

Meeting Minutes

CMP Monthly Systems Meeting Wednesday, August 19, 2009

INTRODUCTIONS AND ANNOUNCEMENTS

Susan Lorence-Qwest began the meeting by asking if there were any additional participants that had joined the call.

PRIOR MONTHLY MEETING MINUTES (ATTACHMENT A)

Susan Lorence-Qwest asked if there were any additional questions or comments on the Prior Monthly Meeting Minutes. There were none brought forward.

NEW CRs INITIATED BY CLECs (ATTACHMENT B)

There were no new CLEC CRs for the August Systems CMP Meeting.

NEW CRs INITIATED BY QWEST (ATTACHMENT C)

There were no new Qwest CRs for the August Systems CMP Meeting.

REGULATORY AND INDUSTRY GUIDELINE CHANGE REQUESTS (ATTACHMENT D)

There were no new Regulatory or Industry CRs for the August Systems CMP Meeting.

CROSS OVER CRs (ATTACHMENT E)

There were no new Crossover CRs for the August Systems CMP Meeting.

WALK ON CHANGE REQUESTS (ATTACHMENT F)

There were no new Walk On CRs for the August Systems CMP Meeting.

CRs TO CONSIDER FOR CLOSURE (ATTACHMENT G)

SCR051809-1 Billmate Delivery Option Changes

Susan Lorence-Qwest said this CR was effective on 8/3/09 and we would like to close.

Bonnie Johnson-Integra said she has said several times before they feel this is a violation of their ICA and Qwest can close over their objection. Bonnie said that if they decide to use this option, they will address it at that time.

REVIEW GLOBAL ACTION ITEMS (ATTACHMENT H)

There were no Global Action Items for the July Systems CMP Meeting.

REVIEW ACTION ITEMS ASSOCIATED WITH CRs (ATTACHMENT I)

SCR060509-1 QORA Allow Access to Multiple ACNAs

Susan Lorence-Qwest said we are still evaluating this CR

SCR033009-2 Archiving of CEMR Report History/OSSLOG

Denise Martinez-Qwest said we have looked into this and the functionality that drives this is WFA which is a Telecordia system. We looked at how we could handle this outside of having to make a system update since we know it would be very

costly and timely. Qwest does not have a different schedule for archiving tickets. All repair tickets are maintained for a 60 day retention period and become eligible once billing forms are in a completed status. The archive run looks at any trouble ticket in a Closed or Canceled status and if that meets the archive setting, it becomes a candidate for archive. If the ticket has an associated billing form that is not in a Completed status, then that ticket is no longer an archive candidate until the billing form is in a Completed status. Denise said that based on the volumes provided to us we believe that we have a manual process that we can document that can handle those small volumes. Denise reviewed the proposed process as follows:

In order to retrieve data once it is archived, a request must be made via email through Wholesale Service Management.

The email request should be titled: OSSLOG Request

It must contain at a minimum:

- The trouble ticket number
- CAC code
- Completion date of the ticket

NOTE: TN or circuit ID are NOT sufficient and could present hundreds of responses.

The Service Manager will forward the email request to obtain the detail needed. The requested data will be provided in a few days turn around, in most cases.

Bonnie Johnson-Integra said that Qwest said the turnaround would be days. She said they have had multiple service managers having a hard time getting archived tickets out of WFA.

Denise Martinez-Qwest said we do have a group that can do this for us and we are looking at days for providing the information. Denise said this is based on the volumes that were given to us. Denise said that if the volumes are larger, we may have to reassess.

Bonnie Johnson-Integra said they are trying to verify Qwest billing and the problem is that the archiving process happens before they get a bill in some cases. Bonnie said if Qwest is going to bill, they should be able to verify that process. She said Integra will take this back to the group who most needs it and asked if Qwest would be sending out a proposed process.

Denise Martinez-Qwest said we can have the process documented in the October CEMR release. She said there should not be an issue if the CLECs can provide those 3 pieces of information to the service manager and said we believe we can get the information to them within a few days.

Bonnie Johnson-Integra said they would be willing to try the process but don't want to withdraw the CR in the event it doesn't meet their needs.

Kim Isaacs-Integra said that the biggest issue is with those tickets that don't have the archiving billing associated with them. She gave an example of when they have 1 ticket they are being billed for and another ticket (9/1/09 Comments to minutes received from Integra in CAPS) FOR THE SAME CIRCUIT that is opened the following day that turns out to be a Qwest problem. She said that ticket is archived and they can't see it but the THAT HAS BILLING is still there.

Denise Martinez-Qwest said that she understood and if they were willing to try this manual process we would appreciate it. She said that we are being told that to do this mechanically would be \$10M. We would like to find another way because with Telecordia we have no control and we don't want to work with that price tag. She said if they are willing to work with us and if they have one that comes up before the October release we can use as a trial.

Susan Lorence-Qwest asked if that would work for them.

