

**EXHIBIT BJJ-7 TO THE
DIRECT TESTIMONY OF
BONNIE J. JOHNSON
ON BEHALF OF
INTEGRA TELECOM**



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CMP

Open System CR SCR121608-02 Detail

General & Contact Information

Title: REVISED 11/10/10 Introduction of MTG (Maintenance Ticketing Gateway) application to application. 12/18/08 Introduction of CTG (Common Ticketing Gateway) application to application

Calendars & Meeting Material

Change Requests (CRs)

CR Number	Current Status Date	Level of Effort	Interface/ Release No.	Area Impacted	Products Impacted
SCR121608-02	Development 11/10/2010	-	15/	Maintenance/Repair	Other New MTG application to application

Document Review

Product/Process Archive

Systems Archive

Oversight Comm & Escalation/Disp

Originator: Martinez, Denise
Originator Company Name: Qwest Corporation
Owner: Martinez, Denise
Director: Lybarger, Dee
CR PM: Lorence, Susan

Customer Notification Letter Archive (CNLA)

Related Links

Description Of Change

Implement new repair ticketing gateway to provide XML transactions for ticketing functionality currently supported by MEDIACC.

03/07/11 REVISION to remove wording indicating MTG is a replacement.

11/10/10 REVISION: . Revision to change application name and reestablish implementation timeline

New application will include limited testing and also replace CEMR.

Expected Deliverables/Proposed Implementation Date (if applicable):

Late third quarter/fourth quarter 2009

REVISED 11/10/10

Late third quarter/fourth quarter 2011

Status History

Date	Action	Description
12/16/2008	CR Submitted	CR Submitted
12/16/2008	CR Acknowledged	CR Acknowledged
12/17/2008	Discussed at Monthly CMP Meeting	Discussed in the December Systems CMP Meeting - See Attachment F in the Distribution Package
12/17/2008	Status Changed	Status changed to Presented
	Communicator	

12/31/2008	Issued	SYST.12.31.08.F.05938.CTG_IntfrcNewAppImpPI
1/21/2009	Communicator Issued	SYST.01.21.09.F.05987.CTG_NewApp_Imp_Plan_Resp
4/6/2009	Status Changed	Status changed to Deferred
4/7/2009	Communicator Issued	SYST.04.07.09.F.06245.CTG_NewApp_On_Hold
11/10/2010	Status Changed	Status changed from Deferred to Development (As of 11/10/10 REVISED Name change and reestablish implementation timeline)
11/17/2010	Discussed at Monthly CMP Meeting	Discussed at the November Systems CMP Meeting - See Attachment I and L in the Distribution Package
1/13/2011	Communicator Issued	See notice number SYST.MEDI.01.13.11.F.08738.RespCommnts_MTG_Intfrc
1/6/2011	Communicator Issued	See notice number CMPR.MEET.01.06.11.F.08716.ChgDateMTG_Prelim_ImpRevw
1/19/2011	Discussed at Monthly CMP Meeting	Discussed at Monthly CMP Meeting
1/20/2011	Communicator Issued	See notice number SYST.MEDI.01.20.11.F.08765.AddlCmmntsCycleMTG_Intfrc
2/9/2011	Communicator Issued	See notice number SYST.MEDI.02.09.11.F.08824.DelaydRespCommntsMTG_Rel1
2/16/2011	Discussed at Monthly CMP Meeting	Discussed at the February Systems CMP Meeting - See Attachment N in the Distribution Package
3/7/2011	Record Update	03/07/11 REVISION Description update to remove wording indicating MTG is a replacement.
3/10/2011	Communicator Issued	See Notice number SYST.MEDI.03.10.11.F.08921.Resp_Addl_Commnts_MTG
12/17/2010	Communicator Issued	See notice number SYST.MEDI.12.17.10.F.08642.MTG_IntfrcNewApptoApp
12/15/2010	Discussed at Monthly CMP Meeting	Discussed at the December Systems CMP Meeting - See Attachment M in the Distribution Package
3/18/2011	Info Received From CLEC	Integra Reply to Qwest response to CLEC comments on notification SYST.MEDI.03.10.11.F.08921.Resp_Addl_Commnts_MTG. See System Document Review Archive for initial notice SYST.MEDI.01.20.11.F.08765.AddlCmmntsCycleMTG_Intfrc available at http://www.qwest.com/wholesale/cmp/review_archivesystemjan11.html where Integra Reply is posted.
3/16/2011	Discussed at Monthly CMP Meeting	Discussed at the March System CMP Meeting - See Attachment D in the Distribution Package
4/20/2011	Discussed at Monthly CMP Meeting	Discussed at the April System CMP Meeting - See Attachment I in the Distribution Package
5/18/2011	Discussed at Monthly CMP Meeting	Discussed at the May System CMP Meeting - See Attachment I in the Distribution Package
5/20/2011	Communicator Issued	See notice number SYST.MEDI.05.20.11.F.09159.Followup_Resp_Commnts_MTG
5/23/2011	Info Received From CLEC	Info rec'd from Integra associated with notification SYST.MEDI.05.20.11.F.09159.Followup_Resp_Commnts_MTG and MTG matrix
5/26/2011	Info Received From CLEC	Info rec'd from Integra associated with notification SYST.MEDI.05.20.11.F.09159.Followup_Resp_Commnts_MTG and MTG matrix
5/27/2011	Info Sent to CLEC	Info sent to CLECs - related to notification SYST.MEDI.05.20.11.F.09159.Followup_Resp_Commnts_MTG and MTG matrix
6/1/2011	Info Received From CLEC	Info rec'd from Integra associated with notification SYST.MEDI.05.20.11.F.09159.Followup_Resp_Commnts_MTG and MTG matrix
6/7/2011	Info Received From CLEC	Info rec'd from Integra associated with Ad hoc meeting on 6/8/11 and QPortal functionality

6/9/2011	Info Received From CLEC	Info rec'd from Integra associated with Ad hoc meeting held on 6/8/11
5/20/2011	Communicator Issued	See notice number CMPR.MEET.05.20.11.F.09163.MTG_MultipleAdHocMeetings
6/10/2011	Communicator Issued	See Notice number CMPR.MEET.06.10.11.F.09219.MTG_AdHocMtgCancelled
6/8/2011	General Meeting Held	Ad Hoc meeting held - technical review.

Project Meetings

5/18/11 Systems CMP Meeting Tracy Strombotne – Qwest said it has been discussed previously, these systems are aging and need to be replaced. Tracy said significant progress has been made (6/1/11 Updates received from Integra in CAPS) ON DESIGN, BUT QWEST IS NOT DONE YET. (delete AND THAT) Qwest would like to meet on June 8 for two hours; one hour would be spent on reviewing the online GUI and another hour would be spent on the business to business piece and that there would be a question and answer. Tracy said another meeting was planned for June 15 at the end of the next CMP meeting and then a third meeting was planned for June 22 if necessary. Tracy said the information to be shared is not at the draft technical specification level but Qwest HEARD A NUMBER OF REQUESTS FOR MORE DETAIL AND wanted to get with the customer technical staff to share examples and wireframes.

Mark Coyne – Qwest said the main goal is to get the correct technical folks talking with each other from both companies.

There was a question on the documentation to be provided ahead of time.

Cecilia Tank – Qwest said the information would be available around May 25.

Tracy Strombotne – Qwest said it would not answer every question but was a start. Tracy said Ross Rutledge – Qwest was in the meeting to answer any questions on the technical information that had been provided about the age of the systems.

Bonnie Johnson - Integra said Ross had committed to provide some vendor information in March that had still not been received. Cecilia Tank – Qwest apologized and said that information should be going out in the next day or so.

