



May 20, 2009

Product/Process CMP Team Meeting

Distribution Package

Product & Process / Systems Change Management Process (CMP) Monthly Meeting

9:00 a.m. – 11:00 a.m. (MT)

Wednesday, May 20, 2009

May Meeting will be held via conference call

Conference Bridge – 1-866-789-8819, Passcode *6273158*

Facilitator

Mark Coyne – Manager, Change Management

Agenda

All agenda times are approximate. The Systems portion of the meeting will start immediately following the Product/Process meeting.

<i>Time</i>	<i>Topic</i>	<i>Presenter/Facilitator</i>
9:00 – 9:05	Introductions / Roll Call	Mark Coyne
9:05 – 9:10	<ul style="list-style-type: none"> ❖ Product Process Attachments: ❖ Announcements & Previous Meeting Minutes ❖ See Attachment A – Previous Meeting Minutes 	Mark Coyne
9:10 – 9:15	<ul style="list-style-type: none"> ❖ Review Global Action Items ❖ See Attachment B – Global Action Items 	AI Owners / SMEs
9:15 – 9:20	<ul style="list-style-type: none"> ❖ Review “Active” CLEC Originated Change Requests ❖ See Attachment C – CLEC CRs 	CR Owners / SMEs
9:20– 9:30	<ul style="list-style-type: none"> ❖ Review “Active” Qwest Originated Change Requests ❖ See Attachment D – Qwest CRs 	CR Owners / SMEs
9:30 – 9:45	<ul style="list-style-type: none"> ❖ Discussion of CMP Operations and Proposed Modifications to CMP Framework ❖ See Attachment E 	Mark Coyne

Product & Process / Systems Change Management Process

9:45 – 10:00	<ul style="list-style-type: none"> ❖ Walk On Items ❖ See Attachment F 	Requestor
<p>Agenda – Continued</p> <p>All agenda times are approximate. The Systems portion of the meeting will start immediately following the Product/Process meeting.</p>		
<i>Time</i>	<i>Topic</i>	<i>Presenter/Facilitator</i>
10:00 – 10:05	<p>SYSTEMS ATTACHMENTS</p> <p>Prior Monthly Meeting Minutes</p> <ul style="list-style-type: none"> ❖ See Attachment A 	Mark Coyne
10:05– 10:15	<p>Review New Change Requests</p> <ul style="list-style-type: none"> ❖ See Attachment B – New CRs Initiated by CLECs ❖ See Attachment C – New CRs Initiated by Qwest ❖ See Attachment D – Regulatory & Industry Guideline CRs ❖ See Attachment E – Cross Over CRs ❖ See Attachment F – New “Walk On” CRs 	CR Originator
10:15– 10:25	<p>Review Change Requests for Closure</p> <ul style="list-style-type: none"> ❖ See Attachment G – CRs to Consider for Closure 	Mark Coyne
10:25– 10:30	<p>Review Action Items</p> <ul style="list-style-type: none"> ❖ See Attachment H – Global Action Items ❖ See Attachment I – Action Items and Associated CRs 	Mark Coyne
10:30 – 10:35	<p>Outstanding Systems CMP Change Requests</p> <ul style="list-style-type: none"> ❖ See Attachment J - Outstanding Systems CMP Change Requests 	Mark Coyne
10:35 – 10:40	<p>Deploying Change Requests</p> <ul style="list-style-type: none"> ❖ See Attachment K – Deploying Change Requests 	Mark Coyne
10:40 – 10:45	<p>Production Support Tickets</p> <ul style="list-style-type: none"> ❖ See Attachment L 	Mark Coyne
10:45 – 10:50	<p>IMA 26.0 Packaging and Commitment</p> <ul style="list-style-type: none"> ❖ See Attachment M 	Mark Coyne

10:50– 11:00

Walk On Items

Mark Coyne

❖ See Attachment N

Announcements

- June CMP Meeting – June 17, 2009 Time: 9:00 a.m. MT.
- CR Submission Deadline: June 3, 2009
 - During the CMP meeting, please follow these conference call guidelines:
 - All attendees, whether in person or by phone, must identify themselves and the company they represent.
 - The facilitator will mute all lines on the conference bridge once the call begins.
 - Push *6 to go on and off mute
 - If you are not speaking, please push *6 on your phone.
 - Please do not put your phone on hold if you have music hold.
 - Check the positioning of your mouthpiece if you are using a headset.
 - Don't say or do things you don't want others to hear during the call.
 - If you're speaking with others in your office, mute your phone by pushing *6.
 - If you are unable to hear the conversation in the room, please interrupt to let the facilitator know.
 - For those in the room:
 - Please hold side conversations outside the conference room.
 - Position the microphone in front of you when speaking.
- The Qwest OSS Interface Release Calendar can be found at <http://www.qwest.com/wholesale/cmp/teammeetings.html>
- Interactive Reports for all CMP Change Requests can be found at <http://www.qwest.com/wholesale/cmp/changerequest.html>
- The Qwest Wholesale Change Management Process Document can be found at <http://www.qwest.com/wholesale/cmp/index.html>
- The CMP Points of Contact: Lists, to update or add can be found at <http://www.qwest.com/wholesale/cmp/index.html>

Attachment A - Prior Meeting Minutes

**Change Management Process (CMP) Monthly Meeting
Product - Process
Wednesday, April 15, 2009**

Introductions and Announcements

Mark Coyne-Qwest began the meeting with introductions.

Prior Monthly Meeting Minutes (Attachment A)

Mark Coyne-Qwest asked if there were any additional questions or comments on the Prior Monthly Meeting Minutes.

Bonnie Johnson-Integra said that she submitted concerns to Qwest about the meeting minute redline changes and about accuracy and asked if Qwest wanted to discuss this today.

Mark Coyne-Qwest said that we will respond to Integra's concern and that we are waiting to hear back from our CMP attorney on the language in CMP regarding minutes.

Review Global Action Items (Attachment B)

There were no Global Action Items for the April Product/Process Meeting.

Review Active CLEC Originated Change Requests (Attachment C)

There were no new CLEC CRs for the April Product/Process Meeting.

Walk On

Mark Coyne-Qwest said that we would like to discuss a change to disposition submitted by Integra and PAETEC related to a level 3 notification on the 77385 tech pub. Mark said that Curtis Ashton (Qwest) will review the changes at a high level and determine next steps.

Curtis Ashton-Qwest said that Qwest issued a Level 3 notice and received comments and a request to submit the change as Level 4. He said that a request was made that we schedule adhoc meetings for additional discussion. He said that due to limited time today he would not go through all the changes. Curtis said that the tech pub is the Power Equipment and Engineering that is primarily for use by outside power engineers and internal Qwest engineers. He said that the last update to this tech pub was made in September 2003 and that 99% of the modifications he is making are grammatical changes. Curtis said that the changes were necessary because of the merging the old Qwest (national long distance company) and the old US West (ILEC). He said that one of the primary reasons in making the author change was to merge the different power standards that each company had. He said that some of the terms in the document refer to Local and National networks and in most cases we were able to compromise on the standards and come to an agreement as to what the standards are. He said that 99% of the changes don't affect the Collocators. He said that the other changes will be discussed in the adhoc meetings and that Qwest will meet internally to determine if the changes should be a level 3 or level 4. He said that the dates that we want to offer dates for the adhoc meetings are April 24th from 10:00 am-11:30 am MT and May 4th from 1:00 – 2:30 pm. MT.

Liz Balvin-Covad said that she will check her internal SMEs. Liz said that she had a concern that if Qwest is unwilling to issue a Level 4 and that Qwest intends to implement the changes on 5/14. Liz said an additional concern is that if we talk through the changes there is the concern for the timeframe for implementation.

Curtis Ashton-Qwest said that it would probably end up a level 4.

Qwest Wholesale Change Management Process (CMP) Meeting Minutes

Bonnie Johnson-Integra said that Integra has to go back and clear calendars for the people that need to be engaged. Bonnie said that per CMP this is discussed today and then we determine a majority vote on whether or not this becomes a level 4 and does Qwest plan to do this.

Jamal Boudhaouia-Qwest said that we wanted to propose the adhoc meetings to determine which sections should be a level 4 and as Curtis said 99% of the changes should be a level 2 for clarification only. Jamal said that based on the discussion with the CLECs the SMEs will be able to determine which sections fall under the level 4 category.

Mark Coyne-Qwest said that based on the limited time we had today to discuss is why we are proposing the adhoc meetings to determine which pieces can go as a level 3 and which need to go as a level 4 and at that time we would have that vote.

Julia Redman-Carter-PAETEC asked **(4/24/09 Comments to minutes received from PAETEC) for clarification**, if the purpose of the adhoc meetings is to identify which pieces would go into **which level or just to discuss and review so to clear the issues up**.

Mark Coyne-Qwest said the meetings would clear up any issues and to also decide which changes can stay as a level 3 and which need to go as a level 4.

Julia Redman-Carter-PAETEC said that she needs to arrange to have their techs on the call.

Bonnie Johnson-Integra asked if Qwest would be sending out a notice saying that the implementation of these changes would be delayed.

Mark Coyne-Qwest said that we would take a look at that.

Bonnie Johnson-Integra said that she was not feeling comfortable leaving this call today that Qwest will look at that. Bonnie said that she wanted confirmation that Qwest will do this or she wanted to hold the vote today.

Mark Coyne-Qwest said that we will not implement this change without going through and identifying which pieces go as a level 3 or 4 and if that requires us to extend that implementation date that is what we will do.

Jamal Boudhaouia-Qwest said that he agreed.

Julia Redman-Carter-PAETEC said that going through **(4/24/09 Comments to minutes received from PAETEC) more than 400** pages of tech pub changes is a lot of changes and was not sure that we would get through those changes in 2 meetings.

Mark Coyne-Qwest asked if extending the implementation date would meet Integra's expectations.

Bonnie Johnson-Integra said that if would have to be when we talk in those meetings that we have concurrence and Qwest isn't going to come back and say that they think this should be a level 3 and the CLECs don't and Qwest will implement anyway. Bonnie said that it has to be based on total concurrence by the CLEC Community that we agree the changes are a level 4.

Mark Coyne-Qwest agreed that we need total concurrence but there could be some piece parts that could go as a level 3 and some that go as level 4.

Bonnie Johnson-Integra **(4/24/09 Comments to minutes received from Integra) said ok**.

Julia Redman-Carter-PAETEC asked if Qwest needed confirmation back on the dates for the adhoc meetings.

Susan Lorence-Qwest said that Qwest will send out an adhoc meeting notice to make it official and that we were just offering up these 2 dates so that everyone could get the dates on their calendars.

Julia Redman-Carter-PAETEC said that she wanted everyone to understand that they need to get their technical people on the calls **(4/24/09 Comments to minutes received from PAETEC) and if they can't then things will get deferred to additional meetings**.

Bonnie Johnson-Integra said that the kind of insinuation of take it or leave it and clear your people's calendar because this is when Qwest is available does not sit quite right.

Susan Lorence-Qwest said that we needed to get the dates out there and that she did not mean that we were saying that these were the dates and take it or leave we just wanted to give you a heads up and will send the notice accordingly.

Qwest Wholesale Change Management Process (CMP) Meeting Minutes

Bonnie Johnson-Integra said that they would do their best to get the key people on the call.

Curtis Ashton-Qwest said that we can schedule additional meetings if there isn't enough time to cover the changes in these 2 meetings.

Review Active Qwest Initiated Change Requests (Attachment D)

PC010909-1 Collocation Change – Update to New/Change/Augment Application

Mark Coyne-Qwest said that the final notice was sent on 3/13/09 and was effective on 3/30/09. Mark asked if there was any objection to closing this CR.

Bonnie Johnson-Integra said that they would like to keep open another month so that she could check with Kim Isaacs (Integra) for feedback.

PC031408-01 Digital Certificate Cleanup

Mark Coyne-Qwest said that the Digital Certificate effort is ongoing and that we are still collecting information from some CLECs. This CR will remain in CLEC Test.

PC121208-01 Eliminate the establishment of Remote Access Forwarding and Scheduled Forwarding on Custom Ringing Numbers

Mark Coyne-Qwest stated that this will announce 4/24/09 as a level 2 notice to be effective 5/15/09.

PC121608-01 Improvements to CNLA and Mailout Sub categories

Mark Coyne-Qwest said that there have been a number of adhoc meetings and that the matrix is being updated and will be sent out to the CLECs later this week for review. He said that we will be reviewing this internally and will send a notice possibly this week or early next week.

Bonnie Johnson-Integra said that she wanted to talk about the 2 outstanding action items from the last call.

Susan Lorence-Qwest said that for those who were not familiar with the questions, they are posted to the Wholesale Calendar, March 26th adhoc meeting. She said that the 2 issues were associated with how we were using the Contract category in CNLA. She said that the other issue was associated with the Regulatory category.

Bonnie Johnson-Integra said that they don't agree that template is a contract and should fall under Contract. She said that Qwest (4/24/09 Comments to minutes received from Integra) said they are going to keep it under Process and that as long as Qwest has a separate category they would agree. She said that Qwest also said that they would be including a sub note for Template. She said that when Qwest made the 1st run of the Expedite PCAT and the Arizona order, they objected to Qwest making any other changes that were not related to the Regulatory order. Bonnie said they believe that any changes as a result of a Regulatory order should only be what is Regulatory in nature. She asked for an example of when you are going combining changes that are non-Regulatory with Regulatory changes as a result of an order.

Susan Lorence-Qwest said that is the only example of that are with changes where clarifications were included. Susan said that we did get with our SMEs to separate those. Susan said that in every other instance we used the level 1 and level 3 change categories related to the Regulatory order under Product/Process. Susan said that the example of where they would be mixed would be for a CMP release notice with a system release where there may be something else incorporated in that release. She said that with the 22.1 point release, the LNP port requirements, that would have included Regulatory in the subject line because it was system notification update specific to that Regulatory order. Susan said that if there happened to be a Regulatory that could fit in an upcoming release, for example, the upcoming release in April, we could accommodate the current release date and add Regulatory requirements to meet that period of implementation. She said that was the example in the bottom as including Regulatory in the subject line that we wouldn't commit to putting it there because there all other things in that system release beside just Regulatory changes.

Bonnie Johnson-Integra said they agree and does understand the system issue. She said if there are PCAT updates associated with the system work, those PCATs updates should be kept separate.

Qwest Wholesale Change Management Process (CMP) Meeting Minutes

Susan Lorence-Qwest said that we could agree to that but that she did have a concern if there was an LSOG change and those updates are in the full blown LSOG release she would want to work with the documentation SMEs to see how difficult it would be to split those out.

Bonnie Johnson-Integra said that the releases are smaller than they used to be and asked if Qwest could check on that. She said they would consider making an exception for those if there isn't a tremendous amount of difficulty.

Susan Lorence-Qwest said that we agree if those Product/Process updates are distinct. Susan said that we hope to get the matrix out by the end of the week to give everyone a chance to see what has been agreed to and then get the notice out early next week. She said that there are some benefits to this application and format that we want to introduce.

PC121908-1 Grandfather, Sunset or Eliminate certain USOCs in Nebraska

Mark Coyne-Qwest said that a Level 2 was sent on 3/23/09 and became effective on 4/13/09 and will move to CLEC Test.

