



September

Product & Process CMP Team Meeting

Distribution Package

September 18, 2002

Product & Process Change Management Process (CMP) Monthly Meeting

8:00 a.m. – 2:00 p.m. (MT)

Wednesday, September 18, 2002

The Inverness Hotel, Conference Room D

Conference Bridge – 1-877-572-8687, Passcode 3393947

Facilitator

Judy Schultz – Director, Change Management

Agenda – Morning

<i>Time</i>	<i>Topic</i>	<i>Presenter/Facilitator</i>
8:00 – 8:15	Introductions / Roll Call	Michael Buck
8:15 – 8:30	Announcements & Previous Meeting Minutes ❖ See Attachment A – Previous Meeting Minutes	Michael Buck
8:30 – 8:45	Review Global Action Items ❖ See Attachment B – Global Action Items – None for September	AI Owners / SMEs
8:45 – 10:00	Review “Active” CLEC Originated Change Requests ❖ See Attachment C – CLEC CR Summary Report ❖ See Attachment D – CLEC CR Detailed Reports	CR Owners / SMEs
10:00 – 10:15	Morning Break	
10:15 – 10:45	Review “Active” CLEC Originated Change Requests (continued)	CR Owners / SMEs
10:45 – 11:00	Review “Active” Qwest Originated Change Requests ❖ See Attachment E – Qwest CR Summary List ❖ See Attachment F – Qwest CR Detail Reports	CR Owners / SMEs
11:00 – 12:00	Discussion of CMP Operations and Proposed Modifications to CMP Framework ❖ See Attachment G – Proposed Modifications to CMP Framework – No modifications proposed for September	Michael Buck
12:00 – 1:00	LUNCH	

Agenda – Afternoon		
<i>Time</i>	<i>Topic</i>	<i>Presenter/Facilitator</i>
1:00 – 1:30	Readout of “Synergy” Meeting for 7 Trouble/Billing CRs ❖ See Attachment H – Trouble/Billing “Synergy” CRs	Michael Buck
1:30 – 1:45	Line Partitioning Update	Deb Smith
1:45 – 2:00	CMP Redesign Update ❖ See Attachment I – CMP Redesign Update	Judith Schultz
2:00 – 2:45	CLEC Forum Update	CLECs
2:45 – 3:15	Walk On Items	
Announcements		
<ul style="list-style-type: none">▪ October Product & Process CMP Meeting – October 16, 2002▪ Interactive Reports for 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/whatiscmp.html		

Attachment A – Previous Meeting Minutes

Meeting Minutes

CLEC – Qwest Change Management Process (CMP) Monthly Meeting

Product/ Process

8:00 to 2:00 Wednesday August 21, 2002

1801 California 13th Floor

INTRODUCTION

The Core Team (Team) and other participants met August 21, 2002 to discuss and review status of Action Items; CLEC initiated Change Requests, Qwest initiated Change requests and other CMP items. Following is the write-up of the discussions, action items, and decisions made in the working session. The exhibits to these meeting minutes are as follow:

EXHIBITS

Exhibit A – List of Attendees

Meeting Minutes

The meeting began with Qwest making introductions and welcoming all attendees. Qwest advised that the minutes were issued and posted to the CMP Web site. Qwest asked if there were any additional comments.

Covad advised that under PC061002-1 July Product/Process meeting minutes that the third sentence from the end should state, “Covad stated it should not be the CLECs responsibility for providing dial tone.”

Discuss “Active” Global Action Items:

AI051502-2

Qwest advised that Retail is not going to pursue the Coordinated Hot Cut Process. Eschelon agreed that the Action Item could be closed.

AI071202-1

Qwest provided status update on action item. Eschelon does not view the response as root cause and would like Qwest to identify why the voice mailbox was not pulled down. Qwest explained that stutter dial tone would not have come from Qwest. AT&T has been working with the Qwest service management team on UNE-P and have been able to narrow down cause. Eschelon will close action item and work with service management team on any other instances.

Discuss CLEC initiated Change Requests

5548229

Allegiance (Wicks) agreed this CR could be moved to “Completed” status. Allegiance did indicate they would like to see a higher level of compliance in this area. Currently they are still not receiving updated FOC’s 30% of the time.

PC050902-1

Qwest (Dinwiddie) indicated that the revised response discussed in the July Product and Process CMP meeting had been provided to the CLEC community. Eschelon (Johnson) indicated that the CR could move to “Completed” status.

PC053002-1

Qwest advised that the response remained the same as last month for Designed Services. The Non Designed Services will be reviewed in conjunction with other CRs related to trouble tickets, repair charges, etc. scheduled for August 27,

2002. The CLEC participants agreed to have this CR reviewed at that meeting. It was agreed that the CR status would be changed to Evaluation.

PC061302-1

Qwest advised that since Vanion was not on the call, Qwest would get with Vanion independently to go over the response. Qwest reviewed its draft response with the CLEC participants. Eschelon asked how many calls does the retail customer have to make to get DSL. Qwest advised that one call is made and Qwest follows up with the customer after POTS is in service. Eschelon stated that CLECs do not get a follow-up call and the retail customer doesn't have to call back to get DSL. Qwest confirmed that comment. Eschelon asked if this was a deny and Qwest confirmed that it was.

PC062602-1

Qwest reviewed its draft response. Allegiance would like to walk through on the phone with Qwest and use Raw Loop Data Tool. Eschelon asked how to identify which CLEC owns the circuit. Qwest stated that the RLDT will provide the circuit ids and that retail and CLECs rely on Qwest Wholesale to identify the local provider. Allegiance indicated they would like to move this CR into development.

PC062602-2

Qwest (Urevig) reviewed the three scenarios and comments that are associated with the reject reasons. Allegiance (Wicks) inquired about the second scenarios comments. Are they intended to be two separate or one comment? Qwest indicated that they are two distinct comments. This CR was moved to "CLEC Test".

PC062602-3

Qwest reviewed its draft response and advised that this CR would be reviewed in conjunction with other CRs related to trouble tickets, repair charges, etc. scheduled for August 27, 2002. The CLEC participants agreed to have this CR reviewed at that meeting. Qwest clarified that a manual process could be developed to request the CLEC trouble ticket, but it would be input into the remarks field that doesn't have any sorting capability. Allegiance indicated that they currently receive a spreadsheet with the Qwest trouble ticket identified and asked if Qwest couldn't put Allegiance's ticket number on the spreadsheet. Qwest confirmed that the spreadsheet is created from a Web site and maintained by Nancy Tangeman.

PC062702-12

Qwest (Bliss) indicated that the CR was still open. Qwest and Eschelon are ready to trial a manual process that was established on August 6th. On August 6th a request came in from Eschelon but Qwest was unaware the request was to trial this manual process. Qwest is assessing the feasibility of a mechanized solution. Eschelon is working on a forecast to determine if Qwest should pursue a mechanized solution. Meanwhile, Qwest has received a worksheet that identifies all existing DSL on CLEC's accounts and are working towards ensuring the Repair Center has the needed information. This CR was moved to "Development" status.

PC070202-1

Qwest reviewed its draft response and advised that this CR would be reviewed in conjunction with other CRs related to trouble tickets, repair charges, etc. scheduled for August 27, 2002. The CLEC participants agreed to have this CR reviewed at that meeting. Eschelon stated that the systems CR timeframe may be too long for Eschelon and would like to see the data that Qwest provides to its retail end users because the retail invoice provides quite a bit of information such as; Name of technician and date. Qwest said that we don't want to mail an invoice and that the system report may capture data Eschelon would like to receive. Eschelon agreed we don't want to mail the invoice. This CR was moved to evaluation status.

PC071202-1

Eschelon reviewed their CR requesting that Qwest trouble ticket number be included with their PON because it would provide another piece of information to help Eschelon verify charges. Qwest advised that this CR would be reviewed in conjunction with other CRs related to trouble tickets, repair charges, etc. scheduled for August 27, 2002. The CLEC participants agreed to have this CR reviewed at that meeting and will be changed to evaluation status.

PC071502-1

This CR is dependent on CR PC050302-1. This CR status changed to "Evaluation"

PC072902-1

Allegiance advised that they had a conference call with Qwest where it was clarified the difference between requesting an extension of a jack versus a NID/DEMARC. It is Qwest's policy that CLECs cannot request an extension to a NID/DEMARC and only in Minnesota and Oregon is it mandated that CLECs can request an extension of a Jack. Allegiance advised that based on this clarification, they would like to withdraw their CR. Qwest asked if any other CLEC would like to sponsor the CR and no CLECs expressed an interest. It was agreed that the CR would be status as withdrawn.

PC022802-1

Qwest provided an update on the DSL SWAT team findings and the process improvements that have been put in place. Qwest requests feedback from the CLEC community on DSL orders disconnected in error. Eschelon said that migration orders were going well and that they have people watching conversion orders. This CR will be moved to CLEC test and Eschelon will let Qwest know of problems.

PC011502-1

Qwest provided a status update on issuance of the Initial Notification. They indicated that the process with being revised to incorporate the CLECs request to have Qwest contact the CLEC to notify when they are ready and that there would be no additional QPF. Covad advised that they had a conversation with the Collocation Product Manager and he provided the same update.

PC013102-1

Qwest advised that there was a meeting on July 23, 2002 with a wide range of participation including other ILECs, Nortel, NENA Working Committee Chairperson, BellSouth and Idaho PUC. The result of the meeting was that the NENA Working Committee would work towards a national standard, and for the Denver Market, AT&T would be developing a plan for default routing by CLEC. AT&T is currently working with BellSouth to put a recommendation to submit to Qwest for Qwest to pursue funding. The goal is to have everything complete by 10/15/02 for presentation to the PUC and PSAPs. AT&T advised that they concurred with Qwest's status and appreciated everybody's participation. They were participating in the NENA working committee and were happy with the progress. They indicated that they would be sending some minor comments to the minutes.

PC050302-1

Qwest provided a status update on issuance of the Level 3 notice. Qwest indicated that they were holding off until the current 2-wire 4-wire PCAT language gets published to the Web on August 26, 2002. Allegiance expressed concern that issuance was based on the no dial tone PCAT language since they have taken exception to the language. Qwest advised that this could be addressed during the 1:00 p.m. discussion on issuance of the PCAT language. Eschelon advised that they were disappointed that they will need to wait longer for issuance of the Level 3 notice. They stated that Qwest advised last month that it would be issued by this month's meeting and now they have to wait longer. AT&T asked if they could only have one e-mail. Qwest advised that they could only have one and it must be different than the e-mail if they are receiving test results.

PC102301-1

Qwest (Gianes) indicated that a revised document had been provided, the document is being reviewed by the Network organization. A point of concern has been raised regarding the lack of information regarding the test parameters behind IVR. COVAD (Zulevic) inquired if the agreement was being expanded beyond provisioning? Gianes indicated that in the last session with COVAD (Mindy and John) agreed not to go beyond provisioning at this time. This CR will remain in "Development" status

PC120301-6

Qwest (Thomte) indicated progress had been made on this CR. Back end systems and reporting capability should be capable of accepting non Qwest two six code during September. Qwest and AT&T anticipate having a status meeting in late August. AT&T (Van Meter) concurred with the read out. This CR will remain in "Development" status.

Discuss "Active" Qwest change Requests

PC080602-1

Qwest advised that Retail will no longer offer Scan Alert in Arizona effective November 6, 2002. Allegiance asked if the product will be removed from customers that currently have it and Qwest responded that there are no retail customers that have the product. It was agreed that the CR will be moved to Evaluation status.

PC081302-1

Not discussed as CR was not submitted by cut-off date.

PC042902-1

Qwest provided an update that no CLEC comments were received during the comment cycle, and the proposed changes will become operational on August 30, 2002. The CR status will remain in development until August 30, 2002 when it will move to CLEC test.

PC050102-1

Qwest advised that they received no comments on the initial notification. They plan to issue the final notification 8/22/02, the process will become effective 9/6/02 and amendments will be available at that time. Qwest advised that they continue to receive returned sites through bankruptcy proceedings. These sites will have a Qwest initiated Decommissioning which takes between 60 – 90 days. Qwest wants to make these sites known as soon as possible; therefore, the Collo Classifieds will have two lists – Verified and Unverified. The CLECs would be able to order from the Unverified list, but Qwest can't guarantee complete availability until decommissioning is complete and the site verified. The participants agreed with this change. It was agreed that the CR would move to CLEC Test on 9/6/02.

Discussion of CMP Operations and Proposed Modifications to CMP Framework

Qwest advised that there were no proposed modifications to the CMP Framework submitted.

Qwest asked if there were comments or questions about the ongoing operations of the CMP. WorldCom and Eschelon expressed concern about notifications. WorldCom asked that every effort be made to ensure that notifications contain complete descriptions and as much detail as possible. WorldCom cited two examples of notices they felt lacked adequate details. (The examples were a web site event notification notice and the notice for the exception request regarding IMA 12.0.) Eschelon expressed concern about level 1 notices, their scope, and the ability to comment on them. Allegiance related that these concerns had been raised in the most recent re-design session.

CLEC Forum Update

Participants indicated that the previous CMP Operations discussion captured most of what was discussed at the CLEC Forum.

Walk On Items**Discussion of 2-wire 4-wire Loop No Dial Tone and PC061002-1**

Qwest provided an updated draft response dated August 19, 2002 because information was missing in the August 13, 2002 draft response. The updated draft response is available on line and was handed out to participants in the meeting. Allegiance expressed concern that the 2-wire 4 wire PCAT updated language does not distinguish between new loops and conversions and that Allegiance and other CLECS are trying to find out the technical reasons why Qwest requires dial tone on new loops when there are other ways to check for continuity. Allegiance asked if Qwest checks for continuity from demarc to the central office before plant test date. Eschelon also asked for Allegiance's question to be answered; does Qwest dispatch for continuity. Qwest stated (Hilleary) that we are pushing for dial tone on due date and dial tone 48 hours before due date is not a requirement. Allegiance disagreed. Qwest stated (Hendricks) that dispatch for continuity is not done, and the pre-survey is done to make sure there are facilities. Qwest stated (Braegger) that on services provided on UDC there is no way to verify correct service operation without Dial Tone on the circuit. Covad said that on digital loop carrier card verified set options correctly if have dial tone. Qwest (Braegger) stated that if Dial Tone is coming in reversed to the card, the card will not operate correctly and won't operate unless there is battery to it.

Covad asked what would prevent Qwest technician from putting dial tone on temporarily from ICDF at cosmic frame. Qwest (Retka) asked that Covad send in procedure on a CR for Qwest to use spare dial tone temporarily from the ICDF.

Allegiance indicated that Qwest was the only ILEC requiring dial tone on new loops and is a burden on all CLECs when changing from T1 to UNE loop because translations are required for two different numbers and when Qwest checks for ANI the line is not the right number. Eschelon said there is effort that they must go through internally assigning dummy numbers to CFA to provide dial tone for Qwest.

Allegiance asked how Qwest identifies a fault and what does it mean in PCAT wording, pages 5-6 under the ordering section, asked if the purpose of notification is relationship managing. Eschelon asked if they should receive a jeopardy rather than a call if there was a short. Qwest (Boudhaouia) stated Qwest will re-write the PCAT. Allegiance said that the language creates concern over PIDS managing to process and Allegiance does not want the PCAT updated on 8/26/02. Qwest (Maher) stated that for Qwest and the CLECs to follow the CMP, the PCAT would be updated on 8/26/02 because there were comments from the CLEC community on the PCAT change, and Qwest had followed CMP and responded to those comments. Qwest (Schultz) clarified that the PCAT update included documentation of processes that were currently in effect. Allegiance objected to the PCAT update on 8/26/02.

Alltel asked for status of CR. Qwest (Graham) reviewed draft response part 1 reviewing why tests are done and the technical reasons for dial tone requirement.

Qwest (Hendricks) reviewed draft response part 2 reviewing the procedure for the basic option. When the CLEC selects the basic option and is not ready on due date, the technicians go on to their other work. If the CLEC calls back later in the day, then Qwest will try to get technicians back out. Alltel (Dowding) will check with Alltel people that asked for CR because they had said at 31 minutes the order has to be supplemented. Qwest explained that the 31 minutes would be applicable on the appointment time option but is not applicable on the basic option.

Due to another scheduled meeting, which many CMP participants wished to attend, the meeting was adjourned before discussion on the final disposition of the CR was concluded. Qwest will work offline with Alltel regarding the status of the CR and bring the CR back up for discussion at the September CMP meeting.

**Exhibit A
CMP Attendees List**

CMP Monthly Meeting Attendee List

August 2002 Monthly Product & Process CMP Meeting

Wednesday, August 21, 2002

Company Name	Full Name	Attendance	Phone Number	E-mail address	POC Type
Allegiance	Nipps, Lydell	On Phone	(999) 999-9999	POC Data Unpublished	
Allegiance	Pollard, Derek	On Phone	(999) 999-9999	POC Data Unpublished	
Allegiance	Wicks, Terry	In Person	(469) 259-4438	terry.wicks@algx.com	Primary
Alltel	Dowding, Byron	On Phone	(999) 999-9999	POC Data Unpublished	Primary
AT&T	Bahner, Terry	In Person	(303) 298-6149	tbahner@att.com	
AT&T	Osborne-Miller, Donna	In Person	(303) 298-6178	dosborne@att.com	Primary
AT&T	Scherer, Esther	In Person	(303) 298-6228	escherer@att.com	
AT&T	Spangler, Jonathan	In Person	(303) 298-6240	jfspangler@att.com	
COPUC	Quintana, Becky	In Person	(999) 999-9999	POC Data Unpublished	Primary
Covad	Zulevic, Michael	In Person	(520) 575-2776	mzulevic@covad.com	Primary
DSET Corporation	Davidov, Louis	On Phone	(732) 945-6000	ldavidov@dset.com	Tertiary
Eschelon	Johnson, Bonnie	In Person	(612) 436-6218	bjohnson@eschelon.co	Primary
Eschelon	Stichter, Kathy	On phone	(612) 436-6022	klstichter@eschelon.com	
McLeodUSA	Whitson, Carol	On Phone	(999) 999-9999	POC Data Unpublished	
Qwest	Bliss, Susie	On Phone	(999) 999-9999	POC Data Unpublished	
Qwest	Braegger, Alan	On Phone	(999) 999-9999	POC Data Unpublished	
Qwest	Brown, Carolyn	On Phone	(999) 999-9999	POC Data Unpublished	
Qwest	Buck, Michael	In Person	(303) 294-1633	mjbuck@qwest.com	Tertiary
Qwest	Budner, Peter	On Phone	(999) 999-9999	POC Data Unpublished	
Qwest	Burson, Sue	On Phone	(999) 999-9999	POC Data Unpublished	
Qwest	Cook, Jeff	In Person	(999) 999-9999	POC Data Unpublished	
Qwest	DeLaitre, Pam	On Phone	(999) 999-9999	POC Data Unpublished	
Qwest	Faamausili, Michelle	On Phone	(999) 999-9999	POC Data Unpublished	
Qwest	Graham, Denny	On Phone	(999) 999-9999	POC Data Unpublished	
Qwest	Hahn, Dave	In Person	(999) 999-9999	POC Data Unpublished	
Qwest	Hilleary, Steve	On Phone	(999) 999-9999	POC Data Unpublished	
Qwest	Macy, Cindy	In Person	(999) 999-9999	POC Data Unpublished	
Qwest	Maher, Jim	On Phone	(303) 294-1636	jxmaher@qwest.com	Secondary
Qwest	Martin, Ric	In Person	(303) 896-9823	rhmart2@qwest.com	
Qwest	Masztaler, Joan	In Person	(999) 999-9999	POC Data Unpublished	
Qwest	Peterson, Lydell	On Phone	(999) 999-9999	POC Data Unpublished	
Qwest	Retka, Mary	On Phone	(999) 999-9999	POC Data Unpublished	
Qwest	Robertson, Lillian	On Phone	(999) 999-9999	POC Data Unpublished	
Qwest	Rozzi, Paula	On Phone	(999) 999-9999	POC Data Unpublished	
Qwest	Sanchez-Steinke, Linda	In Person	(999) 999-9999	POC Data Unpublished	
Qwest	Schultz, Judy	On Phone	(303) 965-3725	jmschu4@qwest.com	Primary
Qwest	Thomte, Kit	In Person	(999) 999-9999	POC Data Unpublished	
Qwest	Urevig, Russell	On Phone	(999) 999-9999	POC Data Unpublished	
Qwest	Van Dusen, Janean	On Phone	(999) 999-9999	POC Data Unpublished	
SBC	Dampier, Reginald	On Phone	(999) 999-9999	POC Data Unpublished	
United	Tucher, Carrie	On Phone	(999) 999-9999	POC Data Unpublished	
USLink	Diebold, Jackie	On Phone	(218) 568-2253	jackie.diebold@uslink.co	Secondary
WorldCom	Balvin, Liz	On Phone	(303) 217-7305	Liz.Balvin@wcom.com	Primary

The information contained in this report is based upon CMP Point of Contact (POC) data for CMP Monthly Meeting attendees who announce themselves on the bridge or who sign in on the CMP Monthly Meeting Attendance List.

Complete CMP Point of Contact (POC) information can be viewed in the POC reports available at <http://www.qwest.com/wholesale/cmp/poc.html>

Updates to POC information (e.g. Phone Number, e-mail address, etc) can be made online at <http://www.qwest.com/wholesale/cmp/ppform.html>

Report generated: 8/28/02 2:55:28 PM

Attachment B – Global Action Items

Summary - Change Management Process (CMP) - Product & Process Action Items

Report Line Number	Action Item #	Description	Originator	Current Status	Owner	CR PM
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Attachment C – CLEC CR Summary Report

Summary - Change Management Process (CMP) - Product & Process

CLEC Initiated CRs

Report Line Number	CR #	Title	Company	Current Status	Owner	Director	CR PM
1	PC022802-1	Qwest DSL services live until CLEC services installed	Eschelon	CLEC Test	Houston, Neil	Retka, Mary	Sanchez-Steinke, Linda
2	PC062602-2	Rejects on CLEC to CLEC Reuse of Facilities orders for no circuit IDs found	Allegiance	CLEC Test	Bliss, Susie	Bliss, Susie	Thomte, Kit
3	PC061002-1	LSR put in Jeopardy when no dial tone present when Qwests installs Unbundled Loop	Alltel	Presented	Hendricks, Linda	Diebel, Diane	Sanchez-Steinke, Linda
4	PC081902-1	The 30 minute rule for Coordinated Hot Cuts.	Allegiance	Clarification	Hendricks, Linda	Diebel, Diane	Macy, Cindy
5	PC081902-2	The 48 Hour Dial Tone Testing Requirements	Allegiance	Clarification	Mohr, Robert	Campbell, William	Sanchez-Steinke, Linda
6	PC071502-1	Include CFA Information on PTA Email Notifications of NDT	Allegiance	Evaluation	Hendricks, Linda	Diebel, Diane	Thomte, Kit

Report Line Number	CR #	Title	Company	Current Status	Owner	Director	CR PM
7	PC011502-1	Joint testing of Qwest installed transmission cables	Covad	Development	Campbell, Ben	Campbell, William	Martin, Ric
8	PC013102-1	DMS100 SR/ALI	AT&T	Development	Kaster, Jim	Hooks, Perry	Martin, Ric
9	PC050302-1	Email Notifications of No Dial Tone at 48 Hours	Allegiance	Development	Houston, Neil	Retka, Mary	Martin, Ric
10	PC062602-1	Circuit IDs on CLEC to CLEC Reuse of Facilities orders	Allegiance	Development	Urevig, Russell	Bliss, Susie	Sanchez-Steinke, Linda
11	PC062702-12	Update Qwest back end systems to show DSL feature information for Repair	Eschelon	Development	Bliss, Susie	Bliss, Susie	Thomte, Kit
12	PC102301-1	Implementation of Covad's IVR Testing Tool by Qwest for use in the field provisioning and repair process	Covad	Development	Gianes, Tim	Aesquivel III, Frederick	Thomte, Kit
13	PC120301-6	Two-Six Code Inventory For Local Interconnection Trunk Groups Ordered By Qwest	AT&T	Development	Olsen, Linda	Bliss, Susie	Thomte, Kit

Attachment D – CLEC CR Detailed Reports

Open Product/Process CR Detail

Report Line Number 1

CR #	Title	Date	Organization	Area Impacted	Products Impacted
		Current Status			
PC022802-1	Qwest DSL services live until CLEC services installed	CLEC Test	Wholesale ProdProc	Maintenance/Repair, Provisioning	Resale, Unbundled Loop, UNE
		8/21/02			

Director: Retka, Mary
Originator: Stichter, Kathleen **Originator Company Name:** Eschelon
Owner: Houston, Neil
CR PM: Sanchez-Steinke, Linda

Description Of Change

When a customer has ancillary products, such as DSL, on one of their lines, it is Eschelon's understanding that Qwest handles the provisioning of the DSL in a different department, within Qwest, than the normal line provisioning. It has been Eschelon's experience that the department that handles the DSL does not recognize the FDT on an order and that it does not receive updates to orders as quickly. This will cause the DSL to go down before a scheduled time on a conversion and will also cause the DSL to go down when a supplement to the LSR is issued to change a DD.

Eschelon sent a request on 1/30/02 to convert service for a customer. The conversion to Eschelon Unbundled Loop service was due on 2/9/02. Although the line was equipped with DSL, Eschelon was not aware of the DSL because it was not reflected on the CSR. Eschelon did not find out that the line was equipped with DSL until the conversion had started. It became necessary to push-out the Due Date (DD) for the conversion of this service to a later date, because of the DSL. Eschelon followed a Qwest process by sending a supplement for a DD change and escalating with Qwest. Qwest took down the DSL service. Eschelon opened a repair ticket. Qwest gave a 24-hour commitment. This customer was without their DSL for 24 hours because Qwest had already removed it, not waiting for the conversion to complete. If Qwest had completed the order in the Service Order Processor, the customer could have been without DSL for up to 10 days because the customer would have had to place a new order.

On another LSR to convert both the customer's voice lines and DSL, with an original DD of 2/20/02, Eschelon issued a supplement for a DD change. Following the Qwest process, Eschelon issued the supplement 2/19/02 at 3:31 PM and escalated with Qwest. The customer's voice lines remained in service however Qwest took down the DSL service on 2/20/02.

Eschelon asks Qwest to develop, document and train an adhered to process to keep all ancillary services working, as is, until the conversion to the CLEC is complete, accepted and Qwest translations are completed. Eschelon also asks Qwest to include in the process a more 'real time' flow of order changes to the departments that provision the DSL services.

Expected Deliverable

A developed, documented, trained and adhered to process to ensure ancillary products, such as DSL, remain working with Qwest until the conversion to a CLEC is complete, the services are working with the CLEC and the conversion is accepted by the CLEC.

Status History

02/28/02 - CR Submitted by Eschelon.
02/28/02 - CR acknowledged by P/P CMP Manager.
03/06/02 - Eschelon contacted via phone and email to establish date and time for clarification call (call to be made 03/07/02 @ 10:00 a.m. MST)
03/07/02 - Clarification call held with Eschelon
03/08/02 - Clarification meeting minutes sent to all participants for review
03/12/02 - Clarification meeting minutes posted to database
03/20/02 - CMP Meeting - Eschelon introduced CR as Walk-on. CR status changed to Clarification. Meeting discussions will be set forth in the Product/Process Meeting Minutes to be posted on the CMP Web site.
04/17/02 - CMP Meeting - Eschelon introduced CR. CR status changed to Evaluation. Meeting discussions will be set forth in the Product/Process Meeting Minutes to be posted on the CMP Web site.
05/08/02 - Issued Qwest draft response dated May 8, 2002 to Eschelon and changed status to presented.
05/15/02 - CMP Meeting - CR status "Presented" unchanged. Meeting discussions will be set forth in the Product/Process Meeting Minutes to be posted on the CMP Web site.
06/18/02 - Issued Revised Qwest response dated June 18, 2002 to Eschelon
06/19/02 - CMP Meeting -- CR status changed to "Evaluation". Meeting discussions will be set forth in the Product/Process Meeting Minutes to be posted on the CMP Web site.
07/11/02 - Issued Revised Qwest response dated July 10, 2002 to Eschelon
07/17/02 - CMP Meeting - Meeting minutes posted to this CR's Project Meetings section. CR status "Evaluation" was not changed.
08/16/02 - Issued Revised Qwest response dated August 15, 2002 to Eschelon
08/21/02 - August CMP Meeting: CR was changed to CLEC Test. Minutes on this CR to be posted to the Project Meetings section.

CR # PC022802-1

Project Meetings

From: Bonnie Johnson@eschelon.com on 9/3/02 4:48p
To: "ljsanch@qwest.com" <ljsanch@qwest.com>, jlnovak@qwest.com
cc: "Clauson, Karen L." <klclauson@eschelon.com>, "Knudson, Ronda K." <rkknudson@eschelon.com>, "Johnson, Bonnie J." <bjjohnson@eschelon.com>

Hi Jean and Linda,
I would like to provide you an example of DSL being taken down prior to cut. In this case, the customer was so upset Eschelon had to push the cut. If this customer cancels the conversion I will let you know. I am uncertain who will provide this example to Susie Bliss.

Please read below.

The Perfect Blend DD 8/30/02 @11:30 cst. At ~10:30am TNT was notified by Sales Rep the customer's DSL service was down. Because the customer was so upset about the DSL being disconnected the conversion was put on hold with the Qwest tester and the order was sup'd in IMA for new dd. Qwest DSL repair was contacted, An Eschelon tester stayed on line with repair for ~1 hr until service was re-established. The tester verified with the customer their service was up and running. Roughly 2 hours of downtime for the end user.

Thanks,

Bonnie

08/21/02 - August CMP Meeting Minutes:

Qwest provided an update on the DSL SWAT team findings and the process improvements that have been put in place. Qwest requests feedback from the CLEC community on DSL orders disconnected in error. Eschelon said that migration orders were going well and that they have people watching conversion orders. This CR will be moved to CLEC test and Eschelon will let Qwest know of problems.

07/17/02 - July CMP Meeting Minutes:

Eschelon stated there are multiple issues associated with DSL. There are weekly calls between Eschelon and their Qwest Service Managers to discuss DSL issues. Eschelon requested to keep this CR in Evaluation status. Qwest asked what it would take in Eschelon's view to take this CR to completed status. Eschelon replied zero orders going down. Qwest stated that trials on DSL orders have been successfully performed. It was agreed to keep the Eschelon and Qwest teams working closely together on DSL issues. CR status remains evaluation.

Alignment/Clarification Meeting

Time/Date:10:00 a.m. (MDT) / Thursday 7 March 2002

Place: Conference Call

Conference Call-In No.: TEL: 877.564.8688 CODE: 6265401

PC022802-1 "Qwest services live until CLEC services installed"

Attendees:

Kathleen Stichter, Eschelon

Tina Schiller, Eschelon

Jeffery B. Cook, Qwest

Michael Keegan, Qwest

Deni Toye, Qwest

Russ Urevig, Qwest

Brett Fesler, Qwest

Michael Whitt, Qwest

Cindy Buckmaster, Qwest

Introduction of Attendees

Attendees introduced.

Review Requested (Description of) Change

Description: When a customer has ancillary products, such as DSL, on one of their lines, it is Eschelon's understanding that Qwest handles the provisioning of the DSL in a different department, within Qwest, than the normal line provisioning. It has been Eschelon's experience that the department that handles the DSL does not recognize the FDT on an order and that it does not receive updates to orders as quickly. This will cause the DSL to go down before a scheduled time on a conversion and will also cause the DSL to go down when a supplement to the LSR is issued to change a DD.

Eschelon sent a request on 1/30/02 to convert service for a customer. The conversion to Eschelon Unbundled Loop service was due on

CR #

PC022802-1

2/9/02. Although the line was equipped with DSL, Eschelon was not aware of the DSL because it was not reflected on the CSR. Eschelon did not find out that the line was equipped with DSL until the conversion had started. It became necessary to push-out the Due Date (DD) for the conversion of this service to a later date, because of the DSL. Eschelon followed a Qwest process by sending a supplement for a DD change and escalating with Qwest. Qwest took down the DSL service. Eschelon opened a repair ticket. Qwest gave a 24-hour commitment. This customer was without their DSL for 24 hours because Qwest had already removed it, not waiting for the conversion to complete. If Qwest had completed the order in the Service Order Processor, the customer could have been without DSL for up to 10 days because the customer would have had to place a new order.

On another LSR to convert both the customer's voice lines and DSL, with an original DD of 2/20/02, Eschelon issued a supplement for a DD change. Following the Qwest process, Eschelon issued the supplement 2/19/02 at 3:31 PM and escalated with Qwest. The customer's voice lines remained in service however Qwest took down the DSL service on 2/20/02.

