager,
- Tthe Qqwest CMPcmp manager sends acknowledgment of receipt to the CR submitter and updates the CMPcmp Database.

Wwithin two (2) business days after ACKNOWLEDGMENT,

- The Qwest CMP Manager posts the complete CR to the CMP Web site
- The CMP Group Manager assigns a Change Request Project Manager (CRPM) and identifies the appropriate Director responsible for the CR.
- The CRPM obtains from the Director the names of the assigned Subject Matter Expert(s) (SME).
- the CRPMcrpm will provide a copy of the detailed CR report to the CRer originator which includes the following information:
  - Description of CRer
  - originating CLECclec
  - assigned CRPMcrpm
  - assigned CRer number
  - designated Qqwest SMEsmes and associated director(s)

Within eight (8) business days after receipt of a complete CRer, the CRPM Coordinates and holds a Clarification Meeting with the Originating CLEC and Qwest's SMEs.   Iif the originating clecCLEC is not available within the above specified time frame, then the clarification meeting will be held at a mutually agreed upon time.   Qqwest will not provide a response to a CRer until a clarification meeting has been held.

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At the Clarification Meeting, Qwest and the Originating CLEC review the submitted CR, validate the intent of the Originating CLEC's CR, clarify all aspects, identify all questions to be answered, and determine deliverables to be produced. after the clarification meeting has been held, The CRPM will document and issue meeting minutes within five (5) business days BUSINESS DAYS. Qwest's SME will internally identify options and potential solutions to the CR

CRs received three (3) weeks prior to the next scheduled CMP meeting THREE (3) WEEKS PRIOR TO THE NEXT SCHEDULED cmp mEETING will be presented at that THAT CMP Meeting. CR crs that are not submitted by the above specified cut-off date may be presented at that cmp CMP meeting as a walk-on item with current status. The Originating CLEC will present its CR and provide any business reasons for the CR. Items or issues identified during the previously held Clarification Meeting will be relayed. Then, 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. 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.

Subsequently, Qwest will develop a draft response based on the discussion from the Monthly CMP Meeting.. Qwest's Responses will be:

- "Accepted" (Qwest will implement IMPLEMENT the CLEC request) with position stated, or
- "Denied" (Qwest will not implement the CLEC request) with basis for the denial, including reference to substantiating material.

A at least one (1) week prior to the next scheduled cmp CMP meeting, The CRPM will have the response posted to the Web, added to CMP Database, and will notify all CLECs via email

All Qwest Responses will be presented at the next scheduled cmp CMP meeting by Qwest, who will conduct a walk through of the response. Participating CLECs will be provided the opportunity to discuss, clarify and comment on Qwest's Response.

Based on the comments received from the Monthly Meeting, Qwest' may revise its response and issue a modified response at the next monthly CMP meeting. within ten (10) business days after the cmp CMP meeting, Q qwest will notify the clec CLECs of Q qwest's intent to modify its response.

If the CLECs D do not accept Qwest's response, any clec CLEC can elect to escalate the CR in accordance with the agreed upon cmp CMP Escalation or dispute resolution Procedures. If the originating CLEC does not agree with the determination to escalate or pursue the dispute DISPUTE resolution, it may withdraw its participation from the CR and any other CLEC may become responsible for pursuing PURSUING the CR upon providing written notice to the Q qwest cmp CMP manager.

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If the CLECs do not accept Qwest's response and do not intend to escalate or dispute at the present time, they may request Qwest to status the CR as deferred. The CR will be statused Deferred and clecCLECs may activate or close the CR at a later date.

The CLECs' acceptance of Qwest's response may result in:

- The response answered the CR and no further action is required;
- The response provided an implementation plan for a product or process to be developed;
- Qwest Denied the CLEC CR and no further action is required by CLEC.

If the clecCLECs have accepted Qqwest's response, Qwest will provide notice of planned implementation in accordance with time frames defined in the cmpCMP. If necessary, Qwest may request that CLECs provide input during the development stage. Qwest will then deploy the Qwest recommended implementation plan.

:

After Qwest's revised/new product or process is placed into production, CLECs will have no longer than 60 calendarCALENDAR days to evaluate the effectiveness of Qwest's revised/new product, or process, provide feedback, and indicate whether further action is required. Continual process improvement will be maintained.

Finally, the CR will be closed when clecCLECs determine that no further action is required for that CRcr.

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~~From Master Redline 10-03-01~~

~~**INTRODUCTION OF A NEW INTERFACE**~~
~~**Qwest Proposed Introduction of an OSS Interface Process – Revised 11-01-01**~~

4.0   INTRODUCTION OF A NEW OSS INTERFACE

The process for introducing a new interface will be part of the CMP. Introduction of a new OSS interface may include an application-to-application or a Graphical User Interface (GUI).

It is recognized that the planning cycle for a new interface, of any type, may be greater than the time originally allotted and that discussions between CLECs and Qwest may be held prior to the announcement of the new interface.

With a new interface, CLECs and Qwest may define the scope of functionality introduced as part of the OSS Interface.

I.4.1   Introduction of a New Application-to-Application Interface~~Release Planning~~

At least nine (9) months in advance of the target implementation date of a new application-to-application interface, Qwest will issue a Release Announcement, post the Preliminary Interface Implementation Plan on Qwest's web site, and may host a design and development meeting. ~~share the new interface plans via web site posting and CLEC notification.~~

4.1.1   Release Announcement

Where practicable, the Release Announcement and Preliminary Interface Implementation Plan will include: ~~Qwest will share preliminary plans for the new interface, including:~~

- Proposed functionality of the interface including whether the interface will replace an existing interface
- Proposed ~~detailed~~ implementation time line (e.g., milestone dates, CLEC/~~provider~~ Qwest comment cycle~~/response turnaround dates~~)
- Proposed meeting date to review the Preliminary Interface Implementation Plan
- ~~Provider constraints~~

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- Exceptions to industry guidelines/standards, ~~etc.~~ if applicable
- ~~Proposed CLEC/provider meeting plans~~
- ~~Requirements~~
- ~~Design & Development~~
- ~~Connectivity and Firewall Rules~~
- ~~Test Planning~~
- ~~Planned~~ Implementation Date

-

~~Change Control~~4.1.2   ~~1.2~~ CLEC Comments/Qwest Response Cycle and Preliminary Implementation Plan Review Meeting

CLECs have fourteen (14) calendar days from the initial release announcement to provide written comments/questions on the documentation. Qwest will respond with written answers to all CLEC issues within twenty-one (21) calendar days of the Initial Release Announcement. Qwest will review these issues and its implementation schedule at the Preliminary Implementation Plan Review Meeting approximately twenty-eight (28) calendar days after the Initial Release Announcement.

4.1.3   ~~1.3~~2   Initial Interface Technical Specification~~s~~

Qwest will provide draft technical specifications at least one hundred twenty (120) calendar days prior to implement~~at~~ing the release~~. unless the CMP Exception Process (see Section xx) has been invoked~~. In addition, Qwest will confirm the schedule for the walk-through of technical specifications, ~~and~~ CLEC comments, and Qwest response cycle.

4.1.4   ~~1.3~~2.1   Initial Notification Content

This notification will contain:

- Purpose
- Logistical information (including a conference line) for walk-through
- Reference to draft technical specifications, or web site
- Additional pertinent material
- CLEC Comment/Qwest Response cycle
- Draft Connectivity and Firewall Rules
- Draft Test Plan

---

[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs.~~

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

4.1.5 ~~I.43~~ **Walk Through of Draft Interface Technical Specifications**

Qwest will sponsor a walk through, including the appropriate internal subject matter experts (SMEs~~smes~~), beginning one-hundred and ten (110) calendar days prior to implementation **(AT&T Comment)** *and ending one-hundred and six (106) calendar days prior to implementation*. A walk through will afford CLEC SMEs the opportunity to ask questions and discuss specific requirements with Qwest's technical team. CLECs are encouraged to invite their technical experts, systems architects, and designers, to attend the walk through.

4.1.6 ~~I.43.1~~ **Conduct Walk-through**

Qwest will lead the review of technical specifications. Qwest technical experts will answer the CLEC SMEs' questions. Qwest will capture action items such as requests for further clarification. Qwest will follow-up on all action items. ~~and notify CLECs of responses 100 calendar days prior to implementation.~~

4.1.7 ~~I.54~~ **CLEC'~~s~~ Comments on Draft Interface Technical Specifications**

If the CLEC identifies issues or requires clarification, the CLEC must send ~~a~~ ~~written~~ ~~response~~ comments/concerns to the Systems CMP Manager no later than one-hundred and four (104) calendar days prior to implementation.

4.1.8 ~~I.65~~ **Qwest~~WEST~~ Response to Comments**

Qwest will review and respond with written answers to all CLEC issues, comments/concerns and action items captured at the walk through, no later than one hundred (100) calendar days prior to implementation. The answers will be shared with all CLECs, unless the CLECs question(s) are marked proprietary. Any changes that may occur as a result of the responses will be distributed to all CLECs in the final notification letter. The notification will include the description of any change(s) made as a result of CLEC comments. The change(s) will be reflected in the final technical specifications.

4.1.9 ~~I.76~~ **Final Interface Technical Specifications**

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Generally, no less than one hundred (100) calendar days prior to the implementation of the new interface, Qwest will issue the Final Release Requirements to CLECs via web site posting and a CLEC notification. **(WCOM COMMENT: WHY IS THE TERM "GENERALLY" INSERTED HERE? THERE SHOULD BE SPECIFIED RELEASE NOTICE DATES FOR INTERFACE TECHNICAL SPECIFICATIONS.)**

Final Release Requirements will include:

~~Detailed requirements~~
~~Connectivity and Firewall Rules~~
~~Test Plan~~

- Final Notification Letter, including:

  - Summary of changes from Qwest response to CLEC comments on Draft Technical Specifications
  - If applicable, Indication of type of change (e.g., documentation change, business rule change, clarification change)
  - Purpose
  - Reference to final technical specifications, or web site
  - Additional pertinent material
  - Final Connectivity and Firewall Rules
  - Final Test Plan (including Joint Testing Period)
  - Release date

~~I.7   Content of Final Notification Letter~~

~~The Final Release will include the following:~~

~~Summary of changes from Qwest response to comments~~

~~Indication of type of change (e.g., documentation change, business rule change, clarification change)~~

~~Changed requirements pages from initial notice, or reference to web site for final technical specifications~~

~~Testing period~~

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[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

Release date

Qwest's planned implementation date will not be sooner than one hundred (100) calendar days from the date of the final release requirements, unless the exception process has been invoked. The implementation time line for the release will not begin until final specifications are provided. Production Support type ~~Emergency~~ changes within the thirty (30) calendar day test window can occur without advance notification but will be posted within 24 hours of the change.

II.I.2 CLEC ~~and Qwest Comments/Responses~~/Comments

~~Upon review of the preliminary plans for the interface if the CLEC wishes to provide feedback the CLEC must send a written response to Qwest. These responses must be provided no later than seven (7) calendar days prior to the first scheduled meeting. The CLEC's response will specify the CLEC's questions, issues and any alternative recommendations.~~
~~CLECs may provide feedback to Qwest during CLEC/provider meetings.   Additional CLEC feedback may be provided in accordance with the dates outlined in the detailed implementation time line.~~
~~III.Provider Responses/Comments~~

~~Qwest will maintain both a proprietary and non-proprietary issue log containing CLEC comments and Qwest responses.   This non-proprietary issue log will be posted to Qwest's web site upon receipt of CLEC feedback. Qwest will respond to the CLEC feedback in accordance with the dates outlined in the detailed implementation time line.   Qwest will also communicate its base line interface development plans via web site posting and CLEC notification in accordance with the dates outlined in the detailed implementation time line.~~

IV.I.4 Final Release ~~Requirements~~ Announcement

~~CLECs via web site posting and a~~ carrier CLEC noti~~fication.~~
4.2   Introduction of a New GUI

Qwest will issue a Release Notification forty- five (45) calendar days in advance of the Release Production Date. This will include:

- Proposed functionality of the interface including whether the new interface will replace an existing interface.
- Implementation time line (e.g., milestone dates, CLEC/Qwest comment cycle, Interface overview date)
- Implementation date
- Logistics for GUI Interface Overview

At least twenty- eight (~~six (28)~~ 26) calendar days in advance of the target implementation date of a new GUI interface, Qwest will issue a Release Announcement, post the Interface Overview on

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Qwest's web site and may host a design and development meeting. At a minimum, the Release Announcement will include:

:

- Draft User Guide
Proposed functionality of the interface
Implementation time line (e.g., milestone dates, CLEC/Qwest comment cycle)

Proposed CLEC/Qwest meeting to review the Interface Overview.
Initial CLEC implementation requirements (e.g., hardware, software, connectivity, firewall rules, etc.)
- How and When Training will be administered

Implementation date(WCOM COMMENT: WHAT ABOUT IMPLEMENTATION DATE AND INTERFACE OVERVIEW SCHEDULE?)

4.2.1   II.1 Interface Overview

The Interface Overview meeting should be held no later than twenty- seven (27) calendar days prior to the Release Production Date. At the meeting, Qwest will present an overview of the new interface.

