



June 17, 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, June 17, 2009

June 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 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

- July CMP Meeting – July 15, 2009 Time: 9:00 a.m. MT.
- CR Submission Deadline: July 1, 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, 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".

Qwest Wholesale Change Management Process (CMP) Meeting Minutes

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

Attachment B – Global Action Items

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

Attachment C – CLEC CRs

(There are no new CLEC CRs for the June 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	PC021109-1	End the Qwest Specialized Customer Premise Equipment Program.	Qwest Corporation	CLEC Test	Schwartz, Cindy		Stecklein, Lynn
2	PC031408-01	Digital Certificate Cleanup	Qwest Corporation	CLEC Test	Holm, Wendy		Stecklein, Lynn
3	PC121208-01	Eliminate the establishment of Remote Access Forwarding and Scheduled Forwarding on Custom Ringing Numbers.	Qwest Corporation	CLEC Test	Schwartz, Cindy		Stecklein, Lynn
4	PC121608-01	Improvements to CNLA and Mailout Sub categories	Qwest Corporation	CLEC Test	Lorence, Susan		Stecklein, Lynn
5	PC032409-1	Expedites and Escalation - Change to remove UDF Product	Qwest Corporation	Development	Wells, Joan		Stecklein, Lynn
6	PC052609-1	Grandfather Radio Carrier Listings	Qwest Corporation	Submitted	Schwartz, Cindy		Stecklein, Lynn
7	PC060509-1	LIS PCAT Changes	Qwest Corporation	Submitted	Stulen, Sandy		Stecklein, Lynn

Open Product/Process Qwest CRs - Detail

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
05/20/2009	Discussed at Monthly CMP Meeting	Discussed at the May ProdProcCMP Meeting - See Attachment D in the Distribution Package
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

5/20/09 ProdProcCMP Meeting 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. 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
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
05/20/2009	Discussed at Monthly CMP Meeting	Discussed at the May Prod/Proc CMP Meeting - See Att 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
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

5/20/09 ProdProcCMP Meeting 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. 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 WSS. 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 sp readsheet 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 SPOC 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 SPOC 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: CompanyUSER ID (UID)First and Last Name Email Address Certificate Establishment date Certificate Expiration DateRETAIN Y OR N 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
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
05/20/2009	Discussed at Monthly CMP Meeting	Discussed at the June Prod/Proc CMP Meeting - See Attach D in the distribution package
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

5/20/09 ProdProc CMP Meeting Mark Coyne-Qwest said that this became effective on 5/15/09 and will remain in CLEC Test another month. 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.

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.	05/20/2009 Presented	Wholesale ProdProc		

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
06/02/2009	Status Changed	Status changed to Presented
05/20/2009	Discussed at Monthly CMP Meeting	Discussed at the May Monthly CMP Meeting - See Attachment E in the Distribution Package
05/05/2009	CR Acknowledged	CR acknowledged
05/04/2009	CR Submitted	CR submitted

Qwest Response

None

Project Meetings

5/20/09 Product/Process CMP Meeting

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".

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.

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.

DRAFT Proposed Revisions To CMP Section 2.5 - Qwest

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>. ~~Based on the needs of the business, Qwest will attempt to avoid initiating 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 Qwest does issue an overlapping change, to the same document before the effective date of the previous proposed change, (with the result being that a redlined document that does not reflect the previous changes not yet effective), Qwest will identify, in the notice of the subsequent change, the existence of the pending proposed changes. 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 the Document Review Web site.~~ 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.

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Open CR - Detail

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
PC060209-1CM	Update Section 5.8 of the CMP Document to add a new CR status of "Crossover"	06/02/2009 Submitted	Wholesale ProdProc		

Director**Originator** Stecklein, Lynn**Owner** Stecklein, Lynn**CRPM** Stecklein, Lynn**Originating Company:** Qwest Corporation**Description of Change**

During the operation of this CMP, there may be situations when systems CRs have requirements for product/process discussions or solutions, or when product/process CRs require System solutions.

If a CR submitted to the product/process CMP is discovered to require a mechanized solution the following will occur:

Qwest will open a new systems CR, on behalf of the original CR originator, with a reference to the product/process CR number. Qwest will close the product/process CR with a reference to the new systems CR number

If a CR submitted to the Systems CMP is discovered to require a manual solution the following will occur:

Qwest will open a product/process CR, on behalf of the original CR originator, with a reference to the systems CR number. Qwest will close the systems CR with a reference to the new product/process CR number.

In these scenarios, the CR being closed will be updated with the "crossover" status.