Bonnie Johnson-Integra said they were willing to give it a try.

Susan Lorence-Qwest said since this is a system CR and we already have an October release scheduled, we are proposing that the CEMR online help be updated with that October release.

Bonnie Johnson-Integra said that would work and asked that the status of this CR be changed to a deferred status. They also want another CR issued that outlines what Qwest is going to do.

Susan Lorence-Qwest said that we can look at whether it would be appropriate for Integra or Qwest to generate that CR. She said that we believe this process will assist in this solution.

Bonnie Johnson-Integra said they are willing to try but they don't want to lose sight of this CR in the event this doesn't work.

Susan Lorence-Qwest said that we will work with Kim to see what we need to do with the CR.

OUTSTANDING SYSTEMS CMP CHANGE REQUESTS (ATTACHMENT J)

Susan Lorence-Qwest said that this is a list of the current system CMP CRs.

REVIEW DEPLOYING CHANGE REQUESTS (ATTACHMENT K)

There were no new Deploying CRs for the August Systems CMP Meeting.

PRODUCTION SUPPORT TICKETS (ATTACHMENT L)

Susan Lorence-Qwest stated that this attachment contains the current Production Support Tickets.

Jeff Sonnier-Sprint asked if there is a problem on a ticket, is there was a way to provide the manual solution on this report.

Susan Lorence-Qwest said we could check with Qwest's IT to see if that can be done.

Qwest OSS Release Calendar (ATTACHMENT M)

Susan Lorence-Qwest said that we have updated the OSS Release calendar to remove releases that have been installed. We have added the 26.1 point release and the targeted IMA 27.0 targeted dates. We have included the CEMR October release date. The calendar will be posted to the Wholesale website.

IMA 27.0 Initial Prioritization (ATTACHMENT N)

Lynn Stecklein-Qwest said that the IMA 27.0 Prioritization instructions have been included in the package. The instructions will also be included when the notice is sent out by 8/24. She said the completed form needs to be returned to CMPCR@qwest.com by 8/27/09 by 5:00pm MT. The results of the ranking will be sent out by 8/31 and will also be included in the 9/16 CMP distribution package. She said the IMA 27.0 list includes 4 candidates, 2 CRs were carried over from IMA 26.0 and 2 CRs were submitted by Integra in March of 2009.

WALK ON ITEMS (ATTACHMENT M)

Intermediate Certificates

Susan Lorence-Qwest said that there were 2 event notifications submitted on Monday and are posted to the wholesale calendar. She said that a request was made by Integra to talk about these notices.

Dawn Beck-Qwest said the 1st thing that happened was that the Qwest certificate was expiring and technically should not have impacted the majority of our customers. The 2nd thing that happened was that Verisign informed users they were changing their Intermediate certificate and the digital certificate needed to be downloaded with a new intermediate certificate. At that time, Qwest decided to get new digital certificates for SATE and production instead of renewing with the new intermediate certificate. Dawn said depending on the way the CLECs have their systems set up, some customers have no impact because they can choose to accept Verisign certificates on a handshake. The other impact is that some customers would have to install the Verisign Intermediate certificate or some customers had to update the actual Qwest server certificate and Verisign Certificate. Dawn said the 1st notification went out on 8/5 and was resent on 8/7. She said there was an error in that notification with the SATE certificate and was corrected with the production certificate. We also discovered that we should have had 2 Qwest server certificates, 1 for IXC prod ordering and 1 for IXG notices. She said it took about a ½ day to determine the problem and we updated the notification.

Jeff Sonnier-Sprint said they didn't get notified at all and thought that he was signed up to receive all notices.

Dawn Beck-Qwest said Sprint used to get all notifications and was not sure what happened with that.

Bonnie Johnson-Integra said that a lot of the questions are associated with the event notification process vs. the system notification process and asked why one is used and not the other.

Dawn Beck-Qwest said she followed the same process that was used in 2008 and why she sent the event notification. She said that in 2007 we sent out as a courtesy notification and we had problems with that too. She said the technical folks get the event notifications and not the system notification. In 2008, we used the event notification so that the technical people who monitor for system changes would be aware and know what to do with the information.

Brenda Bloemke-Comcast said that Bennett Pang (Comcast) was not able to attend this call and asked Qwest to address 5 questions.

1. Verisign authority company notifies customers that certificates are going to expire 90 days in advance, can Qwest notify CLECs 60 days in advance and Qwest has 30 days to determine the impact to Qwest and the CLECs.

Dawn Beck-Qwest said that our department doesn't control the certificates and by the time we found out it was later in the timeline. She said that we have put a reminder on our calendars to take action sooner to get with ECOMM systems for ASRs, IMA GUI etc.

2. The (8/28/09 - Comments received to minutes from Integra in CAPS) IMPACT OF THE DIGITAL CERTIFICATE change was not understood by Qwest. IT LED TO MANY REVISIONS OF THE NOTIFICATION THE THURSDAY AND FRIDAY BEFORE THE SUNDAY SCHEDULED CUT.