Ross Rutledge – Qwest and Tracy Strombotne – Qwest apologized. Tracy said there were lots of things going on such as the merger and said Ross was able to provide additional vendor information.

Susan Lorence – Qwest said we would send a revised final notice in order to get the additional technical/vendor information to all customers and that it would be posted to the Doc Review Archive site. Susan said there were other questions in the matrix that were related to legal questions that would not be answered via CMP.

Mark Coyne – Qwest said the merger questions would be addressed by the legal team.

Bonnie Johnson - Integra said they were being bounced around and that there needs to be answers to the remaining open questions. (6/1/11 Updates received from Integra in CAPS) SHE SAID QWEST NEEDS TO WORK TOGETHER INTERNALLY AND GET RESPONSE IN THE MATRIX.

Tracy Strombotne – Qwest said she understood the responses need to be included in one document regardless of who responds.

Mark Coyne – Qwest said there have been a number of personnel changes related to the merger. Mark asked if there were any other questions related to MTG and there were none.

Susan Lorence – Qwest provided the planned dates and times for the upcoming technical meetings to allow customers to make the appropriate technical folks aware of the upcoming dates: June 8 from 9-11 AM MDT, June 15 following the regular monthly CMP meeting which has a time block of 9:00-11 AM MDT, and June 22 from 9-11 AM MDT. Susan said the meeting notice would be going out and the documentation would soon follow.

Tracy Strombotne – Qwest said her direction is to tell the group what she can, when she can. She said they would be interested in the flow for the online piece and that on the business-to-business piece, the technical folks need to get together. Tracy asked if there were any technical questions and there were none. Tracy then said there were some CLEC requests to look at the technical timeline as it relates to merger agreements and hoped to have a revised timeline by the next CMP meeting once she had management review/approval. She said the issue (6/1/11 Updates received from

Integra in CAPS) IS THE TIMELINES DON'T MESH AND THERE will be AN ISSUE WHEN ATTEMPTING to merge that timeline with the current CMP timeline and there was also an issue of money if there is a modified timeline. SHE SAID THERE WAS A BURNING NEED TO GET THE NEW SYSTEM IN PLACE. She said we would need to work together on a timeline and that she does not have all of the answers.

Bonnie Johnson - Integra said Integra was willing to work (6/1/11 Updates received from Integra in CAPS) WITH QWEST, BUT QWEST NEEDS TO RECOGNIZE THIS AS A CARVE OUT FROM THE MERGER CONDITIONS (delete TOGETHER ON A WAIVER SO THAT IT IS RECOGNIZED AS AN EXCEPTION AND THAT IT CAN BE NEGOTIATED).

Tracy Strombotne - Qwest said we need to work on that and that (6/1/11 Updates received from Integra in CAPS) QWEST IS BEHIND THE GUN IF WE START NOW. QWEST SAID IT (delete WE) will have a working system in December and that we have customers other than CLECs that may want to use the system. Tracy said she was open to suggestions on putting the timeline together.

Mark Coyne - Qwest said it sounded like the timeline would be ready for the June CMP meeting.

Tracy Strombotne - Qwest said it would take some time to get all of the approvals.

Bonnie Johnson - Integra said it sounded like Qwest was willing to go through the merger (6/1/11 Updates received from Integra in CAPS) REQUIREMENTS (delete STEPS).

Tracy Strombotne - Qwest said (6/1/11 Updates received from Integra in CAPS) YES, PENDING MANAGER APPROVAL. Qwest folks have put together the timeline and that today the timelines do not match. Tracy said no one wants to go manual IF THE SYSTEM FAILS which would not be good for anyone in case there is a problem.

Bonnie Johnson - Integra said until they receive the (6/1/11 Updates received from Integra in CAPS) VENDOR documentation IT IS DIFFICULT TO COMMENT. (delete t) They are not convinced but will wait to see the documentation from Qwest.

Mark Coyne - Qwest said the good news for the CLECs is that there is no CR that is associated with retiring MEDIACC or CEMR.

Tracy Strombotne - Qwest said she may need to resubmit one but that Qwest is proceeding with the December 12 date internally and that we need to figure out how to proceed in case there are any issues. Tracy asked if there were any other questions and there were none.

Cim Chambers - Integra said the IT team looked again at the Integra request for additional history to be greater than 60 days and that there is still a constraint which is why the request was previously denied.

Tracy Strombotne - Qwest said she thought it could be resolved by buying more disk space but that was not the case.

Cim Chambers - Qwest said it was not a front end change.

(6/1/11 Updates received from Integra in CAPS) BONNIE JOHNSON - INTEGRA ASKED IF THAT MEANT THAT BACK END SYSTEMS THAT WERE PREVENTING THIS.

(6/1/11 Updates received from Integra in CAPS) CIM CHAMBERS - QWEST SAID YES.

Mark Coyne - Qwest recapped the upcoming MTG meeting dates and times for Julia Redman-Carter who re-joined the call and said the notice would be coming out soon. Mark asked if there were any questions and there were none.

4/20/11 Systems CMP Meeting Cim Chambers - Qwest reviewed the first action item associated with having a QPortal SME provide a QPortal general design review. Cim said it looks like it will be the June meeting to have a review with a QPortal SME. (4/29/11 Updates received from Integra in CAPS) CIM SAID IF IT IS MAY THEY WILL TRY TO GET IT ON THE AGENDA. CIM SAID THEY ARE STILL DOING QPORTAL DESIGN WITH THE HUMAN FACTORS. Cim said as far as the question of how long will trouble ticket information be available for accessing, Cim said they do not have a final answer but it will be AT LEAST the 60 days they have today and they are still investigating if MTG would provide a longer length of time.

Julia Redman-Carter - PAETEC asked if there are any changes with QPortal that

impact back office systems.

Cim Chambers – Qwest said there should be no impact on the Gateway itself with QPortal. Cim said there will be interface impacts as they move to the ATIS standard that will be followed.

Julia Redman-Carter – PAETEC said they have a direct connection and (4/29/11 Updates received from PAETEC in CAPS) [delete SAID] ASKED SO the changes to CEMR would NOT HAVE AN impact ON THE [delete A] direct connection THAT PAETEC USES TODAY.

Cim Chambers – Qwest said she was not saying that. For MEDIACC users, Qwest is changing to web based so there will be interface changes. Cim said for a data transaction, nothing would be lost.

Julia Redman-Carter – PAETEC questioned whether there would be an impact on (4/29/11 Updates received from PAETEC in CAPS) THE FORMAT OF THE INFORMATION OR DATA SENT OR RECEIVED BACK AND FORTH BETWEEN PAETEC AND QWEST, NOTING THAT THOSE TYPES OF CHANGES COULD HAVE AN IMPACT ON THE BACK OFFICE SYSTEMS [delete SEND/RECEIVE].

Cim Chambers – Qwest said she could not say.

Julia Redman-Carter – PAETEC said for the record, she really needed Qwest to understand (4/29/11 Updates received from PAETEC in CAPS) [delete THE] HOW MTG impacts on PAETEC INTERFACES WITH QWEST and OUR BACK OFFICE SYSTEMS. IF [delete IF] the impacts [delete ARE HUGE] on [delete THEIR] PAETEC'S back office systems ARE AN UNREASONABLY BURDENSOME, PAETEC will WORK TO stop the MTG implementation. Julia said the IT teams from Qwest and PAETEC need to get together EARLY IN THE PROCESS to assess the impacts, and that it cannot be done after Qwest has FINALIZED their plan AND BEGUN IMPLEMENTATION.

Cim Chambers – Qwest said there will be impacts as the data sent today is CMIP and it will be going to ATIS standard. Cim said the change is mainly to translation and transmitting.

Mark Coyne – Qwest said the discussion should take place closer to the high level tech specs date.

