

## Change Management Improvements

04-15-02

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 1 Introduction and Scope</b></p> <p>Qwest implemented Section 1 as agreed to by the Redesign Team on October 2, 2001.</p>	<p>October 2, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Master Red-line document can be found at the following URL: <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting October 2-3 Final Minutes, page 4 paragraph 1.)</p>	<p>October 3, 2001</p>	<p>Qwest has complied with this process for over 6 months.</p> <p>Qwest processed 154 new OSS Interface CRs between October 3, 2001 and March 26, 2002.</p> <p>Qwest processed 43 New Product Process CRs between October 3, 2001 and March 26, 2002.</p> <p>Qwest rejected only 1 Process CR on the grounds that it was deemed to be out of scope because the CR called for a change to how a specific PID is measured. The redesign team has subsequently agreed that changes to PIDs, how PIDs are measured, and changes to PAPs are out of scope for CMP.</p>	<p>Supporting data can be found at the following URL: <a href="http://www.qwest.com/wholesale/cmp/changerequest.html">http://www.qwest.com/wholesale/cmp/changerequest.html</a> (Select either CLEC Change Request – Product/Process Interactive Reports or CLEC Change Request – Systems Interactive Reports.)</p>

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<p><b>Section 2</b></p> <p><b>Managing the Change Management Process</b></p> <p>Qwest implemented Section 2 as agreed to by the Redesign Team.</p>	<p>Varies by sub-section.</p>	<p>Qwest implemented Section 2 as specified in the Qwest's Record of Compliance column.</p>	<p>Qwest has modified the processes as necessary as determined by the Redesign Team.</p> <p>Qwest posted a POC list on its CMP web site.</p> <p>CMP Managers have been in place since the inception of CMP in 1999.</p> <p>CR Project Managers have been in place (fulfilling the roles and responsibilities described in the CMP) since August, 2001.</p> <p>Escalation/Dispute Resolution Managers have been in place (fulfilling the roles and responsibilities described in the CMP) since September, 2001.</p> <p>Qwest posted a CLEC comments tool on its CMP web site.</p>	<p>Supporting data can be found at the following URLs:</p> <p><a href="http://www.qwest.com/wholesale/cmp/poc.html">http://www.qwest.com/wholesale/cmp/poc.html</a> (CLEC POC List)</p> <p><a href="http://www.qwest.com/wholesale/cmp/changerequest.html">http://www.qwest.com/wholesale/cmp/changerequest.html</a> (See either Systems or Product/Process Interactive Reports. These contain the names of the CR Project Managers assigned to each of the CRs.)</p> <p><a href="http://www.qwest.com/wholesale/cmp/escdisp.html">http://www.qwest.com/wholesale/cmp/escdisp.html</a> (See actual escalations.)</p> <p><a href="http://www.qwest.com/wholesale/cmp/review.html">http://www.qwest.com/wholesale/cmp/review.html</a> (This is the tool the CLECs use to submit comments on a given PCAT or TechPub.)</p>

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<p><b>Section 3 Meetings</b></p> <p>Qwest implemented Section 3 as agreed to by the Redesign Team on August 8, 2002.</p>	<p>August 8, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Master Red-line document can be found at the following URL: <a href="http://qwest.com/wholesale/cmp/redesign.html">http://qwest.com/wholesale/cmp/redesign.html</a> (see CMP Re-Design Meeting August 7 &amp; 8 Final Minutes - 8-29-01 Attachment 9, Page 8.)</p>	<p>See Qwest's Record of Compliance column.</p>	<p>Qwest has conducted CMP monthly meetings at least once per month since the inception of Qwest's CMP in 1999. In October, 2001 CMP monthly meetings were extended to 2 full day sessions per the request of the CLEC participants.</p> <p>Qwest has provided meeting materials, also known as distribution packages, since the inception of Qwest's CMP in 1999. An improved distribution package format was introduced in September, 2001 for the Product and Process CMP meetings and in October 2001 for the Systems CMP meetings.</p> <p>Qwest has recorded meeting minutes since August 15, 2001 for Product and Process CMP meetings, and since September 19, 2001 for Systems CMP meetings.</p> <p>Qwest has made a number of improvements to its CMP website as a result of the Redesign effort.</p>	<p>Supporting data can be found at the following URLs:</p> <p><a href="http://www.qwest.com/wholesale/cmp/tmarchive.html">http://www.qwest.com/wholesale/cmp/tmarchive.html</a> (CMP meeting material, including dates of meetings, distribution packages and meeting minutes)</p> <p><a href="http://www.qwest.com/wholesale/cmp/index.html">http://www.qwest.com/wholesale/cmp/index.html</a> (Qwest's CMP web site)</p>