Status History

Date	Action	Description

Qwest Response

None

Project Meetings

None

DRAFT Proposed Revisions to CMP Section 5.8

5.8 Change Request Status Codes

The following status codes will be applied to Change Requests of all types (i.e., Regulatory, Industry Guideline, Qwest Originated, CLEC Originated). The status of the CR will be included in the interactive reports. CR status codes will not necessarily be assigned in the order set forth below, and not every status code will apply to every CR.

- Submitted - A CR is updated to Submitted status when Qwest's CMP Manager has formally acknowledged the CR. The CR remains in Submitted status until Qwest has conducted a clarification meeting with the originator.
- Clarification – A CR is updated to Clarification status once the clarification meeting has been held with the originator.
- Evaluation – A CR is updated to Evaluation status if the CR requires further investigation by Qwest.
- Presented – A CR is updated to Presented status after the originator has presented it at the Monthly CMP Meeting.
- Pending Prioritization – The Pending Prioritization status is only applicable to CRs for which the impacted OSS Interface requires prioritization (e.g. IMA). A CR is updated to Pending Prioritization status after it has been presented and is waiting for Prioritization.
- Prioritized - The Prioritized status is only applicable to CRs for which the impacted interface is an OSS Interface that requires prioritization (e.g., IMA). A CR is updated to Prioritized status once it has been presented for prioritization and the Prioritization Process (Section 10.2) has been completed.
- Packaged -- A CR is updated to Packaged status from Prioritized status if it is included in the packaging option chosen for the release. Design work is continued on change requests that have been packaged. CRs not updated to Packaged status (from Prioritized status) will revert to Pending Prioritization status.
- Development – A product/process CR is updated to a Development status when Qwest's response requires development of a new or revised process. A systems CR is updated to Development status when development begins for the next OSS Interface Release.
- CLEC Test – A CR is updated to the CLEC Test status upon the effective date of the change. CLECs have the ability to evaluate the effectiveness of Qwest's change and its implementation, provide feedback, and indicate whether further action is required. Through interaction between Qwest and the interested CLECs, a product/process Change as initially implemented may undergo modification. Depending on the magnitude of such modifications, it may be appropriate to return the CR to Development status. Problems found with newly deployed Systems changes will be handled in accordance with Production Support process as described in Section 12.0. Certain processes in Section 12.0 are also applicable to product/process changes. If no further action is required for a consecutive 60 day period, the status is updated to Completed, unless the parties agree otherwise.
- Completed – A CR is updated to Completed status when the CLECs and Qwest agree that no further action is required to fulfill the requirements of the CR.
- Denied – A CR is updated to Denied status when Qwest denies the CR.

- Deferred - A CR is updated to Deferred status if the originator does not intend to escalate or dispute the CR at the present time, but wants the ability to activate or close the CR at a later date.
- Pending Withdrawal – A CR is updated to a status of Pending Withdrawal when the originator requests that a CR be withdrawn from the CMP process. Change Requests with a status of Pending Withdrawal are reviewed at the appropriate Monthly CMP Meeting to determine if another party wishes to sponsor the CR.
- Withdrawn - The CR receives a Withdrawn status when the CR originator requests that the CR be withdrawn from the CMP and the CR is not sponsored by another party.
- Crossover – A CR is updated to a status of Crossover when no further action is required on the original CR that was crossed over (See Section 5.7)

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Attachment F– Walk On Items

- PC060509-1 LIS PCAT Updates

Open CR - Detail

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
PC060509-1	LIS PCAT Changes	06/05/2009 Submitted	Wholesale ProdProc		LIS/Interconnect

Director**Originator** Stulen, Sandy**Owner** Stulen, Sandy**CRPM** Stecklein, Lynn**Originating Company:** Qwest Corporation**Description of Change**

Submitting Level 4 changes to LIS PCAT associated with changes that were originally submitted as a Level 2 and including additional updates.

Qwest description: LIS Mid Span Meet POI Subsection, the existing process was expanded upon and additional clarity and detail were added.

Qwest description: Trunking Subsection, the existing process not previously documented was added regarding the TCIC numbering range as well as providing additional clarity and detail to existing documentation

Qwest description: The existing process relating to the local Exchange Routing Guide (LERG) was added which was previously not documented.

Qwest description: LIS to AT Switch(es) Subsection, the existing Single Point of Presence (SPOP) process was added which was previously not documented.

Status History

Date	Action	Description
06/08/2009	CR Acknowledged	CR Acknowledged
06/05/2009	CR Submitted	CR Submitted

Qwest Response

None

Project Meetings

None