



**December 16, 2009**

**Systems CMP Team Meeting**

**Distribution Package**

# Product & Process / Systems Change Management Process (CMP) Monthly Meeting

9:00 a.m. – 10:00 a.m. (MT)

Wednesday, December 16, 2009

December 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"> <li>❖ <b>Product Process Attachments:</b></li> <li>❖ Announcements &amp; Previous Meeting Minutes</li> <li>❖ See Attachment A – Previous Meeting Minutes</li> </ul>	Mark Coyne
9:10 – 9:15	<ul style="list-style-type: none"> <li>❖ Review Global Action Items</li> <li>❖ See Attachment B – Global Action Items</li> </ul>	AI Owners / SMEs
9:15 – 9:20	<ul style="list-style-type: none"> <li>❖ Review “Active” CLEC Originated Change Requests</li> <li>❖ See Attachment C – CLEC CRs</li> </ul>	CR Owners / SMEs
9:20–9:30	<ul style="list-style-type: none"> <li>❖ Review “Active” Qwest Originated Change Requests</li> <li>❖ See Attachment D – Qwest CRs</li> </ul>	CR Owners / SMEs
9:30 –9:45	<p>Discussion of CMP Operations and Proposed Modifications to CMP Framework</p> <ul style="list-style-type: none"> <li>❖ See Attachment E</li> </ul>	Mark Coyne
9:45 –10:00	<p>Walk On Items</p> <ul style="list-style-type: none"> <li>❖ See Attachment F</li> </ul>	Requestor

**Agenda – Continued**

**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>
10:00 – 10:05	<b>SYSTEMS ATTACHMENTS</b> Prior Monthly Meeting Minutes ❖ See Attachment A	Mark Coyne
10:05 – 10:15	Review New Change Requests ❖ 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	Review Change Requests for Closure ❖ See Attachment G – CRs to Consider for Closure	Mark Coyne
10:25 – 10:30	Review Action Items ❖ See Attachment H – Global Action Items ❖ See Attachment I – Action Items and Associated CRs	Mark Coyne
10:30 – 10:35	Outstanding Systems CMP Change Requests ❖ See Attachment J - Outstanding Systems CMP Change Requests	Mark Coyne
10:35 – 10:40	Deploying Change Requests ❖ See Attachment K – Deploying Change Requests	Mark Coyne
10:40 – 10:45	Production Support Tickets ❖ See Attachment L	Mark Coyne
10:45 – 11:00	Walk On Items ❖ See Attachment M	Mark Coyne

## Announcements

- January CMP Meeting – January 20, 2010 Time: 9:00 a.m. MT
- CR Submission Deadline: January 7, 2010
  - 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**

# Meeting Minutes

**CMP Monthly Systems Meeting  
Wednesday, November 18, 2009**

## **INTRODUCTIONS AND ANNOUNCEMENTS**

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

### **PRIOR MONTHLY MEETING MINUTES (ATTACHMENT A)**

Mark Coyne-Qwest asked if there were any additional questions or comments on the Prior Monthly Meeting Minutes.

Bonnie Johnson-Integra pointed out that in the systems meeting attendee list for October, the attendees that attended the face-to-face meeting were listed as being on the phone instead of in person.

Lynn Stecklein-Qwest said she would get the October system attendees list updated.

### **NEW CRS INITIATED BY CLECs (ATTACHMENT B)**

#### **SCR102209-1EX IMA V25 in Production Support**

Dave Burley-Verizon Business said they are requesting that IMA v25 continue to be supported for an additional 30 calendar days (May 16, 2010). Verizon Business would like to upgrade from IMA v25 (our current OSS interface version) to IMA v27 in late April or early May 2010. There are requesting this so that it fits into their 2010 planning.

Lynn Stecklein-Qwest conducted the vote for this request.

A vote of 'Yes' will indicate a preference that IMA 25.0 continue to be supported for an additional 30 calendar days (From April 10, 2010 to May 16, 2010)

A vote of 'No' will indicate a preference that IMA 25.0 NOT be extended an additional 30 calendar days (From April 10, 2010 to May 16, 2010)

Section 16.4 of the CMP document, this vote will be held to a unanimous standard because the request seeks a change to the established CMP timelines for a Qwest originated systems timeline change.

E-mail votes received:

Integra, Comcast, Home Town Solutions, tw telecom, PAETEC – All voted Yes

Velocity Telephone and Liberty Bell Telecom – Abstained

Lynn asked if anyone else on the bridge wanted to cast their vote.

Verizon Business – Yes

Covad – Yes

Qwest - No.

Bonnie Johnson-Integra asked why Qwest voted No.