Julia Redman-Carter – PAETEC said she wanted to be clear. (4/29/11 Updates received from PAETEC in CAPS) PAETEC'S IT AND TECHS NEED TO BE INVOLVED IN THE PLANNING AND DEVELOPMENT STAGES OF MTG SO THAT PAETEC CAN PROVIDE FEEDBACK, PLAN, ANTICIPATE AND AVOID CHANGES THAT ARE NOT FEASIBLE OPTIONS. WITHOUT THAT INPUT EARLY, IF what Qwest proposes for MTG has significant impacts to PAETEC [delete AND] THAT SIGNIFICANTLY INCREASE [delete INCREASES] OUR COSTS AND [delete THE] resourceA[delete IMPACTS], PAETEC will object to the implementation OF MTG. Julia said PAETEC needs a chance to understand AND HAVE INPUT INTO THE PLAN [delete THEIR IMPACTS]. Based on the SCHEDULES PUT OUT BY QWEST SO FAR, there is not a lot of room FOR CLEC INPUT AND REVIEW AS THE DEVELOPMENT OCCURS OR to make any additional changes PRIOR TO IMPLEMENTATION. THE WEB PORTAL IS ONLY OUR BACK-UP SYSTEM. PAETEC [delete HAS A SPECIAL] USES AND RELIES ON THE DIRECT CONNECTION.

Tracy Strombotne – Qwest said that the sooner we discuss the technical aspects, we can end up at the same time but that the longer we wait, we may not end up at the same place.

Julia Redman-Carter – PAETEC said that PAETEC is so tightly connected that a change in one impacts the other. She said she will look at the web portal and have resources understand the options. Julia said they need a lead time of 9-12 months and if Qwest cannot accommodate, will have to un-implement.

Julia Redman-Carter – PAETEC said that PAETEC is so tightly connected (4/29/11 Updates received from PAETEC in CAPS) WITH QWEST SYSTEMS, that a change in one impacts the other. She said she will HAVE THE TECHS look at the web portal [delete AND HAVE RESOURCES] TO understand [delete THE] THOSE options. HOWEVER, QWEST DEVELOPING MTG UNILATERALLY AND ASSUMING PAETEC WILL MAKE ADJUSTMENTS AFTER THE FACT – REGARDLESS OF THE COSTS AND RESOURCES – TO TRANSITION TO MTG IS NOT ACCEPTABLE. Julia said THAT JUST LIKE QWEST NEEDS A LEAD TIME OF 9-12 MONTHS, PAETEC [delete]needs a lead time of THE SAME 9-12 months. [delete AND IF] IF Qwest DOES NOT [delete CANNOT] accommodate COORDINATED EFFORTS, THEY will [delete HAVE] NEED to un-implement.

Mark Coyne – Qwest said we would take Julia's request and get with Cim to get a timeline to share.

Tracy Strombotne – Qwest said she heard PAETEC loud and clear and that no one wants a delay. Qwest would share a high level design before the low level design was ready and that as we get details we will share them.

Cim Chambers – Qwest said the transaction would be similar to IMA transactions.

Bonnie Johnson – Integra said she wanted to make sure from a GUI perspective they need (4/26/11 Updates received from Integra in CAPS) ENOUGH NOTICE FOR COMMENTS TO BE MEANINGFUL AND FOR QWEST TO CORRECT ANY ERRORS [delete ADVANCED NOTICE].

Mark Coyne – Qwest said we would (4/26/11 Updates received from Integra in CAPS) FIND A WAY TO DO THAT AND have an internal meeting and that we will take an action item.

Bonnie Johnson – Integra questioned whether Qwest would be responding via CMP to the remaining portions of the MTG matrix.

Mark Coyne – Qwest said we would respond via CMP but did not have a date as of yet.

3/16/11 Systems CMP Meeting Mark Coyne – Qwest said the response to additional comments was sent on March 10, 2011 and an additional document that includes Vendor information was posted to the calendar for today's meeting. Mark said there was also a revised timeline posted that moves the implementation date to December 12, 2011.

Bonnie Johnson – Integra asked if there would be an opportunity to comment.

Mark Coyne – Qwest said yes the information was just posted and there would be time to review the additional Vendor information. Mark said that Tracy Strombotne, Cim Chambers, and Cecilia Tank were on the call to answer any questions on the information.

Kim Isaacs – Integra said in the recent response to comments it was indicated that Qwest SMEs for QPortal would be on the call and asked when was that planned?

Tracy Strombotne – Qwest said we had not identified a timeframe for the QPortal SMEs to be available but that we need to agree on a time from both sides. She said April or May would be fine. Tracy said based on the level of the application design timeline, it may make more sense to have the SMEs in the May or June timeframe. She said that might be good to do at the May face to face meeting.

Kim Isaacs – Integra said she had looked at the QPortal User Guide and that there were questions on what the QPortal functionality would include, whether there would be a requirement to move between modules to complete certain actions, whether they would have to logon and logoff to get certain information, etc.

Tracy Strombotne – Qwest said based on the type of questions that require more lower level design, it would make more sense to go with a May timeframe for the QPortal SMEs. We would not have the ability to review detailed specifications like screen design, etc. in April.

Bonnie Johnson – Integra said the level of detail they are looking for is how something will be done in the new gateway compared to how it is done today in CEMR.

Cim Chambers – Qwest said if they are looking specifically for Screen mockups, those will not be available for awhile.

(3/25/11 Revisions made by Qwest in CAPS) THERE WAS After considerable discussion BETWEEN TRACY STROMBOTNE (QWEST), KIM ISAACS (INTEGRA), MARK COYNE (QWEST), CIM CHAMBERS (QWEST), AND BONNIE JOHNSON (INTEGRA) in regard to WHAT WOULD BE THE BEST DATE TO HAVE THE QPORTAL SME PROVIDE A QPORTAL GENERAL DESIGN REVIEW. AFTER THE DISCUSSION CONSIDERED the MTG development timeline, what was included in the Qwest response TO COMMENTS, and what information should be included as part of the QPORTAL review, an Action Item was taken to revisit this in April to see if it makes sense to have the QPortal SMEs provide a general design review at the May face to face meeting or the June meeting.

(3/25/11 Revisions made by Integra in CAPS) SUSAN AND MARK, QWEST'S CMP MINUTES FOR THE MARCH MONTHLY SYSTEMS MEETING DO NOT COMPLY

