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Open System CR SCR121608-02 Detail

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

CR Number	Current Status	Level of Interface/ Effort	Area	Products Impacted
SCR121608-02	Development	- 15/	Maintenance/Repair	Other
	11/10/2010			New MTG application to application

Originator: Martinez, Denise

Originator Company Name: Qwest Corporation

Owner: Martinez, Denise

Director: Lybarger, Dee

CR PM: Lorence, Susan

Description Of Change

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

06/17/11 REVISION TO 11/10/10 UPDATE: Revise the CR to remove the sentence: "New application will include limited testing and also replace CEMR." The MTG application will now interface with CEMR vs. QPORTAL for the online GUI functionality so it will include Client Self testing functionality.

NOTE: The word "limited" is removed which was a term used in reference to the additional functionality that was to be included in MTG associated with Client Self test which was implemented in CEMR on 4/18/11 for all customers. With CEMR remaining the online GUI application as part of MTG, the stated additional requirement is no longer needed.

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.

REVISED 06/17/11

Expected Deliverables/Proposed Implementation Date (if applicable): Updated

to show the internal implementation date is December 2011 and the external implementation date is April 8, 2013.

REVISED 11/10/10

Expected Deliverables/Proposed Implementation Date (if applicable):

Late third quarter/fourth quarter 2011

ORIGINAL ENTRY

Expected Deliverables/Proposed Implementation Date (if applicable):

Late third quarter/fourth quarter 2009

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
12/31/2008	Communicator Issued	SYST.12.31.08.F.05938.CTG_IntrfceNewAppImpPI
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
12/15/2010	Discussed at Monthly CMP Meeting	Discussed at the December Systems CMP Meeting - See Attachment M in the Distribution Package
12/17/2010	Communicator Issued	See notice number SYST.MEDI.12.17.10.F.08642.MTG_IntrfceNewApptoApp
1/6/2011	Communicator Issued	See notice number CMPR.MEET.01.06.11.F.08716.ChgDateMTG_Prelim_ImpRevw
1/13/2011	Communicator Issued	See notice number SYST.MEDI.01.13.11.F.08738.RespCommnts_MTG_Intrfce
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.AddCmmntsCycleMTG_Intrfc
2/9/2011	Communicator Issued	See notice number SYST.MEDI.02.09.11.F.08824.DelaydRespCommntsMTG_Rel1
	Discussed at	Discussed at the February Systems CMP Meeting - See Attachment

2/16/2011	Monthly CMP Meeting	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
3/16/2011	Discussed at Monthly CMP Meeting	Discussed at the March System CMP Meeting - See Attachment D 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_Intrfc available at http://www.qwest.com/wholesale/cmp/review_archivesystemjan11.html where Integra Reply is posted.
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
5/20/2011	Communicator Issued	See notice number CMPR.MEET.05.20.11.F.09163.MTG_MultipleAdHocMeetings
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
6/8/2011	General Meeting Held	Ad Hoc meeting held - technical review.
6/9/2011	Info Received From CLEC	Info rec'd from Integra associated with Ad hoc meeting held on 6/8/11
6/10/2011	Communicator Issued	See Notice number CMPR.MEET.06.10.11.F.09219.MTG_AdHocMtgsCancelled
6/14/2011	CLEC Requested Info	Info rec'd from Integra - Request for OSS materials for the CMP meeting
6/14/2011	Info Sent to CLEC	Reply sent ot CLECs that included MTG Timeline and Timeline posted to Wholesale calendar
6/14/2011	Info Received From CLEC	Info received from Integra and PAETEC - See Wholesale calendar for June CMP meeting for content
6/15/2011	Discussed at Monthly CMP Meeting	Discussed at the June System CMP Meeting - See Attachment I in the Distribution Package

6/17/2011	Record Update	06/17/11 REVISION Description update received from originator to show the CEMR application will be the GUI
6/30/2011	Communicator Issued	See Notice number SYST.MEDI.06.30.11.F.09283.Followup_Resp_Commnts_MTG
7/20/2011	Discussed at Monthly CMP Meeting	Discussed at the July System CMP Meeting - See Attachment I in the Distribution Package
8/5/2011	Communicator Issued	See notice number SYST.MEDI.08.05.11.F.09382.MTG1.0_Drft_Tech_Specs
8/10/2011	Communicator Issued	See Notice number CMPR.MEET.08.10.11.F.09384.MTG_Addl_WalkthruOpprntny

Project Meetings

7/20/11 Ad hoc Meeting Mark Coyne – CenturyLink relayed actions items from previous monthly meeting. First one was to provide responses to matrix by 6/30. (7/28/11 Updates received from Integra in CAPS) CENTURYLINK MISSED THE commitment by 1 day it actually went out on 7/1 early am.

Bonnie Johnson – Integra relayed they had provided a response.

Mark Coyne – CenturyLink (7/28/11 Updates received from PAETEC in italicized CAPS) SAID [Deleted INDICATED] that (7/28/11 Updates received from Integra in CAPS) INTEGRA'S RESPONSE [Deleted IT] had been received. Second item was to provide responses to technical questions from THE 6/8 ad hoc call. That has been included in today's package. Some questions are still waiting for additional review by SME technical team and THEY will BE PROVIDED [Deleted PROVIDE] as soon as THEY ARE available. Last item was to check on feasibility of moving draft tech specs review up to provide more time to review and evaluate.

Tracy Strombotne – CenturyLink (7/28/11 Updates received from PAETEC in italicized CAPS) SAID [Deleted RELAYED] that IT team did agree to get specs out by August 5th to provide longer review.

Julia Redman- Carter – PAETEC asked if (7/28/11 Updates received from Integra in CAPS) THEY would be LOCATED on the calendar.

Susan Lorence – CenturyLink (7/28/11 Updates received from PAETEC in italicized CAPS) SAID [Deleted INDICATED] THEY would be posted to Doc review site as always (7/28/11 Updates received from Integra in CAPS) BUT just early.

Bonnie Johnson – Integra asked where(7/28/11 Updates received from Integra in CAPS) INTEGRA'S [Deleted INTEGRA] response will be posted.

Susan Lorence – CenturyLink (7/28/11 Updates received from PAETEC in italicized CAPS) SAID [Deleted RELAYED] they would be (7/28/11 Updates received from Integra in CAPS) POSTED on THE January notification where additional comment cycle DOCUMENTS ARE POSTED [Deleted IS].

Bonnie Johnson – Integra (7/28/11 Updates received from Integra in CAPS) STATED [SAID] OK, all RESPONSES ARE CONSOLIDATED [Deleted CONSOLIDATE] there NOW but WE may need to discuss better place to put all data associated with the CR. When will they be posted?

Susan Lorence – CenturyLink – (7/28/11 Updates received from Integra in CAPS) (7/28/11 Updates received from PAETEC in italicized CAPS) RESPONDED [SAID] WE will have it out there today.

6/15/11 Ad hoc Meeting Mark Coyne – Qwest said that in the May meeting, it was indicated a revised timeline would be provided for discussion in today's meeting. The timeline was sent yesterday and is posted on the calendar. Mark said some CLEC questions were received after the timeline was posted and those have been posted to the calendar.

Tracy Strombotne – Qwest said the existing timeline was retained in addition to adding a timeline that was compliant with the merger agreement which does not eliminate the system until 2013. Tracy said the left side is what was published previously. Tracy said the right side is her first stab to meet the merger guidelines. (6/28/11 Updates received from PAETEC in CAPS) SHE HAD THE QUESTIONS THAT WERE SUBMITTED YESTERDAY. She said she was open to how the timeline would be discussed – (6/23/11 Updates received from Integra in CAPS) TAKING QUESTIONS NOW OR GOING THROUGH THE WRITTEN LIST OF CLEC QUESTIONS FIRST - whatever is preferred. (6/28/11 Updates received from PAETEC in CAPS to this last sentence) She said she was open to how the timeline would be discussed – TAKING QUESTIONS AS WE WALK THROUGH THE TIMELINE NOW OR GOING THROUGH THE WRITTEN LIST OF CLEC QUESTIONS FIRST – whatever is preferred.

