

**EXHIBIT D**  
**CLEC-Qwest Change Management Process Re-design**  
**SCHEDULE OF WORKING SESSIONS**

Revised—May 2, 2002

**UPCOMING WORKING SESSIONS**

| Dates/Time  | Location  | Element   |
|---|---|---|
| <p><b>DATE:</b> Tues, May 21 and<br/>Wed, May 22<br/> <b>TIME:</b> Noon-6 pm MT on Tues<br/>9 AM-5 PM MT on Wed</p> <p><b>Dial-In Number:</b> 877.550.8686<br/> <b>Conference ID:</b> 2213337</p>   | <p>1801 California Street<br/> <b>13<sup>th</sup> Floor, Room 3</b><br/>           Denver, CO</p> | <ul style="list-style-type: none"> <li>• Discuss and baseline language for “1” and “0” items               <ul style="list-style-type: none"> <li>• Exception Process</li> <li>• Postponement</li> <li>• Voting Process</li> <li>• Roles and responsibilities for Service and Account Management</li> </ul> </li> <li>• Review and close items in the Gap Analysis and Issues/Action Items Log</li> </ul> |
| <p><b>DATE:</b> Wed, June 5 and<br/>Thurs, June 6<br/> <b>TIME:</b> Noon-6 pm MT on Wed<br/>9 AM-5 PM MT on Thurs</p> <p><b>Dial-In Number:</b> 877.550.8686<br/> <b>Conference ID:</b> 2213337</p> | <p>1801 California Street<br/> <b>13<sup>th</sup> Floor, Room 1</b><br/>           Denver, CO</p> | <ul style="list-style-type: none"> <li>• (to be determined)</li> </ul>  |
| <p><b>DATE:</b> Mon, June 17 and<br/>Tues, June 18<br/> <b>TIME:</b> Noon-6 pm MT on Mon<br/>9 AM-5 PM MT on Tues</p> <p><b>Dial-In Number:</b> 877.550.8686<br/> <b>Conference ID:</b> 2213337</p> | <p>1801 California Street<br/> <b>13<sup>th</sup> Floor, Room 1</b><br/>           Denver, CO</p> | <ul style="list-style-type: none"> <li>• (to be determined)</li> </ul>  |

Note: Agenda will include standing items—Review Core Team participation, Issue/Action Items, Review redlined document, Final Meeting Minutes from the previous session, and Set/Confirm agenda for the next working session. A half hour towards the end of each meeting will be dedicated to the CLEC community to address their issues, if needed.

**EXHIBIT D**  
**CLEC-Qwest Change Management Process Re-design**  
**SCHEDULE OF WORKING SESSIONS**  
Revised—May 2, 2002

