

**Change Management Process (CMP) Monthly Meeting
Product - Process
Wednesday, November 18, 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 November 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.

Julia Redman-Carter-PAETEC said this CR could be closed.

Review Active Qwest Initiated Change Requests (Attachment D)

PC060509-1 LIS PCAT Changes

Mark Coyne-Qwest said this change was effective on 10/30/09 and asked if there were any objections to closure.

Bonnie Johnson-Integra said they objected to this change and that Qwest would be closing over their objection.

Julia Redman-Carter-PAETEC agreed with Integra.

PC081709-1 Eliminate One Number Service

Mark Coyne-Qwest said this change was effective on 10/31/09 and asked if there were any objections to closure.

There were no objections.

PC082709-1 Grandfather or Eliminate USOCs in Oregon

Mark Coyne-Qwest said this change effective on 11/9/09 and asked if there were any objections to closure.

There were no objections.

PC121608-01 Improvements to CNLA and Mailout Sub categories

Mark Coyne-Qwest said we have reviewed all notices and are now moving them in CNLA. We will revisit in the December CMP Meeting.

PC110209-1 Discontinue Geo/Max Interface USOCs in FCC RSS and AZ, MN & NE State tariffs

Cindy Schwartze-Qwest said Qwest plans to restructure GeoMax service. As part of the restructure, Qwest will no longer offer the following interfaces: ESCON, ETR, FDDI, and ISC, Fibre Channel – 133, 266, 531 Mbps, D1 Video and the Additional Shelf element.

The USOCs associated with these interfaces can be located in the CR description at:

http://www.qwest.com/wholesale/cmp/cr/CLEC_Qwest_CMP_Product_Process_Interactive_Report.html

There are currently no wholesale/resale customers with these USOCs and the proposed implementation date is 12/16 /09.

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Julia Redman-Carter-PAETEC asked if this is the GeoMax product that is part of the broadband forbearance.

Cindy Schwartze-Qwest said it is.

Julia Redman-Carter-PAETEC asked that (11/30/09 – Comments to minutes received from PAETEC in BOLD) NOTING the products listed in Attachment A of QWEST'S the petition that existed at that time if the changes TO THE GEOMAX are significantly restructured, is it still Qwest's position that this GEOMAX PRODUCT is STILL a part of forbearance even with the changes.

Cindy Schwartze-Qwest said that we would take an action item to work with the Product Manager to answer that question.

Bonnie Johnson-Integra asked if any of these products were in the ICA.

Cindy Schwartze-Qwest said GeoMax is a resold product and is under Section 6.0 of the ICA. She said the interface will be replaced with another interface.

Bonnie Johnson-Integra said if it is part of the ICA, a change in law is required.

Cindy Schwartze-Qwest said it's not specific to GeoMax in the ICA and would go under all other services and falls under the PLT category.

Julia Redman-Carter-PAETEC said (11/30/09 – Comments to minutes received from PAETEC in BOLD) SHE THOUGHT the template mentioned GeoMax and references the terms of the exiting activity under forbearance. Julia said if GEOMAX is no longer COVERED under forbearance, it would need to go through a different process.

Cindy Schwartze-Qwest said she will review the template and provide a response in the minutes.

Susan Lorence-Qwest said that once the questions are answered Qwest would like to propose a level 2 notification because there are no Wholesale customers and asked if everyone was agreeable.

Julia Redman-Carter-PAETEC said she needs to understand if this product (11/30/09 – Comments to minutes received from PAETEC in BOLD) WITH THE CHANGES, still falls under forbearance.

Bonnie Johnson-Integra said Integra won't agree until she gets an answer to their question regarding ICAs.

Barb Fanning-Qwest joined the call.

Julia Redman-Carter-PAETEC said GeoMax is part of forbearance and with these changes that appear to be significant, is wondering if they are significant enough and at what point do they no longer qualify as the products that were granted with the broadband forbearance.

Barb Fanning-Qwest said GeoMax is a product that you can order the interface, i.e. Sonnet, and there are options for the customer. She said we are removing those with no demand and in some cases with the shelf we are using a different technology and helping the customer. Barb said this is for large bandwidth and for large customers that order, for example, OC192.

Julia Redman-Carter-PAETEC said she needs to understand the (11/30/09 – Comments to minutes received from PAETEC in BOLD) CHANGES IN access where they are coming in and who they go to.

Julia Redman-Carter-PAETEC asked for clarification that with the changes Qwest is making, they are not changing the product.

Barb Fanning-Qwest said we are not changing the product, only the interfaces.