PC021109-1 End the Qwest Specialized Customer Premise Equipment Program

Mark Coyne-Qwest said that this announced on 4/3/09 as a level 4 to become effective 5/18/09.

PC032409-1 Expedites and Escalation – Change to remove UDF Product

Joan Wells-Qwest said that this was presented last month and a request was made to change the level. Joan said that we are correcting the expedite PCAT to remove UDF as an Expedite offer and to synch it up with the main PCAT that does not accommodate expedites. Joan said that there are no provisions or rates for expedites with the new Commercial Agreements. She said that Qwest wants to synch up the method and move forward with correcting the expedite PCAT.

Bonnie Johnson-Integra said that Integra requested that the level 1 be retracted. Bonnie said that if Qwest wanted to make this change, it is a limitation to a product, not a correction and they don't agree with this change on any level. Bonnie said that Qwest said that all products are included in the expedite list. Bonnie said they believe that for those CLECs that have an expedite agreement that refers to the PCAT, Qwest is making changes to the terms in their ICA. She said she hoped Qwest was reviewing the Arizona order to determine if Arizona specific language is needed for this. Bonnie said that when Qwest submits the redline change, they will be commenting.

Joan Wells-Qwest said that she appreciated their comments and that the contract language does refer to the product/process that are pre-approved in the PCAT. She said that she didn't have the history on the initial implementation of the expedite PCAT but did understand from the product managers that UDF is ordered through the Commercial Agreement and is not part of the ICA. She said that the Commercial Agreement does not accommodate expedites for UDF and this is why this is being done. She said that we have not had any expedites on UDF and that was not sure if you could order UDF on a standard ICA and that you have to have a Commercial Agreement.

Bonnie Johnson-Integra said that Dark Fiber is still available in some cases under the ICA.

Julia Redman-Carter-PAETEC said that **(4/24/09 Comments to minutes received from PAETEC) she wanted clarification in general** on when they have information **in an ICA** that cross references to a PCAT, i.e. expedite, **amendments what is Qwest's position. Is it** Qwest's position that when the **PCAT or tech pub change**, Qwest can do that without an amendment and just with a level **4 CMP process**. Julia asked if it was Qwest's position that they can unilaterally change **(4/24/09 Comments to minutes received from PAETEC) material terms** without their agreement **in the process**.

Mark Coyne-Qwest asked if PAETEC was referring to the cross reference from an agreement.

Julia Redman-Carter-PAETEC said that she was referring to an ICA, not Commercial, but a regulated agreement. Julia said that she is questioning in general and was using the UDF /expedite as the example. She said that **(4/24/09 Comments to minutes received from PAETEC)** in expedite amendment the language cross references the **applicable** items that are listed in the PCAT. Julia said that **she** believed the items in the PCAT at the time **the amendment was signed** are what they are. She said that those items **are material terms that** can't be change unilaterally by Qwest without **CLECs** having an opportunity to challenge **and agree**. She asked if in a situation where there is something that Qwest wants to change in the PCAT, does Qwest feel that issuing a level 4 **in CMP** is sufficient to **make the change and** does does Qwest feel it is binding whether **CLECs** agree or disagree.

Mark Coyne-Qwest said that we will follow up on this question and provide a response in the minutes. Mark said that the product/process SME would look at that before making the change and would get that agreement.

Qwest Wholesale Change Management Process (CMP) Meeting Minutes

Julia Redman-Carter-PAETEC said that she was trying to understand if this (4/24/09 Comments to minutes received from PAETEC) type of changes that impact material terms in the ICAs is something that goes through CMP or is it some **other** separate **process**.

Mark Coyne-Qwest said that we understand PAETECs question and will provide a formal response in the minutes.

Joan Wells-Qwest said the expedite PCAT does refer to their terms and conditions in the ICA. She said that if their ICA specifically states that you can expedite UDF, then we can't change the PCAT. She said that we can change the PCAT overall but if you have that language you would not be affected. Joan said that contract language is not specific down to the product level.

Mark Coyne-Qwest said that generally speaking anything that we change in the PCAT can't override the ICA.

Julia Redman-Carter-PAETEC said that their ICAs can't be changed unless they have an agreement in writing and both parties have to sign it. Julia said that if there is an amendment (**4/24/09 Comments to minutes received from PAETEC**) **such** as the expedites Amendment, stating how this is treated etc. or **identifying**, the products this applies to are listed in the PCAT. Julia said that if Qwest changes that list in the PCAT, they have to amend their agreement to incorporate that change in the PCAT for that product. She said that in the past, Qwest **has said** they are going to change the PCAT via the CMP level 4 process and that **the ICA is** automatically amended and they are bound to it. She said that she wants to understand Qwest's position going forward. She said that with the tech pub changes they have that cross referenced in their agreement and they **also** have language that says that material terms **can not be unilaterally changed so it can't be changed without agreement by both parties**. Julia said that they want clarification on Qwest's position about changes that are documented where Qwest has unilateral control **over a document** that reference **material terms of** the ICA in their agreement. She asked if it was Qwest's position tthey **make these** changes this through CMP or that Qwest **must** amend the agreement to **effectuate the changes**. She said that she keeps going back and forth on different pieces and wants to understand the process. She said that she is negotiating ICAs and this is a big deal as to what they are going to allow to reference or cross reference **in the ICA**.

Mark Coyne-Qwest said that we understand PAETEC's clarification and will provide a response

Discussion of CMP Operations and Proposed Modifications to CMP Framework

Status of Request for CMP Oversight Review – LNP Retention – Level 1 notice PROD.11.14.08.F.05712_LNP_V56

Mark Coyne-Qwest said that Qwest sent out Level 1 Product notice on 4/1/09 to retract the LNP Port Cancellation process. Mark said that on 4/14/09, Qwest sent an e-mail to the oversight committee requesting that this issue be closed. Mark said that we will be sending a formal notice out to the CLEC Community.

Bonnie Johnson-Integra said that she responded to the e-mail sent that was sent out and indicated that the (**4/24/09 Comments to minutes received from Integra**) **Oversight** issue can be closed but they don't agree with Qwest's characterization and will be commenting on that. Bonnie said that she noticed that Qwest placed the CR in a deferred status and wanted to know the reasoning behind this status.

Mark Coyne-Qwest said that we wanted to leave it in a deferred status if at some point we wanted re-visit and re-look at those processes.

Liz Balvin-Covad said that she understands Qwest is retracting but they submitted questions on several instances of differing opinions on Qwest's position. Liz wanted to know if Qwest would be responding to those questions before they defer the CR so they have it on record.

Mark Coyne-Qwest said that we will take a look at those questions and will respond if appropriate.

Susan Lorence-Qwest said that when we retract a notice, we don't normally provide a response to comments. Susan said that there were extensive comments. Susan said that we can create a document and post it to the oversight issue where we can capture all the comments.

Qwest Wholesale Change Management Process (CMP) Meeting Minutes

Liz Balvin-Covad said that would work as long as there is a way to reference all comments whether or not they were responded to.

Susan Lorence-Qwest said that we will capture them in a document and post it to the oversight issue.

General CMP Comments:

None.

Walk On Items

Mark Coyne-Qwest said that there was discussion in the March CMP meeting regarding the LIS notice. He said that there were several action items where Integra and PAETEC were going to follow up with their SMEs and asked if they had answers.

Julia Redman-Carter-PAETEC said that she only had 1 outstanding action items re: the cross reference of the FCC document. She said that her legal dept has not replied because **(4/24/09 Comments to minutes received from PAETEC) they are busy on other issues, such as** the tech pub issue and that she will get a response.

Mark Coyne-Qwest clarified that the FCC document action item was related to comment 4 and 5.

Bonnie Johnson-Integra said that they were going to re-visit the requirements of the spec field and confirmed they haven't done this in the past and that it does look new to them.

Mark Coyne-Qwest clarified that Integra has not used the spec field in the past and asked if it was the same for PAETEC.

Julia Redman-Carter-PAETEC said that their group has been supplying the spec field and did not have a problem with documenting.

The April Product Process CMP Meeting was adjourned.

Maintain Meeting Details

Meeting Name:	AprilProdProcCMPMeeting	Type	Monthly PNP
Meeting Date	04/15/2009	Area	Wholesale ProdProc

Attendee	Company	Attendance Type
Ashton, Curtis	Qwest Corporation	On Phone
Balvin, Liz	Covad	On Phone
Bloemke, Brenda	Comcast	On Phone
Boudhaouia, Jamal	Qwest Corporation	On Phone
Chapman, Mindy	Neustar Inc	On Phone
Coyne, Mark	Qwest Corporation	On Phone
DeRosier, Judy	Qwest Corporation	On Phone
Fauscett, Kasha	Comcast	On Phone
Isaacs, Kim	Integra	On Phone
Johnson, Bonnie	Integra	On Phone
Lorence, Susan	Qwest Corporation	On Phone
Majid, Samia	Accenture	On Phone
Martinez, Denise	Qwest Corporation	On Phone
Miles, Linda	Qwest Corporation	On Phone
Munz, Ellen	Qwest Corporation	On Phone
Nelson, Jamie	POPP Telecom	On Phone
Redman-Carter, Julia	McLeodUSA	On Phone
Roberson, Laurie	Integra	On Phone
Stecklein, Lynn	Qwest Corporation	On Phone
Tekavec, Sandra	Qwest Corporation	On Phone
Trickel, Pamela	TDS Metrocom/USLink	On Phone
Wells, Joan	Qwest Corporation	On Phone

Attachment B – Global Action Items

(There are no new Global Action Items for the May Product/Process CMP Meeting)

Attachment C – CLEC CRs

(There are no new CLEC CRs for the May Product/Process CMP Meeting)

Attachment D – Qwest CRs

Summary Change Management Process - Product & Proces Qwest Initiated CRs

Report Line Number	CR #	Title	Company	Current Status	Owner	Director	CRPM
1	PC010909-1	Collocation Change – Update to New/Change/Augment Application	Qwest Corporation	CLEC Test	Bode, Brett		Stecklein, Lynn
2	PC031408-01	Digital Certificate Cleanup	Qwest Corporation	CLEC Test	Holm, Wendy		Stecklein, Lynn
3	PC121908-1	Grandfather, Sunset or Eliminate certain USOCs in Nebraska	Qwest Corporation	CLEC Test	Schwartz, Cindy		Stecklein, Lynn
4	PC021109-1	End the Qwest Specialized Customer Premise Equipment Program.	Qwest Corporation	CLEC Test	Schwartz, Cindy		Stecklein, Lynn
5	PC121208-01	Eliminate the establishment of Remote Access Forwarding and Scheduled Forwarding on Custom Ringing Numbers.	Qwest Corporation	CLEC Test	Schwartz, Cindy		Stecklein, Lynn
6	PC121608-01	Improvements to CNLA and Mailout Sub categories	Qwest Corporation	Development	Lorence, Susan		Stecklein, Lynn
7	PC032409-1	Expedites and Escalation - Change to remove UDF Product	Qwest Corporation	Presented	Wells, Joan		Stecklein, Lynn

Open Product/Process Qwest CRs - Detail

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
PC010909-1	Collocation Change – Update to New/Change/Augment Application	03/30/2009 CLEC Test	Wholesale ProdProc	Pre-Ordering, Ordering	Collocation

**Director
Originator
Owner
CRPM**

Originating Company: Qwest Corporation

Description of Change

We are updating the Collocation Application in an effort to make the application more user friendly. Expected Deliverables/Proposed Implementation Date (if applicable): Estimated time of implementation is Feb 09

Status History

Date	Action	Description
04/15/2009	Discussed at Monthly CMP Meeting	Discussed at the April CMP Meeting - See Attachment D in the Distribution Package
04/02/2009	Status Changed	Status changed to CLEC Test
03/18/2009	Discussed at Monthly CMP Meeting	Discussed at the March ProdProcCMP Meeting
03/13/2009	Communicator Issued	PROD.03.13.09.F.06114.FNL_Collo+GnrIV82
02/18/2009	Discussed at Monthly CMP Meeting	Discussed at the February Monthly CMP Meeting - See Attachment D in the Distribution Package
02/13/2009	Communicator Issued	PROD.02.13.09.F.06043.Collo_GnrIV82
02/12/2009	Status Changed	Status changed to Development
02/02/2009	General Meeting Held	Adhoc Meeting Held
01/27/2009	Status Changed	Status changed to Presented
01/27/2009	Additional Information	Adhoc Meeting Scheduled 2/2/09
01/21/2009	Discussed at Monthly CMP Meeting	Discussed at the January Prod/Proc CMP Meeting - See Attachment D in the Distribution Package
01/09/2009	CR Submitted	CR Submitted
01/09/2009	CR Acknowledged	CR Acknowledged

Qwest Response

None

Project Meetings

4/15/09 Prod/Proc CMP Meeting Mark Coyne-Qwest said that the final notice was sent on 3/13/09 and was effective on 3/30/09. Mark asked if there was any objection to closing this CR. Bonnie Johnson-Integra said that they would like to keep open another month so that she could check with Kim Isaacs (Integra) for feedback. 3/18/09 Prod/Proc CMP Meeting Mark Coyne-Qwest said that the final notice was sent on 3/13/09 to become effective on 3/30/09. 2/18/09 Prod/Proc CMP Meeting Mark Coyne-Qwest said that the Level 4 notice was sent on 2/13/09 to become effective on 3/30/09. PC010909-1 Collocation New/Change/Augment Application Changes CMP Adhoc Meeting February 2, 2009 Attendees: Kim Isaacs-Integra, Steve-Integra, Bruce Duncan-Knology, Susie Franke-Time Warner, Brett Bode-Qwest, Anne Robberson, Ellen Munz-Qwest, Lynn Stecklein-Qwest Lynn Stecklein-Qwest stated that PC010909-1 Collocation New/Change/Augment Application Changes was submitted by Qwest and presented in the January CMP Monthly Product/Process CMP Meeting. In that meeting, the CLECs requested that an adhoc meeting be held to further discuss the changes. She said that Version 27, the proposed Version 28 and a summary of the changes has been posted to the Wholesale Calendar at: <http://wholesalecalendar.qwestapps.com/> Brett Bode-Qwest said that Qwest wanted to take this opportunity to step through the documents that have been posted to the website. He said that he has provided a summary of changes and a highlighted version of the old application and a copy of the new application. He said that we want to improve the application and make it easier for the customer in ways to make smaller, easier to access and will be provided into a clearer Brett General Formatting Adjustments – made to throughout the application to make the document clearer and consistent 1.A Key has been added at the top of application that explains color coding and notes areas. 2.Required Fields are now highlighted blue. VS not required. Kim Isaacs-Integra asked if any of the requirements have changed. Those fields required on V27 and are still required and you are just highlighting with blue. Brett Bode-Qwest said that the no changes have been made to the information required and are we are just highlighting. Kim Isaacs-Integra said that they have always been required. Brett Bode-Qwest said that was correct and that the information required is the same. 4.Pull down menus for fields with a multiple choice answer have been added. In the new application these are identified as cells that say “select one”. 5.We have removed notes from the body of the Application and put them in pop up comment windows. The pop ups will show when the mouse/cursor is placed on cells that say NOTES. 6.The Collocation Website addresses section has been moved to the very bottom of the application. 7.In section I.A.5.a the word “CLEC” has been added in front of “Billing Name” and “Billing Address”. Brett reviewed the Specific Changes in the Application. 1.Section IV.C.4 Direct CLEC to CLEC row 862-865 changed to reflect that Qwest is responsible for terminating work in Virtual Collocation 2.Added a note to section IV.C indicating that a LOA is

required with the application on Direct CLEC to CLEC Connections was added for additional clarification 3. Section II.E.3.a Note on row 321 of Collocation Application V27 will have the term "special site" added in front of "Cageless Space". 4. Rows 438-498 of Collocation Application V27, the order of the options listed will be changed to the following order: a) Add Secondary Feeds section b) Deactivation section c) Increase AMPS on Existing Feeds section d) Power Reduction section e) Power Restoration section 5. Heat dissipation is currently on the application twice so we are removing the duplicate entry in section III.F.2.c. Kim Isaacs-Integra asked if Qwest was changing options or requirements in the power section when things need to be increased or augmented. Brett Bode-Qwest said that we are not changing the options and that we are just making changes to the formatting. Kim Isaacs-Integra said that a note was added in the Direct CLEC to CLEC connections that the LOA is required. Kim asked if the LOA is e-mailed with the application or do you fax it in. Anne Robberson-Qwest said that you would e-mail the LOA with the application. Kim Isaacs-Integra said that is know that they need to do that Brett Bode-Qwest said that it is not a new change and has always been required just hasn't been noted. Brett said that it has been added as a reminder to save time in the scheme of things. Steve-Integra asked when this change will become effective. Lynn Stecklein-Qwest said that it normally takes 45 days to implement. Ellen Munz-Qwest said that it would probably be in mid or late March. Steve-Integra asked if there would be a subsequent notification. Lynn Stecklein-Qwest said that a Level 4 notification will be sent that will include a comment cycle. 1/21/09 Product/Process CMP Meeting Brett Bode-Qwest stated that this change is a Collocation Change to Update to New/Change/Augment Application. Brett said that we are updating the Collocation Application in an effort to make the application more user friendly. He said that Qwest continues to look at process improvements and focusing on the application. He said that the changes are mostly associated with formatting flows, readability, clarification to clear up confusion and that the form has been condensed. He said that Qwest will schedule an adhoc meeting if there is interest. Bonnie Johnson-Integra said that they would like to have the adhoc meeting to discuss these changes. A notification will be sent out for the adhoc meeting scheduled 2/2/09.