WITH THE CMP DOCUMENT'S REQUIREMENTS. SPECIFICALLY, QWEST HAS FAILED TO PROVIDE DETAILED MINUTES FOR THE CEMR/MEDIACC/MTG DISCUSSION, SUBSTITUTING INSTEAD ONLY A VAGUE REFERENCE TO "CONSIDERABLE DISCUSSION," AS SHOWN IN THE QUOTE BELOW. CLECS HAVE MADE IT CLEAR THAT THE CEMR/MEDIACC/MTG ISSUE IS OF CRITICAL IMPORTANCE AND CLECS NEED TO RECEIVE AS MUCH INFORMATION AS POSSIBLE ABOUT THAT ISSUE. DEPRIVING CLECS OF MEETING MINUTES OF THE CMP DISCUSSION, WHICH QWEST CONCEDES WAS CONSIDERABLE, IN THIS CONTEXT CANNOT BE EXPLAINED BY ANY LEGITIMATE REASON. THIS IS PARTICULARLY TRUE BECAUSE THE ISSUE OF DETAILED MEETING MINUTES HAS ALREADY BEEN ADDRESSED BY THE CMP OVERSIGHT COMMITTEE, AND QWEST'S OBLIGATION TO PROVIDE DETAILED MINUTES IS CLEAR. QWEST NEEDS TO RE-ISSUE ITS MARCH MONTHLY SYSTEMS MEETING, REPLACING ITS "CONSIDERABLE DISCUSSION" CONCLUSION WITH DETAILED MINUTES OF THAT DISCUSSION. SECTION 3.2 OF THE CMP DOCUMENT REQUIRES QWEST TO PROVIDE MINUTES OF THE CMP MEETINGS/CALLS. IN THE PAST, WHEN QWEST PROVIDED INSUFFICIENTLY DETAILED MINUTES, INTEGRA BROUGHT THE ISSUE TO THE CMP OVERSIGHT COMMITTEE FOR RESOLUTION OF THE NATURE OF MEETING MINUTES REQUIRED BY SECTION 3.2. IN THE APRIL 13, 2007 MINUTES OF THE OVERSIGHT COMMITTEE DISCUSSIONS, FOR EXAMPLE, THE COLORADO PUC REPRESENTATIVE (WHO WAS A MEMBER OF THE CMP REDESIGN TEAM) IS CITED AS FOLLOWS: "BECKY QUINTANA CO PUC STATED THAT THE MAJORITY OF WHAT SHE FOUND IN REDESIGN MEETING MINUTES AND E-MAILS ESCHOLON HAD ALREADY SENT OUT. SHE SAID THAT SHE DISAGREED WITH THE LAST STATEMENT. MEETING MINUTES FROM REDESIGN AND CMP HAVE ALWAYS BEEN VERY DETAILED AND DID INCLUDE 'HE SAID, SHE SAID.'" THE CMP OVERSIGHT COMMITTEE CONCLUDED THAT QWEST IS REQUIRED TO PROVIDE DETAILED MEETING MINUTES. QWEST HAS FAILED TO MEET THIS REQUIREMENT AND NEEDS TO IMMEDIATELY CORRECT THE DEFICIENCY IN THE MINUTES. THE REVISED MEETING MINUTES WILL BE UNTIMELY, BECAUSE QWEST DID NOT PROVIDE COMPLIANT MINUTES BY THE DEADLINE, AND THEREFORE THE TIME FOR CLECS TO COMMENT ON THE MINUTES WILL NEED TO BE EXTENDED ACCORDINGLY. QWEST SHOULD CORRECT THE DEFICIENCY NOT ONLY BECAUSE QWEST IS REQUIRED TO PROVIDE DETAILED MINUTES BY THE CMP DOCUMENT BUT ALSO BECAUSE CLECS HAVE IDENTIFIED CEMR/MEDIACC/MTG AS AN IMPORTANT ISSUE AND THE COMPANY HAS PROMISED TO USE CMP EFFECTIVELY AND TO PROVIDE COMPLETE INFORMATION TO CLECS. CLECS ARE QWEST'S WHOLESALE CUSTOMERS, AND CLECS HAVE TOLD QWEST THEY NEED THIS INFORMATION. PROVIDING IT SHOULD BE PART OF QWEST'S SERVICE TO ITS CUSTOMERS. PAETEC IS ONE OF THOSE WHOLESALE CUSTOMERS. IN PAETEC'S FEBRUARY 1, 2011 CMP COMMENTS REGARDING CEMR/MEDIACC/MTG, PAETEC SAID: "PAETEC HAS SIGNIFICANT QUESTIONS AND CONCERNS THAT ARE UNANSWERED BY THE INFORMATION PROVIDED BY QWEST AT THIS TIME." PAETEC'S REPRESENTATIVE, WHO REGULARLY PARTICIPATES IN CMP, WAS UNAVAILABLE FOR THIS PARTICULAR CMP MONTHLY MEETING IN MARCH. UNLESS QWEST PROMPTLY PROVIDES COMPLETE AND COMPLIANT MEETING MINUTES, PAETEC'S REPRESENTATIVE WILL NOT HAVE THE BENEFIT OF DOCUMENTATION OF THE CONSIDERABLE DISCUSSION THAT OCCURRED IN CMP. THIS COULD HAPPEN TO ANY CLEC, AND WE DO NOT WANT TO BE IN THE SAME POSITION IN THE FUTURE. THAT THERE ARE TIMES WHEN A CLEC SIMPLY CANNOT ATTEND A PARTICULAR MEETING IS ONE OF THE REASONS WHY DETAILED MINUTES ARE REQUIRED. AS THE DEADLINE FOR COMPLIANT MINUTES HAS PASSED, QWEST NEEDS TO PROMPTLY REVISE ITS MINUTES. THE REVISED MINUTES NEED TO BE DETAILED. QWEST SHOULD PROVIDE DETAILED MINUTES, INCLUDING FULL DETAIL OF THE "CONSIDERABLE" DISCUSSION OF THE CEMR/MEDIACC/MTG ISSUE, BY COB TOMORROW, FRIDAY, MARCH 25, 2011. THE TWO DAY TIMEFRAME FOR CLEC COMMENTS ON THE REVISED MINUTES WOULD THEREFORE EXPIRE ON TUESDAY, MARCH 29. WE NEED TO KNOW IF THIS TIMELINE APPLIES, SO THAT WE MAY PLAN OUR OWN TIME AND MAY KNOW WHEN CLEC COMMENTS ON THE MINUTES ARE DUE. PLEASE PROMPTLY CONFIRM THAT QWEST WILL PROCEED IN THIS MANNER. "THE CMP MINUTES STATE: "AFTER CONSIDERABLE DISCUSSION IN REGARD TO THE MTG DEVELOPMENT TIMELINE, WHAT WAS INCLUDED IN THE QWEST RESPONSE AND WHAT INFORMATION SHOULD BE INCLUDED AS PART OF THE REVIEW, AN ACTION ITEM WAS TAKEN TO REVISIT THIS IN APRIL TO SEE IF IT MAKES SENSE TO HAVE THE QPORTAL SMES PROVIDE A GENERAL DESIGN REVIEW AT THE MAY FACE TO FACE MEETING OR THE JUNE MEETING."

SUSAN & MARK, PAETEC SUPPORTS, AGREES AND ASSERTS INTEGRA'S REQUEST PER THE EMAIL BELOW. PAETEC HAS ATTEMPTED TO CONVEY THE IMPORTANCE AND OUR INTEREST IN MTG REPLACEMENT OF MEDIACC/CEMR, MEDIACC/CEMR RETIREMENT, AND ASSOCIATED TOPICS SINCE QWEST'S INITIAL NOTICES/ANNOUNCEMENTS. SINCE PAETEC WAS UNABLE TO HAVE A REPRESENTATIVE AT THE CMP MEETING IN MARCH-2011, THE DETAILED MEETING MINUTES, PARTICULARLY AS THEY PERTAIN TO THIS TOPIC, BECOME INDISPENSIBLE TO PAETEC. BASED ON THE EMAIL BELOW, "CONSIDERABLE DISCUSSION" IS NOT AN ACCEPTABLE SUBSTITUTE IN THE MEETING MINUTES FOR THE POINTS, CONCERNS, DETAILS, ETC OF

THE VARIOUS PARTICIPANTS AT THE MARCH-2011 MEETING. ACCORDINGLY, PAETEC CONCURS WITH THE POINTS THAT INTEGRA MAKES IN THE EMAIL BELOW. ECHOES INTEGRA'S REQUEST, AND REITERATES THAT QWEST NEEDS TO ISSUE REVISED CMP MINUTES FOR MARCH THAT INCLUDE THE OMITTED DISCUSSION DETAILS. JULIA REDMAN-CARTER

Tracy Strombotne – Qwest apologized if her comments implied that the design was further along than it was. She said she has been open and has consistently said design would not be done until May. She said if there are specific questions, she is happy to make a SME available. Bonnie Johnson – Integra said it would be better to do it all at once. Bonnie said it was a better idea to not just review the QPortal platform unless there was a CLEC on the call, such as PAETEC, that needed to specifically review the interface aspects of QPortal.

