

**Change Management Process (CMP) Monthly Meeting
Product - Process
Wednesday, May 20, 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.

Review Global Action Items (Attachment B)

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

Review Active CLEC Originated Change Requests (Attachment C)

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

Review Active Qwest Initiated Change Requests (Attachment D)

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

Mark Coyne-Qwest said that this was effective on 3/30/09 and asked if there was any objection to closing this CR. There were no objections.

PC031408-01 Digital Certificate Cleanup

Mark Coyne-Qwest said that the Digital Certificate effort is ongoing and that we are closer to finishing the cleanup. He said that we hope to complete by the end of the summer.

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

Mark Coyne-Qwest said that this became effective on 4/15/09 and that we would like to close this CR. There were no objections.

PC021109-1 End the Qwest Specialized Customer Premise Equipment Program

Mark Coyne-Qwest said that this became effective 5/18/09 and asked if there was any objection to closure.

Kim Isaacs-Integra said that she would like to leave in CLEC Test another month.

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

Mark Coyne-Qwest said that this became effective on 5/15/09 and will remain in CLEC Test another month.

PC121608-01 Improvements to CNLA and Mailout Sub categories

Mark Coyne-Qwest said that the level 2 notice was sent 5/1/09 to become effective 5/29/09. He reminded everyone the goal is to migrate all notices by 5/29/09 but due to the volume of notices we may go beyond that date. After that date, notices that have not been moved will be placed in the MISC category.

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

Mark Coyne-Qwest said that the level 4 notice will be sent out 6/1/09 with a tentative effective date of 7/16/09.

Discussion of CMP Operations and 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.

Bonnie Johnson-Integra said that this CR was submitted as a joint request by Integra and PAETEC. Bonnie said that it is an ongoing challenge for the CLECs when there are multiple notices issued for one PCAT. She said that one of the problems is that until a proposed change is effective and if another change goes out for the same PCAT; the redline doesn't include the final result of the notice that is not yet effective. Bonnie said that this could impact the end result and how they view the subsequent changes of the other language being changed. They are proposing that Qwest avoid doing multiple overlapping changes unless it's required, i.e. a regulatory change or to change a phone number. If for some reason Qwest needs to issue an overlapping notice, Qwest needs to identify there is another pending change to that document that has not yet posted and is not reflected in this redline.

Julia Redman-Carter PAETEC said that the process of having changes that aren't yet effective is sometimes referred to as stacking. She said that if Qwest does stack they need to let the CLECs know what is being stacked. They need the full picture so that they can make an informed decision (5/28/09 Comments to minutes received from PAETEC in CAPS) AND NOT realize TILL LATER THAT there WERE other pieces they may not HAVE been aware of WHEN ORIGINALLY REVIEWED.

Mark Coyne-Qwest said that Qwest can appreciate what the CLECs are saying in this CR. He said that it is a challenge for the documentation team that updates the PCATs when this occurs. Mark said that we do try to keep this to a minimum but based on business needs that come along it does happen. Mark questioned the sentence in the proposal where it states that this needs to happen on rare occasions and asked how the CLECs define rare.

Bonnie Johnson-Integra said some level 1 changes impact the way they do business and those occasions are rare and considered immediate, i.e. correcting a phone number or if you have a regulatory change. Bonnie said that it sounds like this may help Qwest as well.. It appears when Qwest reviews a tech pub or PCAT and makes a change other things are done that need clarity or clean up. She said that it appears that when Qwest identifies changes are needed, they issue level 1, 2, 3 etc. Bonnie said that something to consider is that unless those level 1's or 2's are critical business needs or something that impacts the way they do business with Qwest, is to issue those changes in one change rather than issuing separate levels for 1 PCAT. She said that their recommendation is, rather than doing all changes in separate notices, do them at the highest level of change.

Mark Coyne-Qwest said that he realizes these types of changes do present difficulty for the documentation team to track and is a challenge to both Qwest and the CLECs. Mark said we took a look to determine how often this has occurred and found only found 17 occurrences in the past 2 years. Mark said that this is in relation to approximately 977 notices and is less than 1%. He said that these situations will continue to occur on a rare basis as it has in the past. He said that we are in full agreement with the 2nd part of the CM request which is how we relate those changes on the notice to make sure the CLEC are aware of those changes. Mark said that he liked the idea of cross referencing or pointing the CLEC to the notice so the CLECs can determine the impact. He said there is a concern with the statement in the proposal that Qwest will not initiate a proposed change. Mark said we can't say that we will never initiate a change and that the proposal does include except in certain conditions. He said that we have a counter proposal with language in the 1st piece to accommodate our business needs, but at the same recognizing that this is a rare occasion. Mark said that if this happens we will address it with information on the notice.

Bonnie Johnson-Integra said that PAETEC and Integra will look at the counter proposal and is good to hear we are in agreement that we need to care for the issue. Bonnie said that they can't agree with the change from "will" to "should" because it does not give them any certainty.

Mark Coyne-Qwest asked that the CLECs review the entire counter proposal and let us know what concerns and comments they have and we will go back and take a look at "will" vs. "should".

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Bonnie Johnson-Integra asked Qwest to let them know what they are trying to achieve by changing the language to not having any certainty. She said that “should” won’t work for the CLECs and “will” won’t work for Qwest but until they know what the concern is, she doesn’t know what to propose.

Julia Redman-Carter-PAETEC asked if Qwest would consider the idea when there are previous changes not yet effective, to note in the document that there are changes under review that are not yet effective and in the document redline highlight those changes.

Mark Coyne-Qwest said that we don’t have a problem pointing back to the Document Review site so that you can see the related notice.