**WORKING SESSIONS ALREADY HELD**

| <b>Dates/Time</b>   | <b>Location</b>                              | <b>Element</b>   |
|---|--|--|
| Thursday, July 11— <b>COMPLETED</b>                             | 1801 California Street,<br>Denver, CO        | <ul style="list-style-type: none"> <li>• Kickoff</li> </ul>  |
| Thursday, July 19— <b>COMPLETED</b>                             | 1801 California Street<br>Denver, CO         | <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Scope</li> <li>• Administration—Managing the Change Management Process</li> </ul>   |
| Tuesday, August 7 and<br>Wednesday, August 8— <b>COMPLETED</b>  | 1801 California Street<br>Denver, CO         | <ul style="list-style-type: none"> <li>• Performance Measurements (informational)</li> <li>• Notification Process</li> <li>• Distribution List</li> <li>• Web Site</li> <li>• Tracking (e.g., CR and RN status definition, naming convention)</li> </ul>   |
| Tuesday, August 14 and<br>Thursday, August 16— <b>COMPLETED</b> | 1005 – 17 <sup>th</sup> Street<br>Denver, CO | <ul style="list-style-type: none"> <li>• Managed Changes—Existing (including Types of Change)—<b>to be continued</b></li> <li>• Prioritization—<b>re-scheduled</b></li> <li>• Exception Process (<b>added by Qwest after 7/19 meeting</b>)—<b>re-scheduled</b></li> </ul>  |
| Wednesday, Sep 5 and<br>Thursday, Sep 6— <b>COMPLETED</b>       | 1801 California Street<br>Denver, CO         | <ul style="list-style-type: none"> <li>• Interim Exception Process</li> <li>• Managed Changes—Existing (including Types of Change)—<b>re-scheduled</b></li> <li>• Prioritization—<b>re-scheduled</b></li> <li>• Exception Process—<b>re-scheduled</b></li> </ul>   |
| Tuesday, Sep 18 and<br>Thursday, Sep 20— <b>COMPLETED</b>       | 1801 California Street<br>Denver, CO         | <ul style="list-style-type: none"> <li>• Escalation and Dispute Resolution Process</li> <li>• Re-visit Introduction and Scope (<b>continuing on Oct 2</b>)</li> <li>• Managed Changes—Existing (including Types of Change)—<b>to be continued</b></li> <li>• Release Requirements (e.g., Initial, Walk-through, Comment Cycle, Final, Release Testing)—<b>re-scheduled due to agenda changes</b></li> <li>• Prioritization—<b>re-scheduled due to agenda changes</b></li> <li>• Exception Process—<b>re-scheduled due to agenda changes</b></li> </ul> |

Note: Agenda will include standing items—Review Core Team participation, Issue/Action Items, Review redlined document, Final Meeting Minutes from the previous session, and Set/Confirm agenda for the next working session. A half hour towards the end of each meeting will be dedicated to the CLEC community to address their issues, if needed.

**EXHIBIT D**  
**CLEC-Qwest Change Management Process Re-design**  
**SCHEDULE OF WORKING SESSIONS**

Revised—May 2, 2002

**WORKING SESSIONS ALREADY HELD (continued)**

| Dates/Time   | Location  | Element   |
|--|---|---|
| Tuesday, Oct 2 and<br>Wednesday, Oct 3— <b>COMPLETED</b>                     | 200 South 5th Street, 1 <sup>st</sup> Floor,<br>Multi-purpose Room,<br>Minneapolis, Minnesota and<br><br>1801 California Street<br>23 <sup>rd</sup> Floor, Executive Conf Rm.<br>Denver, CO | <ul style="list-style-type: none"> <li>• Qwest’s 271 Status Report to CO PUC</li> <li>• Introduction and Scope</li> <li>• Change Request Initiation (continue on Oct 16)</li> <li>• Changes to an Existing Interface (rescheduled)</li> </ul>   |
| Tuesday, Oct 16— <b>COMPLETED</b>  | 1801 California Street<br>Denver, CO  | <ul style="list-style-type: none"> <li>• Change Request Initiation (CLEC and Qwest)</li> <li>• Changes to an Existing Interface (to be continued) <ul style="list-style-type: none"> <li>– Application-to-Application</li> <li>– Graphical User Interface</li> </ul> </li> <li>• Prioritization of OSS Change Requests—rescheduled</li> </ul>   |
| Tuesday, Oct 30, Wednesday, Oct 31,<br>and Thursday, Nov 1— <b>COMPLETED</b> | 1801 California Street<br>Denver, CO  | <ul style="list-style-type: none"> <li>• OSS Interface Change Request Initiation</li> <li>• Changes to an Existing Interface and Requirements Review (continue) <ul style="list-style-type: none"> <li>– Application-to-Application</li> <li>– Graphical User Interface</li> </ul> </li> <li>• Prioritization of OSS Change Requests (to be continued)</li> <li>• Introduction of a New Interface</li> <li>• Retirement of an Existing Interface</li> <li>• Interface Testing (rescheduled)</li> <li>• Production Support (rescheduled)</li> <li>• Training (rescheduled)</li> <li>• Re-visit the CMP Web Site section (rescheduled)</li> <li>• Managing the CMP (rescheduled)</li> <li>• Determine elements for Product and Process CMP discussions (future sessions)—rescheduled</li> </ul> |

Note: Agenda will include standing items—Review Core Team participation, Issue/Action Items, Review redlined document, Final Meeting Minutes from the previous session, and Set/Confirm agenda for the next working session. A half hour towards the end of each meeting will be dedicated to the CLEC community to address their issues, if needed.