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<p><b>Section 4 Types of Change</b></p> <p>Qwest implemented Section 4 as agreed to by the Redesign Team on September 20, 2001.</p>	<p>September 20, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Master Red-line document can be found at the following URL: <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting September 18 and 20 Final Minutes, Pages 6 and 7.)</p>	<p>September 20, 2001</p>	<p>Qwest has complied with this process for over 7 months. It should be noted that there was an impasse issue relating to the definition of Regulatory CRs that was resolved on April 4, 2002. However, the team had reached agreement on the other aspects of the definition and the impasse resolution did not change the language contained in the Master Red-line document.</p> <p>There were 4 Regulatory CRs, 0 Industry Guideline CRs, 24 CLEC Originated CRs, and 25 Qwest Originated CRs on the candidate list for the IMA 10.0 Release.</p> <p>There were 2 Regulatory CRs, 16 Industry Guideline CRs, 10 CLEC Originated CRs, and 12 Qwest Originated CRs on the candidate list for the IMA 11.0 Release. It should be noted that the 2 Regulatory CRs were for PID improvements. Effective with Qwest's IMA 12.0 Release and beyond, PID improvements will be treated as either CLEC Originated CRs or Qwest Originated CRs.</p>	<p>The CRs that were candidates for the IMA 10.0 Release, by CR type, can be found at the following URL: <a href="http://www.qwest.com/wholesale/downloads/2001/011012/System_Distribution_Doc.pdf">http://www.qwest.com/wholesale/downloads/2001/011012/System_Distribution_Doc.pdf</a> (See Distribution Package for 10-18-01, Attachment E for CRs originally classified as Regulatory CRs and Attachment F for Qwest Originated and CLEC Originated CRs. NOTE: There were no industry Guideline CRs for the IMA 10.0 Release.</p> <p>The CRs that were candidates for the IMA 11.0 Release, by CR type, can be found at the following URL: <a href="http://www.qwest.com/wholesale/downloads/2001/011012/System_Distribution_Doc.pdf">http://www.qwest.com/wholesale/downloads/2001/011012/System_Distribution_Doc.pdf</a> See Distribution Package for 10-18-01, Attachment E for CRs originally classified as Regulatory CRs and Attachment F for Qwest Originated and CLEC Originated CRs. NOTE: There were no industry Guideline CRs for the IMA 10.0 Release.</p>