Eschelon asks Qwest to develop, document and train an adhered to process to keep all ancillary services working, as is, until the conversion to the CLEC is complete, accepted and Qwest translations are completed. Eschelon also asks Qwest to include in the process a more 'real time' flow of order changes to the departments that provision the DSL services.

Confirm Areas & Products Impacted
Unbundled Loop
UNE (Unbundled Network Elements)
Resale

Confirm Right Personnel
Cindy Buckmaster indicated her group will take responsibility for coordinating the response to this CR.

Identify/Confirm CLEC's Expectation
A developed, documented, trained and adhered to process to ensure ancillary products, such as DSL, remain working with Qwest until the conversion to a CLEC is complete, the services are working with the CLEC and the conversion is accepted by the CLEC.

Identify any Dependent Systems Change Requests
None.

Establish Action Plan (Resolution Time Frame)
Initial Qwest Response to Eschelon will be coordinated/delegated by Cindy Buckmaster. She will attempt to have the draft response issued by April 10.

Qwest Response

August 15, 2002

Kathy Stichter
ILEC Relations Manager
Eschelon

SUBJECT: Qwest's Change Request Revised Response - CR PC022802-1
"Qwest DSL services live until CLEC services installed.

This letter is in response to Eschelon's Change Request PC022802-1 requesting the following:

- Qwest develop a process which keeps ancillary services like DSL working as is, until the conversion to the CLEC is complete and accepted.
- Qwest develop a process which keeps ancillary services like DSL working as is, when supplementing or canceling a disconnect order.

Qwest has reviewed the order examples and researched the root cause of the DSL service order disconnects in error and we issued a process improvement on July 11, 2002. Qwest covered its Interconnect Service Center personnel on an additional step that representatives must complete. Specifically, for conversion of Qwest retail service with DSL, or existing resale service with DSL service, to UNE-P combination service with DSL, Qwest's representatives have been advised to include the FID "ADSL" after the access line USOC. This will ensure appropriate assignments are retained for the Qwest DSL service. These Qwest procedure changes are transparent to CLECs and CLECs do not have to do anything differently.

Qwest would like to keep this CR in evaluation until we get feedback from the CLEC's at the August CMP meeting.

Sincerely,

Susie Bliss
Director Process Management
Qwest

CR #

PC022802-1

CR #	Title	Date	Organization	Area Impacted	Products Impacted
		Current Status			
PC062602-2	Rejects on CLEC to CLEC Reuse of Facilities orders for no circuit IDs found	CLEC Test	Wholesale ProdProc	Ordering, Provisioning	LNP, Unbundled Loop, UNE,
		8/21/02			

Director: Bliss, Susie
Originator: Wicks, Terry
Owner: Bliss, Susie
CR PM: Thomte, Kit
Originator Company Name: Allegiance

Description Of Change

While there is a process in place to be able to submit CLEC to CLEC reuse of facilities orders without providing circuit ID information, 90% of the orders submitted by Allegiance since late May 2002 are being rejected for various erroneous and invalid reasons regarding the circuit ID information. While working through these rejected orders with Russ Urveig, it was discovered that the process currently in place for Qwest's SDCs to find working circuits needs to be redesigned, job aides need to be changed, and the SDCs need more training. While Allegiance received rejects for "no working circuits at end user address", "unable to validate address to find circuits that are working", and "these numbers on this LSR are ported to XXX Company" – Russ was able to locate working, reusable UNE DS0 Circuits.

While some of the rejects proved out that there were no reusable UNE DS0 circuits, the reject reasons did not clearly state the true circumstances. For example one reject stated "no working circuits found". When further researched, it was found that there were indeed working circuits there but the only working circuits for the End User were DS1s.

Allegiance would also like to collaboratively work with Qwest and other CLECs to establish clear, definitive reject reasons for CLEC to CLEC reuse of facilities orders to insure that all resources available to the SDCs have been utilized to find working circuits. When Allegiance submits CLEC to CLEC reuse of facilities orders, we already have obtained a CSR from the CLEC so we know the numbers we are porting are indeed working on some kind of circuit. These reject reasons should be clear enough to insure the CLEC that there are indeed no working UNE DS0 circuits to reuse. As stated above some of the orders rejected did indeed have available working UNE DSO circuits that could be reused. Allegiance currently does not have confidence that the SDC's reject reasons are valid and their training is adequate to locate reusable UNE DS0 circuits. In many instances we are having to drop new loops in order to take the customer when there are reusable loops available. Installing new loops is more expensive, more time consuming for the cut over, and there is the risk the orders will be held for lack of facilities. The ability to "reuse" facilities is less expensive, the cut over process is less time consuming, and the end user has less down time.

Expected Deliverable:
Clear, definitive reject reasons that the CLECs can rely on that all resources were utilized to "find" working UNE DS0 circuits for CLEC to CLEC reuse of facilities orders.

Status History

06/26/02 - CR Submitted by Allegiance.
06/26/02 - CR acknowledged by P/P CMP Manager
06/28/02 - CR Posted to Web
07/01/02 - Clarification meeting scheduled
07/03/04 - Clarification meeting held
07/10/02 - Meeting minutes distributed to Allegiance
07/17/02 - CMP Meeting - Meeting minutes posted to this CR's Project Meetings section. CR status remains as "Clarification"
08/06/02 - Held additional session with Allegiance regarding comment and scenarios associated with reject reasons
08/14/02 - Sent Draft Response to Allegiance
08/21/02 - August CMP Meeting - Meeting minutes posted to this CR's Project Meetings section and the CMP Web site. The CR status changed to "CLEC Test"

Project Meetings

08/21/02 - August CMP Meeting Minutes
Qwest (Urevig) reviewed the three scenarios and comments that are associated with the reject reasons. Allegiance (Wicks) inquired about the second scenarios comments. Are they intended to be two separate or one comment? Qwest indicated that they are two distinct comments. This CR was moved to "CLEC Test".

"Wicks, Terry" <Terry.Wicks@allegiancetelecom.com>, Kathleen Thomte/Mass/USWEST/US@USWEST
cc: Cheri Hurless/GROUPWARE/USWEST/US@USWEST

Subject: CR

I wanted to get back to you with the different type of comments we are looking at placing on the rejected CLEC to CLEC migrations request, during our last meeting we determined there were 4 different types of rejects which would require different comment.

1. Wrong type of circuit being requested does not match what was requested by CLEC.
2. Multiple circuits at customer location not all circuits being migrated.
3. No circuits found for migration
4. CLEC to CLEC reuse of facility show detail of which CLEC migration is from (This is probably going to be included in the first scenario).

These are the scenarios and the comments that will reject will contain, I combined the 2 and 3

1. When Qwest finds the circuit at the requested address is NOT the same type of circuit to which the migrate has been requested, the comment remark associated with this will read: Circuits at request address do not match the type of circuit indicated on the LSR for migration. The circuits found are (ex. LX-N or AD--, HCE-, etc)

2. Multiple circuits are found at the requested address, if the number of circuits at the address do NOT match the number of migrations indicated on the LSR. It is very important that the CLEC indicate who the OLSP (old local service provider) is when requesting migration because this will aid in determining whether multiple circuits are really an issue. Qwest will provide these comment remarks for the reject: Multiple circuits have been identified at request address, circuits are currently not those of the indicated OLSP or Multiple circuit have been identified for the OSLP but do not match the number of loops requested for migration.

3. Qwest has searched all available records to identify circuits at end user address, but was NOT able to identify circuit for migration. Qwest will review all data on LSR to obtain circuits to be migrated. Additional data that is recommended to aid in the migration request are: the TN that is being ported to the NLSP's (new local service provider) switch and the name of the OLSP. If Qwest can NOT find the circuits, the following comment remarks will be provided on the reject: Qwest has search for circuits at the requested address, using the end user name, address, OLSP, and TN provided. Qwest can not find circuits please verify data on LSR for accuracy.

If these cover additional comments or consistent comments will help the CLEC determine the reason for the reject I will place these into the Job aid for Migration then cover this with the SDC's, coaches, SME's and SDC to make sure everyone has the same understanding.

If you have any comments or concerns maybe we can talk or discuss this at the next CMP meeting.

August 12, 2002

Terry Wicks Allegiance
Russ Urevig Qwest
Kit Thomte Qwest

Notes from follow up meeting: PC062602-2 Rejects on CLEC to CLEC Reuse of Facilities order for no Circuit Ids found. Qwest agreed to hold follow up meeting to collaborate with Allegiance regarding comments associated with reject reasons.

The team agreed that Russ would put together proposed comments for Terry to review. The group also agreed to talk through on the call what the 3-4 scenarios are that exist that could drive the comments.

1. Wrong type of circuit being requested does not match what was requested by CLEC.
2. Multiple circuits at customer location not all circuits being migrated.
3. No circuits found for migration
4. CLEC to CLEC reuse of facility show detail of which CLEC migration is from (This is probably going to be included in the first scenario).

The team agreed that Russ would put together scenarios and new comments for Terrys review.

07/17/02 - July CMP Meeting Minutes:

Allegiance (Wicks) reviewed the CR and indicated that his representatives were not using the prescribed process. When analyzed he discovered that the reject reasons did not really make sense. Through discussions with Qwest it appeared that our SDC need access to a special database. Qwest and Allegiance will review the reject reasons to help clarify them. Qwest will provide an initial response prior to the August meeting. This CR will carry a "Clarification" status

Date: July 3, 2002
Place: 1005 17th St Room 1770-C
Call-In No.: 877 550-8686
PC062602-2
CR No.:PC062602-2 CLEC Change Request
Clarification Meeting

Attendees
Name/Company:
Terry Wicks Allegiance

CR #	PC062602-2
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Russ Urevig Qwest
Debbie Osborne Qwest
Neil Houston Qwest
Kit Thomte Qwest

Meeting Agenda: Action

1.0 Introduction of Attendees
See list above

2.0 Review Requested (Description of) Change

Terry Wicks reviewed the CR with the SME from Qwest.

Process to find working circuits needs to be re designed and reviewed with personnel.

Update reject reasons to be clearer specify scenarios that relate to the reject so the SDC can provide better information to the CLECs.

2.1 Terry believes that a collaborative process should be used to allow input from Allegiance and other CLECs in the development of the error messages. We agreed that we could discuss at the CMP meeting and determine the level of interest.

2.2 Terry presented an example that the SMEs reviewed to ensure a level of understanding for the problem.

2.3 Qwest inquired about what changed in May 2002 that seemed to impact thee errors. Allegiance clarified that was when they discovered that the process was not being used.

3.0 Confirm Areas & Products impacted

3.1 CLEC to CLEC migrations

Qwest wanted to clarify that this was a specific issue associated with one product (UNE). And not a global issue. Allegiance indicated it was not global.

Qwest inquired about what changed in May 2002 that seemed to impact thee errors. Allegiance clarified that was when they discovered that the process was not being used.

4.0 Confirm Right Personnel Involved

4.1 Russ Urevig will have the lead on this CR. Neil will stay involved as required.

5.0 Identify/Confirm CLEC's Expectation

5.1 Ensure that Qwest personnel understand the process and are trained. Improve the reject remarks to be more specific to scenarios thus providing the CLECs a better idea of the problem.

6.0 Identify any Dependent Systems Change Requests

6.1 None apply

7.0 Establish Action Plan

7.1 No systems are impacted the time frame would be dependent on the participation of the CLEC in the meeting and the timing of updating the documentation.

7.2

Qwest Response

For Review by CLEC Community and Discussion at August's CMP Meeting
August 12, 2002

Terry Wicks, LEC Manger
Allegiance Telecom, Inc

SUBJECT: Qwest's Change Request Response - CR # PC062602-2
Rejects on CLEC to CLEC Reuse of Facilities orders for no circuit IDs found

This is in response to the request from Allegiance where as Allegiance would like to collaboratively work with Qwest to establish clear, definitive reject comment reasons for CLEC to CLEC reuse of facilities orders to insure that all resources available to the SDCs have been utilized to find working circuits.

After meeting with Terry Wicks several times to discuss the application of the comment remarks that are associated with the reject for CLEC to CLEC migration, we have clarified the comments and have modified the comments as set forth below to address the following scenarios.

1. When Qwest finds the circuit at the requested address is NOT the same type of circuit to which the migrate has been requested, the comment remark associated with this will read: Circuits at request address do not match the type of circuit indicated on the LSR for migration. The circuits found are (ex. LX-N or AD--, HCE-, etc)

2. Multiple circuits are found at the requested address, if the number of circuits at the address do NOT match the number of migrations indicated on the LSR. It is very important that the CLEC indicate who the OLSP (old local service provider) is when requesting migration because this will aid in determining whether multiple circuits are really an issue. Qwest will provide these comment remarks for the reject: Multiple circuits have been identified at request address, circuits are currently not those of the indicated OLSP or Multiple circuit have been

CR #

PC062602-2

identified for the OSLP but do not match the number of loops requested for migration.

3. Qwest has searched all available records to identify circuits at end user address, but was NOT able to identify circuit for migration. Qwest will review all data on LSR to obtain circuits to be migrated. Additional data that is recommended to aid in the migration request are: the TN that is being ported to the NLSP's (new local service provider) switch and the name of the OLSP. If Qwest can NOT find the circuits, the following comment remarks will be provided on the reject: Qwest has search for circuits at the requested address, using the end user name, address, OLSP, and TN provided. Qwest can not find circuits please verify data on LSR for accuracy.

A review of the internal documentation for Qwest has been completed and several changes have been made to streamline the search for unbundled loop circuits. The completed changes and notification to the Wholesale Service Delivery centers will be complete by August 22. The change notifications will be distributed with an MCC, the details of the MCC are the TOPIC is Standardized Comments for CLEC to CLEC Migration Rejects, the SUBJECT is Unbundled Loop, the USER GROUPS AFFECTED are Wholesale. A joint review meeting with the Team Leads, Coaches and SMEs (subject matter experts) will also be held to review the changes and clarify the importance of this process. We have accepted the request to modify the comment remarks on the rejected migration, so that the comments are more standard for the problem encountered. If the Qwest deviates from the standard comments it will be only to provide additional information about that reject.

Sincerely,

Russell Urevig
Sr Process Analyst
Wholesale Service Delivery

CR #	PC062602-2
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Information Current as of: Friday, September 13, 2002

Page 7 of 52

Report Name: 004 Detailed CLEC Initiated ProdProc OF FINAL ATTACH D

ATTACHMENT D

CR #	Title	Date	Organization	Area Impacted	Products Impacted
		Current Status			
PC061002-1	LSR put in Jeopardy when no dial tone present when Qwests installs Unbundled Loop	Presented	Wholesale ProdProc	Ordering, Maintenance/Repair, Provisioning	Loop
		8/14/02			

Director: Diebel, Diane
Originator: Dowding, Bryon
Owner: Hendricks, Linda
CR PM: Sanchez-Steinke, Linda

Originator Company Name: Alltel

Description Of Change

When ALLTEL orders an unbundled loop with a NC Code of LX--and the CHC marked N, Qwest checks for dial tone at the end user (new loops) or at the spot pair (reuse facilities). If there is no dial tone present, Qwest contacts the CLEC gives them 30 minutes to get dial tone on the loop or the LSR is put in Jeopardy and a new LSR has to be written with a new due date. If the order contains multiple loops and one of the loops does not have dial tone, all of the loops are placed in Jeopardy. Qwest has responded to our concerns saying that this has always been their procedure but it was not being followed. Because these orders are not coordinated hot cuts, Qwest can make their cut anytime during the day. It could even happen over a lunch hour. We have also had situations where Qwest has put a loop on the wrong spot pair, had no dial tone at the customer's premise and placed the order in Jeopardy.

Expected Deliverable:

Qwest to change this process ASAP, give the CLEC a reasonable amount of time (90 minutes) to correct a no dial tone situation on a reuse of existing facilities and give loops to the CLEC if there is continuity to the spot pair on new facilities

Status History

06/10/02 - CR Submitted by Alltel
 06/10/02 - CR acknowledged by P/P CMP Manager
 06/12/02 - CR posted to Web
 06/14/02 - Called Alltel and scheduled clarification call to be held 06/18/02 10:30 a.m. MST
 06/18/02 - Clarification call held with Alltel
 06/25/02 - Clarification call meeting minutes sent to Alltel and posted in database
 07/17/02 - CMP Meeting - Meeting minutes posted to this CR's Project Meetings section.. CR status"Clarification" was not changed.
 08/14/02 - Issued Qwest draft response dated 8/13/02 to Byron Dowding at Alltel
 08/21/02 - Issued updated Qwest draft response dated 8/19/02 to Byron Dowding at Alltel and posted response to <http://www.qwest.com/wholesale/cmp/teammeetings.html>
 08/21/02 - CMP Meeting - Qwest presented its draft response dated 8/19/02. Minutes on this CR to be posted to the Project Meetings section.
 08/22/02 - Posted updated Qwest draft response dated 8/19/02 to CMP database
 08/21/02 - August CMP Meeting - Meeting minutes posted to this CR's Project Meetings section
 08/30/02 - Posted Alltel response dated 8/27/02 to Qwest draft response dated 8/19/02
 09/12/02 - Posted e-mail dated 9/12/02 to Byron Downing at Alltel
 09/12/02 - Issued revised response dated 9/12/02 to Alltel

Project Meetings

Byron -
 9/12/02 2:29 p.m.
 To: <Byron.Dowding@alltel.com>
 cc:

Subject: RE: Updated Draft Response to CR PC061002-1

Byron -

The following is in response to Alltel's questions in your e-mail dated 8/27/02:

1. CHC means Coordinated Hot Cut (Y or N). You can have a Hot Cut with the Basic Option. Hot Cut means we go from one service provider to another on an existing service, this option can be ordered Coordinated or Basic
2. Qwest is preparing to only require dial tone on reuse LX-- in mid-October.

3. The polarity of the Qwest wiring and facilities, from the CFA to the NI at the end user locations, can be checked using normal Qwest test systems and sets. The polarity of the supplied CLEC service can not be tested without the CFA operationally in service. If the CLEC provides service on the CFA with reversed polarity, Qwest will not reverse their wiring or facilities to correct, as this would impair Qwest's ability to properly maintain the circuit in service. The polarity of a loop start line is of significant importance when the facility provided is anything but a plain copper loop. Pair Gain facilities require correct polarity of supplied service to operate correctly

4. Qwest is preparing to only require dial tone on reuse LX-- in mid-October.

Please call me if you have any questions.

Thank you

Linda Sanchez-Steinke
Change Request Project Manager
Qwest

From: Byron.Dowding@alltel.com on 08/27/2002 08:03:51 a.m.
To: <ljsanch@qwest.com>

Subject: RE: Updated Draft Response to CR PC061002-1
Linda
This is ALLTEL's response to the Qwest response
I don't have any feedback yet to verify Qwest allowing more than 30
minutes
to provide dial tone on a loop.
Byron

SUBJECT: ALLTEL response to Qwest response regarding change request PC061002-1 dated 08/19/2002

ALLTEL would like to make the following points.

1. The first statement in Qwest's response states that this CR is about Qwest's Hot Cut process. CR PC061002-1 has nothing to do with Hot Cuts. This CR is about ordering an unbundled loop with the Basic option and no testing (CHC is N). The service being ordered is 2/4 wire analog with the NC code of LX--. Due date on the loop being turned over to the CLEC and actual customer in service date don't have a direct relationship.
2. The CLECs have stated several times that ordering a new loop and reuse should be handled as 2 different issues. We are willing to provide dial tone in a reasonable time when we are reusing a facility. When ordering a new loop no dial tone should be provided.
3. Our techs check for polarity when shooting trouble and can reverse the jumper/drop to correct the problem. Polarity should never be an issue with loop start dial tone. I would like to know how Qwest could check for polarity on loop start dial tone when dial tone is provided.
4. For the most part providing dial tone requires CLECs to program dummy numbers in their switch and then reprogramming when the service is actually turned up. This places a costly and unneeded burden on the CLECs.

ALLTEL is planning to charge Qwest for providing joint test capabilities when ordering unbundled loops that Qwest requires dial tone on. ALLTEL is also going to work with the regulatory agencies to significantly reduce the one-time charges associated with provisioning these types of loops.

08/21/02 - August CMP Meeting Minutes:

Qwest provided an updated draft response dated August 19, 2002 because information was missing in the August 13, 2002 draft response. The updated draft response is available on line and was handed out to participants in the meeting. Allegiance expressed concern that the 2-wire 4 wire PCAT updated language does not distinguish between new loops and conversions and that Allegiance and other CLECs are trying to find out the technical reasons why Qwest requires dial tone on new loops when there are other ways to check for continuity. Allegiance asked if Qwest checks for continuity from demarc to the central office before plant test date. Eschelon also asked for Allegiance's question to be answered; does Qwest dispatch for continuity. Qwest stated (Hilleary) that we are pushing for dial tone on due date and dial tone 48 hours before due date is not a requirement. Allegiance disagreed. Qwest stated (Hendricks) that dispatch for continuity is not done, and the pre-survey is done to make sure there are facilities. Qwest stated (Braegger) that on services provided on UDC there is no way to verify correct service operation without Dial Tone on the circuit. Covad said that on digital loop carrier card verified set options correctly if have dial tone. Qwest (Braegger) stated that if Dial Tone is coming in reversed to the card, the card will not operate correctly and won't operate unless there is battery to it.

Covad asked what would prevent Qwest technician from putting dial tone on temporarily from ICDF at cosmic frame. Qwest (Retka) asked that Covad send in procedure on a CR for Qwest to use spare dial tone temporarily from the ICDF.

Allegiance indicated that Qwest was the only ILEC requiring dial tone on new loops and is a burden on all CLECs when changing from T1 to UNE loop because translations are required for two different numbers and when Qwest checks for ANI the line is not the right number. Eschelon said there is effort that they must go through internally assigning dummy numbers to CFA to provide dial tone for Qwest.

Allegiance asked how Qwest identifies a fault and what does it mean in PCAT wording, pages 5-6 under the ordering section, asked if the

CR #

PC061002-1

purpose of notification is relationship managing. Eschelon asked if they should receive a jeopardy rather than a call if there was a short. Qwest (Boudhaouia) stated Qwest will re-write the PCAT. Allegiance said that the language creates concern over PIDS managing to process and Allegiance does not want the PCAT updated on 8/26/02. Qwest (Maher) stated that for Qwest and the CLECs to follow the CMP, the PCAT would be updated on 8/26/02 because there were comments from the CLEC community on the PCAT change, and Qwest had followed CMP and responded to those comments. Qwest (Schultz) clarified that the PCAT update included documentation of processes that were currently in effect. Allegiance objected to the PCAT update on 8/26/02.

Alltel asked for status of CR. Qwest (Graham) reviewed draft response part 1 reviewing why tests are done and the technical reasons for dial tone requirement.

Qwest (Hendricks) reviewed draft response part 2 reviewing the procedure for the basic option. When the CLEC selects the basic option and is not ready on due date, the technicians go on to their other work. If the CLEC calls back later in the day, then Qwest will try to get technicians back out. Alltel (Dowding) will check with Alltel people that asked for CR because they had said at 31 minutes the order has to be supplemented. Qwest explained that the 31 minutes would be applicable on the appointment time option but is not applicable on the basic option.

Due to another scheduled meeting, which many CMP participants wished to attend, the meeting was adjourned before discussion on the final disposition of the CR was concluded. Qwest will work offline with Alltel regarding the status of the CR and bring the CR back up for discussion at the September CMP meeting.

CLEC – Qwest Change Management Process
Monday, August 12, 2002 Ad-Hoc meeting to discuss CLEC comments and CR
Conference Bridge: 877.521.8688, passcode 7901848#

NOTE: These DRAFT meeting minutes were developed August 19, 2002 by Qwest following a meeting on the 2Wire 4Wire CLEC Dial Tone Requirement

MEETING MINUTES

The meeting was initiated by Qwest via Change Management notice CMPR.08.06.02.F.01307.CMP_Mtg_Finalized that was distributed to the CLECs on August 6, 2002. Qwest scheduled the meeting to discuss the following two items with members of the CLEC community:

- 1) CLEC comments received for Notice PROD.07.12.02.F.00784.Analog_Loop_2_4_Wire
- 2) CMP Change Request PC061002-1 titled, "LSR put in Jeopardy when no dial tone present when Qwest installs Unbundled Loop" from Alltel.

The meeting began with Qwest reviewing the Qwest response to CLEC comments from Allegiance, Alltel, and Eschelon on the Level 3 notification sent out by Qwest on July 12th, 2002, PROD.07.12.02.F.00784.Analog_Loop_2_4_Wire. Several CLECs asked when the comments response had been distributed and Qwest responded that the notification had gone out the evening of August 9th, 2002, via notice PROD.08.09.02.F.00807.Analog_Loop_2_4_Wire and that the Qwest response to the comments had been posted under the Qwest CMP Product/Process Archive Document Review site under PROD.07.12.02.F.00784.Analog_Loop_2_4_Wire. Qwest then reviewed the response to comments with the attendees on the call. Allegiance stated that the Qwest posted comments referred to both conversion of analog loops as well as new installations, and that Allegiance did agree that CLEC dial tone should be required on conversion orders but not on new orders. Eschelon asked why the PCAT was being updated associated with PROD.07.12.02.F.00784.Analog_Loop_2_4_Wire. Qwest responded that the PCAT was being updated to reflect the requirement that Qwest currently has in place for these types of orders, and that the requirement was for CLEC dial tone prior to order completion. Eschelon, Allegiance, and ATT requested that the PCAT update be delayed until there was final resolution of the Alltel CR. Qwest responded that this request was out of process because the PCAT update needed to take place August 26th based on the final notice PROD.08.09.02.F.00807.Analog_Loop_2_4_Wire, but Qwest would take the request to delay the PCAT update back for final determination. Eschelon stated that there was no reason for CLEC comments if Qwest did nothing with them. Qwest responded that Qwest does take CLEC comments under consideration, but there is no CMP requirement to revise product/process changes based upon CLEC comments. Allegiance then stated that Qwest was the only ILEC requiring CLEC dial tone prior to order completion on NEW orders, and that Qwest needed to reevaluate the requirement. Covad stated that the issue could be resolved by Qwest providing Qwest dial tone to test the circuits, or that there were other test alternatives Qwest could implement. Qwest responded that the requirement for CLEC dial tone was still in effect due to technical requirements outlined in the response to CLEC comments, and that Qwest would provide a response to the Alltel CR at the August 21st CMP Monthly Product/Process meeting. The CLECs requested that a specific block of time be set aside at the CMP Monthly Product Process meeting to discuss this issue so they could have their technical subject matter experts on the call. Qwest agreed to set aside a specific time on August 21, 2002 to further discuss this. The time will be 1PM MT. The call-in number is 877 572-8687 passcode 3393947. The meeting then adjourned.

07/17/02 - July CMP Meeting Minutes:

Alltel introduced their Change Request. Alltel requested the wording in the meeting minutes for the clarification meeting held on June 18, 2002 be changed from "48 hours before the Due Date" to "48 hours after application date". Allegiance stated that Qwest is the only ILEC requiring dial tone testing for testing continuity. Covad stated it should be the CLECs responsibility for providing dial tone. Eschelon stated all

CR #

PC061002-1

CLECs are interested in this Change Request. CR status is presented.

Clarification Call

Time/Date: 11:00 qa.m. (MDT) / Tuesday, June 18, 2002

Place: Conference Call

Conference: TEL: 877.521.8688

Call-In No: CODE: 7901848

CR No: PC061002-1 "LSR put in Jeopardy when no dial tone present when Qwests installs Unbundled Loop"

Attendees:

Byron Dowding, Alltel

Neil Houston, Qwest

Linda Hendricks, Qwest

Steve Hilleary, Qwest

Michael Keegan, Qwest

1.0 Attendees introduced.

2.0 Description:

The following is extracted from the CR submitted by Alltel:

When ALLTEL orders an unbundled loop with a NC Code of LX--and the CHC marked N, Qwest checks for dial tone at the end user (new loops) or at the spot pair (reuse facilities). If there is no dial tone present, Qwest contacts the CLEC gives them 30 minutes to get dial tone on the loop or the LSR is put in Jeopardy and a new LSR has to be written with a new due date. If the order contains multiple loops and one of the loops does not have dial tone, all of the loops are placed in Jeopardy. Qwest has responded to our concerns saying that this has always been their procedure but it was not being followed. Because these orders are not coordinated hot cuts, Qwest can make their cut anytime during the day. It could even happen over a lunch hour. We have also had situations where Qwest has put a loop on the wrong spot pair, had no dial tone at the customer's premise and placed the order in Jeopardy.

Clarification Call Discussion:

Alltel indicated that this problem started recently (60 – 90 days ago) and has occurred at both Omaha and Grand Island, Nebraska

Alltel said the problem is they get a call from Qwest on the due date when no dial tone is present and the order is placed in jeopardy if the problem is not corrected in 30 minutes.

Qwest does a Dial Tone check on both Basic and Coordinated LX - - (2W/4W Analog)type orders on DVA (Design Verify Assign) which is approximately 48 hours after application Date. If there is no Dial Tone at that time Qwest contacts the CLEC to let them know there is no dial tone at this time. The notification is approximately 24-36 hours before the Due Date. I have verified a couple of orders and we have called Alltel after the Dial Tone Check to notify them that there was No Dial Tone at DVA.

On Due Date Qwest does another Dial Tone check before they do the install or hot cut before Qwest starts to do the work. If Dial Tone is not present, the COT calls the QCCC (Qwest CLEC Coordination Center) Coordinator. The QCCC Coordinator calls the CLEC and lets them know that Dial Tone is not present at their CFA (Connecting Facility Assignment).

The CLEC is given 30 minutes to correct the Dial Tone situation. If the CLEC is not ready in 30 mintues they are requested to send a supplement to their LSR for a new Due Date.

If the LX- - has a Reverse Battery or No Signal NCI (Network Channel Interface) Qwest does not require Dial Tone to be present at the CLEC's CFA.

If the order has multiple loops the CLEC may split out the LSR and accept those that do have Dial Tone. The order without Dial Tone may be put on a separate LSR.

The Coordinated Appointment Time Option allows the CLEC to choose exactly when they want the installation or hot cut to be performed.

The Basic Option allows Qwest to start the installation or hot cut any time between 8AM and 5PM regional time.

The COT should be doing the ANI test on the loop before and after they perform the lift and lay. The correct number should be identified.

This is the process in place and should be followed to insure the accuracy of the request.

Linda Hendricks will prepare the Qwest response.

3.0 Confirmed that UNE Loop is the product impacted.

4.0 Qwest confirmed the correct personnel were on the call.

5.0 CLEC expects Qwest to change this process ASAP, give the CLEC a reasonable amount of time (90 minutes) to correct a no dial tone situation on a reuse of existing facilities and give loops to the CLEC if there is continuity to the spot pair on new facilities

6.0 No Dependent Systems Change Requests were identified,.

7.0 Action Items

Alltel can present this Change Request to the CLEC community at the July Product/Process CMP meeting scheduled for July 17

Qwest will issue draft response to this Change Request by Aug 14 (one week prior to the Aug 21 CMP meeting). Qwest will discuss the draft response at the Aug 21 CMP meeting.

Qwest Response

CR #

PC061002-1

September 12, 2002

DRAFT RESPONSE

For Review by CLEC Community and Discussion at September's CMP Meeting

Byron Dowding
OSS Coordinator
Alltel

SUBJECT: Qwest's Change Request Revised Response - CR #PC061002-1
LSR put in jeopardy when no dial tone present when Qwest installs unbundled loop

Alltel is requesting that Qwest change its Hot Cut process to allow for 90 minutes when no Dial Tone is present at the CFA and not to reject orders with multiple service requests when one of the requests must be rescheduled.

(Part 1, No Dial Tone)

Dial tone is required to provide a quality installation of the service ordered. To ensure adequate circuit level performance, installation and operational tests are performed. Dial tone must be present to perform these tests across the entire circuit:

- To verify the assurance of the assignment and translation of the CFA.
- To confirm the Competitive Local Exchange Carrier (CLEC) Connecting Facility Assignment (CFA) is operational and test hard wiring from the Qwest Interconnection Distribution Frame (ICDF) to the CLEC CFA.
- To perform a polarity test at the termination of the Network Interface Device (NID) and to perform an overall end to end operational circuit test to ensure reliability and functionality.
- When provisioning over Digital Loop Carrier (DLC), to perform ground start, loop start and polarity check tests to assure the electronic card in the DLC is operational and optioned correctly.

These operational tests require dial tone to minimize trouble reports immediately following test and turn up. If the NC/NCI codes are such that the circuits do not require Dial Tone, Qwest does not require Dial Tone to be present at the CLEC's CFA.

Qwest is preparing to no longer require the CLEC to provide Dial Tone on new Unbundled Loops (LSR ACT = N) in mid-October and will follow all appropriate CMP timelines. Prior to new Unbundled Loop Basic or Coordinated Hot Cuts, the Qwest Technician will conduct performance testing to assure the new Unbundled Loop complies with its respective NC/NCI standards.