(3/25/11 Revisions made by Integra in CAPS) BONNIE JOHNSON – INTEGRA ASKED IF QPORTAL WAS JUST THE PLATFORM AND IF MTG WAS A NEW SYSTEM THAT SITS ON THE QPORTAL PLATFORM.

Tracy Strombotne – Qwest confirmed THAT IS CORRECT AND THAT QPortal is just the platform to hang the application off of.

Bonnie Johnson – Integra asked the question of whether the SMEs on the call knew how long MTG would make the trouble ticket info available for accessing

Cim Chambers – Qwest said her assumption is that it is not different from today but we will take an Action Item to confirm that.

Bonnie Johnson – Integra said it is 60 days today but would like to extend that. She said Integra had submitted a CR to make the time period longer which Qwest had denied. Bonnie said it but would be of great value for the timeframe to be longer: 90 days would be good, 120 days better. Six months would be very good.

Mark Coyne – Qwest asked if there were any more questions and there were none.

2/16/11 Systems CMP Meeting Mark Coyne – Qwest said the preliminary implementation plan walkthrough for the MTG project was held in the January CMP meeting. Due to questions, Qwest opened up an additional comment window and received some additional CLEC comments. Mark said a delayed response was issued to allow the IT team more time to determine if more information could be provided at this stage of development and that a slide presentation was available on the calendar. Mark said we will respond to CLEC comments after evaluation of information shared today and then turned the meeting over to Tracy Strombotne who is responsible for Qwest Wholesale IT interfaces.

Tracy Strombotne – Qwest said she wanted to share additional information about MTG - why Qwest initiated MTG and also that the detailed requirements were just recently completed. Tracy then reviewed the PPT presentation titled MTG CEMR MEDIACC Repair System Improvements (available at <http://wholesalecalendar.qwestapps.com/detail/288/2011-02-16>) and referred to page 2 which identifies why Qwest is making these improvements. Tracy shared that her team tracks outages on all wholesale impacting systems and that they noticed last year 9 outages totaling over 1200 minutes and she wanted to see what caused these outages and what could be done to improve that.

Bonnie Johnson – Integra said Integra tracks outages since 2003 and questioned if Tracy knew that last year was the least amount of outages in a year since they have tracked them.

Tracy Strombotne – Qwest said yes she was aware of that and that she tracks the outages also and that they were not more than the prior year but questioned IT on the cause since the minutes were high. Tracy said IT indicated that the numbers were not excessive but that the servers were at the end of their usable life. IT has a life cycle program where they periodically replace aged Qwest hardware, operating systems, databases so they don't become hard to support. Tracy said after review, that was the case here: old software running on an old operating system (OS) and old database, and it is time to replace them so we don't experience more outages. Tracy said vendors try to support Qwest the best they can but if there are hardware problems, Qwest must purchase spare parts from used equipment dealers or cannibalize them. IT indicated that it would be nine months to one year to lifecycle the system to new hardware, database, etc. Tracy asked if there were any questions and there were none. Tracy said the last point is probably most important: if Qwest would have a non-repairable failure, the end result would be manual repair communications until the new system is available which means customers would have to call in to report troubles or get status or to do any of the current functions. Tracy said we had reached the point to look at a new system.

Bonnie Johnson – Integra asked what the likelihood of such a system failure was

within the next two and a half years.

Tracy Strombotne – Qwest referred to the next slide which documents what happens when systems are implemented; there tends to be early high failure rates, a long period of stability and then the possibility of a rapid increase in failures - sort of the shape of a hockey stick. For these systems, Qwest is reaching the end of the stability period and improvements are necessary.

Ross Rutledge – Qwest relayed he is the Qwest Director of IT Operations and has responsibility for IT infrastructure. Ross said the curve on the slide is known as a "bathtub" curve and is widely used in engineering to refer to electronic component failure. Normally there is not a scale on the curve. Ross reiterated the stages: "infant mortality" followed by stability but then failures may escalate rapidly; past performance is not necessarily a good indicator. Qwest cannot wait to the failure point due to lead time required. Ross said based on experience with a large infrastructure, we must act now since Qwest only has best effort support from any vendors - hardware, OS, database

Bonnie Johnson – Integra asked if there are particular type of outages that indicate Qwest is approaching E and (Updates rec'd from Bonnie Johnson in caps) **THAT THOUGH INTEGRA ASKED FOR SUPPORT FOR QWEST CLAIMS THAT THE VENDOR DOES NOT SUPPORT THE SYSTEM ANY LONGER QWEST DID NOT PROVIDE THAT SUPPORT AND ASKED whether Qwest can provide vendor documentation on the lack of support.**

Ross Rutledge – Qwest said it is not clear at what point any system will reach E but that Qwest supports thousands of servers and it is critical to stay ahead of getting to E. The hardware was sold in the 90's and it could run for the next two and half years without failure but it might not. There is a higher likelihood that it won't with each passing month. Ross said if it were less critical systems, we might push it but with these critical ones, it is very high on our priority list. On the second question, Qwest can provide documentation that vendors long ago dropped support and cannot buy it. The databases and OSs have been out of support many years.

Tracy Strombotne – Qwest used an example how many had a PC at home built in the 90s and said it is time for these systems to also be swapped out. Tracy said if Qwest were to have a failure on these systems, it does not just impact Qwest, it impacts everyone on the call and Qwest does not want that.

Lynn Notarianni– Colorado PUC asked what is Qwest's fail over plan today for hardware, OS or database if something were to occur in the next month. And in regard to outages that have occurred to date, have they been predominantly hardware, OS, database or combination of all of the above.

Ross Rutledge – Qwest said the current environment is not built in a high availability cluster environment which is more resilient. If it fails, it is down until it is fixed. Qwest has had hardware failures and we receive best effort support; the support provider brings refurbished parts in multiples and they replace until one works. There is no fail over. Ross said downtime can be related to hardware, OS software or database but also other things like a network or storage array issue. Ross said a number of things have caused outages but the majority are hardware or software. He said a software outage is more critical since there are no development teams left at companies like Oracle, HP or Sun that can provide support. Even though software tends to stabilize over time, it is not unheard of and can be catastrophic.

Tracy Strombotne – Qwest asked if there are any other questions on why we are proposing improvements and there were none. Tracy said we are trying to provide as much information as we can about why we are proposing this improvements which is to prevent problems.

Mark Coyne – Qwest indicated as we have said in the past, if questions come up, they can be submitted through the CMPCOMM mailbox and we will address them as quickly as we can.

Tracy Strombotne – Qwest moved to slide four. She said in January, we reviewed the high level CMP timeline but this slide provides where we are in the internal development cycle. Last Friday, February 11, detailed business requirements were completed to insure there was no loss of functionality. Tracy stressed this is a preliminary timeline of development dates and there could be delays. Tracy said her team got with IT to produce the checklist on the next pages and she then reviewed the design dates between February and May on slide four. Bonnie Johnson – Integra said that as Qwest has indicated, this CR was in place 2008 and was put in a deferred status. Qwest was into development about five or six months last time. Bonnie questioned where is the information from the last time before it was deferred and could it be made available.

Cim Chambers – Qwest said two years ago, the project solution was to write a new

system but as was shared in January, the current solution uses existing systems. That is a completely different approach which cannot just be picked up where we left off.

Julia Redman-Carter – PAETEC indicated Qwest said it would take nine to twelve months for system development but that her concern is that from a PAETEC perspective, their system development would probably take nine to twelve months to update their back office system for everything to work. It looks like draft tech specs will not be available until May. Julia said she wants flexibility for the PAETEC development to be coordinated.

