

**EXHIBIT 1
TO JOINT CLEC COMPLAINT**

QWEST REPAIR OSS TIMELINE & REVISED TIMELINES

1. **December 17, 2010** – Timeline with Targeted Production Date of September 19, 2011 (after estimated Merger Closing Date), contained in Qwest announcement to CLECs describing a “New Application to Application Interface,” called MTG, in which Qwest said the “Maintenance Ticketing Gateway (MTG) will be a replacement for MEDIACC and CEMR.” See Qwest Notification Number SYST.MEDI.12.17.10.F.08642.MTG_IntrfceNewApptoApp <http://wholesale.qwestapps.com/cnla/announcements/2010/12/17/System/MEDIACC/CM P-Maintenance-Ticketing-Gateway-MTG-1-0-New-Application-to-Application-Interface-Preliminary-Systems-Release-Information/10275>

2. **March 16, 2011** – Revised Timeline with Deployment Process and Scheduling Migration Dates beginning on December 12, 2011 (after estimated Merger Closing Date), <http://wholesalecalendar.qwestapps.com/detail/289/2011-03-16>

May 20, 2011 – Same Revised Timeline as on March 16, 2011 (with December 12, 2011 Targeted Production Date)¹ was again provided by Qwest to CLECs, but was distributed after the Merger Closing Date. See Qwest Notification Number SYST.MEDI.05.20.11.F.09159.Followup_Resp_Commnts_MTG <http://wholesale.qwestapps.com/cnla/announcements/2011/05/20/System/MEDIA CC/CMP-Qwest-Follow-up-Response-to-Additional-CLEC-comment-cycle-on-Maintenance-Ticketing-Gateway-MTG-1-0-New-Application-to-Application-Interface-Preliminary-Systems-Release-Information/10568>

3. **June 14, 2011** – Revised Timeline with Deployment Process and Scheduling Migration Dates beginning on December 12, 2011 (after Merger Closing Date, without first using settlement agreement procedures and before end of 30-month freeze/moratorium period). Qwest added additional deadlines, after implementation of the new system (MTG), including a specific date on which to “Retire Mediacc.” <http://wholesalecalendar.qwestapps.com/detail/292/2011-06-15>

¹ Qwest added references to additional dates within the timeline (*e.g.*, comment cycles), but the IT milestones from the March 16, 2011 timeline (*e.g.*, dates for Draft Technical Specifications and Production Date) did not change.



December 17, 2010

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TO:Bonnie Johnson

Announcement Date:	December 17, 2010
Effective Date:	September 19, 2011
Notification Number:	SYST.MEDI.12.17.10.F.08642.MTG_IntrfceNewApptoApp
Notification Category:	Systems Notification
Target Audience:	CLECs, Resellers
Subject:	CMP -- Maintenance Ticketing Gateway (MTG) 1.0 - New Application to Application Interface Preliminary Systems Release Information
Associated CR # or System Name and Number:	MTG Release 1.0 Qwest CR# SCR121608-02

On December 17, 2010, Qwest will post the Maintenance Ticketing Gateway (MTG) 1.0 Preliminary Release information to the Qwest Wholesale Document Review site at <http://www.qwest.com/wholesale/cmp/review.html>.

NOTE: To allow additional review time due to the upcoming holidays, this notice is being sent earlier than the planned date identified on the OSS Release calendar.

The Maintenance Ticketing Gateway (MTG) will be a replacement for MEDIACC and CEMR. Initial functionality includes:

1. Providing an effective mechanism to automate communication and the processing of trouble ticket information
2. Implementing electronic trouble ticketing capabilities with Qwest for the exchange of Trouble Ticket information for various Qwest products and services purchased by the customer
3. Providing an electronic bonding facility that enables Qwest customers to use their own repair/ticketing system to manage troubles on their Qwest products and services.

The benefit of this new application will allow Qwest and Wholesale customers to use a more advanced type of technical communication based on internet standard protocols, web services, and telecommunications industry standard markup languages.

This application will replace MEDIACC (Mediated Access Electronic Bonding Trouble Administration) which is the application to application electronic gateway used primarily to mechanically process telephone or circuit repair activities. MTG is also a replacement for CEMR (Customer Electronic Maintenance and Repair) which is a graphical user interface that allows interaction with the Qwest Maintenance and Repair facilities and to request service for trouble tickets.

A phased implementation is planned.

Timeline: The Implementation Plan (timeline) is outlined below. Qwest will host the Preliminary Implementation Plan Review meeting on January 10, 2011. See details below.

Comment Cycle:

Qwest encourages you to review the planned application changes and submit questions or comments at any time during the comment cycle as listed in the table below.

To submit questions or comments on these changes, go to the Qwest Wholesale CMP Comment Process page at <http://www.qwest.com/wholesale/cmp/comment.html> and fill in all fields or you may submit comments by email to cmpcomm@qwest.com. Be sure to reference the notification number listed above.

This document will remain on the Qwest Wholesale Document Review site until the end of the comment cycle and will then be moved to the Qwest Wholesale Document Archive at http://www.qwest.com/wholesale/cmp/review_archivesystem.html.