Julia Redman-Carter-PAETEC said if there was another solution (**5/28/09 Comments to minutes received from PAETEC in CAPS**) THAT MIGHT BE EASIER for Qwest other than providing the information in the notice, they will entertain other suggestions. THE PURPOSE OF THE PROPOSED CHANGE IS to be able to identify ALL the APPLICABLE changes in those situations SO WE CAN MAKE INFORMED DECISIONS.

Mark Coyne-Qwest said that he didn’t see a problem on the 2nd piece of providing the notice number and providing a link back to the document review site rather than including the information on the subsequent notice. Mark addressed the comment from Integra on the “will” vs. “should” and it was phrased it in the 1st sentence that Qwest will attempt to avoid issuing or initiating those types of changes.

Bonnie Johnson-Qwest said that if there is an overlap notice it needs to address how you are going to handle and the result if that happens. She said that the 1st part talks about the effort or attempt and the 2nd part should have certainty if unavoidable.

Status of Request for CMP Oversight Review regarding Section 2.6 of the CMP Document

Mark Coyne-Qwest said that this is the issue of the relationship between the of PID management mentioned in section 2.6 of the CMP document and the detail can be found on the website. Mark said that we did receive concurrence on the date of the oversight meeting for 6/3/09 at 1:00 pm. MT.

Bonnie Johnson-Integra said that this is (**5/28/09 Comments to minutes received from Integra In CAPS**) NOT ABOUT the relationship between PID Administration and is more ABOUT THE requirement in the CMP process to send out a notice.

General CMP Comments:

None.

Walk On Items

Bonnie Johnson-Integra said that she wanted to bring something up that is in the CMP document and if Qwest has done this before they haven’t noticed it. Qwest issued a level 3 notice with a proposed effective date and there were no CLEC comments. Bonnie said that per the CMP process when there are no CLEC comments it allows Qwest to change the effective date which Qwest did on this particular notice. She read the CMP document and this was news to her. She said that it verifies that a level 3 notice is not supposed to have a significant impact to CLECs. She said if Qwest is going to start changing the effective date, they need to make sure they are not issuing a level 3 that should be a level 4. They have to identify if internal training and documentation is required as a result of that level 3 change. She understands that Qwest doesn’t know how the CLECs run their business operations and how one change can impact one and not another. On a level 3 change if there is training and documentation and for the people they are handing off to, they need a date certain. She said that in the past they may not have asked for a change to disposition but rather than running the risk of Qwest changing that date they may be asking to do that. She said that on this change we didn’t feel it was necessary. Bonnie asked if Qwest does this often and was there a reason for the date to be changed on this notice.

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Mark Coyne-Qwest asked what notice Integra was referring to.

Bonnie Johnson-Integra said she was referring to the Pre-Order and e-mail address and URL notification.

Mark Coyne-Qwest said that we don't believe this has been done and this is the 1st time he recalled this being done since he has had CMP. He said that we will take a look at the circumstances and did not see this as something being done very often.

Bonnie Johnson-Integra said that they could propose putting this in the CMP document. She said that if they commented their comments would be nothing other than we need the effective date to remain the same as the original notice.

Mark Coyne-Qwest asked if they would do this on every level 3 to ensure that the effective date would remain the same.

Bonnie Johnson-Integra said no, only if the change causes them to do some type of training and documentation where their internal teams needed that date certain. Bonnie said that they would not have done that on this notice but does not mean that when they believe that something needs to be a level 4 they won't ask for that.

Julia Redman-Carter-PAETEC asked if they sent in a comment (**5/28/09 Comments to minutes received from PAETEC in CAPS**) THAT DID NOT criticize OR CHALLENGE the change BUT RATHER or just confirmed that the PROPOSED EFFECTIVE date remains the same would Qwest honor that.

Mark Coyne-Qwest said until he understood why we changed the date on this notice we don't to implement something on either part if this is an isolated situation. He said that he didn't believe this has occurred in the past few years but we will take a look and provide feedback.

Sprint Walk On

Jeff Sonnier-Sprint asked if it is common practice for Qwest to reject LNP orders with pending activity on them.

Mark Coyne-Qwest said that we will investigate Sprint's question and provide a response in the meeting minutes.

Qwest Response (5/21/09)

There is a Qwest Policy on rejecting LNP orders when there is pending activity. If the pending activity has impacts on the number that is being ported away, the LSR will be rejected. For example, if there is a pending order to disconnect the number that is being ported, the LSR gets rejected.

If you feel that an LSR has been rejected in error you can call into the CSIE group/ISC Help Desk to discuss why you feel it has been rejected in error. That number is: 888-796-9087

The May Product Process CMP Meeting was adjourned.

Maintain Meeting Details

Meeting Name:	MayProdProcCMPMeeting	Type	Monthly PNP
Meeting Date	05/20/2009	Area	Wholesale ProdProc

Attendee	Company	Attendance Type
Bell, Carrie	Qwest Corporation	On Phone
Bilow, Joyce	McLeodUSA	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
Franke, Susie	Time Warner Telecom	On Phone
Houston, Neil	Qwest Corporation	On Phone
Isaacs, Kim	Integra	On Phone
James, Nicole	Qwest Corporation	On Phone
Johnson, Bonnie	Integra	On Phone
Lorence, Susan	Qwest Corporation	On Phone
Majid, Samia	Accenture	On Phone
Munz, Ellen	Qwest Corporation	On Phone
Redman-Carter, Julia	McLeodUSA	On Phone
Roberson, Laurie	Integra	On Phone
Sonnier, Jeff	Sprint	On Phone
Stecklein, Lynn	Qwest Corporation	On Phone
Tekavec, Sandra	Qwest Corporation	On Phone
Thurnau, Wendy	Qwest Corporation	On Phone
Trickel, Pamela	TDS Metrocom/USLink	On Phone