4.2.2   II.21 CLEC Comments and Qwest Response

At least twenty- five (25) No more than four (4) calendar days prior to the Release Production Date [AT&T Comment: we should define this in the Master Redline. If it is already on the list as a term we need to define, that's fine.]following the Release Announcement CLECs must forward their written comments and concerns questions to Qwest. Qwest will consider clecCLEC comments and may address them Qwest will respond to CLEC comments with the release of the Final Notification. at the Interface Overview Meeting.
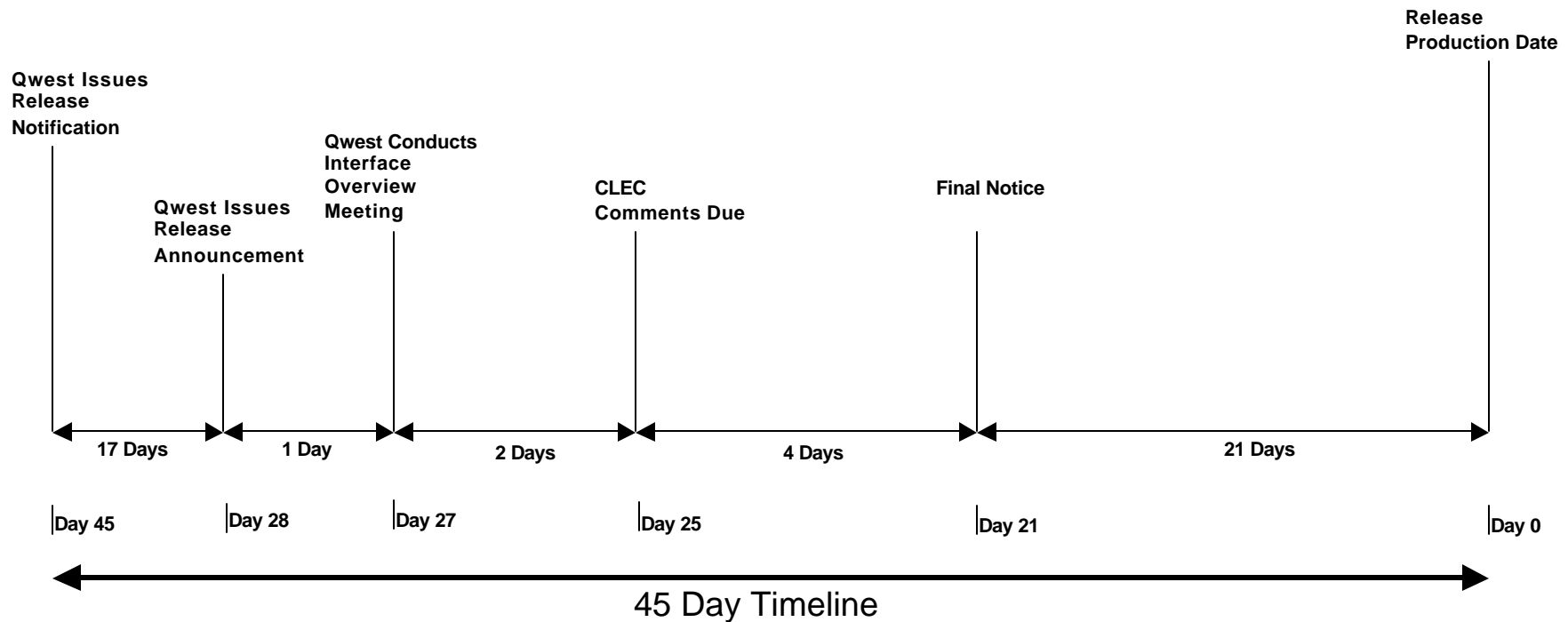
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II.2 Interface Overview
The first scheduled meeting should be held no less than seven (7) calendar days following Qwest's notice issuance. At the meeting, Qwest will share an overview of the new interface, including:
Response to CLEC Comments
Proposed implementation timeline
4.2.3   II.3 Final Notification

Qwest will issue a final notice no less than twenty--one (21) cCalendar 14 days prior to the Release Production implementation date. The final notice will include:

- A summary of changes from the initial notice, including type of changes (e.g., documentation change, clarification, business rule change).
- Final User Guide
- Final Training information
- Final Implementation date.

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Qwest-CLEC Change Management Process
Introduction of A New Application-to-Application OSS Interface Timeline

Qwest Issues Initial Release Announcement and Preliminary Implementation Plan

CLEC Comments Due

Qwest Response to CLEC Comments

Qwest Conducts Preliminary Implementation Plan Review Meeting

Qwest Response to CLEC Comments

Qwest Issues Initial Interface Technical Specifications

CLEC Walk Through Begins

CLEC Walk Through Ends

CLEC Comments Due

Qwest Response to CLEC Comments

Qwest Issues Final Interface Technical Specifications

CLEC Testing Begins

CLEC Testing Ends

Release Production Date

14 Days   7 Days   7 Days

Day 110   Day 104

30 Days   7 Days

Day 270 (Approximately)   Day 249   Day 242   Day 120   Day 106   Day 100   Day 37   Day 7   Day 0

9 Month Timeline (Approximately)

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Qwest-CLEC Change Management Process
Introduction of A New Graphical User Interface (GUI)
Timeline

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Qwest's Proposed Changes to Existing OSS Interfaces Language—10-09-01REVISED 10-16-01 10-30-01

5.0 CHANGE TO EXISTING OSS INTERFACES

Pre-order, Orderapplication-to-application Change Process **(Action item#)**

As part of its development view, Qwest will prepare a preliminary package of the required changes and will share these plans at scheduled change management meetings. At the first cmpCMPCMP systems monthly meeting of each quarter, qQwest will also provide a rolling twelve ((12) month tbd view of its ossOSS interface development schedule. **(AT&T Comment)** *(including proposed new releases, new interfaces and, to the extent possible, retirement of existing interfaces).[AT&T Comment: If there is another place where the rolling 12 month view is discussed, we could put this clarifier there, but this is the only place I have seen it so far.]*

Qwest standard operating practice is to implement 3 major releases and 3 point releases (for IMA only) within a calendar year. Unless mandated as a Regulatory Change, Qwest will implement no more than four (4) releases per **(AT&T Comment)** IMA OSS Interface **(AT&T Comment) [and no more than two (2) released for other OSS Interfaces.]{AT&T to check – action item}** requiring coding changes to the CLEC interfaces within a calendar year. The Major release changes should occur no less than three (3) months apart. **(WCOM COMMENT: IF THIS CLAUSE IS REQUIRED FOR IMA RELEASES ONLY, THERE SHOULD BE LANGUAGE TO ADDRESS THE RELEASE CYCLES OF OTHER OSSs INCLUDED IN THIS DOCUMENT.) [AT&T Comment: Qwest was to determine whether it can agree to 2 releases on interfaces other than the IMA.]**

Application-to-Application OSS Interface

Qwest should make available two (2) versions of an interface between the sunrise and sunset dates. Qwest will support the previous major linterconnect Mmediated Aaccess (imalMA) ima EDI release for six (6) months after the subsequent major ima ediIMA EDI release has been implemented.

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Past versions of ~~ima edi~~IMA EDI will only be modified as a result of production support changes. **(AT&T Comment)** *When such production support changes are made, Qwest will also modify the related documentation.*.~~Will be implelemented in past versions of ima edi~~. All other changes become candidates for future ~~ima edi~~IMA EDI releases.

Qwest makes one version of the ~~E~~electronic ~~Bb~~onding-~~T~~trouble ~~Aa~~dministration (~~ebta~~EBTA) and billing interfaces available at any given time, and will not support any previous versions. **(WCOM COMMENT: BECAUSE QWEST DOES NOT SUPPORT VERSIONING FOR EBTA OR BILLING INTERFACES, THE REDESIGN TEAM NEEDS TO MAKE SURE THAT THE RELEASE NOTIFICATIONS FOR THESE INTERFACES ARE PROVIDED TIMELY ENOUGH THAT REQUIREMENTS CAN BE IMPLEMENTED BY CLECS PRIOR TO THE IMPLEMENTATION OF THE NEWEST RELEASE.)**

~~Unless mandated, Qwest will implement no more than four (4) releases requiring coding changes to the CLEC interfaces within a calendar year. These changes should occur no less than three (3) months apart.~~

~~I.~~I.   Versioning of ~~TYPE 1~~ Changes

~~For TYPE 1 changes, the version number will not be incremented and will not cause the oldest dot version of the current version to be retired as a result of the implemented fix.~~

~~II.~~ II.   Versioning of ~~TYPE 2~~ Changes

~~For TYPE 2 changes that must occur between regularly scheduled releases, Qwest will not retire the oldest version in order to implement the TYPE 2change. The TYPE 2 change will be implemented as either a dot release or a sub-dot release of all versions (except a retired version), unless the structure of the old version could not accommodate the TYPE 2 change or the old version is scheduled to be retired within the next six months.~~

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If the TYPE 2 change results in an interface implementation, before applicable industry guidelines are finalized at the appropriate industry forums, dot release versioning is issued. An example of dot versioning of A PROVIDER'SQWEST'S LSOG Issue 5 implementation is V5.1.

If the TYPE 2 change results in an interface implementation that is in line with industry guidelines, sub-dot release versioning is issued. An example of sub-dot release of A PROVIDER'SQWEST'S LSOG Issue 5 implementation is V5.0.1.

TYPE 2 changes that occur at the time of a regularly scheduled release will be made in all versions (except a retired version). If the structure or intent of the old version cannot accommodate the change then, via the Prioritization process a joint PROVIDERQWEST/CLEC decision is made that the mandate should not be implemented in an old version.

III. Versioning of TYPE 3 Changes

For TYPE 3changes, the base version identity should follow the LSOG issue identity. For example, the first release of A PROVIDER'SQWEST'S LSOG Issue 5 implementation should be V5.0.

IV. Versioning of TYPE 4 AND TYPE 5 Changes

TYPE 4 AND TYPE 5 changes will be implemented as a sub-dot release of all versions, unless the structure of the old version could not accommodate THE TYPE 4 OR TYPE 5 change.

If the --TYPE 4 OR TYPE 5 change results in an interface implementation, before applicable industry guidelines are finalized at the appropriate industry forums, dot release versioning is issued. An example of dot versioning of A PROVIDER'SQWEST'S LSOG Issue 5 implementation is V5.1.

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If the TYPE 4 OR TYPE 5 change results in an interface implementation that is in line with industry guidelines, sub-dot release versioning is issued. An example of sub-dot release of A PROVIDER'S LSOGQWEST'S Issue 5 implementation is V5.0.1.

Graphical User Interface (GUI)

Qwest makes one version of a guiGUI available at any given time and will not support any previous versions. **(WCOM COMMENT: WOULD IT NOT BE FAIR TO SAY THAT QWEST CANNOT SUPPORT VERSIONS OF ITS IMA GUI INTERFACE BECAUSE IT IS A INTERNET CONNECTION? THUS THERE IS A DIFFERENCE WHEN YOU CONSIDER THE ABILITY TO SUPPORT VERSIONS (EBTA & BILLING) AND THE INABILITY TO SUPPORT VERSIONS. WCOM BELIEVES THIS NEEDS TO BE MADE CLEAR.)**

. Interconnect mediated access (ima) ima guiIMA GUI changes for a pre-order or ordering gui will be implemented at the same time as in conjunction with an IMA EDI release.

5.1 **Requirements Review Application-to-Application Interface**

This section describes the timelines that Qwest, and any CLEC choosing to implement on the Qwest Release Production Date (date the Qwest release is available for use (AT&T Comment) by CLECs), will adhere to in changing existing interfaces. [1]For any CLEC not choosing to implement on the Qwest Release Production Date, Qwest and the CLEC will negotiate a mutually agreed to CLEC implementation time line, including testing.

V.5.1.1 Draft Interface Release RequirementsTechnical Specifications

[make sure CR process and this process are linked properly in final document]

Prior to Qwest implementing a new interface or a change to an existing interface, Qwest will notify CLECs of the draft release requirementsTtechnical specificationsSpecifications. **(WCOM COMMENT: LANGUAGE SHOULD BE ADDED THAT INDICATES ANY CLEC AFFECTING CHANGE QWEST WILL HAVE FORMALLY SUBMITTED THROUGH THE CR PROCESS.)**

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[1] For a CLEC converting from a prior release, the CLEC implementation date can be no earlier than the weekend after the Qwest Release Production Date, if production LSR conversion is required.

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Notification and confirmation time lines for TYPE 1 are determined on an individual case basis based on the severity of the problem.

Notifications for TYPE 2 changes are based on applicable law and / or regulatory rules.

TYPE 3 time lines are based on CLEC / PROVIDER QWEST agreement in conjunction with the rollout of national guidelines, subject to any overriding regulatory obligations.

Generally, a Type 4 and Type 5 change notification will occur at least 73 calendar days prior to implementing the change. Draft business rules / technical specifications will be produced and distributed to CLECs 66 calendar days prior to implementation. CLECs have fifteen (15) calendar days from the initial publication of draft documentation to provide comments / questions on the documentation. Change confirmation will occur 45 calendar days prior to implementation through publication of final business rules / technical specifications.