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
PC031408-01	Digital Certificate Cleanup	06/20/2008 CLEC Test	Wholesale ProdProc		

Director
Originator
Owner
CRPM

Originating Company: Qwest Corporation

Description of Change

Qwest has identified that there are digital certificates in existence that do not appear to be valid any longer. Qwest is proposing a process to work with each customer where they will review their current list of users to identify those that are no longer active or no longer require access. Qwest will be requesting a single point of contact from each company. Qwest will then provide a list of current users to that single point of contact for each company for review and cleanup. Valid list of digital certificate users/ Proposed cleanup to be completed by July 1, 2008.

Status History

Date	Action	Description
04/15/2009	Discussed at Monthly CMP Meeting	Discussed at the April CMP Meeting - See Attachment D in the Distribution Package
03/18/2009	Discussed at Monthly CMP Meeting	Discussed in the March ProdProc CMP Meeting - See Attachment D in the Distribution Package
02/18/2009	Discussed at Monthly CMP Meeting	Discussed at the February Monthly CMP Meeting - See Attachment D in the Distribution Package
01/21/2009	Discussed at Monthly CMP Meeting	Discussed at the January Prod/Proc CMP Meeting - See Attachment D in the Distribution Package
12/17/2008	Discussed at Monthly CMP Meeting	Discussed at the December ProdProc CMP Meeting - See Attachment D in the Distribution Package
11/19/2008	Discussed at Monthly CMP Meeting	Discussed at the November Prod/Proc CMP Meeting - See Attachment D in the Distribution Package
10/15/2008	Discussed at Monthly CMP Meeting	Discussed at the October CMP Meeting - See Attachment D in the Distribution Package
09/20/2008	Discussed at Monthly CMP Meeting	Discussed at the September CMP Meeting- See Attachment D in the Distribution Package
08/20/2008	Discussed at Monthly CMP Meeting	Discussed at the August Monthly CMP Meeting - See Attachment D in the Distribution Package
07/16/2008	Discussed at Monthly CMP Meeting	Discussed in the July ProdProc CMP Meeting - See Attached D in the Distribution Package
06/20/2008	Status Changed	Status changed to CLEC Test
06/18/2008	Discussed at Monthly CMP Meeting	Discussed at the June Prod/Proc CMP Meeting - See Attachment D in the Distribution Package
05/21/2008	Discussed at Monthly CMP Meeting	Discussed at the May Monthly CMP Meeting - See Attachment D in the Distribution Package
05/06/2008	Action Item Created	PROS.05.06.08.F.05368.FNL_DigCertificateCleanup
04/18/2008	Status Changed	Status changed to Development
04/18/2008	Communicator Issued	PROS.04.18.08.F.05345.DigitalCertificateCleanup
04/16/2008	Discussed at Monthly CMP Meeting	Discussed at the April ProdProc CMP Meeting - See Attachment D in the Distribution Package
04/14/2008	General Meeting Held	Adhoc Meeting Held
03/19/2008	Discussed at Monthly CMP Meeting	Discussed at the March ProdProc CMP Meeting - See Attachment D in the Distribution Package
03/19/2008	Action Item Created	Status changed to Presented
03/14/2008	CR Submitted	CR submitted
03/14/2008	CR Acknowledged	CR Acknowledged

Qwest Response

None

Project Meetings

4/15/09 Product/Process CMP Meeting Mark Coyne-Qwest said that the Digital Certificate effort is ongoing and that we are still collecting information from some CLECs. This CR will remain in CLEC Test. 3/18/09 Product/Process CMP Meeting Mark Coyne-Qwest said that the Digital Certificate effort is an ongoing effort and is almost complete. 2/18/09 Product/Process CMP Meeting Mark Coyne-Qwest said that the Digital Certificate effort is ongoing and that we are still working on the cleanup. 1/21/09 Product/Process CMP Meeting Mark Coyne-Qwest said that the Digital Certificate effort is ongoing and that we hope to wrap up the project in the next couple of months. Jeff Sonnier-Sprint said that Qwest should be getting Sprint's information within the next couple of weeks. 12/17/08 Product/Process CMP Meeting Mark Coyne-Qwest said that the Digital Certificate effort is ongoing and is taking some time. He said that we continue to get information back from the CLECs. 11/19/08 Product/Process CMP Meeting Mark Coyne-Qwest said that the Digital Certificate effort is ongoing. He said that we continue to work on the cleanup with great cooperation from the CLECs. Susan Lorence-Qwest said that she wanted to respond to the questions asked by McLeod USA. She said that if a person has multiple certificates, the one with the correct name should be used. She said that if there are different names for multiple applications, the CLEC needs to contact the IT Help Desk so that the applications can be tied together. Gloria Velez-AT&T asked what the IT Help Desk number was and if they should use a specific phrase when calling. Susan Lorence-Qwest said that they need to call the regular IT Help Desk and that there is no specific phrase. She said that the Help Desk is aware that these requests may be coming. 10/15/08 Product/Process CMP Meeting Mark Coyne - Qwest stated that this project is ongoing and information has been sent to the SPOCs of each company. Joyce Bilow-McLeod stated that she has users who have different names on digital certificates. This could be due to a marriage. Joyce asked how this could be narrowed down to 1 name. Susan Lorence - Qwest asked if the names are different for each system. Joyce Bilow - McLeod stated that there could be a certificate for IMA and CEMR with a different name. Joyce stated that this might be a divorce situation where one goes back to a previous name. She asked how the names could be combined. Susan Lorence - Qwest stated that this is a unique situation. Susan said that she would take this scenario back to the SME Team. Joyce Bilow-McLeod said that there could be slang names like Robert, Bob, and Ed. Joyce stated that the person has the same certificate but with different names. Joyce asked if it mattered which one is chosen. Susan Lorence - Qwest stated that she would talk with IT and would include the answer in the minutes. Jeff Sonnier - Sprint stated that he has a similar concern where there are 8 certificates with the same user name and ID but with a different certificate number. He said that they are for the same system. Susan Lorence - Qwest said that they should choose 1 and eliminate the others. Jeff Sonnier - Sprint asked if it mattered which one he chose. Susan Lorence - Qwest stated that the most current one should be used. Sandie Tekavec - Qwest stated that addressing multiple certificates is one of the steps in the clean-up process. Mark Coyne - Qwest stated that he appreciated everyone's efforts in this project. Joyce Bilow - McLeod stated that her concern is due to manpower. Joyce stated that she may have look at 1400-1600 and that it could not be her full time job. She asked about the 30 day timeline to complete this project. Mark Coyne - Qwest stated that he understands their concerns and that he would like everyone to complete this project as quickly as they can. Gloria Velez - AT&T stated that there is a row on the spreadsheet that has user information with no serial number. Gloria asked if there would be a Digital Certificate for that person. Susan Lorence - Qwest stated that we provided a combined list and that no serial number is needed. Susan said that we need to eliminate the duplicates. Gloria Velez-AT&T said that the list is very large. She asked how they could tell what system it is if they have 1 user name and ID with multiple certificates. Susan Lorence-Qwest stated that the specific system is not identified on the list. She said that in the instructions it states that if you have multiple certificates you choose the user ID and that ID can be used for all systems. Gloria Velez-AT&T asked if it mattered which certificate was returned. Susan Lorence-Qwest said that they should choose the most current. She said that the most current would mean that you wouldn't have to renew. Joyce Bilow -McLeod stated that sometimes a user ID may be deleted in error and asked when it could be activated again. Susan Lorence - Qwest stated that it could be done quickly, in a matter of days. Joyce Bilow - McLeod stated that if the user ID is used every day they cannot wait 4 to 5 days for reactivation and is unacceptable. Mark Coyne - Qwest stated that it could be worked as an escalation with the IT Help Desk if it is urgent. 9/17/08 Product/Process CMP Meeting Susan Lorence-Qwest said that files have been sent to the SPOCs that we have received for the various companies. Those are in the review stage by the SPOCs. If we have not received a SPOC, Qwest is contacting the Service Managers. Bonnie Johnson-Integra asked for Qwest to repeat the status of this CR. Susan Lorence-Qwest said that we had to resend some files and had to pull some additional data that was older than what we originally provided. We have resent some files out since the mid August timeframe for the companies we have SPOCs for and that we were going to be contacting service managers for those that we don't have a SPOC for. Bonnie Johnson-Integra said that she will get more information internally. 8/20/08 Product/Process CMP Meeting Mark Coyne-Qwest said that SPOCs have been identified. Sandie Tekavec-Qwest said that the lists will be (8/29/08 - Update to minutes from Integra) resent by the end of the week. Susan Lorence-Qwest said that we were holding the lists pending the outcome of the contract negotiations. She said due to questions initiated by the SPOCs, we have re-extracted digital certificate data prior to 2005 as well as names that aren't listed as active. 7/16/08 Product/Process CMP Meeting Mark Coyne-Qwest said that the final notice was sent on 5/6/08 to become effective on 6/20/08. He also reminded everyone who has not responded already to provide their SPOC information and send it to Digital.cert@qwest.com and not to the WSST. Kim Isaacs-Integra said that they have reason to believe that their information is incorrect. She said that they have sent notification that their data is not correct to the Digital Certificate Team. Mark Coyne-Qwest said that we would check. Brenda Bloemke-Comcast said that she has not received any information and asked if Qwest sent it yet. Susan Lorence-Qwest asked if Comcast submitted their SPOC. Brenda Bloemke-Comcast said that information had been sent out but would check again. Susan Lorence-Qwest asked if their might be a recent addition. Kim Isaacs-Integra said that recent users weren't on the list. Liz Balvin-Covad asked where to send the information. Mark Coyne-Qwest said to send the information to Digital.cert@qwest.com and said that he appreciated everyone addressing this item. 6/18/08 Product/Process CMP Meeting Mark Coyne-Qwest said that the final notice was sent on 5/6/08 to become effective on 6/20/08. He also reminded everyone to respond back with their company information. 5/21/08 Product/Process CMP Meeting Mark Coyne-Qwest said that the final notice was sent on 5/6/08 with an effective date of 6/20/08. Jeff Sonnier-Sprint said that he understood that they were supposed to be getting a spreadsheet from Qwest and asked when they would be receiving the information. Sandie Tekavec-Qwest said that she was in the process of putting the information together and that the CLECs would be getting the information in the month of June. Susan Lorence-Qwest said that we were also waiting for the effective date of June 20th. 4/16/08 Product/Process CMP Meeting Mark Coyne-Qwest said that this CR was presented as a walk on in the March CMP Meeting. He said that an adhoc meeting was held on 4/14 and Qwest will be sending out the notice later this week or next week. Adhoc Meeting for Product/Process CR PC031408-01 Digital Certificate Cleanup April 14, 2008 Attendees: John Shriner-Sprint, Jeff Sonnier-Sprint, Chris Terrell-AT&T, Bonnie Johnson-Integra, Kim Isaacs-Integra, Laurie Roberson-Integra, Kathy Stichter-Eschelon, Leo Dimitriadus-AT&T, Leilani Hines-Verizon Business, Thane-Comcast, Jen-Comcast, Michelle-Comcast, Susan Lorence-Qwest, Denise Martinez-Qwest, Sandie Tekavec-Qwest, Matt Osielski-Qwest, Chris Tidball-Qwest, Rosanne Suomala-Qwest, Bill West-Qwest, Jim Reardon-Qwest, Lynn Stecklein-Qwest Lynn Stecklein-Qwest said that the purpose of this meeting is to discuss PC031408-01 (Digital Certificate Cleanup) that was submitted by Qwest and presented in the March CMP Meeting. Qwest has identified that there are digital certificates in existence that do not appear to be valid any longer. Qwest is proposing a process to work with each customer where they will review their current list of users to identify those that are no longer active or no longer require access. Qwest will be requesting a single point of contact from each company. Qwest will then provide a list of current users to that single point of contact for each company for review and cleanup. She said that the proposed cleanup steps document was posted to the Wholesale Resource Calendar. Denise Martinez-Qwest reviewed the proposed cleanup steps. Proposed Cleanup steps 1. Qwest will request each customer to identify one person who will be the Single Point of Contact (SPOC) on the digital certificate cleanup effort for their company. The responsibility of the SPOC will be to receive the report from Qwest of current digital certificate users and to return the completed/updated report back to Qwest. Bonnie Johnson-Integra asked if the spreadsheet will be separated by Company. Sandie Tekavec-Qwest said that the report will be broken down by Company. Denise Martinez-Qwest said that the report will be going to one person based on the Company or User ID. Bonnie Johnson-Integra said that there (Comment to minutes from Eschelon 4/17/08) may would be one SPOC provided for all in the e-mail but and that they would discuss internally if necessary. 2. Each company will provide the designated SPOC information to Qwest. This information includes Company name, first and last name, email address, and phone number. This SPOC information will be emailed to a designated mailbox with a copy to their service manager. The mailbox will be

provided on the final notification. 3. Qwest will then send each of our a list of that company's current digital certificate users with a copy to their Service Manager. 4. The list that Qwest provides to the customer SPQC will include company name, User ID, each person's first and last name, email address, digital certificate establishment date and current expiration date. (System will not be included.) Denise Martinez-Qwest said that we will provide all information that is available to us. 5. Qwest will provide the list sorted by name to indicate if the same person has multiple certificates. Qwest is requesting that if multiple certificates exist for the same person, the response on the report must identify which digital certificate Qwest should retain and which to delete. Qwest will then combine those multiple digital certificates into one certificate. (See sample report) Laurie Fredricksen-Integra asked if Qwest will combine beforehand. Susan Lorence-Qwest said that we will combine into one report. Kathy Stichter-Eschelon said that if we aren't going to provide the system how will they know what to look for. Chris Tidball-Qwest said that the report will have serial numbers. He said that the serial number will be embedded in the certificate and that they will need to look at the details. Kathy Stichter-Eschelon asked if you provide all numbers would one of those be the serial number. Chris Tidball-Qwest said that you have to view the properties of the certificate to find this information. Bonnie Johnson-Integra asked if Qwest would indicate the latest request or if there was a possibility of including the last time it was used. Chris Tidball-Qwest said that we don't have that information. NOTE: The IT Help Desk should be used for questions regarding combining of digital certificates. Otherwise questions should be directed to the designated mailbox. 6. The report will be in an excel spreadsheet which will include a column of RETAIN; this RETAIN column must be populated with either a Y to indicate Yes RETAIN or an N to indicate NO do not retain this person's certificate. Qwest is requesting a confirmed entry for each person on the list. 7. Qwest is requesting that the cleanup list be returned within 30 days. If the cleanup list is not returned within 30 days, Qwest will send reminder notices as required to complete the task. 8. The list will be returned to the designated mailbox with a copy to their Service Manager. 9. Any User ID that is marked with NO (indicating it should NOT be retained) will be deleted by Qwest within approximately 30 days of receipt of the returned list. See sample report below:

Company	USER ID (UID)	First and Last Name	Email Address	Certificate Establishment date	Certificate Expiration Date	RETAIN
ABC Company	123456789	John Smith	jsmith@abc.com	12/25/2007	12/25/2012	N
ABC Company	987654321	Jane Doe	jdoe@abc.com	12/25/2007	12/25/2012	Y

Susan Lorence-Qwest said that we will be sending out the Level 4 notification next w March 19, 2008 Product/Process CMP Meeting Mark Coyne-Qwest presented this CR on behalf of Denise Martinez (Qwest). He said Qwest identified that there are digital certificates in existence that do not appear to be valid any longer. Qwest is proposing a process to work with each customer where they will review their current list of users to identify those that are no longer active or no longer require access. Qwest will be requesting a single point of contact from each company. Qwest will then provide a list of current users to that single point of contact for each company for review and cleanup. He said that the valid list of digital certificate users/ proposed cleanup to be completed by July 1, 2008. Liz Balvin-Covad asked what Qwest needed from the single point of contact from each company. Mark Coyne-Qwest stated that we will be scheduling an ad hoc meeting to review the process and provide information regarding what we need from the single point of contact. Mark said that we would provide a notification that outlines the plan following the meeting.

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
PC121908-1	Grandfather, Sunset or Eliminate certain USOCs in Nebraska	04/15/2009 CLEC Test	Wholesale ProdProc		Resale

**Director
Originator
Owner
CRPM**

Originating Company: Qwest Corporation

Description of Change

Revised 1/7/09 - In Nebraska, Qwest will be grandfathering the USOC 7FB (Measured & Flat rate) and JUL (Joint Use), and eliminating USOC's SSV (Business Answering), 1V6 (Telechoice 12 Hour), 1SP (SemiPublic), 852 (SemiPublic), 1GS (SemiPublic) and 1GK(SemiPublic) with a proposed effective date of April 12, 2009. USOC's 1VT (Telechoice 9 Hour), ZZZCA (Telechoice Unlimited), ZZZCB (Telechoice Unlimited) 1V3 (Telechoice),and SFO (12-23 months, 24-35 months, 36-47 months, and 48-60 months) will be sunset with a proposed effective date of April 12, 2010. There are currently no Wholesale Customers with any of these USOC's.

Status History

Date	Action	Description
04/15/2009	Discussed at Monthly CMP Meeting	Discussed at the April CMP Meeting - See Attachment D in the Distribution Package
04/15/2009	Status Changed	Status changed to CLEC Test
03/23/2009	Communicator Issued	PROD.03.23.09.F.06120.Grndft_Elmnt_Snt_NE_USOC
03/18/2009	Discussed at Monthly CMP Meeting	Discussed at the March ProdProc Monthly Meeting - See Attachment D in the Distribution Package
02/18/2009	Discussed at Monthly CMP Meeting	Discussed at the February Monthly CMP Meeting - See Attachment D in the Distribution Package
02/06/2009	Status Changed	Status changed to Development
01/27/2009	Status Changed	Status changed to Presented
01/21/2009	Discussed at Monthly CMP Meeting	Discussed at the January Prod/Proc CMP Meeting - See Attachment D in the Distribution Package
01/07/2009	Additional Information	Revision to description of change
12/22/2008	CR Submitted	CR Submitted
12/22/2008	CR Acknowledged	CR Acknowledged

Qwest Response

None

Project Meetings

4/15/09 Prod/Proc CMP Meeting Mark Coyne-Qwest said that a Level 2 was sent on 3/23/09 and became effective on 4/13/09 and will move to CLEC Test. 3/18/09 Prod/Proc CMP Meeting Mark Coyne-Qwest said that this will announce on 3/23/09 to become effective on 4/13/09. 2/18/09 Prod/Proc CMP Meeting Mark Coyne-Qwest stated that this will announce on 3/23/09 to become effective on 4/12/09. 1/21/09 Prod/Proc CMP Meeting Cindy Schwartze-Qwest stated that in Nebraska, Qwest will be grandfathering the USOC 7FB (Measured & Flat rate) and JUL (Joint Use), and eliminating USOC's SSV (Business Answering), 1V6 (Telechoice 12 Hour), 1SP (SemiPublic), 852 (SemiPublic), 1GS (SemiPublic) and 1GK(SemiPublic) with a proposed effective date of April 12, 2009. Cindy said that the USOC's 1VT (Telechoice 9 Hour), ZZZCA (Telechoice Unlimited), ZZZCB (Telechoice Unlimited) 1V3 (Telechoice),and SFO (12-23 months, 24-35 months, 36-47 months, and 48-60 months) will sunset with a proposed effective date of April 12, 2010. There are currently no Wholesale Customers with any of these USOCs and that Qwest would like to issue as a Level 2. There was no objection to the Level 2.

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
PC021109-1	End the Qwest Specialized Customer Premise Equipment Program.	05/18/2009 CLEC Test	Wholesale ProdProc		Resale

**Director
Originator
Owner
CRPM**

Originating Company: Qwest Corporation

Description of Change

Qwest is ending its specialized customer premise equipment program in the state of Minnesota. Under this program customers were leasing an adaptive equipment device. Qwest will stop billing the monthly lease charges for the equipment, but will allow the customer to keep the equipment. With this change, Qwest will no longer repair or replace this equipment. The USOCs that will be eliminated with the end of this program are: SQS (Adjunct Volume Control), SPT (Superprint 400 TDD), 31M (Stetomike Headset), SPM (DirecTel Speakerphone), WMV (Queue Plus Speakerphone), BCY (Tonerer), SRH (Signalman Lamp), PTMCU (Communication Printer), VLNSX (Volume Control), VEPNX (Non-Certified Porta Printer), VEPCX (Certified Porta Printer), 6XT (Visually Impaired Attendant Arrangement), VUXSX (Weak Speech Handset), REW (Auxiliary Receiver), AMS (Impaired Hearing Telephone), HC7 (Weak Speech Telephone). These monthly recurring charge USOCs will be removed from the customers service records. Currently, there are 18 Wholesale Customers with this leased equipment.

Status History

Date	Action	Description
05/18/2009	Status Changed	Status changed to CLEC Test
04/15/2009	Discussed at Monthly CMP Meeting	Discussed at the April CMP Meeting - See Attachment D in the Distribution Package
04/15/2009	Discussed at Monthly CMP Meeting	Discussed at the April CMP Meeting - See Attachment D in the Distribution Package
04/10/2009	Communicator Issued	PROD.04.03.09.F.06213.Resale_GenrIV76
04/03/2009	Status Changed	Status changed to Development
03/18/2009	Discussed at Monthly CMP Meeting	Discussed at the March CMP Monthly Meeting - See Attachment D in the Distribution Package
02/18/2009	Discussed at Monthly CMP Meeting	Discussed at the February Monthly CMP Meeting - See Attachment D in the Distribution Package
02/18/2009	Status Changed	Status changed to Presented
02/11/2009	CR Submitted	CR submitted
02/11/2009	Action Item Created	CR Acknowledged

Qwest Response

None

Project Meetings

4/15/09 Prod/Proc CMP Meeting Mark Coyne-Qwest said that this announced on 4/3/09 as a level 4 to become effective 5/18/09. 3/18/09 Prod/Proc CMP Meeting Mark Coyne-Qwest said that this will announce on 4/3/09 to become effective in mid May. 2/18/09 Product/Process CMP Meeting Cindy Schwartze-Qwest said that Qwest is ending its specialized customer premise equipment program in the state of Minnesota. Under this program customers were leasing an adaptive equipment device. Qwest will stop billing the monthly lease charges for the equipment, but will allow the customer to keep the equipment. With this change, Qwest will no longer repair or replace this equipment. The USOCs that will be eliminated with the end of this program are: SQS (Adjunct Volume Control), SPT (Superprint 400 TDD), 31M (Stetomike Headset), SPM (DirecTel Speakerphone), WMV (Queue Plus Speakerphone), BCY (Tonerer), SRH (Signalman Lamp), PTMCU (Communication Printer), VLNSX (Volume Control), VEPNX (Non-Certified Porta Printer), VEPCX (Certified Porta Printer), 6XT (Visually Impaired Attendant Arrangement), VUXSX (Weak Speech Handset), REW (Auxiliary Receiver), AMS (Impaired Hearing Telephone), HC7 (Weak Speech Telephone). These monthly recurring charge USOCs will be removed from the customers service records. Currently, there are 18 Wholesale Customers with this leased equipment Cindy said that we are working with the Service Manager to have record orders issued to remove the USOC. Bonnie Johnson-Integra asked if this product is in the CLECs ICA or in the Minnesota SGAT. Cindy Schwartze-Qwest said that we do have it in the PCAT for resale but we don't resell CPE. She said that she will check in the ICA or SGAT and it will be removed from the tariffs. 2/18/09 Qwest Response: Cindy Schwartze-Qwest checked the MN SGAT and ICA for "Specialized Customer Premise Equipment" and there is no mention in either document. As stated in the call today, it is in the MN tariff: MN E&NS Non-Price Regulated Price List No.2, Sec 102.9 Special Needs Customer Premises Equipment.

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
PC121208-01	Eliminate the establishment of Remote Access Forwarding and Scheduled Forwarding on Custom Ringing Numbers.	05/15/2009 CLEC Test	Wholesale ProdProc	Ordering	Resale

**Director
Originator
Owner
CRPM**

Originating Company: Qwest Corporation

Description of Change

Qwest will no longer allow the Remote Access Forwarding and Scheduled Forwarding features to be established on Custom Ringing Numbers. The proposed date for eliminating this functionality is 2/3/09 There are currently no Wholesale Customers with this feature arrangement. Expected Deliverables/Proposed Implementation Date (if applicable): The proposed implementation date is 2/3/09.

Status History

Date	Action	Description
05/15/2009	Status Changed	Status changed to CLEC Test
05/13/2009	Additional Information	Final Notice Not Required no comments received
04/24/2009	Communicator Issued	PROD.04.24.09.F.06264.Remt_fwd_Shld_Fwdv13
04/20/2009	Discussed at Monthly CMP Meeting	Discussed at the April CMP Meeting - See Attachment D in the Distribution Package
03/18/2009	Discussed at Monthly CMP Meeting	Discussed at the March ProdProc CMP Meeting - See Attachment D in the Distribution Package
02/18/2009	Discussed at Monthly CMP Meeting	Discussed at the February Monthly CMP Meeting - See Attachment D in the Distribution Package
02/06/2009	Discussed at Monthly CMP Meeting	Discussed at the January Prod/Proc CMP Meeting - See Attachment D in the Distribution Package
02/06/2009	Status Changed	Status changed to Development
02/06/2009	Communicator Issued	PROD.02.06.09.F.05935.Remt_Acs_Fwd_Shld_FwdV13
12/17/2008	Discussed at Monthly CMP Meeting	Discussed in the December Prod/Proc CMP Meeting - See Walk On Attachment in the Distribution Package
12/17/2008	Status Changed	Status changed to Presented
12/17/2008	Discussed at Monthly CMP Meeting	Discussed at the December ProdProc CMP Meeting - See Attachment F in the Distribution Package
12/12/2008	CR Submitted	CR submitted
12/12/2008	CR Acknowledged	CR acknowledged

Qwest Response

None

Project Meetings

4/15/09 Product/Process CMP Meeting Mark Coyne-Qwest stated that this will announce 4/24/09 as a level 2 notice to be effective 5/15/09. 3/18/09 Product/Process CMP Meeting Mark Coyne-Qwest stated that on 3/4/09 a Level 1 notice was sent to delay implementation to the 2nd quarter. Mark said that we will re-notify with a Level 2 notice. 1/21/09 Product/Process CMP Meeting Mark Coyne-Qwest stated that this is still on hold pending a date. 12/17/08 Product/Process CMP Meeting Cindy Schwartze- Qwest said that we will no longer allow the Remote Access Forwarding and Scheduled Forwarding features to be established on Custom Ringing Numbers. The proposed date for eliminating this functionality is 2/3/09 There are currently no Wholesale Customers with this feature arrangement and that we would like to reduce the Level 4 to a Level 2. Bonnie Johnson-Integra said that if no CLEC has this feature they don't object to the Level 2. Kim Isaacs-Integra asked why this was being eliminated and was there a technical issue. Cindy Schwartze-Qwest said that she was not sure but that retail was no longer going to have this functionality available. She said that it would not longer be available on the AIN technology. Mark Coyne-Qwest said that we would issue a Level 2 notice.