Julia Redman-Carter – PAETEC said (6/28/11 Updates received from PAETEC in CAPS) SHE PREFERS TO HAVE QWEST WALK US [delete GO] THROUGH IT, BUT HAD A GENERAL QUESTION FIRST: WHAT IS THE DIFFERENCE BETWEEN THE INTERNAL CMP TASK TIMELINE AND THE EXTERNAL MTG IMPLEMENTATION TASK TIMELINE?

Tracy Strombotne – Qwest said it was a struggle to determine how to name these. She said the Internal timeline is the original calendar published since April and is what IT (6/23/11 Updates received from Integra and 6/28/11 Updates received from PAETEC in CAPS) [delete WAS AND] IS STILL PLANNING TO FOLLOW SO WE CAN GET DEVELOPMENT DONE IN DECEMBER. She said THEY ARE RELUCTANT [delete WE DON'T WANT] TO WITHDRAW THIS FOR TWO REASONS - since 1) system needs to be replaced, and 2) THOUGH WE HAVE NOT YET HEARD FROM ANYONE, WE DON'T WANT TO WITHDRAW THE [delete CHANCE] OPPORTUNITY IF A CUSTOMER WANTS TO MOVE TO THE NEW [delete PLATFORM] SYSTEM WHEN AVAILABLE. Tracy said the external timeline is high level developed to meet the merger timeline though not perfect. She said if the systems are running concurrent until 2013, we need to follow both CMP and merger requirements. (6/23/11 Updates received from Integra in CAPS) SHE SAID SHE NOTICED ONE OR TWO OF THE WRITTEN QUESTIONS WERE ON THINGS WE MISSED. Tracy apologized and said revisions could be provided if necessary for anything missed.

Julia Redman-Carter – PAETEC said she is hearing (6/28/11 Updates received from PAETEC in CAPS) QWEST SAY THAT COLUMN A AND B IS STILL THE PLAN [delete THE SCHEDULE] ORIGINALLY PROPOSED BY QWEST AND IS NOT CHANGED. [delete AND] AND THAT COLUMN D AND E IS A SEPARATE TIMELINE GEARED TOWARD RETIREMENT. [delete AND] SHE ASKED IF THE MTG SYSTEM HAS ALREADY BEEN DESIGNED AND IMPLEMENTED IN 2011, [delete IF YOU WILL] IS QWEST PLANNING TO REDO AND MODIFY THE DESIGN AND SYSTEM IN 2012/2013 THAT [delete WHAT] WAS DONE THIS YEAR BASED ON CLECS INPUT? Julia said THIS IS DUPLICATION OF THE SAME TASKS, SUCH AS [delete ARE] IN A AND B AND IN D AND E, FOR EXAMPLE TECH SPECS. THIS REQUIRES PAETEC'S IT GROUP AND RESOURCES TO DO THE TASK TWICE, WHICH DOESN'T MAKE GOOD BUSINESS SENSE.

(NOTE: This is the same paragraph as above but includes 6/23/11 Updates received from Integra in CAPS) Julia Redman-Carter – PAETEC said she is hearing (YOU SAY THAT column A and B is STILL THE PLAN [delete THE SCHEDULE] AND IS GOING FORWARD AND is not changed and that column D and E is geared toward retirement. [delete AND] SHE asked if you will redo in 2012/2013 what was done this year? Julia said the same tasks are in A and B and in D and E, for example tech specs.

Tracy Strombotne – Qwest said we will have tech specs finalized in August and the system in place in December. (6/23/11 Updates received from Integra and 6/28/11 Updates received from PAETEC in CAPS) SHE SAID THAT WILL BE OUR SYSTEM FOR NOW. Tracy said Qwest understands that CLECs have the right to comment and CLECs that want will have the opportunity to comment and request CHANGES AND MODIFICATIONS AND input on the timeline on the left and CLECs will also have the ability to comment on a draft tech spec in May 2012 based on where the system is at that point. (6/28/11 Updates received from PAETEC in CAPS) [delete AND] SHE asked if that made sense.

Julia Redman-Carter – PAETEC said it makes sense (6/28/11 Updates received from PAETEC in CAPS) AS TO WHAT YOU ARE SAYING, but she is not sure she agrees WITH THIS PLAN, but wants to listen TO more.

Tracy Strombotne – Qwest said we are developing to ATIS standards which are not new and are what most companies have already moved to and that the standard is not changing so the situation is fairly stable.

Julia Redman-Carter – PAETEC said she appreciated that and it should (6/28/11 Updates received from PAETEC in CAPS) THEORETICALLY make it EASIER [delete SIMPLE] but it does not account for CHANGES TO OUR SYSTEMS - PAETEC OSS impacts that are directly related to Qwest. REGARDLESS OF WHEN WE CHOOSE TO USE THE SYSTEM, PAETEC WILL END UP HAVING TO MAKE CHANGES TO OUR BACK-OFFICE SYSTEM NOW. She said PAETEC could have financial and resource changes in OSS that are burdensome, which is the whole point THAT THE MERGER CONDITIONS WERE TO ADDRESS.

(NOTE: This is the same paragraph as above but includes 6/23/11 Updates received from Integra in CAPS) Julia Redman-Carter – PAETEC said she appreciated that and it should THEORETICALLY make it EASY [delete SIMPLE] but it does not account for CHANGES TO OUR SYSTEM - PAETEC OSS impacts - that are directly related to Qwest. SHE SAID WE END UP HAVING TO MAKE CHANGES. She said PAETEC could have financial and resource changes in OSS that are burdensome which is the whole point.

Tracy Strombotne – Qwest said she totally agreed. Julia Redman-Carter – PAETEC said (6/28/11 Updates received from PAETEC in CAPS) IT IS NOT THAT she is [delete NOT] objecting AT THIS POINT, [delete and it] IT sounds great UP FRONT but when details are discussed, it becomes overly burdensome FOR PAETEC. She said it totally defeats what the merger agreement was DESIGNED to address. She said if PAETEC does not use resources now to address the EXTREMELY tight timeframe, that they will be out of luck AND FORCED TO MAKE THE CHANGES REGARDLESS. (NOTE: This is the same paragraph as above but includes 6/23/11 Updates received from Integra in CAPS) Julia Redman-Carter – PAETEC said IT IS NOT THAT she is [delete NOT] objecting – [delete AND] it sounds great UP FRONT but when details are discussed, it becomes overly burdensome. She said it totally defeats what the merger agreement was DESIGNED to address. She said if

