

TO: Judy Schultz

FROM: AT&T CMP Redesign Team

DATE: December 10, 2001

RE: Excerpts from Qwest Code of Conduct and Retail Wholesale Process – posted 10-15-01.

On October 15, 2001, Qwest posted on the CMP Redesign website (i) an excerpt from its code of conduct, (ii) Wholesale Impact Checklist Methods, (iii) Response Methods for the Wholesale Impact Checklist, (iv) a spreadsheet on process, systems &/or center impacts. AT&T has several questions about these materials, as follows. AT&T would like to review the requested documents and discuss these questions and their answers, with the knowledgeable Qwest personnel present, at a CMP Redesign meeting:

A. Wholesale Impact Checklist Methods

1. Who are the retail personnel who use this process (what work groups are they in that dictate the requirement to follow this process)? Is this separately managed by center or work group?

Primarily the Process Analysts on the Methods & Procedures staff. They are involved in the vast majority of process or system changes being implemented. Center Operations Support have been trained and access to the Wholesale Impact Checklist and the Wholesale Impact Checklist Methods to report changes where Retail Process is not involved, such as Center hours.

2. How do Qwest retail personnel know to follow this process? Is it really followed “When Retail makes any changes to Processes, Systems or Center Operations”?

It is part of the Retail Process Analysts' Wholesale Impact Checklist Methods they have been trained and have access to the Wholesale Impact Checklist and the Wholesale Impact Checklist Methods. Yes, it is followed.

3. How is adherence to this process monitored?

It is part of a required Quarterly Performance Review done by the Managers.

4. Second paragraph, fourth line down - “it is the responsibility of both parties to negotiate an agreement before implementation” – to what parties does this refer? What is the nature of the agreement? Implementation by whom and of what?

“If it is determined that the operational or system change will impact Wholesale, it is the responsibility of Retail Process & Quality Organization and the Wholesale Project Management Organization to come to an agreement whether and/or to the extent to which the Retail change must be modified, delayed or cancelled in order to ensure Wholesale and Retail parity.” - This quote is from the most current version of the Wholesale Impact Checklist Methods. Any necessary implementation would be by Retail

and Wholesale of the result of the Retail Process & Quality and Wholesale Project Management Organization's agreement as to the Retail change that triggered the process.

5. Second paragraph, fifth and sixth lines down – “The Wholesale contact will respond with the type of impact Major, Minor, or No Impact, and will include a brief and thorough description of what impact the change will have” –

- who makes this determination?

The Wholesale single point of contact, in combination with any other Wholesale resources that may be required to assess the impact.

- on what basis is this determination made (impacts to whom or what)?

Based on the information provided in the Wholesale Impact Checklist as completed by the Retail contact.

- What objective criteria exist for “The Wholesale contact” to make these determinations?

Will vary based on the type of change being considered, but those criteria may include Retail and Wholesale Business Requirements, Job-Aids, Methods and Procedures, etc.

6. Second paragraph, eighth line down refers to “all appropriate Wholesale contacts” (seems to tie to Step 12). Who would these people be and how do the retail personnel know whom to contact (what guidance do they have that directs the communications)?

The appropriate contacts are those people listed in the checklist next to specific areas of possible impact. In the most current version of the checklist there is only one contact, who is responsible for making any additional Wholesale contacts necessary to assess the impact.

7. Who is Andy Simpson (end of second paragraph and Step 9)? Who are Denise Martinez and Bill Casurella (Step 9)?

Andy Simpson is a Process Specialist in the Wholesale Service Delivery Organization

Denise Martinez is a Process Analyst in the Retail Organization

Bill Casurella is a Manager of Process Management for Global Business

The most current version of the checklist and methods, Joann Garramone is the single point of contact for Wholesale. Joann is a Lead Process Analyst in the Wholesale Process Organization.

8. Step 1 in the table. What is located at http://dmpweb-ne1.uswc.uswest.com/training/Process%20Helper/Table_of_Contents.htm? AT&T would like for CLECs to have the opportunity to review this.