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
PC121608-01	Improvements to CNLA and Mailout Sub categories	04/02/2009 Development	Wholesale ProdProc		Impacts notifications related to all products and processes

**Director
Originator
Owner
CRPM**

Originating Company: Qwest Corporation

Description of Change

Qwest reviewed the CNLA history and proposed changes to the current categories/subcategories via Level 2 web notice : WEBS.12.24.08.F.05630.NoticeSubjectLine_CNLA. Qwest received a CLEC request to change the disposition of the notice to a Level 4 type change. Qwest conducted an ad hoc meeting on 12/15/08. See wholesale calendar for details <http://www.qwest.com/wholesale/calendar/> There was agreement that Qwest would retract the Level 2 notice and issue the CR to work together on determining what sub categories need to exist. During the ad hoc meeting, a CLEC suggested that each participating CLEC may take a specific category to review and recommend appropriate sub categories/changes. More useable CNLA; improved ability to locate notices

Status History

Date	Action	Description
05/01/2009	Communicator Issued	WEBS.05.01.09.F.06335.CustNoticeLetterArchive
04/15/2009	Discussed at Monthly CMP Meeting	Discussed at the April CMP Meeting - See Attachment D in the Distribution Package
04/02/2009	Status Changed	Status changed to Development
03/18/2009	Discussed at Monthly CMP Meeting	Discussed at the March CMP Meeting - See Attachment D in the Distribution Package
02/26/2009	Communicator Issued	CMPR.02.26.09.F.06105.CMP_AdHocMtg_CNLA
02/18/2009	Discussed at Monthly CMP Meeting	Discussed at the February Monthly CMP Meeting - See Attachment D in the Distribution Package
01/27/2009	Status Changed	Status changed to Presented
01/21/2009	Discussed at Monthly CMP Meeting	Discussed in the January Prod/Proc CMP Meeting - See Attachment D in the Distribution Package
01/15/2009	General Meeting Held	ADHOC Meeting Held
12/16/2008	CR Submitted	CR submitted
12/16/2008	CR Acknowledged	CR acknowledged
12/15/2008	General Meeting Held	ADHOC Meeting Held
11/24/2008	Communicator Issued	WEBS.11.24.08.F.05630.NoticeSubjectLine_CNLA

Qwest Response

None

Project Meetings

4/15/09 Product/Process CMP Meeting Mark Coyne-Qwest said that there have been a number of adhoc meetings and that the matrix is being updated and will be sent out to the CLECs later this week for review. He said that we will be reviewing this internally and will send a notice possibly this week or early next week. Bonnie Johnson-Integra said that she wanted to talk about the 2 outstanding action items from the last call. Susan Lorence-Qwest said that for those who were not familiar with the questions, they are posted to the Wholesale Calendar, March 26th adhoc meeting. She said that the 2 issues were associated with how we were using the Contract category in CNLA. She said that the other issue was associated with the Regulatory category. Bonnie Johnson-Integra said that they don't agree that template is a contract and should fall under Contract. She said that Qwest (4/24/09 Comments to minutes received from Integra) said they are going to keep it under Process and that as long as Qwest has a separate category they would agree. She said that Qwest also said that they would be including a sub note for Template. She said that when Qwest made the 1st run of the Expedite PCAT and the Arizona order, they objected to Qwest making any other changes that were not related to the Regulatory order. Bonnie said they believe that any changes as a result of a Regulatory order should only be what is Regulatory in nature. She asked for an example of when you are going combining changes that are non-Regulatory with Regulatory changes as a result of an order. Susan Lorence-Qwest said that is the only example of that are with changes where clarifications were included. Susan said that we did get with our SMEs to separate those. Susan said that in every other instance we used the level 1 and level 3 change categories related to the Regulatory order under Product/Process. Susan said that the example of where they would be mixed would be for a CMP release notice with a system release where there may be something else incorporated in that release. She said that with the 22.1 point release, the LNP port requirements, that would have included Regulatory in the subject line because it was system notification update specific to that Regulatory order. Susan said that if there happened to be a Regulatory that could fit in an upcoming release, for example, the upcoming release in April, we could accommodate the current release date and add Regulatory requirements to meet that period of implementation. She said that was the example in the bottom as including Regulatory in the subject line that we wouldn't commit to putting it there because there all other things in that system release beside just Regulatory changes. Bonnie Johnson-Integra said they agree and does understand the system issue. She said if

there are 100+ updates associated with the system work, those 100+ updates should be kept separate. Susan Lorence-Qwest said that we could agree to that but that she did have a concern if there was an LSOG change and those updates are in the full blown LSOG release she would want to work with the documentation SMEs to see how difficult it would be to split those out. Bonnie Johnson-Integra said that the releases are smaller than they used to be and asked if Qwest could check on that. She said they would consider making an exception for those if there isn't a tremendous amount of difficulty. Susan Lorence-Qwest said that we agree if those Product/Process updates are distinct. Susan said that we hope to get the matrix out by the end of the week to give everyone a chance to see what has been agreed to and then get the notice out early next week. She said that there are some benefits to this application and format that we want to introduce. 3/18/09 Product/Process CMP Meeting Mark Coyne-Qwest said that we had an adhoc meeting on 3/2/09 and the matrix is being updated with the changes. Bonnie Johnson-Integra said that they would like to see the final matrix. Susan Lorence-Qwest said that she will be sending out the final view of the categories to all meeting participants. Brenda Bloemke-Comcast asked that another call be scheduled. Susan Lorence-Qwest asked if everyone was ok with issuing a Level 2 notice. Bonnie Johnson-Integra said that would be fine if we have agreement on the final view. Susan Lorence-Qwest said that there should be no outstanding issues. Kim Isaacs-Integra said that they would like to look at it as a whole. 2/18/09 Product/Process CMP Meeting Mark Coyne-Qwest said that we have had several adhoc meetings and another is scheduled on 2/19. Mark said that we will leave this CR open. 2/19/09 Adhoc Meeting Attendees: Bonnie Johnson-Integra, Kim Isaacs-Integra, Brenda Bloemke-Comcast, Kasha Fauscett-Comcast, Susan Lorence-Qwest, Carrie Bell-Qwest, Sandie Tekavec-Qwest, Lynn Stecklein-Qwest Susan Lorence-Qwest said that the agenda and a screen print Web example were posted to the Wholesale calendar. Susan said we would like to start by talking about the Web example. She said that the one concern was that you had to scroll page by page in the subcategory and that all the notices did not display on 1 page. She said another concern was that you couldn't search by the notice number or key word. Susan said that this new functionality should resolve these concerns. Carrie Bell-Qwest said that Qwest is very excited about this new functionality and knew that everyone was interested in not having to scroll thru page by page to find the notice that you were looking for. Carrie said that the example provided shows that you will have the capability to select a notice in a subcategory and see all the notices from that section on one page be able to scroll from top to bottom and see the notices in order by date. She said that you will have the opportunity to do a find within the page when you type in a word. Carrie said that this will be a handy feature and will be helpful when it comes to searching for notices. Carrie said that we have also added the search results with the total number of notices at the top of the page. Susan Lorence-Qwest said that currently that information is at the bottom of the page with the range and now you will have the capability to look at all of them. Susan said that it is really quick and smooth. Kim Isaacs-Integra said there is a search function at the top of the page and asked if you would you need to know the name of the category or subcategory. Susan Lorence-Qwest said that you would. She said that we wanted to make it clear so we don't have overlap among the categories and subcategory categories. Susan said that it defeats the purpose if you have to go thru multiple categories to look for a notice. Kim Isaacs-Integra asked if there would be an opportunity to get the full list by category. Carrie Bell-Qwest said that it currently works by category and subcategory connected. She said that the other option is to search by year and month and wondered if that might cover it. Kim Isaacs-Integra said that searching by year would be better than searching by the year and month. Carrie Bell-Qwest asked if they would have any idea of the subject they are looking for in this example. Kim Isaacs-Integra said that they would have a slight idea of the subject and time. Carrie Bell-Qwest said that we can check into that. Kim Isaacs-Integra said that she did like the new functionality. Bonnie Johnson-Integra said that they really appreciate the change. She said that when you click on the link to get to the notices in CNLA it takes along time to load. She asked if this change will alleviate the time it takes to load CNLA. Carrie Bell-Qwest said that the database is very large with many attachments. Carrie said that we are moving to a new platform and would hope to see some improvement. She said that we could not guarantee that it would, for example, go from 5 seconds to 1 second. She said that we are looking at ways to improve this tool within our budget and time limitations and if we find an opportunity we can look at that. Bonnie Johnson-Integra said that it was not a request just a question. Carrie Bell-Qwest said that our major focus for this rework is to look at the categories and pair down some of the categories that will streamline the tool. Bonnie Johnson-Integra asked if the find function would only apply to what is on the page and not anything embedded in the announcement itself. Carrie Bell-Qwest said that was correct. Susan Lorence-Qwest said that it was similar to any search capability. Susan thanked Kim Isaacs (Integra) for her proposal on the categories. She said that Qwest proposed two CMP subcategory categories – CMP Process and Meetings and Integra suggested adding the categories of Escalation, Oversight, Voting and Prioritization. She said that the 4 letter abbreviation will change when they are sent thru mail outs and today they only have the category abbreviation. Susan said that going forward we will also be adding a subcategory in the notice number in addition to the date. Susan said the subcategory for Escalation would be ESCA and for Oversight it would be OVRS. Susan said that in the Escalation category there are no meeting notices and the Oversight category requests for membership, submitted issues and their outcome would be included. She said that the notices for an Oversight are e-mails. She said Integra's proposal is that that these subcategories would include Meeting notices and said that Qwest would like to keep those in the MEETS category vs. under the subcategory of Escalation or Oversight. Bonnie Johnson-Integra said that she understands that e-mails to the Oversight members are sent to coordinate a date and time for Oversight meetings and is not notice. She said that that the Oversight Committee members have not been updated and asked when that will be done. Susan Lorence-Qwest said that she has it on her calendar and will get it updated. Bonnie Johnson-Integra said that in the Oversight section of the CMP document it states that anyone can attend these meetings. She said that we could talk about this at a later date but that she thought notices should be sent for Oversight and Escalations. She said that she wants to get all information for Escalations and Oversight in one place and in the same category. She said that she received feedback from other CLECs and that they operate in the same mode. Susan Lorence-Qwest said that the Meeting category would have all adhoc meetings and if we determine that meetings should be in the Escalation and Oversight category, they would not be in both places. Bonnie Johnson-Integra said that if it's not related to an Escalation or Oversight issue it would be in the meeting category. Susan Lorence-Integra said that we had an issue with the Voting and Prioritization category. She said that those are held at meetings and there will always be a notice. She said that the number of prioritization notices is low and that we would like to keep all adhoc meetings together with the exception of what we just talked about on Escalations and Oversight. She said that if you wanted to know about the most recent vote notice and you do a search it would take you to that vs. having a subset of Voting or Prioritization and trying to figure if it was associated with a CR, adhoc meeting, exception etc. She said that they are noticed on a meeting notice and would include vote disposition, late adder or any kind of vote and would be under Meeting vs. adding a subcategory. She said that we are trying to make sure they get to where they should be slotted and would like to make it as clean as possible. Bonnie Johnson-Integra said the last place she would look for Voting or Prioritization notices would be in Meetings and does not logically make sense to her. She said that the subcategory full name doesn't identify Votes or Prioritization. She said that Agenda, Announcements and Materials for the full name is broad and general. Susan Lorence-Qwest asked if it would help to add Vote to that because the vote always occurs in a meeting. Bonnie Johnson-Integra said that she would not look there but if the subcategory included the full name, it might work. Kim Isaacs-Integra said it would work if the subcategory included the full name and if there was some way to know that Meets includes Voting and Prioritization. Susan Lorence-Qwest said that we could include Meeting agenda, Announcements, Materials and Votes. Kim Isaacs-Integra asked where the full name would appear in the tool. Susan Lorence-Qwest asked Carrie if we could put the full name in the description at the top of the page. Carrie Bell-Qwest said that you would have already selected this information on the page you are looking at. She said that we can put it on the initial page when you select the subcategory Kim Isaacs-Integra said that it would work if it is in the pull down. Susan Lorence-Qwest said that we could make the subcategory Meetings, Announcements, Material, Vote Disposition with the full subcategory name. Bonnie Johnson-Integra asked if there was a character limitation. Carrie Bell-Qwest said that she would have to check but said that the shorter it is would be better for the drop down box. Susan Lorence-Qwest suggested we could take out Agenda and make Meeting - Announcements, Material, Votes and Disposition. Carrie Bell-Qwest said that we currently have Change Management Process/Meeting agenda/Announcement/Materials. She said that she we could add approximately 5 more characters to that. Bonnie Johnson-Integra said that she did not have a problem with removing Agenda. Susan Lorence-Qwest said that we could have Meeting Announcements, Materials, Vote and Disposition. Bonnie Johnson-Integra said that you could abbreviate those words and eliminate some of the characters. Carrie Bell-Qwest said that the character limitation is 70 maximum. Susan Lorence-Qwest said that to be clear, we could leave Meetings and Announcements and Vote Announcement and Disposition. Network Susan Lorence-Qwest said that Integra proposed adding Disclosure as a subcategory and wanted to