			<p>It should be noted that CLECs have had the ability to submit CRs since the inception of Qwest's Change Management Process f.k.a. CICMP. Between January 1, 2000 and September 30, 2002 Qwest processed and closed 68 OSS Interface CRs.</p>	
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<p><b>Section 5</b></p> <p><b>Sections 5.1 and 5.2 CLEC-Qwest OSS Interface Change Request Initiation Process</b></p> <p>Qwest implemented Section 5.1 as agreed to by the Redesign Team on September 5, 2001.</p> <p>Qwest implemented the process improvements that were agreed to by the Redesign Team on October 16, 2001.</p> <p>It should be noted that Qwest has proposed language to address process improvements (specific to the treatment of Regulatory and Industry Guideline Changes) that were developed by the Redesign Team. Qwest is prepared to implement these improvements once the Redesign Team accepts the proposed language.</p>	<p>September 5, 2001 (Original)</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Master Red-line document can be found at the following URL: <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting September 5 Final Minutes, Page 4.)</p> <p>October 16, 2001 (Revised)</p> <p>Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL: <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 2.)</p>	<p>October 1, 2001(Original)</p> <p>October 30, 2001 (Revised)</p>	<p>Qwest has complied with the revised process for over 5 months.</p> <p>Section 5.1 Between November 1, 2001 and March 26, 2002 Qwest processed 103 new OSS Interface CRs in accordance with the CLEC-Qwest OSS Interface Change Request Initiation Process. There are 9 milestones Qwest tracks for each CR 1.) Send Acknowledgement; 2.) Post CR to Web; 3.) Contact CR Originator; 4.) Hold Clarification Meeting; 5.) Send Initial Qwest Response; 6.) Post Initial Qwest Response to Web; 7.) Present CR; 8.) Send Final Qwest Response, if applicable; and 9.) Post Final Qwest Response to Web, if applicable. For the time period specified above, Qwest is responsible for missing only 5 milestones out of a possible 599 milestones. This equates to an average compliance rate of 99.00%</p>	<p>Supporting data can be found at: <a href="http://www.qwest.com/wholesale/cmp/changerequest.html">Http://www.qwest.com/wholesale/cmp/changerequest.html</a> (Select CLEC Change Request – Systems Interactive Reports.)</p>

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<p><b>Section 5.3 CLEC Product/Process Change Request Initiation Process</b></p> <p>Qwest implemented Section 5.3 as agreed to by the Redesign Team on September 5, 2001.</p> <p>Qwest implemented the process improvements that were agreed to by the Redesign Team on October 16, 2001.</p>	<p>September 5, 2001 (Original)</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Master Red-line document can be found at the following URL: <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting September 5 Final Minutes, Page 4.)</p> <p>October 16, 2001 (Revised)</p> <p>Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL: <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 2.)</p>	<p>October 1, 2001(Original)</p> <p>October 30, 2001 (Revised)</p>	<p>Qwest has complied with the revised process for over 5 months.</p> <p>Between November 1, 2001 and March 26, 2001, Qwest processed 36 new Product/Process CRs in accordance with the CLEC Product/Process Change Request Initiation Process. There are 9 milestones Qwest tracks for each CR 1.) Send Acknowledgement; 2.) Post CR to Web; 3.) Contact CR Originator; 4.) Hold Clarification Meeting; 5.) Send Initial Qwest Response; 6.) Post Initial Qwest Response to Web; 7.) Present CR; 8.) Send Final Qwest Response, if applicable; and 9.) Post Final Qwest Response to Web, if applicable. For the time period specified above, Qwest is responsible for missing only 7 milestones out of a possible 231 milestones. This equates to an average compliance rate of 97.00%</p>	<p>Supporting data can be found at: <a href="http://www.qwest.com/wholesale/cmp/changerequest.html">Http://www.qwest.com/wholesale/cmp/changerequest.html</a> (Select CLEC Change Request – Product and Process Interactive Reports.)</p>

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<p><b>Section 6 OSS Interface Release Calendar</b></p> <p>Qwest implemented Section 6 as agreed to by the Redesign Team on November 1, 2001</p>	<p>October 16, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Master Red-line document can be found at the following URL: <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 3.)</p>	<p>November, 2001</p>	<p>Qwest has complied with the improved OSS Interface Release for over 5 months.</p> <p>The Calendar already provided OSS Release information, but was improved with the inclusion of additional customer facing system information.</p> <p>The revised OSS Interface Release Calendar was posted on the web in November, 2001. Quarterly updates were posted on the web in January, 2002 and in April, 2002.</p>	<p>The current view of Qwest's OSS Interface Release Calendar can be found at the following URL: <a href="http://www.qwest.com/wholesale/cmp/osscalendar.html">http://www.qwest.com/wholesale/cmp/osscalendar.html</a></p>
<p><b>Section 7 Introduction of a New OSS Interface</b></p> <p><b>Section 7.1 Introduction of a New Application to Application Interface</b></p>	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Master Red-line document can be found at the following URL: <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 11.)</p>	<p>November, 2001.</p>	<p>Qwest has not introduced a new application to application OSS interface since agreement was reached</p>	



Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 7.2</b> <b>Introduction of a New GUI</b></p> <p>Qwest implemented Section 7 as agreed to by the Redesign Team on November 1, 2001</p>	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Master Red-line document can be found at the following URL: <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 11.)</p>	<p>November, 2001</p>	<p>Qwest introduced a new GUI (FORCAST) on March 8, 2002. There are 6 milestones Qwest tracks with the introduction of a new GUI: 1.) Release Notification; 2.) Release Announcement; 3.) Interface Overview; 4.) CLEC Comments and Qwest Response; 5.) Final Notification; and 6.) Deployment. Qwest is 100% compliant in meeting these milestones with the exception of the actual implementation date, which has not yet arrived.</p>	<p>Supporting data can be found at the following URL: <a href="http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,38.00.html">http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,38.00.html</a></p>

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 8.0 Change to Existing OSS Interfaces</b></p> <p>Qwest implemented Section 8.0 as agreed to by the Redesign Team on November 1, 2001.</p>	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Master Red-line document can be found at the following URL: <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 8.</p>	<p>See Qwest's Record of Compliance column.</p>	<p>Qwest agreed to implement no more than 3 major IMA releases and 3 IMA point releases within a calendar year. Qwest has complied with this process for over 2 years.</p> <p>In 2001, Qwest implemented 2 major and 3 point releases. In 2002, Qwest has implemented 1 major and 1 point release Y.T.D.</p> <p>Qwest agreed to support the previous major IMA release for 6 months after the subsequent major IMA EDI (i.e., application to application ) release has been implemented. Qwest has complied with this process for over 2 years.</p> <p>IMA Release 6.0 was implemented December 8, 2000 and IMA Release 5.0 was retired June 8, 2001.</p> <p>IMA Release 7.0 was implemented April 22, 2001 and IMA Release 6.0 was retired December 7, 2001. (Qwest exceeded its commitment to the CLECs.)</p> <p>IMA Release 8.0 was</p>	

			<p>implemented August 18, 2001 and IMA Release 7.0 was retired March 16, 2002. (Qwest exceeded its commitment to the CLECs.)</p> <p>Qwest agreed that major IMA releases should occur no less than 3 months apart. Qwest Has complied with this process for over 2 years. (See release dates above.)</p>	
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<p><b>Section 8.1 Application to Application Interface</b></p> <p>Qwest implemented Section 8.1 as agreed to by the Redesign Team on November 1, 2001.</p>	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Master Red-line document can be found at the following URL: <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 8.</p>	<p>November, 2001</p>	<p>Qwest introduced Changes to an Existing OSS Interface – Application to Application Interface on April 4, 2001. There are 6 milestones Qwest tracks for changes to an existing application to application interface: 1.) Draft Interface Technical Specifications; 2.) Walk-through of Draft Interface Technical Specifications; 3.) Qwest Response to CLEC Comments; 4.) Final Interface Technical Specifications; 5.) Joint Testing; and 6.) Deployment. Qwest is 100% compliant with the first 2 milestones. The remaining 4 milestones have not yet arrived. Qwest Response to CLEC Comments and Final Interface Technical Specifications are due on May 8, 2002. Joint Testing runs from May 18 through June 16. Deployment is June 16, 2002.</p>	<p>Supporting data can be found at the following URL: <a href="http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,56.00.html">http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,56.00.html</a></p>