Timeline:

Preliminary Systems Release Notification Provided	SEE NOTE ABOVE.	December 17, 2010
CLEC Comment Cycle begins	Details for providing comments are provided above.	December 17, 2010
CLEC Comment Cycle ends		January 6, 2011 5:00 p.m. MT
Qwest/CLEC Preliminary Implementation Plan Review Meeting	Review meeting to provide an informational overview and answer CLEC questions on the Preliminary Implementation Plan. All relevant Qwest SMEs will be in attendance and CLEC SMEs are encouraged to participate.	January 10, 2011 1:00 - 2:00 p.m. MT BY TELECONFERENCE ONLY: 1-866-789-8818 Participant Passcode: 666413# If no participants have joined the bridge 10 minutes after the meeting start time, the bridge will be closed.
Qwest Response to CLEC Comments		January 13, 2011

Draft Interface Technical Specifications Issued		May 20, 2011
Comment cycle starts		May 20, 2011
Qwest/CLEC Walk Through	Specific time and call in information to be provided with the Draft Technical Specifications	TBD
Comment cycle ends		June 7, 2011
Final Technical Specifications Issued	Includes response to CLEC comments	June 11, 2011
Testing Available		August 20, 2011
Targeted Production Date		September 19, 2011

If you have any questions on this subject, please submit comments through the following link: <http://www.qwest.com/wholesale/cmp/comment.html>.

Sincerely,

Qwest Corporation

Note: In cases of conflict between the changes implemented through this notification and any CLEC interconnection agreement, the rates, terms and conditions of such interconnection agreement shall prevail as between Qwest and the CLEC party to such interconnection agreement.

The Qwest Wholesale Web Site provides a comprehensive catalog of detailed information on Qwest products and services including specific descriptions on doing business with Qwest. All information provided on the site describes current activities and process. Prior to any modifications to existing activities or processes described on the web site, wholesale customers will receive written notification announcing the upcoming change.

To view your Qwest Wholesale notifications online, please log into our ANR (Accessible Notices Repository) at : <http://notices.qwestapps.com>.

If you would like to subscribe, unsubscribe or change your current profile to Qwest Wholesale mailouts please go to the 'Subscribe/Unsubscribe' web site and follow the subscription instructions. The site is located at:

<http://www.qwest.com/wholesale/notices/cnla/maillist.html>

cc: Stephanie Smith

Maryann Wiborg or Rita Urevig

Preliminary Milestones/Timeline

•	11/01/10	Review Project Scope and High Level Functionality	Complete	12/16/2010
•	12/17/10	Send System Notification of MTG Project to CLEC through CMP Process	Complete	12/17/2010
•	01/10/11	Detailed Business Requirements	Complete	02/11/2011
•	02/14/11	Begin IT Design – System Engineering	In Progress	
•	03/11/11	Begin High Level Application Design	In Progress	
•	04/15/11	20% LOE	Not Started	
•	04/29/11	Release Planning (**future dates contingent on successful release planning)	Not Started	
•	04/15/11	Begin Low Level Application Design	Not Started	
•	05/02/11	Begin Development	Not Started	
•	05/02/11	Begin Migration Planning	Not Started	
•	07/05/11	Begin Working on Draft Tech Specs for CLECs	Not Started	
•	08/12/11	Publish Draft Tech Specs with CLEC Community via CMP	Not Started	
•	08/24/11	Preliminary Walk-Through with CLEC Community via CMP	Not Started	
•	09/02/11	Publish Final Tech Specs to CLEC Community via CMP	Not Started	
•	10/28/11	Initial GUI Release Notification	Not Started	
•	11/05/11	Application to Application Testing Available to CLECs	Not Started	
•	11/14/11	Draft GUI Release Notes	Not Started	
•	11/15/11	GUI Overview	Not Started	
•	11/21/11	Final Release Notice with Training Information	Not Started	
•	12/10/11	Begin Deployment Process	Not Started	
•	12/12/11	System Improvements Available to CLECs	Not Started	
•	12/12/11	Begin Scheduling Migration Dates	Not Started	

MTG Implementation Timeline Comparison

	A	B	C	D	E
1	Internal CMP Task	Internal Schedule Due Date		External MTG Implementation Task	External MTG Implementation Due Date
2	Review Project scope and High Level Functionality	11/1/2010		Detailed Plan to the FCC/PUC	5/10/2012
3	Send system Notification of MTG Project through CMP Process	12/17/2010		Issue Release Notice	5/10/2012
4	Detailed Business Requirements	1/10/2011		Comments Due	5/24/2012
5	Begin IT Design - System Entineering	2/14/2011		CenturyLink Response to Comments	5/31/2012
6	Begin High Level Application Design	3/11/2011		Preliminary Implementation Plan Review	6/7/2012
7	20%LOE	4/15/2011		Issue Draft Tech Specs	7/2/2012
8	Begin Low Level Application Design	4/15/2011		Walk Through	07/13/2012 to 07/18/2012
9	Release Planning (**future dates contingent on successful release planning)	4/29/2011		Comments Due	7/20/2012
10	Begin Development	5/2/2011		Final Tech Specs Issues	7/24/2012
11	Begin Migration Planning	5/2/2011		Joint Test Planning Start	8/3/2012
12	Begin Workng onDraft Tech Specs	7/5/2011		Joint Test Planning Finish	9/18/2012
13	Publish Draft Tech Specs	8/12/2011		Testing Acceptance Criteria Finalized	9/18/2012
14	Preliminary Walk-Through of Draft Tech Specs	8/24/2011		Testing Begins	10/2/2012
15	Publish Final Tech Specs for initial MTG release	9/2/2011		Issue Oregon Commission Notification	1/8/2013
16	Optional Application to Application Testing available to interested customers	11/5/2011		Issue Retirement Notice	1/10/2013
17	Draft GUI Release Notes For CEMR	11/14/2011		Testing Ends - CMP Vote	1/31/2013
18	Final Release Notice with Training Information	11/21/2011		Washington Commission Notification	2/7/2013
19	Begin Deployment Process	12/10/2011		Final Implementation	4/8/2013
20	Initial MTG Release	12/12/2011		Systems run concurrently	4/8/2013 to 10/6/2013
21	Begin Scheduling optional testing/implementation for interested customers	12/12/2011		Retire Mediacc	10/7/2013
22					
23					