Qwest will provide draft technical specifications at least seventy-three (73) calendar days prior to implementing the release unless the exception process (see Section xx) has been invoked. Technical specifications are documents that provide information the CLECs need to code the interface. CLECs have eighteen (18) calendar days from the initial publication of draft technical specifications to provide written comments/questions on the documentation.

For TYPE 4 OR TYPE 5 change requests more or less notification may be provided based on severity and the impact of the change. For example, Qwest can implement the change in less than 45 calendar days.
Documentation of new or revised error messages associated with Type 4 or Type 5 change requests will be provided no later than 30 calendar days prior to implementation date.

VI.5.1.2 Content of Draft Interface ~~Release Requirements~~Technical Specifications

The Notification letter will contain:

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- Written summary of change(s)
- Target time frame for implementation

Draft **(AT&T Comment) Technical Specifications** documentation, or instructions on how to access **(AT&T Comment) the draft Technical Specifications** documentation on the Web site.~~Any cross-reference to updated documentation such as the Users Guide. This type of documentation should also include a summary of changes made to the document~~DRAFT DOCUMENTATION, OR INSTRUCTIONS ON HOW TO ACCESS DOCUMENTATION ON THE WEB SITE. **(WCOM COMMENT: NEED TO ADD DRAFT TECHNICAL SPECIFICATIONS DOCUMENT.)** *[AT&T Comment: weren't we going to say "Technical Specifications" here and explain what they include, e.g., such as mapping? or were we to define "Technical Specifications" in the term section of the Master Redline?]*

~~VII.~~5.1.3   **Walk Through of Draft Interface ~~Release Requirements~~Technical Specifications**

~~If requested by one or more CLECs within fourteen (14) calendar days of receiving the initial Release Requirements, Qwest will sponsor a walk through with the appropriate internal subject matter experts. Qwest will hold this walk through no later than thirty (30) calendar days prior to the scheduled implementation.~~ Qwest will sponsor a walk through, including the appropriate internal subject matter experts (SMEs), beginning sixty-eight (68) calendar days prior to implementation and ending no ~~later~~less than fifty-eight (58) calendar days prior to implementation. A walk through will afford CLEC SMEs the opportunity to ask questions and discuss specific requirements with Qwest's technical team. CLECs are encouraged to invite their technical experts, systems architects, and designers, to attend the walk through.

5.1.3.1 ~~III.1~~ Walk through Notification Content

This notification will contain:

- Purpose
- Logistical information (including a conference line)
- Reference to draft technical specifications, or **(AT&T Comment) reference to a** web site **(AT&T Comment) with draft specifications**
- Additional pertinent material

5.1.3.2 ~~III.2~~ Conduct the Walk-through

Qwest will lead the review of technical specifications ~~and technical specifications~~. Qwest technical experts will answer the CLEC SMEs' questions. Qwest will capture action items such

---

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as requests for further clarification. Qwest will follow-up on all action items and notify CLECs of responses 45 calendar days prior to implementation.

~~VIII.~~5.1.4   CLEC's Comments on Draft Interface ~~Release Requirements~~Technical Specifications

If the CLEC identifies issues or requires clarification, the CLEC must send written comments a ~~written response~~ to ~~Qwest and the CLEC's Account Manager~~ ~~QWEST AND THE CLEC'S ACCOUNT~~ the Ssystems CMP Manager no ~~sooner~~later~~less~~ ~~tha~~nt fifty-five (55)~~8~~ calendar days prior to implementation. ~~Qwest must receive the CLEC's response seven (7) calendar days prior to the date of the Initial Release Requirements.   The response will specify the CLEC's questions, issues and any other alternative recommendations for implementation.~~

~~IX.~~5.1.5 Qwest~~WEST~~ Response to Comments

Qwest will review and respond with written answers to all CLEC issues, comments/concerns ~~WITHIN SEVEN (7)~~ no ~~later~~less than forty-five (45) calendar days prior to implementation. The answers will be shared with all CLECs, unless the CLECs question(s) are marked proprietary. Any changes that may occur as a result of the responses will be distributed to all CLECs in the same notification letter. The notification will include the description of any change(s) made as a result of CLEC comments. The change(s) will be reflected in the final technical specifications.

~~X.~~5.1.6 Final Interface ~~Release Requirements~~Technical Specifications

The notification letter resulting from the CLEC's ~~response~~ comments from the Initial Release Notification will constitute the Final ~~Release Requirements~~Technical Specifications. *[AT&T Comment: We discussed that after the final specifications, there may be other changes made to documentation or the coding that is documented in the form of addenda. Is there another place in the Master redline where this will be addressed since it probably relates to new releases as well as new interfaces?]*

~~XI.~~5.1.7 Content of Final ~~Interface Release Requirements~~Notification Letter

~~In addition to the content of interface initial release requirements,~~ Tthe Final Release will include the following:

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Reference to Final Technical Specifications, or web site

- ~~Summary of changes from Qwest response to comments~~
- Qwest response to CLEC comments
- Summary of changes from the prior release, including any changes made as a result of CLEC comments on Draft Technical Specifications
- Indication of type of change (e.g., documentation change, business rule change, clarification change)
- ~~Changed requirements pages~~
- Final Joint Test Plan including transactions which have changed
- Joint Testing Period~~JOINT TESTING PERIOD~~
- Release date

~~Interval before implementation of release~~

Qwest's planned implementation date will ~~not~~ be at least ~~sooner than~~ forty-five (45) calendar days from the date of the final release requirements, unless the exception process has been invoked. ~~Qwest will post notification to provider's web site to inform the CLECs of possible impact to CLEC ordering ability. Qwest will post this information forty-five (45) calendar days prior to the scheduled implementation of such changes, if possible, but not less than thirty (30) calendar days prior to implementation.~~ The implementation time line for the release will not begin until ~~all related documentation is~~ final specifications are provided. Production Support type of ~~Emergency~~ changes that occur within the thirty (30) calendar day test window can ~~that~~ occur without advance notification but will be posted within 24 hours of the change.

5.1.8   Joint Testing Period

Qwest will provide a thirty (30)~~–~~ day test window for any CLEC who desires to jointly test with Qwest prior to the Release Production Date. **(WCOM COMMENT: WHEN SATE IS EMPLOYED BY A CLEC JOINT TESTING IS NOT REQUIRED, THUS PLEASE ADD CLARIFYING LANGUAGE TO DISTINGUISH BETWEEN JOINT TESTING AND AVAILABILITY TO TEST PRIOR TO IMPLEMENTATION.   WE NEED TO ALSO BE CONSISTENT WITH THE USE OF CLEC COMMENTS / CONCERNS.)**

5.2   ~~Requirements Review~~Graphical User Interface (GUI)

5.2.1   Draft GUI Release Notice

Prior to implementation of ~~of a new interface or~~ a change to an existing interface, Qwest will notify CLECs of the draft release notes and the planned implementation date.

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Notification will occur at least twenty-oneeight (248) calendar days prior to implementing the release unless an exception process has been invoked. This notification maywill include draft user guide information if necessary.

CLECs must may provide comments/questions on the documentation no laterless than 17twenty-five (25) calendar days prior to implementation.

Final notice for the release will be published at least twenty- one fifteen (2115) calendar days prior to production release date implementation.

5.2.2   Content of Draft Interface Release Notice

The notification will contain:

- Written summary of change(s)
- Target time frame for implementation
- Any cross-reference to draft documentation such as the user guide or revised user guide pages.

~~In addition to the content of Interface Initial Release Requirements, the Final Release will include the following:~~

~~Summary of changes from Qwest response to comments~~
~~Indication of type of change (e.g., documentation change, business rule change, clarification change)~~
~~Changed requirements pages~~
~~Release date~~
~~Interval before implementation of release~~

5.2.3   CLEC Comments on Draft Interface Release Notice

Any CLEC comments must be submitted in writing to the Ssystems CMP Manager. **(WCOM COMMENT: WHEN ARE THESE COMMENTS DUE?)**

5.2.4   Qwest Response to Comments

Qwest will consider clecCLEC comments and may address them review and respond with written answers to all clec issues, comments and concerns regarding in the initial final GUI release notice within fourtwo (42) calendar days **(AT&T Comment) after receipt of CLEC comments.** The answers will be shared with all clecs, unless the clec question (s) are marked proprietary. Any changes that may occur as a result of the responses will be distributed to all clecs in the same final notification letter.

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~~FINAL INTERFACE RELEASE NOTICE~~

~~THE FINAL NOTIFICATION LETTER WILL CONSTITUTE THE FINAL RELEASE NOTICE.~~

5.2.5 Content of Final Interface release Notice

CLEC comments to the draft notice may be incorporated into the final notice, which shall include:

- Final notification letter
- Summary of changes from draft interface release notice
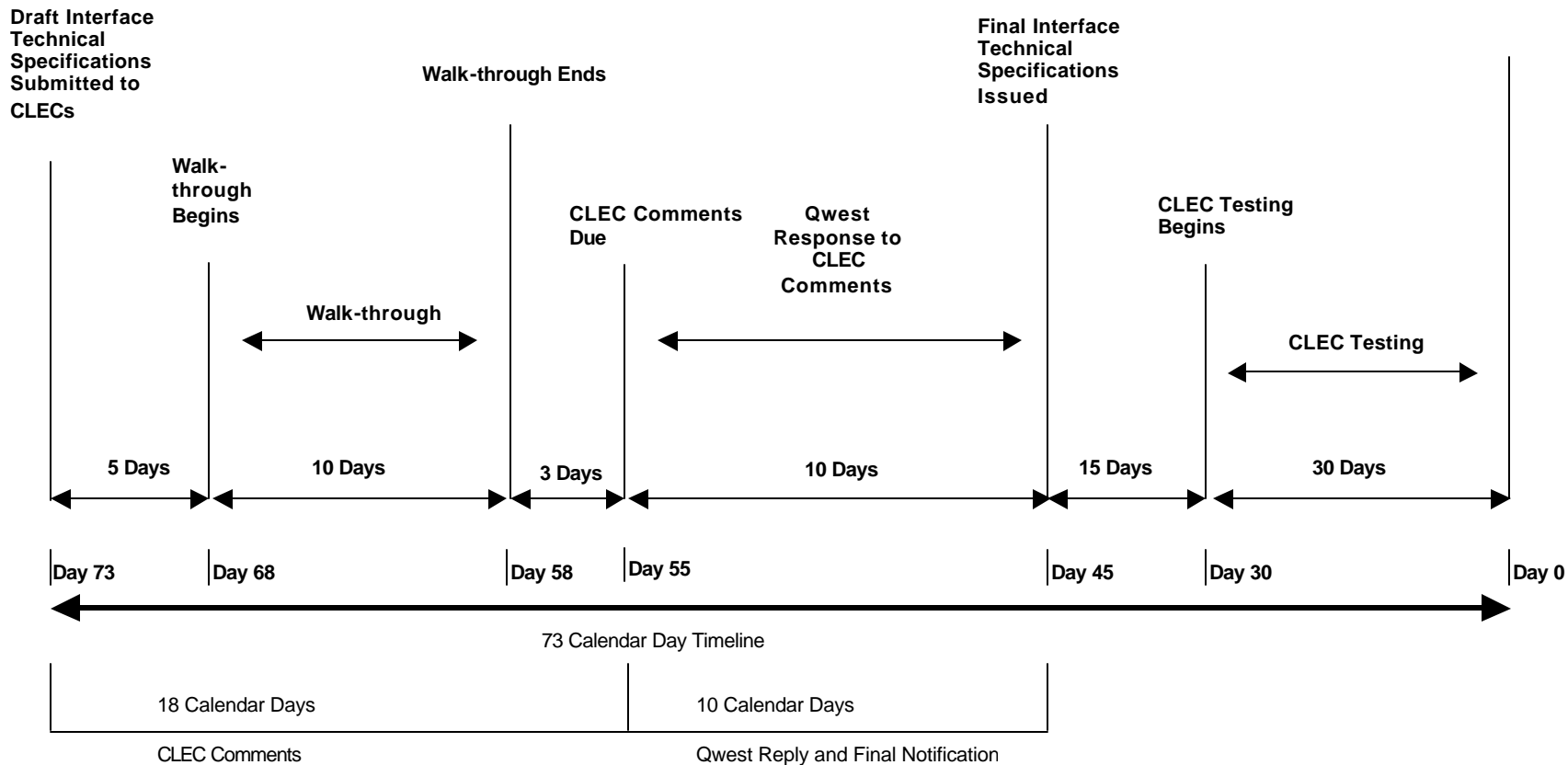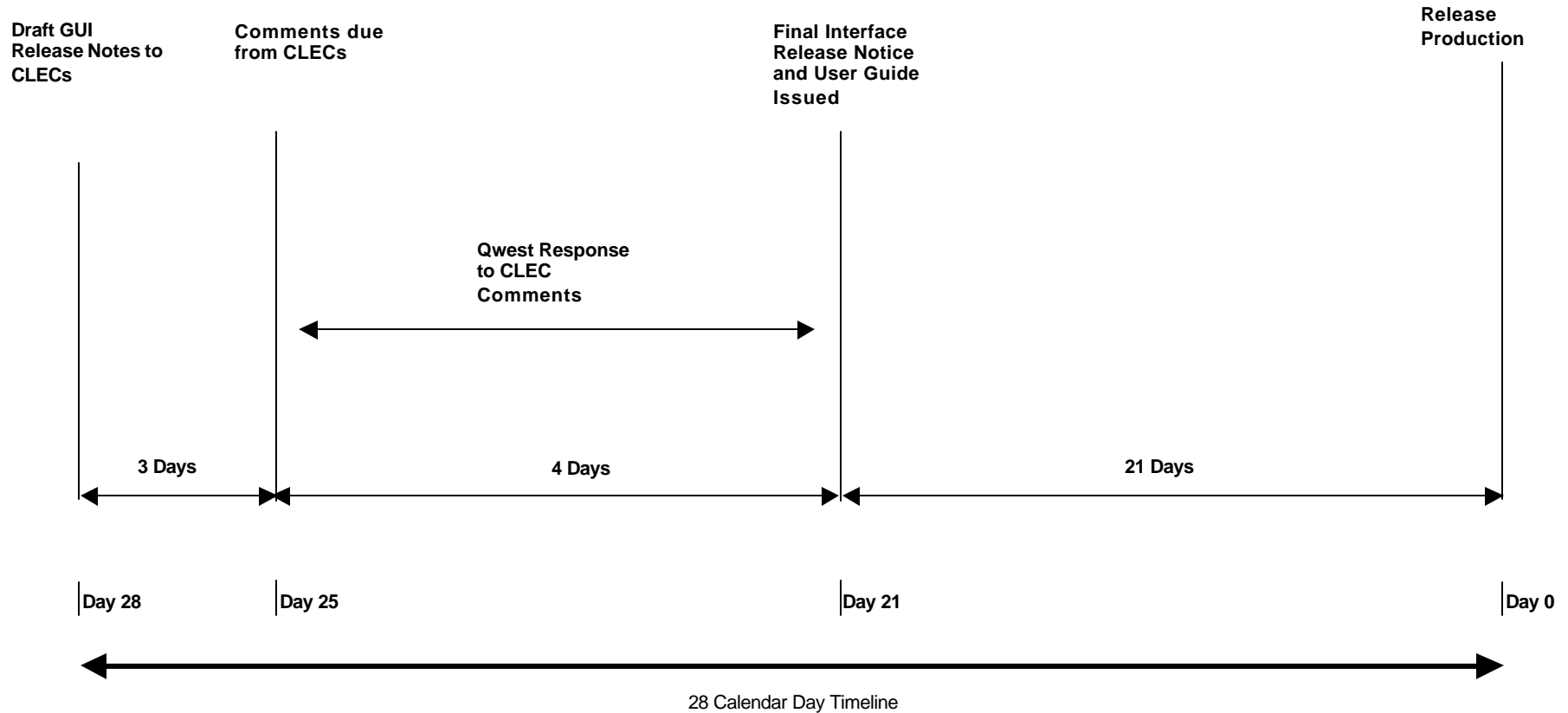- Final user guide (or revised pages)
- Release date