PAETEC does not use resources now to address the EXTREMELY tight timeframe that they will be out of luck. Tracy Strombotne – Qwest said her plan is to give two opportunities for customers to speak on tech specs – in July/August and then again next year. She said with two opportunities to comment and extending the timeframe to convert until 4th quarter 2013, that would be 30 months to change systems. Tracy said if certain timelines are too tight, she would work with customers. Julia Redman-Carter – PAETEC said Tracy was providing two opportunities to “conform” to the Qwest system, which is (6/23/11 Updates received from Integra in CAPS) NOT OUR [delete THE] issue. Tracy Strombotne – Qwest said she did not say “conform” but said comment and request changes. Julia Redman-Carter – PAETEC said the (6/28/11 Updates received from PAETEC in CAPS) DEVELOPMENT AND work ARE [delete IS] to be collaborative and that [delete IT HAS TO BE] Qwest’s way PROVIDES [delete WITH] no chance FOR CLECS to work with Qwest in the beginning DURING THE DEVELOPMENT. (NOTE: This is the same paragraph as above but includes 6/23/11 Updates received from Integra in CAPS) Julia Redman-Carter – PAETEC said the work is to be collaborative and that [delete IT HAS TO BE QWEST’S] QWEST WILL IMPLEMENT IT ITS way with no chance FOR CLECS to work with Qwest in the beginning. Tracy Strombotne – Qwest said she is happy to work with customers but needs to know (6/23/11 Updates received from Integra and 6/28/11 Updates received from PAETEC in CAPS) WHAT ADDITIONAL STEPS AND where else she can work with customers. Julia Redman-Carter – PAETEC said 1) she does not see merger conditions are accounted for (6/28/11 Updates received from PAETEC in CAPS) IN THE FIRST TIMELINE AND THEY NEED TO BE INCORPORATED, 2) the time period for CLEC REVIEW OF tech specs is ABOUT A WEEK [delete 7/5] and that IS based on other dates, BUT PAETEC IT [delete SHE] needs at least a month to REVIEW AND respond; the timeframes PROPOSED BY QWEST are not realistic for PAETEC. Karen Clauson – Integra said she wanted to go back to the two (6/23/11 Updates received from Integra in CAPS) TECH SPEC comment periods. [delete AND] SHE said the cart is before the horse. She said Qwest is implementing and then asking for input LATER, BUT [delete AND SAID] the 30 months comes first. She said it is not 30 months to get [delete IT] THIS done, but a 30 month quiet period. She said [delete IT WAS] INTEGRA bargained to have a say in development and Qwest cannot implement without their say [delete IN] AS TO the successor system. She said Qwest is rushing to implement and will then treat MTG as AN existing SYSTEM and will say it will cost TOO MUCH money to make a change. She said [delete IT] THE TIMELINE is not giving the 30 months prior to the start. SHE STARTED TO ASK ABOUT TRACY’S TWO REASONS FOR NOT WITHDRAWING THIS -- Tracy Strombotne – Qwest (6/23/11 Updates received from Integra in CAPS) INTERRUPTED AND said she would like to take one question at a time and wanted to start with collaborative EFFORT. Tracy said when she put the MTG timeline out, it was per CMP but OBVIOUSLY the merger changed that. Columns A and B are pre merger CMP and Columns D and E are to comply with the merger and CMP timeline and requested input on them. Tracy said the June 8 meeting was to share (6/28/11 Updates received from PAETEC in CAPS) [delete WHAT WE HAD] DRAFT TECH SPECS and no comments were received (6/28/11 Updates received from PAETEC in CAPS) FROM CLECS that it was not workable. Tracy said she thought the walkthrough was a collaborative effort or wanted input on how to work more collaboratively. Karen Clauson – Integra asked to clarify if Qwest plans to go forward with A and B (6/23/11 Updates received from Integra and 6/28/11 Updates received from PAETEC in CAPS) AND IMPLEMENT IN DECEMBER. Tracy Strombotne – Qwest said she is planning an implementation in December and the intent of Column E is to not require customers to move to MTG if they need a longer period of time. Tracy said she is very familiar with a long budget process. (6/23/11 Updates received

from Integra in CAPS) WE WILL LEAVE MEDIACC UP, [delete WILL REMAIN AVAILABLE] but if customers choose to move to MTG, that is an option. Karen Clauson – Integra said that is a piece of the puzzle but not the whole merger condition and said what if a CLEC does not have budget this year to be involved, that is their right. She said if the purpose was to have collaboration, it will be harder to (6/23/11 Updates received from Integra in CAPS) INFLUENCE OR make a change later. She said customers [delete DO NOT WANT TO ISSUE] SHOULD NOT HAVE TO SUBMIT a CR to change an existing system BECAUSE THE NEW SYSTEM SHOULD NOT EXIST. Tracy Strombotne – Qwest said customers can collaborate then or 2012 and Qwest will make changes based on input. She said she had a budget meeting also to go through another collaborative cycle. Since the system will be existing, it will have fewer errors but if (6/23/11 Updates received from Integra and 6/28/11 Updates received from PAETEC in CAPS) [delete SOMETHING IS] THERE ARE unworkable PORTIONS, WE UNDERSTAND that is a risk WE ARE TAKING. Julia Redman-Carter – PAETEC asked what is the risk. Tracy Strombotne – Qwest said the (6/23/11 Updates received from Integra in CAPS) RISK IS THAT YOU WILL WANT CHANGES THAT ARE [delete REQUESTED CHANGES COULD BE] expensive and BURDENSOME [delete EXTENSIVE]. (NOTE: This is the same paragraph as above but includes 6/28/11 Updates received from PAETEC in CAPS) Tracy Strombotne – Qwest said the RISK IS THAT YOU WILL WANT CHANGES THAT ARE [delete REQUESTED CHANGES COULD BE] expensive and extensive AND WILL BE BURDENSOME TO IMPLEMENT. Julia Redman-Carter – PAETEC asked if Qwest (6/28/11 Updates received from PAETEC in CAPS) WOULD BE [delete WAS] willing to make the changes and [delete WOULD] not argue THAT THEY ARE BURDENSOME TO QWEST. Tracy Strombotne – Qwest said she is not going to say she won't argue if a CLEC asks for something out of line with the ATIS standards. She said she does not believe that MTG will be a different than any other carrier but CLECs have the right to ask. We know we may have to make changes that we do not want to make. Julia Redman-Carter – PAETEC said (6/28/11 Updates received from PAETEC in CAPS) TRACY SAID THAT QWEST DIDN'T GET FEEDBACK THAT IT WAS NOT WORKABLE, BUT PAETEC DID SAY on June 8 AND AT PREVIOUS MEETINGS [delete THAT] she tried to convey THAT the detail PROVIDED BY QWEST was not sufficient TO BE ABLE TO DETERMINE THE IMPACT ON OUR SYSTEMS, and SO PAETEC was reserving comments UNTIL THEN. QWEST HAS NOT PROVIDED ENOUGH DETAILS TO COMMENT ON SO FAR. (NOTE: This is the same paragraph as above but includes 6/23/11 Updates received from Integra in CAPS) Julia Redman-Carter – PAETEC YOU SAID THAT YOU DIDN'T GET FEEDBACK THAT IT WAS NOT WORKABLE, BUT PAETEC said THAT on June 8. [delete THAT] SHE SAID she tried to convey THEN THAT the detail was not sufficient and [insert PAETEC] was reserving comments. Tracy Strombotne – Qwest said she heard loud and clear more detail was required but had not heard of any changes to (6/28/11 Updates received from PAETEC in CAPS) TIMELINE dateS. Qwest has to collaborate with internal and external customers and internal want more detail also. Karen Clauson – Integra asked who are internal customers and who is using MTG if no CLECs are.

Tracy Strombotne – Qwest said Network (6/23/11 Updates received from Integra in CAPS) TEAM but that the answer has changed. Tracy said a good portion of transactions are internal WITH QWEST EMPLOYEES and looked at what will go thru MTG if no change to CEMR. SHE SAID SHE IS WORKING WITH IT. Tracy said if there are no external customers using the B2B, there are no transactions going through but that is still being confirmed. She said an [delete IMPORTANT] INTERESTING point is that NOT ONLY CLECS BUT other NON-CLEC customers use the B2B. CEMR MUST [delete HAS TO]

point to [delete BOTH] MEDIACC [delete AND] OR MTG. THERE WAS A QUESTION ABOUT DEPLOYMENT FOR CENTURYLINK, EXTERNAL, NOT CLECS: AT WHAT POINT DO WE POINT TO MTG? [delete AND THAT IT] THAT will be done company by company upon request. WILL NOT POINT TO MTG FOR CLEC UNTIL CLEC REQUESTS. Some customers may want to do sooner.

(NOTE: This is the same paragraph as above but includes 6/28/11 Updates received from PAETEC in CAPS) Tracy Strombotne – Qwest said Network TEAM but that the answer has changed. Tracy said a good portion of transactions are internal WITH QWEST EMPLOYEES and looked at what will go thru MTG if no change to CEMR. SHE SAID SHE IS WORKING WITH IT. Tracy said if there are no external customers using the B2B, there are no transactions going through but that is still being confirmed. She said an [delete IMPORTANT] INTERESTING point is that NOT ONLY CLECS BUT other NON-CLEC customers use the B2B. CEMR has to point to both MEDIACC and MTG. THERE WAS A QUESTION ABOUT DEPLOYMENT FOR CENTURYLINK, EXTERNAL, NOT CLECS: AT WHAT POINT DO WE POINT TO MTG? [delete AND THAT IT] That will be done company by company upon request. SO, WILL NOT POINT TO MTG FOR CLEC UNTIL CLEC REQUESTS. Some customers may want to do sooner.