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<p><b>Section 8.2 Graphical User Interface</b></p> <p>Qwest implemented Section 8.2 as agreed to by the Redesign Team on November 1, 2001.</p>	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Master Red-line document can be found at the following URL: <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 8.</p>	<p>November, 2001</p>	<p>Qwest introduced changes to an existing OSS Interface – GUI (CEMR) on April 7, 2001. There are 4 milestones Qwest tracks for changes to an existing GUI: 1.) Draft GUI Release Notice; 2.) Qwest Response to CLEC Comments; 3.) Final Interface Release Notice; and 4.) Deployment. Qwest is 100% compliant with the first 3 milestones. The remaining milestone has not yet arrived. Deployment is planned for May 5, 2001.</p>	<p><a href="http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,45.00.html">http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,45.00.html</a> (See CEMR Release 1.03.06 notices.0</p>
<p><b>Section 9 Retirement of Existing OSS Interface</b></p>	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team discussed this section of the Master Red-line document can be found at the following URL: <a href="http://www.qwest.com/wholesale/cmp/redesign.html">http://www.qwest.com/wholesale/cmp/redesign.html</a> (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 12. Although the minutes do not specifically reflect that agreement was reached, the process was incorporated in the Master Red-line document, which is indicative of acceptance.</p>	<p>November, 2001.</p>	<p>Qwest has not retired an existing application to application OSS interface since agreement was reached</p>	

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<p><b>Section 10 Prioritization</b></p> <p>Qwest implemented Section 10 and subsequent modifications to it as agreed to by the Redesign Team.</p>			<p>Even though the Redesign Team only recently reached conceptual agreement on the few remaining components of the Prioritization Process, the CLECs have been able to prioritize Regulatory CRs, Qwest Originated CRs and Industry Guideline Interface CRs in addition to their own CRs as described below:</p> <p>There were 4 Regulatory CRs, 0 Industry Guideline CRs, 24 CLEC Originated CRs, and 25 Qwest Originated CRs on the candidate list for the IMA 10.0 Release. The CLECs prioritized everything except the Regulatory CRs in August 2001 and again in October/November 2001.</p> <p>There were 2 Regulatory CRs, 16 Industry Guideline CRs, 10 CLEC Originated CRs, and 12 Qwest Originated CRs on the candidate list for the IMA 11.0 Release. It should be noted that the 2 Regulatory CRs were for PID improvements. The CLECs prioritized everything except the Regulatory CRs. Effective with Qwest's IMA 12.0 Release and beyond, PID improvements will</p>	<p>The CRs that were candidates for the IMA 10.0 Release, by CR type, can be found at the following URL:  <a href="http://www.qwest.com/wholesale/downloads/2001/011012/System_Distribution_Doc.pdf">http://www.qwest.com/wholesale/downloads/2001/011012/System_Distribution_Doc.pdf</a> (See Distribution Package for 10-18-01, Attachment E for CRs originally classified as Regulatory CRs and Attachment F for Qwest Originated and CLEC Originated CRs. NOTE: There were no industry Guideline CRs for the IMA 10.0 Release.</p> <p>The CRs that were candidates for the IMA 11.0 Release, by CR type, can be found at the following URL:  <a href="http://www.qwest.com/wholesale/downloads/2001/011012/System_Distribution_Doc.pdf">http://www.qwest.com/wholesale/downloads/2001/011012/System_Distribution_Doc.pdf</a> See Distribution Package for 10-18-01, Attachment E for CRs originally classified as Regulatory CRs and Attachment F for Qwest Originated and CLEC Originated CRs. NOTE: There were no industry Guideline CRs for the IMA 10.0 Release.</p>

			be treated as either CLEC Originated CRs or Qwest Originated CRs.	
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<p><b>Section 11 Application-to-Application Interface Testing</b></p> <p>Qwest implemented Section 11 as agreed to by the Redesign Team on February 7, 2002.</p>	<p>February 7, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Master Red-line document can be found at the following URL: <a href="http://qwest.com/wholesale/cmp/redesign.html">http://qwest.com/wholesale/cmp/redesign.html</a> (see CMP Redesign Meeting February 5 - 7 Final Minutes – 03/12/02, Page 14, Paragraph 2.)</p>	<p>February, 2002</p>	<p>Although the Redesign Team on recently agreed to the improved process for interface testing, it should be noted that SATE has been available to the CLECs since August 2001 and was used by CLECs to migrate their systems to the IMA 8.0 Release and later releases.</p>	