Dawn Beck-Qwest said that due to resource constraints, Qwest can't support the extension of IMA 25.0.

Lynn Stecklein-Qwest said as stated earlier, a unanimous vote was required, therefore, this request will not be granted.

A vote disposition will be sent within 5 days.

**11/24/09 Comments received from Jim Hickle, Velocity Telephone Inc.**

**Please add the following comments to the meeting minutes for this CMP Vote and send to all participants:**

The result of this vote is the type of vote results that makes the entire CMP process look like a complete waste of time for all concerned. A true wholesale provider would have found a way to work with its wholesale customer rather than being the ONLY entity to vote no and responding with a short and non-responsive “due to resource restraints” as you did. A compromise by both parties would have been appropriate or at least a response that Verizon would have the option to provide reasonable compensation to Qwest for requesting the delay would have been more appropriate.

### **NEW CRs INITIATED BY QWEST (ATTACHMENT C)**

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

### **REGULATORY AND INDUSTRY GUIDELINE CHANGE REQUESTS (ATTACHMENT D)**

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

### **CROSS OVER CRs (ATTACHMENT E)**

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

### **WALK ON CHANGE REQUESTS (ATTACHMENT F)**

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

### **CRs TO CONSIDER FOR CLOSURE (ATTACHMENT G)**

#### **SCR022409-1IG Implementation of CAB BOS Version 49 for bill and Customer Service Record (CSR) data**

Mark Coyne-Qwest said this CR deployed on 10/17/09 and that we would like to close.

There was no objection.

#### **SCR010709-1 IMA FBDL Community Name Validation**

Mark Coyne-Qwest said this CR deployed on 10/19/09 and asked if there was any objection to closure.

Kim Isaacs-Integra said there are open tickets for this CR and would like to have the CR remain open.

#### **SCR010709-3 IMA LSTR (Listing Reconciliation) Enhancement**

Mark Coyne-Qwest said this CR deployed on 10/19/09 and asked if there was any objection to closure.

Kim Isaacs-Integra said there are open tickets for this CR and would like to have the CR remain open. She asked if Qwest had a date when these tickets would be fixed.

Mark Coyne-Qwest said we will look into Integra’s question.

**11/19/09 Update – See Attachment L in minutes for updates to production support tickets**

### **REVIEW GLOBAL ACTION ITEMS (ATTACHMENT H)**

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

### **REVIEW ACTION ITEMS ASSOCIATED WITH CRs (ATTACHMENT I)**

There were no new Action Items associated with CRs for the November Systems CMP Meeting.

## **OUTSTANDING SYSTEMS CMP CHANGE REQUESTS (ATTACHMENT J)**

Mark Coyne-Qwest said this is a list of the current system CMP CRs.

## **REVIEW DEPLOYING CHANGE REQUESTS (ATTACHMENT K)**

### **SCR090909-1 Manual Retrieval of CEMR Archived Trouble Tickets**

Mark Coyne-Qwest said this will be implemented on 11/23/09 and that notices were sent out on the date changes.

## **PRODUCTION SUPPORT TICKETS (ATTACHMENT L)**

Mark Coyne-Qwest stated that this attachment contains the current Production Support Tickets. He said that tickets 1, 3 and 4 have workarounds and are still pending final resolution. Mark said that tickets 7 – 10 are associated with the 26.0 release. Mark also said that there is a patch scheduled on 12/14/09 for ticket 2 on the list.

Jeff Sonnier-Sprint thanked Mark for the update.

### **11/19/09 Status Update to production support tickets**

**4284274 IMA 26 10/20/2009 IMA LSTR Exact Match Response Screen is not displaying the LALO field (Room, Apt, Bldg, etc.).**

**Fix is in production now. Ticket has been Closed**

**4284265 IMA 26 10/20/2009 IMA LSTR RECAP is not returning the DIRNAME field for Non Standard Telephone Number (NSTN) Listings or Foreign Listings**

**Ticket closed. Fix is in production, went in for Soak Patch (Oct 29th)**

**4292838 IMA 26 10/23/2009 FBDL Community Name validation is not occurring for LOCNUM=002 on a Service Address change order.**

**Fix will go in for Dec' 09 Patch**

**4289924 IMA 26 10/28/2009 IMA LSTR RECAP is not returning the Letter Name Placement (LNPL) value of L (Letter) and is defaulting to W (Word)**

**Ticket closed. Fix is in production, went in for Soak Patch (Oct 29th)**

## **IMA 27.0 Packaging (ATTACHMENT M)**

Mark Coyne-Qwest said the IMA 27.0 packaging is located in Attachment M. He said the list includes the 4 candidates from the initial prioritization and that a placeholder has been added for the FCC LNP Mandate. He said we will be sending a notification in mid December for the 2010 release capacity.