(Part 2, 90 minutes)

Perhaps the CLEC request reflects a misunderstanding. Qwest believes that the process in place more than meets the needs of the CLECs. The Basic Option allows Qwest to start the installation or hot cut any time between 8AM and 5PM regional time. Qwest actually allows more than 90 minutes when a Basic Installation is ordered.

Here is the procedure when the Basic Installation Option is ordered:

On Due Date when Qwest is finished doing the installation and core tests, we call to notify the CLEC that we are done and that the test has been completed. If the CLEC wants to do more testing on their own or they can't get something working on their end, Qwest waits 30 minutes, then calls the CLEC again. If the CLEC still isn't ready Qwest lets the field tech and the Central Office Technician (COT) go to their next jobs.

Qwest will hold the order open and if we do not have a CLEC resolution by the end of day we will have the COT disable the circuit. If the CLEC calls back on the same day and is ready, we will try to get a tech back out (if applicable) and the COT back in the central office. If it is too late in the day, or the resources are not available, Qwest will jeopardize the order and the CLEC must supplement the LSR with a new desired due date.

If the order has multiple loops the CLEC should accept the loops that have Dial Tone and supplement the LSR to remove the loop that does not have Dial Tone. The loop without Dial Tone should be put on a separate LSR with a new desired due date.

In mid-October, on a New order the Outside Technician (OST) will check for dial tone. If the OST does not have dial tone they will:

- Call the Central Office and have the COT check for dial tone. If dial tone exists, the OST needs to check the facilities and resolve.
- If no dial tone exists, the COT needs to check for dial tone at the Connecting Facility Assignment (CFA). If dial tone exists at the CFA, the COT needs to check the wiring in the CO and resolve.
- If dial tone does not exist, the COT will notify the OST and the COT will wire in temporary Qwest dial tone for the OST to perform core tests to complete the order.

The QCCC Coordinator / Implementor will not need to notify the CLEC.

Sincerely,

Linda Hendricks
Lead Project Analyst
Qwest

Cc: Mary Retka, Mary Pat Cheshier, Diane Diebel

CR #

PC061002-1

CR #	Title	Date	Organization	Area Impacted	Products Impacted
		Current Status			
PC081902-1	The 30 minute rule for Coordinated Hot Cuts.	Clarification	Wholesale ProdProc	Provisioning, Coordinated Hot Cuts	UBL, UNE-Loop
		8/26/02			

Director: Diebel, Diane

Originator: Wicks, Terry

Owner: Hendricks, Linda

CR PM: Macy, Cindy

Originator Company Name: Allegiance

Description Of Change

The 30 minute rule wording was only added to the PCAT for CHC with and without cooperative testing on 7/19/02. Prior to 7/19/02 Allegiance had asked for the rule in writing and had not received it. The application of this rule by the QCCC has not been consistent over the past year as I have discussed with Allegiance's Service Manager on several occasions. I had asked that the written rule or policy be sent to me in writing so that Allegiance could document our internal processes to follow the Qwest policy. Up until the notice was sent out on 7/18/02 that it was being added to the PCAT, it was conveyed by word of mouth between the QCCC and our operations. For example, some Testers stated that if we had not confirmed with the tester that we were ready to start the cut within 30 minutes of the start time of a cut, then they would JEP the order at 31 minutes. Other QCCC Testers stated that we have to be working the cut within this time or they would JEP it. It has had various clarifications as to what this rule is under the various Managers that have worked in the QCCC over the past year.

Qwest has been pointed out that this is not a new or even a changed process. Qwest has stated that this information has been in the SGAT for approximately 6 years. Allegiance has never opted into the SGAT language for our ICA and up until 8/02/02, Allegiance was never aware that this information was documented in the SGAT.

Here is the wording for reference:

"If you are not ready within thirty (30) minutes of the scheduled appointment time, then you must reschedule the installation by submitting a supplemental LSR. If Qwest is not ready within thirty (30) minutes of the scheduled appointment time, Qwest will waive the nonrecurring charge for the installation option. You and Qwest will attempt to set a new appointment time on the same day and, if unable to do so, Qwest will issue a jeopardy notice and a FOC with a new Due Date."

The statement implies that "if for any reason" the CLEC is not ready, then it will be SUPd at 31 minutes. It does not take into account that if Qwest fails to notify us of a no dial tone issue, according to the current 48 hour dial tone testing requirements, then the CLEC is still held accountable for not being ready and the order will be SUPd. At the maximum, we may have 1 hour and 30 minutes from the start time of the cut to resolve a no dial tone issue if no notification was sent prior to due date. This has happened to Allegiance several times, and some QCCC testers hold fast to this policy. We have had to escalate on these instances and in some cases it has been denied and the order was JEPd. The wording needs to change to identify exceptions to the rule.

If Qwest is not ready for whatever reason according to this policy, Qwest will work with the CLEC throughout the day to get it cut. But if the CLEC is not ready, Qwest is only allowing a maximum of 1 hour and 30 minutes (less in many instances) to "get ready" or the order will be JEPd.

Qwest is not taking it into consideration when Qwest fails to follow all steps of the 48 hour dial tone testing requirements and timely notification to the CLEC. When Qwest fails to do this, Qwest is considering that the CLEC is not ready. Allegiance believes that in this type of situation, it is Qwest that is not really ready because Qwest has not followed all steps of the process. Qwest's consequence for not doing the cuts on due date is the potential that Qwest may have to pay penalties. The current policy is allowing Qwest to work with the CLEC to get it done on cut date to avoid such penalties. The consequence to the CLEC is we can lose that customer if we cannot get the order cut on due date as promised and we only have a limited time to "get ready" in order to complete the cut.

Status History

08/16/02 - CR Submitted by Allegiance
 08/19/02 - CR acknowledged by P/P CMP Manager.
 08/20/02 - Contacted customer and scheduled Clarification meeting
 08/21/02 - CR Posted to Web
 08/26/02 - Conducted Clarification meeting with Allegiance
 08/30/02 - Clarification minutes issued to Allegiance

Project Meetings

1:30 p.m. (MDT) / Monday 26th August 2002

CR #	PC081902-1
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1-877-561-8688
PC738 5723#
Review CR PC081902-1 30 minute rule for Coordinated Hot Cuts

In Attendance:

Terry Wicks - Allegiance
Linda Hendricks - Qwest
Bob Mohr – Qwest
Cheri Hurless – Qwest
Neil Houston – Qwest
Cindy Macy – Qwest
Ric Martin – Qwest
Linda Sanchez-Steinke – Qwest
Deb Smith – Qwest
Deni Toye - Qwest

Introduction of Attendees

Review Requested (Description of) Change :

Reviewed CR and confirmed business issues this CR will address.

Terry requests the wording in the PCAT be changed to reflect an exception to the 30 minute rule if Qwest does not follow the 48 hour DT testing process.

If Qwest notifies CLEC with 24 hours or less advance notice an exception process needs to be available. The exception process would allow Qwest and the CLEC to set a new appointment time on the same day, instead of jeopardizing the order and requiring the installation to be rescheduled by submitting a supplemental LSR.

The business issue this CR is addressing is prevention of customer loss.

Confirm Areas & Products Impacted :

Unbundled Loop / UNE / Loop
Conversion orders existing customers
PCAT – Ordering Wholesale UNE Installation Option Coordinated Installation with / with out testing

Confirm Right Personnel Involved :

Linda Hendricks – confirmed as Lead SME
Neil Houston – Network Regulatory
Bob Mohr – Product Manager
Cheri Hurless – Service Manager
Cindy Macy – Change Request Project Manager

Identify/Confirm CLEC's Expectation :

Terry requests the wording in the PCAT be changed to reflect an exception to the 30 minute rule if Qwest does not follow the 48 hour DT testing process.

If Qwest notifies CLEC with 24 hours or less advance notice an exception process needs to be available. The exception process would allow Qwest and the CLEC to set a new appointment time on the same day, instead of jeopardizing the order and requiring the installation to be rescheduled by submitting a supplemental LSR.

Identify any Dependent Systems Change Requests :

CR PC 081902-2

Establish Action Plan (Resolution Time Frame)

Document and issue meeting minutes within 5 business days (9-3-02) - Qwest
Present CR at September CMP Meeting - Allegiance
Present Draft Response at October CMP Meeting - Qwest

CR #	PC081902-1
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CR #	Title	Date	Organization	Area Impacted	Products Impacted
		Current Status			
PC081902-2	The 48 Hour Dial Tone Testing Requirements	Clarification	Wholesale ProdProc	Provisioning	UBL, UNE-Loop
		8/26/02			

Director: Campbell, William

Originator: Wicks, Terry

Owner: Mohr, Robert

CR PM: Sanchez-Steinke, Linda

Originator Company Name: Allegiance

Description Of Change

The following mailout was sent to CLECs on July 19, 2001 regarding Qwest's process for 48 hour dial tone testing:

Announcement Date: July 19, 2001

Effective Date: July 29, 2001

Document Number: PROS.07.19.01.F.00012

Notification Category: Process Update

Target Audience: CLEC

Subject: Dial Tone Test 48 Hours Before Due Date

Effective July 29, 2001, a process enhancement will be added to both the Coordinated and Basic Installation Option Processes. Qwest will verify the CLEC's Dial Tone at the CLEC's CFA 48 hours prior to the Due Date. This will assist CLECs in identifying dial tone concerns prior to the due date.

Central Office Technicians (COT's) will check for CLEC Dial Tone 48 hours prior to the Due Date. The Dial Tone check will be for the Unbundled Loop Analog (Voice Grade) Product.

The COT will check for Dial Tone at the CLEC CFA. The COT will document the results from the Dial Tone test and the results will be forwarded to the Implementer/Coordinator (C/I).

If the COT does not detect Dial Tone 48 hours prior to the Due Date, then the (C/I) will contact the CLEC with the information. The CLEC should investigate and supply the dial tone by the Due Date or issue a supplement to the LSR to change the due date.

If the CLEC has requested a Coordinated Installation, the COT will check for Dial Tone one hour prior to the Coordinated Installation time. If dial tone is not detected at that time, then the COT will report this to the C/I who will in turn inform the CLEC.

This Process will be put in place to ensure that the CLEC will receive their circuit on the due date.

Allegiance believes that Qwest is not complying with the process as stated above. The testing for dial tone is actually being conducted on DVA date (48 hours after Application Date not 48 hours prior to Due Date). Also it is not clear as to when Qwest is notifying the CLEC of no dial tone conditions. This process implies that once the COT forwards the results to the QCCC tester at 48 hours prior to due date, then the tester will immediately notify the CLEC of No Dial Tone conditions. In actual practice, Qwest is not consistently notifying the CLEC at 48 hours prior to cut date. There are inconsistencies between the process and Qwest's actual application of the process. Qwest needs to comply with its published process. This process is not published in the PCAT. The only reference to this process that Allegiance could find was the mailout sent to CLECs on July 19, 2001.

Expected Deliverable

Qwest will comply with its published process. Qwest will update the PCAT to include this process.

Status History

08/16/02 - CR Submitted by Allegiance

08/19/02 - CR acknowledged by P/P CMP Manager.

08/21/02 - CR Posted to Web

08/22/02 - Contacted Allegiance to schedule Clarification Meeting

08/26/02 - Conducted Clarification Meeting with Allegiance.

08/30/02 - Clarification meeting minutes issued to Allegiance

Project Meetings

CLEC Change Request
Clarification Meeting
3:00 p.m. (Mountain Time) / Monday 26th August 2002

1-877-554-8688
1930099 #
PC081902-2 The 48 Hour Dial Tone Testing Requirements

Attendees
Terry Wicks, Allegiance
Deb Smith, Qwest
Linda Hendricks, Qwest
Bob Mohr, Qwest
Cindy Macy, Qwest
Neil Houston, Qwest
Linda Sanchez-Steinke, Qwest

Introduction of the participants on the Conference Call was made and the purpose of the call discussed.

Review Requested (Description of) Change

Terry indicated that Qwest is not following the process in document number PROS.07.19.01.F.00012. The process is interpreted that Qwest does the dial tone test and then calls the CLEC right away.

The following is extracted from the CR submitted by Allegiance:

Allegiance believes that Qwest is not complying with the process as stated above. The testing for dial tone is actually being conducted on DVA date (48 hours after Application Date not 48 hours prior to Due Date). Also it is not clear as to when Qwest is notifying the CLEC of no dial tone conditions. This process implies that once the COT forwards the results to the QCCC tester at 48 hours prior to due date, then the tester will immediately notify the CLEC of No Dial Tone conditions. In actual practice, Qwest is not consistently notifying the CLEC at 48 hours prior to cut date. There are inconsistencies between the process and Qwest's actual application of the process. Qwest needs to comply with its published process. This process is not published in the PCAT. The only reference to this process that Allegiance could find was the mailout sent to CLECs on July 19, 2001.

Confirm Areas & Products Impacted
Unbundled Loop 2 wire 4 wire Analog Voice Grade, Coordinated and Basic Option

Confirm Right Personnel Involved
Qwest confirmed the correct personnel were on the call.
Identify/Confirm CLEC's Expectation

Allegiance requests the following deliverables on this CR:

- Update the PCAT with the Qwest process, and the agreed upon number of hours before due date the dial tone check is done, and, the agreed upon number of hours before the due date that the CLEC is notified of a no dial tone condition.
- Provide notification of the process above
- Improve on the CLEC notification process when there is a no dial tone condition. Determine the minimum number of hours before due date that the CLEC's would like to be notified of a no dial tone condition.

Identify any Dependent Systems Change Requests
PC081902-1, PC050302-1

Establish Action Plan (Resolution Time Frame)
Allegiance will clarify and review this CR at the 9/18/02 CMP Meeting.
Qwest will present the draft response at the 10/18/02 CMP Meeting.

CR #

PC081902-2

CR #	Title	Date	Organization	Area Impacted	Products Impacted
		Current Status			
PC071502-1	Include CFA Information on PTA Email Notifications of NDT	Evaluation	Wholesale ProdProc	Coordinated Hot Cuts and Regular Cuts	LNP, Unbundled Loop, UNE Loop
		8/21/02			

Director: Diebel, Diane

Originator: Wicks, Terry

Owner: Hendricks, Linda

CR PM: Thomte, Kit

Originator Company Name: Allegiance

Description Of Change

Allegiance is requesting that the CFA information be added to the current PTA notifications of NDT. During the testing of the PTA tool notification of NDT, there have been several instances of receiving a notification of NDT that were Qwest errors. When Allegiance has researched these, everything checks out fine. Our translations are correct, and when dispatching our Tech to our Collocation to check the pairs, the pairs are working fine. The issue has been that Qwest has them on the wrong pair and in some instances the service order has been incorrectly issued.

This is resulting in Allegiance spending extra time, effort and money to isolate the NDT issue to the Qwest side. What would resolve this is if the Pair Information was also on the PTA notification next to the telephone number. With this information showing what pairs Qwest is testing to, we can identify the error quicker.

Expected Deliverable:

Receiving the PTA email notifications of NDT with the CFA information provided in addition to PON, TNs and DD

Status History

07/15/02 - CR Submitted by Allegiance
 07/15/02 - CR acknowledged by P/P CMP Manager.
 07/17/02 - Spoke with Allegiance regarding potential times for meeting
 07/22/02 - Held clarification meeting with Allegiance
 08/21/02 - This CR is in "Evaluation" status and is aligned with another CR
 09/10/02 - Sent Draft Response to Allegiance

Project Meetings

08/21/02 - August CMP Meeting Minutes

This CR is dependent on CR PC050302-1. This CR status changed to "Evaluation"

Date: July 22, 200
 Place: 1005 17th St Room 1770-C
 Call-In No.: 877 550-8686
 CR No.: CLEC Change Request PC071502-1
 Clarification Meeting

Attendees

Name/Company:
 Terry Wicks Allegiance
 Russ Urevig Qwest
 Linda Hedricks Qwest
 Steve Hilleary Qwest
 Phyllis Sunnins Qwest
 Kit Thomte Qwest

Meeting Agenda: Action
 1.0 Introduction of Attendees
 See list above

2.0 Review Requested (Description of) Change

CR #	PC071502-1
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Terry Wicks reviewed the CR with the SMEs from Qwest.

2.1 During the trial that was held in May and June Allegiance investigated situations that resulted in NDT.

*One scenario was due to the Service Order being written with information that was different than what appeared on the LSR.

*Another scenario was due to the Central Office being wired incorrectly.

2.2 Terry indicated that if Allegiance knows up front what CFA Qwest is testing to it allows them to resolve the issue faster. Allegiance can review based on what they passed on the LSR and what Qwest FOC'd back.

2.3

3.0 Confirm Areas & Products impacted

3.1

UNE, Unbudled Loop

4.0 Confirm Right Personnel Involved

4. The team agreed that Linda Hendricks would be the respondent Steve will participate, and Phyllis and Russ would have no further action.

5.0 Identify/Confirm CLEC's Expectation

5.1 Receive notification regarding CFA used in no dial tone situations

6.0 Identify any Dependent Systems Change Requests

6.1

7.0 Establish Action Plan (Resolution Time Frame)

7.1 No systems are impacted the time frame would be dependent on the participation of the CLEC in the meeting and the timing of updating the documentation.

Qwest Response

September 5, 2002

DRAFT RESPONSE To be reviewed at the September Product and Process CMP meeting

Terry Wicks
Allegiance

SUBJECT: Qwest's Change Request Response - CR #PC071502-1
Include CFA Information on PTA Email Notifications of NDT.

This is a preliminary response regarding Allegiance CR PC071502-1 (Include CFA Information on PTA E-Mail Notifications of NDT). As discussed in the August Product & Process Monthly CMP Meeting, this CR is dependent on the outcome of PC050302-1 (Email Notification of No Dial Tone at 48 Hours).

The implementation of Change Request PC050302-1 is being pursued as a CMP Level 3 change as agreed to in the July Product & Process Monthly CMP Meeting. Based upon the issuance of notice PROD.09.05.02.F.00818.Analog_Loop_2_4_Wire, Change Request PC050302-1 is currently in a comment cycle.

Upon the implementation of Change Request PC050302-1 Qwest anticipates being able to make changes as described in PC071502-1. Specifically, Qwest expects to be able to include CFA information in addition to PON, TNs and DD in PTA e-mail notifications.

Assuming the successful implementation of e-mail notifications of No Dial Tone (NDT) per Change Request PC050302-1, Qwest would propose to notify the CLEC community of the changes specified in PC071502-1 as a Level 1 change (i.e. "additional information that does not change the product or process"). Qwest will seek concurrence with this approach at the September Product & Process Monthly CMP Meeting.

Sincerely,

Linda Hendricks
Lead Project Analyst
Qwest

CR #

PC071502-1

CR #	Title	Date	Organization	Area Impacted	Products Impacted
		Current Status			
PC011502-1	Joint testing of Qwest installed transmission cables	Development 3/20/02	Wholesale ProdProc	Ordering, Maintenance/Repair	Colocation, UDIT, Unbundled loop,

Director: Campbell, William
Originator: Zulevic, Michael **Originator Company Name:** Covad
Owner: Campbell, Ben
CR PM: Martin, Ric

Description Of Change

Provide a 60 calendar day "window of opportunity" for joint testing, at no additional charge, of newly installed transmission cables and cables associated with installation of virtual splitter collocation, to ensure no electrical faults (ie; opens, grounds, reversals, etc.) between the CLEC collocation arrangement and the Qwest DS0, 1 or 3 ICDF.
 Additional Information: Covad has experienced a significant number of cable augments with electrical faults, requiring a technician dispatch to the central office.

Status History

01/14/02 - CR Submitted by Covad.
 01/15/02 - CR acknowledged by P/P CMP Manager.
 01/18/02 - Coordinated optional dates/times for Clarification Meeting with Covad.
 01/23/02 - Conducted Clarification Meeting with Covad.
 01/28/02 - Issued Clarification Meeting Minutes to Covad.
 02/20/02 - CMP Meeting - CLEC Community Clarification held. It was agreed that the CR would move to Evaluation. Meeting discussions will be set forth in the Product/Process Draft Meeting Minutes contained in the Product/Process CMP Meeting Distribution Package 03/20/02.
 03/13/02 - Issued Qwest's Draft Response dated March 11, 2002 to Covad.
 03/20/02 - CMP Meeting - Qwest presented its Draft Response dated March 11, 2002. The participants agreed that the CR could move into Development. Qwest to contact Covad, who was not in attendance, to confirm that they agree to move the CR to Development.
 03/21/02 - Telephone conversation with Covad - Qwest reviewed its response and explained the discussions at the CMP Meeting. Covad was in agreement to move into Development and see how the facility installations are improving.
 03/22/02 - Formal response dated March 11, 2002 issued to CLECs. Notification CMPR.03.22.02.F.01240.CR_Responses.
 04/17/02 - CMP Meeting - Qwest provided a status on the process development. Meeting discussions will be set forth in the Product/Process Meeting Minutes to be posted on the CMP Web site. CR status will remain in Development.
 05/15/02 - CMP Meeting - Qwest provided a status on the process development. Meeting discussions will be set forth in the Product/Process Meeting Minutes to be posted on the CMP Web site. CR status will remain in Development.
 06/19/02 - CMP Meeting - Meeting discussions will be set forth in the Product/Process Meeting Minutes to be posted on the CMP Web site. CR status will remain in Development.
 06/27/02 - Issued Mailout notification of CLEC conference call to review product description. Notification CMPR.06.27.02.F.01284.ICDF_Meeting.
 07/11/02 - CLEC conference call held to review the ICDF Joint Testing product offering and the Test Access Points document
 07/17/02 - CMP Meeting - Meeting minutes posted to this CR's Project Meetings section. CR status "Development" was not changed.
 08/06/02 - Issued Mailout notification of CLEC conference call scheduled for 8/16/02 to review revised product description. Notification CMPR.08.06.02.F.01308.Joint_Testing_Mtg.
 08/09/02 - Issued Mailout notification with meeting material for 8/16/02 conference call. Notification CMPR.08.09.02.F.01313.Mtg_Material.
 08/21/02 - CMP Meeting - Qwest provided a status on issuance of the Level 3 notification. Minutes on this CR to be posted to the Project Meetings section. Status to remain in Development.

Project Meetings

August CMP Meeting Minutes

Qwest provided a status update on issuance of the Initial Notification. They indicated that the process with being revised to incorporate the CLECs request to have Qwest contact the CLEC to notify when they are ready and that there would be no additional QPF. Covad advised that they had a conversation with the Collocation Product Manager and he provided the same update.

07/17/02 - July CMP Meeting Minutes:
 Qwest stated a meeting was held July 11, 2002 to discuss the proposed product offering. Qwest stated another meeting is planned for the first week of August with the CLECs to discuss proposed resolutions to the questions raised during the July 11 meeting. Qwest will issue a

notice to the CLEC community containing proposed dates for the meeting.

CLEC conference call held to review the ICDF Joint Testing product offering and the Test Access Points document

10:00 a.m. (CST) / Thursday, July 11, 2002

Conference Call

TEL: 877.521.8687

CODE: 5699655

PC011502-1 Joint testing of Qwest installed transmission cables

Attendees

Brent Debrock Cbeyond Communications

Al Villiam Allegiance

Steve Marks Allegiance

David Stauter Allegiance

Mike Zoulvik Covad

Beckey Neesen Covad

Byron Dowing Alltel

Laurel Burke Qwest

Jerry Bocke Eschelon

Lana Messenger FreeTel Communication

Mike Keegan Qwest

Benjamin Campbell Qwest

Johnathan Spangler AT&T

Introduction of the participants on the Conference Call was made.

Qwest explained that the purpose of the call was to review the IDCF Joint Testing product offering and the Test Access Points document.

Qwest discussed the new process offering of Joint Testing, and the Test Access Points Document.

The CLEC community expressed that they want:

- 1) Qwest to take an active role in the test process during Joint Test
- 2) CLECs do not want to pay for the Joint Test if there are errors found in the Qwest installed Cable.

Qwest stated it would explore these two requests to see if they can be incorporated into the new product offering. Based upon this new feedback, Qwest will delay delivery of the Joint Test Process until resolution on these additions have been resolved. Qwest stated that it would set up another meeting to review the Joint Test Process once a decision is made on their request.

Qwest asked Eschelon if the Test Access Points Document provided the detail requested by Eschelon at the June 19, 2002 CMP meeting (reference Action Item AI041702-1 "Prepare high level documented process of what CLECs are allowed to do in Qwest Central Offices". Eschelon replied the document has not yet been reviewed.

CLEC Change Request

Clarification Meeting

12:30 p.m. (MDT) / Wednesday 23 January 2002

Conference Call

TEL: 877.554.8688

CODE: 3269208

PC011502-1 "Joint Testing of Qwest Installed Transmission Cables"

Attendees:

Michael Zulevic, Covad

Jeffery B. Cook, Qwest

Richard Martin, Qwest

Peter Wirth, Qwest

Introduction of Attendees

Introduction of the participants on the Conference Call were made and the purpose of the call discussed

Review Requested (Description of) Change

Mike indicated that he recognized that at the time the tie cables are placed, they do not do an actual test when the tie cables are terminated to the equipment. They were looking to be able to do continuity tests, etc before they terminated to the equipment and wanted a period of time for them to do their test and acceptance.

Jeff asked why Covad wanted to test DS1 & 3 cables. Mike advised that they wanted to ensure that installation was correct. It was agreed that Covad didn't want to limit the scope to the cables at the colo splitter arrangement and wanted to cover actual installation(s) at their colo location.

Mike confirmed that they were looking for a formal test and turnover process and wanted an acceptance period after actual installation of the

CR #

PC011502-1

facility took place. This would be a joint testing process. Mike indicated that he would be willing to have discussion on the interval time of 60 days. Covad is limited to the number of techs that cover various states and a reasonable time would be required for their techs to get from place to place.

Confirm Areas & Products Impacted

It was confirmed that Covad would like any products covered to be included in the process.

Confirm Right Personnel Involved

Jeff indicated that Laurel Burke would probably take ownership of the CR and he would help facilitate.

Identify/Confirm CLEC's Expectation

It was confirmed that Covad is looking for a process for Test and Turnover of facility installations to their collocations.

Identify any Dependent Systems Change Requests

There is no corresponding System CR

Establish Action Plan (Resolution Time Frame)

Ric advised that the CR would be clarified with the CLEC Community at the next CMP Meeting and Qwest will verbally present potential solutions.

Qwest Response

March 11, 2002

Michael Zulevic
Director Technical Regulatory Support
Covad Communications

SUBJECT: Qwest's Change Request Response - CR # PC011502-1
Joint Testing of Qwest Installed Transmission Cable

This letter is in response to your Change Request PC011502-1 requesting a formal test and turn up process and an acceptance period after the collocation installation work completes – after Ready For Service (RFS). Covad envisions this process as joint testing at no additional cost to take place within 60 days of the RFS that allows for scheduling of their technicians.

Qwest is committed to providing quality facilities installations by the RFS date and Qwest's warranty obligations will be enforced. Qwest installation forces perform continuity testing where appropriate when the collocation is turned over to Covad for acceptance. We perform quality audits on a random basis to check the quality of our work on the collocation CLEC cable installations. Streaker tests are performed on Line Sharing installations.

Recent results of Qwest internal quality audits have identified the following as it relates to the line sharing installations performed as a project in the summer of 2000:

? Of 249 jobs checked, 25.7% had some percentage of defects.

? One way to describe it is in # of pairs provisioned - (1 pair/job w/problem) x (25.7% of jobs w/connection problems)/300 pairs/job = 0.086% of all terminations wired had problems open/cross/reversal problems.

? This type of error is not common, but not unheard of in Telecommunications Installation.

? 7 jobs (3%) had the cards not seated in the splitter. Normally, Central Office Equipment installation hands off cards to the CO Operations for final test/turn-up. Line Sharing differed from this ingrained work-norm, and thus resulted in 2% of those jobs exhibiting this problem.

? 3 (1%) of the jobs had items that were found to be attributed to CLEC-issues (e.g. telling Qwest to cannibalize circuits that already had jumpers run for CLEC-customers, and 1 item that was traced back to the Customer Premise - end user equipment).

? 5 jobs had a combination of the above issues.

Given the newness of the product and associated processes and technologies, this project proved more challenging than any standard collocation build. Thus, the quality of those standard builds are even better than the Line Sharing results.

After the facility installation has been turned-over and the CLEC has had the opportunity to terminate their bulk end of the cable, full testing of the terminations between their collocation space and the vertical side of the ICDF can be done by the CLEC. In the case that these CLEC test indicate Qwest-defects, Qwest is willing to revisit the site and resolve any such defects for no additional charge should they exceed a 2% threshold. The attached diagram captures the existing test points as they are defined today in the Unbundled Loop process and collocation test access.

The piece of cable between the CLEC's collocation space and the vertical side of the ICDF (commonly referred to as CLEC cabling) is the responsibility of CLEC and is paid for by the CLEC, as part of the collocation build out. With that stated, the CLEC is responsible for the testing, maintenance and subsequent repair if they were to find trouble in this cable "piece" after any acceptance or continuity test on their part requiring Qwest installation revisit initially.

Qwest evaluated the possibility of having a coordinated Joint Test on a regularly scheduled basis, but determined quality results indicate it would not be productive to do so and would indeed be costly. Nevertheless, we are willing to Joint Test should a CLEC still feel the need for such a service and agree to do so under our Special Request process and price the service accordingly.

CR #

PC011502-1

Information Current as of: Friday, September 13, 2002

Page 21 of 52

Report Name: 004 Detailed CLEC Initiated ProdProc OF FINAL ATTACH D

ATTACHMENT D

We are committed to define the Joint Test process over the next few months.

Sincerely,

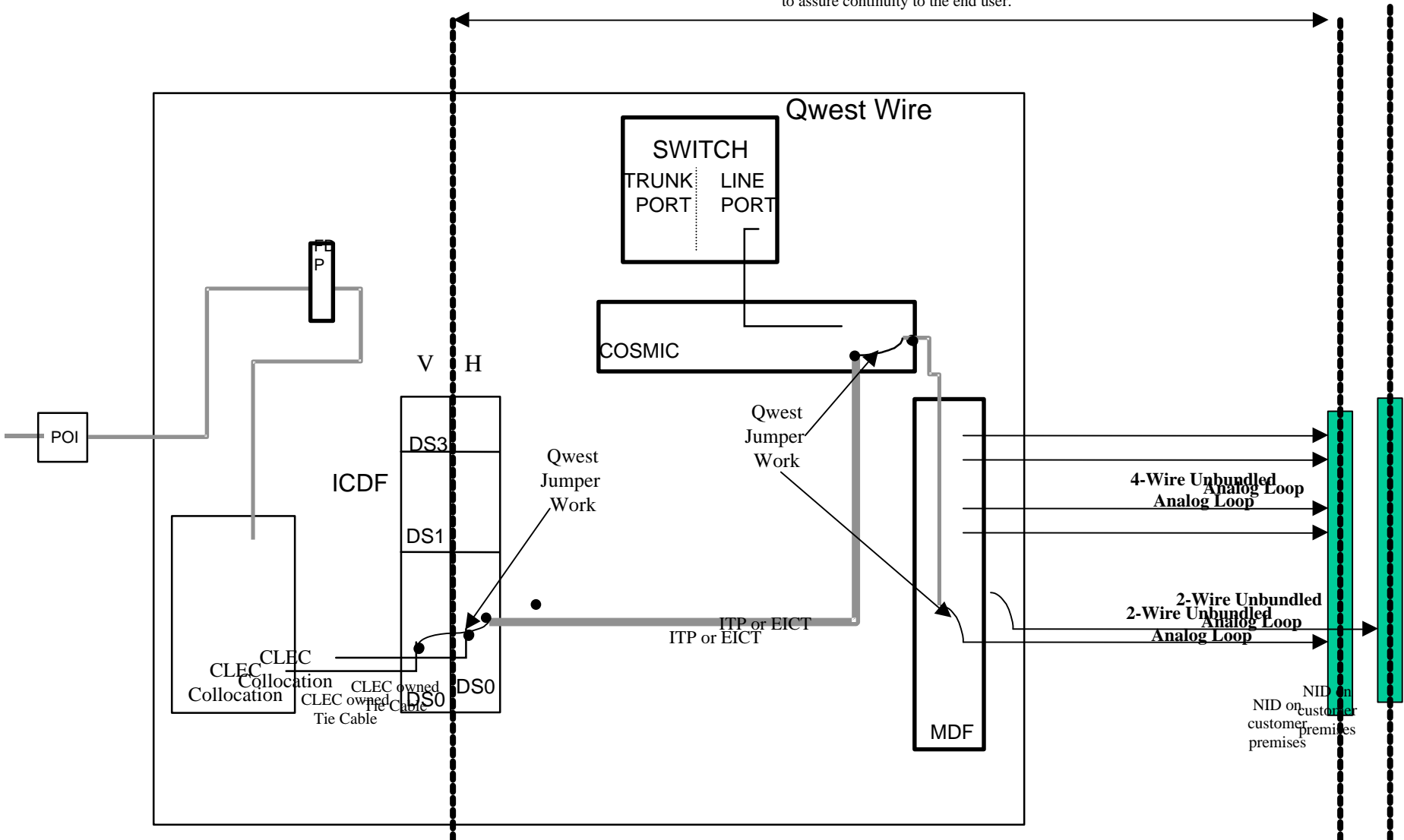
Steve Nelson
Group Product Manager-Collocation

Cc: Laurel Burke
Mary Retk
William Campbel

(See end of this CR Detail Report for Attachment)

Collocation Test Access Points Qwest Current Process

Today, the loop is defined as the facility between the Qwest MDF and the NID at the end user premises. Qwest tests between the Horizontal side of the ICDF and the NID to assure continuity to the end user.