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<p><b>Section 12 Production Support</b></p> <p>Qwest implemented Section 12 as agreed to by the Redesign Team on December 10, 2001.</p>	<p>December 10, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Master Red-line document can be found at the following URL: <a href="http://qwest.com/wholesale/cmp/redesign.html">http://qwest.com/wholesale/cmp/redesign.html</a> (see CMP Redesign Meeting December 10-11 Final Minutes, Page 7.)</p>	<p>February 2002</p>	<p>Qwest has complied with this process for over 2 months.</p> <p>Between February 2, 2002 and April 15, 2002, there were 3 planned outages. In each instance, Qwest met the notification intervals specified in the CMP.</p> <p>It has been Qwest's practice, even prior to the Redesign effort to conduct post-deployment meetings. The most recent example is the review of the IMA 9.01 Release.</p> <p>Between February 1, 2002 and March 31, 2002 Qwest processed 0 Severity 1s, 11 Severity 2s, 496 Severity 3s, and 3 Severity 4s.</p>	<p>Supporting data can be found at the following URL: <a href="http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,38.00.html">http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,38.00.html</a> (See Planned Outage notification type.)</p> <p>Supporting data can be found at the following URL: <a href="http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,56.00.html">http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,56.00.html</a> (See 3/27 Release Notice SYST.03.27.02.F.04001.IMA_Rlse_9_01.doc)</p>

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 14 Escalation Process</b></p> <p>Qwest implemented Section 14 as agreed to by the Redesign Team on September 20, 2001.</p>	<p>September 20, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Master Red-line document can be found at the following URL: <a href="http://qwest.com/wholesale/cmp/redesign.html">http://qwest.com/wholesale/cmp/redesign.html</a> (See CMP Re-Design Meeting Sept. 18 &amp; 20 Final Minutes – 10/10/01, Page 3.)</p>	<p>November 16, 2001</p>	<p>Qwest has complied with the Escalation Process for over 5 months.</p> <p>Between November 16 and March 26, Qwest processed 1 OSS Interface escalation and 4 Product/Process escalations in accordance with the CMP Escalation Process. Qwest tracks 8 milestones for each escalation: 1.) Monitor Escalation; 2.) Validate Escalation; 3.) Acknowledge Escalation; 4) Post Escalation to Web; 5.) Notify CLECs of Escalation 6.) Monitor for Participation; 7.) Qwest Binding Position; and 8.) Monitor for CLEC Response. Qwest is responsible for missing 1 milestone out of a possible 40 milestones. This equates to an average compliance rate of 98%.</p>	<p>Supporting data can be found at: <a href="http://www.qwest.com/wholesale/cmp/index.html">Http://www.qwest.com/wholesale/cmp/index.html</a> (See Escalations and Disputes</p> <ul style="list-style-type: none"> <li>- Initiation</li> <li>- Ongoing</li> <li>- Archive)</li> </ul>

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p><b>Section 15 Dispute Resolution</b></p> <p>Qwest implemented Section 15 as agreed to by the Redesign Team on September 20, 2001.</p>	<p>September 20, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Master Red-line document can be found at the following URL: <a href="http://QWEst.com/wholesale/cmp/redesign.html">http://QWEst.com/wholesale/cmp/redesign.html</a> (see CMP Re-Design Meeting Sept. 18 &amp; 20 Final Minutes - 10-10-01, Page 5.)</p>	<p>November 16, 2001</p>	<p>This process has been in place for over 5 months., but has not been invoked since agreement on the process was reached. Qwest's Dispute Resolution tool may be found on Qwest's CMP web site.</p>	<p>Supporting data can be found at: <a href="http://qwest.com/wholesale/cmp/escdisp.html">http://qwest.com/wholesale/cmp/escdisp.html</a></p> <p>See Escalations and Disputes</p> <ul style="list-style-type: none"> <li>- Initiation</li> <li>- Ongoing</li> <li>- Archive)</li> </ul>