Karen Clauson – Integra asked why (6/23/11 Updates received from Integra and 6/28/11 Updates received from PAETEC in CAPS) ARE YOU doing this now instead of IN 30 months.

Tracy Strombotne – Qwest said IT said they were on old hardware, an old database and old operating system and the system needed to be replaced since the system was really old. (6/23/11 Updates received from Integra and 6/28/11 Updates received from PAETEC in CAPS) IT IS TIME TO REPLACE. IT IS A PROJECT THAT WE SHOULD HAVE MOVED FORWARD ON. IT said that, EVEN though [delete THINGS ARE] IT IS VERY stable now, if the [delete ELECTRONICS STARTED] ELECTRONIC COMPONENTS START to fail, replacement parts (6/28/11 Updates received from PAETEC in CAPS) WE COULD OBTAIN WHETHER NEW OR USED were also old. The intent was to replace the system before failure resulted in a lot of outages. Tracy said (6/23/11 Updates received from Integra and 6/28/11 Updates received from PAETEC in CAPS) [delete THERE ARE] WE HAVE service level agreements and that we needed to proactively replace the system before there were problems that impacted service levels. The project is intended to prevent service level issues pre-merger/post- merger. WE HAVE AN OBLIGATION TO KEEP THE SAME SERVICE LEVELS, AND WE WOULD NOT BE ABLE TO DO THAT.

Karen Clauson – Integra asked if Tracy understood that there are two obligations: 1) comply with service level agreements, and 2) comply with the 30 month period, and that Qwest committed to comply (6/23/11 Updates received from Integra and 6/28/11 Updates received from PAETEC in CAPS) WITH [delete TO] all conditions. Tracy Strombotne – Qwest said she understood she cannot replace or retire a system for 30 months.

Karen Clauson – Integra said you also cannot integrate a system for 30 months.

Tracy Strombotne – Qwest said she is not integrating (6/23/11 Updates received from Integra and 6/28/11 Updates received from PAETEC in CAPS) WITH CenturyLink. The project is for legacy Qwest customers to insure a system is available. Tracy said they are just starting to look at integration

issues but that is nothing to do with this and there is no intent to migrate legacy CenturyLink customers now. Tracy said legacy Qwest uses MEDIACC today and will have an opportunity to move to MTG. Legacy CenturyLink does not use MEDIACC and will not use MEDIACC tomorrow. She said the integration team may offer MTG at some point.

Karen Clauson – Integra asked what does CenturyLink/Embarq use for repair and what will be used?

Tracy Strombotne – Qwest said she is legacy Qwest and has that information (6/23/11 Updates received from Integra and 6/28/11 Updates received from PAETEC in CAPS) SOMEWHERE but cannot remember the NAME OF THE SYSTEMS [delete ANSWER] but will get it.

Karen Clauson – Integra said that they have asked the question (6/23/11 Updates received from Integra and 6/28/11 Updates received from PAETEC in CAPS) REPEATEDLY before and asked how it would impact EMBARQ'S billing INTEGRATION IF THEY COULD NOT USE THE REPAIR SYSTEM. She said [delete SHE WAS] CENTURYLINK told US on May 4 that CenturyLink would use MTG when INTEGRA asked why would CLECs move TO MTG and move again.

Tracy Strombotne – Qwest said (6/23/11 Updates received from Integra and 6/28/11 Updates received from PAETEC in CAPS) LET ME REPHRASE, we think MTG is the future. SHE SAID WE ARE NOT MOVING CENTURYLINK CUSTOMERS BUT BELIEVE WE WILL DO A SEPARATE INTEGRATION PROJECT NEXT.[delete BUT THAT MTG DOES NOT CURRENTLY INCLUDE MIGRATION OF LEGACY CENTURYLINK THOUGH SHE THINKS IT MAY IN THE FUTURE AS PART OF SYSTEM INTEGRATION].

Julia Redman-Carter – PAETEC said her understanding is integrating (6/28/11 Updates received from PAETEC in CAPS) IS NOT JUST INTEGRATING FOR CENTURYLINK, BUT any INTEGRATING. IF YOU BRING IN new OSS, OR CHANGE SOMETHING impacting OUR OSS CLECs, YOU ARE SUPPOSED TO APPLY THE [delete FOR] 30 months AND THE OTHER MERGER CONDITIONS.

(NOTE: This is the same paragraph as above but includes 6/23/11 Updates received from Integra in CAPS) Julia Redman-Carter – PAETEC said her understanding is integrating IS NOT JUST INTEGRATING FOR CENTURYLINK, BUT ANY INTEGRATING. IF YOU BRING IN NEW OSS, OR CHANGE SOMETHING IMPACTING OUR OSS, YOU ARE SUPPOSED TO APPLY THE [delete ANY NEW OSS IMPACTING CLECS FOR] 30 months.

Tracy Strombotne – Qwest said the legal regulatory team is working on the notices.

Julia Redman-Carter – PAETEC said back to Column A and B, Qwest is (6/23/11 Updates received from Integra and 6/28/11 Updates received from PAETEC in CAPS) [delete NOT] implementing MTG, WHICH IS NOT a system that is in place (6/28/11 Updates received from PAETEC in CAPS) NOW OR AT THE TIME OF THE MERGER.

Tracy Strombotne – Qwest said it is a new system (6/23/11 Updates received from Integra in CAPS) - LET'S BE HONEST. [delete AND] SHE SAID that WE WILL MIGRATE software [delete WILL MIGRATE] on December 12 but if WE DON'T PHYSICALLY MOVE ANY [delete THERE ARE NO] customers, TO IT, IT IS JUST SITTING THERE UNTIL WE USE THE NEW SYSTEM [delete IT IS JUST SOFTWARE].

(NOTE: This is the same paragraph as above but includes 6/28/11 Updates received from PAETEC in CAPS) Tracy Strombotne – Qwest said it is a new system – LET'S BE HONEST. [delete AND] SHE SAID that WE WILL MIGRATE software [delete WILL MIGRATE] on December 12 but if WE DON'T PHYSICALLY MOVE ANY [delete THERE ARE NO] customers TO IT, it is just software SITTING THERE UNTIL WE USE THE NEW SYSTEM.

Julia Redman-Carter –PAETEC said (6/23/11 Updates received from Integra and 6/28/11 Updates received from PAETEC in CAPS) IT IS A NEW SYSTEM, AND [delete THAT] what is in Column A and B does not provide the required collaborative points AND PROCESS (6/28/11 Updates received from PAETEC in CAPS) INTENDED BY THE MERGER CONDITIONS.

Jamal Boudhaouia-Qwest said the discussion is more related to merger commitments (6/23/11 Updates received from Integra in CAPS) AND INTERPRETING THE 30 MONTH PERIOD, and CAN DO AN AD HOC CALL FOR interpretations FOR FOLKS THAT CAN MAKE THE CALL [delete AND SHOULD BE ADDRESSED ELSEWHERE].

(NOTE: This is the same paragraph as above but includes 6/28/11 Updates received from PAETEC in CAPS) Jamal Boudhaouia-Qwest said the discussion is more related to merger commitments and INTERPRETING THE 30 MONTH PERIOD. THIS SHOULD BE ADDRESSED ELSEWHERE. WE CAN DO AN AD HOC CALL FOR interpretations FOR FOLKS THAT CAN MAKE THE CALL [delete AND SHOULD BE ADDRESSED ELSEWHERE].

Mark Coyne – Qwest said he does not think a response had been provided to the CLEC questions from yesterday and that we would respond in writing and then determine if another call was required. He said some of the questions were more merger vs. technical.

Karen Clauson – Integra said (6/23/11 Updates received from Integra and 6/28/11 Updates received from PAETEC in CAPS) IF GIVEN A CHOICE THAT Tracy should provide the information she had prepared NOW and that, if the other questions would be responded to in writing, Qwest should provide a date for response. Karen said they have a lot of questions where they are waiting WEEKS AND MONTHS for a response and need a commitment AS TO WHEN QWEST WILL RESPOND.