CR #	Title	Date	Organization	Area Impacted	Products Impacted
		Current Status			
PC013102-1	DMS100 SR/ALI	Development	Wholesale ProdProc		911
		4/17/02			

Director: Hooks, Perry
Originator: Osborne-Miller, Donna **Originator Company Name:** AT&T
Owner: Kaster, Jim
CR PM: Martin, Ric

Description Of Change

AT&T has been officially served by Arapahoe County Colorado that current 911 default routing is inadequate. Current 911 call routing for some jurisdictions that define designated serving areas for service providers, is not routed using the ALI database, but is routed via selective router in the DMS 100 switches. If no number is found, then routing should be done by utilizing information associated with the incoming trunk group of the service provider. Current routing methods can, in some cases, route calls to the wrong PSAP, requiring the call to be re-routed to the correct PSAP, resulting in a loss of time in a possible life threatening situation. This issue impacts all CLEC's providing business or residential service.

Status History

01/30/02 - CR Submitted by AT&T.
01/31/02 - CR acknowledged by P/P CMP Manager.
02/06/02 - Clarification Meeting conducted with submitting CLEC.
02/08/02 - Clarification Meeting minutes transmitted to submitting CLEC & posted in CMP data base.
02/13/02 - Requested additional information from AT&T (Arapahoe County documents & list of mis-routed telephone numbers).
02/18/02 - Requested additional information from AT&T received.
02/20/02 - CMP Meeting - CLEC community clarification conducted. CR status remains in "Clarification" due to request to meet with Arapahoe County. Meeting discussions will be set forth in the Product/Process Draft Meeting Minutes contained in the Product/Process CMP Meeting Distribution Package (03/20/02).
02/27/02 - Agenda forwarded to AT&T for technical discussion meeting scheduled for Monday, 03/04/02.
03/04/02 - Conducted technical information exchange meeting with AT&T.
03/04/02 - Received e-mail from AT&T advising that the document received for review at the technical information exchange meeting was not considered AT&T proprietary.
03/11/02 - Issued meeting minutes from technical information meeting to AT&T.
03/20/02 - CMP Meeting - AT&T presented its CR and Qwest discussed its White Paper that was being finalized. Qwest advised that there was a meeting scheduled for tomorrow at 9:00 am with the Colorado PUC, AT&T, Qwest and perhaps a couple of PSAPs. Qwest to send a copy of the White Paper to AT&T when it is approved. Meeting discussions will be set forth in the Product/Process Meeting Minutes to be posted on the CMP Web site. Qwest advised that the status would move to Evaluation. AT&T disagreed.
03/20/02 - Issued Qwest's White Paper, DMS 100 E9-1-1 Routing, to AT&T.
03/21/02 - Meeting held with Colorado PUC, AT&T and Qwest.
03/22/02 - AT&T requested, via e-mail, that the CR be statused in evaluation.
04/10/02 - CR status changed to Presented
04/10/02 - Draft response sent to originating CLEC and posted to the CMP database.
04/17/02 - CMP Meeting - Qwest presented its response. Meeting discussions will be set forth in the Product/Process Meeting Minutes to be posted on the CMP Web site. It was agreed that the CR would be status as Development.
04/23/02 - Formal response dated April 23, 2002 issued to CLECs. Notification CMPR.04.23.02.F.01260.Final_CR_Response.
05/15/02 - CMP Meeting - Qwest provided a status update. Meeting discussions will be set forth in the Product/Process Meeting Minutes to be posted on the CMP Web site. CR status will remain in Development.
06/12/02 - Conducted conference call with AT&T to address action items from the May CLEC Forum, 911 Breakout Session and to discuss disposition of the CR.
06/18/02 - Conducted conference call with AT&T to review initial framework and agreed to conduct two follow-on meetings with vendor, ILEC, CLEC, CO PUC, Intrado, NENA, Independents and RBOC participation. The first half day meeting is scheduled for July 23, 2002 and the second all day meeting is scheduled for July 30, 2002.
06/19/02 - CMP Meeting - Meeting discussions will be set forth in the Product/Process Meeting Minutes to be posted on the CMP Web site. CR status will remain in Development.
07/01/02 - Issued Mailout notification advising of subcommittee meetings scheduled for July 23, 2002 and July 30, 2002. Notification CMPR.07.01.02.F.01289.Default_Routing_Mtg.
07/17/02 - CMP Meeting - Meeting minutes posted to this CR's Project Meetings section. CR status "Development" was not changed.
07/22/02 - Issued Mailout notification with meeting material for 7/23 conference call. Notification CMPR.07.22.02.F.01293.DefaultRoutingMtgDoc.
07/23/02 - Conducted CLEC and Industry Conference Call. It was agreed that the 7/30 Meeting with CLECs and Industry would be canceled

and Qwest and AT&T would meet to discuss the outcome of the meeting and path forward.
07/30/02 - Issued meeting minutes from CLEC Conference Call held on 7/23 through mailout process. Notification
CMPR.07.30.02.F.01302.MtgMinDefaultRouting.
07/30/02 - Conducted conference call with AT&T to discuss the 7/23 meeting and discuss the path forward.
08/02/02 - Issued meeting minutes from 7/30/02 conference call to AT&T.
08/21/02 - CMP Meeting - Qwest provided a status on CR. Minutes on this CR to be posted to the Project Meetings section. Status to remain in Development.

Project Meetings

August CMP Meeting Minutes

Qwest advised that there was a meeting on July 23, 2002 with a wide range of participation including other ILECs, Nortel, NENA Working Committee Chairperson, BellSouth and Idaho PUC. The result of the meeting was that the NENA Working Committee would work towards a national standard, and for the Denver Market, AT&T would be developing a plan for default routing by CLEC. AT&T is currently working with BellSouth to put a recommendation to submit to Qwest for Qwest to pursue funding. The goal is to have everything complete by 10/15/02 for presentation to the PUC and PSAPs. AT&T advised that they concurred with Qwest's status and appreciated everybody's participation. They were participating in the NENA working committee and were happy with the progress. They indicated that they would be sending some minor comments to the minutes.

CLEC Change Request Qwest & AT&T Conference Call

July 30, 2002, 8:30 am (MT)
Conference Call

877-572-8687, P/C 7994817
PC013102-1, DMS100 SR/ALI

Attendees:

Ric Martin, Qwest
Jim Kaster, Qwest
Jim Winegarden, Qwest
Matt Kruzick, Qwest
Jonathan Spangler, AT&T
Ervin Rae, AT&T
Richard Kaplan, AT&T

Introduction of Attendees

Introduction of the participants on the Conference Call was made and the purpose of the meeting discussed.

Discussion Items

Rich Kaplin indicated that based on 7/23/02 conference call, AT&T would like to pursue Tom Breen's recommendation, for the Denver Market, as set forth in paragraph 2.13 of the 7/23/02 meeting minutes. The language from the meeting minutes is as follows:

"Tom Breen responding as the NENA Network Technical Committee Chairperson indicated that if the need is to be able to default route at something more granular than the rate center, one would need to assume that the PSAPs play fair, and, with cooperation from Qwest, there would need to be negotiations with the PSAPs. Recommendation could be to get one default PSAP for a rate center or by carrier. Get a PSAP to volunteer to be the default PSAP for the rate center. If picked well, they would most likely be the PSAP handling most default routed calls anyway. Tom indicated that all PSAPs need to be involved in the process. Tom indicated that the long-term solution resides in NENA committees. He indicated that Tom Hinkleman could provide the pre-release final technical recommendation on rate center consolidation. It will be published by NENA shortly.

Tom Breen stated that if the above could not be achieved, alternatively, all CLEC's could ask to negotiate with Qwest for not using NPANXX based routing, however, once the TN/ESN is established (without the delete function on disconnects), the legacy record will remain and could misguide the call. This cannot be on a CLEC by CLEC basis because Number portability will mean that the NPA-NXX ranges will NOT be or will not remain unique to any given CLEC or ILEC. If the wild cards are to be removed it will require it being a switch wide process on each affected Selective Router/SR-ALI database. Tom Breen recommends trying to educate the PSAPs in the area on the technical limitations of the system, and ask them to cooperate in identifying a default PSAP per Rate Center, even if there has to be more than one to spread the load from all of the area's carriers."

The general discussion was that we needed to look at the reduction in the number of trunks (7) going to the primary PSAPs in the Denver area. The general consensus was that there would be PSAP jurisdictional issues to overcome and we should first get the Colorado PUC buy-in and support from another CLEC. It was agreed that ICG would be an acceptable CLEC. In addition to the jurisdictional issues with the PSAP, the cost issues will need to be addressed.

It was agreed that Rich Kaplin would develop a plan with associated PSAP benefits for reducing the number of Trunks. Jim Winegarden would provide technical support to Rich. Jim Kaster would be Qwest's point of contact for receipt of documentation of AT&T.

It was understood that the plan would look at the reduction in the number of trunks and does not change Qwest's standard on default routing.

CR #

PC013102-1

Based on the PSAPs designated to the reduced number of trunks, Qwest will need to change their default wild card to that PSAP and update the NPA NXX, which will require a complete reload. This could be accomplished by staggered cuts.

The following plan was agreed to:

- AT&T will submit a working plan by the end of September
- Qwest will perform its cost evaluation by mid October
- ICG support and participation will be obtained.
- If Qwest agrees to move forward, Qwest will initiate a preliminary meeting with the PUC staff by the end of October.
- Presentation will be made at the PUC Task Force meeting on November 14, 2002.
- With support from the PUC, a presentation will be made to the PSAPs – timing to be determined.

It was agreed and recognized that participation in the NENA Default Path subcommittee was very important.

CLEC Change Request
CLEC and Industry Conference Call

July 23, 2002, 8:30 am (MT)
Conference Call

877-572-8687, P/C 7994817
PC013102-1, DMS100 SR/ALI

Attendees:

Ric Martin, Qwest
Linda McKelvey, Qwest
Jim Kaster, Qwest
Jim Winegarden, Qwest
Mary Wallace, Adelphia
Jonathan Spangler, AT&T
Vince Bruno, AT&T
Dale Morgenstern, AT&T
Richard Kaplan, AT&T
Bernard Brabant, Bell Canada – NENA Default Path Working Group Chairperson
Tom Breen, BellSouth
Gretchen Leedy, Cbeyond
Michael Lipread, Cbeyond
Susan Bumstead-Smith, Century Tel
Sheila Stewart, Century Tel
John Walker, Complete Telecommunications
Amanda Owens, Eschelon
David Frame, Eschelon
Paul Hanser, Eschelon
Wayne Hart, Idaho PUC
Joe Schumacher, Intrado
Steve Sipple, Nortel
James Baron, Talking Nets
Rana Peeling, US Link
Kim Sattler, US Link

Introduction of Attendees

Introduction of the participants on the Conference Call was made and the purpose of the meeting discussed.

Jim Kaster provided background on the AT&T Change Request and directed participants to the CMP Web site to review the CR. Jim addressed the parties involved being the end user, independent telephone companies, CLECs, Qwest, Public Service Answering Point (PSAP) and the State. The PSAP and the State would be left to accept or reject any recommendations on Default Routing.

Discussion Items

Jim Winegarden provided a brief history of 9-1-1 default routing.

Jim Winegarden provided a technical explanation of Qwest's 9-1-1 process. Jim explained that the main issue is with the period of time delay between when the end user has service and the related Service Order Input (SOI) order is entered into the Selective Router Database (SRDB). Jim also indicated that a concern with the use of 10 digit number in the SRDB is that with a disconnect, the number will always remain in the SRDB.

Rich Kaplan indicated that the basis for AT&T's provisioning found some misroutes caused by the NPA-NXX wildcard. Their issue with Arapahoe County facilitated their issuance of the CR. Arapahoe County withdrew their request. They are still looking for a collective solution for reducing the time period for updates after SOI record submission. The TN Emergency Service Number (ESN) legacy records could still cause misroutes and would require removal. Need to address the first few hours new customers could go to any of the (40) PSAPs in Denver. Jim Kaster explained the PSAPs will transfer the call to the appropriate PSAP.

CR #	PC013102-1
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General consensus in the meeting was that the best thing that could be done is to get the most timely SOI order updates processed.

Tom Breen advised the AT&T's situation is similar to what BellSouth did in Atlanta with their Rate Center consolidation and linking one primary default PSAP to the Rate Center. Tom indicated that the best solution is timely updates of the database, speed-up the front end processing and PSAP designation to the appropriate Rate Center.

Jim Kaster advised the he believed there was another National Emergency Number Association (NENA) Work Group addressing real time updates.

Rich Kaplan addressed their request on the removal of wild cards and route to the trunk group ESN.

Bernard Brabant indicated that if we're talking Denver, Colorado has gone through a major rate center consolidation. Records in the Selective Router Database (SRDB) would increase, as every TN/ESN records would have to be transmitted and kept in the SRDB. One of the issue would be uploading that information, due to transport and interface limitations. Need to apply 1 rule nationally. Removal of NPA-NXX wild card would require assignment of trunk group default by Customer entity (Municipality, Region, County, State, Primary PSAP, etc.) and at a minimum by rate center. Canada has deployed a province wide 9-1-1 system arrangement where trunk group default is provided at the Customer/entity/Primary PSAP level. NENA should address the needs of the wireline, wireless and IP worlds.

Jim Winegarden indicated that a default by trunk group would only happen with an ANI failure or no record found.

Tom Breen indicated that in addition to the ALI Database Manager, it is the responsibility of all carriers to improve their service order provisioning process. This may require significant changes to existing Operational Support Systems.

Jim Kaster addressed the additional impacts imposed by states. Example is the State of Washington that SOI orders can't be sent until midnight the day after cut.

Tom Breen addressed NENA future planning. Tier 1 data delivered with each 9-1-1 call would have the incoming call location coded into the call. There is a Powerpoint presentation that was presented at Indianapolis that he could share. Tom also indicated that they were looking at the ability to make the TN ESN address info on the fly and simultaneously update the SRDB (for calls made from a PBX or CTX) .

Vince Bruno suggested that there are some long term solutions, some not so long term solutions and some solutions available today. He wanted to know what solutions are available today (i.e. get SOI orders delivered more quickly, explore issue of disconnects to reduce exposure).

Bernard Brabant indicated that the NENA Default Call Path Working Group was being reinstated and there would be a meeting around mid-August. The goal is to come up with a Technical Information Document (TID) on E911 default routing standards.

Tom Breen suggested using the data technical committee working on ALI database.

With his Network Technical Committee hat on Tom Breen suggested the Denver area matter may require special arrangements to solve. His statement in no way implies any obligation on Qwest, AT&T, any other CLEC or any PSAP(s).

Rich Kaplan asked if their request to remove wild cards is an option.

Tom Breen indicated that the removal of wild card doesn't correct the problem when there is old record information in the SRDB.

Rich Kaplan asked if with a new customer assigned an existing TN, does the legacy record get removed with a disconnect? Jim Winegarden explained that there is no disconnect and the record will remain but the new SOI overlays the old record covering the TN.

Steve Sipple clarified that a range of TNs could not be batch and loaded into the SRDB. Each individual TN needs to be loaded.

It was established that the DMS100 could not accept a single tape load of the SRDB and instead must be loaded through individual transactions. Bernard Brabant indicated that an Ethernet Interface Unit (EIU) card allows for faster transactions processing to the selective router. Bernard further indicated that Bell Canada is using an Intrado's Management System set of software applications that does process delete for those TNs that are currently in exception in the MS' SRDBQ file, by sending the deleted TN with the NPA NXX default ESN to the 9-1-1 SRDB (selective router switch) for an overwrite. Tom Breen indicated that some E911 SSPs don't use that faster TCP/IP port yet, and it would require changes to their ALI DBMS-to-SR update processes.

Bernard Brabant cautioned that before deciding on the best way to go, we need to look at the overall impact. Bernard suggested interested parties are welcome to join his NENA working group. If interested they should send an e-mail to bernard.brabant@bell.ca.

Rich Kaplan asked if Qwest was confident that the 40 PSAPs could effectively transfer calls between PSAPs. Jim Winegarden said yes.

Rich Kaplan asked Tom Breen if he had any recommendations.

Tom Breen responding as the NENA Network Technical Committee Chairperson indicated that if the need is to be able to default route at something more granular than the rate center, one would need to assume that the PSAPs play fair, and, with cooperation from Qwest, there would need to be negotiations with the PSAPs. Recommendation could be to get one default PSAP for a rate center or by carrier. Get a PSAP to volunteer to be the default PSAP for the rate center. If picked well, they would most likely be the PSAP handling most default routed calls anyway. Tom indicated that all PSAPs need to be involved in the process. Tom indicated that the long-term solution resides in NENA committees. He indicated that Tom Hinkleman could provide the pre-release final technical recommendation on rate center consolidation. It will be published by NENA shortly.

Tom Breen stated that if the above could not be achieved, alternatively, all CLEC's could ask to negotiate with Qwest for not using NPANXX based routing, however, once the TN/ESN is established (without the delete function on disconnects), the legacy record will remain and could misguide the call. This cannot be on a CLEC by CLEC basis because Number portability will mean that the NPA-NXX ranges will NOT be or will not remain unique to any given CLEC or ILEC. If the wild cards are to be removed it will require it being a switch wide process on each affected Selective Router/SR-ALI database. Tom Breen recommends trying to educate the PSAPs in the area on the technical limitations of the system, and ask them to cooperate in identifying a default PSAP per Rate Center, even if there has to be more than one to spread the load from all of the area's carriers.

CR #

PC013102-1

Tom Breen explained that BellSouth's plan is to move to a centralized Off-Board Selective Routing (OBR) Interface developed by Nortel (ENS00011). Initially they would default route by incoming trunk group and in the future the originating switch's Tier 1 call data will likely contain the info to route to the correct PSAP. It is anticipated that the OBR database will NOT use wild cards.

Joe Schumacher indicates that Intrado processes SOI records three times a day: 3 AM, 11 AM, and 3 PM

It was agreed that the follow-on CLEC and Industry meeting scheduled for July 30, 2000 would be canceled. Qwest and AT&T will meet to address the discussions from today's meeting and discuss the appropriate steps to be taken.

07/17/02 - July CMP Meeting Minutes:

Qwest is moving forward with the list of attendees for meetings scheduled for July 23, 2002 and July 30, 2002. Meetings are to look at establishing an Industry recommendation on 911 Default Routing. CR status remains development.

06/18/02 Conference Call

Attendees:

Susie Bliss – Qwest
Jim Kaster – Qwest
Jim Winegarden – Qwest
Ric Martin Qwest
Jonathan Spangler – AT&T
Ervin Rea – AT&T
Rich Kaplan – AT&T
Vince Bruno – AT&T
Tim Boykin – AT&T

It was agreed that two follow-on meetings would be held.

First - July 23, 200 8:30 to 11:30 MT conference bridge 877-572-8687, ID 7994817
Second - July 30th 8:30 to 4:30, hosted by AT&T at their Denver office on Lawrence street.

06/12/02 Conference Call

Attendees:

Susie Bliss – Qwest
Matt Kruzick – Qwest
Jim Kaster – Qwest
Jim Winegarden – Qwest
Ric Martin Qwest
Jonathan Spangler – AT&T
Ervin Rea – AT&T
Rich Kaplan – AT&T
Vince Bruno – AT&T
Dale Morgenstern – AT&T
Tim Boykin – AT&T

Conference call was held with AT&T to address action items from the May CLEC Forum, 911 Breakout Session and to discuss disposition of the CR

Qwest advised that they had received written communication from Arapahoe County that the issue with AT&T has been put to rest. AT&T is to work with Arapahoe County on obtaining the written communication that Qwest received.

Both Parties agreed that the solution to AT&T's Change Request should come from NENA. NENA has a subcommittee on the topic of Default Routing. In addition there is another subcommittee on the topic of Global Dynamic Updates. It was agreed that each party would review internally what each party could contribute to developing a recommendation to take to NENA.

It was agreed that there would be another conference call on Tuesday, 6/18 to review a high-level framework of what this recommendation should be to move forward. AT&T will issue a draft high-level framework document by Friday 6/14 for review on Tuesday.

CR #	PC013102-1
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CLEC Change Request
Information Exchange Meeting
March 4, 2002, 10:00 (MT)
Conference Call
PC013102-1, DMS100 SR/ALI

Attendees:

Ric Martin, Qwest
Linda McKelvey, Qwest
Jim Kaster, Qwest
Patty Joe Ryan, Qwest
Jim Winegarden, Qwest
Phil Linse, Qwest
Jonathan Spangler, AT&T
Ervin Rea, AT&T
Tim Boykin, AT&T
Letty Friesen, AT&T
Vince Bruno, AT&T
Dale Morgenstern, AT&T
Richard Kaplan, AT&T

Introduction of Attendees

Introduction of the participants on the Conference Call was made and the Agenda was reviewed. Qwest explained that the purpose of the meeting was for each party to provide an exchange of technical information for each to fully understand each others respective 911 network architectures. AT&T expressed that they wanted the CR to be expedited. AT&T indicated that they also wanted as an outcome of the meeting a perspective of a path forward with Action Items. Qwest advised that they would not commit to coming up with solutions.

Discussion Items

AT&T provided a power point presentation of their Architecture via e-mail to all Qwest participants. AT&T clarified that the AT&T Proprietary Statement was not applicable and AT&T would send an e-mail stating such. AT&T reviewed page 2 of their presentation and indicated that bullet number 6 is where the issue resides.

Qwest provided the following comments:

? Bullet 3- ALI processed into Intrado and next day file received.

? Bullet 4 & 5 – These bullets are strictly on ANI failures and PSAPs have been aware of this since the inception of 911.

? Bullet 6 – This issue is understood due to the memory constraints and is also understood by the PSAP community.

Qwest further explained that the issue in Bullet 6 can't happen within a few days and that there are memory constraints in the in the DMS100. There was discussion on Nortel upgrades – the ENS 005 for 911 provides all the features and ENS004 would accommodate 32mm records. The original switch feature only allowed 300,000 records in the table, which set the standards for default entries on NPA-NXX. The current switch capability has 800,000 records.

Qwest explained that any upgrade would be like doing an office upgrade, which is time consuming and presents an inherent risk to break existing things that are in place. This would be communities that come in on the same trunk group which are tied to different NPA NXXs. For these communities, an ANI failure would pick the larger PSAP and this would show on the screen. Qwest didn't know if these communities fell within the Denver area. AT&T indicated that they didn't believe Arapahoe County is aware of this and then what would the solution be. Qwest indicated that all default routing goes to 1 PSAP and a check that was made indicated that the dBase hadn't been updated. AT&T questioned whether this was ANI failures or what. Qwest advised that this was complete defaults where no record was found and when there was a check with the dBase folks the records were not in the dBase.

AT&T questioned that calls went to Arapahoe for anywhere in the Denver Rate Center because the NPA NXX was pointed to Arapahoe, but could have gone anywhere based on the assigned wild card. Qwest indicated that they could validate if the NPA NXX is correct. Qwest asked if the problem was prevalent due to AT&T's change in testing procedure.

Qwest indicated that they were aware that AT&T has multiple NPA NXXs.

AT&T asked to get a listing of the Wild Cards used by Qwest. Qwest indicated that on moves with LNP there is a current record and the customer would be miss routed until the record gets updated.

AT&T advised that the LERG has all of their NXX codes.

Qwest clarified that change in its standard use of the wild card would use up memory, have timing constraints, be costly and would have follow-on impact with existing customers. AT&T asked how there would be a breaking and fixing of the communities that come in from one trunk. Qwest explained that when the community was added, they told us which PSAP the call would go to (i.e. 999 goes to PSAP A, 998 goes to PSAP B and 997 goes to PSAP C). This would be set in the system with its default. Any orders for selective routing are set to the 7 digit if there is a wild card with the same NXX. AT&T indicated that they would not put in any record and the new design would have separate trunk groups and not have the wild card. Qwest explained that with a default ESN to the NXX and you ripped out the NXX would act in the same manner. With a trunk in for 998 PSAP B and you pulled the wild card out the call would have gone to PSAP B. If the number borders 998 and 997, the entry would still show PSAP C.

AT&T asked how the system gets built. Qwest explained that it boils down to the state and whether they build per trunk groups or number of lines. It was explained that the PSAP builds to the number of trunks and look at the concentration. In Colorado you are required to build to the number of records, which depend on the number of trunks and switch capacity.

Qwest asked how AT&T builds its system. AT&T explained that they monitor to P.01 grade of service and augment/add as required.

AT&T stated that Arapahoe is asking to add 6 trunk groups. AT&T feels they are asking for something that can be done in another way.

Qwest explained the concentration factor as follows:

With 6 communities A – F 3 trunks each for 911 going to the Selective Router would mean a total of 18 trunks. If a PSAP only has 8 trunks they would have to look at the potential volume of calls that could come in from the 18 trunks knowing they can only handle 8.

AT&T asked if there were any other issue with eliminating wild cards. Qwest explained that the use of wild cards saves memory. Eliminating wild card could adversely impact others. There would be a ripple effect – Qwest would need a new contract with Intrado.

CR #

PC013102-1

AT&T indicated that the Selective Router has a data field. Qwest indicated that the Selective Router dBase is linked to Intrado. AT&T questioned if the Intrado dBase – data field could look for the information. Qwest advised that if the wild cards are removed, Intrado would have to put it in the table. Intrado would have to do a reload with the entry for the wild card. Denver has approximately 3 mm customers that would have to be reloaded – this would mean down time. Further the switch is in a tandem arrangement which duplicates the effort. AT&T asked if there was any way of arriving at what the situation would be for doing Cap Hill and Broomfield. Qwest indicated that it would come down to time, money and risk. Risk would be the human factor, we really don't know what they are receiving on a trunk group, etc. Qwest explained that Cap Hill was initially 20 tapes and 10 days brand new. We now have 2 switches. Qwest explained that the dual tandem switch was installed for disaster recover purposes. The tandem switch could not be used as a back-up and both switches would need to be done in parallel. AT&T asked if Qwest could quantify the effort. Qwest identified they would have their costs, Nortel costs and Intrado costs. Qwest couldn't commit to having quantifiable costs. Qwest asked if AT&T's dBase has been updated. AT&T indicated that they had an updated report. Qwest advised that they would evaluate the options.

Action Items

AT&T is to provide Qwest with their NXXs.

Qwest to provide AT&T a list of their wild cards.

Qwest to report back to AT&T with a preliminary plan for responding.

Qwest will obtain information on how many misrouted calls have been reported by the PSAP, Arapahoe County.

1:30 p.m. (MDT) / Tuesday 05th February 2002

Conference Call

TEL: 877.554.8688

CODE: 3269208

PC013102-1 "DMS100 SR/ALI"

Ervin Rea, AT&T

Donna Osborn-Miller, AT&T

Jonathan Spangler, AT&T

Jim Kaster, Qwest

Phil Linse, Qwest

Christine Quinn-Struck, Qwest

Peter Wirth, Qwest

1.0 Introduction of Attendees

Attendees introduced.

2.0 Review Requested (Description of) Change {review long description from change request, confirm with all parties there is agreement on the change requested}

Description: AT&T has been officially served by Arapahoe County Colorado that current 911 default routing is inadequate. Current 911 call routing for some jurisdictions that define designated serving areas for service providers, is not routed using the ALI database, but is routed via selective router in the DMS 100 switches. If no number is found, then routing should be done by utilizing information associated with the incoming trunk group of the service provider. Current routing methods can, in some cases, route calls to the wrong PSAP, requiring the call to be re-routed to the correct PSAP, resulting in a loss of time in a possible life threatening situation. This issue impacts all CLEC's providing business or residential service.

Expected Deliverables: DMS100 switches to be modified to ensure that the switch is routing calls according to the ALI database and not the selective router. Should a number not be located in the ALI database the routing should utilize information associated with incoming trunks.

- 1) Urban Ray reviewed the CR. Requested that "modified" be changed to "programmed" in the "Expected Deliverables" text. Basically, AT&T indicated that outside county "911" calls are being misdirected to Arapahoe County, CO. AT&T's position is that programming of the router (Nortel DMS100) is required to correctly route using the Automatic Line Identification (ALI) database to the appropriate Public Service Access Provider (PSAP) (i.e., Arapahoe County).
- 2) Previous AT&T communications with Qwest were identified. Urban Ray, AT&T agreed to forward correspondences to the CRPM.
- 3) Qwest asked for a listing of any phone numbers that were misdirected to the Arapahoe County PSAP, if available, for Qwest investigation. Urban Ray, AT&T indicated he may speak with Arapahoe County in the near future and will request the listing.
- 4) Jonathan Spangler, AT&T asked if Qwest could respond to the CR in the February 20, 2002 Monthly Product & Process CMP Meeting. The CRPM indicated that due to the short timeframe, Qwest could give a status update & review the CR with the CLEC community.

3.0 Confirm Areas & Products Impacted {read from change request, modify if needed}

Confirmed.

4.0 Confirm Right Personnel Involved {ensure the Qwest SME can fully answer the CLEC request. Confirm whether anyone else within Qwest has been involved with this issue, or whether we need to bring anyone else in}

Qwest & AT&T confirmed appropriate personnel were in attendance.

5.0 Identify/Confirm CLEC's Expectation {Identify specific deliverables from CLEC – what does Qwest have to do in order to close this CR? (in measureable terms ie provide a documented process, change a process to include training etc)}

CR #

PC013102-1

Qwest Response

April 23, 2002

Donna Osborne-Miller and Ervin Rea
LSAM Managers
AT&T

SUBJECT: Qwest's Change Request Response - CR #PC013102-1
DMS100 SR/AL

This letter is in response to AT&T's Change Request PC013102-1 requesting Qwest to modify its DMS100 switches to ensure that the switch is routing calls according to the ALI database and not the selective router. Further, if a number cannot be located in the ALI database, AT&T is requesting that the routing utilize information associated with incoming trunks, as one possible solution supported by the manufacturer.

On March 21, 2002, Qwest and AT&T held a meeting with the Colorado Public Utilities Commission (PUC) Staff. In the meeting, the issue of timely ALI database updates was discussed and it was agreed that timely updates would reduce default routing occurrences. It was agreed that the parties would hold off on pursuing default routing by trunk group ESN until a meeting could be held with the PUC and other industry stakeholders. The parties also agreed to participate in the appropriate Industry Forum on Global Dynamic Updates. In addition a meeting is to be scheduled by the PUC Staff with Arapahoe PSAP, Qwest and AT&T to review specific issues and discuss how the parties can address the Arapahoe PSAP's concerns.

After the meeting Qwest and AT&T agreed that the CR should be placed in a hold status while the aforementioned issues are addressed.

At April 17, 2002 CMP Monthly Meeting it was agreed that the CR would be status as Development until further direction is agreed to.

Sincerely,

Richard H Martin
Change Request Project Manager



LOCAL NETWORK SERVICES . . . *Lead with Local*

9-1-1 Selective Routing Denver / Colorado



9-1-1 Selective Routing – Problem Statement

LOCAL NETWORK SERVICES . . . *Lead with Local*

- The CLEC 9-1-1 network is designed to accommodate ANI failure. Each trunk group serves a specific default PSAP based on an assigned Emergency Service Number (ESN).
- An area code and exchange (NPA-NXX) may be used ubiquitously within a rate center which results in telephone numbers (TN) within the NPA-NXX being assigned within multiple default PSAP jurisdictions.
- ALI records are submitted by the CLECs on day of customer install. The ALI submission results in TN/ESN processing in the SR by the ILEC the next day or thereafter.
- Where multiple default PSAPs exist within a rate center boundary, line class screening is employed in the CLEC switch to guide a call to a designated CLEC 9-1-1 trunk group.
- When the calling party's number is not determinable by the Selective Router (SR), the call is directed to the PSAP associated with the CLEC 9-1-1 trunk group.
- Where multiple default PSAPs exist within a rate center boundary and when the ALI has not been processed to the SR, NPA-NXX (or NPA-NXX-N) wildcards increase the likelihood of routing to an inappropriate PSAP.