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Julia Redman-Carter-PAETEC said Attachment A (11/30/09 – Comments to minutes received from PAETEC in BOLD) OF QWEST'S PETITION is very specific. Julia said the commission said that only those services outlined that existed AS OF QWEST'S PETITION would qualify FOR FORBEARANCE. I AM TRYING TO UNDERSTAND IF GEOMAX with these changes change the parameters OF GEO MAX from which the forbearance has been granted.

Barb Fanning-Qwest said the changes don't change parameters granted on forbearance.

Bonnie Johnson-Integra said their concern is that if any of the services are offered in the ICA, Qwest can't remove without a change in law.

Cindy Schwartze-Qwest said that she checked in the ICA, Exhibit A, and they do not reside there. She said the only place we would have identified GeoMax is under PLT and it's not spelled out. She said we would consider it an intrastate resold GeoMax and these USOCs/ interface are not in the ICA.

Bonnie Johnson-Integra said that Integra and Qwest don't always agree on what's in the ICA. She said if this is the case Integra would object and disagree on what's in the ICA and if Qwest is removing something there needs to be a change in law.

Cindy Schwartze-Qwest said there are no wholesale/resale customers with GeoMax. Cindy said this is in the RSS 1 and AZ, MN and NE State tariffs. She said this is only sold under section 6 of the ICA and we don't get that specific because everything is out of the tariff.

Bonnie Johnson-Integra said it is retail product.

Cindy Schwartze-Qwest said we come to CMP when retail chooses to grandfather or remove a product or service.

(11/30/09 - Comments to minutes received from Integra in BOLD) BONNIE JOHNSON-INTEGRA SAID YES AND THERE IS NOT A CHANGE TO WHERE THE PRODUCT IS LOCATED.

Julia Redman-Carter-PAETEC asked if GeoMax is under the detariffed tariff.

Julia Redman-Carter-PAETEC asked if (11/30/09 – Comments to minutes received from PAETEC in BOLD) THE CHANGES TO GEOMAX would be consistent in all detariffed tariffs APPLICABLE TO ALL STATES.. Julia said that all states defined AND APPLIED forbearance ORDER and she thought QWEST was being removing GEOMAX from AZ, MN NE state tariffs and changing the product itself.

Barb Fanning-Qwest said GeoMax exists today in the interstate AZ, MN, NE and we aren't changing the GeoMax product. We are only changing the interface. i.e. the shelf is new technology and not changing the service.

Susan Lorence-Qwest said that Qwest is only grandfathering by eliminating and syncing up with the tariff. Susan said in order to match the tariff dates and since there are no customers, Qwest would like to submit a level 2 notice. Susan said we are eliminating those interfaces no longer available and not ordered by Wholesale customers

Julia Redman-Carter-PAETEC said as (11/30/09 – Comments to minutes received from PAETEC in BOLD) long as QWEST IS only grandfathering, i.e. the shelf for new technology, AND THERE ARE NO CUSTOMERS CURRENTLY USING THE GRANDFATHERED SHELF, PAETEC doesn't have a problem with the change. THIS MEANS THAT THE GRANDFATHERED CHANGES DON'T CHANGE THE PRODUCT IN LIGHT OF QWEST'S PETITION ATTACHMENT A TO WHICH THE QWEST FORBEARANCE ORDER APPLIES. Julia said if the change is doing more than that, (i.e. changing the product) she would have a problem with this change AND PAETEC WOULD OBJECT..

Barb Fanning-Qwest said that all we are doing is going with a new technology and THIS is why are getting rid of the shelf.

Susan Lorence-Qwest asked if everyone was comfortable with the level 2 notice

Bonnie Johnson-Integra said she would like to review internally and will send a response back to Qwest.

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Mark Coyne-Qwest said that the sooner we receive Integra's response the better to meet the implementation date. Mark said based on Integra's response, we can agree on the level 2 notice.

Bonnie Johnson-Integra said that would be her hope.

11/19/09 Response received from Bonnie Johnson/Integra:

I checked a couple of ICAs and was not able to find the term GeoMax in the few ICAs I checked. However, as is often the case, Qwest's product name is not mentioned but there may be provisions in the ICA described as something else or a change could impact a different provision that may connect to GeoMax. Qwest said they checked ICAs and this change does not impact any ICA, however, Qwest has said that before (expedites for example) and we don't agree with Qwest.

I know Qwest wants to move forward with this change and I do not have the bandwidth right now to dig deeper. Integra does not object to Qwest implementing this as a level two change, based on Qwest's comments that no CLECs ICA is impacted with this change and, there are no customers with these USOCs. If in the future Integra determines that is not the case, Integra will take the appropriate action.

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

Mark Coyne-Qwest said this CR was presented in the October meeting and during the meeting, we asked for comments on the redline to move forward on the vote. A vote notification went out approximately advising that a vote in the November CMP meeting. Integra provided revisions to the redline that need to be reviewed before a vote can be conducted and are posted to the Wholesale calendar. Mark said based on discussion today, we can determine how to move forward.