## **WALK ON ITEMS (ATTACHMENT N)**

### **December CMP Meeting**

Mark Coyne-Qwest said that the December CMP Meeting is scheduled on Wednesday, December 16, at 9:00 a.m. MT. The CMP CR Submission Deadline is December 2, 2009.

The November CMP meeting adjourned at 10:15 a.m.

**Maintain Meeting Details**

<b>Meeting Name:</b>	November Systems CMP Meeting	<b>Type</b>	Monthly Systems
<b>Meeting Date</b>	11/18/2009	<b>Area</b>	Wholesale System

<b>Attendee</b>	<b>Company</b>	<b>Attendance Type</b>
Balvin, Liz	Covad	On Phone
Beck, Dawn	Qwest Corporation	On Phone
Bloemke, Brenda	Comcast	On Phone
Bousfield, Carrie	Qwest Corporation	On Phone
Burley, David	Verizon Business	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
Isaacs, Kim	Integra	On Phone
Johnson, Bonnie	Integra	On Phone
Kinney, Wanda	Qwest Corporation	On Phone
Lorence, Susan	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

**Attachment B – New CRs Initiated By CLECs**

(There are no New CLEC CRs for the December Systems CMP Meeting)

## **Attachment C – New CRs Initiated By Qwest**

(There are no New Qwest CRs for the December Systems CMP Meeting)

## **Attachment D – Regulatory & Industry Guideline CRs**

- ❖ **SCR120409-1G ASOG 40 Industry Release/QORA and ASR Gateway Enhancements**

**Open CR - Detail**

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
SCR120409-1IG	ASOG 40 Industry Release/QORA and ASR Gateway Enhancements	12/04/2009 Submitted	Wholesale System	Pre-Ordering	

**Director**

**Originator** Whaples, Kim

**Owner** Whaples, Kim

**CRPM** Stecklein, Lynn

**Originating Company:** Qwest Corporation

**Description of Change**

The QORA ASR Gateway application needs to be updated to support changes for ASOG 40, including ASOG, Mech Spec and UOM-ASR Schema changes as mandated by OBF.

Details of the ASOG 40 industry changes can be found at: <http://www.atis.org/>

Qwest Specific Edits: The following changes that are customer affecting are also being implemented.

New QORA Pre-Order Validations  
No new edits for this release

New QORA GUI and ASR Gateway Validations

ECCKT Validation – The system will allow circuits that were built with 8-characters for both the A and Z locations and perform a busy check on all product specific forms for original submission of the ASR and SUP 3, 4. If the ECCKT is invalid the ASR will be rejected.

FACTL Validation – The system will validate the first 8 characters of the FACTL CLLI code on the Trunking Form matches the first 8 characters of the ACTL CLLI on the ASR form. If they do not match the ASR will be rejected.

PSL/CSL/PSLI Validation – The system will validate that the PSLI field is populated correctly based on the CSL and PSL LATAs. If the CSL and PSL are the same LATA then PSLI must = F, CSL and PSL are not in the same LATA then ASR.PSLI must = E. If the PSLI is incorrect the ASR will be rejected.

PSL Validation – The system will validate the PSL field is populated with a correct CLLI based on LERG6. If the PSL is incorrect, the ASR will be rejected

NPA/NXX for PSL Validation for End Office and Local Tandems– The system will validate that the NPA/NXX on the TQ form are valid for the PSL CLLI. If not, the ASR will be rejected.

TSC and ECCKT Validation – The system will validate that the TSC is valid for the ECCKT on the ASR form. If the TSC is invalid, the ASR will be rejected.

TCIC Validation – The existing TCIC validation will now run on SUP type 3 and 4.

QORA GUI Report enhancements

No new edits for this release

Upgrade for ASOG 40 industry related changes with additional edits to provide upfront editing and validation of ASR entries.