Qwest's planned implementation date will ~~not~~ be no later ~~sooner~~ than twenty-one ~~fifteen~~ (21~~15~~) calendar days from the date of the final release notice. Qwest will post this information on the CMP web site. Production support type ~~emergency~~ changes that occur without advance notification will be posted within 24 hours of the change. The implementation time line for the release will not begin until all related documentation is provided.

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Qwest-CLEC Change Management Process
Changes to An Existing Application-to-Application OSS Interface Timeline

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Qwest-CLEC Change Management Process
Changes to An Existing Graphic User Interface (GUI) Timeline

Draft GUI
Release Notes to
CLECs

Comments due
from CLECs

Final Interface
Release Notice
and User Guide
Issued

Release
Production

Qwest Response
to CLEC
Comments

3 Days   **4 Days**   **21 Days**

Day 28   **Day 25**   **Day 21**   **Day 0**

28 Calendar Day Timeline

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6.0 ~~Qwest proposed changes to~~ RETIREMENT OF EXISTING OSS INTERFACES

The retirement of an existing OSS Interface occurs when Qwest ceases to accept transactions using a specific OSS Interface. This may include the removal of a Graphical User Interface (GUI) or a protocol transmission of information (Application-to-Application) interface.

6.1 Application-to-Application OSS Interface

~~XVIII.~~**6.1.1 I~~I~~nitial Retirement Plans**

~~— Application-to-Application Interface~~

At least nine (9) months before the retirement date of Application-to-Application interfaces, Qwest will share the retirement plans via web site posting and CLEC notification. The scheduled new interface is to be in a CLEC certified production release prior to the retirement of the older interface.

Alternatively, Qwest may choose to retire an interface if there is no CLEC usage of that interface for the most recent three (3) consecutive months. Qwest will provide thirty (30) calendar day notification of the retirement via web posting and CLEC notification.

~~XIX.~~**6.1.2 Initial Retirement Notice to CLECs:**

Initial Retirement Notices will include:

- The rationale for retiring the OSS Interface
- Available alternative interface options for existing functionality
- The proposed detailed retirement time line (e.g., milestone dates, CLEC-Qwest comment and response cycle)
- Targeted retirement date

6.1.3 CLEC Comments to Initial Retirement Notice

CLEC comments to the Initial Retirement Notice are due to Qwest no later than fifteen (15) calendar days following the Initial Retirement Notice.

6.1.4 Comparable Functionality

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Unless otherwise agreed to by Qwest and a CLEC user, when Qwest announces the retirement of an interface for which a comparable interface does or will exist, a CLEC user will not be permitted to commence building to the retiring interface. CLEC users of the retiring interface will be grandfathered until the retirement of the interface. Qwest will ensure **(AT&T Comment) that an interface with C**comparable f**F**unctionality **is available** no less than six months prior to retirement of an Application-to-Application interface.

6.1.5   Final Retirement Notice

The Final Retirement Notice will be provided to CLECs no later than two-hundred and twenty-eight (228) calendar days prior to the retirement of the application-to-application interface. The Final Retirement Notice will contain:
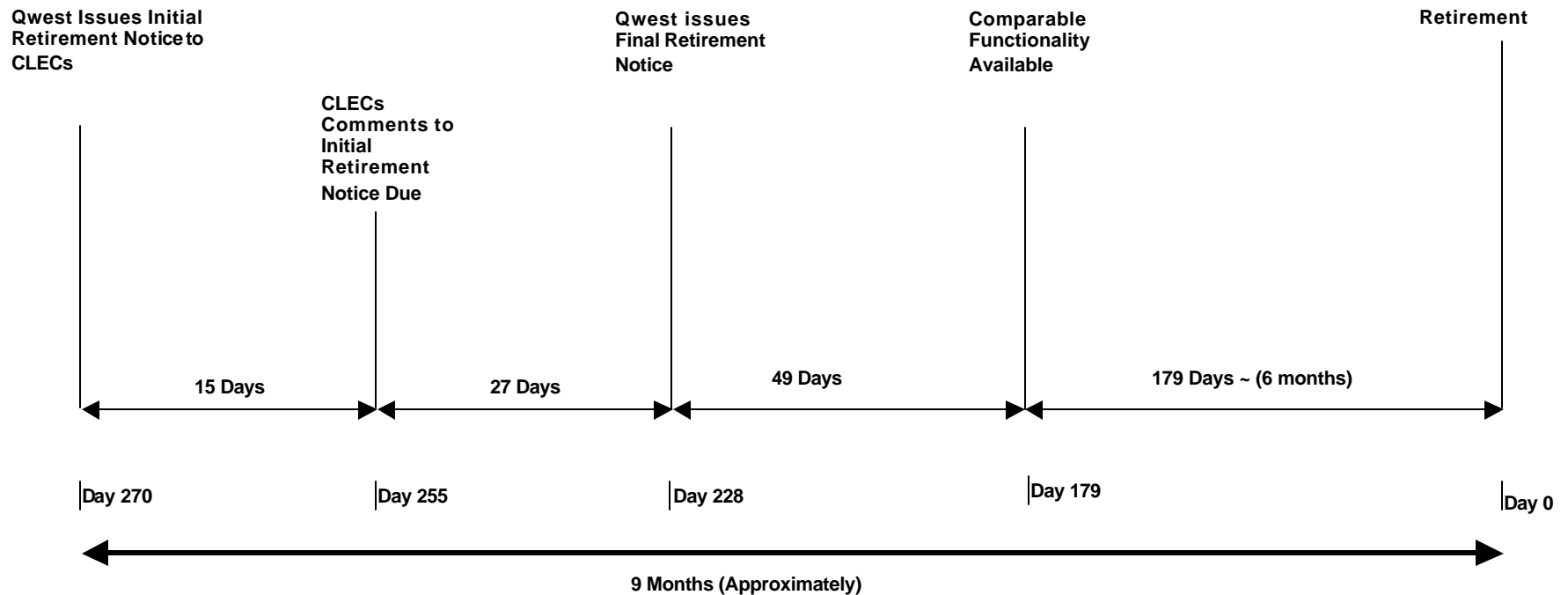
- The rationale for retiring the OSS Interface (e.g., no usage or replacement)
- If applicable, where the replacement functionality will reside in a new interface and when the new interface has been certified by a CLEC
- Qwest's responses to CLECs' comments/concerns
- Actual retirement date

6.2   Graphical User Interface (GUI)
6.2.1   Initial Retirement Plans

At least two (2) months in advance of the target retirement date of a GUI, Qwest will share the retirement plans via web site posting and CLEC notification. The scheduled new interface is to be in a CLEC certified production release prior to the retirement of the older interface.

Alternatively, Qwest may choose to retire an interface if there is no CLEC usage of that interface for the most recent three (3) consecutive months. Qwest will provide thirty (30) calendar day notification of the retirement via web posting and CLEC notification.

XXI.6.2.2   Initial Retirement Notice to CLECs:

Initial Retirement Notices will include:

- The rationale for retiring the OSS Interface
- Available alternative interface options for existing functionality
- The proposed detailed retirement time line (e.g., milestone dates, CLEC-Qwest comment and response cycle)
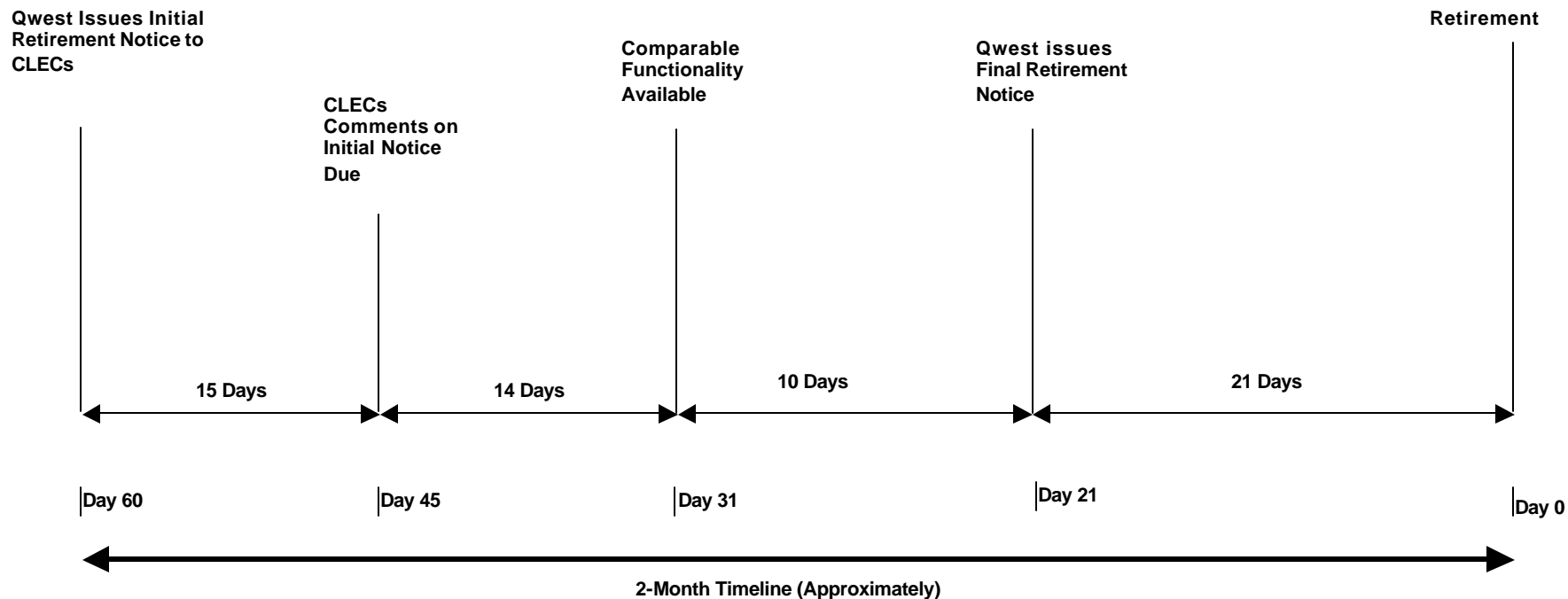- Targeted retirement date

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6.2.3   CLEC Comments to Initial Retirement Notice

CLEC comments to the Initial Retirement Notice are due to Qwest no later than fifteen (15) calendar days following the Initial Retirement Notice.