**EXHIBIT D**  
**CLEC-Qwest Change Management Process Re-design**  
**SCHEDULE OF WORKING SESSIONS**

Revised—May 2, 2002

**WORKING SESSIONS ALREADY HELD (continued)**

| Dates/Time   | Location                             | Element   |
|--|--------------------------------------|---|
| Tuesday, Nov 13— <b>COMPLETED</b>  | 1801 California Street<br>Denver, CO | <ul style="list-style-type: none"> <li>• Prioritization of OSS Change Requests (Regulatory and Industry Guideline Changes)—to continue</li> <li>• Interface Testing—to continue</li> <li>• Production Support--rescheduled</li> <li>• Re-visit Master Redlined Framework sections for outstanding action items (i.e., Proprietary Process, Good Faith, CMP Web Site)—rescheduled</li> <li>• Determine elements for Product and Process CMP discussions (future sessions)—rescheduled</li> </ul>   |
| Tuesday, Nov 27, Wednesday, Nov 28, and Thursday, Nov 29— <b>COMPLETED</b> | 1801 California Street<br>Denver, CO | <ul style="list-style-type: none"> <li>• Prioritization of OSS Change Requests (Regulatory and Industry Guideline Changes)—to continue</li> <li>• Interface Testing</li> <li>• Production Support—to continue</li> <li>• Re-visit Master Redlined Framework sections for outstanding action items (i.e., Good Faith, CMP Web Site)—ongoing</li> <li>• Re-visit Qwest-initiated CR Process—to continue</li> <li>• Proprietary Process (CR and Comments/Questions)—to continue</li> <li>• Review Not CLEC Impacting Definitions—to continue</li> <li>• Review Issues/Action Items Log, ATT Issues, WCOM Issues and others as presented—rescheduled</li> <li>• Determine elements for Product and Process CMP discussions (future sessions)</li> </ul> |
| Monday, Dec 10 and Tuesday, Dec 11— <b>COMPLETED</b>                       | 1801 California Street<br>Denver, CO | <ul style="list-style-type: none"> <li>• Production Support</li> <li>• Interface Testing—to be continued</li> <li>• Review ATT and WCom Issues Lists</li> </ul>   |

Note: Agenda will include standing items—Review Core Team participation, Issue/Action Items, Review redlined document, Final Meeting Minutes from the previous session, and Set/Confirm agenda for the next working session. A half hour towards the end of each meeting will be dedicated to the CLEC community to address their issues, if needed.