New options to be available in the QORA GUI March 20, 2010

**Status History**

Date	Action	Description
12/04/2009	CR Submitted	CR Submitted
12/04/2009	CR Acknowledged	CR Acknowledged

**Qwest Response**

None

**Project Meetings**

None

## **Attachment E – Cross Over CRs**

(There are no New Cross Over CRs for the December Systems CMP Meeting)

## **Attachment F – New “Walk On” CRs**

(There are no Walk On CRs for the December Systems CMP Meeting)

## **Attachment G – CRs to Consider for Closure**

**Change Request to Consider for Closure - Summary**

<b>Report Line Number</b>	<b>Impacted Interface</b>	<b>CR #</b>	<b>Title</b>	<b>Company</b>	<b>Status</b>	<b>Qwest Owner</b>	<b>Presenter</b>
1	CEMR	SCR071009-1	Enhance CEMR Functionality for Verify and Fix Capability	Qwest Corporation	CLEC Test	Preble, Lisa	Preble, Lisa
2	CEMR	SCR090909-1	Manual Retrieval of CEMR Archived Trouble Tickets	Qwest Corporation	CLEC Test	Martinez, Denise	Martinez, Denise
3	IMA Common	SCR010709-1	IMA FBDL Community Name Validation	Qwest Corporation	CLEC Test	Gomez, Lee	Gomez, Lee
4	IMA Common	SCR010709-3	IMA LSTR (Listing Reconciliation) Enhancement	Qwest Corporation	CLEC Test	Gomez, Lee	Gomez, Lee

**Change Request to Consider for Closure - Detail**

CR #	Title	Date Current Status	Level of Effort	Interface Release No	Products Impacted
SCR071009-1	Enhance CEMR Functionality for Verify and Fix Capability	11/23/2009 CLEC Test	-	5	

**Director**  
**Originator** Preble, Lisa  
**Owner** Preble, Lisa  
**CRPM** Stecklein, Lynn  
**Originating Company:** Qwest Corporation

Description of Change
CEMR currently provides the ability to verify line translations. Qwest will be adding functionality to CEMR allowing the user to both verify line translations and fix features that appear in the customer service record but are presently not in the switch and remove programming in the switch that does not have a corresponding entry on the customer service record. The enhanced capability does not apply to all features. Expected Deliverables/Proposed Implementation Date (if applicable): Mid October 2009

Status History		
Date	Action	Description
11/23/2009	Status Changed	Status changed to CLEC Test
07/27/2009	Status Changed	Status changed to presented
07/15/2009	Discussed at Monthly CMP Meeting	Discussed at the Product/Process CMP Meeting - See Attachment F in the Distribution Package
07/10/2009	CR Submitted	CR Submitted
07/10/2009	CR Acknowledged	CR Acknowledged

Qwest Response
None

Project Meetings
7/15/09 Systems CMP Meeting Lisa Preble-Qwest said CEMR currently provides the ability to verify line translations. Qwest will be adding functionality to CEMR allowing the user to both verify line translations and fix features that appear in the customer service record but are presently not in the switch and remove programming in the switch that does not have a corresponding entry on the customer service record. The enhanced capability does not apply to all features and the expected deliverable is mid October 2009. Kim Isaacs-Integra asked if Qwest knew what features this would not apply to. Lisa Preble-Qwest said we have a validated list that will provide which features can be added or deleted. Kim Isaacs-Integra asked if that list would be provided as part of the announcement and included in the CEMR handbook. Lisa Preble-Qwest said that it would be included. Kim Isaacs-Integra asked if there will be a button that says fix. Lisa Preble-Qwest said a comparison will be displayed of the switch information and the virtual CSR. A fix button will be displayed for any mismatched features that need to be added or removed. Kim Isaacs-Integra asked what happens when there is no CSR record open. Lisa Preble-Qwest said they would not be able to use the tool if there is no virtual CSR. Kim Isaacs-Integra said in CEMR you can do the verify feature for translations and you get the switch information but you don't get a CSR record especially with Centrex. Lisa Preble-Qwest said this tool doesn't work on Centrex. Lisa said that you should be able to validate some of the features but the fix is not available. Kim Isaacs-Integra said she wanted to make sure when there is no CSR record and you hit fix it won't remove all programming. Lisa Preble-Qwest said it should not cause that problem. The system uses the virtual CSR which displays any service order activity due that day where as the CSR displays only after an order is completed and posted to the billing records. If the feature or line type is not fixable in the system only verify and compare will be presented, fix will not be offered. Lisa said that the tool will only be available with the DMS 100 and 5ESS offices only.