6.2.4   Comparable Functionality

Qwest will ensure comparable functionality no less than thirty-one (31) days before retirement of a GUI.

6.2.5   Final Retirement Notice

The Final Retirement Notice will be provided to CLECs no later than twenty-one (21) calendar days following the initial retirement notice for GUI retirements. The Final Retirement Notice will contain:

- The rationale for retiring the OSS Interface (e.g., no usage or replacement)
- If applicable, where the replacement functionality will reside in a new interface and when the new interface has been certified by a CLEC
- Qwest's responses to CLECs' comments/concerns
- Actual retirement date

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Qwest-CLEC Change Management Process
Retirement of An Existing Application-to-Application OSS Interface

Qwest Issues Initial Retirement Notice to CLECs

CLECs Comments to Initial Retirement Notice Due

Qwest issues Final Retirement Notice

Comparable Functionality Available

Retirement

15 Days — **27 Days** — **49 Days** — **179 Days ~ (6 months)**

Day 270 — **Day 255** — **Day 228** — **Day 179** — **Day 0**

9 Months (Approximately)

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Qwest-CLEC Change Management Process
Retirement of An Existing Graphic User Interface
Timeline

Qwest Issues Initial Retirement Notice to CLECs

Retirement

CLECs Comments on Initial Notice Due

Comparable Functionality Available

Qwest issues Final Retirement Notice

15 Days **14 Days** **10 Days** **21 Days**

Day 60 **Day 45** **Day 31** **Day 21** **Day 0**

2-Month Timeline (Approximately)

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~~ADMINISTRATION~~
7.0 mANAGING THE CHANGE MANAGEMENT PROCESS

~~I.~~7.1 Change Management POC

~~The provider~~ Qwest and each ~~customer~~CLEC will designate primary and secondary change management POC(s) who will serve as the official designees for matters regarding this CMP. The primary POC is the official voting member, and a secondary (alternate) POC can vote in the absence of the primary POC for each CLEC.~~.~~

~~II.Purpose of Change Management POC~~

~~The change management POC will serve as the official designee for all matters regarding change management, including:~~

~~Submission of change request forms~~
~~Notification of critical matters, such as Type 1 errors~~

~~The customers~~CLECs and Qwest will exchange POC information including items such as: ~~must provide the following information to the provider's change management POC:~~

- Name
- Title
- Company
- Telephone number
- E-mail address
- Fax number
- Cell phone/Pager number

~~III.~~7.2 Change Management POC List

~~Creation~~

~~The provider will create a distribution list and publish this list.~~ Primary and secondary CLEC POCs should be included in the Qwest maintained distribution list. ~~At least a primary customer POC and secondary customer POC should be included in the distribution list.~~ It is the CLECs responsibility to notify Qwest of any POC changes. ~~It is the provider's responsibility to maintain and update the information on the list with the assistance of the customer. This list will be used to update customers on change management issues.~~ The list will be made available to all participating CLECs with the permission of the POCs.

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7.3   Preferred Method of Communication ~~Formal~~

~~The standard methods of communication are mail, e-mail, web site, telephone, and fax. Critical matters will be communicated using the distribution list.~~ The preferred method of communication is e-mail with supporting information posted to the web site.

~~V.~~7.4   Governing Body

The change management organizational structure must support the CMP. Each position within the organization has defined roles and responsibilities as outlined below.

CMP Team: Representatives are from the ~~customer~~CLECs (or their authorized agents) and ~~the provider~~Qwest.   This team meets monthly to review, prioritize, and make recommendations for change management requests. The change management requests are used as input to internal change management processes.

CMP Steering Committee: The CMP Steering Committee consists of representatives from the ~~customer~~CLECs and ~~the provider~~Qwest who will be responsible for managing compliance to the CMP document. The responsibilities of the CMP Steering Committee are:

- *On-going commitment*
- *Participation in change management meetings/conference calls*
- *Reviewing changes/suggestions to the CMP document for submittal to OBF*
- *Process improvements*
- *Managing meeting schedule/logistics*

A standing agenda item at the regular change management meetings will provide an opportunity for ~~the provider~~Qwest and ~~customer~~CLECs to assess the effectiveness of the CMP. Both the ~~customer~~CLECs and ~~the provider~~Qwest will use this opportunity to provide feedback of instances of non-compliance and commit to taking appropriate action(s).

Provider POC: ~~The provider~~Qwest POC is responsible for managing the CMP. ~~The provider~~Qwest POC will be responsible for maintaining the integrity of the change requests, preparing for and facilitating review meetings, presenting change

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requests to ~~the provider~~Qwest's internal CMP, and ensuring that all notifications are communicated to the appropriate parties.

~~Customer~~CLEC POC: The ~~customer~~CLEC POC will serve as the official designee for all matters regarding CMP, including:

- *Submission of ~~customer~~CLEC change request forms*
- *Notification of critical matters, such as Type 1 errors*

Release Management Team: A team of ~~customer~~CLEC and provider representatives who manage the implementation of scheduled releases.

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8.0   MEETINGS

Change Management meetings will be conducted monthly.

FROM AUGUST 8, 2001 REDLINED FRAMEWORK

Change Management meetings will be conducted on a regularly scheduled basis, at least on a monthly basis. Meeting participants can choose to attend meetings in person or participate by conference call.

Meetings are held to review, prioritize, manage the implementation of process and system changes –and address change management requests. Qwest will review the status of all applicable change requests.   The meeting may also include discussions of Qwest's development view.

CLEC's request for additional agenda items and associated materials should be submitted to Qwest at least five (5) business days by noon (MST) in advance of the meeting. Qwest is responsible for distributing the agenda and associated meeting materials at least three (3) business days by noon (MST) in advance of the meeting. Qwest will be responsible for preparing, maintaining, and distributing meeting minutes–. Attendees with any walk-on items should bring materials of the walk-on items to the meeting.

All attendees, whether in person or by phone, must identify themselves and the company they represent.

Additional meetings may be held at the request of Qwest or any qualified CLEC (as defined in this document).   Meeting notification must contain an agenda plus any supporting meeting materials. These meetings should be announced at least five (5) business days prior to their occurrence. Exceptions may be made for emergency situations.

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~~The provider is responsible for notifying customers and distributing agendas and other meeting materials to include, but not limited to, actual change requests received from the customers and documentation of industry guidelines and regulatory changes at least seven (7)calendar days in advance of the meeting.~~
~~Customers can choose to attend meetings in person or participate by conference call. The provider must make a conference bridge available for meetings. The agenda will include the dial-in number and the access information.~~

~~The provider will be responsible for preparing, maintaining, and distributing minutes following the meeting. The draft version of the minutes must be distributed no later than seven (7) calendar days after the meeting and must contain the name of each attendee and the company they represent. All attendees, whether in person or by phone, must identify themselves and the company they represent. The provider will also update the status of change requests after the meeting and distribute it following the meeting as part of the meeting minutes.~~

~~Emergency or special meetings may be held at the request of the provider or any qualified customer (as defined in this document). Emergency meeting notification must contain an agenda plus any supporting meeting materials. These meetings should be announced at least two (2) business days prior to their occurrence.~~

8.1   Meeting Materials [Distribution Package] for Change Management Meeting

~~**FROM AUGUST 8, 2001 REDLINED FRAMEWORK**~~

Meeting materials should include the following information:

- Meeting Logistics
- Minutes from previous meeting
- Agenda
- Change Requests and responses
  - New/Active
  - Updated
  - Log
- Issues, Action Items Log and associated statuses
- Release Summary12 Month Development View
- Monthly System Outage Report
- Any other material to be discussed

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Qwest will provide Meeting Materials (Distribution Package) electronically by noon 3 business days prior to the Monthly CMP Meeting. In addition, Qwest will provide hard copies of the Distribution Package at the Monthly CMP Meeting.

8.2   Meeting Minutes for Change Management Meeting

Agenda Items for Change Management Meeting

Agenda items should include but are not limited to, the following:

Change Request discussions

Issues/Actions

Release Notice/12 Month Development View

Effectiveness of change management Process

Specifications for regulatory or industry originated change requests

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II. Change Management Meeting Action Log and Change Request Status

The provider will maintain and distribute at the change management meeting an Action Item Log containing action items from previous meetings and status. Additionally, during the change management meetings, the provider will review status of the customer change requests. The meeting will include discussions of the provider's development view, as well as any customer's suggested development to the provider Operations Support Systems (OSSs).

FROM AUGUST 8, 2001 REDLINED FRAMEWORK

QQwest will take minutes.

Qwest will summarize discussions in meeting minutes and include any revised documents such as Issues, Action items and statuses.

Minutes should be distributed to meeting participants for comments or revisions no later than five (5) business days by noon (MST) after the meeting. CLEC comments should be provided within two (2) business days by noon (MST). Revised minutes, if CLEC comments are received , should be distributed within nine (9) business days by noon (MST) after the meeting.

The provider will take minutes during the meeting. Meeting minutes should include, but are not limited to, the following:

Current status of change requests and Release Notices

Issues/Action items and status

Attendees/Company

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A draft version of the minutes should be distributed to meeting participants for comments or revisions no later than seven (7) calendar days after the meeting. Customers need to respond to the provider with any modifications to the draft version within two (2) business days. Revisions and comments will be incorporated into the final minutes. The final minutes will be distributed within eleven (11) calendar days after the meeting.

8.3   Provider Qwest Change Management Process Wholesale CMP Web Site

[Need to re-visit – ACTION ITEM #137G]

To facilitate access to CMP documentation, the provider Qwest will maintain CMP information on its web site. The web site should be easy to use and updated in a timely manner. The Web site should be a well organized central repository for CLEC notifications and CMP documentation. Active documentation including meeting materials (Distribution Package), should be maintained on the website. Change Requests and release notifications should be identified in accordance with the agreed upon naming convention, to facilitate ease of identification. [action item #] Qwest will maintain closed and old versions of documents on the web site's Archive page for 18 months before storing off line. Information that has been removed from the web site can be obtained by contacting the appropriate Qwest CMP Manager. At a minimum, the CMP web site will contain include:

- Current version of the provider Qwest CMP document describing CMP's purpose and scope of setting forth the CMP objectives, procedures, and timelines, including release life cycles.
- Calendar of release dates
- OSS hours of availability
- Links to related web sites, such as IMA EDI, IMA GUI, CEMR, and Notices
- Current CMP escalation process
- CMP prioritization process description and guidelines
- Change Request form and instructions to complete form
- Submitted and open Change Requests and the status of each
- Responses to Change Requests and written responses to CLEC inquiries
- Meeting (formal and informal) information for CMP monthly meetings and interim meetings or conference calls, including descriptions of meetings and participants, agendas, sign-up forms, and schedules
- A log of CLEC and Qwest change requests and associated statuses
- Issue/Action items and statuses Meeting materials (distribution package)
- Meeting minutes
- Release announcements and other CLEC notifications and associated requirements
- Directory to CLEC notifications for the month

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- Business rules, SATE test case scenarios technical specifications, and user guides will be provided via links on the CMP web site. ~~based on the LSOG and provider's specific requirements~~
- Contact information for the CMP POC list, including CLEC, Qwest and other participants (with participant consent to publish contact information on web page).

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REQUIREMENTS REVIEW

I. Draft Interface Release Requirements

Prior to implementing a new interface or a change to an existing interface, the providerQwest will notify customerCLECs of the draft release requirements.

Notification and confirmation time lines for Type 1 are determined on an individual case basis based on the severity of the problem.

Notifications for Type 2 changes are based on applicable law and / or regulatory rules.

Type 3 time lines are based on customerCLEC / provider agreement in conjunction with the rollout of national guidelines, (See Issue 1714: New Issue Life Cycle Process) subject to any overriding regulatory obligations.

Generally, a Type 4 and Type 5 change notification will occur at least 73 calendar days prior to implementing the change. Draft business rules / technical specifications will be produced and distributed to customerCLECs 66 calendar days prior to implementation. CustomerCLECs have fifteen (15) calendar days from the initial publication of draft documentation to provide comments / questions on the documentation. Change confirmation will occur 45 calendar days prior to implementation through publication of final business rules / technical specifications.

For Type 4 or Type 5 change requests more or less notification may be provided based on severity and the impact of the change. For example, the providerQwest can implement the change in less than 45 calendar days.

Documentation of new or revised error messages associated with Type 4 or Type 5 change requests will be provided no later than 30 calendar days prior to implementation date.

II. Content of Draft Interface Release Requirements

The Notification letter will contain:

– Written summary of change(s)
– Target time frame for implementation
– Any cross-reference to updated documentation such as the Users Guide. This type of documentation should also include a summary of changes made to the document

III. Walk Through of Draft Interface Release Requirements

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If requested by one or more customerCLECs within fourteen (14) calendar days of receiving the initial Release Requirements, the providerQwest will sponsor a walk through with the appropriate internal subject matter experts. The providerQwest will hold this walk through no later than thirty (30) calendar days prior to the scheduled implementation.

IV. CustomerCLEC's Comments on Draft Interface Release Requirements

If the customerCLEC identifies issues or requires clarification, the customerCLEC must send a written response to the providerQwest and the customerCLEC's Account Manager. The providerQwest must receive the customerCLEC's response seven (7) calendar days prior to the date of the Initial Release Requirements. The response will specify the customerCLEC's questions, issues and any other alternative recommendations for implementation.