Tracy Strombotne – Qwest indicated that was correct, draft tech specs in May with final tech specs in June but that Qwest was prepared to be flexible – especially on app to app since development would be required. Tracy said we hope to have the system ready in September but that we know everyone will not join then; there will be a timeline and a migration process.

Mark Coyne – Qwest said as part of CMP, comparable functionality must be in place for at least 180 days before retiring an existing system. The systems will run parallel for quite some time. There has not been discussion about when that initial retirement notice may even go out. Mark said we may wait through development testing and maybe implementation before we even have the retirement discussion.

Julia Redman-Carter – PAETEC said she appreciated that but that the first time they see something is May and her concern is that PAETEC may need to help negotiate what the tech specs look like or changes may be needed for PAETEC systems. Julia said she does not want to find big ticket issues when the preliminary tech specs come out and then find out she is too late; she said PAETEC needs to be involved in the design so they do not find out too late about a problem they cannot live with.

Mark Coyne – Qwest indicated at the time the draft specs are shared, there is a window for discussion between Qwest and the CLECs as well as a walk through before the final tech specs are delivered.

Cim Chambers – Qwest indicated customers can start looking at the ATIS XML specs. The spec number was presented in the January meeting and also will be provided later in this presentation. Cim said there may be some minor modifications but for the most part we are developing to that ATIS spec.

Bonnie Johnson – Integra indicated that Mark said that Qwest was not going to discuss retirement and that the systems will be running side by side. Bonnie said her concern is that resources that maintain CEMR and MEDIACC would be diverted to implement the new system. She also pointed to the merger settlement agreement, paragraph 12, where it addresses retirement of a system, specifically, section C.i. Bonnie asked if Qwest was going to do that now or was Qwest going to reopen the testing and voting process later.

Tracy Strombotne – Qwest said in regard to the second question, Qwest is moving forward as planned according to CMP. Tracy said the merger agreement guarantees the CMP process will continue and that we are trying to be open and provide advance notice as we can. Tracy said as far as the merger agreement, we have to defer to our legal team.

Mark Coyne – Qwest agreed and said that merger agreement interpretation is outside the scope of CMP. Mark reiterated we are taking the retirement discussion off the table at this point.

Tracy Strombotne – Qwest indicated that we are trying to go through the design and testing and get to the point of implementation. No one wants to get to the point where we start experiencing a lot of failures. Tracy said we are trying to be straight forward, get the system in production and then work with customers to get them in production and then we will talk about retirement when it makes sense.

Lynn Notarianni– Colorado PUC asked when you talk about retirement, is that for both the GUI and app to app or just the app to app interface.

Tracy Strombotne – Qwest said it is for both; Qwest is not looking to pull either system before everyone is ready but if the new system is better, we will push to retire. Qwest is using existing Qwest systems so the chance of success is higher. We will have to go through the testing process and migration will take some time.

Bonnie Johnson – Integra said she wanted to point out that retiring a replacement system has to go through this process – either now or later.

Tracy Strombotne – Qwest indicated the plan is to address the process at that time and we will speak with legal to identify the process and will follow whatever process is identified. Tracy said we are not looking to do anything different nor do we want to

cause any extended outages which is in the best interest of everyone.

Doug Denny – Integra clarified that the process Bonnie was referring to follow is in the settlement agreement.

Bonnie Johnson – Integra said when Tracy said that Qwest would do what they have done in the past, there are going to be different requirements that apply in the settlement agreement.

Tracy Strombotne – Qwest said that she agreed and that is why Qwest would be consulting with our legal team when the issue comes up but at this point in time we are still in development. Tracy said it is really not a question at this time and that once we get to implementation then that is the time we raise that and ask what is the process. Tracy said if that is short-sighted to let her know.

Doug Denny – Integra said he thought it is a bit short sighted because there are some differences that could cause duplicate work. Tracy Strombotne – Qwest reiterated that we would be consulting with the Qwest legal team along the way so if they say there is something that needs to be done, Qwest will be doing it. Tracy said we leave the interpretation of the legal agreements to our legal team. Cim Chambers – Qwest addressed the question about resources between the existing systems and new systems and indicated the resources are separate resources. CEMR and MEDIACC developers are consulting with us to make sure we do not miss anything but those development teams are completely separate from the teams we have for the existing applications today.

Tracy Strombotne – Qwest asked if there were any other questions on the preliminary milestones and timelines. Lynn Notarianni – Colorado PUC questioned whether the user experience for the GUI interface would be significantly different. She also asked about training and the timing of it so as not to become inefficient on both sides.

Tracy Strombotne – Qwest indicated it is a little early to speak about what the GUI will look like because design just started this week. Tracy pointed to the timeline on the PPT and the GUI activities at the end of August specifically associated with training information at the end of August. Tracy said 9/20/11 is the first date someone could use the GUI and all the standard documentation would be provided; we expect initial use to be staggered but will be prepared to support it if everyone wants to use it right away.

Lynn Notarianni – Colorado PUC said that Qwest changed directions and questioned if it was existing OSs, databases or an existing application within Qwest and why did Qwest change to a different technical approach. What is it that Qwest is building on?

Cim Chambers – Qwest said rather than creating a new app to replace CEMR and MEDIACC, we got smarter and more cost efficient and are building off the existing applications that Qwest uses for BMG ticketing today.

Bonnie Johnson – Integra said Qwest has said retirement would not be discussed but the current CR indicates that it is going to be replacing MEDIACC and CEMR and there is a CR to retire MEDIACC. Will a new CR be submitted that does not reference retirement for MTG and will the other CR be withdrawn?

Mark Coyne – Qwest indicated if we need to change some of the language in the existing MTG CR we can certainly do that and that we may also place the CR for MEDIACC retirement in a deferred status for discussion later. Mark said there is no CR for the GUI retirement at this time.

Bonnie Johnson – Integra said Integra's position is that a new CR should be submitted to deploy MTG if the plan is to not talk about retirement.

Mark Coyne – Qwest indicated we can take that into consideration but could not commit to that at this point.

Tracy Strombotne – Qwest asked if there are other questions on the milestones and timelines and there were none. She moved to slides five through seven that provides a grid that shows the functionality in the existing system and explains that the functionality will be in the improved system.

Cim Chambers – Qwest indicated as was said earlier that the system engineer, business team members and consultants from CEMR and MEDIACC reviewed the just completed detailed business requirements to insure there were requirements to address all the current system functions and that was confirmed.

Bonnie Johnson – Integra said it is good information to have. She also wanted to make sure that other functionality was there: what you see, touch, feel, response times for each function, how it is accessed, etc., these are critical also. It is not just

that the new system will have the functions.

Cim Chambers – Qwest indicated there are non-functional requirements. Cim said as far as response time, it cannot be any less than today and that the hope is that they will be better. Cim also relayed that for the GUI, we are working with the human factors engineer to insure that though the screen would not look exactly as CEMR today, it would not be crazy for you.

Tracy Strombotne – Qwest asked what was meant by how you access the system because it will be a different portal.

Bonnie Johnson – Integra provided an example where the new process was a slower and more manual process than today.

Tracy Strombotne – Qwest said the intent is to provide the same functionality as today in the same fashion, for example if it is on the screen today, it would be on the screen tomorrow.

Bonnie Johnson – Integra said she hopes that when testing begins, that will be the experience.

Tracy Strombotne – Qwest said during each CMP meeting, we will share what we have but that the design process over the next two months is slow with not as much information as you would like but if we have info to share, we will.

Cim Chambers – Qwest indicated that is part of why the human factors engineer is engaged during the design.

Tracy Strombotne – Qwest asked if there are further questions on the web based GUI functionality on slides five through seven and there were none. She reiterated Qwest expects to provide the same functionality in the same method as today.