**Change Request to Consider for Closure - Detail**

CR #	Title	Date Current Status	Level of Effort	Interface Release No	Products Impacted
SCR090909-1	Manual Retrieval of CEMR Archived Trouble Tickets	11/23/2009 CLEC Test	-	5	

**Director**

**Originator** Martinez, Denise

**Owner** Martinez, Denise

**CRPM** Stecklein, Lynn

**Originating Company:** Qwest Corporation

**Description of Change**

Update CEMR On Line Help to provide manual process for retrieving archived trouble tickets. This is in response to Integra's SCR033009-3 Archiving of CEMR Report History/OSSLOG. Expected Deliverables/Proposed Implementation Date (if applicable): October 20, 2009

**Status History**

Date	Action	Description
12/01/2009	Communicator Issued	SYST.CEMR.09.28.09.F.06982.CEMR_Rel2.16_Fnl_RelNotes SYST.CEMR.10.26.09.F.07131.CEMR_Rel2.16_REV_EFFDate SYST.CEMR.11.05.09.F.07184.CEMR_Rel2.16_REV_EFFDate
11/23/2009	Status Changed	Status changed to CLEC Test
11/18/2009	Discussed at Monthly CMP Meeting	Discussed in the November Systems CMP Meeting - See Attachment K in the distribution Package
10/21/2009	Discussed at Monthly CMP Meeting	Discussed in the October Systems CMP meeting - See Attachment K in the Distribution Package
09/25/2009	Status Changed	Status changed to Development
09/16/2009	Status Changed	Status changed to Presented
09/16/2009	Discussed at Monthly CMP Meeting	Discussed in the September System CMP Meeting - See Attachment F in the Distribution Package
09/09/2009	CR Submitted	CR Submitted
09/09/2009	CR Acknowledged	CR Acknowledged

**Qwest Response**

None

**Project Meetings**

11/18/09 Systems CMP Meeting Mark Coyne-Qwest said this will be implemented on 11/23/09 and that notices were sent out on the date changes. 10/21/09 Systems CMP Meeting Mark Coyne-Qwest said there were 2 trials completed that went very well and asked if there were any objections to closure. Brenda Bloemke-Comcast said she was not aware of any trials. Mark Coyne-Qwest said the trial was open to anyone and the 2 test cases were submitted by Integra. Denise Martinez-Qwest said the 2 trials worked fine and we are ready to go into production. Julia Redman-Carter-PAETEC asked for this CR to remain open another month to see if there are any problems. Liz Balvin-Covad asked if this process was documented. Denise Martinez-Qwest said the process has been documented in the CEMR Online Help. Mark Coyne-Qwest mentioned that the turnaround time for the trials was quick. 9/16/09 Systems CMP Meeting Denise Martinez-Qwest said Qwest has put together a process for the retrieval of CEMR Archived trouble. Denise said it is scheduled in the October release and will have the document in the CEMR Online Help updated. She said that she has not heard of any new occasions where we have been asked to retrieve archived documents. Denise asked if there are any, she would appreciate the CLECs letting Qwest know so that we can trial this process. She said that we did talk about the details in the August meeting and asked if there were any questions. Kim Isaacs-Integra asked who they should contact if they need this information so they can trial. Lynn Stecklein-Qwest said they can send any questions to the CMP CR mailbox.

**Change Request to Consider for Closure - Detail**

CR #	Title	Date Current Status	Level of Effort	Interface Release No	Products Impacted
SCR010709-1	IMA FBDL Community Name Validation	10/19/2009 CLEC Test	445 - 585	3 26	LNP with Listing, Facility Based Directory Listing

**Director**

**Originator** Gomez, Lee

**Owner** Gomez, Lee

**CRPM** Stecklein, Lynn

**Originating Company:** Qwest Corporation

**Description of Change**

Implement an IMA edit/validation process for all Facility Based Directory Listing (FBDL) orders. Misspelled or invalid community names generate 700+ rejects monthly for the Provider and the Listing Operations Center resulting in follow up and additional FBDL correcting orders. An upfront validation will significantly reduce those rejects/errors, reduce the follow up and additional correcting orders and improve flow through. Copies of valid Community Names will be made available so Providers can easily validate their data.

**Status History**

Date	Action	Description
10/21/2009	Discussed at Monthly CMP Meeting	Discussed in the November Systems CMP Meeting - See Attachment G in the Distribution Package
10/19/2009	Status Changed	Status changed to CLEC Test
06/17/2009	Additional Information	CR Committed to IMA 26.0 Release
06/16/2009	Qwest Response Issued	Revised LOE received
04/03/2009	Status Changed	Status changed to Packaged
03/24/2009	Discussed at Monthly CMP Meeting	Discussed at the March Systems CMP Meeting - See attachment M in the Distribution Package
01/27/2009	Status Changed	Status changed to Presented
01/21/2009	Discussed at Monthly CMP Meeting	Discussed at the January Systems CMP Meeting - See Attachment C in the Distribution Package
01/08/2009	CR Acknowledged	CR Acknowledged
01/07/2009	CR Submitted	CR Submitted