V. Provider Response to Comments

The providerQwest will review and respond with written answers to all customerCLEC issues, comments/concerns within seven (7) calendar days. The answers will be shared with all customerCLECs, unless the question (s) are marked proprietary. Any changes that may occur as a result of the responses will be distributed to all customerCLECs in the same notification letter.

VI. Final Interface Release Requirements

The notification letter resulting from the customerCLEC's response from the Initial Release Notification will constitute the Final Release Requirements.

VII. Content of Final Interface Release Requirements

In addition to the content of Interface Initial Release Requirements, the Final Release will include the following:

— Summary of changes from the providerQwest response to comments
— Indication of type of change (e.g., documentation change, business rule change, clarification change)
— Changed requirements pages
— Release date
— Interval before implementation of release

The providerQwest's planned implementation date will not be sooner than forty-five (45) calendar days from the date of the final release requirements. The providerQwest will post notification to provider's web site to inform the customerCLECs of possible impact to customerCLEC ordering ability. The providerQwest will post this information forty-five (45) calendar days prior to the scheduled implementation of such changes, if possible, but not less

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than thirty (30) calendar days prior to implementation. Emergency changes that occur without advance notification will be posted within 24 hours of the change. The implementation time line for the release will not begin until all related documentation is provided.

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9.0   PRIORITIZATION

9.1   *Prioritization Review*

The prioritization review provides the forum for reviewing and prioritizing Type 4 and Type 5 change requests.   ~~The provider~~Qwest will facilitate the meeting. Both ~~customer~~CLECs and ~~providers~~Qwest should have appropriate subject matter experts in attendance. Meetings will be held monthly, or more frequently if needed, and are open to all ~~customer~~CLECs.   The prioritization review objectives are to:

- *Introduce newly initiated ~~customer~~CLEC and provider change requests.*
- *Allow ~~customer~~CLECs to prioritize new change requests and re-rate existing change requests by providing specific input as to the relative importance that ~~customer~~CLECs, as a group, assign to each such change request.*
- *Provide status on outstanding ~~customer~~CLEC and provider change requests.*
- *~~The provider~~Qwest will distribute all materials fourteen (14) calendar days prior to the prioritization review. The materials will include:*
  - *Agenda*
  - *Prioritized spreadsheet of Type 4 and Type 5 change requests*
  - *Spreadsheet of change requests pending initial rating and re-rating (see Appendix B)*
  - *New change requests as submitted by initiating ~~customer~~CLEC or provider*

~~II.~~9.2   Prioritization Process

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 ~~customer~~CLECs who participated in the initial voting. Once a re-rate is requested, all ~~customer~~CLECs participating at the subsequent meeting can submit a rating.

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

~~III.~~9.3   Voting

Voting should be conducted according to the following guidelines:

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- *A ~~customer~~CLEC must either be using the interface impacted by the change request or have a Letter of Intent to use the interface on file with ~~the provider~~Qwest to participate in the vote.*

- *Each ~~customer~~CLEC is allowed one vote per change request and should have one representative responsible to provide a rating. Each ~~customer~~CLEC can only assign a rating to a change request at the prioritization review. A rating will not be accepted outside of the prioritization review.*

- *~~Customer~~CLECs may only provide a rating at the meeting where the new change request is introduced. ~~Customer~~CLECs that were not present at that meeting may not submit ratings at subsequent meetings, unless there is a request to re-rate.*

- *A ~~customer~~CLEC may delegate its vote to an authorized agent acting on its behalf by providing a Letter of Authority.*

- *Each participating ~~customer~~CLEC ranks each change request by providing a rank from 1 (low) to 5 (high). Votes will be averaged to determine order of ranking and results (see Appendix C) will be provided prior to the close of the prioritization review.*

- *~~Customer~~CLECs can defer/pass on voting. A rating of defer or pass will not be averaged in the overall rating.*

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MASTER RED-LINED CLEC-QWEST CMP RE-DESIGN FRAMEWORK
**INTERIM DRAFT – Revised 10-16-01, 10-3-01, 9-20-01, 11-1-01, 11-8-01, 11-16-01,
11-29-01, 12-10-01,12-19-01, 01-03-02, 02-07-02, 02-20-02**
~~Qwest Proposed Interface Testing Language~~ ~~Updated 11-13-01, Proposed Action Item~~
~~Language   11-20-01   revised 11/27/01~~10.0   APPLICATION-TO - to -
APPLICATION INTERFACE TESTING

~~[ACTION ITEM 208 – ADD LANGUAGE TO ADDRESS ISSUE OF FINDING A BUG IN THE
PRODUCTION CODE IN THE TEST ENVIRONMENT.]~~

[Redesign 02-06-02]

If CLEC is using an application-to-application interface, CLEC must work with Qwest to certify the business scenarios that CLEC will be using in order to ensure successful transaction processing in production. If multiple CLECs are using a service bureau provider, the service bureau provider need only be certified for the first participating CLEC; subsequent CLECs using the service bureau provider need not be certified. Qwest and CLEC shall mutually agree to the business scenarios for which CLEC requires certification. Certification will be granted for the specified release of the application-to-application interface. If CLEC is certifying multiple products or services, CLEC has the option of certifying those products or services serially or in parallel if technically feasible.

New releases of the application-to-application interface may require re-certification of some or all business scenarios. A determination as to the need for re-certification will be made by the Qwest coordinator in conjunction with the release manager of each release. Notice of the need for re-certification will be provided to CLEC as the new release is implemented. The suite of re-certification test scenarios will be provided to CLEC with the initial and final Technical Specifications. If CLEC is certifying multiple products or services, CLEC has the option of certifying those products or services serially or in parallel, if technically feasible. If multiple CLECs are using a service bureau provider, the service bureau provider need only be re-certified for the first participating CLEC; subsequent CLECs using the service bureau provider need not be re-certified.

Qwest ~~will~~ provides a separate Customer Test Environment (CTE) for the testing of transaction based application-to-application interfaces for pre-order,~~ and~~ order, and maintenance/repair. The CTE will be developed for each major release and updated for each point release that has changes that were disclosed but not implemented as part of the major release. Qwest will provide test files for batch/file interfaces (e.g. billing). The CTE for Pre-order and Order currently includes:

* Stand Alone Test Environment (SATE)
* Interoperability Testing
* Controlled Production Testing

The CTE for Maintenance and Repair currently includes:

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- CMIP Interface Test Environment (MEDIACC)

Qwest will provide test files for . Billing   There are two types of testing: Qwest provides initial implementationnew release testing [intended for those CLECs that are not currently in production or that want to test new ordering or pre-ordering transactions for which they have not been through testing – move to Terms], and migration testing (from one version to the next) for all types of OSS Interface change requests. Controlled Production Testing is also provided for Pre-Order and Order. [see action item #182 TERMS]production support for all types of change requests. New release Such testing provides the opportunity to test the code associated with releases for Typesthose OSS Interface ex2 through 5 change requests.. The CTE will also provide the opportunity for regression testing of OSS Interface functionality. Production support testing allows CLECs and Qwest to test changes made as a result of Type 1 change request implementation.

I.New Release & Production Support

10.1   Testing Process

in the CLEC Test Environment (CTE)

Qwest will send an industry notification, including testing schedules (see Ssection 5.0X – Changes to Existing OSS Interfaces), to CLECs so they may determine their intent to participate in the test. CLECs wishing to test with Qwest migrate to the new release must participate in at least one joint planning session and determine:

- Connectivity (required)
- Firewall and Protocol Testing (required)
- Controlled Production (required)
- Production Turn-up (required)
- Test Schedule (required) should make arrangements with QwestWhen applicable, CLECs and Qwest will perform interface testing, as mutually agreed upon and documented in a migration project plan

A joint CLEC-Qwest test plan may also include some or all of the following based on type of testing requested:

- Requirements Review
- Test Data Development
- Progression Testing Phase

 Each testing CLEC will meet with Qwest and agree on its own set of test scenarios that will be included in the test and the test scheduleQwest will communicatepublish any agreed upon changes to the test schedule. CLECs are responsible for establishing and maintaining connectivity to the CTE. Provided a CLEC uses the same connectivity option as it uses in

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production, the CLEC should, in general, experience response times similar to production However, tThe CTE environment is not intended for volume testing.

This section provides information regarding the CTE and the procedures for new release and Production Support testing.

The CTE is a separate environment that contains the application-to-application interface and gateway applications for preordering and ordering. This environment is used for CLEC testing – both new release testing and new entrant testing. CLECs are responsible for establishing and maintaining connectivity into the CTE. Provided a CLEC uses the same software components and similar connectivity configuration connectivity option as it uses in production, the CLEC should, in general, experience response times similar to production. However, this environment is not intended for volume testing. The CTE contains the appropriate applications for pre-ordering and Local Service Request (LSR) ordering up to but notand including the service order processor. Qwest intends to include the service order processor as part of the SATE component of the CTE by the end of 2002. (Action #185) Production code problems identified in the test environment will be resolved by using the Production Support process as outlined in Section X. [02-06-02]

Any special procedures required due to geographical or system differences will be reviewed with the participating CLEC prior to the implementation of their testing phase.

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~~II. New Release Testing~~

~~New release testing is the process CLECs use to test an upcoming Qwest systems release that impacts the interface and business rules between CLECs and Qwest.~~

~~III. Getting Ready for the New Release Testing~~

~~CLECs should be notified of the content of the release through the change management process. CLECs should review the content of the release and determine if they want to participate in the test and what transactions they would like to submit as part of the test.~~

~~Qwest will send an industry notification, including testing schedules, to CLECs so they may determine their intent to participate in the test. CLECs wishing to participate in the test should make arrangements with Qwest testing coordinator. Qwest will publish any changes to the schedule.~~

~~IV. Production Support Testing~~

~~Production Support testing occurs in a production like environment used in support of new entrant testing. New entrant testing is intended for those CLECs that are not currently in production or that want to test new ordering or pre-ordering transactions for which they have not been through testing.~~

11.0   Production Support

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[Action Item 209 – Qwest to propose language and the time frame for scheduled maintenance, notification and inclusion of known patches or any other CLEC impacting changes, and whether schedule maintenance should be included under production support or in another section in the Redline Document.]

11.1 Notification of Planned Outages

Planned Outages are reserved times for scheduled maintenance to Operations Support Systems (OSS). Qwest sends associated Notifications to all CLECs. Planned Outage Notifications must include:

- Identification of the subject OSS.
- Description of the scheduled OSS maintenance activity.
- Impact to the CLECs (e.g. geographic area, products affected, system implications, and business implications).
- Scheduled date and scheduled start and stop times.
- Work around, if applicable.
- Qwest contact for more information on the scheduled OSS maintenance activity.

Planned Outage Notifications will be sent to CLECs and appropriate Qwest personnel within 2 days of the scheduling of the OSS maintenance activity.

11.2 I.1 Newly Deployed OSS Interface Release

Following the release production date of an OSS Interface change, Qwest will use production procedures for maintenance of software as outlined below. Problems encountered by the CLEC should be reported to the IT Wholesale Systems Help Desk (IT Help Desk). Qwest will monitor, track, and address troubles reported by CLECs or identified by Qwest, as set forth in Section 11I.X2. Problems reported will be known as IT Trouble Tickets. A week after the deployment of an IMA Release into production, Qwest will host a conference call with the CLECs to review any identified problems and answer any questions pertaining to the newly deployed software. Qwest will follow CMP process for documenting the meeting (includes issues/action items and status/solution). Issues will be addressed with specific CLECs and results/status will be reviewed at the next Monthly OSS CMP Meeting.

11.3 I.2 Request for a Production Support Change

The IT Help Desk supports Competitive Local Exchange Carriers who have questions regarding connectivity, outputs, and system outages. The IT Help Desk serves as the first point of contact for reporting trouble. If the IT Help Desk is unable to assist the CLEC, it will refer information to the proper subject matter expert, also known as Tier 2 or Tier 3 support, who may call the CLEC directly. Often, however, an IT Help Desk representative will contact the CLEC to provide information or to confirm resolution of the trouble ticket. (see Action Item # 189)

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Qwest will assign each CLEC-generated and Qwest-generated IT Trouble ticket a Severity Level 1 to 4, as defined in Section 11I.X4. Severity 1 and Severity 2 IT trouble tickets will be implemented immediately by means of an emergency release of process, software or documentation (known as a patch). If Qwest and CLEC deem implementation is not timely, and a work around exists or can be developed, Qwest will implement the work around in the interim. Severity 3 and Severity 4 IT trouble tickets may be implemented when appropriate taking into consideration upcoming patches, major releases and point releases and any synergies that exist with work being done in the upcoming patches, major releases and point releases.