The 1st item discussed was the change Integra submitted associated with notifying 'All Call Handling Centers'. Mark said there is only one call center.

Bonnie Johnson-Integra said that Qwest may have to engage repair, systems etc. She said she is willing to change it from all to appropriate.

Mark Coyne-Qwest said impacted or appropriate call center will work.

Janean Van Dusen-Qwest said they are not called call centers. She said provisioning centers don't take calls and would not be appropriate.

Bonnie Johnson-Integra asked if a parenthetical could be added that says, for example, repair or provisioning.

Janean Van Dusen-Qwest asked if there was a reason to identify those centers because this is business as usual.

Bonnie Johnson-Integra asked why Qwest removed this information.

Janean Van Dusen-Qwest said it was removed because there is only one call handling center and they are the ones that forward it to the process specialist and there is no reply back. The process specialist notifies all appropriate centers of the reported trouble and current status.

Bonnie Johnson-Integra said it could be changed to say that the process specialist will notify all impacted or appropriate centers of the reported trouble.

Janean Van Dusen-Qwest said that was acceptable.

Julia Redman-Carter-PAETEC said Qwest (11/30/09 – Comments to minutes received from PAETEC in BOLD) PROPOSED STATEMENT INCLUDED appropriate centers and contacts and asked if centers imply contacts.

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Janean Van Dusen-Qwest said yes, and that this is business as usual for Qwest internally. She said we work and notify the appropriate center and is all encompassing.

Mark Coyne-Qwest said Qwest prefers to leave it as center and is more appropriate than contact.

Bonnie Johnson-Integra said that call center would include contact.

Janean Van Dusen-Qwest agreed.

Mark Coyne-Qwest asked if there was consensus that the document will say – ‘The process specialist will notify all appropriate centers of the reported trouble and current status’.

Integra and PAETEC agreed with this change.

Mark Coyne-Qwest said the 2nd item to be discussed was the elimination of the word agent. Mark said tier 1 agent was removed because of the rollup of the tier 1 and 2 groups of people that will be used at tier 1 which could include the CSIE representatives, coaches, process specialists and team leaders. Qwest took agent out because that is no longer applicable to those at tier 1 handling the request.

Bonnie Johnson-Integra asked if we could use personnel or representatives.

Mark Coyne-Qwest said we could use personnel or representatives and asked Janean for her input.

Janean Van Dusen-Qwest said representative was more appropriate.

Bonnie Johnson-Integra said representative would be added to the redline to replace agent and could be plural.

Janean Van Dusen-Qwest referred to the 2nd paragraph in section 12.8.2. She said based on the discussion today, the sentence will read ‘Tier 1 will advise the appropriate centers, other appropriate Tier 1 representatives and applicable Service Managers (Tier 2)’.

Mark Coyne-Qwest said that the redline will be updated to include appropriate before center.

Janean Van Dusen-Qwest referred to the 1st paragraph where center coaches, team leads and process specialist was removed and asked Integra if this implied that they were going to call the team leads, coaches, etc. to open a ticket.

Bonnie Johnson-Integra said no, what they were trying to achieve is to ensure that because you are eliminating tier 2, this will now occur at tier 1.

Janean Van Dusen-Qwest said she understood that but we don’t want it to read that team leads, coaches etc. have the ability to open tickets because they don’t.

Bonnie Johnson-Integra said that wasn’t Integra’s intent.

Susan Lorence-Qwest said that is why we added that in the 1st paragraph to not give the impression that was part of tier 1 because they won’t actually be answering the phone.

Bonnie Johnson-Integra said she doesn’t read it that way but tier 1 does include that group of people.

Mark Coyne-Qwest suggested that in the 1st paragraph, we add in parenthesis Tier 1 (CSIE) will open a call center database ticket for all reported trouble.

Bonnie Johnson-Integra said adding CSIE behind tier 1 would be fine.

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Janean Van Dusen-Qwest agreed with the change.

Susan Lorence-Qwest said we will keep CSIE and could we say with support of center coaches, team etc.

Bonnie Johnson-Integra said you are removing tier 2 and putting everything from tier 2 into tier 1.

Janean Van Dusen-Qwest said this is what happens today and tier 1 was going to tier 2 anyway.

Bonnie Johnson-Integra said she understands how Qwest is operating today and is not trying to change that. Bonnie said if you are eliminating tier 2 and putting it all under tier 1 it should be noted. Bonnie said it doesn't say anywhere in the tier what the process is for calling, it just identifies the personnel.

Janean Van Dusen-Qwest said if we were going to do that there are a lot more people listed in tier 1.

Bonnie Johnson-Integra said she doesn't see a need to put anymore but doesn't want to include any less.