understand because the Copper Retirement that Qwest proposed is a Disclosure. Susan asked if Integra was proposing that everything other than a Copper Retirement would go in there. Kim Isaacs-Integra said that if you are adding a subcategory of COPR it would work as its own subcategory. Sandie Tekavec-Qwest said Qwest's original proposal did include COPR. Susan Lorence-Qwest said that if we include COPR that will include a lot of the notices. She said that we could look at having Tech Pubs, COPR. She said that Integra proposed including STP and said that STP has a fairly low volume. Sandie Tekavec-Qwest said that there were only 16. Susan Lorence-Qwest said that we were thinking that the rest would fit under Announcement. Bonnie Johnson-Integra asked if they could recommend the same thing for STP, Tandem and Homing and identify those in the subcategory full name. Susan Lorence-Qwest agreed. She said that we will not go forward with Disclosure, STP, Tandem and Homing. She said that we will eliminate Engineering, Meeting and keep COPR. Process Susan Lorence-Qwest said that Qwest originally proposed a MISC category until we settled on what the subcategories would be. Susan said that this would allow us time to review the hundreds of notices and assign them to the most appropriate category according to our guidelines. She said that the MISC category was not meant to be a permanent category but to allow us to review all notices. Susan said we may still have something that may be appropriate for this category and we don't want to remove. She said that we have proposed Bill, COLLO (Kim agreed), MTC and ORD. Susan said that with Ordering we thought that Ordering, Preorder and Provisioning would all be in one general subcategory. She we believe that generally when you send an Ordering notice there is overlap with Preorder and Installation. Susan said we thought with the enhanced capability it could be one general subcategory with the sub set underneath. Bonnie Johnson-Integra said that would be a big folder. Sandie Tekavec-Qwest said she thought we were agreed to Ordering and Pre ordering and not to include Provisioning. Bonnie Johnson-Integra asked if the subcategory would be ORDR and that we could have the full name be Preorder and Ordering. Kim Isaacs-Integra said that would work. Susan Lorence-Qwest said that Migration and Conversion would follow under the Ordering subcategory. Kim Isaacs-Integra agreed as long as they could get the full name included. Brenda Bloemke-Comcast asked if there would be a subcategory name for Migrations and Conversions. Susan Lorence-Qwest said that the subcategory would be ORDR and the full name would show Pre Ordering, Ordering, Migrations and Conversions. Kim Isaacs-Integra said they proposed that Migrations would fit better in Provisioning and Installation but as long as it is identified in the pull down menu it would work. Susan Lorence-Qwest said there were only 4 Migration and Conversion notices in 2007. Sandie Tekavec-Qwest said that there were 15 Provisioning and Installations notices from 2007 forward. Susan Lorence-Qwest asked if Integra felt that Migrations would fit better in Provisioning and Installations. Kim Isaacs-Integra said yes. Susan Lorence-Qwest said that would work as long as we are specific. She said that we would have Pre Ordering, Ordering, as one and Provisioning, Installation and Migration as another. She said that for the SIG we could use SIGX or SING for the abbreviation. Bonnie Johnson-Integra said that they preferred a letter on the end and X is fine. Susan Lorence-Qwest said that we will add Contracts which will include Account Management and CSIE. Susan said that Qwest would like to propose, instead of having a separate category for Expedites and Escalations, that they would go under the Contract subcategory. Kim Isaacs-Integra agreed and would be noted in the full name. She said that is how they are coming across today. Susan Lorence-Qwest said that Listing would be a separate subcategory as LIST and Contracts would be CNTS. Susan said that the MCC volume is very low and asked if we could put them in the broad MISC category. She said that anything that is not a clean fit would go into MISC and that we struggled with having a small number of notices in a subcategory Bonnie Johnson-Integra said that as long as you identify it in the full name. She said that if we decide consciously to put something in a category and if we have enough categories, they don't object to the MISC category. Kim Isaacs-Integra agreed as long as the subcategory name identifies it and would be the same for process trials. Susan Lorence-Qwest said that will care for MCC, Expedites under Contacts and Process Trials and Tax will be under MISC. Susan said that LSOG would be a good category to add and said that when we do a release notice for IMA the correlating Level 2 notice would be under LSOG. Bonnie Johnson-Integra said that would be great. Kim Isaacs-Integra said that there has been confusion with the new process for example on Collo Augment Form. She said that these changes are associated with the actual process and not a notification of the change to the product. Susan Lorence-Qwest said that was a good point. She said that if you go to the Wholesale page and look under CLEC local interconnection, there are 3 drop downs Products Services/Solutions and has all of the PCATs. She said that anything that notifies on any of those would be under a Product notice. Susan said that under business procedure (i.e. collo provider) anything that falls under collo would then be given that subcategory. She said that Directory Listings would be the Directory Listings Providers business procedure. Kim Isaacs-Integra said that explanation helped because sometimes there are Product/Process Crossovers. Susan Lorence-Qwest said that sometimes they are not always put into CNLA where they should and is why we want to clean it up. Bonnie Johnson-Integra said that we skipped over Contract and said she assumed Qwest did that because they have concerns on their proposed changes. Susan Lorence-Qwest said that when we send out a notice for a Negotiations Template or Amendment they are sent as a Process notice. Susan said that we are proposing to send them under a different overall category instead of Process. She said that some of them would come under Contract and under Contract we break out Commercial Agreement, Amendment, and Interrogatory. She said that we are proposing to separate process so that process is specific to business procedures and not to the notices associated Amendment updates, Negotiation Template, SGAT etc. Sandie Tekavec-Qwest said that they are non CMP notices that are guided by Regulatory. She said they do not apply to your individual ICA and we are wavering whether to put them. Brenda Bloemke-Comcast asked what is affected if they don't affect the individual ICA. Susan Lorence-Qwest said that we were trying to keep those separate. Bonnie Johnson-Integra said the concern is that Regulatory is limited to Regulatory and is the result of some type of an order. She said that they were not amenable to having a subcategory of Regulatory with the changes that Qwest made to the Negotiations Template or Commercial Agreements under Regulatory. She said those are Qwest initiated changes and not the result of Regulatory proceedings that resulted in an order. Bonnie said that she did not object with these going in Contract as long they are not notices specific to the individual ICAs. Susan Lorence-Qwest agreed and that we were trying to get a clean way of identifying those and not keep them under Process. Susan said that we could look at some examples in the next call and tell you where they would fall going forward. Susan said thanked everyone and said that she will schedule another meeting. 1/21/09 Prod/Proc CMP Meeting Susan Lorence-Qwest stated that an adhoc meeting was held on 1/15/09. She said that Qwest took an action item to look at the search capabilities in CNLA for improvements. She said in that meeting, Integra agreed to review the categories and subcategories and send back a proposal. Susan said that we will be sending out a notification for an adhoc meeting in a week or so. 1/15/09 CMP Adhoc Meeting CNLA Categories and Sub Categories Attendees: Bonnie Johnson-Integra, Kim Isaacs-Integra, Joyce Bilow - McLeod, Brenda Bloemke-Comcast, Kasha Fauscett-Comcast, Lorianne Burke- XO, Doug Allen-AT&T, Susan Lorence-Qwest, Paulette Hauck-Qwest, Carrie Bell-Qwest, Judy DeRosier-Qwest, Lynn Stecklein-Qwest Susan Lorence-Qwest said that this started with a Level 2 notice Web update that went out on 11/24/08. We received some objections from Integra and held an adhoc call on 12/15/08. Susan said that in that meeting we agreed to retract the level 2 notice and issue a Level 4 CR PC121608-01 that will be presented in the January CMP meeting. Susan said that in the 12/15 meeting we talked about the categories and subcategories and it was suggested in the December ad hoc call that rather than going through all the notices in CNLA together, each CLEC that wanted to participate would take a category of notices, i.e., Network. Susan said that in Qwest's original proposal, in the Network Category, Qwest proposed elimination of 2 sub-categories: Engineering and Meeting. Qwest also had proposed that Tech Pubs and Announcements would be retained and a new sub category Copper Retirement added. She said that Qwest had reviewed all notices and placed assigned them to existing/new sub categories. Susan said that a lot of the notices in CNLA were not appropriately placed in the right sub category and we wanted to make it easier to find the notifications. She said that based on volume, there may be sub categories that do not need to be retained. Notices categories that are most critical would be reviewed and the group would get back together in another meeting to review the suggestions that CLECs or Qwest come back with. Susan said that Qwest considered the volume in CNLA and when you click on the category, you can see the volume of notifications for each subcategory. She said that if you see there are only 1 or 2 notifications, they may not have to be reviewed. She asked if everyone wanted to come up with the list of categories/subcategories that need to be reviewed and assign those. Bonnie Johnson-Integra said she was not sure if she agreed with the proposal not to review those sub categories that only have a couple of notices. She suggested that we review those together because they don't contain the volume of some of the other categories. Susan Lorence-Qwest said that we did not want to go through notice by notice with this large of a group. We can look at the category and sub category and based on work that Qwest has completed, see if CLECs agree with our proposal. Bonnie Johnson-Integra said that she is not certain that there was a lot that they agreed with from the last call. She said that Integra would be willing to provide comments on those that we don't go through notice by notice and

How we feel about Qwest's proposal. Susan Lorence-Qwest said that we could start with looking at CML notices. There are currently 3 categories and we proposed that, due to their small volume of notices, three subcategories would be eliminated: Redesign, Distribution List and Change Requests. Susan said that in the 12/15 meeting, Integra indicated that they wanted more categories and asked if anyone else had any further suggestions. Bonnie Johnson-Integra said that she had not had an opportunity to review the categories any further. Kim Isaacs-Integra said that her recommendation for CMP notices for additional review would be on Escalation, Oversight and those requiring a vote and asked where they would fall now. Susan Lorence-Qwest said of the two subcategories being proposed – CMP Process and Meetings, they would fall under CMPP (CMP Process). She said that Process is for anything that does not fit under a Meeting. She said that if you look at escalations, we have had around 45 in CMP. Kim Isaacs-Integra said that the problem in CNLA specific to CMP Process, you have to scroll through every page to find the escalation because there is no way to search for a particular notice. She said that you are going to make the folder bigger, there is no way to search on a notice number or key word. Kim said that this would make the categories more inclusive to find things. Susan Lorence-Qwest said that she was not aware that some of these categories were used that frequently, such as looking for specific notifications on an Escalation, Vote Required, Oversight and Prioritization. Kim Isaacs-Integra said that maybe Prioritization and Voting could be in one folder. Bonnie Johnson-Integra said that if we created an Oversight subcategory, the related meeting notices would go into that category. She said that rather than separating them and having meetings in one subcategory, the related ad hoc meeting notices should be in that grouping, Oversight, Escalation, and that is what she meant by expanding them. She said that Integra is in the CNLA all the time and finds it difficult to find notices. She appreciates Qwest bringing this up because they agree it needs some work. Integra thinks the Qwest recommendation will make it harder rather than easier. Susan Lorence-Qwest said she has captured their concern and asked if other CLECs on the call agree that meetings should be put in a subcategory with Escalation or Oversight vs. having a separate Meeting folder. Joyce Bilow-Paetec said that she agreed with Integra and that it would be easier. She said that sometimes it takes longer to search than reading the documentation. Brenda Bloemke-Comcast agreed. Susan Lorence-Qwest said that Qwest agreed that it can be difficult to find things because of where they are today. She said that her question is that from a CMP category, we could expand the subcategories to Escalation, Oversight, Prioritization, and Vote notices. She asked if we wanted to assign these three additional subcategories or are there others needed. Bonnie Johnson-Integra said that Integra could take that CMP category to see if there should be additional ones. Kim Isaacs-Integra said that she did not think there were additional subcategories. Susan Lorence-Qwest said that we have Escalations, Oversight and Vote related notices. She said that there may be an issue on the notices requiring a vote. She said that there could be an escalation requiring a vote and what she is hearing would be an overlap. She said that a notice requiring a vote could be associated with an escalation. What Qwest is trying to do is make the categories clean so you can be clear on where to find something. Bonnie Johnson-Integra said that if she is looking for anything that has to do with an escalation, she would look in the escalation folder. She said that with Oversight, there aren't any votes. She asked if changes to the CMP document would be an appropriate subcategory. Susan Lorence-Qwest said that the only thing that she could see would be go into Oversight is an Announcement that we have an Oversight issue, a request for names submitted for oversight membership, or a resolution for Oversight. Susan said that in the case of CMP Document changes, those go with a Change Request. Bonnie Johnson-Integra asked where adhoc meetings would go. Susan Lorence-Qwest said that an adhoc meeting would be all the meetings that have been established but if the group wants them to fit with the a specific topic, i.e., Vote related notices vs. escalation, that would have to be made very clear. She said that it should be clear where to look without putting a lot of documentation on the page. She said that if Integra is saying that a meeting vote would go with Escalations, we need to rethink the Vote subcategory. She said changes to the CMP Document could be a subcategory and you may only have 10 notices in there. She asked how someone would really find a CMP doc change notice. Would you look for those notices there or would they go to the CMP change request site and look for notices that have a CM designation. Kim Isaacs-Integra said that it would be ideal if in CNLA they had the ability to use a search key and get all the notices for a particular subject. She said that today they have to go through many pages to get what you are looking for. Bonnie Johnson-Integra said that you almost have to find what you are looking before you find what you are looking for. Kim Isaacs-Integra said that there is no way to search besides guessing where a notice could have been under and when. Bonnie Johnson-Integra said that she could get the notice number from the history log but it depends on what level is. She said that if you could get the process notification number and be able to put that in would be great. Susan Lorence-Qwest said that would require a significant change to the CNLA to change the search capability. She said that the Qwest proposal was to change the categories and subcategories to make them more usable and not make changes to the search capability. She said that we can take a look at their request to see if there is any possibility there. Bonnie Johnson-Integra said that we should go through the categories and assign them. She said she was not sure that anyone has any extra time and wanted to make sure that all CLECs on the call want to participate in this effort. Susan Lorence-Qwest agreed that it takes a lot of time and analysis. She said that we don't want to go through the process again until we know what is desired. Susan asked if anyone else besides Integra wanted to take a category and determine if what Qwest has proposed is appropriate. Kim Isaacs-Integra volunteered to review the proposal and send something back to Qwest. Kim said she knows how they could be organized to make it easier and could send back a proposal. Brenda Bloemke-Comcast asked if Integra was going to look at all categories. Kim Isaacs-Integra said that she would review all categories. She said that she receives all the notices and knows how they come in and how she sends them out. She said that she has a method based on the current categories. Susan Lorence-Qwest asked that Integra use what Qwest has proposed as a starting point. Brenda Bloemke-Comcast said that she could take a category if Integra wanted to split them up. Kim Isaacs-Integra said that she would take the 1st shot and send back a proposal. Susan Lorence-Qwest asked if Integra had a timeframe so that we could schedule another call to review her proposal. Kim Isaacs-Integra said that she would be able to provide the information in a couple of weeks. Susan Lorence-Qwest that we will take the suggestion back to our web team regarding the search on the notice number. She said that capability is there once you have the date of the notice from the history log; you can go to that month and year. She said that you might have to scroll through 2 or 3 screens. Bonnie Johnson-Integra said that you don't always find the notice in that month even with the notice number. She said that you could go through 4 screens and not find the notice in that month. Paulette Hauck-Qwest asked if when they are looking for notices, is it because they don't have them? She said that she is looking into a large project that would give wholesale customers space in a Qwest server. She said that all notices would reside in a server and customers would be able to search for them when they wanted. Bonnie Johnson-Integra said that would be wonderful but they subscribe to notices for 7 different companies and not sure that is what they are looking for. Paulette Hauck-Qwest said that we will continue to share information on the project and thought that this historical file would be helpful. Bonnie Johnson-Integra said that she has at times had to request a cutoff to her notices so that her mailbox does not get full. She said that if she is looking for a notice, she will go to the Qwest web site. Joyce Bilow-Paetec said that she would like to be able to search by a letter, text, or word, and it would bring up all notices associated with it. Susan Lorence-Qwest said that there is a search function but does not necessarily come up with just the letters. Joyce Bilow-Paetec said that she can do that if she knows what year it is but spends too much time looking for it than she should. Susan Lorence-Qwest said that sounds like a huge change but we would take it back as a general question. Kim Isaacs-Integra asked if that change was as huge as this change by moving everything around. Susan Lorence-Qwest said that it sounds like a bigger change because it is taking all the history and putting it into a bank to be able to search for "collo", for example. She said that every notice associated with "collo" would come up. She said it sounds like a huge Google search. She said she thought that taking the time to put them into correct subcategories would be easier than putting them into a huge database and expanding the search capability. Kim Isaacs-Integra said that other ILECs have search functions that makes it easier. Joyce Bilow-Paetec said that this search would have to be by year because it minimizes your search. Bonnie Johnson-Integra said that you already have the search functionality that gives you everything and that is part of the problem. She said that when they do a search in Wholesale, it comes up with things that aren't even on the Qwest website like regulatory information. She said it sounds like you have already a search engine database and depending on how it is based, you could have it search only in the CNLA. She said that if you have big warehouse of data and if Qwest can provide them with the functionality, they wouldn't need the rearrangement of subcategories. Susan Lorence-Qwest said that we can look at that internally. She asked if we were still proposing that Kim review the categories or did they want Qwest to look at the search capability first. Bonnie Johnson-Integra said that we can do it in parallel. She asked if Paulette knew if the search capability and functionality is out of the scope of what we normally do. Carrie Bell-Qwest said that we can take a look at something like that but with this project, we were not looking at changing the search functionality. She said that this project is more