The first time a trouble is reported by Qwest or CLEC, the Qwest IT Help Desk will assign a IT Trouble Ticket tracking number, which will be communicated to the CLEC at the time the CLEC reports the trouble. The affected CLEC(s) and Qwest will attempt to reach consensus on resolution of the problem and closing the IT Trouble Ticket. If no consensus is reached, any party may use the Technical Escalation Process described in section X. When the IT Trouble Ticket has been closed, Qwest will notify CLECs with one of the following disposition codes:

- No Trouble Found – to be used when Qwest investigation indicates that no trouble exists in Qwest systems.
- Trouble to be Resolved in Patch – to be used when the IT Trouble Ticket will be resolved in a patch. Qwest will provide a date for implementation of the patch. This is typically applied to Severity 1 and Severity 2 troubles, although Severity 3 and Severity 4 troubles may be resolved in a patch where synergies exist.
- CLEC Should Submit CMP CR – to be used when Qwest's investigation indicates that the System is working pursuant to the Technical Specifications (unless the Technical Specifications are incorrect), and that the IT Trouble Ticket is requesting a systems change that should be submitted as a CMP CR.
- Date TBD – to be used when the IT Trouble Ticket is not scheduled to be resolved in a patch or change, but Qwest may resolve in a patch, release, or otherwise, if possible where synergies exist. This disposition is applied to Severity 3 and Severity 4 troubles.

Qwest will track "Date TBD" trouble tickets and report status and resolution of these trouble tickets and associated systems work on its CMP website. The status of these trouble tickets will be regularly discussed in CMP meetings.

For "Date TBD" trouble tickets, either Qwest or a CLEC may initiate the Change Request to correct the problem. (See Section 3.0X for CR Initiation.) If the initiating party knows that the CR relates to a trouble ticket, it will identify the trouble ticket number on the CR.I.1 Newly Deployed Changes

Following the implementation of an OSS Interface change, Qwest will use existing production procedures for maintenance of a newly released software. Qwest will monitor troubles reported by CLECs to the IT Wholesale Systems Help Desk. A week after the deployment of a software into production, Qwest will host a conference call with the CLECs to review any identified

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problems and answer any questions pertaining to the newly deployed software. A Type 1 change corrects problems discovered in production versions of an OSS interface.

I.2 Request for a Production Support Change

Severity 1 (critical—production stopped) and Severity 2 (production or functionality degraded) corrections will be implemented immediately by means of an emergency release of process, software or documentation and CLECs notified according to the IT Wholesale Systems Help Desk procedures (refer to CMP web site). Severity 3 (limited use, but workaround in place) and Severity 4 (low or no impacts to CLECs) types, will not be fixed immediately but will follow the CR process under this CMP. For Severity 3 and Severity 4 production support issues, eEither Qwest or a the CLEC may initiate the Cchange Rrequest to correct the Severity 3 or Severity 4 problem. (See Section X for CR Initiation.) Typically, this type of change reflects instances where an technical implementation is faulty or inaccurate such as to cause correctly or properly formatted data to be rejected.

Instances where Qwest or CLECs misinterpret interface Technical sSpecifications and/or business rules must be addressed on a case-by-case basis. All parties will take all reasonable steps to ensure that any disagreements regarding the interpretation of a new or modified business processOSS Interface are identified and resolved during the change management review of the change request.

11.4   I.3 Reporting Trouble to IT

Qwest will open a trouble ticket at the time the trouble is first reported by CLEC or detected by Qwest. The IT Help Desk representative will communicate the ticket number to the CLEC at the time the CLEC reports the trouble.

If a ticket has been opened, and subsequent to the ticket creation, CLECs call in on the same problem, and the IT Help Desk recognizes that it is the same problem, a new ticket is not created. The IT Help Desk documents each subsequent call in the primary ticket.

If one or more CLECs call in on the same problem, but it is not recognized as the same problem, one or more tickets may be created. When the problem is recognized as the same, one of the tickets becomes the primary ticket, and the other tickets are linked to the primary ticket. When the problem is closed, the primary and all related tickets will be closed.

11.5   I.4 Severity Levels

Severity level is a means of assessing and documenting the impact of the loss of functionality to CLEC(s) and impact to the CLEC's business. The severity level gives restoration or repair priority to problems causing the greatest impact to CLEC(s) or its business.

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Guidelines for determining severity levels are listed below. Severity level may be determined by one or more of the listed bullet items under each Severity Level (the list is not exhaustive). Examples of some trouble ticket situations follow. Please keep in mind these are guidelines, and each situation is unique. The IT Help Desk representative, based on discussion with the CLEC, will make the determination of the severity level and will communicate the severity level to the CLEC at the time the CLEC reports the trouble. If the CLEC disagrees with the severity level assigned by the IT Help Desk personnel, the CLEC may escalate using the Technical Escalation Process. (See section X)

Severity 1: Critical Impact

- Critical.
- High visibility.
- A large number of orders or and CLECs are affected.
- A single CLEC cannot submit theirits business transactions.
- Affects online commitment.
- Production or cycle stopped – priority batch commitment missed.
- Major impact on revenue.
- Major component not available for use.
- Many and/or major files lost.
- Major loss of functionality.
- Problem can not be bypassed.
- No viable or productive work around available.

Examples:

- Major network backbone outage without redundancy.
- Environmental problems causing multiple system failures.
- Large number of service or other work order commitments missed.
- A software defect in an edit which prevents any orders from being submitted.

Severity 2: Serious Impact

- Serious.
- Moderate visibility.
- Moderate to large number of CLECs, or orders affected.
- Potentially affects online commitment.
- Serious slow response times.
- Serious loss of functionality.
- Potentially affects production – potential miss of priority batch commitment.

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- Moderate impact on revenue.
- Limited use of product or component.
- Component continues to fail. Intermittently down for short periods, but repetitive.
- Few or small files lost.
- Problems may have a possible bypass; the bypass must be acceptable to CLECs.
- Major access down, but a partial backup exists.

Examples:

- A single company, large number of orders impacted
- Frequent intermittent logoffs.
- Service and/or other work order commitments delayed or missed.

Severity 3: Moderate Impact

- Low to medium visibility.
- Low CLEC, or low order impact.
- Low impact on revenue.
- Limited use of product or component.
- Single CLEC device affected.
- Minimal loss of functionality.
- Problem may be bypassed; redundancy in place. Bypass must be acceptable to CLECs.
- Automated workaround in place and known. Workaround must be acceptable to CLECs.

Example:

- Equipment taking hardHardware errors, no impact yet.

Severity 4: Minimal Impact

- Low or no visibility.
- No direct impact on CLEC.
- Few functions impaired.
- Problem can be bypassed. Bypass must be acceptable to CLECs.
- System resource low; no impact yet.
- Preventative maintenance request.

Examples:

- Misleading, unclear system messages causing confusion for users.
- Device or software regularly has to be reset, but continues to work.

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11.6   I.5 Status Notification for IT Trouble Tickets

There are two types of status notifications for IT Trouble Tickets:

* Ticket Notifications: for tickets that relate to only one reporting CLEC
* Event Notifications: for tickets that relate to more than one CLEC
* Event Notifications are sent by Qwest to all CLECs who subscribe to the IT Help Desk as described in Process X Event Notifications mustwill include ticket status (e.g. open, no change, resolved) and as much of the following information as is known to Qwest at the time the notice is sent: **[Redesign 02-07-02]**
* :Description of the problem
* Impact to the CLECs (e.g. geographic area, products affected, business implications)

Ticket status (e.g. open, no change, resolved)

* Estimated resolution date and time if known
* Resolution if known
* Severity level
* Trouble ticket number(s), date and time
* Work around if defined
* Qwest contact for more information on the problem
* System affected
* Escalation information as available

Both types of notifications will be sent to the CLECs and appropriate Qwest personnel within the time frame set forth in the table below and will include all related system trouble ticket number(s).

11.7   I.6 Ticket Notification Response Intervals

 Ticket Response Notification Intervals are based on the severity level of the ticket. "Response Notification Interval for any Change in Status" means that a status notification will be sent out within the time specified from the time a change in status occurs. "NotificationResponse Interval for No Change in Status" means that a status notification will be sent out on a recurring basis within the time specified from the last status notification when no change in status has occurred, until resolution. "NotificationResponse Interval upon Resolution" means that a status notification will be sent out within the time specified from the resolution of the problem.. Status notifications sent by Qwest to all CLECs who subscribe to the IT Wholesale Systems Help Desk are known as Event Notifications. Event Notifications will be sent to all CLECs within the time frame set forth in the table below and will include all related system trouble ticket number(s). The affected

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CLEC(s) and Qwest will attempt to reach consensus on resolution of the problem. When no consensus is reached, any party may use the Technical Escalation Process described in section X.

Status Nnotification will be provided during the IT Wholesale Systems Help Desk normal hours of operation. Qwest will continue to work severity 1 problems outside of Help Desk hours of operation which are Monday-Friday 6:00 a.m. - 8:00 p.m. Mountain time and Saturday 7:00 a.m. - 3:00 p.m. Mountain time, and will communicate with the affected CLEC(s) as needed. A severity 2 problem may be worked outside the IT Wholesale Systems Help Desk normal hours of operation on a case-by-case basis. Severity three and four tickets can result in a CLEC or Qwest initiated Change Request. The tickets will be resolved as Closed, to be taken to the CMP Process.

The chart below indicates the response intervals a CLEC can expect to receive after reporting a trouble ticket to the IT Wholesale Systems Help Desk.

Severity Level of Ticket	Notification interval for initial ticket	Notification Interval for any Change in Status	Notification Interval for No Change in Status	Notification Interval upon Resolution
Severity Level 1	Immediate acceptance	Within 1 hour	1 hour	Within 1 hour
Severity Level 2	Immediate acceptance	Within 1 hour	1 hour	Within 1 hour
Severity Level 3	Immediate acceptance	Within 4 hours	48 hours	Within 4 hours
Severity Level 4	Immediate acceptance	Within 8 hours	48 hours	Within 8 hours

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All changes to existing interfaces, as well as the introduction of new interfaces, will be incorporated into CLEC training.

ProvidersQwest –may conduct customerCLEC workshops. CustomerCLEC workshops are organized and facilitated by the providerQwest and can serve any one of the following purposes:

- *Educate customerCLECs on a particular process or business function*
- *Collect feedback from customerCLECs on a particular process or business function*
- *Provide a forum for providersQwest or customerCLECs to lobby for the implementation of a particular process or business function*

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13.0 ESCALATION PROCESS FROM SEPTEMBER 20, 2001 REDESIGN SESSION

FROM SEPTEMBER 20, 2001 REDESIGN SESSION
I.13.1 **Guidelines**

- The escalation process will include items that are defined as within the CMP scope.
- The decision to escalate is left to the discretion of the customerCLEC, based on the severity of the missed or unaccepted response/resolution.
- Escalations may also involve issues related to CMP itself, including the administration of the CMP. can involve issues related to the CMP, itself
- Escalations involving change requests, Tthe expectation is that escalation should occur only after normal change management procedures have occurred per the CMP.
- Three (3) levels of escalation shall be available. They are:
1.The customer's change management director (or designated agent) to provider's change management director
2.The customer's change management director to provider's account director
3.The customer's vice-president to provider's vice-president
 Each level of escalation will go through the same cycle, as follows:
II.13.2 **Cycle**

-Item must be formally escalated as an email sent to the Qwest CMP escalation e-mail address, [http://www.qwest.com/wholesale/cmp/escalations_dispute.html.URL to be established] the appropriate provider escalation level.
- Subject line of the escalation e-mail must include:
  ω• CLEC Company name
  ω• "ESCALATION"
  ω• Change Request (CR) number and status, if applicable
- Content of e-mail must enclose appropriate supporting documentation, if applicable, and to the extent that the supporting documentation does not include the following information, the following must be provided.:
  ω• Description of item being escalated
  ω• History of item
  ω• Reason for Escalation
  ω• Business need and impact
  ω• Desired CLEC resolution
  ω• CLEC contact information including Name, Title, Phone Number, and e-mail address
  - CLEC may request that impacted activities be stopped, continued or an interim solution be established.

- Qwest will acknowledge receipt of the complete escalation e-mail with an acknowledgement of the e-mail no later than the close of business of the following business day. If the escalation email does not contain the following specified information Qwest will notify the

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CLEC by the close of business on the following business day, identifying and requesting information that was not originally included. When the escalation email is complete, the acknowledgement email will include:

- Date and time of escalation receipt
- Date and time of acknowledgement email
- Name, phone number and email address of the Qwest Director, or above, assigned to the escalation.

Subject of e-mail must be customer (Customer Name) ESCALATION (CR# if applicable) Level of Escalation

Content of e-mail must include

Definition and escalation of item

History of item

Reason for escalation

Desired outcome of customer

- Qwest will post escalated issue and any associated responses on the CMP web site within 1 business day of receipt of the complete escalation or response. [see action item]
- Qwest will give notification that an escalation has been requested via the Industry Mail Out process [in a time frame to be determined – Jarby]
- Any other CLEC wishing to participate in the escalation must submit an e-mail notification to the escalation URL within one (1) business day of the mail out. The subject line of the e-mail must include the title of the escalated issue followed by "ESCALATION PARTICIPATION"

Impact to customer of not meeting the desired outcome or item remaining on current course of action as previously discussed at the prioritization review (if escalation is associated with a change request)

Impact to customer of a rejected change request

Contact information for appropriate level including Name, Title, Phone Number, and e-mail ID

It is not necessary to repeat information for level 2 and 3 escalations. However, the e-mail submission should include any additional information since the last distribution, including the reason that the matter could not be resolved at previous level

The provider will reply to the escalation request with an acknowledgment of receipt within 1 business day

Within seven (7) calendar days of receipt, the appropriate provider change management executive (Level 1-2: Director or Level 3: Vice President) will reply through provider change management with provider position and explanation for that position

- Qwest will respond with a binding position e-mail including supporting rationale aAs soon as practicable, but no later than:

  - For escalated CRs, seven (7) fourteen (14) calendar days of sending the acknowledgement e-mail, Qwest will respond with a binding position e-mail including supporting rationale.