Julia Redman-Carter said if the center coaches, team leads, etc. aren't the same people at tier 1, then we do want to list them because (11/30/09 – Comments to minutes received from PAETEC in BOLD) OTHERWISE we are narrowing the scope.

Janean Van Dusen-Qwest said the team leads, coaches etc are the same and when the call comes in to tier1 and before it ever went to tier 2 under the old structure, the CSIE rep would already be going to team leads and coaches to get assistance on the tier 1 ticket.

Julia Redman-Carter said with that said, Mark's suggestion of inserting after CSIE (all calls direct) would be clear because tier 1 does comprise everything in tier 1, 2 because it's done behind the scenes. Julia said with Mark's clarification of calling the coaches separately is just a clarification and they are all part of tier 1.

Janean Van Dusen-Qwest said she didn't disagree but didn't want a new CLEC looking at the document and have them think that when they call tier 1, they can call directly to a team lead, coach, etc to open a ticket.

Bonnie Johnson-Integra said that a new CLEC has never been able to call directly to them.

Kim Isaacs-Integra ASKED IF the option of asking to speak to a coach or have a coach on line is something that is still available to them. She said they are going to overload their service managers and need to know that we would be loading the service manager down when things could have been resolved.

Susan Lorence-Qwest referred to the 1st bullet tier 1 and proposed language which includes CSIE center coaches, team leads etc.

Julia Redman-Carter said if you do that it appears that they can call in directly.

Susan Lorence-Qwest said the primary number is a tier 1 number.

Bonnie Johnson-Integra said that she doesn't understand the concern because the process for calling the CSIE is outlined in the PCAT and it gives a number

Janean Van Dusen-Qwest said she has received direct calls from CLECs and said she can't open tickets.

Bonnie Johnson-Integra asked what you did

Janean Van Dusen-Qwest said she called the CSIE to open a ticket.

Bonnie Johnson-Integra said she didn't think that this language will drive that behavior and is not their intent.

Mark Coyne-Qwest asked if we've agreed to add anything to the 1st paragraph or the tier 1 bullet.

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Bonnie Johnson-Integra said they are willing to add tier 1 (CSIE).

Mark Coyne-Qwest said we will update the redline document based on the discussion today and send out a notification for the vote.

General CMP Comments:

None

Walk On Items

Jeff Sonnier-Sprint asked if Qwest no longer updates the planned outages (11/30/09 - Comments to minutes received from Sprint in BOLD) SECTION ON THE QWEST WEBSITE. He said it hasn't been updated since 2007 and other ILECs let them know when SCHEDULED outages are going to occur. HE ALSO COMMENTED THAT THE QWEST PLANNED OUTAGE WEBSITE COULD'VE CHANGED AND THAT HE DIDN'T KNOW WHERE THE NEW INFORMATION RESIDED.

Susan Lorence-Qwest said we will take this as an action item.

The November Product Process CMP Meeting was adjourned.

Maintain Meeting Details

Meeting Name:	November ProdProc CMP Meeting	Type	Monthly PNP
Meeting Date	11/18/2009	Area	Wholesale ProdProc

Attendee	Company	Attendance Type
Balvin, Liz	Covad	On Phone
Beck, Dawn	Qwest Corporation	On Phone
Bloemke, Brenda	Comcast	On Phone
Bousfield, Carrie	Qwest Corporation	On Phone
Chapman, Mindy	Neustar Inc	On Phone
Coyne, Mark	Qwest Corporation	On Phone
Denney, Doug	Integra	On Phone
DeRosier, Judy	Qwest Corporation	On Phone
Diebold, Jackie	TDS Metrocom/USLink	On Phone
Fanning, Barbara	Qwest Corporation	On Phone
Fauscett, Kasha	Comcast	On Phone
Hines, LeiLani	Verizon Business	On Phone
Houston, Neil	Qwest Corporation	On Phone
Isaacs, Kim	Integra	On Phone
James, Nicole	Qwest Corporation	On Phone
Johnson, Karen	Integra	On Phone
Kinney, Wanda	Qwest Corporation	On Phone
Martinez, Denise	Qwest Corporation	On Phone
Miles, Linda	Qwest Corporation	On Phone
Munz, Ellen	Qwest Corporation	On Phone
Redman-Carter, Julia	McLeodUSA	On Phone
Roberson, Laurie	Integra	On Phone
Rogonjci, Emmy	Time Warner Telecom	On Phone
Schwartz, Cindy	Qwest Corporation	On Phone
Sonnier, Jeff	Sprint	On Phone
Stecklein, Lynn	Qwest Corporation	On Phone
Stewart, Karen	Qwest Corporation	On Phone
Van Dusen, Janean	Qwest Corporation	On Phone