**Qwest Response**

Revised Response June 30, 2009 RE: SCR010709-1 Qwest has reviewed the information submitted as part of Change Request SCR010709-1. Based upon the scope of this CR as agreed to in the Clarification Meeting, Qwest is able to provide a revised Level of Effort (LOE) of 445 to 585 hours for this IMA Change Request. This CR is an eligible IMA 26.0 candidate. Sincerely, Qwest Corporation 3/30/09 - Preliminary LOE Received - 300 to 500 hours

**Project Meetings**

11/18/09 Systems CMP Meeting Mark Coyne-Qwest said this CR deployed on 10/19/09 and asked if there was any objection to closure. Kim Isaacs-Integra said there are open tickets for this CR and would like to have the CR remain open. 10/21/09 Systems CMP meeting Mark Coyne-Qwest said this CR deployed on 10/19/09 and would remain open another month. 3/18/09 Systems CMP Meeting Mark Coyne-Qwest said that this attachment is the IMA 26.0 Prioritization List based on the results of the ranking that was conducted the 1st part of March. Mark said that the total capacity for the IMA 26.0 release is 6500 hours. He said that the LOEs for all 4 candidates is 6497 hours and all will be included in the release. 1/21/09 Systems CMP Meeting Lee Gomez-Qwest said that this CR has been submitted to implement an IMA edit/validation process for all Facility Based Directory Listing (FBDL) orders. She said that misspelled or invalid community names generate 700+ rejects monthly for the Provider and the Listing Operations Center resulting in follow up and additional FBDL correcting orders. Lee said that an upfront validation will significantly reduce those rejects/errors, reduce the follow up and additional correcting orders and improve flow through. She said that copies of valid Community Names will be made available so Providers can easily validate their data. Jeff Sonnier-Sprint asked if this edit was available for XML and not just the GUI. Lee Gomez-Qwest said that it was.

**Change Request to Consider for Closure - Detail**

CR #	Title	Date Current Status	Level of Effort	Interface Release No	Products Impacted
SCR010709-3	IMA LSTR (Listing Reconciliation) Enhancement	10/19/2009 CLEC Test	4342 - 5718	3 26	LNP with Listing, Facility Based Directory Listing

**Director**

**Originator** Gomez, Lee

**Owner** Gomez, Lee

**CRPM** Stecklein, Lynn

**Originating Company:** Qwest Corporation

**Description of Change**

Modify IMA LSTR Pre-Order function for Facility Based Directory Listings (FBDL) to return listing data parsed. Today, much of the data is returned concatenated. For example, the Listed Name field returns the LNLN, LNFN, Title, DES, NICK, etc. Parsing the data will align with the LSR, EU and DL fields for FBDL. LSTR parsed data will also allow XML users to develop an LSTR RECAP transaction (we currently have 0 XML Providers using LSTR) which will allow them the same capabilities as our IMA GUI - LSTR RECAP. This will allow the Provider to request a LSTR inquiry and then use that data to recap 95% of the EU and DL fields for a Change Order and 100% of the fields for Disconnect and Migration (ACT=W) orders. This will improve FBDL flow thru and reduce the number of rejects that are a result of missing, incorrect or invalid data entry. In addition to the parsed data, this enhancement will allow all (GUI and XML) users to request listing data by ATN, Caption, SLU, SAC (8XX), NSTN. Today IMA LSTR is restricted to LTN inquiries and this sometimes results in rejects for the Provider, since accounts may have listings at different LTNs and it is common for those to be inadvertently excluded. Another added benefit to the Provider is that they will only have to access IMA LSTR to view listing data where as today they are forced to view DLIS and then go back to IMA to submit their FBDL orders.

**Status History**

Date	Action	Description
10/21/2009	Discussed at Monthly CMP Meeting	Discussed in the November Systems CMP meeting - See Attachment G in the Distribution Package
10/19/2009	Status Changed	Status changed to CLEC Test
09/28/2009	Communicator Issued	SYST.OTHR.09.28.09.F.06973.DLIS_UserGuide_2.7.4_FNL
09/21/2009	Communicator Issued	SYST.OTHR.09.21.09.F.06963.DLIS_UserGuide_2.7.4_Updt
09/18/2009	Additional Information	Additional Information added to CR
06/17/2009	Additional Information	CR Committed to IMA 26.0
06/15/2009	Additional Information	Revised LOE received
03/24/2009	Discussed at Monthly CMP Meeting	Discussed in the March Systems CMP meeting - See attachment M in the Distribution Package
03/18/2009	Status Changed	Status changed to Packaged
01/27/2009	Status Changed	Status changed to Presented
01/21/2009	Discussed at Monthly CMP Meeting	Discussed at the January Systems CMP Meeting - See Attachment C in the Distribution Package
01/08/2009	CR Acknowledged	CR Acknowledged
01/07/2009	CR Submitted	CR Submitted