Mark Coyne – Qwest said Qwest would commit to respond to the recent questions and those in the matrix within two weeks.

Bonnie Johnson- Integra said there are lot of questions between her email and Kim's email and asked if we need to review what has been received.

Mark Coyne – Qwest said we know what is on the matrix and that recent questions have been incorporated (6/23/11 Updates received from Integra in CAPS) INTO THE MATRIX and that the full matrix would be shared with everyone. Mark said he will get with legal and the SME team to decide how they will be answered but all would be answered with the two weeks.

Doug Denney – Integra said he understood the concerns about the system but, if there will be no customers, what (6/23/11 Updates received from Integra and 6/28/11 Updates received from PAETEC in CAPS) [delete WAS] IS the burning need [delete ABOUT] FOR THE December 12 DATE?

Tracy Strombotne – Qwest said the burning need is the old hardware and the concern that it will fail. She said we are developing a new system to run on

new hardware and we want to do that during a quiet period while things are running well so we do not end up in a manual repair situation which would be expensive for all (6/23/11 Updates received from Integra and 6/28/11 Updates received from PAETEC in CAPS) OF US. Tracy said on [delete OCTOBER] DECEMBER 12, we will migrate the software and then we will move OVER THE FIRST OF OUR internal customers. She said we would THEN work with interested external customers to point CEMR TO MTG OR [delete THEM TO THE] B2B WITH [delete VERSION OF] MTG. We will work with CLECs based on the calendar on the right to get their concerns addressed with a plan to retire the system in 2013.

Mark Coyne – Qwest asked if it was fair to say December 12 was a fail safe option (6/23/11 Updates received from Integra and 6/28/11 Updates received from PAETEC in CAPS) IN THE EVENT SOMETHING HAPPENS?

Tracy Strombotne – Qwest said (6/23/11 Updates received from Integra and 6/28/11 Updates received from PAETEC in CAPS) YES, it is a fail safe option but we DON'T want to SAY THAT WE WON'T work with any customer interested to move [delete TO THE PLATFORM] on a customer by customer migration. TRACY SAID WE WILL GET IT IN PRODUCTION. Tracy said it is a big change FOR EVERYBODY.

Jamal Boudhaouia-Qwest it is not a fail safe. (6/28/11 Updates received from Integra and 6/28/11 Updates received from PAETEC in CAPS) [delete IN THAT WE]We will leave the existing CEMR and MEDIACC in place for the time period required in the merger agreement. For any other internal or external customers that want to test or use the system, they can. For those CLECs that want to, they are welcome to stay on the existing system. Jamal said we WILL [delete SHOULD] reply to the matrix IN TWO WEEKS [delete AND THEN SEE WHAT IS LEFT].

Mark Coyne – Qwest said we are looking at getting the responses back by June 30 and asked if that would work.

Karen Clauson – Integra said the sooner the better for Integra and (6/23/11 Updates received from Integra and 6/28/11 Updates received from PAETEC in CAPS) [delete ASKED IF] SHE WANTED TO HEAR THE INFORMATION THAT Tracy had [delete MORE INFORMATION] SAID that she was going to cover. Karen said Jamal indicated after December 12, internal customers would use MTG.

(6/23/11 Updates received from Integra in CAPS) MARK COYNE – QWEST SAID THAT IS ONE OF THOSE QUESTIONS FROM YESTERDAY.

Tracy Strombotne – Qwest said if a follow-up meeting is required, she would be happy to have one. She said someone was talking about the 30 (6/23/11 Updates received from Integra in CAPS) months BEING A quiet period [delete WHERE WE DO NOTHING]. She said SHE DOES NOT THINK Qwest AGREES [delete DOES NOT AGREE TO DO NOTHING FOR 30 MONTHS] so those questions need to be taken to the legal team.

(NOTE: This is the same paragraph as above but includes 6/28/11 Updates received from PAETEC in CAPS) Tracy Strombotne – Qwest said if a follow-up meeting is required, she would be happy to have one. She said someone was talking about the 30 months BEING A quiet period where we do nothing. She said SHE DOES NOT THINK Qwest AGREES [delete DOES NOT AGREE] to do nothing for 30 months so those questions need to be taken to the legal team.

Mark Coyne – Qwest asked Tracy if she had other points before getting back to the system package.

Tracy Strombotne – Qwest said she (6/23/11 Updates received from Integra and 6/28/11 Updates received from PAETEC in CAPS) WILL LEAVE THE REST FOR WRITTEN RESPONSE AND is asking folks to point out where she may have missed things. She said she is willing (6/28/11 Updates received from PAETEC in CAPS) TO WORK together to make the timeline more workable if it looks inadequate and thanked folks for looking at it.

Julia Redman-Carter – PAETEC said she wants it on record that (6/28/11 Updates received from PAETEC in CAPS) [delete IT WOULD TAKE] the PAETEC IT folks NEED TIME TO LOOK THROUGH THE INFORMATION, IDENTIFY IMPACTS AND CONCERNS, AND RESPOND IN A TIME THAT IS MEANINGFUL. SHE SAID THEY NEED at least a month to [delete LOOK] GET through THE information. She said PAETEC cannot afford to wait until THE later TIMETABLE because of the extensive interconnection BETWEEN THE QWEST AND PAETEC systems. BECAUSE PAETEC SYSTEMS AND RESOURCES MAY BE IMPACTED INITIALLY, WE DON'T HAVE THE LUXURY OF WAITING UNTIL THE LATER TIMETABLE WHERE WE WILL THEN BE UP AGAINST AN EXISTING SYSTEM. [Remainder of paragraph is three paragraphs below]

(NOTE: This is the same paragraph as above but includes 6/23/11 Updates received from Integra in CAPS) Julia Redman-Carter – PAETEC said she wants it on record that it would take the PAETEC IT folks NEED TIME TO LOOK THROUGH THE INFORMATION AND RESPOND IN A TIME THAT IS MEANINGFUL. SHE SAID THEY NEED at least a month to [delete LOOK THROUGH] GET THROUGH THAT information. She said PAETEC cannot afford to wait until later because of the extensive interconnection BETWEEN THE systems. She said she will look at how the Column A and B needs to change.[delete BUT SHE] IT needs a month to [delete LOOK AT IT AND KNOW HOW TO] respond, AND SHE NEEDS MORE TIME.

(6/28/11 Updates received from PAETEC in CAPS) TRACY STROMBOTNE – QWEST SAID CLECS HAD NOT PROVIDED FEEDBACK TO THE PROPOSED TIMETABLE SO SHE THOUGHT CLECS FOUND IT TO BE WORKABLE.

(6/28/11 Updates received from PAETEC in CAPS) JULIA REDMAN-CARTER – PAETEC [delete SHE] SAID SHE THOUGHT SHE HAD CONVEYED HER CONCERNS PREVIOUSLY, BUT SHE WILL LOOK AT HOW THE COLUMN A AND B NEEDS TO CHANGE TO INCORPORATE PAETEC'S CONCERNS AND MAKE IT WORKABLE AND SUBMIT CHANGES. [delete BUT SHE] THE TIME LINE WILL BE IMPACTED BECAUSE THE IT GROUP NEEDS A MONTH TO LOOK [delete AT IT] AND [delete KNOW HOW TO] RESPOND. WE NEED MORE TIME THAN IS REFLECTED IN THE TIMETABLE.

Tracy Strombotne – Qwest said she heard the one month request and would take that back to determine how to accommodate on the left or right or both.