- For all other escalations, fourteen (14) calendar days of sending the acknowledgment e-mail.

- The escalating ~~customer should~~ CLEC will respond to ~~the provider~~Qwest within seven (7) calendar days with a binding position e-mail. ~~as to whether escalation will continue or the provider response has been accepted as closure to the item~~
  - ~~If the provider's position suggests a change in the current disposition of the item, a conference call will be held within 1 business day of the provider's decision in order to arrive at consensus with the appropriate executives~~
  - ~~The provider will publish the outcome of the conference call via e-mail~~
  - ~~For escalations associated with Type 1 changes, the provider has a one day turnaround rather than 5 for each cycle of escalation~~
- When the escalation is closed, the resolution will be subject to the CMP.

~~3.4.2.1 Flow of Escalation Table~~

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14.0   Dispute Resolution Process

FROM SEPTEMBER 20, 2001 REDESIGN SESSION

CLECs and Qwest will work together in good faith to resolve any issue brought before the CMP [define Good Faith]. In the event that an impasse issue develops, is not resolved through the Escalation Process described in Section xx has been followed without resulting in a resolution, a party may pursue the dispute resolution processes set forth below:the dispute shall be resolved by either method set forth below. Item must be formally noticed as an e-mail sent to the Qwest CMP Dispute Resolution e-mail address, http://www.qwest.com/wholesale/cmp/escalations_dispute.html.   [URL to be established] Subject line of the e-mail must include:

ω• CLEC Company name
ω• "Dispute Resolution"
ω• Change Request (CR) number and status, if applicable
• Content of e-mail must enclose appropriate supporting documentation, if applicable, and to the extent that the supporting documentation does not include the following information, the following must be provided:
    ω• Description of item
    ω• History of item
    ω• Reason for Escalation
    ω• Business need and impact
    ω• Desired CLEC resolution
    ω• CLEC contact information including Name, Title, Phone Number, and e-mail address
    ω• Qwest will acknowledge receipt of the complete Dispute Resolution e-mail within one (1) business day

• Qwest or any CLEC may suggest that the issue be resolved through an Alternative Dispute Resolution (ADR) process, such as arbitration or mediation using the American Arbitration Association (AAA) or other rules. If the parties agree to use an ADR process and agree upon the process and rules to be used, including whether the results of the ADR process are binding, the dispute will be resolved through the agreed-upon ADR process.

  Qwest or any CLEC affected by the dispute, may request mediation by a third party. If mediation is requested, parties shall participate in good faith. Qwest and the CLECs affected by the dispute must agree to the terms of the mediation, including the payment of costs and fees. If the mediation results in the resolution of the dispute, that resolution shall

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apply to all CLECs affected by the dispute. If mediation is not successful in resolving the issue, Qwest or any CLEC may use the process set forth below.[action item for proposed language]

- Without the necessity for a prior ADR Process[contingent on first bullet], Qwest or any CLEC may submit the issue, following the commission's established procedures, with the appropriate regulatory agency requesting resolution of the dispute. This provision is not intended to change the scope of any regulatory agency's authority with regard to Qwest or the CLECs.

However, Tthis process does not limit any party's right to seek remedies in a regulatory or legal arena at any time.

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DEFINITION OF TERMS

Term	Definition
~~CUSTOMER~~CLEC	*Party originating a request (LSR)*

INTERFACE	*A mechanism to communicate between ~~customer~~CLEC/provider or trading partners (e.g., paper, GUI, gateway)*
	• *A new interface is ~~the provider~~Qwest's introduction of paper, GUI, gateway, etc., to all ~~customer~~CLECs for the first time.*
	• *A change to an interface may include:*
	  • *Paper to GUI*
	  • *Changes of EDI to CORBA*

ISSUE	*The specific OBF LSOG Issue (e.g., Local Services Ordering Guidelines (LSOG) document, Issue 5, August 2000)*
PROVIDER	*Party receiving request (LSR)*
RELEASE	*Implementation of version (Type 3 change) using a particular interface. A release may include enhancements or customization (Type 1,2,4 or 5 change) to an LSOG version by a provider as well as ~~customer~~CLEC/provider business requirements.*
VERSION	*The supported OBF LSOG Issue (e.g., Local Services Ordering Guidelines (LSOG) document, Issue 5, August 2000)* *(Type 3 change)*

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GLOSSARY OF TERMS

ANSI   *American National Standards Institute*
ATIS   *Alliance for Telecommunications Industry Solutions*
CMP   *Change Management Process*
ECIC   *Electronic Communications Implementation Committee*
EDI   *Electronic Data Interchange*
FCC   *Federal Communications Commission*
GUI   *Graphical User Interface*
ITU   *International Telecommunications Union*
LOI   *Letter of Intent*
LSR   *Local Service Request*
NRIC   *Network Reliability and Interoperability Council*
OBF   *Ordering and Billing Forum*
OIS   *Outstanding Issue Solution*
OSS   *Operational Support Systems*
POC   *Point Of Contact*
RN   *Release Notification*
TCIF   *Telecommunications Industry Forum*

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APPENDIX A: CHANGE REQUEST FORM AND CHECKLIST
I. Appendix A-1: Change Request Form

(1) Internal Reference # _____ *(2) Date Change Request Submitted ___/___/___*

(3) ☐ *TYPE 1 (EMERGENCY) (4)* ☐ *TYPE 2 (REGULATORY) (5)* ☐ *TYPE 3 (INDUSTRY)*
  ❑ *Severity 1 (stops production)*
  ❑ *Severity 2 (impacts production)*
  ❑ *Severity 3 (major w/work around)*

(6) ☐ *TYPE 4 (PROVIDER)   (7)* ☐ *TYPE 5 (~~CUSTOMER~~CLEC)*

(4) ~~Customer~~CLEC _____

(5) Originator _____ *(6) Phone* _____

(7) Originator's Email Address _____ *(8) Fax* _____

(9) Alternate Contact _____ *(10) Alt Phone #* _____

(11) Title of Change _____

(12) **Category** ☐ *Add New Functionality*   ☐ *Change Existing*

(13) **Interfaces Impacted**
❑ *Pre-Ordering*
❑ *Ordering*
❑ *Maintenance*
❑ *Manual*
❑ *Billing*
❑ *Business Rules*
❑ *Other*

(14) Description of requested change including purpose and benefit received from this change. (Use additional sheets, if necessary.)

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(15) Known dependencies

(16) List all business specifications and/or requirements documents included (or Internet / Standards location, if applicable)

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This Section to be completed by Provider ONLY.

(17) Change Request Log #_____ (18) Clarification ☐ Yes ☐ No

.

(19) Clarification Request Sent ___/___/___ (20) Clarification Response Due ___/___/___

(21) Status _____

(22) Change Request Review Date __/__/__ (23) Target Implementation Date ___/___/__

(24) Last Modified By _____ (25) Date Modified ___/___/___

(26) Change Request Activity

_____
_____
_____
_____
_____

(27) Rejected Change Request

❑ *Cost/benefits*

❑ *Resource commitments*

❑ *Industry or regulatory direction*

❑ *Provider direction*

❑ *Other*

_____
_____
_____

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(28) *Cancellation Acknowledgment* ~~Customer~~CLEC _____ *Provider_____*

Date ___/___/___

(29) **Request Escalation** ☐ *Yes* ☐ *No*

(30) **Escalation Considerations**

_____
_____
_____
_____

(31) **Agreed Release Date ___/___/___**

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This section to be completed by Provider – Internal Validation of Defect Change Request.
(32) Defect Validation Results:

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II.Appendix A-2: Change Request Form Checklist

All fields will be validated before Change Request is returned for clarification.

Field	Checklist	Description	Instructions	Action Required
1	Optional	Optional field for the initiator to use for internal tracking. The request may be generated prior to submission into ~~the Provider~~Qwest's change control process.	No action	
2	Mandatory	Date Change Request sent to Provider.	Return to Sender	Date entry required
3	Mandatory	Indicate type of Change Request: ~~Customer~~CLEC or Provider initiated Industry Standard or Regulatory.	Return to Sender	Company designation required
4	Mandatory	Enter company name for the Change Request.	Return to Sender	Company name required
5	Mandatory	Enter originating company's Change Control Initiator's name.	Return to Sender	Initiator's name required
6	Mandatory	Enter originating company's Change Control Initiator's phone number.	Return to Sender	Initiator's phone number required
7	Mandatory	Enter originating company's Change Control Initiator's Email address.	Return to Sender	Initiator's Email address required
8	Mandatory	Enter originating company's Change Control Initiator's fax number.	Return to Sender	Initiator's fax number required
9	Mandatory	Enter originating company's alternate contact name.	Return to Sender	Alternate contact name required
10	Mandatory	Enter originating company's alternate contact phone number.	Return to Sender	Alternate contact number required

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Field	Checklist	Description	Instructions	Action Required
11	*Mandatory*	*For the purpose of referencing the Change Request, assign a short, but descriptive name.*	*Return to Sender*	*Title required – maximum length 40 characters.*
12	*Mandatory*	*Identify request category for the Change Request.*	*Return to Sender*	*Category required*
13	*Mandatory*	*Identify originating company assessment of impact*	*Return to Sender*	*Entry required*
14	*Mandatory*	*Describe the proposed Change Request, indicating the purpose and benefit of request. If additional space is needed, use additional sheet.*	*Return to Sender*	*Description of Change Request required*
15	*Mandatory*	*Indicate any known dependencies relative to the Change Request. If none are known, enter "None known".*	*Return to Sender*	*Entry required*
16	*Mandatory*	*Indicate whether additional information accompanies/supports the proposed Change Request If yes, list all documents attached or reference where they can be found, including internet address and standards reference, if applicable.*	*Return to Sender*	*Supporting documentation must accompany request*
17	*Mandatory Provider*	*A Change Request Log Number generated by the "Change Request Logging system" upon receipt of the Change Request. The number should be sent back to the initiator on the acknowledgment receipt. This # will be used to track the Change Request.*	*Return to Sender*	*Log number – system generated*
18	*Condition alProvider*	*Indicates whether clarification is needed on the Change Request.*	*Return to Sender*	

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Field	Checklist	Description	Instructions	Action Required	
19	Condition alProvider	Date clarification request sent to Initiator.			
20	Condition alProvider	Date clarification due back from Initiator.	Return to Sender		
21	Mandatory Provider	Indicate status of proposed Change Request (i.e., clarification, validation, pending, etc)			
22	Mandatory Provider	Assign date when Change Request will appear on agenda.	Return to Sender		
23	Mandatory Provider	A soft date for implementation. Updated based on Candidate Release Package info.			
24	Mandatory Provider	Field that communicates who last updated the request.			
25	Mandatory Provider	Field that communicates when the last update occurred.			
26	Mandatory Provider	Change Request results captured from the Change Review meeting.			
27	Condition al Provider	Cancelled Change Request reasoning.	Return to Sender		
28	Condition al Provider	Concurrence with Change Request originating company. Show date of concurrence.	Return to Sender		
29	Condition al Provider	Change Request Escalation indication.			
30	Condition al Provider	Detailed description of the escalation considerations.			
31	Mandatory Provider	Indicate agreed release date from Project Release Plan.			
32	Mandatory Provider	Results of Internal Defect Validation			

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APPENDIX B: CHANGE REQUEST PRIORITIZATION FORM

Item #	Change Request #	Description of Change Request	~~Customer~~CLEC Rankings	Comments
		Title: *Description:* *Process:* *System:* *Primary Area:* *LSOG Version:* *Initiator/Date:*	*Overall =* *Cust #1 =* *Cust #2 =* *Cust #3 =* *Cust #4 =* *Cust #5 =* *Cust #6 =*	
		Title: *Description:* *Process:* *System:* *Primary Area:* *LSOG Version:* *Initiator/Date:*	*Overall =* *Cust #1 =* *Cust #2 =* *Cust #3 =* *Cust #4 =* *Cust #5 =* *Cust #6 =*	
		Title: *Description:* *Process:* *System:* *Primary Area:* *LSOG Version:* *Initiator/Date:*	*Overall =* *Cust #1 =* *Cust #2 =* *Cust #3 =* *Cust #4 =* *Cust #5 =* *Cust #6 =*	

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APPENDIX C: CMP PRIORITIZATION PROCESS EXAMPLE

Example: Change Request E2 is prioritized highest. Since E3 and E5 are tied, they will be re-ranked and prioritized according to the re-ranking.

Pre-order	~~Customer~~CLEC #1	~~Customer~~CLEC #2	~~Customer~~CLEC #3	TOTAL	Average
E1	5	5	5	15	5
E2	1	2	1	4	1
E3	3	1	5	9	3
E4	5	3	4	12	4
E5	2	5	2	9	3
E6	4	4	3	11	4

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[1] Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users~~that are provided to CLECs.~~

[2] Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.