**Qwest Response**

Revised Response June 30, 2009 RE: SCR010709-3 Qwest has reviewed the information submitted as part of Change Request SCR010709-3. Based upon the scope of this CR as agreed to in the Clarification Meeting, Qwest is able to provide a revised Level of Effort (LOE) of 4342 to 5718 hours for this IMA Change Request. This CR is an eligible IMA 26.0 candidate. Sincerely, Qwest Corporation 3/30/09 - Preliminary LOE - 2150 - 3575 hours

**Project Meetings**

11/18/09 Systems CMP meeting Mark Coyne-Qwest said this CR deployed on 10/19/09 and asked if there was any objection to closure. Kim Isaacs-Integra said there are open tickets for this CR and would like to have the CR remain open. She asked if Qwest had a date when these tickets would be fixed. Mark Coyne-Qwest said we will look into Integra's question. 11/19/09 Update - See Attachment L in minutes for updates to production support tickets Mark Coyne-Qwest stated that this attachment contains the current Production Support Tickets. He said that tickets 1, 3 and 4 have workarounds and are still pending final resolution. Mark said that tickets 7 - 10 are associated with the 26.0 release. Mark also said that there is a patch scheduled on 12/14/09 for ticket 2 on the list. Jeff Sonnier-Sprint thanked Mark for the update. 11/19/09 Status Update to production support tickets 4284274 IMA 26 10/20/2009 IMA LSTR Exact Match Response Screen is not displaying the LALO field (Room, Apt, Bldg, etc.). Fix is in production now. Ticket has been Closed 4284265 IMA 26 10/20/2009 IMA LSTR RECAP is not returning the DIRNAME field for Non Standard Telephone Number (NSTN) Listings or Foreign Listings Ticket closed. Fix is in production, went in for Soak Patch (Oct 29th) 4292838 IMA 26 10/23/2009 FBDL Community Name validation is not occurring for LOCNUM=002 on a Service Address change order. Fix will go in for Dec' 09 Patch 4289924 IMA 26 10/28/2009 IMA LSTR RECAP is not returning the Letter Name Placement (LNPL) value of L (Letter) and is defaulting to W (Word) Ticket closed. Fix is in production, went in for Soak Patch (Oct 29th) 10/21/09 Systems CMP Meeting Mark Coyne-Qwest said this CR deployed on 10/19/09 and would remain open another month 9/18/09 Additional Information Added to CR In review of

the IMA LSTR enhancement, the DLIS User Guide was updated. Updates are to correct outdated information and add clarifying information. There are no changes to the DLIS GUI. 3/18/09 Systems CMP Meeting Mark Coyne-Qwest said that this attachment is the IMA 26.0 Prioritization List based on the results of the ranking that was conducted the 1st part of March. Mark said that the total capacity for the IMA 26.0 release is 6500 hours. He said that the LOEs for all 4 candidates is 6497 hours and all will be included in the release. 1/21/09 Systems CMP meeting Lee Gomez-Qwest said that this CR will modify the IMA LSTR Pre-Order function for Facility Based Directory Listings (FBDL) to return listing data parsed. She said that today, much of the data is returned concatenated. For example, the Listed Name field returns the LNLN, LNFN, Title, DES, NICK, etc. Parsing the data will align with the LSR, EU and DL fields for FBDL. Lee said that the LSTR parsed data will also allow XML users to develop an LSTR RECAP transaction (we currently have 0 XML Providers using LSTR) which will allow them the same capabilities as our IMA GUI - LSTR RECAP. She said that this will allow the Provider to request a LSTR inquiry and then use that data to recap 95% of the EU and DL fields for a Change Order and 100% of the fields for Disconnect and Migration (ACT=W) orders. She said that this will improve FBDL flow thru and reduce the number of rejects that are a result of missing, incorrect or invalid data entry. She said that in addition to the parsed data, this enhancement will allow all (GUI and XML) users to request listing data by ATN, Caption, SLU, SAC (8XX), NSTN. Lee said that today IMA LSTR is restricted to LTN inquiries and this sometimes results in rejects for the Provider, since accounts may have listings at different LTNs and it is common for those to be inadvertently excluded. Lee said that another added benefit to the Provider is that they will only have to access IMA LSTR to view listing data where as today they are forced to view DLIS and then go back to IMA to submit their FBDL orders. Jeff Sonnier-Sprint said asked if they would get all the listings for an account. Lee Gomez-Qwest said that they would. Gloria Velez-AT&T asked if the LSTR transaction is applicable to an account that is a CLEC account or would they be seeing a retail account. Lee Gomez-Qwest said that if you have authorization to look at a Qwest account. Gloria Velez-AT&T said that she was trying to understand parsing. Dawn Beck-Qwest said that if you keep the listing we have a process in place to benefit those doing resale. Lee Gomez-Qwest said that the products impacted are LNP with Listing and Facility Based Directory Listing. She said that there is no guarantee that it will match the CSR data because FBDL it not retained. She said that on a Qwest resold account you would be able to see the CSR data.