9-1-1 Default Routing – CLEC Requirement

LOCAL NETWORK SERVICES . . . *Lead with Local*

- Remove NPA-NXX and NPA-NXX-X wildcards in the SRDB associated with Rate Centers which contain multiple default PSAPs.
- Load the SRDB with all TN/ESN records.
- Thereafter, when the SR receives a 9-1-1 call, it will seek the TN/ESN and if not found will utilize the ESN associated with the incoming Trunk Group.



DMS 100 E9-1-1 Routing

DMS 100 Routing

A Selective Router (“SR”) is a E9-1-1 Tandem switch that routes Enhanced 9-1-1 (“E9-1-1”) calls from the originating end office to the originating caller’s corresponding geographic Public Safety Answering Point (“PSAP”). PSAPs are assigned a unique Emergency Service Number (“ESN”) used for routing identification. The ESN is an arbitrary number assigned to a combination of Police, Fire, and Emergency Medical Service (“EMS”) providers that serve the caller's jurisdiction.

- When a E9-1-1 call is made, the originating central office sends the caller's Automatic Number Identification (“ANI”) (if CAMA signaling) or the Calling Party Number (“CPN”) (if SS7 signaling) to the SR.
- The SR uses the ANI or CPN to query the internal E9-1-1 database for the appropriate ESN.
- After the ESN is identified, the SR translates the ESN to a non-published ten-digit Telephone Number (“TN”) and directs the call to the appropriate PSAP trunk group.
- The PSAP Customer Premise Equipment (“CPE”) decodes the ANI and queries the Automatic Location Identification (“ALI”) database to display the caller's address.

DMS 100 Default ESN NPA NXX Routing

Originally when analog SRs were deployed, default ESN NPA NXX routing was utilized by the industry because of memory limitations of the internal database. This functionality has been maintained and continues to be utilized by the industry with the digital DMS 100 SR because of the memory efficiencies this default method provides. Calls that default by NPA NXX are routed as follows:

- When a E9-1-1 call is made, the originating central office sends the caller's ANI to the SR. The SR uses the ANI to query the internal E9-1-1 database.
- When the full ten-digit ANI can not be associated to a unique ESN (where the SR does not have an E9-1-1 database entry for an ESN associated with the specific ten-digit ANI) the SR uses the default ESN that has been designated for the originating NPA NXX (each NXX has 10,000 associated TNs).
- The SR translates the ESN to a non-published ten-digit TN and directs the call to the appropriate PSAP trunk group based on the originating caller’s NPA NXX default ESN.

DMS 100 Default ESN Trunk Group Routing

Default ESN trunk group routing was initially a function of the analog SR if no ANI was received. This function has been carried forward with the conversion of the analog SR to the digital DMS 100 SR. Calls that default to the trunk group ESN would be routed as follows:

DMS 100 E9-1-1 Routing

- When an E9-1-1 call is made and the ANI is not available (i.e. four party services, mechanical failure, or carrier does not provide the ANI) the originating office forwards the E9-1-1 call to the SR without the ANI.
- Since the SR does not have an ANI to query the SR database for an ESN, the incoming trunk group to the SR is assigned a default ESN to handle the call.
- The SR translates the ESN to a non-published ten-digit TN that directs the call to the appropriate PSAP trunk group based on the originating caller's trunk group default ESN.

Standard Engineering Considerations of Default ESN NPA NXX Routing with a DMS 100 SR

The following are the major engineering considerations with the DMS 100 SR and are not all inclusive with regard to the DMS 100 SR:

- The default ESN is established for a NPA NXX that has a predominate PSAP.
- As numbers are ported (via Local Number Portability) within the default NXX, SR database updates are initiated for the ten-digit TNs' assignment to a unique ESN if different from the default.
- If there is no default ESN designated for the originating NPA NXX then the SR will use the assigned default ESN on the trunk group to handle the call.
- As subscribers disconnect, the ESN associated with that TN remains in the SR until the number is reassigned and the record is updated with a different ESN.

Routing to Incorrect PSAP

There are two conditions where the default NPA NXX routing may route an E9-1-1 call to the incorrect PSAP.

- The subscriber has a change of address.
- The subscriber has a change of TN.

To minimize misrouting, a third party database administrator provides updates to the SR database on a daily basis. In addition, both Qwest and Interconnecting carriers have the responsibility to provide the third party database administrator daily updates for the orders processed each day. PSAPs are aware that misroutes associated with subscriber information changes can and will happen. The PSAP expects these changes to be resolved through timely record updates.

Impact of Default Routing by Trunk Group ESN

Defaulting only to the trunk group ESN (where the SR has queried the internal E9-1-1 database and has not found specific routing instructions for the ten-digit ANI) as opposed to the current industry practice of Default ESN NPA NXX Routing would have several impacts.



DMS 100 E9-1-1 Routing

- This default configuration would require the addition of all the ten-digit TNs in each NXX served by the SR database, thus potentially more than tripling the size of the SR database.
- The switch would potentially need costly upgrades for additional memory.
- This would require time intensive reload of all records. This would impact internal as well as external resources. Other considerations need to be given to the 4-day delay of daily updates from the database administrator while the database is being reloaded. It is estimated that a complete reload of the SRDB in Denver and Broomfield would take 10 weeks.
- Due to the design of trunking to the SR from originating end offices, several NPA NXXs are delivered to the SR on the same trunk and require service from different PSAPs. E9-1-1 calls are less likely to be routed to the correct PSAP when default routing by trunk group is required.
- Costly retraining of technicians would be necessary for this nonstandard configuration.
- Any benefit, and there is no proven benefit, from default routing by trunk group ESN would be diminished due to the fact that disconnects are not recorded in the SR database.
- There is no long-term benefit to default routing by trunk group ESN. The real issue is timely SOI updates from the providers to the database administrator.
- Any efficiencies of NPA NXX default routing are lost with Trunk Group ESN default routing.

CR #	Title	Date	Organization	Area Impacted	Products Impacted
		Current Status			
PC050302-1	Email Notifications of No Dial Tone at 48 Hours	Development	Wholesale ProdProc	Other: Coordinated Hot Cuts and	Unbundled Loop, UNE
		7/17/02			

Director: Retka, Mary
Originator: Wicks, Terry
Owner: Houston, Neil
CR PM: Martin, Ric

Originator Company Name: Allegiance

Description Of Change

The current process for the QCCC is to call Allegiance with notification of No Dial Tone at 48 hours prior to cut date. Allegiance would like to receive all notifications of NDT at 48 hours prior to cut date through email using Qwest's PTA tool in place of receiving these notifications by telephone calls or leaving voice mails. This will allow proper tracking of NDT notifications by both Qwest and the CLECs. This will also insure the CLECs have sufficient time to achieve dial tone prior to cut date. Allegiance believes that receiving email notifications will save a lot of time for both Qwest and the CLECs

Status History

05/03/02 - CR Submitted by Qwest.
 05/03/02 - CR acknowledged by P/P CMP Manager
 05/06/02 - CR posted to Web
 05/09/02 - Schedule Clarification Meeting with Allegiance for this date.
 05/09/02 - Conducted Clarification Meeting with Allegiance.
 05/14/02 - Issued Clarification Meeting minutes to Allegiance.
 05/15/02 - CMP Meeting - Allegiance introduced its CR. Meeting discussions will be set forth in the Product/Process Meeting Minutes to be posted on the CMP Web site.
 06/10/02 - Received e-mail from Allegiance providing spreadsheet on the NDT trial.
 06/19/02 - CMP Meeting - Meeting discussions will be set forth in the Product/Process Meeting Minutes to be posted on the CMP Web site. CR status was changed to Evaluation.
 07/10/02 - Initial response sent to Allegiance and posted to the Web
 07/17/02 - CMP Meeting - Meeting minutes posted to this CR's Project Meetings section. CR status was changed to Development.
 07/20/02 - Qwest issued formal response to the CLEC Community. Notification CMPR.07.29.02.F.01300.Final_CR_Responses.
 08/21/02 - CMP Meeting - Qwest provided a status on issuance of the Level 3 notification. Minutes on this CR to be posted to the Project Meetings section. Status to remain in Development.
 09/05/02 - Qwest issued Initial Notification on e-mail notification process. Notification PROD.09.05.02.F.00818.Analog_Loop_2_4_Wire

Project Meetings

August CMP Monthly Meeting Minutes

Qwest provided a status update on issuance of the Level 3 notice. Qwest indicated that they were holding off until the current 2-wire 4-wire PCAT language gets published to the Web on August 26, 2002. Allegiance expressed concern that issuance was based on the no dial tone PCAT language since they have taken exception to the language. Qwest advised that this could be addressed during the 1:00 p.m. discussion on issuance of the PCAT language. Eschelon advised that they were disappointed that they will need to wait longer for issuance of the Level 3 notice. They stated that Qwest advised last month that it would be issued by this month's meeting and now they have to wait longer. AT&T asked if they could only have one e-mail. Qwest advised that they could only have one and it must be different than the e-mail if they are receiving test results.

07/17/02 - July CMP Meeting Minutes:
 Qwest will continue with the trial that began May 6, 2002. It is available to all CLECs. Allegiance asked if all CLECs had to request the process in order for it to proceed. Qwest responded that the answer is yes, it is all or nothing. Allegiance stated that there should be a choice and that the Qwest response does not reference the "all or nothing" position. Qwest responded that the Level 3 process will support this effort and will allow other CLEC participation.. Qwest will issue the Level 3 initial notice prior to the August CMP meeting. CR status was changed to development.

Subject: Allegiance - NDT Trial E-mail Notification Final Spreadsheet 5/6 - 5/31/02

Date: Mon, 10 Jun 2002 11:36:25 -0500
From: "Wicks, Terry" <Terry.Wicks@allegiancetelecom.com>
To: "Cheri Hurless" <churles@qwest.com>, "Deni Toye" <dtoye@qwest.com>, "Kathie Simpson" <ksimpso@qwest.com>, "Linda Hendricks" <lkhendr@qwest.com>, "Mary Pat Cheshire" <mcheshi@qwest.com>
CC: "Reece, Mamie" <Mamie.Reece@allegiancetelecom.com>, "Best, Doreen" <Doreen.Best@allegiancetelecom.com>, "Hill, Todd" <Todd.Hill@allegiancetelecom.com>

Here is the finalized spreadsheet with the data and comments captured for May. The trial is continuing through June and I will have a separate spreadsheet for June.

<<NDT Trial Spreadsheet 05-06 thru 05-31-02.xls>>

Terry Wicks
LEC Account Manager
allegiancetelecom, inc
469-259-4438
terry.wicks@algx.com <mailto:terry.wicks@algx.com>

CLEC Change Request
Clarification Meeting

May 9, 2002, 3:30 p.m. (MT)
Conference Call
877-564-8688
PC050302-1, E-Mail Notification of No Dial Tone at 48 Hours

Attendees:
Ric Martin, Qwest
Neil Houston, Qwest
Mike Raleigh, Qwest
Deni Toye, Qwest
Terry Wicks, Allegiance

Introduction of Attendees
Introductions of the participants on the Conference Call were made and the purpose of the call discussed

Review Requested (Description of) Change
Terry reviewed Allegiance's CR. He explained that the initial phone call would roll to voice mail and the issue is with the voice mail notifications falling through the crack. He would like to get an e-mail to have a record to hold Allegiance personnel accountable. Terry advised that there is currently a trial with Qwest and Allegiance on this process that started in February with the QCCC. Deni advised that the trial started May 6th and is to be concluded May 31st. Currently they are having the PTA System send the e-mail. Terry advised that the CR was submitted in addition to the trial to have this process implemented for all CLECs.

Confirm Areas & Products impacted
It was confirmed that the area impacted was Provisioning for coordinated hot cuts and basic cuts. The product impacted is UBL, LX—Reuses.

Confirm Right Personnel Involved
Qwest confirmed that Neil Houston would be the SME for response to this Change Request.

Identify/Confirm CLEC's Expectation
Allegiance would like this process implemented for all CLECs.

Identify any Dependent Systems Change Requests
There are no related Systems CRs.

Establish Action Plan (Resolution Time Frame)
The trial will complete May 31st.
The CR will have the collective CLEC clarification and SME input at the June CMP meeting.

Qwest Response

.July 10, 2002

Terry Wicks
LEC Manager
Allegiance Telecom, Inc.

CR #

PC050302-1

SUBJECT: Qwest's Change Request Response - CR # PC050302-1
E-mail notifications of NDT at 48 hours through PTA tool

This is in response to Allegiance's Change Request (CR) PC050302-1. This CR requests that all notifications of No Dial Tone (NDT) at 48 hours prior to the cut date be provided to the CLEC via e-mail using Qwest's Plant Test Access (PTA) tool. The current trial of PTA e-mail notifications with Allegiance began on May 6, 2002. The trial with Allegiance will continue during the implementation phase for this CR.

Qwest is able to provide all NDT notifications via e-mail using the PTA tool. PTA notifications require that CLECs provide Qwest with an e-mail address separate from the e-mail address provided for test results. CLECS should send their NDT PTA e-mail location to Deni Toye, dtoye@qwest.com. Qwest will add the CLECs NDT PTA e-mail address to the notification list upon receipt. To provide an efficient and uniform notification, Qwest will provide NDT notifications via the PTA tool to all CLECs.

Based upon Qwest's understanding of the scope of this CR, Qwest views the implementation of this CR as a Level 3 Product & Process change. Timing of the implementation of this change will be dependent upon the quantity and nature of CLEC comments.

Qwest will seek concurrence for this approach at the July Monthly Product & Process CMP Meeting.

Sincerely,

Neil Houston
Staff Advocate Policy & Law

cc: Mary Retka, Director, Technical Regulatory Interconnection Planning

CR #	PC050302-1
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CR #	Title	Date	Organization	Area Impacted	Products Impacted
		Current Status			
PC062602-1	Circuit IDs on CLEC to CLEC Reuse of Facilities orders	Development	Wholesale ProdProc	Ordering, Provisioning	Unbundled Loop, UNE Loop
		8/21/02			

Director: Bliss, Susie
Originator: Wicks, Terry
Owner: Urevig, Russell
CR PM: Sanchez-Steinke, Linda

Originator Company Name: Allegiance

Description Of Change

Allegiance wants the capability to get CLEC circuit ID information from Qwest on UNE DS0 loops prior to submitting a CLEC to CLEC reuse of facilities order. If Qwest Retail wants to reuse facilities when porting a customer from a CLEC back to Qwest, they have the capability to "look up" circuit ID information. Qwest Retail does not have to get this information directly from the CLEC, thus the ability to access circuit ID information speeds up their process of submitting orders to Wholesale and eliminates rejects for "bad or missing" circuit IDs. Giving the CLECs a process to obtain CLEC circuit ID detail up front for reuse orders, will allow the CLECs the same parity in submitting accurate orders in a timely manner. This capability will also allow more frequent use of the CLEC to CLEC reuse of facilities process. In many instances, some CLECs that are losing a customer will not provide circuit ID information to the winning CLEC, thus inhibiting the process of reusing the facilities. When facilities are not reused and the CLEC submits new loop orders, the results may be held orders for lack of facilities. Also installing new loops is much more expensive.

While there is a process in place to be able to submit CLEC to CLEC reuse of facilities orders without providing circuit ID information, 90% of the orders submitted by Allegiance since late May 2002 are being rejected for various erroneous or unclear reasons regarding the circuit ID information. (I will be addressing that issue in a separate change request.) Allegiance believes that having this additional capability, will greatly enhance our ability to get reuse orders successfully processed and in a more timely manner.

Expected Deliverable:

A process for CLECs to be able to request Circuit IDs up front for CLEC to CLEC reuse of facilities orders that is in parity with Retail's capability to get such circuit IDs before placing a reuse order for UNE DS0 loops.

Status History

06/26/02 - CR Submitted by Allegiance.
 06/26/02 - CR acknowledged by P/P CMP Manager.
 06/28/02 - CR Posted to Web
 07/02/02 - Contacted Terry Wicks and set up clarification call for July 8, at 9:00 a.m.
 07/08/02 - Clarification call was held
 07/10/02 - Clarification meeting minutes sent to Allegiance
 07/17/02 - CMP Meeting - Meeting minutes posted to this CR's Project Meetings section. CR status was changed to Clarification.
 08/14/02 - Issued Qwest draft response to Terry Wicks at Allegiance
 08/21/02 - CMP Meeting - Qwest presented its draft response dated 8/13/02. Minutes on this CR to be posted to the Project Meetings section.
 09/12/02 - Issued revised Qwest draft response dated 9/10/02 to Terry Wicks at Allegiance

Project Meetings

08/21/02 - August CMP Meeting Minutes:
 Qwest reviewed its draft response. Allegiance would like to walk through on the phone with Qwest and use Raw Loop Data Tool. Eschelon asked how to identify which CLEC owns the circuit. Qwest stated that the RLDT will provide the circuit ids and that retail and CLECs rely on Qwest Wholesale to identify the local provider. Allegiance indicated they would like to move this CR into development.

07/17/02 - July CMP Meeting Minutes:
 Allegiance presented their Change Request. Qwest stated that current tools will be reviewed for their capability to look at curcuit IDs in conjunction with end user addresses, including specific addresses that have suite numbers. CR status is clarification

Time/Date: 9:00 a.m. (MDT) / Monday, July 8, 2002
 Place: Conference Call

Conference: TEL: 877.521.8688
Call-In No: CODE: 7901848
CR No: PC062602-1" Circuit IDs on CLEC to CLEC Reuse of Facilities orders"

Attendees:

Terry Wicks, Allegiance
Russ Urevig, Qwest
Neil Houston, Qwest
Bob Mohr, Qwest
Michael Keegan, Qwest

Introduction of Attendees

Attendees introduced.

Review Requested (Description of) Change

Description:

Allegiance wants the capability to get CLEC circuit ID information from Qwest on UNE DS0 loops prior to submitting a CLEC to CLEC reuse of facilities order. If Qwest Retail wants to reuse facilities when porting a customer from a CLEC back to Qwest, they have the capability to "look up" circuit ID information. Qwest Retail does not have to get this information directly from the CLEC, thus the ability to access circuit ID information speeds up their process of submitting orders to Wholesale and eliminates rejects for "bad or missing" circuit IDs. Giving the CLECs a process to obtain CLEC circuit ID detail up front for reuse orders, will allow the CLECs the same parity in submitting accurate orders in a timely manner. This capability will also allow more frequent use of the CLEC to CLEC reuse of facilities process. In many instances, some CLECs that are losing a customer will not provide circuit ID information to the winning CLEC, thus inhibiting the process of reusing the facilities. When facilities are not reused and the CLEC submits new loop orders, the results may be held orders for lack of facilities. Also installing new loops is much more expensive.

While there is a process in place to be able to submit CLEC to CLEC reuse of facilities orders without providing circuit ID information, 90% of the orders submitted by Allegiance since late May 2002 are being rejected for various erroneous or unclear reasons regarding the circuit ID information. (I will be addressing that issue in a separate change request.) Allegiance believes that having this additional capability, will greatly enhance our ability to get reuse orders successfully processed and in a more timely manner.

Discussion:

Allegiance stated they cannot force a CLEC to provide circuit ID information. Allegiance is dependent on Qwest to provide this information.

Reuse of facilities benefits both the CLEC and Qwest.

Qwest stated that the current tools will be reviewed for their capability to look at circuit IDs in conjunction with end user addresses.

Confirm Areas & Products Impacted

Areas Impacted: Ordering, Provisioning Products Impacted: Unbundled Loop, UNE Loop

Confirm Right Personnel

Qwest confirmed the correct personnel were on the call.

Identify/Confirm CLEC's Expectation

A process for CLECs to be able to request Circuit IDs up front for CLEC to CLEC reuse of facilities orders that is in parity with Retail's capability to get such circuit IDs before placing a reuse order for UNE DS0 loops.

Identify any Dependent Systems Change Requests

None

Establish Action Plan (Resolution Time Frame)

Allegiance can present this Change Request to the CLEC community at the July Product/Process CMP meeting scheduled for July 17

Qwest will issue draft response to this Change Request by Aug 14 (one week prior to the Aug 21 CMP meeting). Qwest will discuss the draft response at the Aug 21 CMP meeting.

Qwest Response

September 10, 2002

DRAFT RESPONSE

For review by CLEC Community and discussion at September's CMP Meeting

Terry Wicks
LEC Manager
Allegiance

SUBJECT: Qwest's Change Request Revised Response - CR # PC062602-1
Circuit IDs on CLEC to CLEC Reuse of Facilities order

This is a revised draft response to the request from Allegiance to allow the CLEC's the ability to get circuit ID information on DS0 type loops for CLEC to CLEC migrations.

At the August CMP meeting, Allegiance and Qwest agreed to a conference call to work through the process of obtaining loop circuit IDs using the Raw Loop Data (RLD) query. The conference call was held on September 4th and the following is a summary of the issues that require further research by Qwest:

CR #

PC062602-1

- RLD produced the desired result when the end user location was a single tenant address
- RLD did not produce the desired result when the end user location was a multi-tenant address, (the sample used was a mall location)
- RLD produced the desired result when the suite number for the multi-tenant address was included and that information was also in Qwest's PREMIS database
- RLD did not produce the desired result when the suite number was not included or when this information was not in PREMIS.

Qwest will continue to research the above issues to determine the most suitable path forward and will provide additional information at the CMP meeting in October.

Sincerely,

Russ Urevig
Senior Process Analyst
Wholesale Service Delivery

CR #	PC062602-1
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Information Current as of: Friday, September 13, 2002

Page 36 of 52

Report Name: 004 Detailed CLEC Initiated ProdProc OF FINAL ATTACH D

ATTACHMENT D

CR #	Title	Date	Organization	Area Impacted	Products Impacted
		Current Status			
PC062702-12	Update Qwest back end systems to show DSL feature information for Repair	Development	Wholesale ProdProc		Resale - Centrex Plus/Centron
		8/21/02			

Director: Bliss, Susie
Originator: Johnson, Bonnie
Owner: Bliss, Susie
CR PM: Thomte, Kit
Originator Company Name: Eschelon

Description Of Change

Currently when a CLEC orders the DSL feature on a Centrex Plus or Centron line, the order can be processed and installed, however, the critical technical information needed to manage the DSL after installation does not flow to Qwest back end systems. Though the DSL feature appears on the CSR, technical information needed for repair on the DSL feature does not appear in any of Qwest's systems. The result is an inability to get a customers DSL service repaired once installed.

Expected Deliverable:
 Capture the critical information needed for DSL feature on a Centrex Plus/Centron line. Develop an interim process for the CLEC's to work with repair until that is done. Identify all existing DSL on CLEC's accounts when the fix is in place and populate the information needed in the systems. Identify any other Qwest product this may apply to.

Expected Deliverable:
 Update Qwest systems to capture the critical information needed for DSL feature on a Centrex Plus/Centron line. Develop an interim process for the CLEC's to work with repair until that is done. Identify all existing DSL on CLEC's accounts when the fix is in place and populate the information needed in the systems. Identify any other Qwest product this may apply to.

Status History

6/27/02 CR submitted
 7/1/02 - CR acknowledged
 7/2/02 - Clarification Meeting scheduled
 7/10/02 - Clarification Meeting held
 7/10/02 - Status changed to clarification
 7/17/02 - July CMP Meeting: CR status changed to "Presented". Meeting minutes posted to this CR's Project Meetings section.
 08/14/02 - Sent Draft Response to Eschelon
 08/21/02 - August CMP Meeting: CR status changed to "Development" Meeting minutes will be posted to this CR's Project Meeting section and the CMP Web site.

Action Items (AI) Associated with this CR:

AI Number	1	Date Initiated	8/22/02	Date Due		Date Complete	
Responsible Party	Bliss, Susie	AI Status	Open				
Short Title	Provide information to repair						
Description	Bliss organization is working to identify accounts and provide information to repair. Spread sheet						
Resolution							

Project Meetings

08/21/02 - August CMP Meeting Minutes
 Qwest (Bliss) indicated that the CR was still open. Qwest and Eschelon are ready to trial a manual process that was established on August 6th. On August 6th a request came in from Eschelon but Qwest was unaware the request was to trial this manual process. Qwest is assessing the feasibility of a mechanized solution. Eschelon is working on a forecast to determine if Qwest should pursue a mechanized solution. Meanwhile, Qwest has received a worksheet that identifies all existing DSL on CLEC's accounts and are working towards ensuring the Repair Center has the needed information. This CR was moved to "Development" status.

07/17/02 - July CMP Meeting Minutes:

Eschelon (Johnson) reviewed the CR and indicated that the appropriate information does not show up in the repair systems. This problem is not experienced by Qwest Retail customers because Retail does not use DPA. DPA is not a problem in Western region. Qwest (Bliss) indicated that this was an issue that was being addressed by the DSL Swat Team.

7/10/02 Clarification Meeting

Attendees: Bonnie Johnson - Eschelon, Susie Wells - Qwest, Kit Thomte - Qwest, Cindy Schwartz - Qwest, Paulette Westerfield - Qwest, Dan Busetti - Qwest, Jean Novak - Qwest

Introduction of Attendees

Introductions of the participants on the Conference Call were made and the purpose of the call discussed.

Review Requested (Description of) Change

Bonnie Johnson - Eschelon reviewed the change request. Currently when a CLEC orders the DSL feature on a Centrex Plus or Centron line, the order can be processed and installed but the critical information does not flow through to repair. The result is an inability to get a customers DSL service repaired once installed.

She also said that this problem only applies to the Eastern and Central Regions only.

Confirm Areas and Products Impacted

Bonnie Johnson said that the Products impacted are Resale - Centrex Plus/Centron and UNE-P Centrex Plus/Centron

Confirm Right Personnel Involved

Susie Wells will be the SME at this time.

Identify/Confirm CLECs Expectation

Bonnie Johnson confirmed that Eschelon would like Qwest to develop an interim process that would capture the critical information needed for the DSL feature on a Centrex Plus or Centron line and provide the information to repair.

Identify any Dependent Change Requests

Lynn Stecklein advised Bonnie Johnson that Qwest has determined that this change request will be handled as a Product/Process CR. Bonnie Johnson asked why this would not be considered a system request and Lynn Stecklein said that the CLECs do not have access to the interface/system impacted. The interface impacted is internal to Qwest.

Establish Action Plan (Resolution Time Frame)

Lynn Stecklein will create a Product/Process CR. This CR will comply with the CMP Product/Process CR process and is eligible for presentation at the appropriate July Monthly CMP meeting

Qwest Response

August 13, 2002

Bonnie Johnson
Senior Manager ILEC Relations
Eschelon

SUBJECT: CR PC062702-12 Update Qwest back end systems to show DSL feature information for Repair

There are four pieces to the CR. They are:

Capture the critical information needed for DSL features on a Centrex Plus/Centron line.

Develop an interim process for the CLEC's to work with repair until that is done.

Identify all existing DSL on CLEC's accounts when the fix is in place and populate the information needed in the systems.

Identify any other Qwest products this may apply to.

The CR is still open. The current status is as follows:

Open - We are pursuing a system solution to capture this information. We are looking at a few possible solutions and will report the current status at the next CMP meeting.

Open - Qwest has developed a manual process by which Qwest's repair personnel will have access to the information they need to take repair reports on DSL service provided with Resold/UNE-P Centrex Plus and Resold/UNE-P Centron. After an order completes in the SOP, Qwest's personnel will manually intervene to stop the order processing before the order posts in CRIS. At that time, Qwest personnel will add the appropriate repair organization information to the order. Finally the order will be released to continue through its normal processing and posting to CRIS. We will trial the interim process with Eschelon.

Open - Qwest is still looking at how we would identify these accounts and ensure the Repair Center has the needed information.

Closed - This situation is unique only to Central and Eastern Region Resold and UNE-P Centrex and Centron.

Sincerely,

CR #

PC062702-12

Information Current as of: Friday, September 13, 2002

Page 38 of 52

Report Name: 004 Detailed CLEC Initiated ProdProc OF FINAL ATTACH D

ATTACHMENT D

CR #	Title	Date	Organization	Area Impacted	Products Impacted
		Current Status			
PC102301-1	Implementation of Covad's IVR Testing Tool by Qwest for use in the field provisioning and repair process	Development	Wholesale ProdProc	Repair, Field Provisioning	Stand Alone Loops
		12/12/01			

Director: Aesquivel III, Frederick
Originator: Zulevic, Michael **Originator Company Name:** Covad
Owner: Ganes, Tim
CR PM: Thomte, Kit

Description Of Change

IVR is an automated voice response (dial-in) system by which Qwest technicians can perform a one way "pre-test" of a loop prior to formal cooperative (two way) acceptance testing with Covad. IVR takes the Qwest tech through the same process as the two way test and will feed back results to the Qwest tech. If the loop tests good, the Qwest tech would then perform the coop test and loop turn-over with Covad. If a fault is discovered during the IVR test, the Qwest tech would then have the opportunity to correct the deficiency prior to turn-over to Covad. This process has been implemented in another ILEC and Verizon specifically asked for its use to improve their provisioning efficiency as part of its recent recovery efforts in NYC. Eventually, the goal will be to eliminate the need for cooperative testing, saving both Covad and Qwest time and resources, improving operational efficiencies for both.

Status History

10/23/01 - CR Received by Minda Cutcher of Covad Communications
10/23/01 - CR status changed to Submitted
10/23/01 - Updated CR sent to Minda and Susan Early
11/01/01 - Clarification Meeting Held with Covad.
11/14/01 - CMP Meeting - CR was clarified with the CLECs. Qwest to prepare its draft response.
12/03/01 - Additional clarification questions submitted to Covad via e-mail
12/05/01 - Received responses to e-mail questions
12/05/01 - Draft response dated 12/03/01 posted to CMP database and issued to the originating CLEC. Status changed to Presented.
12/12/01 - CMP Meeting: Qwest response presented to CLECs, agreement obtained to change status to Development. Covad to supply answers to balance of questions listed in response.
12/28/01 - Formal response dated 12/3/01 issued to CLECs
01/03/02 - Kick-off meeting for trial implementation held between Covad and Qwest
01/04/02 - Meeting minutes for Kick-off meeting issued to Covad
01/10/02 - E-mail update from Covad on Kick-off meeting actions
01/11/02 - E-mail from Qwest responding to Covad
01/16/02 - January CMP meeting. Qwest provided a status update to the CLEC community. CR Status remains in "Development"
01/29/02 - E-mail from Qwest providing update to Covad
02/06/02 - Reply e-mail from Covad
02/07/02 - Qwest response e-mail to Covad
02/13/02 - E-mail from Covad advising change of personnel
02/13/02 - E-mail response, Qwest waiting for new Covad contact to move forward with trial.
02/20/02 - February CMP meeting: Status update provided to CLEC community. Michael Zulevic will replace Minda Cutcher as the Covad representative for this CR. Qwest are waiting for Covad's response to two questions before moving on with the trial. Meeting discussions will be set forth in the Product/Process Draft Meeting Minutes contained in the Product/Process CMP Meeting Distribution Package 03/20/02
02/22/02 - Information E-mail from Qwest to new Covad CR owner
02/22/02 - Return E-mail from Covad
02/27/02 - Status report from Qwest posted in CMP database
03/20/02 - March CMP Meeting: Status update provided to CLECs, CR status to remain in "Development". Meeting discussions will be set forth in the Product/Process Meeting Minutes to be posted on the CMP Web site
03/22/02 - E-mail from Covad asking to begin trial without providing test parameters associated with IVR capability to Qwest
03/29/02 - Qwest left a voice mail with Covad informing them of an April 15th start date for the trial
04/17/02 - April CMP Meeting: Status update provided to CLECs. Meeting discussions will be set forth in the Product/Process Meeting Minutes to be posted on the CMP Web site
04/25/02 - Covad and Qwest met to discuss the status of the trial, meeting minutes from the session were posted to the data base pending approval from participating parties
05/06/02 - Qwest sent email to COVAD indicating that Qwest had begun the trial with COVAD
05/15/02 - May CMP Meeting: Qwest advised that they started the trial using Qwest historical data. Meeting discussions will be set forth in the Product/Process Meeting Minutes to be posted on the CMP Web site.
06/19/02 - June CMP Meeting: CR status remains in "Development". Meeting discussions will be set forth in the Product/Process Meeting Minutes to be posted on the CMP Web site.

CR #	PC102301-1
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07-09-02 - July CMP session will have an update of status to reflect Qwest approach
07/17/02 - July CMP Meeting: CR status remains in "Development". Meeting minutes posted to this CR's Project Meetings section.
08/21/02 - August CMP Meeting: CR status remains in "Development". Meeting minutes posted to this CR's Project Meetings section and
CMP Web site
09/11/02 - Sent Covad Revised Response

Project Meetings

08/21/02 - August CMP Meeting Minutes

Qwest (Gianes) indicated that a revised document had been provided, the document is being reviewed by the Network organization. A point of concern has been raised regarding the lack of information regarding the test parameters behind IVR. COVAD (Zulevic) inquired if the agreement was being expanded beyond provisioning? Gianes indicated that in the last session with COVAD (Mindy and John) agreed not to go beyond provisioning at this time. This CR will remain in "Development" status.