(8/28/09 - Comments received to minutes from Integra in CAPS) DAWN BECK-QWEST SAID SHE MADE AN ERROR ON THE ORIGINAL CERTIFICATE.

3. ASR customers were not notified of the change until Friday before the Sunday change and LSR customers only had a 10 day notice.

Dawn Beck-Qwest said that ASR customers should not have been impacted. There was only one customer impacted and that certificate was only changing the expiration date. We o sent it out as a courtesy because we were doing the IMA work at the same time and we have never sent anything out in the past on ASR certificates.

4. There is nothing transparent about applying or renewing a new certificate and there is risk involved whether Qwest recognizes it or not. The risk (8/28/09 - Comments received to minutes from Integra in CAPS) OF IMPACTING CLEC "BUSINESS AS USUAL" EXISTS AND IS VERY REAL) to a CLECs business is very real. Notification needs to go out 60 days in advance.

5. Sending the certificate with the serial number and instructions in an event notification is a huge risk Qwest broadcasts security credential to the world and (8/28/09 - Comments received to minutes from Integra in CAPS) I AM SURE the QWEST security organization will not allow this to continue.

Dawn Beck-Qwest said there is no risk because you are required to have a client side certificate to make it work.

Dawn Beck-Qwest asked if Comcast was impacted by this change.

Brenda Bloemke-Comcast said they were not.

Joyce Bilow-PATEAC said they were impacted because the event notification was sent after their personnel were gone. They didn't identify the impact until Monday. She said the certificate they have was for pre-order and order and they found there was a 2nd certificate for post order. She said they did not know how to download it because their server was used to only 1 certificate.

Dawn Beck-Qwest said Carrie Bousfield (Qwest) is still working with PAETEC.

Carrie Bousfield-Qwest said that she understood that Joyce was out of the office last week and she was communicating with PAETEC on Thursday and Friday.

Joyce Bilow-PAETEC said they received the initial letter but not everyone receives event notifications.

Dawn Beck-Qwest apologized for the inconvenience and that she and Carrie worked diligently to make sure everyone was notified and made themselves available via cell phones and text messaging. Dawn said it was an oversight and Qwest is working to correct it.

Susan Lorence-Qwest said that as Dawn relayed, the question about mail out vs. event notifications is that we want to get the information into technical hands. She said the information to sign up for these notices is a little obscure on the Wholesale website and we are looking into improving on how to sign up for notices. We have a set a reminder to meet the 50/60 day timeline and we would use the mail out. Susan asked if it would still be necessary to send an event notice.

Dawn Beck-Qwest said that we can take this offline but she suggested we go with 45 days.

Bonnie Johnson-Integra said she would recommend that both the event notification and system mail out be sent and the notice would advise that an event notice would be coming.

Susan Lorence-Qwest said we can take a look at sending both and discuss as an action item in the September CMP Meeting and look at the best approach.

Bonnie Johnson-Integra said the goal is not to have anyone scrambling. Bonnie said that she appreciated some of the internal measures Qwest was looking into.

Dawn Beck-Qwest said this was unacceptable to Qwest as well.

Mindy Chapman-Neustar asked if a 45 day notification was sent, would Qwest just be notifying or would the certificate be included.

Dawn Beck-Qwest said if we can get the backend systems to work with us, we would like to notify once with the certificate at the same time. She said if that is not possible, we would send out an initial notice with the certificates updates.

Mindy Chapman-Neustar encouraged everyone to monitor expiration dates on certificates.

Dawn Beck-Qwest agreed that the CLECs do need to monitor their client side certificates because Qwest does not.

Mindy Chapman-Neustar said if Qwest goes to a 45 day notice that would help but encouraged their IT people to look at expiration and putting it on their calendar.

Dawn Beck-Qwest said this notification did confuse some CLECs because some do load the Qwest server site and some don't. She said if there are client side certificates which the CLECs manage on their own during the handshake Qwest presents their server side certificate which sometimes the system is set up to do nothing with and sometimes will validate. If you are set up to validate you should know when they are going to expire.

Jeff Sonnier-Sprint said he thought they had a 3 year certificate.

Dawn Beck-Qwest said Qwest has 3 different environments that have certificates. Dawn said we are in the process of trying to work it so that only 1 system expires per year.

Bonnie Johnson-Integra thanked Dawn for the information.

Susan Lorence-Qwest asked if there was still interest in a face-to-face meeting on October 21st in Denver.

Integra and Comcast said they were planning on it. Susan said we would provide that information to Mark Coyne (Qwest).

Susan said that the September CMP Meeting is scheduled on September 16th at 9:00 a.m. MT and the CR submission cutoff is September 2nd.

The August CMP Meeting adjourned at 10:40 a.m. MT.