## **Attachment H – Global Action Items**

(There are no New Global Action Items for the December Systems CMP Meeting)

## **Attachment I – Action Items and Associated CRs**

(There are no Action Items for the December Systems CMP Meeting)

## **Attachment J – All Outstanding Systems CMP Change Requests**

Summary of Outstanding System CMP Change Requests

Report Line Number	Interfaces Impacted	CR No	Title	Company	Status	Owner	Director
1	IMA Common	SCR010709-1	IMA FBDL Community Name Validation	Qwest Corporation	CLEC Test	Gomez, Lee	
2	IMA Common	SCR010709-2	Allow Re-DSRED Functionality - 1/21/09 Revision - XML providers would have the option to OPT out of the Re-DSRED functionality - see description	Qwest Corporation	Pending Prioritization	Gomez, Lee	
3	IMA Common	SCR010709-3	IMA LSTR (Listing Reconciliation) Enhancement	Qwest Corporation	CLEC Test	Gomez, Lee	
4	IMA Common	SCR012609-1	CSR – Feature Unit Rate (FUR)	Verizon Business	Pending Prioritization	Martinez, Denise	
5	IMA Common	SCR021809-1	IMA End User Cancellation Notification	Qwest Corporation	Deferred	Martinez, Denise	
6	IMA Common	SCR033009-1	IMA Raw Loop Data Query by Circuit ID	Integra	Pending Prioritization	Stecklein, Lynn	
7	IMA Common	SCR033009-2	Allow DFDT field "XX" Functionality for Port In and Port Withing Request	Integra	Pending Prioritization	Stecklein, Lynn	
8	CEMR	SCR033009-3	Archiving of CEMR Report History/OSSLOG	Integra	Presented	Stecklein, Lynn	
9	QORA	SCR060509-1	QORA - Allow Access to Multiple ACNAs	Integra	Presented	Isaacs, Kim	
10	IMA GUI	SCR063003-02	Develop test capability in GUI to allow testing before major and point releases. Currently Qwest offers SATE testing for EDI, Qwest should offer similar testing in the IMA GUI.	Eschelon	Deferred	Coyne, Mark	Lybarger, Dee
11	CEMR	SCR071009-1	Enhance CEMR Functionality for Verify and Fix Capability	Qwest Corporation	CLEC Test	Preble, Lisa	
12	IMA GUI	SCR071309-1	Malheur entity consolidation into Qwest Corp.	Qwest Corporation	Development	Van Dusen, Janean	
13	CEMR	SCR090909-1	Manual Retrieval of CEMR Archived Trouble Tickets	Qwest Corporation	CLEC Test	Martinez, Denise	
14	Wholesale Billing Interfaces	SCR112003-03	CSR Data on Bill	Cbeyond Communications	Deferred	Coyne, Mark	Lybarger, Dee
15	QORA	SCR120409-1IG	ASOG 40 Industry Release/QORA and ASR Gateway Enhancements	Qwest Corporation	Submitted	Whaples, Kim	
16	MEDIACC	SCR121608-01	Retirement of MEDIACC	Qwest Corporation	Deferred	Martinez, Denise	
17	Other	SCR121608-02	Introduction of CTG (Common Ticketing Gateway) application to application	Qwest Corporation	Deferred	Martinez, Denise	

## **Attachment K – Deploying Change Requests**

**Release Update List: CRs To Be Implemented Before Next CMP Meeting - Summary**

<b>Report Line Number</b>	<b>Interfaces Impacted</b>	<b>CR No</b>	<b>Title</b>	<b>Est Implemented Date</b>	<b>Company</b>	<b>Status</b>	<b>Qwest Owner</b>	<b>Presenter</b>
1	IMA	SCR071309-1	Malhuer entity consolidation into Qwest Corp.	12/14/2009	Qwest Corporation	Development	Van Dusen, Janean	Van Dusen,, Janean

## **Attachment L – Production Support Tickets**

## **Attachment M – Walk On Items**

- ❖ January CMP Meeting – Wednesday, January 20, 2010 Time: 9:00 a.m. MT
- ❖ CMP CR Submission Deadline – January 7, 2010
- ❖ Forecast of Potential Planned Outage Events