Eric Wright – Qwest indicated that where it says provide client self test support, that assumes client self test is rolled out by the time the improved system is in place.

Tracy Strombotne – Qwest said we are certainly hoping it will be in place and it is a big step forward for everyone. Tracy then referred to slide eight associated with the application to application interface and the change in standard.

Cim Chambers – Qwest indicated as had been discussed in January, Qwest is moving away from the CMIP protocol to the ATIS TML standard using SOAP over the web. The high level standard numbers are provided; more detailed numbers were provided in January. Cim said Qwest is moving to a web based XML DSL protocol and trying to stay as close to the TML standard as possible.

Julia Redman-Carter – PAETEC said her technical staff was not available and that they needed to look at it before she could provide any other comments.

Tracy Strombotne – Qwest said absolutely and that the team is prepared to do what they can to respond to questions or to help. On pages eight through ten, Qwest will have the same functions for the existing system and the improved system. Tracy asked if there were questions on these slides and there were none. Tracy then reviewed the System Benefits slide 11 which is the same slide as was included in January and asked if there were any questions. Lynn Notarianni – Colorado PUC asked when Qwest moves to this new environment, will this now be considered a high availability system on a platform that has 7 x 24 availability fail over.

Ross Rutledge – Qwest indicated we are not far enough along in the design to have the platform architected yet and would need to defer until we are a little further along in design. Ross said we can assure that there will be greater reliability than what we have today.

Tracy Strombotne – Qwest said she would check with Ross prior to the CMP meeting every month to determine where the project is as it relates to the platform and if we are able to share that.

Cim Chambers – Qwest indicated since this system is building on systems currently in use by BMG customers today, she assumes it would be considered a high availability system on a platform that has 7 x 24 availability fail over.

Ross Rutledge – Qwest agreed based on where the systems are.

Tracy Strombotne – Qwest indicated she would take an action item for March, April and May to share what we know about the platform at that time which would allow an

opportunity to review/comment.

Bonnie Johnson – Integra relayed Ross said he would provide information on support for those vendors and asked when that would be provided.

Ross Rutledge – Qwest said not very long but asked what Integra was looking for exactly. Ross said he could show information from vendor's web sites about what is under support regarding these models or version of software. Ross said if the preference is to get something from the vendor stating this, that would obviously take a little longer.

Bonnie Johnson – Integra indicated starting with providing that information would work and she would let Ross know

Ross Rutledge – Qwest indicated ok so he would take the approach to go get the generally available industry information and package it up and get it to you.

Bonnie Johnson – Integra said she assumed Qwest will identify what platforms they are on and such too.

Ross Rutledge – Qwest indicated we can do that.

Tracy Strombotne – Qwest relayed the process would be for Ross to get the information to Mark who would then distribute it to everyone on the call. Tracy asked if there were other questions that had not been covered.

Mark Coyne – Qwest indicated if there are no other questions, he would close the bridge Mark again reminded everyone that if their technical folks have questions, they can submit them through the CMPCOMM mailbox and we will get them to the right folks to get answers as quickly as possible so use that mailbox for questions and concerns.

1/19/11 MTG Preliminary Implementation Plan Review Meeting Attendees: Peter Cole – AT&T, Linda Birchem – Comcast, Brenda Bloemke – Comcast, Bennet Pang – Comcast, Kasha Fauscett – Comcast, Liz Tierney – Covad, Kim Isaacs – Integra, Bonnie Johnson – Integra, Laurie Roberson – Integra, Jamie Schaefer – Integra, Rob Garth – Liberty Bell Telecom, Clark Smith – Liberty Bell Telecom, Mary Lohnes – MidContinent, Julia Redman-Carter – PAETEC, Joyce Bilow - PAETEC, Joan Eisenhart – PAETEC, Larry O'Brien – PAETEC, Don Lemke – PAETEC, Chris Hansen – PAETEC, Jeff Sonnier – Sprint, Jeanne Kulesa – Synchronoss, Shelly Pedersen – TWTecom; Mark Coyne – Qwest, John Hansen – Qwest, Joni Kelly - Qwest, Cheryl Garcia - Qwest, Tracy Strombotne - Qwest, Dave Bilobran - Qwest, Cindy Buckmaster – Qwest, Nicole James - Qwest, Janean Van Dusen - Qwest, Neil Houston- Qwest, Linda Harmon - Qwest, Denise Martinez - Qwest, Bob Mohr - Qwest, Jamal Boudhaouia - Qwest, Cim Chambers - Qwest, Karen Stewart - Qwest, Susan Williams - Qwest, Lee Gomez - Qwest, Rachel Ruiz - Qwest, Paulette Hauck - Qwest, Carrie Bousfield – Qwest, Susan Lorence - Qwest

Mark Coyne – Qwest said following the CMP Monthly CMP meeting, we are conducting a Preliminary Implementation Plan Review meeting for the MTG project which is the CEMR MEDIACC replacement. Mark referred attendees to the PowerPoint document posted on the Wholesale calendar. Mark reviewed the agenda for the meeting and who would be addressing each portion of the agenda.

Susan Lorence – Qwest reviewed the History (slide 3) and said Change Request SCR121608-02 was submitted by Denise Martinez in conjunction with our IT team in December 2008. With MTG, Qwest is proposing the same functionality that was introduced as the application CTG – Common Ticketing Gateway in December 2008 which was also a MEDIACC replacement. In December 2008, the CR was presented in the monthly CMP meeting and a CTG initial release notice was distributed that looked very similar to the notice that was submitted for MTG in December 2010. Qwest received one comment on the CTG notice and the preliminary walk through for CTG was held back in January 2009 and is available on the Wholesale calendar. Susan said there was one participant, PAETEC, in that CTG preliminary walk through. Qwest continued development of CTG through early April of 2009 but at that point, Qwest placed the project on HOLD and the CR was placed in a Deferred status due to funding concerns. The CR remained in Deferred status for almost two years until Qwest was able to secure resources and support. In November 2010, the CR was moved out of Deferred status and the project name changed from CTG to MTG. Susan said Qwest is implementing this project to ensure we have business continuity and service quality in the repair functionality. We need to replace these systems because they are at the end of life status or state.

Bonnie Johnson – Integra asked for an explanation of the term "end of life".

Susan Lorence – Qwest said it is a term Qwest IT uses that identifies that a system is

at the point where it needs replacement. We do not have the skills and support that we need to continue to run and keep the system going. (1/31/11 - Comments to minutes received from PAETEC in CAPS) REPLACEMENT PARTS ARE NOT AVAILABLE FOR THE EXISTING SYSTEM. Susan then reviewed slide 4 associated with the Initial Release Notification sent December 17, 2010. We received some CLEC comments and we sent our initial Qwest response notification on January 13, 2011. Susan then reviewed the formal CLEC comments and the Qwest response to comments document at url <http://www.qwest.com/wholesale/cmp/reviewarchivesystemdec10.html>

Bonnie Johnson – Integra said she disagreed with the statement that the merger was outside of the scope of CMP and would deal with that elsewhere.

Susan Lorence – Qwest asked if there were other questions; there were none.

Denise Martinez – Qwest then reviewed slide 5 MTG Functionality. Denise said in regard to the functionality of electronic bonding, it will be provided by TML - Telecommunications Markup Language which is a change that a lot of customers have requested for quite some time. On slide 6, Current System Functionality, Denise said these functions should be well known to current users. Denise said everything that is supported today will be supported with the new MTG. Denise asked if there were any questions regarding these functions and there were none.