Julia Redman-Carter – PAETEC said that if there are big issues, they will have to be worked through before the final tech specs (6/28/11 Updates received from PAETEC in CAPS) AND NEITHER TIME TABLE ALLOWS FOR THAT COLLABORATIVE EFFORT OR ANY MEANINGFUL INPUT FROM CLECS. Julia NOTED [delete QUESTIONED] the timeline on [delete THE] Columns C and D. AFTER A MONTH TO REVIEW THE SPECS FOR QWEST'S PLAN, INCLUDING A WEEK TOWALK CLEC'S THROUGH IT, THEN THE CLECS COMMENTS ARE DUE ON FRIDAY JULY20. THEN IT

APPEARS THAT QWEST IS GOING TO REVIEW OUR COMMENTS, OBTAIN CLARIFICATION, REVIEW THEIR EXISTING SYSTEMS FOR POSSIBLE CHANGES AND INCORPORATE CLEC FEEDBACK ON THAT MONDAY JULY 23. THEN QWEST WILL PRODUCE THE FINAL SPECS ON TUESDAY JULY 24, THAT VERY NEXT DAY. [delete IN REGARD TO WHEN COMMENTS ARE DUE AND WHEN THE FINAL TECH SPECS ARE DUE AND SAID THAT] THIS SCHEDULE DOES [delete DID] not bode well FOR QWEST'S INTENT TO WORK WITH CLECS.

(NOTE: This is the same paragraph as above but includes 6/23/11 Updates received from Integra in CAPS) Julia Redman-Carter – PAETEC said that if there are big issues they will have to be worked through before the final tech specs. Julia questioned the timeline on the Columns C and D in regard to when comments are due and when the final tech specs are due (6/23/11 Updates received from Integra in CAPS) BECAUSE THE TIME IS REALLY SHORT, and said that did not bode well FOR YOUR INTENT.

Karen Clauson – Integra said she wanted to understand Julia's input. She (6/23/11 Updates received from Integra and 6/28/11 Updates received from PAETEC in CAPS) ASKED IF [delete SAID] PAETEC'S POSITION IS THAT [delete SAID] they cannot afford to wait BECAUSE QWEST IS PLANNING TO IMPLEMENT IN DECEMBER, but if Qwest would withdraw the plan and follow the merger conditions, then PAETEC could wait [delete . insert ?] She ASKED IF [delete SAID] what you [delete MEANT] MEAN is that, if Qwest does not withdraw, then PAETEC cannot afford to wait [delete . insert ?]

Julia Redman-Carter – PAETEC said yes that was correct. (6/23/11 Updates received from Integra and 6/28/11 Updates received from PAETEC in CAPS) SHE SAID [delete BUT THAT] she does not want to have MTG implemented and then have PAETEC have to try to fix and determine how to migrate. SHE SAID THEY CAN'T AFFORD THAT.

Tracy Strombotne – Qwest said she was not sure (6/28/11 Updates received from PAETEC in CAPS) SHE understood Julia'S last point and would like to take it offline.

Mark Coyne – Qwest said it was captured and wondered if there was anything else.

Tracy Strombotne – Qwest said she will respond in writing and have an ad hoc call if necessary and that there was (6/23/11 Updates received from Integra and 6/28/11 Updates received from PAETEC in CAPS) OBVIOUSLY A LOT OF intense interest.

Steph Prull – Integra said (6/23/11 Updates received from Integra in CAPS) [delete THE] THEIR push is to have MTG implemented in December. Steph asked if in January there is a failure that cannot be resolved, is Qwest planning to move everyone to MTG or would the approach be to go manual?

Tracy Strombotne – Qwest said we would have to work together to figure it out. She said manual is not what anyone wants and that she hopes it does not happen and it would be a question for legal.

6/8/11 Ad hoc Meeting Attendees: Jeanne Kulesa - Synchronoss Technologies, Chandhini Sivakatasammani Synchronoss Technologies, Narendra Rajagopal - Synchronoss Technologies, Bonnie Johnson-Integra, Doug Denney-Integra, Karen Clauson-Integra, Laurie Roberson - Integra, Kim Isaacs – Integra, Stephanie Prull – Integra, Brenda Bloemke- Comcast Cable, Jim Haworth – Comcast Cable, Tom Wells – Comcast Cable, Sara Aberle –

Comcast Cable, Kristi Detienne – Comcast Cable, Brian Murphy – Comcast Cable, Julia Redman-Carter – PAETEC, Chris Hansen - PAETEC, Larry Obrien - PAETEC, Don Lemke – PAETEC, Sabrina Ochs – PAETEC, Joyce Bilow – PAETEC, Stephen Hayes-Oregon PUC, Mike McCarthy - Minnesota Department of Commerce, Cathy Doherty - Minnesota Department of Commerce, Andy Bahn - Minnesota Department of Commerce, Greg Doyle - Minnesota Department of Commerce, Mark Coyne-Qwest, Tracy Strombotne - Qwest, Denise Martinez, Carolyn Hammack-Qwest, Cecilia Tank – Qwest, Justin Sewell - Qwest, Gopal Padmanabhan- Qwest, Erin Larkin - Qwest, Rich Deutsch - Qwest, Rob Wright - Qwest, Doris Luttrell - Qwest, Meg Hall - Qwest, Steve Edwards - Qwest, Emmanuel Pahang - Qwest, Shelley Fetter - Qwest, Carrie Bousfield - Qwest, Nicole James - Qwest, Ross Rutledge - Qwest, Rita Urevig – Qwest, Susan Lorence-Qwest NOTE: 6/16/11 Update received from Comcast: Change Jim Horton's name to Jim Haworth throughout the document.

Mark Coyne-Qwest opened the meeting and identified the purpose of the call was to have the CenturyLink Technical team walkthrough the MTG technical documentation and respond to CLEC questions.

Karen Clauson-Integra said that Integra and other CLECs have objected to this project and that silence does not mean acceptance. Karen said the meeting information is high level and they have not had long to review it and that this is preliminary information and they would like other meetings to provide comments.

Mark Coyne-Qwest said that there were several meetings already established to discuss the information and that the Integra objections have been noted. Mark then provided a short overview of the Change Request SCR121608-02, Introduction of MTG. Mark said the CR was in a deferred status since 2008 and re-presented in the December 2010 CMP monthly meeting. The Initial Implementation plan was reviewed in January 2011 and in March 2011, a revised implementation plan was provided. Several CLECs have had comments and objections. Mark said there are three technical meetings scheduled as discussed in the May 2011 monthly CMP meeting. The two other meetings are scheduled on June 15 and June 22 to continue the review and Mark requested participants ask questions as the information is reviewed. Bonnie Johnson - Integra questioned if the questions Integra had sent on June 7 were going to be discussed and were they posted to the calendar. Susan Lorence-Qwest said the questions had not been posted to the calendar but that the discussion Tracy Strombotne was to provide would explain the reasoning on why the questions were not posted. Tracy Strombotne - Qwest said due to work by IT, Qwest was able to upgrade the CEMR platform to stabilize it so there was not a need to change out CEMR and that Qwest was only going to introduce MTG. Tracy said that every CEMR transaction flows through MEDIACC but that the change becomes a background change not seen by online users. Tracy said there were lots of CLEC comments and this seems the right thing to focus on for December. Tracy said that Qwest understands the merger agreements especially about not retiring systems. Qwest feels that MEDIACC is on an old platform that needs replacement; there would be a revised schedule for December but that it would be optional for CLECs. Tracy said to comply with merger agreements, MEDIACC would remain available as long as required. Karen Clauson-Integra said that with this approach, some CLECs concerns were addressed but not all. Karen said (6/17/11 Updates received from Integra in CAPS) SHE DID NOT BELIEVE keeping MEDIACC [delete UP] does comply even though Qwest is itself going to migrate. Karen said that PAETEC has joined in the CO and MN filings but that to comply with merger agreements, 270 days notice is required for some

states and 180 for others. Karen said there are lot of steps and a December 2011 date does not allow Qwest to comply with performing all steps. Tracy Strombotne - Qwest said a revised calendar would be provided in the June CMP meeting and that not changing CEMR only addresses a part of issues. She said some folks may be only attending for the CEMR portion of the meeting. Karen Clauson-Integra said they currently use CEMR but they could move to MEDIACC or MTG if allowed so they would monitor it. Karen asked Tracy to confirm CEMR goes thru MEDIACC which is why CEMR users would continue to be involved. Tracy Strombotne - Qwest said that is correct; today, CEMR interfaces with MEDIACC and we would like it to interface with MTG. Tracy said it is possible that if Qwest swaps out the backend, there could be an issue with the front end. She said all were welcome to (6/17/11 Updates received from Integra in CAPS) JOIN IN ON THE DISCUSSION [delete LISTEN] but that she wanted call participants to be aware that the GUI piece was no longer a part of the call discussion. Karen Clauson-Integra said on June 1, Bonnie Johnson (Integra) had sent an email (6/17/11 Updates received from Integra in CAPS) ASKING [delete ON] what Qwest did to change the situation relative to CEMR. Tracy Strombotne - Qwest said that Qwest is working on a response but the call today was technical and that Qwest had a number of IT folks on the call to address questions. Karen Clauson-Integra said (6/17/11 Updates received from Integra in CAPS) QWEST HAS TECHNICAL PEOPLE ON THE CALL AND their question is how upgrades were made without CMP notices or outages and what was done.

