

**Change Management Process (CMP) Monthly Meeting
Product - Process
Wednesday, October 21, 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 October Product/Process Meeting.

Review Active CLEC Originated Change Requests (Attachment C)

PC072009-1 Deconsolidating Process for Resale, UNE-P CSRs

Mark Coyne-Qwest said this change was effective on 10/1/09 and asked if there were any objections to closure.

Joyce Bilow-PAETEC asked if this could be kept open until they can use the process.

Mark Coyne-Qwest said that we will leave this open and revisit in the November CMP Meeting.

Review Active Qwest Initiated Change Requests (Attachment D)

PC052609-1 Grandfather Radio Carrier Listings

Mark Coyne-Qwest said this CR was effective on 9/10/09 and asked if there was any objection to closure.

There were no objections.

PC072009-2 Eliminate Qwest Connections Guide Program

Mark Coyne-Qwest said this CR was effective on 10/5/09 and asked if there was any objection to closure.

There were no objections.

PC072909-1 Eliminate USOCs in Montana

Mark Coyne-Qwest said this CR was effective on 10/12/09 and asked if there was any objection to closure.

There were no objections.

PC121608-01 Improvements to CNLA and Mailout Sub categories

Mark Coyne-Qwest said we are still moving the last of the process notices and will revisit in the November CMP Meeting.

PC060509-1 LIS PCAT Changes

Mark Coyne-Qwest said the final notice and response to comments was sent on 10/15/09 to become effective on 10/30/09.

PC081709-1 Eliminate One Number Service

Mark Coyne-Qwest said the level 2 notice announced on 10/9/09 with an effective date of 10/31/09.

PC082709-1 Grandfather or Eliminate USOCs in Oregon

Mark Coyne-Qwest said the level 4 notice announced on 9/25/09 with an effective date of 11/9/09 and will revisit in the November CMP Meeting.

Discussion of CMP Operations and Proposed Modifications to CMP Framework

PC100909-1CM Modify CMP Document section 12.8 to combine current Tier 1 and 2

Janean Van Dusen-Qwest said due to reduced call volumes into the CSIE for Tier 2 escalations and a desire to increase the responsibility of Call Center personnel as described in the CMP document, Qwest is proposing changes to section 12.8. The redlined document is attached. Janean said we are increasing the Tier 1 responsibilities to contact coaches and team leads that would happen at Tier 2 anyway.

Brenda Bloemke-Comcast asked what Tiers responsibility was being increased.

Janean Van Dusen-Qwest said Tier 1 and 2 are the same group and that we would like to increase the responsibility by combining Tiers which will make it quicker and easier rather than sending it to another person in the same center.

Kim Isaacs-Integra said Tier 1 would have increased responsibility.

Mark Coyne-Qwest agreed and said no responsibility is being taken away and that we are just combining the Tiers. Mark asked everyone to take a look at the changes and send any concerns to the cmpcr@qwest.com mailbox. Mark said that we would like to conduct a vote on this change in the November CMP Meeting.

Kim Isaacs-Integra asked if they should also send any redline changes to cmpcr@qwest.com.

Mark Coyne-Qwest said yes.

General CMP Comments:

None.

Walk On Items

There were no Walk On Items.

The October Product Process CMP Meeting was adjourned.

Maintain Meeting Details

Meeting Name:	October Prod/Proc CMP Meeting	Type	Monthly PNP
Meeting Date	10/21/2009	Area	Wholesale ProdProc

Attendee	Company	Attendance Type
Balvin, Liz	Covad	In Person
Beck, Dawn	Qwest Corporation	On Phone
Bilow, Joyce	McLeodUSA	On Phone
Bloemke, Brenda	Comcast	On Phone
Boudhaouia, Jamal	Qwest Corporation	On Phone
Bousfield, Carrie	Qwest Corporation	On Phone
Chapman, Mindy	Neustar Inc	On Phone
Cole, Peter	AT&T	On Phone
Coyne, Mark	Qwest Corporation	On Phone
Diebold, Jackie	TDS Metrocom/USLink	On Phone
Fauscett, Kasha	Comcast	On Phone
Hines, LeiLani	Verizon Business	On Phone
Houston, Neil	Qwest Corporation	On Phone
Isaacs, Kim	Integra	In Person
James, Nicole	Qwest Corporation	On Phone
Lorence, Susan	Qwest Corporation	In Person
Martinez, Denise	Qwest Corporation	On Phone
Miles, Linda	Qwest Corporation	On Phone
Preble, Lisa	Qwest Corporation	On Phone
Redman-Carter, Julia	McLeodUSA	On Phone
Sonnier, Jeff	Sprint	On Phone
Stecklein, Lynn	Qwest Corporation	On Phone
Van Dusen, Janean	Qwest Corporation	On Phone
Whaples, Kim	Qwest Corporation	On Phone
Williams, Susan	Qwest Corporation	On Phone