Cim Chambers – Qwest then reviewed slide 7, the GUI technology. Cim said for those familiar with Q Portal, that is our planned replacement system. Cim then reviewed slide 8 and said we have provided the specific schema interfaces that are currently used in that gateway but that there may be some minor modifications if there are additional data elements necessary for some products that Qwest currently offers that are not included in that particular interface today. Cim then reviewed the Benefits on slide 9 and said in response to the Integra question that currently both the hardware and the software that is being used for MEDIACC are severely out of date. Cim said Qwest could get hardware on EBay but the software is not supported at this point. The system has been at end of life for several years and we do not have a good back up if we need to get something corrected. Cim said we would be moving to a more advanced type of technical communication - specifically going to XML is a big one. Cim said she has heard for quite some time that several CLECs were wanting to make that change. MTG provides one place to go regardless of the state or whether the repair is in or out of region. Cim asked if there were any questions and there were none.

Susan Lorence – Qwest then reviewed the Timeline on slide 10 and pointed out the additional comment cycle from January 19 to February 2, 2011 that was due to CLEC comments. Susan said we do not yet have a retirement date identified for MEDIACC or CEMR and are still working through the overall phased implementation of the systems. Susan asked if there were any questions on the timeline which follows section 7 of our CMP document to introduce a new interface. Susan said she was going to go back and add some detail to the CR where she realized some of the history was missing. Susan asked if there were other questions about the functional or technical capability of MTG.

Chris Hansen – PAETEC asked if today they have a dedicated circuit, will that still be supported or will we need to go to a VPN connection or entertain both?

Cim Chambers – Qwest said she would need to investigate that; she thought it was a web based for the B2B but will get an answer.

Susan Lorence – Qwest asked if anybody else had any questions and there were none. Susan reminded attendees that there is the additional formal comment period and that we would also send out a notice for those CLECs that did not attend today to make them aware of that.

Julia Redman-Carter – PAETEC asked if we have more questions like Chris's that are outside of the comment cycle, should they submit those through the comment link even if they are outside of that two week period. (1/31/11 - Comments to minutes received from PAETEC in CAPS) Julia Redman-Carter – PAETEC asked if we have more questions like Chris's that ARISE outside of THIS comment cycle THAT NEED TO BE ADDRESSED, should they submit those QUESTIONS through the comment link OF CMP even if they are outside of that two week COMMENT period.

Susan Lorence – Qwest said to absolutely submit those through the cmpcomm mailbox even if they are outside the comment cycle and we will forward them to the Development team but they may not be at the point they can answer those questions.

Cim Chambers – Qwest indicated there would likely be a Question/Answer log process that could be implemented after the technical specifications are distributed.

Mark Coyne – Qwest said from now until May 20, 2011, send questions to cmpcomm

and then after May 20, 2011, it will be set up differently.

Susan Lorence -- Qwest said we will start the Q/A log and then we can turn it over to the application team.

Julia Redman-Carter -- PAETEC asked if they should include something special (1/31/11 - Comments to minutes received from PAETEC in CAPS) IN THE SUBJECT LINE TO INDICATE IT IS A QUESTION REGARDING MTG since it is coming through the cmpcomm mailbox AND OUTSIDE OF THE 2 WEEK COMMENT CYCLE.

Mark Coyne -- Qwest indicated just put "MTG" in the subject line. Mark said that we will now conclude the meeting and will follow the timeline that has been laid out. We would also take a look at whatever comments come in and get those addressed in that time frame. Mark asked if there was any other questions and there were none.

The MTG Preliminary Implementation Plan Review Meeting adjourned at 10:33 am MT.

12/15/10 Systems CMP Meeting Mark said the calendar also has the dates associated with MTG, the MEDIACC and CEMR replacement. MTG includes both the application and application change as well as GUI functionality. The preliminary notice on this will be sent Friday, December 17, 2010 for comment. There is a planned review meeting scheduled for January 10, 2011. Mark asked if there were any questions or comments on the calendar.

Kim Isaacs -- Integra questioned why there was no CR for the CEMR retirement.

Mark Coyne -- Qwest said it is not there yet but it will be forthcoming.

Susan Lorence -- Qwest said we will eventually issue the CEMR CR but are focused on the introduction of MTG and those dates now.

11/17/10 Systems CMP Meeting Mark Coyne -- Qwest indicated that this goes hand in hand with SCR121608-02.

Cim Chambers -- Qwest indicated that we are looking at doing two things: 1) retiring CEMR and replacing it with a front GUI interface, and 2) retiring MEDIACC and replacing that with an XML B2B ticketing interface. Cim relayed that no functionality that currently exists in CEMR or MEDIACC will be dropped. Qwest is simply replacing these systems and moving the functions to different front end B2B gateways.

Kim Isaacs -- Integra asked if customers will have the ability to review the new gateways and GUI prior to implementation to be certain that their experience will be the same. Cim Chambers -- Qwest indicated that technical specifications will be released in accordance with the CMP document for the B2B gateway. As far as the GUI, Cim was not familiar with the requirements and testing for a new GUI.

Susan Lorence -- Qwest relayed that we had send out a 270 day notice about two years ago when we originally started this effort. Susan said we are going to start that whole timeline again and the first thing that goes out is the two notifications that identify that we are going to start down this path. Susan said we will include the 120 day notice and the high points of the timeline in the 270 day notice. (11/29/10 Comments to minutes received from Integra in CAPS) Susan Lorence -- Qwest relayed that IT WAS about two years ago when we originally started this effort. Susan said we are going to start that whole timeline again and the first thing that goes out is the two notifications that identify that we are going to start down this path. Susan said we will include the 120 day notice and the high points of the timeline in the 270 day notice.

Kim Isaacs -- Integra said regarding the statement that the functionality will remain the same should be judged from the customer point of view. Kim said she understood using the system on receiving tickets may not be changing but would like to confirm that all the functionality is there and that nothing has been lost.

Susan Lorence -- Qwest indicated that Qwest is in the very early stages and we will make note to insure there is ample time to review.

Mark Coyne -- Qwest indicated that the CMP document outlines the terms for CLECs to be able to review the change and that Qwest will be following that process. Mark asked if there were any other questions. There were none.

ATTACHMENT L Bonnie Johnson -- Integra asked if she could go back to the MEDIACC MTG CR. Bonnie said Qwest has a CR that is retiring MEDIACC and that MTG is an application to application. Bonnie said that since CEMR is a GUI, is MTG going to act as an application to application and GUI also. Bonnie asked if Qwest was

removing a GUI option and that there is no CR to retire CEMR.

Mark Coyne – Qwest indicated that the GUI functionality will still be there.

Cim Chambers – Qwest indicated that there is a GUI front end and a B2B MEDIACC replacement, so both.

Bonnie Johnson – Integra asked so where is the CR to retire CEMR. Susan Lorence – Qwest indicated that we will issue a separate CR to do that.

Cim Chambers – Qwest – Qwest indicated that she thought the timelines for that are slightly different than the much longer timelines on the app to app interface replacements.

Kim Isaacs – Integra asked why there was a name change from Common to Maintenance and questioned whether some of the functionality to be available in MTG was not going to be available in CTG.

Cim Chambers – Qwest indicated the name change was not that important. The functionality available in CEMR today will be available; customers will be able to do the same things: create tickets, if you do testing, or whatever. The same is true for the replacement for MEDIACC. Nothing will be dropped.

Mark Coyne – Qwest indicated that another reason was that CTG was an acronym being used somewhere else so it needed to change.

Cim Chambers – Qwest indicated it was the name of an actual internal application and we did not want to confuse it. The name did not have any meaningful correlation to scope.

Mark Coyne – Qwest asked if there were any other questions. There were none.

12/17/08 Systems CMP Meeting

Denise Martinez-Qwest said that Qwest will be implementing a new repair ticketing gateway to provide XML transactions replacing ticketing functionality currently supported by MEDIACC. She said that we were targeting late third quarter or fourth quarter of 2009.

QWEST Response

Information Current as of 6/20/2011

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