**EXHIBIT D**  
**CLEC-Qwest Change Management Process Re-design**  
**SCHEDULE OF WORKING SESSIONS**

Revised—May 2, 2002

**WORKING SESSIONS ALREADY HELD (continued)**

| Dates/Time   | Location                                   | Element  |
|--|--|--|
| Tuesday, Jan 22, Wednesday, Jan 23, and Thursday, Jan 24— <b>COMPLETED</b> | 1801 California Street<br>Denver, CO       | <ul style="list-style-type: none"> <li>• Discuss and develop guidelines for “What is not CLEC-impacting” for Product/Process—to be continued</li> <li>• Read-out on Interim Product/Process Change Process Implementation</li> <li>• Review History Change Log</li> <li>• Prioritization—to be continued</li> <li>• Review and discuss Core Team Gap Analyses to determine future session topics—to be continued</li> <li>• Issues/Action Items Log</li> </ul> |
| Tuesday, Feb 5, Wednesday, Feb 6, and Thursday, Feb 7— <b>COMPLETED</b>    | 1801 California Street<br>Denver, CO       | <ul style="list-style-type: none"> <li>• Gap/Issues discussion and closure:               <ul style="list-style-type: none"> <li>– Interface Testing</li> <li>– Production Support</li> <li>– Scheduled Maintenance for OSS Interface</li> <li>– Technical Escalation Process</li> </ul> </li> </ul>   |
| Tuesday, Feb 19— <b>COMPLETED</b>  | 1801 California Street<br>Denver, CO       | <ul style="list-style-type: none"> <li>• Gap/Issues discussion and closure:               <ul style="list-style-type: none"> <li>– Regulatory Change</li> <li>–</li> </ul> </li> </ul>   |
| Tuesday, Mar 5, Wednesday, Mar 6, and Thursday, Mar 7— <b>COMPLETED</b>    | 1801 California Street<br>Denver, CO       | <ul style="list-style-type: none"> <li>• Gap/Issues discussion and disposition</li> <li>• Consensus on Concepts:               <ul style="list-style-type: none"> <li>– Prioritization</li> <li>– SCRIP</li> <li>– OSS Interface CR Initiation Process</li> <li>– Reasons to Deny a CR</li> <li>– Implementation Suspension during a dispute for Product/Process</li> </ul> </li> </ul>  |
| Monday, Mar 18 and Tuesday, Mar 19— <b>COMPLETED</b>                       | 1005 17 <sup>th</sup> Street<br>Denver, CO | <ul style="list-style-type: none"> <li>• Discuss and agree on concepts for remaining ATT Priority List items identified as longer discussion required and potential impasse issues (“1’s”)</li> <li>• Discuss and agree on language for:               <ul style="list-style-type: none"> <li>• Qwest-initiated Product/Process Change Process</li> </ul> </li> <li>• Discuss and agree on categories for Covad and WCom list of issues</li> </ul>             |

Note: Agenda will include standing items—Review Core Team participation, Issue/Action Items, Review redlined document, Final Meeting Minutes from the previous session, and Set/Confirm agenda for the next working session. A half hour towards the end of each meeting will be dedicated to the CLEC community to address their issues, if needed.

**EXHIBIT D**  
**CLEC-Qwest Change Management Process Re-design**  
**SCHEDULE OF WORKING SESSIONS**  
 Revised—May 2, 2002

**WORKING SESSIONS ALREADY HELD (continued)**

| Dates/Time   | Location                             | Element  |
|--|--------------------------------------|--|
| Tuesday, Apr 2, Wednesday, Apr 3 and Thursday, Apr 4— <b>COMPLETED</b> | 1801 California Street<br>Denver, CO | <ul style="list-style-type: none"> <li>• Discuss and agree on concepts for issues categorized as 0's</li> <li>• Discuss and close on language</li> </ul>   |
| Tuesday, Apr 16— <b>COMPLETED</b>                                      | 1801 California Street<br>Denver, CO | <ul style="list-style-type: none"> <li>• Discuss and baseline language for:                             <ul style="list-style-type: none"> <li>• Qwest-initiated Product/Process Change Process—review categories for Levels 0 through 4</li> </ul> </li> </ul>  |
| Wednesday, May 1 and Thursday, May 2— <b>COMPLETED</b>                 | 1801 California Street<br>Denver, CO | <ul style="list-style-type: none"> <li>• Discuss and baseline language for “1” and “0” items                             <ul style="list-style-type: none"> <li>• SCRP</li> <li>• Crossover CR</li> <li>• Method of implementing Regulatory Changes</li> <li>• Denial of CRs</li> <li>• Training</li> <li>• Late Withdrawals of Prioritized CRs</li> <li>• <i>Exception Process—to be continued</i></li> <li>• <i>Postponement—to be continued</i></li> <li>• <i>Voting Process—rescheduled</i></li> <li>• <i>Roles and responsibilities for Service and Account Management—rescheduled</i></li> </ul> </li> <li>• Review and close items in the Gap Analysis and Issues/Action Items Log</li> </ul> |

Note: Agenda will include standing items—Review Core Team participation, Issue/Action Items, Review redlined document, Final Meeting Minutes from the previous session, and Set/Confirm agenda for the next working session. A half hour towards the end of each meeting will be dedicated to the CLEC community to address their issues, if needed.