07/17/02 - July CMP Meeting Minutes:

Qwest (Gianes) provided an update indicating that both COVAD and Qwest were happy with the results of the trial. Qwest would like to roll out the process within the fourteen states. Two regions have been trained so far, but actual implementation is pending legal approval. This process would be not be applicable to repair. This CR will continue with a status of "Development" Revised response will be provided prior to the next meeting.

To: "Berard, John" <jberard@covad.com>

cc: "Zulevic, Michael" <MZulevic@covad.com>, "Cutcher, Minda" <mcutcher@covad.com>, "Linda Hendricks" <lkhendr@notes.uswc.uswest.com>, "Deni Toye" <dtoye@uswest.com>, "Mary Pat Cheshier" <mcheshi@uswest.com>, "Alan D Braegger" <abraegg@uswest.com>, Michael Raleigh/Mass/USWEST/US@USWEST, "Kurtis L Preston" <klprest@uswest.com>, "Rick Mabry" <rmabry@qwest.com>, "Diane L Diebel" <dlbail3@uswest.com>, Kathleen Thomte/Mass/USWEST/US@USWEST

Subject: Re: IVR Trial with Covad

John,

I still have not received the list of service orders from you that you had agreed to send for this trial. This list was to enable both company's to work from the same "database" for tracking purposes and determination of final results. I understand that the list may require updating on a weekly basis due to the service order intervals. That is not a problem. Would you also let me know what has happened regarding providing Qwest the On Time Performance (OTP) report we discussed. It was our impression that this was one of your critical measures of success in previous deployments of the IVR tool to other ILECs.

Last week we decided to move forward without the service order list from Covad by asking Mike from the QCCC to pull a 30 day historical and future DD report. This will assist Kurt and Rick in determining which higher volume wire centers to focus on within the geography we discussed as we progress from the limited "dry run" with a few orders to the full scope of the trial. At this point we will use the future service order data we pulled as our baseline going forward to track and determine usage, IVR performance, etc.

Also, Alan from the Qwest field staff, has developed a more refined flow chart which we have shared with the field director for use by the technicians. This provides an accurate and more straightforward chart of what the field technicians will experience when using the Covad IVR. I will be glad to share at our next joint status meeting.

Please contact me regarding when you will be able to provide the future service order list and the OTP report at your ear

04/25/02

To: "Berard, John" <jberard@covad.com>

cc: "Cutcher, Minda" <mcutcher@covad.com>, "tgianes@qwest.com" <tgianes@qwest.com>, "Zulevic, Michael" <MZulevic@covad.com>, "Deni Toye" <dtoye@uswest.com>, "Alan D Braegger" <abraegg@uswest.com>, lkhendr@qwest.com, Kathleen Thomte/Mass/USWEST/US@USWEST, "Rick Mabry" <rmabry@qwest.com>, "Kurtis L Preston" <klprest@uswest.com>, "Mary Pat Cheshier" <mcheshi@uswest.com>, Michael Raleigh/Mass/USWEST/US@USWEST, "Diane L Diebel" <dlbail3@uswest.com>

Subject: Re: QWEST Trial of Covad IVR Loop Test Tool

Everyone,

Here is a what I believe we agreed to on today's call:

The trial will start Monday April 29th as scheduled.

All parties agree that since Covad orders Coordinated Installation with Cooperative Test only, Qwest will utilize the IVR test during the Cooperative Testing portion of the test and turn up. As the field technicians become more comfortable with the IVR tool they have the option of utilizing the IVR at any point during their installation activity as long as it does not jeopardize Qwest meeting the Coordinated Install timeframe.

Qwest will begin the trial by having a technician access sample Covad service orders and run through the IVR process. The technician will provide the Qwest team immediate feedback regarding their experience.

John will send to Tim a list of pending Covad service orders so both Covad and Qwest will be working from the same list. This is critical in providing accurate results at the end of the trial.

John is still pursuing providing an On Time Performance (OTP) report to Qwest since this is where Covad indicates there will be a significant

CR #

PC102301-1

benefit. John agrees a report of this type will be a valuable measure of success at the end of the trial. Minda confirmed that Qwest is the only ILEC with whom Covad orders Coordinated Installs. Based on the nature of Coordinated Install orders, Qwest performs extensive workstep completion confirmation prior to a field tech being dispatched to the premise. Minda agrees that because Qwest applies a very structured approach to Coordinated Installs this may minimize the extent of the benefit to Qwest that other ILECs have experienced with the IVR. Everyone also agrees that Qwest will continue to perform and document their required Core tests and follow established Coordinated testing agreements as they do today. Utilizing the IVR does not negate any current processes. Minda also agrees that if Qwest experiences a Fail situation via the IVR but successfully has passed standard Qwest core tests in the same area, Qwest will not default to the Covad test result but will contact Covad and work through the variance on a case by case basis as they do today. Tim will update the Trial Document to specify that Qwest will only enter the numeric portion of the PON number when accessing the IVR tool. Tim will schedule a follow up with the QCCC and the field to confirm the tracking spreadsheet detail Qwest will utilize to provide trial results on the orders submitted by Covad. Tim will schedule a joint meeting with Covad within the first 2 weeks of the trial to discuss progress and address concerns and opportunities.

I have tried to capture our conversation accurately and completely and ask that you send me any corrections to what I have stated by end of day tomorrow. If there are no corrections or after making corrections I will ask that Kit Thomte incorporate these notes into our ongoing tracking of the original CR.

Tim Gianes
303 703-2199
03/22/02 - E-mail from Covad asking to begin trial without providing test parameters associated with IVR capability to Qwest

From: "Michael Zulevic" <mzulevic@covad.com>
To: "Todd Meade" <tmeade@qwest.com>, "Michael Keegan" <mjkeega@qwest.com>
Cc: "Berard, John" <jberard@covad.com>
Subject: IVR documentation
Date: Fri, 22 Mar 2002 11:16:38 -0700

Todd,

Per our discussion yesterday, Covad does not see the need to provide our test parameters associated with our IVR capability to Qwest. Covad considers this to be proprietary information. As I stated yesterday, I would be willing to certify that our test parameters are within the technical specifications of your UNE loop offering. Once again, the IVR capability is in use in Verizon and the capability is now being deployed in SBC. BellSouth is also working with us to deploy the capability there as well. Covad has not been "required" to provide technical documentation to any of these ILECs as a condition of use. It must be understood that the IVR is a test capability, developed for use by Covad, that we are agreeing to allow Qwest and other ILECs to use, to assist them in their provisioning process. If, after a joint trial is completed, Qwest determines they have no need for this test capability, there is no obligation to continue with it's use. I would like to begin the trial as soon as possible, as trials with other ILECs have resulted in a significant improvement in the delivery of UNE loops. Please let me know if this informaion is sufficient to start the trial, and when we can get it started.

Thanks,

Michael Zulevic
Director- External Affairs
Office(520)575-2776
Cel(303)884-5657
Fax (520)575-2785

02/27/02 - Status report from Qwest posted in CMP database

Subject: Covad IVR Meeting 2/27/02
Date: Wed, 27 Feb 2002 16:12:46 -0700
From: "Tim Gianes" <tgianes@qwest.com>
To: Todd Mead <tmead@qwest.com>
CC: "Frederick M Aesquivel Iii" <faesqui@uswest.com>
Todd,

I participated on a call today with Michael Zulevic and John Berard with Covad. John was involved in the deployment of the Covad IVR to Verizon. We discussed the 2 pending requests which were:

- Utilization of the Covad circuit ID instead of the PON to activate the IVR
- Full disclosure of specific tests activated (by circuit type) within the IVR and the related test parameters set for each Pass/Fail decision

John felt he could locate the IVR development document which should contain this information and send me a copy. Michael questioned the need for Qwest to have this data. I explained that this would allow us to insure that Covad & Qwest agree on the standard tests and test parameters utilized by the IVR before requiring field technicians to accept the Pass/Fail status from the IVR. It will be very beneficial to the field and center technicians to understand what the IVR is running, not just the net result, so they can better determine what action to take. Having the test detail will also promote buy-in from the field to actively use the IVR tool if they see the potential value of the test results.

I have agreed that Qwest will utilize the PON# which is present on the Worddoc. Micheal stated that the PON numbers were unique and

CR #

PC102301-1

would not cause Qwest to inadvertently intrude on another Covad circuit in error. Since Covad currently does not always provide their circuit ID on the LSR, requiring this would create an unnecessary step for Covad. Despite Qwest's preference to use the Covad circuit ID there is no compelling system or process related reason to not use the PON# as preferred by Covad. If using the PON becomes a problem, the process will have to be amended to revert to the circuit ID.

I am awaiting delivery of the detailed IVR document from Covad. Upon receipt, review, and agreement on tests & test parameters we will set a definite trial start date. Regarding the trial, I confirmed with Michael that Denver metro was the agreed location and 60 days the agreed trial duration. I also mentioned, and they concurred, that at the end of the trial we would gather performance results data as defined in my original response to the CR and determine future action.

Tim Gianes
303 703-2199

02/22/02 Return E-mail from Covad

Subject: RE: CR Interactive Report
Date: Fri, 22 Feb 2002 20:02:53 -0700
From: "Michael Zulevic" <mzulevic@covad.com>
To: "Todd Mead" <tmead@qwest.com>
CC: "Gianes, Timothy" <tgianes@qwest.com>

Todd,
I am looking for answers to your questions and sent an email to Tim earlier today asking about your availability for a clarification call this Weds. with one of our people who facilitated the implementation in Verizon. Hopefully, we can get this back on track real soon.

Thanks,
Michael Zulevic
Director- External Affairs
Office(520)575-2776
Cel(303)884-5657
Fax (520)575-2785

02/22/02 Information E-mail from Qwest to new Covad CR owner

From: Todd Mead [mailto:tmead@qwest.com]
Sent: Friday, February 22, 2002 12:02 PM
To: mzulevic@Covad.COM
Cc: Gianes, Timothy
Subject: CR Interactive Report

Mike,
As promised, here is the link to our interactive report where you can see the latest on your CR(s). This report is updated every 2 days.
<http://qwest.com/wholesale/cmp/changerequest.html>
(click on the Product/Process link)
As regards to PC102301-1 IVR Testing Tool, there are two outstanding issues. Qwest is waiting for Covad to supply a response to these issues before we move on with the trial. The issues are:
- Please provide the test detail behind each of the IVR options by product and respond in particular to the discrepancy on the loop length issue.
- Would Covad be able to provide their circuit ID on every order so we could use that rather than the PON? You may already provide the circuit ID already but wanted verification it is standard procedure to include it on all ISRs.
After your meeting with Mindy, please let me know if you want me to set something up with Qwest personnel.
Thanks
Todd

02/13/02 E-mail response, Qwest waiting for new Covad contact to move forward with trial.

From: Tim Gianes
02/13/2002 03:18 PM
To: "Cutcher, Minda" <mcutcher@covad.com>
Subject: RE: IVR Trial Status (Document link: Tim Gianes)
Thanks for the heads up Mindy. I hope you are moving into something else you will be enjoying, Thanks for helping and providing the information you have. I will await the decision fom Covad on who our contact will be and will look for the requested data from that person going forward.
Good luck!
Tim Gianes
303 703-2199

02/13/02 E-mail from Covad advising change of personnel

From: "Cutcher, Minda" <mcutcher@covad.com> on 02/13/2002 12:52:26 PM

CR #	PC102301-1
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To: Tim Gianes <tgianes@qwest.com>

Subject: RE: IVR Trial Status

Tim,

As a result of some internal reorgs at Covad, someone else is going to be driving this forward with you. It will likely be Mike Zulevik, but I will keep you posted. It will take us a few weeks to transition.

Mindy

02/07/02 Qwest response e-mail to Covad

Subject: RE: IVR Trial Status

From: Tim Gianes

02/07/2002 09:16 AM

To: "Cutcher, Minda" <mcutcher@covad.com>

cc: Todd S Mead <tmead@notes.uswc.uswest.com>, Michael Keegan <mjkeega@uswest.com>, Deni Toye <dtoye@uswest.com>, Terrance L Meehan

<tmeehan@uswest.com>, Linda Hendricks <lkhendr@notes.uswc.uswest.com>

Subject: RE: IVR Trial Status (Document link: Todd S Mead)

Mindy,

I was expecting you to be able to provide the test detail behind each of the IVR options by product and respond in particular to the discrepancy on the loop length issue I mentioned. Also, would Covad be able to provide their circuit ID on every order so we could use that rather than the PON? You may already provide the circuit ID already but wanted verification it is standard procedure to include it on all ISRs.

Thanks.

Tim Gianes

303 703-2199

02/06/02 Reply e-mail from Covad

Subject: RE: IVR Trial Status

From: Cutcher, Minda" <mcutcher@covad.com> on 02/06/2002 05:29:48 PM

To: Tim Gianes <tgianes@qwest.com>, Todd S Mead <tmead@notes.uswc.uswest.com>, Michael Keegan <mjkeega@uswest.com>

cc: Deni Toye <dtoye@uswest.com>, Terrance L Meehan <tmeehan@uswest.com>, Linda Hendricks <lkhendr@notes.uswc.uswest.com>

Subject: RE: IVR Trial Status

Tim,

Help me out here. Are you looking for me to give you some more info or are you chasing the info?

Mindy

01/29/02 E-mail from Qwest providing update to Covad

Subject: IVR Trial Status

Date:01/29/2002 04:02 PM

From: tgianes@qwest.com

To: mcutcher@covad.com, Todd S Mead/Mass/USWEST/US@USWEST, "Michael Keegan" <mjkeega@uswest.com>

cc: "Deni Toye" <dtoye@uswest.com>, "Terrance L Meehan" <tmeehan@uswest.com>, Linda

Hendricks/COMPLEX/USWEST/US@USWEST

Mindy, Todd and Mike,

Here is an update after the meeting I had with the Qwest Unbundled Services Process team. They expressed a couple of concerns that I believe can be resolved without much delay. As soon as we close on these issues we should be able to start a trial.

First: They are strongly recommending that we use the Covad circuit ID instead of the PON number. We would have to insure that the circuit ID is posted to the LSR up front by Covad. This circuit number should appear on the Worddoc that the field techs work from.

Second: They have requested a detailed description of the specific tests (with acceptance parameters) that are run at each option of the IVR and for each service type. I did receive a document titled Covad Loop Test Logic which seems to describe some of Covad's test acceptance parameters. Within that document for instance under Loop Length it shows that 15K is the acceptable parameter for ADSL. If this is built into the IVR parameters we would fail the test when in fact I don't believe these circuits have this requirement. For those that do have a length restriction it is 18K not 15K.

We all agreed that long term there is the potential for incremental time savings, depending to a large degree on the detail provided by the IVR. Hence the desire to still pursue the trial.

I will complete the trial document when I have these last 2 elements. The test parameters by option will be included in the trial documentation that I will distribute to the field. Please call with any questions/clarifications. It may be beneficial to have a quick call with the IVR SME to quickly work through the test options issue.

Tim Gianes

303 703-2199

01/11/02 E-mail from Qwest responding to Covad

Subject: Re: Status at Last

Date: Fri, 11 Jan 2002 09:02:58 -0700

CR #

PC102301-1

From: "Tim Gianes" <tgianes@qwest.com>
To: "Cutcher, Minda" <mcutcher@covad.com>
CC: tmead@qwest.com, tgianes@qwest.com
Mindy & Todd,

My responses are in red after the question.
"Cutcher, Minda" <mcutcher@covad.com> on 01/09/2002 08:44:26 PM
To: tmead@qwest.com, tgianes@qwest.com
Subject: Status at Last
Todd and Tim,
At last, here's my status on Action Items:

6.1 complete
6.2 the answer is yes to all (with the exception of the request on "fail to access") however, I think Covad could provide some generic data on system up time, which would drive to the same info (yes?). =Generic up time data would be helpful.= However, the catch is that to collect all this data requires a programming request, which could take between 2-4 weeks, depending on workload in our IT group. On the I-Report stuff, my understanding is that Covad will provide Qwest with a list of all orders that used IVR, then Qwest would run the I-Report analysis. Please confirm. =This is correct. Will need Qwest order numbers and related repair ticket numbers as well. Based on agreed definition of "I" report.....submitting a repair ticket within 30 days of the service order DD.=

6.3 complete
6.6 sounds like Tim and I have more work to do on this. Let me know when would be a good time to discuss further. =Todd, could you schedule a 30 minute meeting? Looks like late (after 4 pm) on the 16th or 18th, or anytime on the 21st would be ok at this time.= If you have any questions, etc. let me know. Otherwise, let's talk about next steps to implementation.

Mindy
253-323-2481 (efax)
781-649-0703 (p)
978-869-7376 (m)

01/10/02 E-mail update from Covad on Kick-off meeting actions

Subject: Status at Last
Date: Wed, 9 Jan 2002 19:44:26 -0800
From: "Cutcher, Minda" <mcutcher@covad.com>
To: tmead@qwest.com, tgianes@qwest.com
Todd and Tim,
At last, here's my status on Action Items:

6.1 complete
6.2 the answer is yes to all (with the exception of the request on "fail to access") however, I think Covad could provide some generic data on system up time, which would drive to the same info (yes?). However, the catch is that to collect all this data requires a programming request, which could take between 2-4 weeks, depending on workload in our IT group. On the I-Report stuff, my understanding is that Covad will provide Qwest with a list of all orders that used IVR, then Qwest would run the I-Report analysis. Please confirm.

6.3 complete
6.6 sounds like Tim and I have more work to do on this. Let me know when would be a good time to discuss further. If you have any questions, etc. let me know. Otherwise, let's talk about next steps to implementation.

Mindy
253-323-2481 (efax)
781-649-0703 (p)
978-869-7376 (m)

01/04/02 Meeting minutes for Kick-off meeting

11:00 a.m. (MDT) / Thursday 3rd January 2002

Attendees:
Todd Mead / Qwest
Tim Gianes / Qwest
Mindy Cutcher / Covad

Purpose of the meeting was to develop the framework for the IVR trial scheduled to begin on the 28th January 2002 and lasting for approximately 2 months.

Identify/Answer CLEC/Qwest Questions About Trial :
Location of trial – Denver Metro area. Tim will verify with local field director
Duration of trial will be approximately 2 months
During the trial, all existing loop tests will continue as before. Qwest technicians will still provide continuity tests to Covad as requested and Qwest center technicians will continue to provide Covad required circuit turn-up test results.

Establish Action Plan (Resolution Time Frame):
6.1 Mindy will provide Tim a password for IVR by Monday (01/07/02) / Mindy 1/7/02
6.2 Mindy will provide details on reporting capability of IVR. Specifically:

CR #

PC102301-1

- Number of times Qwest accesses the Covad IVR
 - Number of times Qwest attempts to access IVR but fails (new request)
 - Number of circuits tested by Qwest via the IVR
 - Number of circuits that Passed the required IVR tests
 - Monthly summary of failed tests by state
 - Identify all circuits tested via the IVR by Qwest to run batch report for "I" Reports
- 6.3 Mindy needs to confirm what type of circuit the IVR testing tool should be used for. / Mindy 1/7/02
 6.4 Todd to forward the ppt and pdf file attached to original CR onto Tim. / Todd 1/3/02
 6.5 Tim will produce a trial document outlining the trial purpose, what will be measured during the trial and the expected outcomes. / Tim 1/14/02
 6.6 Ideally, this trial should capture the number of times the IVR test generated a 'pass' but Covad found a problem with the circuit. Both Qwest and Covad will explore options for collecting this data. / Tim/Mindy 1/14/02

12/05/01 Answers to additional clarification questions, received from Covad:

Answers to the questions are embedded below. Keep in mind that we offer this to the ILECs as an additional testing tool for their use and have not had the opportunity to do any rigorous data gathering and analysis. That might be something we can build in to the trial if Qwest decides to go forward.

- What is the availability time of the IVR? I have assumed 24x7 but have there been unscheduled downtimes over the past 6 months and if so how many and for how long?

The system is designed to be on 24X7. It is the same system Covad field techs and Agents use to test orders.

- What are the specific circuit types that are included in their process with Verizon? LX--? etc. It can be used to test any UNE loop... just not line share.

- Has COVAD tracked the success rate for accessing the IVR and completing the tests? If so what is the rate? No data on this.

- Is part of the agreement that if the tests come back positive, COVAD technicians will accept the test results without question and complete the order?

No this is just to be used as a tool for the ILEC Tech at this time. It is not a replacement for test and accept.

- Has COVAD measured the actual usage of the IVR tool by Verizon.....what % of the orders that qualify are tested by Verizon utilizing the IVR?

It has only been used as a interim test tool not for test and accept so no data on this.

- What % of the orders tested by the IVR and accepted by COVAD have had an "I" report (repair ticket within 30 days of turnup)? No data on this.

- What are the specific test parameters utilized by the IVR for each test run? It is the same parameters that are used by our agents when they test the loop for test and accept.

10:00 am (MDT) / Thursday, November 01, 2001

Clarification Meeting
 Conference Call
 1-877-847-0338
 PC7826706 #
 PC102301-1- IVR Testing

Minda Cutcher, mcutcher@covad.com , Covad
 Fred Aesquivel III, faesqui@qwest.com, Qwest
 Michael Belt, mbelt@qwest.com, Qwest

Introduction of Attendees
 Introduction, Fred, Mike, Minda / T. Meehan and T. Gianes left call per Fred's request.

Review Requested (Description of) Change
 Implementation of Covad's IVR Testing Tool by Qwest for use in the field provisioning and repair process. The Request was reviewed and fully understood.

Confirm Areas & Products Impacted
 Areas: Field Provisioning and Repair
 Products: Unbundled Loop/ Stand Alone Loops

Confirm Right Personnel Involved

CR #	PC102301-1
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Fred Aesquivel will coordinate SME's for review and response
Michael Belt – Coordinate CR

Identify/Confirm CLEC's Expectation

Covad would like to implement IVR testing with Qwest.

The Integrated Voice Response (IVR) unit is an automated, menu-driven tool allowing technicians to run loop tests, loop diagnostics, perform open, short, and quiet tests, and send a tone across the ILEC loop without calling for assistance. IVR is an automated voice response (dial-in) system by which Qwest technicians can perform a one way "pre-test" of a loop prior to formal cooperative (two way) acceptance testing with Covad. IVR takes the Qwest tech through the same process as the two-way test and will feed back results to the Qwest tech. If the loop tests "good", the Qwest tech would then perform the coop test and loop turnover with Covad. If a fault were discovered during the IVR test, the Qwest tech would then have the opportunity to correct the deficiency prior to turnover to Covad. This process has been implemented in another ILEC and Verizon specifically asked for its use to improve their provisioning efficiency as part of its recent recovery efforts in NYC. Eventually, the goal will be to eliminate the need for cooperative testing, saving both Covad and Qwest time and resources, improving operational efficiencies for both.

Identify any Dependent Systems Change Requests

N/A

Establish Action Plan (Resolution Time Frame)

Fred Aesquivel III to coordinate with Verizon on previous IVR testing from trial done in April/May in Massachusetts regarding loop turnover with Bell Atlantic.

Qwest Response

September 5, 2002

Michael Zulevic
Covad

SUBJECT: Qwest's Revised Change Request Response - CR #PC102301-1
Implementation of Covad's IVR Testing Tool by Qwest

This is in response to Covad's Change Request (CR) PC102301-1. This CR requests that Qwest implement Covad's IVR Testing Tool for use in the field for Unbundled Loop provisioning and repair to warrant Qwest's Technical Publications parameters. Qwest utilizes its own test tools for Unbundled Loop provisioning and repair. The use of Covad's IVR tool requires adding an additional and redundant step to the Unbundled Loop provisioning process and Unbundled Loop repair process.

Utilization of Covad's IVR tool obligates Qwest to stand ready to evaluate and accept any request from other CLECs to trial their respective test platforms into Qwest's processes in a nondiscriminatory manner. Additionally regulatory requirements prohibit Qwest from providing different levels of service to CLECs. Utilization of a CLEC provided provisioning and repair tool or process may benefit some CLECs over others by creating disparate service levels.

Since acceptance of this request from Covad would open Qwest to accepting similar requests from all CLECs, Qwest has determined that utilization of the Covad IVR testing tool would be cost prohibitive to implement. Qwest would incur additional and unrecoverable costs related to turning up and completing service orders and/or repair tickets.

* Cost estimates are based on order volumes (300,000) across the 14 states for a minimum of 300 existing CLECs who could each make similar requests of Qwest and which Qwest may have to honor for parity purposes.

* Qwest would incur additional costs related to initial & required ongoing employee training for any testing tool that could be provided by the CLECs. Depending on the service types included, provisioning and/or repair application, and the complexity of the tool, employee-training costs or initial deployment could run \$100,000 per request or potentially \$30M if all CLECs made similar requests of Qwest. Considering the increasing complexity of providing comprehensive training to manage multiple CLEC test vehicles, ongoing and refresher training costs would be substantial.

* Qwest already performs and documents internal tests based on ANSI standards. Utilizing test tools from CLECs would not only duplicate those tests but would require Qwest to spend a minimum of an additional 3-5 minutes per order at a cost of \$690,000 - \$1,150,000 per year based on regional order volumes.

*Qwest would also incur additional costs related to required operational trials, process documentation and revisions, and the complexity of managing numerous process requirements for multiple tools. This is not measurable at this point due to the unknown nature of each potential request, but is recognized as a valid concern and real cost to Qwest.

The requested change does not result in a reasonably demonstrable business benefit to Qwest or Covad. In fact performance data during the trial does not support that service levels improved for Covad. Utilizing multiple test platforms requires Qwest to create multiple processes, requiring the Qwest Network Technician to determine which process/platform to use for which CLEC. This creates potential for human error, potentially degrading service quality and performance results.

CR #

PC102301-1

As stated above, adapting the IVR tool into Qwest's processes creates legal, economic and service quality performance liabilities for Qwest. Qwest respectfully declines to implement Covad's IVR tool into its Network processes.

Sincerely,

Tim Gianes
Senior Project Manager

cc: Paul Kirchoffer, Diane Diebel, Mary Retka, Barry Orrel

12-03-2001

Minda Cutcher
VP ILEC Relations
Covad

CC: Fred Aesquivel
Douglas Lang
Todd Mead

This letter is in response to your CLEC Change Request Form, PC102301-1 dated 10/23/01 entitled "Implementation of Covad's (IVR) Testing Tool".

After having reviewed your request I was also able to interview John Reed with Verizon, a current user of the Covad IVR testing tool. Unfortunately John was unable to provide documented data regarding several critical measures. However, he was very positive in his feedback as a whole and felt that the tool has provided improved efficiencies when completing service orders with Covad.

Thank you for agreeing to respond to these and other questions I have recently submitted to you. The answers will greatly assist us as we move forward.

- Percent of usage of the IVR tool for qualified orders?
- Specific test parameters of the tool for each test?
- Specific circuit types included in the process?
- Have there been system access issues.....if so how often etc?
- Rate of "I" reports (repair tickets within 30 Days) on IVR tested orders?

Based on some positive feedback from Verizon, the fact that there is no cost to Qwest, and the apparent benefit to all parties of utilizing the IVR tool, I am recommending that Qwest move forward by conducting a trial. The purpose of the trial would be to develop a documented process and to help Qwest & Covad establish data validating the usage and gained efficiencies of the IVR tool. The trial would be conducted in a metro area agreeable to both parties for a minimum period of 2 months beginning no later than January 28th, 2002. The results of the trial and answers to the above questions will determine further action regarding this initial Change Request. If Qwest ultimately decides to accept the new process, it will be with the understanding that Covad, and any other CLEC requesting this process, must provide the IVR, test vehicle, and process and usage documentation at no cost to Qwest.

Sincerely,

Timothy Gianes
Senior Project Manager - Qwest Communications

CR #	PC102301-1
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CR #	Title	Date	Organization	Area Impacted	Products Impacted
		Current Status			
PC120301-6	Two-Six Code Inventory For Local Interconnection Trunk Groups Ordered By Qwest	Development 7/26/02	Wholesale ProdProc		Local Interconnection Service (LIS)

Director: Bliss, Susie
Originator: Stryczek, Kathy
Owner: Olsen, Linda
CR PM: Thomte, Kit

Originator Company Name: AT&T

Description Of Change

When Qwest orders a local interconnection trunk group, AT&T assigns the two-six code and returns it to Qwest on the FOC. Qwest should be inventorying the two-six code that AT&T assigns for Qwest-initiated ASRs. However, Qwest is not inventorying the AT&T two-six code. Qwest is assigning their own two-six code. This presents a major problem in a number of areas including maintenance. One of the first pieces of information asked by Qwest when AT&T reports a trouble is to provide the two-six code. AT&T provides the AT&T-assigned two-six code, but Qwest didn't inventory it so the Qwest maintenance group can't find the trunk group AT&T is reporting.

Here is the industry documentation from the ASOG for two-six code assignment:

53 TSC - Two Six Code

Identifies a code assigned to a trunk group or a CCS link Set.

NOTE 1: The code set is unique to each established trunk group or CCS Link Set and is provided to the customer on the Firm Order Confirmation or Design and Order Confirmation. The TSC entry may then be populated by the customer when ordering changes, additions or deletions to an existing trunk group or CCS Link Set.

Clearly Qwest is not in compliance with inventorying the two-six code, as the ASOG specifically states the two-six code is provided to the customer on the FOC. In the case where Qwest initiates ASRs, Qwest is the customer and AT&T is the supplier. Consequently, Qwest should be inventorying the two-six code provided by AT&T to Qwest on the FOC.

Expected Deliverables:
 AT&T expects that Qwest will comply with industry guidelines and change process to begin to inventory the two-six code that AT&T assigns to Qwest-initiated ASRs.

Status History

12/03/01 - CR Submitted by AT&T and acknowledged by Qwest
 12/07/01 - Clarification call arranged for 12/10/01, rescheduled for 12/11/01 at AT&T's request
 12/11/01 - Clarification call held with AT&T
 12/12/01 - CMP Meeting, AT&T introduced their CR, status changed to Clarification
 12/14/01 - Draft clarification meeting minutes issued to AT&T
 01/16/02 - January CMP meeting. The CR was clarified with the CLEC community. Qwest presented various potential manual and system options. Qwest received feedback on potential solutions and will continue to evaluate scenarios for presentation at the February CMP meeting. Status changed to "Evaluation"
 02/12/02 - Draft response sent to AT&T and entered into CMP Database
 02/19/02 - E-mail from AT&T with some questions about Qwest's response
 02/20/02 - February CMP meeting: Qwest response dated 02/12/02 presented to CLECs. Qwest will present expected time frame for system implementation at the March CMP meeting. CR Status changed to "Development" Meeting discussions will be set forth in the Product/Process Draft Meeting Minutes contained in the Product/Process CMP Meeting Distribution Package 03/20/02
 02/22/02 - Formal response dated 02/12/02 issued to CLECs - Document Number: CMPR.02.22.02.F.01229.CR_Responses
 03/20/02 - March CMP Meeting: Status update provided to CLECs, CR status to remain in "Development." Meeting discussions will be set forth in the Product/Process Meeting Minutes to be posted on the CMP Web site
 04/12/02 - Revised response dated 04/10/02 sent to AT&T
 04/12/02 - Revised response dated 04/10/02 posted to the web
 04/17/02 - April CMP Meeting: Qwest presented revised response dated 04/10/02. Qwest agreed to open a related systems CR. Status of this

CR to be advised after discussions with Judy Schultz. Meeting discussions will be set forth in the Product/Process Meeting Minutes to be posted on the CMP Web site
04/24/02 - Issued Systems CR to cmpcr@qwest.com on behalf of AT&T
05/15/02 - May CMP Meeting: CLEC participants agreed that the CR could be closed. Meeting discussions will be set forth in the Product/Process Meeting Minutes to be posted on the CMP Web site.
06/14/02 - Held status session with AT&T
06/25/02 - Held status session with AT&T
06/27/02 - Held status session with AT&T
07/11/02 - Held status session with AT&T
07/18/02 - This CR was reopened under Product and Process as agreed to in the monthly Systems CMP meeting.
07/25/02 - Held status session with AT&T
08/21/02 - August CMP Meeting: This CR will remain in "Development" Meeting minutes posted to this CR's Project Meetings section and the CMP Web site.
9/11/02 - Sent Revised Response to AT&T

Project Meetings

08/21/02 - August CMP Meeting Minutes
Qwest (Thomte) indicated progress had been made on this CR. Back end systems and reporting capability should be capable of accepting non Qwest two six code during September. Qwest and AT&T anticipate having a status meeting in late August. AT&T (Van Meter) concurred with the read out. This CR will remain in "Development" status

02/19/02 E-mail from AT&T with some questions about Qwest's response

Subject: RE: Qwest Response to Change Request PC120301-6 "Two-Six Code Inventory for Local Interconnection Trunk Groups Ordered by Qwest"

Date: Tue, 19 Feb 2002 17:20:24 -0600

From: "Stryczek, Kathleen K (Kathy), BNSVC" <stryczek@att.com>

To: Michael Keegan <mjkeega@qwest.com>

CC: "Olsen, Linda Kae" <lxolsen@qwest.com>, "Martin, Richard" <rhmart2@qwest.com>, "Mead, Todd" <tmead@qwest.com>, "Adkisson, Ann B, NCAM" <aadkisson@att.com>, "Feinstein, Philip G (Phil), NNCER" <desdecardo@att.com>, "Scherer, Esther A, NCAM" <escherer@att.com>

Michael,

Thank you for your response to request PC120301-6 for Qwest to inventory the two-six code provided by AT&T on local interconnection trunk groups ordered by Qwest.