This is an internal Retail website that has a link to the Wholesale Impact Checklist and the Wholesale Impact Checklist Methods.

9. AT&T would like CLECs to be able to review and discuss with Qwest examples of what is produced at Steps 10, 13 and 14.

B. Response Methods for the Wholesale Impact Checklist

1. What wholesale groups would receive notification from retail? How do Qwest wholesale personnel know to follow this process?

Retail submits the Wholesale Impact Checklist to the Wholesale single point of contact listed on the checklist. The single point of contact then goes to the designated Wholesale contacts for the function(s) that might be impacted. These designated Wholesale contacts have been trained and have access to the Checklist Response Methods for Wholesale Impacts.

2. Step 3 refers to functions impacted and that they are associated to the PIDs listed on each line in Column. AT&T would like CLECs to have an opportunity to discuss this Step with the table, including all columns and rows that Qwest personnel view, available for CLECs to view (column J, K, L, others?).

Does the reference to PIDs in Step 3 mean that the only change that goes through this process is one measured by the PIDs?

No, all changes that potentially have Wholesale impacts go through this process.

What are the PID relationships referenced in Step 3?

Where there is a PID that addresses a Wholesale equivalent of a Retail function, those PIDs are in the hidden column (L) of the Wholesale Impact Checklist so the Wholesale contact can identify any additional wholesale contacts.

3. If impacts are determined to exist, (i) what is the process on the wholesale side to incorporate that change into the wholesale business and processes and (ii) what steps are taken to insure that the change on the wholesale side occurs at the same time as it occurs on the retail side?

“If it is determined that the operational or system change will impact Wholesale, it is the responsibility of Retail Process & Quality Organization and the Wholesale Project Management Organization to come to an agreement whether and/or to the extent to which the Retail change must be modified, delayed or cancelled in order to ensure Wholesale and Retail parity.” - This quote is from the most current version of the Wholesale Impact Checklist Methods. Any change required on the Wholesale side will be subject to the Change Management Process.

4. How does Qwest determine to redact from retail what it provides to wholesale? For example, if a website or database is available to retail, how does Qwest determine to make only certain information/fields from such website/database available to wholesale customers?

Qwest determines what information to provide by analyzing each data element in relation to Qwest's obligation to provide nondiscriminatory access to its OSS for pre-order, order, provisioning, maintenance and repair and billing.

5. Step 15 appears to have some text missing.
There is no text missing

C. Last Page (Untitled spreadsheet)

1. Is this the “Wholesale Impact Spreadsheet” referenced in the above processes”?

This is the Wholesale Impact Checklist, which is reference above.

2. Are we seeing the entire spreadsheet as it is seen by the Qwest retail and wholesale personnel? AT&T would like CLECs to have the opportunity to see the entire document as used by Qwest retail and wholesale personnel.

Retail uses the checklist as you see it. Wholesale has access to a hidden column (L), as referred to in item B2 above, to help them correlate retail processes/systems to wholesale processes/systems to identify wholesale contacts to assess potential impacts.

3. AT&T would like CLECs to have the opportunity to see samples of this spreadsheet completed by Qwest retail and wholesale personnel.

4. Is the submitter the retail person?

Yes

5. What documentation exists to explain the criteria for completing the columns under “Process, Systems, &/or Center Impacts”?

The Wholesale Impact Checklist Methods

6. “Contact & Tel. No.” column. Are these retail or wholesale contacts? Other? Does this list represent all of the (wholesale/retail?) contacts at Qwest for notification of changes?

Wholesale contacts. With the most recent version of the Wholesale Impact Checklist and Wholesale Impact Checklist Methods there is a single point of contact that will make any additional contacts that are necessary to assess the impact.

7. It looks like this spreadsheet is to identify impacts, but we don’t see where the change in systems, process or center is actually described. How is that communicated?

In the Description field and in any attachments submitted by the Retail contact.