Tracy Strombotne - Qwest said she understood the question but that people who swap hardware are different then those who develop software. Tracy said Qwest is working on a response and can set up an Ad hoc meeting to provide the response but this call was for the MTG application. Karen Clauson-Integra said that Qwest had recently identified they were concerned with a catastrophic failure but per the recent email, that is not the case. She said Qwest can provide detailed written responses and then if a call is needed, one could be established. Tracy Strombotne - Qwest said she would provide them as soon as responses are prepared. Bonnie Johnson-Integra asked whether her earlier questions would be addressed and if not, was it because CEMR was not going to be retired? Tracy Strombotne - Qwest said yes, responses would be sent to the questions but that Qwest was not prepared to respond to those today since the call was for MTG and the info provided the prior week. Susan Lorence - Qwest said that Bonnie's questions appeared to be associated with QPortal functionality which was originally going to provide the GUI interface of MTG but that CEMR functionality would not be retired and would interface with the MTG app to app. Susan said that is why Bonnie's questions had not been posted but that they could be. Bonnie Johnson-Integra said she would like the questions posted. Cecilia Tank - Qwest then read from the document titled "Gateway Technical Summary" available at <http://wholesalecalendar.qwestapps.com/detail/324/2011-06-08> which represents the XML Gateway. Cecilia said if there are questions, to please ask as the document is reviewed. Chris Hansen - PAETEC asked who the certificate vendor will be? or whether it mattered what vendor the customer used. (See Action Item 1.) Cecilia Tank - Qwest said she thought it would be Clear Trust but would confirm that. Narendra Rajagopal - Synchronoss Technologies asked whether two WSDLs would be needed. One for the request flow and one for the AVC notifications? (See Action Item 2.) Emmanuel Pahang - Qwest said Qwest will send two WSDLs - one for the request service that we host (inbound to Qwest) and one for the web service that we are asking the customer to host to receive the notifications (outbound to customer). Jeanne Kulesa - Synchronoss Technologies asked if a customer is already interfacing via SOAP with IMA, can that same digital certificate be reused? (See Action Item 3.) Emmanuel Pahang - Qwest said it will probably

be a new digital certificate since it is a new web-service for Qwest. Steve Edward – Qwest that he wanted to confirm that with the Qwest Security team. Steve thought it might be possible to reuse an existing digital certificate from IMA or CEMR. Jim Haworth – Comcast asked for an overview and what the linkage was back to Qwest. He wanted to understand the purpose of the service. Was it for repair, ordering, provisioning, or ?? Jim gave an example of the functionality to insure he understood the service. Justin Sewell – Qwest said MTG was for trouble ticketing management using an XML interface and that MTG was an additional gateway offering via an app to app XML interface vs, a CMIP interface. Emmanuel Pahang - Qwest said the service is a business to business gateway where a trouble ticket would be sent electronically to Qwest and processed through the backend system. Cecilia Tank – Qwest questioned whether Comcast was a CEMR user. Jim Haworth – Comcast said he was not a CEMR user. He said their network manages the circuits and network between vendors. Tracy Strombotne - Qwest identified that there are multiple methods for a customer to interface for the “break-fix” functionality: 1) Manual by calling Qwest, 2) online via CEMR or 3) an app to app connection via MEDIACC. She said MTG would use XML. Steve Edwards - Qwest explained that if customers use one method today, that they can use a different method tomorrow. Steve confirmed that this project is to only change the B2B portion which is currently MEDIACC and it is to become MTG which is to send or receive ticket notifications. Jim Haworth – Comcast requested whether the service was for provisioning or break-fix or ?. Tracy Strombotne - Qwest said MTG is for repair only. Jim Haworth – Comcast asked whether the functionality gave access to Design circuit layout? and wondered if it had access into TIRKS? Tracy Strombotne - Qwest said that is available via CEMR which is the online portion. MTG is the B2B piece. Denise Martinez – Qwest said TIRKS is where Qwest gets the DLR. Jim Haworth – Comcast asked if Qwest still uses LMOS. Denise Martinez – Qwest said yes. Cecilia Tank – Qwest then continued (6/17/11 Updates received from Integra and PAETEC in CAPS) [delete THE REVIEW OF] TO READ the “Gateway Technical Summary“.

Narendra Rajagopal - Synchronoss Technologies asked whether the notifications would be sent and received asynchronously. Steve Edwards - Qwest said that was correct and pointed to the MTG Gateway model to review the question and response. Steve confirmed that when a requestor sends the trouble ticket message, Qwest sends back an acknowledgement or ACK. The connection is not maintained while Qwest performs the required process. When Qwest is ready to respond, the response to the requestor is initiated via a new transaction. Emmanuel Pahang - Qwest then provided a general overview of the XML transactions. The first example was the Create Ticket Request which is the first transaction that Qwest will receive from a CLEC which will be sent through the gateway via SOAP over https. He said Qwest would provide the WSDL to describe the interface. He said the header needs to be unique which is how we know who the customer is. Qwest will send back the correlation ID for it. Qwest will provide the ID so Qwest knows that you as 1) authenticate which is to check userid to authorize you to do business with Qwest, 2) to check service profile – the customer places the correct profile whether it be CLEC, reseller or wholesale? Emmanuel said the next is the most important which is the “manage object instance” - the network id, account name and service id. Account name is what Qwest assigns to you, the Network id is also provided to you. Emmanuel said Qwest will send various tables that will show what various values mean. (See Action Item 5.) Shelley Fetter - Qwest then explained there are lots of tags as seen on the Create Ticket Request. There are basic ATIS defined values and within the tags, it will be identified what is required. Shelly said the documents are draft but are a good representation. Qwest is following the basic ATIS defined standards

which drives the data that is required. Shelly said ATIS takes an alphabetical approach. She said again not all tags are required; it is based on what is being sent in the trouble report format ID. Shelly asked if there were any specific questions that someone wanted to go through and there were none. She said this is a draft but is a good representation; it is subject to change. Emmanuel Pahang - Qwest asked if there was any other questions on the Create Ticket Request example and there were none. Julia Redman-Carter – PAETEC said (6/17/11 Updates received from PAETEC in CAPS) THAT THOUGH there are lots of technicians on THE CALL TO EXPLAIN THE INFORMATION PROVIDED BY QWEST SO FAR, THERE STILL IS NOT ENOUGH DETAIL TO DETERMINE THE IMPACTS ON PAETEC OSS. [delete BUT] ONCE WE HAVE SUFFICIENT DETAIL, there may be questions in the future that PAETEC is not prepared to ask AT THIS POINT IN TIME BASED ON THE INFORMATION PROVIDED SO FAR. Steve Edwards - Qwest said (6/17/11 Updates received from Integra in CAPS) HE UNDERSTOOD this is a (6/17/11 Updates received from Integra and PAETEC in CAPS) 50,000 FOOT high level summary and only one of the transactions has been discussed out of the seven provided. He said that each of the examples look similar at a high level: there is an area in the header for authentication; there is an area to identify what the request is about and then there is the detailed information (6/17/11 Updates received from Integra and PAETEC in CAPS) AND THE DEVIL IS IN THE DETAILS Steve said there would be LOTS OF TIME [delete MANY TIMES] to ask questions going forward about the details Steve said Qwest is basing the design formats on an Industry standard which will be used to help rectify any problems that come up.