If Qwest used the two-six code as the PON, would AT&T be able to report trouble tickets using the AT&T assigned two-six code? Also, would the Qwest maintenance group be able to locate a trunk group by searching for a PON which would have the two-six code embedded? If Qwest uses the AT&T two-six code only in the PON, but not in other systems, then I am concerned that Qwest may not be able to find the two-six code and associated trunk group when AT&T is reporting a trouble involving trunk groups ordered by Qwest.

Kathy Stryczek

AT&T

602-277-4527

Clarification Call, December 11, 2001, 11:00 am (MDT)

Attendees:

Todd Mead, Qwest

Linda Kae Olsen, Qwest

Peggy Kilgus, Qwest

Ann Adkinisson, AT&T

Kathy Stryczek, AT&T

Ester Shearer, AT&T

Reviewed description of Change Request.

Products impacted: Local Interconnection Service (LIS)

Qwest need to have someone from the repair group who is involved in the management and use of the TIRKS system, involved in preparing the response to this CR.

AT&T's expectation: AT&T would like Qwest to use the two-six code provided by AT&T when Qwest places an order for a local trunk group.

Action Plan:

- Qwest will evaluate various options. This CR will be clarified with the CLEC Community at the January CMP Meeting. Qwest will provide a draft response for discussion at the February 2002 CMP meeting.

- AT&T will provide Qwest with a contact in Ameritech to discuss ordering process and use of two-six codes.

- Qwest to identify and involve the appropriate repair/TIRKS person to assist Linda in developing the draft response. An internal meeting will be held by next Wednesday (12/19/01)

Qwest Response

CR #

PC120301-6

Information Current as of: Friday, September 13, 2002

Page 50 of 52

Report Name: 004 Detailed CLEC Initiated ProdProc OF FINAL ATTACH D

ATTACHMENT D

REVISED RESPONSE

September 6, 2002

Kathy Stryczek
AT&T

Subject: PC120301-6 Two-Six Code Inventory for Local Interconnection Trunk Groups Ordered By Qwest

This is a revised Qwest response to AT&T's request, that Qwest comply with industry guidelines and change process to begin to inventory the two-six code that AT&T assigns to Qwest-initiated ASRs.

Qwest accepts AT&T's request regarding complying with industry guidelines and inventory the two six code that is provided to Qwest on the FOC.

Qwest has worked in conjunction with AT&T to provide a trial request that will flow through the various systems and reporting processes. Qwest is currently making the appropriate modifications to support the request for AT&T.

Currently Qwest has one order that is in a trial process. AT&T has advised that they have additional orders expected in the near future. Qwest expects to address AT&T's additional orders with the revised process.

Sincerely,
Qwest

REVISED RESPONSE

September 6, 2002

Kathy Stryczek
AT&T

Subject: PC120301-6 Two-Six Code Inventory for Local Interconnection Trunk Groups Ordered By Qwest

This is a revised Qwest response to AT&T's request, that Qwest comply with industry guidelines and change process to begin to inventory the two-six code that AT&T assigns to Qwest-initiated ASRs.

Qwest accepts AT&T's request regarding complying with industry guidelines and inventory the two six code that is provided to Qwest on the FOC.

Qwest has worked in conjunction with AT&T to provide a trial request that will flow through the various systems and reporting processes. Qwest is currently making the appropriate modifications to support the request for AT&T.

Currently Qwest has one order that is in a trial process. AT&T has advised that they have additional orders expected in the near future. Qwest expects to address AT&T's additional orders with the revised process.

Sincerely,
Qwest

REVISED RESPONSE

April 10, 2002

Ms. Kathy Stryczek
Manager
AT&T

SUBJECT: Qwest's Change Request Response - CR # PC120301-6
Two-Six Code Inventory for Local Interconnection Trunk Groups Ordered by Qwest

This letter is a follow-up response to AT&T Change Request PC120301-6, requesting Qwest inventory the two-six code that AT&T assigns for Qwest initiated ASRs.

Qwest's written response dated February 12, 2002 informed the CLEC community that Qwest was willing to perform a detailed economic and

CR #

PC120301-6

technical investigation to evaluate the feasibility of implementing the system changes required to meet the intent of this CR.

Qwest has completed its evaluation and has concluded the cost of changing the myriad of downstream-related systems needed to effect this change is prohibitive. Qwest suggests deferral of this CR until the 2003 fiscal year funding review, planned for later this year.

Therefore Qwest regretfully informs AT&T that this CR cannot be processed this year.

Sincerely,

Susan Bliss
Director Process Management
Qwest

FORMAL RESPONSE

February 12, 2002

AT&T
Ms. Kathy Stryczek
Manager

SUBJECT: Qwest's Change Request Response - CR PC120301-6 Two-Six Code Inventory for Local Interconnection Trunk Groups Ordered by Qwest

This letter is in response to AT&T Change Request PC120301-6, Two-Six Code Inventory For Local Interconnection Trunk Groups Ordered By Qwest. AT&T has requested that Qwest inventory the two-six code that AT&T assigns for Qwest initiated ASRs.

During the CLEC Community clarification meeting held January 16, 2002, AT&T confirmed their desire for Qwest to inventory the TSC provided on the FOC for the order. AT&T agreed that this TSC, along with the TCICs and ACTL information provided today, could be provided during the up-front planning meeting for new markets. Qwest could then use this code as the PON number as well as possibly make program modifications that would allow it to be used as the TSC (TGAC) in the processing and inventory systems used by Qwest (EXACT, IABS, TIRKS, WFA, TRDB, etc.)

Qwest is willing to pursue internal system changes to evaluate the feasibility (technical and economical) of implementing such changes. Qwest can not determine all of the systems that would be impacted, nor what the downstream effects on the process would be until the systems evaluations are performed.

If this approach is acceptable to AT&T, Qwest will initiate the required internal system changes and provide a status update at the March CMP meeting.

Sincerely,

Linda Kae Olsen
Process Specialist - LIS
Qwest

CR #	PC120301-6
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Attachment E – Qwest CR Summary List

Summary - Change Management Process (CMP) - Product & Process

Qwest Initiated CRs

Report Line Number	CR #	Title	Company	Current Status	Owner	Director	CR PM
1	PC042902-1	PDR Transfer of Responsibility	Qwest	CLEC Test	Rossi, Matt	Campbell, William	Sanchez-Steinke, Linda
2	PC050102-1	Available Inventory	Qwest	CLEC Test	Rossi, Matt	Campbell, William	Martin, Ric
3	PC081302-1	Qwest to establish a standard business day minimum DD on Port In to Resale/UNE-P, 1 + Lines.	Qwest	Clarification	Wells, Joan	Bliss, Susie	Macy, Cindy
4	PC080602-1	Obsolete Scan Alert in AZ	Qwest	Development	Van Dusen, Janean	Campbell, William	Sanchez-Steinke, Linda

Attachment F – Qwest CR Detail Reports

Open Product/Process CR Detail

Report Line Number 1

CR #	Title	Date	Organization	Area Impacted	Products Impacted
		Current Status			
PC042902-1	PDR Transfer of Responsibility	CLEC Test 8/30/02	Wholesale ProdProc		Other: Poles, Ducts and Rights of Way

Director: Campbell, William

Originator: Rossi, Matthew

Originator Company Name: Qwest

Owner: Rossi, Matt

CR PM: Sanchez-Steinke, Linda

Description Of Change

PDR Transfer of Responsibility refers to the transfer of your existing PDR agreement to occupy either aerial or underground facilities to an assuming CLEC or from a vacating CLEC to you.

CLEC requirements

- Assuming CLEC must have language supporting Poles, Ducts and Rights of Way in their ICA
- Both the Vacating and Assuming CLECs must sign the PDR Transfer of Responsibility Contract Amendment
- Assuming and vacating CLECs must sign and submit the PDR Transfer Authorization Agreement (LOA)
- Assuming CLEC must complete and submit the PDR Transfer of Responsibility Application Form.
- Assuming CLEC must submit full payment of the PDR Transfer of Responsibility Transfer Charge. Requested transfer is irrevocable upon 100% payment of this charge.

Process and Procedures

- Once a complete and accurate PDR Transfer of Responsibility request is submitted, Qwest will complete the transfer within 15 business days unless otherwise negotiated.
- Once a complete and accurate request has been made, Qwest will issue a Transfer of Responsibility Consent form which will acknowledge and grant the transfer effective on the date indicated. (see above)
- Qwest will send email notification to both Vacating and Assuming CLECs once transfer (billing) is made effective
- Effective date will designate date in which Assuming CLEC is responsible for all recurring payment for the transferred occupancy of facilities.

Required Documentation

- PDR Transfer of Responsibility Application Form
- Qwest PDR Transfer Authorization Agreement
- PDR Transfer of Responsibility Contract Amendment

Web links

- PDR Product Catalog (PCAT) - www.qwest.com/wholesale/pcat/poleductrow.html
- PDR Contract Amendment - www.qwest.com/wholesale/clecs/negotiations.html

Qwest Point of Contact

Matthew Rossi - Collocation Product Manager
303 896-5432
mrossi@qwest.com

Proposed Implementation date: TBD with the CLECs on 5/15

Reason for change - due to current market conditions, will allow CLECs the ability to transfer occupancy of aerial or underground facilities to an assuming CLEC.

Why Level 4 - Because this is for the CLEC community, Qwest wishes to get CLEC input on this offering. This offering was taken from the same basic structure and concept as the Collocation Transfer of Responsibility that was jointly defined and developed by the CLEC community and Qwest. Qwest wanted to present at the monthly CMP meeting to verify clarity and input from the CLEC community.

Status History

04/29/02 - CR Submitted by Qwest.
04/29/02 - CR acknowledged by P/P CMP Manager
05/01/02 - CR posted to Web

CR # PC042902-1

Information Current as of: Friday, September 13, 2002

Page 1 of 6

Report Name: 006 Detailed Qwest Initiated ProdProc OF FINAL JUL 2002 ATTACH F

ATTACHMENT F

05/03/02 - Called Qwest CR Originator and discussed CR and steps required for Level 4 change
 05/15/02 - CMP Meeting - CR status changed to Clarification. Meeting discussions will be set forth in the Product/Process Meeting Minutes to be posted on the CMP Web site.
 05/22/02 - Issued Mailout Notification, CMPR.05.22.02.F.01270.CMP_MTG_6_7_02, scheduling CLEC input conference call for June 7th, 01:00 am to 03:00 pm MT.
 06/07/02 - Conducted CLEC input conference call. No CLECs joined the call. Qwest will issue its initial notification with documents for CLEC comment in accordance with the CMP procedures.
 06/19/02 - CMP Meeting - CR status changed to "Development". Meeting discussions will be set forth in the Product/Process Meeting Minutes to be posted on the CMP Web site.
 07/17/02 - CMP Meeting - Meeting minutes posted to this CR's Project Meetings section. CR status remains development.
 07/19/02 - Issued Mailout Notification, PROD.07.19.02.F.00793.Poles_Ducts_ROW_V7, ? Which was an update that added the new product and process for Transfer of Responsibility, to the Poles, Ducts and Rights of Way documentation
 08/15/02 - Issued Final Notification, PROD.08.15.02.F.00811.FinalNot_PDR. Process will become effective 8/30/02.
 08/21/02 - August CMP Meeting - Qwest provided status on final notification issuance. Minutes on this CR will be posted to the project meetings section. Status will be changed to CLEC test on 8/30/02.
 08/30/02 - Changed status to CLEC test in accordance to direction from CMP meeting.

Project Meetings

08/21/02 - August CMP Meeting Minutes:
 Qwest provided an update that no CLEC comments were received during the comment cycle, and the proposed changes will become operational on August 30, 2002. The CR status will remain in development until August 30, 2002 when it will move to CLEC test.

07/17/02 - July CMP Meeting Minutes:
 Qwest will add the new product and process for Transfer of Responsibility, to the Poles, Ducts and Rights of Way documentation by July 19, 2992. CR status remains development.

<i>CR #</i>	PC042902-1
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CR #	Title	Date	Organization	Area Impacted	Products Impacted
		Current Status			
PC050102-1	Available Inventory	CLEC Test	Wholesale ProdProc		Collocation
		9/6/02			

Director: Campbell, William
Originator: Rossi, Matthew **Originator Company Name:** Qwest
Owner: Rossi, Matt
CR PM: Martin, Ric

Description Of Change

Available inventory refers to existing collocation sites and elements that have been returned to Qwest due to legal proceedings, abandonment, cancellation or decommission. Available Inventory gives CLECs the potential to assume these returned sites at a discounted rate, and gives the vacating CLEC an opportunity for a refund.

Reason for Change:
 Due to recent market conditions, the number of vacated collocation sites has increased. This product offering is being developed to give CLECs the ability to purchase already existing collocation sites from other CLECs or Qwest and give vacating CLECs the potential to receive a percentage refund for those existing elements that are deemed reusable.

Qwest is presenting this product offering as a level 4 Qwest initiated Change in order to seek the input of the CLEC community in the final development of this offering. Proposed implementation date for this new product offering is August 1, 2002.

Terms and Conditions
 Available sites will be listed on a web site called the "Collocation Classifieds", which will be released as part of this offering. Collocation sites available on this listing may be totally or partially completed before being returned to inventory. Both caged and cageless sites will be offered on the inventory list. Sites will be offered "AS IS, WHERE IS." Additional elements may be ordered with the purchase of the available "AS IS WHERE IS" site, but CLECs can not reduce any elements until the Available Site order is complete. Refunds from any elements determined to be reusable under Qwest's Collocation Decommissioning policy will be returned to the previous owner of the collocation space following a sale of such site from the "Collocation Classifieds". All services that were previously connected to the collocation (i.e. Unbundled Network Elements, CLEC to CLEC, administrative lines, finished services, line splitting and line sharing, etc.) will be disconnected before the site is listed on the "Collocation Classifieds".

Rate elements
 Pricing for available sites on the "Collocation Classifieds" will be provided on a site-specific basis. Sites will be priced based on outstanding non-recurring charges from previous CLEC, amounts for reimbursable elements and transfer fees. These charges will be provided to a CLEC via a quote that requires their acceptance before work begins. Recurring charges for all elements will be charged at rates listed in the assuming CLECs interconnection Agreement and without a discount.

Ordering
 CLECs wishing to purchase an existing site listed in the "Collo Classifieds" will do so by submitting a Qwest Collocation Application Form. Upon receipt of the complete application, Qwest will verify that the requested site is still available for acquisition and will return a feasibility study to CLEC within the timelines listed in the CLECs Interconnection Agreement (ICA).

Qwest Point of Contact
 Matthew Rossi - Collocation Product Manager
 303 896-5432
 mrossi@qwest.com

Status History

05/01/02 - CR Submitted by Qwest.
 05/01/02 - CR acknowledged by P/P CMP Manager
 05/03/02 - CR posted to Web
 05/06/02 - Reviewed with Qwest CR Originator to review CR.
 05/15/02 - CMP Meeting - Qwest presented its CR and suggested the required input format. Meeting discussions will be set forth in the Product/Process Meeting Minutes to be posted on the CMP Web site.
 05/20/02 - Issued Mailout Notification, CMPR.05.20.02.F.01269.Collocation_Mtg, scheduling CLEC input conference calls for May 29th and June 12th, 10:00 am to 12:00 noon MT.
 05/29/02 - Conducted CLEC input conference call. It was agreed by the participants that meeting minutes would not be issued; however, the revised process document would be issued through the mailout process and to each of the participants.

06/10/02 - Issued revised process description document to the CLEC participants at session 1 CLEC input conference call.
 06/11/02 - Issued revised process description document to the CLEC community. Notification CMPR.06.11.02.F.01279.Colocation_Mtg.
 06/12/02 - Conducted CLEC input conference call second session. It was agreed that a third session would be held June 26, 2002, 10:00 a.m. MT.
 06/14/02 - Notified CLEC community of third session to review process documents. Notification CMPR.06.14.02.F.01280.Colocation_Mtg_3.
 06/19/02 - CMP Meeting - Meeting discussions will be set forth in the Product/Process Meeting Minutes to be posted on the CMP Web site. CR status was changed to Development.
 06/24/02 - Issued additional documents to the CLEC community for review at third session on 6/26/02. Notification CMPR.06.24.02.F.01283.Colocation_Mtg.
 07/17/02 - Qwest provided status update on development process. Meeting minutes posted to this CR's Project Meetings section
 07/25/02 - Qwest issued initial notification on Collocation Classified which is associated with Available Inventory process. Notification Prod.07.25.02.F.00799.Collo_Classified.
 08/21/02 - CMP Meeting - Qwest provided a status on issuance of the final notification. Minutes on this CR to be posted to the Project Meetings section. Status to remain in Development.
 08/22/02 - Qwest issued the Final Notification. Notification PROD.08.22.02.F.00812.ColloClassifiedFinal.
 09/09/09 - Changed CR Status to CLEC Test in accordance with August's CMP Meeting.

Project Meetings

August CMP Meeting Minutes

Qwest advised that they received no comments on the initial notification. They plan to issue the final notification 8/22/02, the process will become effective 9/6/02 and amendments will be available at that time. Qwest advised that they continue to receive returned sites through bankruptcy proceedings. These sites will have a Qwest initiated Decommissioning which takes between 60 – 90 days. Qwest wants to make these sites known as soon as possible; therefore, the Collo Classifieds will have two lists – Verified and Unverified. The CLECs would be able to order from the Unverified list, but Qwest can't guarantee complete availability until decommissioning is complete and the site verified. The participants agreed with this change. It was agreed that the CR would move to CLEC Test on 9/6/02.

 07/17/02 - July CMP Meeting Minutes:
 Qwest will issue documentation July 26, 2002. CR status remains development.

CR #	PC050102-1
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CR #	Title	Date	Organization	Area Impacted	Products Impacted
		Current Status			
PC081302-1	Qwest to establish a standard business day minimum DD on Port In to Resale/UNE-P, 1 + Lines.	Clarification	Wholesale ProdProc	Ordering, Provisioning	LNP, Resale, UNE-P
		8/13/02			

Director: Bliss, Susie
Originator: Wells, Joan
Owner: Wells, Joan
CR PM: Macy, Cindy

Originator Company Name: Qwest

Description Of Change

Revised 08-30-02
 In an effort to improve the existing process associated with the Wholesale Resale/UNE Local Service Providers (LSP) Port In activity to the Qwest network, Qwest recommends and will implement changes to the current FOC and Due Date intervals.

Currently, upon receipt of the NLSP's (New Local Service Provider's) LSR, Qwest sends an LSR to the OSP (Old Service Provider) and waits to receive an FOC back, before issuing the internal Qwest order to complete the port in activity and confirm the port DD.

Delays in receiving timely FOC's from the CLEC OSP, affect Qwest's ability to FOC the NLSP in a timely manner and causes delays in installation.

Qwest recommends the following intervals:
 Simple Service, 1FR/1FB service, 1-50 lines ported, minimum 6-business days
 Complex Service (PBX, Trunks, ISDN, Centrex) 1-25 lines or trunks ported, minimum 6 business days
 Simple Service, 1FR/1FB service, 51+ lines ported, minimum 10-business days
 Complex Service (PBX, Trunks, ISDN, Centrex) 26 + lines or trunks ported, minimum 10 business days

Qwest will send the LSR to the OSP with nothing less that a 6 or 10-business day interval and issue our internal order. This allows Qwest to FOC the order to the NLSP upon issuance of the LSR to the CLEC OSP, based on FOC guidelines for the specific product ordered.

Qwest will then follow-up for receipt of the FOC from the OSP. On the 6th or 10th business day, if the FOC has been received from the OSP, no further action is needed and the port will proceed to activate as scheduled. If the FOC has not been received, Qwest will proceed with the port in activation and send a supplement to the CLEC OSP. Qwest will advise the OSP that the port is proceeding as scheduled and that they need to remove the TN(s) from their switch on the designated DD and FDT (Frame Due Time). No mechanized system changes are needed for this process.

Qwest currently has documented service intervals for LNP port out that are equal to or far less than the 6 or 10-day proposed intervals and feels this proposal greatly improves the port in process for the Wholesale Resale and UNE Providers.

The complete detailed process, along with expectations of both the Wholesale Resale/UNE Provider NLSP and the CLEC OSP will be provided on the clarification call.

Expected Deliverable:
 The expectation of this deliverable, once reviewed with the CLEC community, is that Qwest will be able to supply a timely FOC to the NLSP which allows greater planning for the NLSP, as a more definite defined due date is established. Qwest's proposal is to implement this new process within 30.

Status History

08/12/02 - CR Submitted by Qwest
 08/13/02 - CR acknowledged by P/P CMP Manager.
 08/14/02 - CR Posted to Web
 08/13/02 - Contacted Qwest SME and discussed requirements of the CR.
 08/21/02 - CR not submitted by cut-off date. Additional work is needed prior to introduction at CMP Meeting.
 08/30/02 - Received Revised CR from Qwest

Project Meetings

08/21/02 - August CMP Meeting Minutes
 CR not submitted by cut-off date. Additional work is needed prior to introduction at CMP Meeting.

CR #	Title	Date	Organization	Area Impacted	Products Impacted
		Current Status			
PC080602-1	Obsolete Scan Alert in AZ	Development	Wholesale ProdProc		Resale
		8/21/02			

Director: Campbell, William
Originator: Van Dusen, Janean **Originator Company Name:** Qwest
Owner: Van Dusen, Janean
CR PM: Sanchez-Steinke, Linda

Description Of Change

Because Qwest Retail does not offer Scan Alert in AZ, Qwest Resale will make Scan Alert in AZ obsolete on 11/6/02.

Status History

08/06/02 - CR Submitted by Qwest
 08/06/02 - CR acknowledged by P/P CMP Manager.
 08/07/02 - CR Posted to Web
 08/07/02 - Contacted Qwest SME and discussed requirements of the CR.
 08/21/02 - CMP Meeting - Qwest presented CR and CR will move into development status.
 09/12/02 - Posted Qwest letter dated 9/11/02

Project Meetings

08/21/02 - August CMP Meeting Minutes:
 Qwest advised that Retail will no longer offer Scan Alert in Arizona effective November 6, 2002. Allegiance asked if the product will be removed from customers that currently have it and Qwest responded that there are no retail customers that have the product. It was agreed that the CR will be moved to Evaluation status.

Qwest Response

September 11, 2002

For review by CLEC Community and discussion at September's CMP Meeting

SUBJECT: Qwest's Change Request – PC080602-1
 "Obsolete Scan Alert in Arizona."

This CR was issued to make the product "Scan Alert" obsolete in Arizona. Qwest issued this CR to make the resale of Scan Alert in Arizona obsolete on 11/6/02.

Since submission and presentation of this CR at the August Product & Process Monthly Meeting, Qwest has been made aware that the timeline for making Scan Alert obsolete in Arizona has been delayed and no new timeline is available.

At the September Monthly Product & Process CMP Meeting, Qwest will seek concurrence with CMP participants to update the status of this CR to "Deferred" status. Qwest will periodically review the status of this Change Request and, if conditions warrant, Qwest may explore other options for implementing this change.

Sincerely,

Janean Van Dusen
 Associate Product Manager, Qwest

Attachment G – Proposed Modifications to CMP Framework

Attachment H – Trouble/Billing “Synergy” CRs

#	CR Number	Title	Submitter	Disposition
1	SCR030702-1	Trouble Ticket Cross Reference	McLeod	CEMR – change identified MEDIACC – no change anticipated Manual – not in scope Path Forward: CEMR change targeted for November release
2	SCR042902-01	Use Internal Repair Ticket # on CLEC bill to identify MTC and Repair Charges	Eschelon	Synergy with 3; dependent on 1 Path Forward: Qwest has developed high-level approach for getting requested information to bill and syncing bill and BillMate; LOE to be provided at September Systems Monthly CMP Meeting
3	SCR060402-04	BillMate to include CKT ID and date of Qwest dispatch for TIC, MOS, Dispatch & Optional Testing Charges	Eschelon	Synergy with 2 Path Forward: Qwest has developed high-level approach for getting requested information to bill and syncing bill and BillMate; LOE to be provided at September Systems Monthly CMP Meeting
4	PC062602-3	Cross Reference CLEC Trouble Ticket Number on Qwest Trouble Ticket Number	Allegiance	Synergy with 1, 2, and 3 * Capture Trouble Ticket a. Manual – out of scope b. Electronic – duplicate of SCR030702-1 *Show information on Bill a. Manual – out of scope b. Electronic – duplicate of SCR042902-01 / SCR060402-04 Path Forward: Withdraw CR; potential global AI for spreadsheet question
5	PC053002-1	Real Time Dispute of TIC, Maintenance of Service Charges and Dispatch Charges	Eschelon	No synergy with 1, 2, or 3 Existing Design Services process okay Path Forward: Qwest response for Non-Design Services to be provided at September Product & Process Monthly CMP Meeting
6	PC070202-1X / SCR070202-1X	Time and Material Repair Charges Invoice Process	Eschelon	No synergy with 1, 2, or 3 Agreed that CR should cross-over to be a Systems CR Path Forward: Qwest to provide LOE on X-O CR at September Systems Monthly CMP Meeting
7	PC071202-1	Use Qwest Design Services Ticket Number in the PON on Service Orders for Maintenance of Service Charges, Dispatch Charges, and Optional Testing Charges so that information is shown on the Completion Report	Eschelon	No synergy with 1, 2 or 3; however, delivery of 1, 2, and 3 would reduce/eliminate need for this CR Path Forward: Qwest response to provided response at September Product & Process Monthly CMP Meeting; additional discussion needed

MEETING MINUTES

TYPE OF MEETING: Synergy Meeting for Multiple Trouble Ticket and Billing CRs

DATE, TIME: Tuesday, August 27, 2002

The meeting began at 2:00 p.m. MT and introductions were made. (Meeting Attendees listed at end of minutes.)

Michael Buck/Qwest began the discussion by reviewing the purpose and goal of this meeting. He stated that in the July Systems CMP meeting, CMP participants agreed to review all Change Requests that are requesting similar or related functionality associated with trouble ticket cross referencing and tracking repair charges. He said that Qwest would like to work with the CLECs to define front to back processes and to gain consensus on the approach for each Change Request. In addition, Qwest would like to determine if there are any missing gaps on what the CLECs are looking for, overlap, and to what extent these Change Requests may be duplicates. He noted that the CRs to be reviewed were identified by both Qwest and CLEC submitters of the changes.

Michael Buck/Qwest reviewed the Change Requests that have been identified as having possible synergies:

- ❖ SCR030702-1 Trouble Ticket Cross Reference (Originated by McLeod)
- ❖ SCR042902-01 Use Internal Repair Ticket # on CLEC bill to identify MTC and Repair Charges (Originated by Eschelon)
- ❖ SCR060402-04 BillMate to include CKT ID and date of Qwest dispatch for TIC, MOS, Dispatch & Optional Testing Charges (Originated by Eschelon)
- ❖ PC053002-1 Real Time Dispute of TIC, Maintenance of Service Charges and Dispatch Charges (Originated by Eschelon)
- ❖ PC062602-3 Cross Reference CLEC Trouble Ticket Number on Qwest Trouble Ticket Number (Originated by Allegiance)
- ❖ PC070202-1 Time and Material Repair Charges Invoice Process (Originated by Eschelon)
- ❖ PC071202-1 Use Qwest Design Services Ticket Number in the PON on Service Orders for Maintenance of Service Charges, Dispatch Charges, and Optional Testing Charges so that information is shown on the Completion Report (Originated by Eschelon)

Michael Buck/Qwest asked if there were any questions or comments before beginning the discussion of each Change Request.

Bonnie Johnson/Eschelon stated that the end result and bottom line for Eschelon is to see a timely bill, information on the bill to reconcile the bill, and they want the information 'real time' to improve the dispute process. She also said that she voiced in the CMP meeting that Eschelon is grasping at straws trying to get more information on the bills.

Michael Buck/Qwest thanked Bonnie Johnson/Eschelon for her comments. He suggested everyone keep Bonnie's comments in mind during the call as we try to identify the gaps and overlaps in the aforementioned CRs to try to identify an agreed to scope that works for everyone

Bonnie Johnson/Eschelon began the discussion on PC071202-1 (Use Qwest Design Services Ticket Number in the PON on Service Orders for Maintenance of Service Charges, Dispatch Charges and Optional Testing Charges so that information is shown on the completion report) stating that Eschelon submitted this Change Request as a last ditch effort if they were not able to get the other requests.

Kathy Stichter/Eschelon said that it was Eschelon's belief that PC071202-1 (Use Qwest Design Services Ticket Number in the PON on Service Orders for Maintenance of Service Charges, Dispatch Charges and Optional Testing Charges so that information is shown on the completion report) might be the easiest CR for Qwest to implement.

Alice Matthews/Qwest agreed that this CR PC071202-1 could be implemented with the Qwest ticket number populated in the PON field. She noted that the PON field was populated with the Working Telephone Number because of Customer feedback.

Ric Martin/Qwest asked Bonnie Johnson if Eschelon would be willing to withdraw this Change Request if they get what they need from the other CRs.

Bonnie Johnson/Eschelon said that she didn't think so because of the split from Designed Services versus Non-Designed Services.

Alice Matthews/Qwest confirmed that this Change Request was addressing Design Services and that Non-Designed services populate the PON with the TN.

Bonnie Johnson/Eschelon stated that they were requesting the information that Qwest requires, the CLECs to provide be included on the bill, including the Circuit ID, Date of Repair and Qwest/CLEC Ticket Number and Telephone Number. If we don't know the date and ticket number it's difficult to tell which ticket Qwest is charging for and then it's hard for us to dispute the charges.

Michael Buck/Qwest asked if there were other questions or comments related to PC071202-1. There were none. NOTE: PC071202-1 was discussed again near the end of the call.

Michael Buck/Qwest stated Qwest has looked at these CRs in an attempt to identify any overlap. In that analysis, Qwest believed that that SCR030702-1 (Trouble Ticket Cross Reference) and PC062602-3 (Cross Reference CLEC Trouble Ticket Number on Qwest Trouble Ticket Number) appeared to be asking for similar functionality. Based upon discussions to date, these two CRs seem to be seeking the first step in the larger 2-part process. The first part, covered in these CRs, is the capture of CLEC trouble ticket number. The second part, to be addressed in other CRs later in the discussion, is displaying CLEC trouble ticket number (and other information) on the bill. Michael Buck/Qwest asked if the participants agreed and what were their comments.

Dan Buseti/Qwest stated that SCR030702-1 (Trouble Ticket Cross Reference) could be implemented with an enhancement in CEMR that would collect the CLEC and Qwest Ticket Numbers that would be available to the CLECs. He noted that this would be an electronic solution only and would not cover a manual solution. Dan Buseti/Qwest also indicated that MEDIACC already collected the requested information in EBTA so that changes to MEDIACC were not anticipated to support this piece.

Craig Suellentrop/Qwest stated that PC062602-3 (Cross Reference CLEC Trouble Ticket on Qwest Trouble Ticket Number) did have a manual component based upon the previously held clarification meeting. Because Allegiance (Terry Wicks) was not in attendance, Craig Suellentrop/Qwest related that Allegiance does not use CEMR. Allegiance calls in their trouble to the Centers. He said that from a process perspective the manual component of PC062602-3 could be handled by capturing the CLEC ticket in a narrative field or in the remarks section but these fields are not searchable and do not appear on the bill.

Michael Buck/Qwest attempted to clarify the discussion. He said that it was his understanding that PC062602-3 had multiple components: 1) Capture CLEC trouble ticket info when submitted manually; 2) capture CLEC trouble ticket information when submitted electronically; and 3) display trouble ticket information on the bill, regardless of how it was captured. Michael indicated that Qwest would certainly verify that understanding with Allegiance offline, but that for the purposes of discussion, was this a reasonable understanding. Attendees agreed.