to address the categories and subcategories and to eliminate categories that were not being used. She said that she thought that the level of effort with something like adding expanded key word search would probably be out of scope. Carrie asked for more information on the example previously identified where the notice was in the wrong month. Carrie wanted to determine if it was an error so that she could correct it. Bonnie Johnson-Integra said that it was not an error. She said that it was a process notice dated 7/10/04 and it should have been in July. She said that she could not remember the details but the number date is not always in that month and it was her understanding that was by design. Carrie Bell-Qwest said that the notice should be in CNLA by month. Susan Lorence-Qwest said that between the Document review site, the history log, and CNLA, she has always found it in the correct month. Bonnie Johnson-Integra said that maybe it was Document review. Judy DeRosier-Qwest said that when Qwest issues a response to comments, we use a new notice number, but the responses are posted under the original notice number. Judy said that the notice that is issued will tell you where to find it. Carrie Bell-Qwest said that you should be able to find the notice in CNLA if you have the date. Kim Isaacs-Integra said that even when you have the date and go into the CNLA, i.e., for March 2008, there are 300 notices for that month and you still have to page through the entire month which is very frustrating. Carrie Bell-Qwest said that we can look at providing 1 full page with all of the notices so you don't have to scroll. Susan Lorence-Qwest said that the volume of notices on CNLA is decreasing and we now generally have 60-70 per month and very rarely go over 100 anymore. Susan said that what Carrie is proposing would eliminate that frustration. Susan Lorence-Qwest said that we will schedule a meeting in a couple of weeks and take back some questions on search capability. She said that we will look at improvements to CNLA that would take you directly to a notification - or a broader search capability like a key word or a date. She said that Kim will look at proposing some modifications to the categories and subcategories that have been proposed. 12/15/08 CMP Adhoc Meeting CMP Adhoc Meeting CNLA Subject Line Attendees: Bonnie Johnson-Integra, Julia Redman-Carter-McLeod, Brenda Bloemke-Comcast, Kasha Fauscett-Comcast, Wendy Chapman-Neustar, Susan Lorence-Qwest, Paulette Hauck-Qwest, Carrie Bell-Qwest, Judy DeRosier-Qwest, Lynn Stecklein-Qwest Susan Lorence-Qwest said that documents for this meeting can be found on the Wholesale Calendar including current volumes as of last Friday that will help us go through the original matrix. She said that this call stems from a Level 2 notice change to eliminate or replace existing web functionality that Qwest sent out 11/24. She said that in that L2 notice we were proposing to correct and improve the notification categories in CNLA and also to improve how we send out notifications via our mail out system. She said that we wanted to provide a distinct category and subcategory so that you can locate them in the CNLA historical information. She said that we reviewed the volume of notices in CNLA and it is not very reflective of what categories they are placed in. She said that we want to go through and review every notice and re-post them to the correct sub category on a historical basis. She said that when the notice went out on 11/24, Integra had concerns about what we were changing and requested that we change this to a level 4. We requested this adhoc meeting to see if we can come to an agreement and hope that everyone will see that what we are doing is logical and that the true objective of this change is to improve your ability to locate notifications by category and would like the category to be more reflective of content. She said that as we go through the matrix we can touch on some of the questions that Integra has raised. Bonnie Johnson-Integra said that have they noted their objections. She said that Qwest said that they would like to move forward with a Level 2 and that the task at hand is bigger than that and will require some collaboration. She said that she thought the purpose of this meeting per the CMP process is to determine if the Level of this notice should be different than a Level 2. She said that they don't disagree that the website needs some kind of help and just to pull up notices takes a lot of time. She said that they were thinking of links for the notices so that the load time is not as long as it is. Susan Lorence-Qwest said that is a different type of change than what we are proposing. She said that when we go through the list of volumes and compare to what we are proposing we hope you see that we are not making that significant of a change. She said that is why we want to go through the changes and if there is not a way to resolve we can retract and issue a Level 4 CR. Susan said that we are proposing they are 5 subcategories today's and if you did a review of the notices 2 are assigned to re-design and 3 of them assigned to distribution list and what we are proposing that we only keep 2 of those subcategories - 1 is specific to adhoc meetings and 1 that is more process. She said we found to keep the category of change request is deceiving and that there could be process notices or adhoc meetings associated with a CR and it would be confusing on where to look. She said that we are proposing is that if the notice is specific to an adhoc meeting whether it is a CR or any kind of meeting it would go in the MEET subcategory and everything else would go under PROCESS if it was a change to disposition request, an escalation or anything in the CMP category that is not a meeting. Bonnie Johnson-Integra said that she does not agree and it makes it more difficult. She said that she does not disagree that you need a separate category for adhoc meetings. She said that she believed that the subcategories for the CNLA in most cases need to be expanded not reduced. She said if you are trying to add clarity and to find things it needs to be expanded. Paulette Hauck-Qwest asked if Integra was referring to all notices or just CMP notices. Bonnie Johnson-Integra said that she commented before that she disagreed with a miscellaneous category because it would be a catchall. She said that beside the Regulatory issue, her greatest concern is that by reducing the subcategories, Qwest is making it more difficult to identify notices. She would have a tendency to go the other way. Susan Lorence-Qwest said that if you look at the list there are 3 Distribution List notices and 2 redesign notices. She said that we are not going to be sending any more redesign notices and the distribution list is 3 and if you look at CRs She said that we could not come up with a more logical breakdown than Process and Meet categories and there was no sense in keeping those 3. She said that we will take note that you would like them expanded. Bonnie Johnson-Integra said that she has not taken the time to go through the notices which is why she wants to make this a collaborative effort and look at the notices to see what the CLECs think. She said that with the Level 2 notice there is no opportunity to do that. Susan Lorence-Qwest said that the next category is Contract and Qwest is proposing that we delete the Amendment and Interrogatory and leave Announcement. She said that the volume of notices did not warrant the subcategories that are there. Bonnie Johnson-Integra said that in her objection she said that there are specific notice provisions in the ICA that are required for Contract notices that have an impact to a CLEC. She said if Qwest chooses to use this process then you are free to do so as long as you are following the provisions of the ICA. Paulette Hauck-Qwest said that from a Contract notice perspective many of those are individual customer contracts and those kinds of contracts would never be in CNLA and from a search process you would never see those. Bonnie Johnson-Integra asked what would be sent out in this type of category. Paulette Hauck-Qwest said that these are very generic i.e. putting in new template on the website or and Out of Region change such as changing our name etc. anything specific to a Contract ICA is not a CNLA topic. Susan Lorence-Qwest said that in CNLA if you select Contract notices, the last notice we sent out was August of this year and was a CPAP filing Exhibit K and B and the one before that was a ROC notice. The volume is very small with 19 notices. Julia Redman-Carter-McLeod asked for clarification on Interrogatory. Susan Lorence-Qwest said that the last notice we sent out in this category was March of 2005. Paulette Hauck-Qwest said that most of the Interrogatory are of a very generic nature. She said that most of them are from the Commission asking us to respond to some data requests. She said that those letters are proprietary and would never be on CNLA. Julia Redman-Carter-McLeod said that she would like to see this remain as is. She said that when she sees Amendments come through she (12/22/08 Comments received from McLeod) knows she needs to go look at it. However, she said that when she sees something as Interrogatory she knows that Qwest is looking for timely response or answer. Paulette Hauck-Qwest said that through the notification process the letter will still say CONTRACT and will have Interrogatory on it. She said that it is not going to be filed on CNLA as Interrogatory. Julia Redman-Carter-McLeod said that she understands that the (12/22/08 Comments received from McLeod) notice you send via my ICA because of Interrogatory is based on privacy issues. She said she is trying to figure out the ones that are a part of this project that are provisioning issues and under CNLA. Paulette Hauck-Qwest said that the notice from 2005 notice shouldn't be on CNLA. She said 3 years we did not completely understand how we should post things on CNLA and that we would not be posted to CNLA today. She said that when the notices come into her systems today she has could not recall putting Interrogatory on CNLA. Julia Redman-Carter-McLeod said that is what she wants to understand is that break out (12/22/08 Comments received from McLeod) of interrogatory and Amendments broken out is that Announcements tells her the notice is something that she should be aware of. Whereas, the Interrogatory is where you are asking me a question and I need to respond. She wants to make a distinction between the two. If Qwest is telling me that there will not be an Interrogatory sent under Announcements and that the likelihood of Interrogatory ever be sent out in CNLA is nil then she can understand Announcement category better. Paulette Hauck-Qwest said that a Contract generic Announcement would say CONT ANNC. She said if there was an Interrogatory it would say CONT and there would not be a subcategory and would not be on CNLA. Julia Redman-Carter-McLeod and that (12/22/08 Comments received from McLeod) she wants to be able to identify the notices to which she needs to respond such as an interrogatory. Paulette Hauck-Qwest said

that if you don't see a subcategory in the future you know that letter won't be on CNLA and is unique to you or a CLEC and is not public domain.

Julia Redman-Carter-McLeod asked that if the subcategory of Interrogatory were to be removed there would never be issued from Qwest any Interrogatory that would need a response within a short period of time in CNLA. Paulette Hauck-Qwest said there would never be an Interrogatory that said would say CONT ANNC and would never come to you that way. She said that there are notices that are sent out that don't get posted to CNLA and most of them are for privacy reasons. She said that these will never have a subcategory and that will be an indication to you this is not a CNLA letter. Bonnie Johnson-Integra said that we have only gotten through the 1st 2 categories and that is why this needs to be a collaborative effort. She said that even if we agreed on 11 notices and determined on what they were and if they were CLEC specific they probably should not be there. She said that there needs to be a subcategory for Qwest's template changes. She said that the Qwest Template is not a contract and appears to be with the current CNLA. She said that by putting everything into a General category will make the search more difficult because they will have to go through all notices. She said that she doesn't agree with the concept that reducing the number of subcategories makes it easier or more efficient to locate a type of notice. Susan Lorence-Qwest said that with 19 notices under the Contract category under Announcements is about as efficient as trying to look under Amendments and then look under Interrogatory. She said that we are trying to make the point that we want to make it easier and so you don't have to look under multiple places. Susan said that we are not looking to make any changes under the Forecast General Category. She said that there are 43 from the last 5 to 7 years and General had Announcements and Meetings. Susan said that if you look under Meeting it's really seem to fit under Announcements. She said that the last time we sent one out was for the mini forum for provisioning and there were other repair forums back to 2001-2002 She said that we thought we would put these under one category because we have not been using this category lately. She said that if everyone would prefer to keep it as is we can look at that. Bonnie Johnson-Integra said that she would like to look at those Announcements to see what the subject matter is and perhaps expand the category. Susan Lorence-Qwest said that we did not think there would be much interest or desire to have a lot of resources from Qwest and the CLECs reviewing and analyzing all notices back to 2002. to do that. Bonnie Johnson-Integra said that one of her concerns with deleting categories relates to systems. She said that she does not believe even if the system retires you should eliminate that subcategory for historical reasons. She said that she knows where to find the notice and deleting the category is a concern and that Integra would have to go back historically and review. Susan Lorence-Qwest said that for Systems we are keeping Billing, CEMR and proposing to delete EXACT. She said that there are only 10 notices and after your comment we can keep. She said there are only 2 notices and thought we could move to archived systems and not keep that category on a going forward basis. She said that with IMA EDI and GUI there are 3 categories today and you could not depend on where to find those notices today because many of them cross EDI and GUI. She said MEDIAAC was going to be kept and Other was going to be changed to Miscellaneous. She said that there were 330 of those but we were going to review to see if they would fit somewhere else. She said that we were going to keep Premise. There were no notices for Product database for Co-Provider and no Raw Loop Tool notices. We were going to keep Sate and Telis. We are deleting those with no notices and then make IMA more usable so that you don't have to flip through 3 categories.. Bonnie Johnson-Integra said that the System Other category has more notices than any other category and that there should not be an Other Category and would be opposed to a Miscellaneous category. Susan Lorence-Qwest said that if you look at the Other category there are scheduled QORA, scheduled maintenance and those would be associated with a specific system. She said that we thought we would put those in the correct category. She said that we were going to put QORA new in the new subcategory. Bonnie Johnson-Integra asked if there was going to a new Scheduled Maintenance category or would they stay in their respective systems. Susan Lorence-Qwest said that if there was a QORA or IMA they would stay in that system. She said that alot of them are related to IMA and we do have some LFACs AN Community name update which we thought should go under Miscellaneous but if the desire is to create a subcategory we can. Bonnie Johnson-Integra said that would be their preference. She asked about the Product category and why is Qwest adding collo and condensing others. She said that products should be all of your products. Susan Lorence-Qwest said that the reason we called out collo is because several years ago we realized we had a few external documents that were under Product and business procedures document. She said that the documentation team went through an effort to break them out and make them more specific to the type of process/product under collo that was being addressed in that document. She said that we believe that there was such a volume of those it made sense to have a separate subcategory specific to Collo. She said that if you look at the product/process drop down menu there is a big grouping of them and we thought that we should call those out uniquely because of the volume. She said that we wanted to create a new category called CML solutions because a lot of notices go out for QPP and QLSP and get into the Miscellaneous category. She said that we wanted to breakout resale and review what is there to make it more usable. She said that another proposal is to create another subcategory for ICB and Contract notices. She said that on the volume sheet there are 1496 notices and said that she was not sure if that was a good view. She said that at the history it seems kind of a catchall. She said that we think we can improve and be more specific to products/services that are resold and take out Contract notices and put in the ICB subcategory. She said for resale you will not have to look at 400 - 500 Contract notices. Bonnie Johnson-Integra said that she does not disagree and there are changes that Qwest is making that she does not agree with. She said that she does not know why Qwest is eliminating the UNE category. Susan Lorence-Qwest said that we understand your concern and that we could keep it but we have to review it because there a lot of things that have been placed there that are aren't UNE. She said there is QLSP, QPP, TRO and Commercial Agreements we could keep and just review historical files. Bonnie Johnson-Integra said that UNE should stay. Susan Lorence-Qwest said that we are fine with retaining UNE. Paulette Hauck-Qwest said that we are not writing UNE notices and that you will not see these going forward. Susan Lorence-Qwest agreed and we were thinking we could move UNES to a subcategory but if the preference is to keep UNE we can. She said we did not believe the changes we are proposing especially after you look at the volume in some of these areas that we were making substantial changes. She said that if there is still a desire to meet as a team and look at these collaboratively we can do that. We were taking a huge step to improve the CNLA without taking every one's time. Julia Redman-Carter-McLeod said that she wanted a clarification on UNE as the example - Qwest said that they (12/22/08 Comments received from McLeod) would leave as a subcategory because they don't anticipate any new activity. She asked when Qwest says they want to delete that subcategory will you take the existing information and move it to a UNE archived or was the plan to merge the UNE notices into something else or another existing category. Susan Lorence-Qwest said that we were going to merge under Interconnection. She said that once you go through those that are under LIS interconnection and put them into the correct subcategory that was identified we thought UNE would fall into that. She said if the preference is to keep UNE as a subcategory knowing that it is not going to grow but that it is good for historical purposes we can do that. We would still need to review and clean up what has been assigned there. Julia Redman-Carter-McLeod said that she liked the idea (12/22/08 Comments received from McLeod) of archiving UNE for example, if we know there will not be any UNES notices for CNLA in the future. She said that though it would be a category that they would not expect to see CNLA notices but they would still be able to access the category on a historical basis. Susan Lorence-Qwest said that we were not going to remove the notices and that the notices will be there but we were improving where you would find them. Susan said that what she is hearing that we don't move forward with this and that we issue a CR and schedule additional meetings. She said that we need to review this list and review by category and have everyone look at the historical files and come back with proposed categories. Bonnie Johnson-Integra said that she has voiced concerns on the changes and that this needs to be a level 4 CR. She said that the CMP document says we need to get concurrence. She said that the CR should be issued and that we can meet collaboratively and discuss. She said that if Qwest wants to send something new as a Level 3 we can see if we agree and that they could comment. Bonnie then said that we should probably start with the Level 4. Susan Lorence-Qwest asked how everyone else felt on the call. Julia Redman-Carter said she was leaning towards the level 4 and is concerned about the time involved in this effort. (12/22/08 Comments received from Integra) She said because of the time and discussions she better understands why the proposed changes regarding Amendments and Interrogatory. However, without a similar discussion for those categories that she wants to understand better - such as what categories are changing, what fits into which categories, and what will impact processes, she may not know where to find things. So that she knows where things are, she wants to be involved in archiving and understand the rationale as to why we are moving things around if those modifications are made. Bonnie Johnson-Integra said that she agrees that the level 4 makes the best sense. Susan Lorence-Qwest said that we will retract the level 2. Bonnie Johnson-Integra said that we can work with the CLECs that want to be involved and each take a category Susan Lorence -Qwest said that the notice will be retracted and the level 4 will be issued.