Julia Redman-Carter – PAETEC said (6/17/11 Updates received from Integra and PAETEC in CAPS) THERE MAY BE ISSUES THAT WE DON'T ABOUT YET AT THIS LEVEL, AND she is trying to (6/17/11 Updates received from PAETEC in CAPS) GET ENOUGH DETAIL TO determine [delete IS] how the changes impact her backend office. (6/17/11 Updates received from Integra and PAETEC in CAPS) STEVE EDWARDS - QWEST SAID IT IS ATIS INDUSTRY STANDARDS. (6/17/11 Updates received from Integra in CAPS) JULIA REDMAN-CARTER – PAETEC SAID SHE IS TRYING TO DETERMINE IS HOW THE CHANGES IMPACT HER BACKEND OFFICE. (6/17/11 Updates received from PAETEC in CAPS to the proceeding same sentence) JULIA REDMAN-CARTER – PAETEC SAID SHE USE OF ATIS INDUSTRY STANDARDS DOES NOT HELP WHEN TRYING TO DETERMINE HOW THE CHANGES IMPACT HER BACKEND OFFICE. Chris Hansen - PAETEC asked as Qwest gets farther into design, if there are deviations, will those be published in Tech specs? Steve Edwards - Qwest said as development progresses, the tech specs and schemas will be available. He said because of the ATIS committees, many definitions are available but may be identified as optional; certain elements may become mandatory from the CenturyLink perspective. He said there will be more detail as the design gets to the schema level which is what really matters for B2B. Karen Clauson-Integra asked about the timeline and would the timeline be updated with how the activity progresses. (6/17/11 Updates received from Integra in CAPS) SHE SAID THE TIMELINE QWEST SENT ON MAY 20TH SAID THE MAY 2ND TASK HAD NOT BEEN STARTED. Cecilia Tank – Qwest said Qwest will update the MTG timeline for the June 15 call. Karen Clauson-Integra (6/17/11 Updates received from Integra in CAPS) ASKED THEN AS THE STATUS KEEPS CHANGING [delete ASKED] whether the column will be updated that provides status. Cecilia Tank – Qwest said absolutely. Julia Redman-Carter – PAETEC said back to the digital certificates, if there are several entities for a company within a state, is a separate certificate required? (See Action Item 3.) Steve Edwards - Qwest

said he thinks one is required per entity but will check with Corporate Security. He said he thinks today for CEMR, IMA, and QORA, they are all using the same digital certificate but will confirm. Julia Redman-Carter – PAETEC said she will check on her side. Narendra Rajagopal - Synchronoss Technologies asked about the SOAP requests. He said that digital certificates would be supported either way but asked if specific information was also needed in the SOAP headers. (See Action Item 6.) Steve Edwards - Qwest confirmed the question: Is there security information required in the SOAP headers as well as the payload headers? Or is the security information only in the tML headers. Emmanuel Pahang - Qwest said he thinks that authentication is by the digital certificate when the request is sent. He said he thinks the actual authentication occurs by Clear Trust on the payload. Steve Edwards - Qwest said he does not know if the design is to that level but if there are specific security requirements for the SOAP header and some for the tML header, that will be identified. He thinks that is part of detail design. Narendra Rajagopal - Synchronoss Technologies said that SOAP has security information defined in the header and that tML does also but that usually security header is used for the handshake at the SOAP level but that Qwest can use that information to investigate. (See Action Item 3.) Sara Aberle – Comcast Cable asked whether the process to request digital certificates was going to be similar to how it is done today in IMA? (See Action Item 7.) Steve Edwards - Qwest confirmed the process would be the same as is done for IMA currently. Mark Coyne-Qwest asked if there were other questions and was it necessary to go through the remaining examples of the XML requests. Chris Hansen - PAETEC said he did not think it was necessary to go through any more examples at this time. He said PAETEC was fairly familiar with the format. Mark Coyne-Qwest asked if anyone else felt differently. Narendra Rajagopal - Synchronoss Technologies said it was OK to move the discussion offline but asked if they could get examples of the SOAP requests for: Retrieve Request , SOAP fault, SOAP Payload, and tML OK Payload. (See Action Item 8.) Several CLEC participants requested the information be shared with all. (6/17/11 Update received from PAETEC highlighted the following statement which is identified in CAPS)THERE WAS ALSO A REQUEST AROUND ERROR CODES. Steve Edwards - Qwest said as Qwest gets further into detail design, those examples of various transactions would become available but that some take more time than others. Steve said they would be provided throughout the development cycle. Susan Lorence-Qwest said we have the list of requests and those that are desired first. Steve Edwards - Qwest said that is correct, they are based on the schema. As the design gets solidified, there could be changes based on CLEC comments but the XML tools will be used to finalize the design. Steve said some examples are available today such as the tML OK because it is used today in other applications. Steve said he will work on determining which examples could be provided now vs. later and will share that. Susan Lorence - Qwest said we would provide a list of those that had been requested. Mark Coyne-Qwest reviewed several action items and next steps: 1) Qwest would respond to the Integra questions submitted to the CMP mailbox. Based on the responses, it would be determined if a separate ad hoc call was required. Mark said several technical questions were identified that had been captured. Mark asked if the call attendees felt the call on 6/15 would still be valuable or whether 6/22 was more appropriate. Julia Redman-Carter – PAETEC said this information is still high level and that when the information is to a (6/17/11 Updates received from PAETEC in CAPS) [delete LOWER]MORE DETAILED level, more time and discussion [delete WAS] WILL BE required. Mark Coyne-Qwest said he was hearing that the meeting on 6/15 may not be required but asked for others to respond. Chris Hansen - PAETEC said he thought another meeting on 6/15 was not required unless further (6/17/11 Updates received from PAETEC in CAPS) DETAILED information was available. He said PAETEC would continue to review the

information provided. Stephanie Prull - Integra said until she had more details, another meeting may not be necessary. Mark Coyne-Qwest said as additional detail is provided, the next meeting would be determined. Mark confirmed the timeline would be reviewed in the June meeting. PAETEC and Integra indicated agreement. Narendra Rajagopal - Synchronoss asked if MTG was going to be available in production as of December 12, 2011. Cecilia Tank - Qwest said that would be confirmed on the next CMP call. Susan Lorence-Qwest reminded attendees to send their company call attendees to CMPCR@qwest.com.

Technical Action items from 6/8/11 ad hoc call (note for formatted list, see meeting minutes in CMP calendar at <http://wholesalecalendar.qwestapps.com/detail/324/2011-06-08>)

Originator Question Response Status

1. Chris Hansen (PAETEC): Who will be the digital certificate vendor? Does it matter what vendor the customer uses? Clear Trust was originally provide but more investigation is required. Pending
2. Narendra Rajagopal - Synchronoss: Will two WSDLs be needed. One for the request flow and one for the AVCs? Qwest will send two WSDLs - one from the web service and one from inbound and outbound. Pending
3. Jeanne Kulesa - Synchronoss Technologies: If a customer already has a digital certificate to bond with Qwest, can the digital cert be reused? Qwest has confirmed that the same digital certificate can be used. Pending
4. Julia Redman-Carter - PAETEC: If there are several entities for a company within a state, is one digital certificate required (6/17/11 Updates received from PAETEC in CAPS) PER COMPANY or is it one per entity? Steve Edwards said he thinks today for CEMR, IMA, and QORA, they are all using the same digital certificate but will confirm this.
5. Emmanuel Pahang - CenturyLink: Emmanuel said Qwest will send various tables that will show what various values mean. Part of the technical specifications. Pending
6. Narendra Rajagopal - Synchronoss Technologies: Identify the security information required in the SOAP headers as well as the payload headers. Pending
7. Sara Aberle - Comcast Cable: Will the process to request digital certificates be similar to how it is done today for LSRs in IMA? Process is viewed likely to be the same. Closed
8. Narendra Rajagopal - Synchronoss Technologies Developers request examples of the SOAP requests for: Retrieve Request , SOAP fault, SOAP Payload, and tML OK Payload. tML OK will be provided first as an existing example. Others would be provided as available. Pending

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 THE

CenturyLink Response

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