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
PC032409-1	Expedites and Escalation - Change to remove UDF Product	04/15/2009 Presented	Wholesale ProdProc	Ordering	UDF

**Director
Originator
Owner
CRPM**

Originating Company: Qwest Corporation

Description of Change

Qwest sent a level 1 notice PROS.03.02.09.F.06070.Expedites_EscalationsV55 to sync up documentation with the Core UDF PCAT for the purpose of removing UDF from the product list in the Escalation/Expedite business procedure. A CLEC change to disposition request was received on 3/13 and was discussed in the 3/18 CMP Monthly Meeting. In the discussion because of CLEC Comments, Qwest agreed to retract the original notice and issue a change request to remove UDF from the product list.

Status History

Date	Action	Description
04/15/2009	Status Changed	Status changed to Presented
04/15/2009	Discussed at Monthly CMP Meeting	Discussed at the April CMP Meeting - See Attachment D in the Distribution Package
03/25/2009	CR Acknowledged	CR acknowledged
03/24/2009	CR Submitted	CR submitted

Qwest Response

None

Project Meetings

4/15/09 Product/Process CMP Meeting Joan Wells-Qwest said that this was presented last month and a request was made to change the level. Joan said that we are correcting the expedite PCAT to remove UDF as an Expedite offer and to synch it up with the main PCAT that does not accommodate expedites. Joan said that there are no provisions or rates for expedites with the new Commercial Agreements. She said that Qwest wants to synch up the method and move forward with correcting the expedite PCAT. Bonnie Johnson-Integra said that Integra requested that the level 1 be retracted. Bonnie said that if Qwest wanted to make this change, it is a limitation to a product, not a correction and they don't agree with this change on any level. Bonnie said that Qwest said that all products are included in the expedite list. Bonnie said they believe that for those CLECs that have an expedite agreement that refers to the PCAT, Qwest is making changes to the terms in their ICA. She said she hoped Qwest was reviewing the Arizona order to determine if Arizona specific language is needed for this. Bonnie said that when Qwest submits the redline change, they will be commenting. Joan Wells-Qwest said that she appreciated their comments and that the contract language does refer to the product/process that are pre-approved in the PCAT. She said that she didn't have the history on the initial implementation of the expedite PCAT but did understand from the product managers that UDF is ordered through the Commercial Agreement and is not part of the ICA. She said that the Commercial Agreement does not accommodate expedites for UDF and this is why this is being done. She said that we have not had any expedites on UDF and that was not sure if you could order UDF on a standard ICA and that you have to have a Commercial Agreement. Bonnie Johnson-Integra said that Dark Fiber is still available in some cases under the ICA. Julia Redman-Carter-PAETEC said that (4/24/09 Comments to minutes received from PAETEC) she wanted clarification in general on when they have information in an ICA that cross references to a PCAT, i.e. expedite, amendments what is Qwest's position. Is it Qwest's position that when the PCAT or tech pub change, Qwest can do that without an amendment and just with a level 4 CMP process. Julia asked if it was Qwest's position that they can unilaterally change (4/24/09 Comments to minutes received from PAETEC) material terms without their agreement in the process. Mark Coyne-Qwest asked if PAETEC was referring to the cross reference from an agreement. Julia Redman-Carter-PAETEC said that she was referring to an ICA, not Commercial, but a regulated agreement. Julia said that she is questioning in general and was using the UDF /expedite as the example. She said that (4/24/09 Comments to minutes received from PAETEC) in expedite amendment the language cross references the applicable items that are listed in the PCAT. Julia said that she believed the items in the PCAT at the time the amendment was signed are what they are. She said that those items are material terms that can't be change unilaterally by Qwest without CLECs having an opportunity to challenge and agree. She asked if in a situation where there is something that Qwest wants to change in the PCAT, does Qwest feel that issuing a level 4 in CMP is sufficient to make the change and does does Qwest feel it is binding whether CLECs agree or disagree. Mark Coyne-Qwest said that we will follow up on this question and provide a response in the minutes. Mark said that the product/process SME would look at that before making the change and would get that agreement. Julia Redman-Carter-PAETEC said that she was trying to understand if this (4/24/09 Comments to minutes received from PAETEC) type of changes that impact material terms in the ICAs is something that goes through CMP or is it some other separate process. Mark Coyne-Qwest said that we understand PAETEC's question and will provide a formal response in the minutes. Joan Wells-Qwest said the expedite PCAT does refer to their terms and conditions in the ICA. She said that if their ICA specifically states that you can expedite UDF, then we can't change the PCAT. She said that we can change the PCAT overall but if you have that language you would not be affected. Joan said that contract language is not specific down to the product level. Mark Coyne-Qwest said that generally speaking anything that we change in the PCAT can't override the ICA. Julia Redman-Carter-PAETEC said that their ICAs can't be changed unless they have an agreement in writing and both parties have to sign it. Julia said that if there is an amendment (4/24/09 Comments to minutes received from PAETEC) such as the expedites Amendment, stating how this is treated etc. or identifying, the products this applies to are listed in the PCAT. Julia said that if Qwest changes that list in the PCAT, they have to amend their agreement to incorporate that change in the PCAT for that product. She said that in the past, Qwest has said they are going to change the PCAT via the CMP level 4 process and that the ICA is automatically amended and they are bound to it. She said that she wants to understand Qwest's position going forward. She said that with the tech pub changes they have that cross referenced in their agreement and they also have language that says that material terms can not be unilaterally changed so it can't be changed without agreement by both parties. Julia said that they want clarification on Qwest's position about

changes that are documented where Qwest has unilateral control over a document that reference material terms of the ICA in their agreement. She asked if it was Qwest's position they make these changes through CMP or that Qwest must amend the agreement to effectuate the changes. She said that she keeps going back and forth on different pieces and wants to understand the process. She said that she is negotiating ICAs and this is a big deal as to what they are going to allow to reference or cross reference in the ICA. Mark Coyne-Qwest said that we understand PAETEC's clarification and will provide a response

Attachment E – Proposed Modifications to CMP Framework

- PC050409-1CM – Increased clarity in Qwest-initiated proposed documentation changes, including avoiding overlapping notices and modifying notices if an overlapping change is unavoidable.
- Status of Request for CMP Oversight Review regarding Section 2.6 of the CMP Document

Open CR - Detail

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
PC050409-1CM	Increased clarity in Qwest-initiated proposed documentation changes, including avoiding overlapping notices and modifying notices if an overlapping change is unavoidable.	05/04/2009 Submitted	Prod/Proc		

Director
Originator Johnson, Bonnie
Owner Coyne, Mark
CRPM Stecklein, Lynn
Originating Company: Integra

Description of Change

Integra and its affiliates (“Integra”) and McLeod dba PAETEC (“McLeod”) request that, when Qwest initiates a proposed PCAT or Technical Publication change (both of which involve posting of redlined changes per CMP Document Section 2.5), Qwest allow the full CMP cycle to complete for that change before initiating additional proposed changes to the same PCAT or Technical Publication. In other words, the notices/timelines should not overlap. When Qwest initiates multiple, overlapping proposed changes to a single document (or any red lined document associated with a Qwest notice), it causes a situation in which CLECs are unable to consider the impact of that change based on all of changes Qwest is collectively proposing. This denies CLECs an opportunity to comment on changes in their entirety because, depending on the type of notice, CLECs may not be aware of a change that has already been made but is not reflected in a posted red lined document.

To illustrate, if a CLEC receives notices by category (e.g., product or process), Qwest could make a red lined change as a product notice and another overlapping change to the same PCAT as a process change. Considering that the same CLEC employee may not review both types of notices, an employee would not be aware that one red lined PCAT does not accurately reflect the PCAT as it will appear when the previous change goes in to effect. That could significantly impact how the CLEC may comment on, or react to, the change.

An example occurred with respect to the expedite PCAT. Qwest initiated a series of overlapping proposed PCAT changes that were so complicated that, on Nov. 18, 2005 in PROS.10.19.05.F.03380. ExpeditesEscalationsV30, Qwest had to provide the following timeline, in response to CLEC complaints of confusion: (See attached example)

Naturally, CLECs would like to avoid such confusing and overlapping Qwest changes and proceed in an orderly manner to review and respond to proposed changes. Qwest should not propose additional changes to the same PCAT in a manner that prevents CLECs from readily knowing the full impact and relationship of the changes.

Another example (also involving expedites): Qwest recently indicated it intended to make overlapping PCAT changes (relating to compliance with an Arizona Commission order in the Eschelon Arizona complaint case against Qwest, Docket No. T-03406A-06-0257) with respect to the expedite PCAT. Integra expressed concern in a Nov. 26, 2009 email to Qwest, in which Integra said: “Part of the problem that led to the AZ expedites case was due to Qwest using overlapping notices, causing confusion, and we had hoped that experience would have led to Qwest not issuing notices so close in time.” Qwest has not provided any assurance that it will not make overlapping changes going forward.

Qwest should not send multiple, overlapping notices regarding changes to the same PCAT or Technical Publication. With appropriate planning on Qwest’s part and attention to the CMP deadlines, any instance in which an overlapping change is needed would be rare. In such rare instances, if it is necessary to make additional changes to the same PCAT or Qwest Technical Publication before the previous changes have gone into effect, and a change will not be reflected in the red line, Qwest should communicate in the notice for the additional changes that there is a pending notice/change that is not reflected in the red line associated with the additional changes, and Qwest should provide the notice number and link to the proposed changes in the previous notification, as described in the enclosed proposed redline of Section 2.6 of the CMP Document.

Qwest will make mutually agreeable changes to the CMP Document to implement this CR (such as the proposed changes shown in the enclosed proposed redline of Section 2.6 of the CMP Document). The purpose of the changes will be to ensure that, absent an urgent or critical business need to do so, Qwest will not send notices that overlap, for a single PCAT or Technical Publication (or any document Qwest is red lining as a part of the associated notice of change). Qwest will allow the applicable CMP deadlines to complete before initiating additional proposed changes. In unusual circumstances, due to an urgent or critical business need, Qwest may issue overlapping notices but only if it follows the procedures outlined above (and in the attached proposed changes to the CMP Document) to ensure that CLECs are aware that there are other pending proposed changes to the same document.

Status History

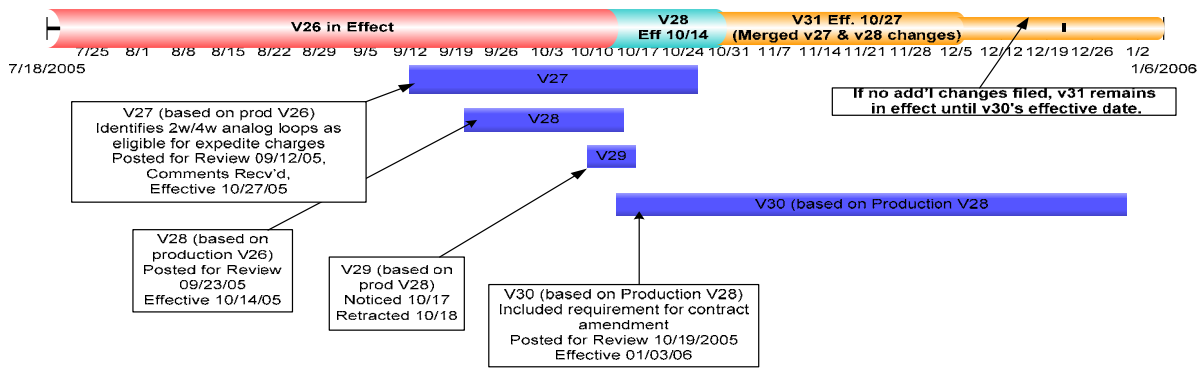
Date	Action	Description
05/05/2009	CR Acknowledged	CR acknowledged
05/04/2009	CR Submitted	CR submitted

Qwest Response

None

Project Meetings

None



2.5 Method of Communication

The method of communication is e-mail with supporting information posted to the Web site when applicable (see Section 3.3 Qwest Wholesale CMP Web Site). Communications sent by e-mail resulting from CMP will include in the subject line "CMP". E-mail communications regarding document changes will include direct Web site links to the related documentation. All Notifications are sent as "mailouts" and are distributed to all those who subscribe to such notifications at <http://www.qwest.com/wholesale/notices/cnla/maillist.html>.

Redlined PCATs and Technical Publications associated with product, process, and systems changes will be posted to the Qwest CMP Document Review Web site, <http://www.qwest.com/wholesale/cmp/review.html>. To avoid confusion and overlapping changes, Qwest will not initiate a proposed change to a PCAT or Technical Publication when there is a previous proposed change to the same document that is not yet effective. If due to a mandatory change with a deadline, time sensitive matter, or other critical or urgent business need, Qwest is obligated to propose changes to the same document before the effective date of the previous proposed changes (with the result being that a redlined document that does not reflect the previous changes not yet effective) Qwest will modify the notice of additional changes to notify CLEC of the existence of the pending proposed changes. Specifically, the Qwest notice of additional changes will contain a section entitled "Pending Changes Not Effective." In that section, Qwest will include both (1) the notice number(s) for any proposed change to the same document (e.g., the same PCAT or Technical Publication) that is not yet effective; and (2) a link to that notice(s). For the duration of the agreed upon comment period as specified in this CMP, CLECs may submit comments on the proposed documentation change. At the Qwest CMP Document Review Web site, CLECs may submit their comments on a specific document by selecting the "Submit Comments" link associated with the document. The "Submit Comments" link will take CLECs to an HTML comment template. If for any reason the "Submit" button on the site does not function properly, CLECs may submit comments to cmpcomm@qwest.com. After the conclusion of the applicable CLEC comment period, Qwest will aggregate all CLEC comments with Qwest responses and distribute to all CLECs via Notification e-mail within the applicable period.

In some instances, a CLEC or Qwest may wish to include proprietary information in a CR. To do this the CLEC or Qwest must identify the proprietary information with bracketed text, in all capitals, preceded and followed by the words "PROPRIETARY BEGIN" and "PROPRIETARY END," respectively. Qwest will blackout properly formatted proprietary information when the CR is posted to the CR Database and distributed in the CMP Monthly Meeting distribution packet.

If a CLEC or Qwest wishes to ask a question, submit a comment, or provide information that is of a proprietary nature, the CLEC or Qwest must communicate directly with the CMP Manager via e-mail, cmpcr@qwest.com. Such e-mails must have a subject line beginning with PROPRIETARY.

This CMP contains references to required notifications. Such references typically identify specific information that must be included in such notifications. Such information is not an exclusive list. Qwest will use reasonable efforts to include such other information in its possession that may be useful in aiding CLECs to understand the scope and purpose of the notification.

Attachment F– Walk On Items