Michael Buck/Qwest said that based upon the aforementioned understanding, it seemed as if parts 2 and 3 of PC062602-3 were covered under other CRs. Part 2 of PC062602-3 (to capture electronically submitted trouble ticket info) seemed to duplicate SCR030702-1 (Trouble Ticket Cross Reference). Part 3 of PC062602-3 (display trouble ticket information on the bill) seemed to duplicate parts of yet to be discussed CRs SCR042902-01 (User CLEC internal repair ticket number on CLEC bill to identify maintenance and repair charges) and SCR060402-04 (BillMate to include CKT ID and date of Qwest dispatch for TIC, MOS, Dispatch and Optional Testing Charges).

Michael Buck/Qwest recommended that with Allegiance's concurrence, the automated pieces could be taken out and the CR could remain open, if necessary, with the scope decreased to account for the manual approach only. Michael indicated that it was his understanding that Allegiance had indicated in the clarification call a desire to move toward an E-bonding approach. That being the case, it might make sense to focus on the electronic components, as already mentioned, rather

than expending effort on a manual solution that might not be used long term. That way, if Allegiance moves to EBTA, then perhaps the CR could be withdrawn.

Michael Buck/Qwest asked if there was any objection to working with Allegiance off line on this piece. There was no objection.

Kathy Stichter/Eschelon said that Eschelon uses CEMR so manual handling was not critical to Eschelon.

Bonnie Johnson/Eschelon said that she would agree with that.

Michael Buck/Qwest asked if anyone had a problem with collapsing SCR030702-1 (Trouble Ticket Cross Reference) and PC062602-3 (Cross Reference CLEC Trouble Ticket Number on Qwest Trouble Ticket Number) if Allegiance was amenable.

Bonnie Johnson/Eschelon said she would agree with that and noted that the Eschelon CR is very similar.

Michael Buck/Qwest asked if it made sense to move on to Part 2 of the larger overall discussion, namely, placing captured information on to the bill. No objections.

Michael Buck/Qwest indicated that in Qwest's assessment, 2 CRs seemed very similar in their attempt to get additional information on to the various bill formats: SCR042902-01 (User CLEC internal repair ticket number on CLEC bill to identify maintenance and repair charges) and SCR060402-04 (BillMate to include CKT ID and date of Qwest dispatch for TIC, MOS, Dispatch and Optional Testing Charges).

Kathy Stichter/Eschelon stated that this SCR060402-04 (BillMate to include CKT ID and date of Qwest dispatch for TIC, MOS, Dispatch and Optional Testing Charges) was submitted as a separate, stand-alone CR and that the BillMate files do not include the CKT ID and the date of the repair. Eschelon's intent was that one CR would bring BillMate in sync with the paper bill and the other CR would add new information to both.

Dennis Martinez/Qwest said that the CKT ID is included on the paper bill but he would have to check on the BillMate file. (It was subsequently confirmed that CKT ID does come across on the paper bill, and it is not going to BillMate.) Qwest can get synergies on this by looking at ASCII. The ASCII file sent to BillMate would need to include the CKT ID. He also asked if there were other fields that needed to be included.

Bonnie Johnson/Eschelon reiterated that the only fields they were really looking for were those being requested by Qwest and she listed them: Circuit ID, Date of Repair, Qwest and CLEC Ticket Number.

Alice Matthews/Qwest said that the date of the repair should now be displayed.

Kathy Stichter/Eschelon said that they have been seeing the date of repair. She also stated that anything that gets to the paper bill also needs to get to BillMate.

Dan Buseti/Qwest said that he heard the request earlier to have the CLEC ticket number show up on BillMate.

Kathy Stichter/Eschelon said that is correct and that Eschelon wants everything that is on the paper bill today included on the BillMate file.

Dennis Martinez/Qwest noted that it doesn't show up on the paper bill either.

Bonnie Johnson/Eschelon said part of the challenge is that we all have different systems for capturing repair information. The optimal for Eschelon is to have the information that Qwest requires us to enter to be displayed on the bill.

Lynn Stecklein/Qwest reviewed the fields identified so far as CKT ID, TN (for POTS), CLEC ticket number, and date of repair.

Bonnie Johnson/Eschelon noted that since Qwest requires us to provide our (CLEC) ticket number, it would appropriate for that to appear.

Dan Buseti/Qwest said that Qwest is looking for a place to store the information and Qwest needs to fully understand the specific information the CLECs are looking for. Qwest does not have the date of repair in CEMR.

Kathy Stichter/Eschelon said anything that shows up on the bill we'd like to show up on BillMate.

Michael Buck/Qwest suggested that the scope be defined to show that they are requesting that BillMate and the paper bill be consistent.

Bonnie Johnson/Eschelon noted that TN "and" CKT wouldn't be needed. It would only need to be one or the other.

Dan Buseti/Qwest agreed noting that it would be either/or.

Craig Suellentrop/Qwest stated that CEMR doesn't have the date of dispatch. He asked Dan Buseti/Qwest if CEMR contained the date the ticket was opened.

Dan Buseti/Qwest said yes.

Craig Suellentrop/Qwest asked the CLECs if the date the ticket was opened would be sufficient.

Kathy Stichter/Eschelon asked if CEMR records the date the ticket goes to dispatch.

Dan Buseti/Qwest said yes, but CEMR would not know which dispatch was the billable dispatch in the case of multiple dispatches.

Kathy Stichter/Eschelon asked why CEMR couldn't retain the date of dispatch.

Dan Buseti/Qwest said that it can but the real issue is associated with multiple dispatches. With multiple dispatches, CEMR wouldn't know which dispatch is billable.

Kathy Stichter/Eschelon said if there is multiple dispatches, then Eschelon doesn't know which is being billed either.

Dan Buseti/Qwest agreed and said CEMR wouldn't know either because that is determined when the bill or ticket is closed.

Michael Buck/Qwest summarized the discussion of SCR042902-01 and SCR060402-04 by saying that Eschelon's view is that the functionality being requested on these two Change Requests is different. From a Qwest standpoint, it sounds as if, despite the distinctions, there were synergies in addressing the CRs in a common development cycle.

Bonnie Johnson/Eschelon asked what, if any, impact the date change on the CEMR release has on this meeting today.

Michael Buck/Qwest reiterated the purpose and goal of this meeting was to determine possible synergies of all 7 Change Requests. Qwest would further like to determine if there are any missing gaps on what the CLECs are looking for, overlap, and to what extent the Change Requests may be duplicates. However, having said that, it was his understanding that the previously discussed SCR030702-1 (Trouble Ticket Cross Reference) is still targeted for November.

Kathy Stichter/Eschelon said that because BillMate does not include the CKT ID, Eschelon creates a spreadsheet of all tickets and forwards to the Qwest Billing Center. The Billing Center does a manual look-up of the CKT ID and sends this information back to Eschelon. Kathy Stichter said that Qwest may want to determine the cost of this manual look-up compared to the cost of implementing SCR060402-04.

Michael Buck/Qwest thanked Eschelon for that feedback and said that Qwest will take back Eschelon's suggestion when further evaluating the CRs.

Kathy Stichter/Eschelon wanted to know if the readout for today's meeting would be given at the Product/Process or Systems CMP meeting because she only wants to attend 1 or the other, not both.

Michael Buck/Qwest said that Qwest would look at responding in both meetings provided that the agendas could support it.

Craig Suellentrop/Qwest reviewed PC053002-1 (Real Time Dispute of TIC, Maintenance of Service Charges and Dispatch Charges). He stated that based on what he had heard on the other CRs, it didn't sound as if PC053002-1 was in the scope of what we are trying to accomplish in this meeting. He stated that by its very nature the dispute process is a manual process.

Kathy Stichter/Eschelon said that she agrees.

Craig Suellentrop/Qwest indicated that despite the agreed lack of synergy that he would provide a readout in the September CMP Product/Process Meeting. He also confirmed that based upon previous discussions on PC053002-1 that Qwest believed that Non-Design Services was the only outstanding part of the request.

Kathy Stichter/Eschelon agreed.

Ric Martin/Qwest asked if on Non-Design Services if Qwest were to capture all this information as described in the previous CRs, would Eschelon be able to, on a 'real time' basis, view the information and dispute the charges.

Kathy Stichter/Eschelon said that Eschelon did not want to have to wait for the bill to start the dispute process.

Alice Matthews/Qwest and Craig Suellentrop/Qwest indicated they would be happy to talk further about the billing process.

Kathy Stichter/Eschelon said that Eschelon wants the opportunity to dispute charges prior to the charges being billed just as they have the opportunity with Design Services.

Michael Zulevic/Covad said that this seemed like a dispute resolution issue and asked why Qwest can't issue credits to counteract charges.

Craig Suellentrop/Qwest said that Qwest has researched that solution but does not have all the answers today.

Michael Buck/Qwest summarized by stating that participants seemed to be agreeing that PC053002-1 (Real Time Dispute of TIC, Maintenance of Service Charges and Dispatch Charges) does not fit in the scope of our discussion today. However, a revised response will be issued in the September CMP Product and Process Meeting to address Non-Design services.

Craig Suellentrop/Qwest stated that PC070202-1 (Time & Material Repair Charges invoice process) was discussed in the August CMP Product and Process Meeting and said that Qwest does not have resources to send invoices.

Kathy Stichter/Eschelon said that Eschelon does not believe PC070202-1 (Time & Material Repair Charges invoice process) is related to what we are attempting to accomplish today. Others agreed.

Michael Buck/Qwest asked Eschelon whether, from an approach standpoint, there was any concern with crossing PC070202-1 over to a systems CR. He indicated that based on Qwest's preliminary analysis, it appeared at this time that it was appropriate to move this one to systems for continued analysis.

Kathy Stichter/Eschelon said that crossing it over was fine but that Eschelon didn't want to lose time on the request.

Michael Buck/Qwest said he understood Eschelon's concern. For that reason it seemed appropriate to get the cross-over started now so that it could move further down the process. He also asked about the relative value and importance of the various pieces of information requested in the CR. Specifically, during initial analysis on the request, Qwest was concerned about the potential difficulty in displaying the cost information.

Kathy Stichter/Eschelon indicated that if most of the other information could be provided not showing the cost information might be okay.

Michael Buck/Qwest asked if there could be further discussion on PC071202-1 (Use Qwest Design Services Ticket Number in the PON on Service Orders for Maintenance of Service Charges, Dispatch Charges, and Optional Testing Charges so that information is shown on the Completion Report). Based upon the discussion that had taken place on other CRs, he asked Eschelon about the frequency and usefulness of PC071202-1 according to the 80/20 rule..

Kathy Stichter/Eschelon replied that the frequency was more on the 20% side of frequency and would prefer that Qwest focus on the items more important to Eschelon.

Kathy Stichter/Eschelon also said that if Qwest is going to provide the CLEC ticket number as well as other fields as described in the earlier CRs, then Eschelon may be willing to withdraw PC071202-1.

Kathy Stichter/Eschelon asked for clarification on how the PON drives what is on the bill.

Alice Matthews/Qwest stated that the PON is only one field that appears on the bill. There are also other fields that will appear on the bill.

Kathy Stichter/Eschelon wants to understand what will be eliminated or changed depending on what they ask for (i.e. if the Qwest ticket number is shown in the PON, what will be eliminated from the bill).

Alice Matthew/Qwest will prepare a response to clarify how the PON field populated with the ticket number appears on the bill.

Michael Buck/Qwest asked if there were any other comments or questions.

Michael Zulevic/Covad stated that Qwest may want to start thinking about what will be required from the CLECs when the CLECs have the ability to bill Qwest on trouble isolation.

Michael Buck/Qwest said that this meeting was very helpful for Qwest and that Qwest will provide an overall readout at the September CMP Meetings.

CMP Meeting Attendee List

Ad Hoc Meeting for Synergy Discussion of 7 Trouble/Billing

Tuesday, August 27, 2002

Company Name	Full Name	Attendance	Phone Number	E-mail address	POC Type
Alltel	Dowding, Byron	On Phone	(999) 999-9999	POC Data Unpublished	Primary
AT&T	Spangler, Jonathan	On Phone	(303) 298-6240	jfspangler@att.com	
Covad	Cutcher, Minda	On Phone	(978) 649-4565	mcutcher@covad.com	Tertiary
Covad	Zulevic, Michael	On Phone	(520) 575-2776	mzulevic@covad.com	Primary
Eschelon	Johnson, Bonnie	On Phone	(612) 436-6218	bjohnson@eschelon.com	Primary
Eschelon	Stichter, Kathy	On Phone	(612) 436-6022	klstichter@eschelon.com	
Qwest	Buck, Michael	In Person	(303) 294-1633	mjbuck@qwest.com	Tertiary
Qwest	Busetti, Dan	In Person	(999) 999-9999	POC Data Unpublished	
Qwest	Foster, Beth	In Person	(303) 763-1839	bxfofte@qwest.com	
Qwest	Martin, Ric	In Person	(303) 896-9823	rhmart2@qwest.com	
Qwest	Martinez, Denise	On Phone	(999) 999-9999	POC Data Unpublished	
Qwest	Masztaler, Joan	On Phone	(999) 999-9999	POC Data Unpublished	
Qwest	Matthews, Alice	On Phone	(999) 999-9999	POC Data Unpublished	
Qwest	Novak, Jean	On Phone	(999) 999-9999	POC Data Unpublished	
Qwest	Sanchez-Steinke, Linda	In Person	(999) 999-9999	POC Data Unpublished	
Qwest	Suellentrop, Craig	On Phone	(999) 999-9999	POC Data Unpublished	
Time Warner Telecom	Duet, Erin	On Phone	(999) 999-9999	POC Data Unpublished	
USLink	Arnold, Jennifer	On Phone	(218) 568-2647	jennifer.arnold@uslink.com	Primary

The information contained in this report is based upon CMP Point of Contact (POC) data for CMP Monthly Meeting attendees who announce themselves on the bridge or who sign in on the CMP Meeting Attendance List.

Complete CMP Point of Contact (POC) information can be viewed in the POC reports available at <http://www.qwest.com/wholesale/cmp/poc.html>

Updates to POC information (e.g. Phone Number, e-mail address, etc) can be made online at <http://www.qwest.com/wholesale/cmp/ppform.html>

Report generated: 8/28/02 5:59:41 PM

Open System Change Requests -- Detail

Report Record # 1

CR #	Title	Status	Level of Effort	Interface	Products Impacted
		Date		Release #	
SCR030702-1	CLEC Trouble Ticket cross-reference	Evaluation	200 - 750	CEMR	Other: All products supported under the Repair platform.
		7/18/02			

Originator: Sprague, Michelle

Originator Company Name: McLeodUSA

Director: Thompson, Jeff

Owner: Buseti, Dan

CR PM: Stecklein, Lynn

Description Of Change

McLeod would like to request that the CLEC repair trouble ticket number be added to the Qwest trouble ticket, each time a ticket is initiated with Qwest. This would allow for an efficient cross-reference for both McLeod and Qwest. The field chosen to house the CLEC trouble ticket number must be a searchable field, to allow for query capability. This change would save a great deal of time in locating tickets, assisting both McLeod and Qwest in efficiency.

Additionally, McLeod would request that Qwest to communicate this new process to their service center and ensure that an applicable field for this new data to be stored, to allow for it to be searchable.

3/21/02 Amended from CMP Systems Meeting

Jeff Thompson/Qwest provided an explanation of what McLeod was requesting with this CR. Jeff indicated that McLeod wants the ability to do a query on the ticket # in the Qwest back end systems. Since McLeod uses Electronic Bonding, and because Electronic Bonding already offers this functionality, McLeod could use that to query the ticket number if they agree.

Michelle Sprague/McLeod indicated that CEMR is McLeod's bigger concern right now.

Jeff stated that Qwest could investigate the possibility that the change be made in CEMR with this CR and if agreement could be secured that the CEMR change would close this CR.

Michelle Sprague indicated that she agreed if the other CLECs agreed.

Jeff Thompson will amend the CR with general agreement. The CLECs all nodded their heads yes.

Status History:

Date	Action	Description
2/06/02	CR Submitted	CR Submitted by McLeodUSA as Product & Process Change
2/06/02	CR Acknowledged	Product & Process CR (PC020602-1) acknowledged by P/P CMP Manager.
2/12/02	Clarification Meeting Scheduled	Submitting CLEC contacted to schedule clarification meeting for Product & Process CR (PC020602-1)
2/15/02	Clarification Meeting Held	Clarification Meeting conducted with McLeodUSA for Product & Process CR (PC020602-1)
2/25/02	Status Changed	SCR030702-1 status updated to 'Presented' after discussion at March Systems CMP Meeting
2/28/02	Qwest Response Issued	Draft response for Product & Process CR (PC020602-1) dated 02/28/02 issued to McLeodUSA and posted to CMP database
3/07/02	CR Submitted	New Systems CR created on behalf of McLeod
3/07/02	CLEC Requested Info	Advised M Sprague that this CR is now a systems CR. She agreed that no further clarification meetings were necessary.
3/07/02	Status Changed	status changed to clarification
3/21/02	Discussed at Monthly CMP Meeting	SCR030702-1 discussed March Systems CMP Monthly meeting; please see Systems CMP Distribution Package March CMP - Attachment D
3/22/02	Status Changed	Status updated from 'Clarification' to 'Presented'
4/11/02	LOE Issued	The level of effort for this CR is 250 to 750.
4/18/02	Discussed at Monthly CMP Meeting	SCR030702-1 discussed at April Systems CMP Monthly meeting; please see Systems CMP Distribution Package April CMP - Attachment B
4/23/02	Status Changed	Status changed to development
6/20/02	Discussed at Monthly CMP Meeting	SCR030702-1 was discussed at the June Systems CMP Meeting; Jeff Thompson explained that the targeted August release was being delayed; status updated to 'Presented'
7/18/02	Discussed at Monthly CMP Meeting	SCR030702-1 discussed at July Systems CMP Monthly meeting; please see Systems CMP Distribution Package July CMP -- Attachment I
7/25/02	Status Changed	Status changed to evaluation

Information Current as of: Friday, September 13, 2002

CR # SCR030702-1

Report Name: rptOpenDetailed CR INDIVIDUAL REPORT SYSTEMS

Page 1 of 22

Open System Change Requests -- Detail

8/27/02 General Meeting Held CR included in the Synergy Meeting for Multiple Trouble Tickets & Billing CRs. See Meeting Notes in Attach O, Sept CMP Package.

Project Meetings

7/18/02 CMP Systems Meeting

SCR030702-1 Provide status update at CMP Meeting for SCR030702-1 (Trouble Ticket Cross Reference) (Originated by McLeod)
Jeff Thompson/Qwest said that we would have a discussion that might impact the scope of this CR. The implementation date is tentatively scheduled for 11/3/02.

Jeff Thompson/Qwest also said that in our last meeting time there was a discussion as to whether this will impact MEDIACC. Qwest did some research and found that this is already available in MEDIACC. Jeff Thompson/Qwest said when this work is done, it will work on any ticket that has been electronically submitted and not just on those that are called in.

This action item will be closed.

The status of the CR will be updated to Evaluation pending the discussion of this CR with related trouble and billing CRs as discussed earlier in the meeting.

4/18/02 CMP systems meeting

Michael Buck/Qwest stated that in last month's CMP meeting it was collectively agreed upon that this requested change would be done in CEMR.

Dan Buseti/Qwest presented CR on behalf of McLeod USA.

Bonnie Johnson/Eschelon asked if this change would help billing. Dan Buseti/Qwest responded that this requested change would not. Terry Wicks/Allegiance asked if a CR could be submitted to request the ticket number on the bill. Dan Buseti/Qwest responded that a CLEC can issue a CR and Qwest would investigate the options. Jonathan Spangler/AT&T asked if the information would be in MEDIACC. Dan Buseti/Qwest responded that MEDIACC already captures the information.

Dan Buseti/Qwest stated that this is targeted for the August CEMR Release.

3/21/02 Amended from CMP Systems Meeting

Jeff Thompson/Qwest provided an explanation of what McLeod was requesting with this CR. Jeff indicated that McLeod wants the ability to do a query on the ticket # in the Qwest back end systems. Since McLeod uses Electronic Bonding, and because Electronic Bonding already offers this functionality, McLeod could use that to query the ticket number if they agree.

Michelle Sprague/McLeod indicated that CEMR is McLeod's bigger concern right now.

Jeff stated that Qwest could investigate the possibility that the change be made in CEMR with this CR and if agreement could be secured that the CEMR change would close this CR.

Michelle Sprague indicated that she agreed if the other CLECs agreed.

Jeff Thompson will amend the CR with general agreement. The CLECs all nodded their heads yes.

9:30 a.m. (MDT) / Friday 15th February 2002

Conference Call

TEL: 877.554.8688

CODE: 3269208

PC020602-1 "CLEC Trouble Ticket cross-reference"

Michelle Sprague, McLeodUSA

Cheryl McMahon, Qwest

Craig Suellentrop, Qwest

Dan Buseti, Qwest

Catherine R. Garcia, Qwest

Lynn Stecklein, Qwest

Kerri L. Waldner, Qwest

Peter Wirth, Qwest

1.0 Introduction of Attendees

Attendees introduced.

2.0 Review Requested (Description of) Change {review long description from change request, confirm with all parties there is agreement on the change requested}

Description: McLeod would like to request that the CLEC repair trouble ticket number be added to the Qwest trouble ticket, each time a ticket is initiated with Qwest. This would allow for an efficient cross-reference for both McLeod and Qwest. The field chosen to house the CLEC trouble ticket number must be a searchable field, to allow for query capability. This change would save a great deal of time in locating tickets, assisting both McLeod and Qwest in efficiency.

Expected Deliverables: For Qwest to communicate this new process to their service center and ensure that an applicable field for this new data to be stored, to allow for it to be searchable.

Michelle Sprague discussed the CR. Additional clarification was provided regarding the following:

1) McLeodUSA format for trouble ticket number [McLeodUSA to provide]

2) Search capability for all Qwest trouble tickets requested by McLeodUSA

3) Electronic bonding may provide cross-referencing for electronic tickets. McLeodUSA to confirm. Manual ticketing will still require cross-referencing.

Open System Change Requests -- Detail

4) McLeodUSA ticket numbers are auto generated; thus preventing McLeodUSA from using the Qwest ticket number as their number.

3.0 Confirm Areas & Products Impacted {read from change request, modify if needed}
Confirmed. Optional section: delete "SATE" reference.

4.0 Confirm Right Personnel Involved {ensure the Qwest SME can fully answer the CLEC request. Confirm whether anyone else within Qwest has been involved with this issue, or whether we need to bring anyone else in}
Qwest & McLeodUSA confirmed appropriate personnel were in attendance.

5.0 Identify/Confirm CLEC's Expectation {Identify specific deliverables from CLEC " what does Qwest have to do in order to close this CR? (in measureable terms ie provide a documented process, change a process to include training etc)"}
Qwest to evaluate CR. During the March 2002 Monthly P&P CMP Meeting, Qwest will solicit input from CLEC community.

Qwest Response

DRAFT RESPONSE

RE: SCR030702-01 (CLEC Trouble Ticket cross-reference)

Qwest has reviewed the information submitted as part of Change Request SCR030702-1. Based upon the scope of this CR as agreed to in the Clarification Meeting (held on March 7, 2002) Qwest is able to provide an estimated Level of Effort (LOE) of 250 to 750 hours for this CEMR Change Request.

Qwest is targeting the CEMR Release scheduled November 3, 2002 for implementation of this Change Request.

Sincerely,
Jeff Thompson
Qwest, Information Technologies

Open System Change Requests -- Detail

Report Record #

2

CR #	Title	Status	Level of Effort	Interface	Products Impacted
		Date		Release #	
SCR042902-01	Use CLEC internal repair ticket number on CLEC bill to identify maintenance & repair charges	Evaluation	3900 - 4300	Wholesale Billing Interfaces	Other: All products supported under the Repair platform.
		6/20/02			

Originator: Stichter, Kathleen

Originator Company Name: Eschelon

Director: Thompson, Jeff

Owner: Thompson, Jeff

CR PM: Stecklein, Lynn

Description Of Change

Currently when Qwest bills a CLEC for repair and maintenance charges, the CLEC is unable to reconcile the bill with the Qwest ticket. Eschelon requests that upon completion of SCR030702-1, Qwest uses the CLEC's internal ticket number on the bill sent to the CLEC. This will allow the CLEC to reconcile repair and maintenance charges and determine if the charge is appropriate.

Status History:

Date	Action	Description
4/29/02	CR Submitted	
4/30/02	CR Acknowledged	
5/02/02	Info Requested from CLEC	Requested Eschelon's availability for clarification call
5/07/02	Clarification Meeting Scheduled	Clarification meeting scheduled 5/9/02
5/09/02	Clarification Meeting Held	Clarification meeting held
5/22/02	Status Changed	Status changed to clarification
6/20/02	Discussed at Monthly CMP Meeting	SCR042902-01 discussed at June Systems CMP Monthly meeting; please see Systems CMP Distribution Package June CMP -- Attachment B
6/21/02	Status Changed	Status changed to evaluation
8/27/02	General Meeting Held	CR included in the Synergy Meeting for Multiple Trouble Tickets & Billing CRs. See Meeting Notes in Attach O, Sept CMP Package.

Project Meetings

6/20/02 Systems CMP meeting

Kathy Stichter (Eschelon) explained what Eschelon was looking for.

Michael Buck (Qwest) asked, if any other CLECs have any additions to what Eschelon is looking for? No one replied.

Michael Buck (Qwest) pointed to the draft response.

Jeff Thompson (Qwest) indicated that from Qwest's point of view, for this CR to be successful, Qwest thinks that the existing CR (cross-reference CR – SCR030702-1- CLEC Trouble ticket Cross-reference) needs to be implemented first.

Bonnie Johnson (Eschelon) stated that Eschelon is aware that this needs to piggyback on that.

Jeff Thompson (Qwest) stated that this will only be available for those who use CEMR, it won't work with EBTA.

Terry Wicks (Allegiance) indicated that Allegiance plans to bond with EBTA. He asked if that meant Allegiance needs to open a separate CR.

Jeff Thompson (Qwest) replied, Yes. Qwest looked at doing this in EBTA. There is currently no way to do this without violating a standard that EBTA currently follows. Qwest would then need to get agreement among all parties to do this.

Yes, there is a way to get a request in the legacy systems, a process person needs to commit to make that happen.

Terry Wicks (Allegiance) asked again, Should I generate a CR?

Michael Buck (Qwest) stated, I think this would be a Product/Process CR.

Jeff Thompson (Qwest) commented that his last comment on this CR is that Qwest had tentatively scheduled the CEMR CR for the August release. He further stated that Qwest is currently re-scheduling that.

Bonnie Johnson (Eschelon) asked if the August release is being pushed out?

Jeff Thompson (Qwest) confirmed that it was.

Michael Buck (Qwest) stated, that while this CR truly has been presented, it sounds like it is still in 'Evaluation' due to the nature of the dependence on the other CR. He indicated that the status will be updated to 'Evaluation'. There was no objection.

5/8/02 Clarification Meeting

Attendees: Kathy Stichter - Eschelon
 Alice Mathews - Qwest
 Doug Warren - Qwest
 Lynn Stecklein - Qwest

Information Current as of: Friday, September 13, 2002

CR #

SCR042902-01

Report Name: rptOpenDetailed CR INDIVIDUAL REPORT SYSTEMS

Page 4 of 22

Open System Change Requests -- Detail

Introduction of Attendees

Introduction of the participants on the conference call were made and the purpose of the call discussed.

Review Requested (Description of) Change

The purpose of this meeting was to clarify SCR042902-01 submitted by Eschelon. Kathy Stichter - Eschelon provided a summary of this CR. Eschelon is requesting that the CLEC internal repair trouble ticket be added to the CLEC bill. This would allow the CLEC to identify charges for maintenance and repair.

Lynn Stecklein/Qwest also reviewed a related change request - SCR030702-1 (CLEC Trouble Ticket cross-reference). This CR is requesting that the CLEC repair ticket be added to the Qwest trouble ticket that would provide a cross-reference for the CLEC. The change would be made in CEMR. Alice Mathews/Qwest said that she would need more information re: this request and how the information would be handed off. Lynn Stecklein/Qwest said that she would contact Dan Busetti/Qwest and set up an internal meeting to discuss the details associated with SCR030702-1.

Alice Mathews/Qwest asked where Eschelon wanted the ticket number to appear on the bill. Kathy Stichter/Eschelon said that they would like the ticket number to appear in the Other Charges and Credits portion of the bill. Alice Mathews/Qwest said that the format of these charges today include date, order number, PON, and working telephone number. Kathy Stichter said that they really don't need the order number since that is internal to Qwest. Kathy Stichter/Eschelon said that they would like to have the ticket number instead of the order number. Kathy Stichter asked a question about the due date on the order - Is the due date the date of the order or the date of the repair? Alice Mathews/Qwest said that a "fix" is planned that will make the "due date" the date when the repair took place. Kathy Stichter/Eschelon said that would be great and she was glad to hear of the "fix".

Alice Mathews/Qwest said that today an order is issued on all tickets with a standard PON for maintenance and repair. Kathy Stichter/Eschelon also said that they would rather see their trouble ticket on the bill instead of the circuit ID or working TN.

Confirm Areas & Products Impacted

Products impacted are those products supported under the repair platform.

Confirm Right Personnel Involved

Dan Busetti/Qwest will keep the team statused on the progress of SCR030702-1.

Identify any Dependent Change Requests

SCR030702-1 (CLEC Trouble Ticket cross-reference) must be implemented prior to this CR.

Establish Action Plan

A draft response will be provided in the June Systems CMP meeting.

Qwest Response

REVISED RESPONSE

September 11, 2002

RE: SCR042902-01 & SCR060402-04

SCR042902-01 (Use CLEC internal repair ticket number on CLEC bill to identify maintenance & repair charges)

SCR060402-04 (BillMate to include CKT ID and date of Qwest dispatch for TIC, MOS, Dispatch and Optional Testing charges)

Based upon the collaborative discussions held regarding SCR042902-01 and SCR060402-04 Qwest has devised a high level approach to meeting the requirements as clarified for these CRs. Based upon the scope of these CRs as agreed to in the Multiple CR Synergy Meeting (held August 27, 2002) Qwest is able to provide an estimated Level of Effort (LOE) of 3900 to 4300 hours for these Change Requests. In providing this LOE, Qwest is making the following assumptions:

- CLEC repair ticket number will be passed to Wholesale Billing interface (per SCR030702-1)
- User interface will pass charge information
- Wholesale Billing interface will expand the existing OC&C records to accept and retain CLEC repair ticket number and Qwest repair ticket number
- Bill format will change to display CLEC repair ticket number and Qwest repair ticket number
- BillMate will change to populate CLEC repair ticket number and Qwest repair ticket number
- BillMate will populate Circuit ID (TN) when Circuit ID (TN) is displayed on the bill
- BillMate will populate Date of Repair when Date of Repair is displayed on the bill

Qwest will seek to implement SCR042902-01 and SCR060402-04 concurrently based upon the synergies that exist between the two CRs. Qwest continues to review release schedules and development timetables in an effort to evaluate options for potential scheduling of these requests.

Open System Change Requests -- Detail

Qwest does not expect to implement these CRs prior to first quarter, 2003. Additional information regarding these CRs will be reported via the normal Change Management procedures.

Sincerely,
Jeffery Thompson
Qwest, Information Technologies

DRAFT RESPONSE

June 12, 2002

RE: SCR042902-01 (Use CLEC internal repair ticket number on CLEC bill to identify maintenance & repair charges)

Qwest has reviewed the information submitted as part of Change Request SCR042902-01. As discussed and agreed to in the Clarification Meeting (held May 8, 2002), Change Request SCR042902-01 has a necessary dependency on Change Request SCR030702-1 (CLEC Trouble Ticket cross-reference). At this time, SCR030702-1 has not been sufficiently defined to allow Qwest to provide an estimated Level of Effort (LOE) for dependent Change Request SCR042902-01. Qwest is anticipating that SCR042902-01 would be a Wholesale Billing Interface Change Request.

At the next Monthly Systems CMP Meeting, CMP participants will be given the opportunity to comment on this Change Request and provide additional clarifications. Any clarifications and/or modifications identified at that time will be incorporated into Qwest's further evaluation of this Change Request.

Once SCR030702-1 has been sufficiently defined Qwest will develop an estimated LOE for SCR042902-01 and will notify CMP participants through the Monthly Systems CMP Meeting of that LOE.

Sincerely,
Jeff Thompson
Qwest, Information Technologies

Open System Change Requests -- Detail

Report Record # 3

CR #	Title	Status	Level of Effort	Interface	Products Impacted
		Date		Release #	
SCR060402-04	BillMate to include CKT ID and date of Qwest dispatch for TIC, MOS, Dispatch and Optional Testing charges	Evaluation	1100 - 1400	Wholesale Billing Interfaces	All
		7/18/02			

Originator: Stichter, Kathleen **Originator Company Name:** Eschelon
Director: Thompson, Jeff
Owner: Thompson, Jeff
CR PM: Stecklein, Lynn

Description Of Change

Currently BillMate does not include the CKT ID from the repair ticket and the date is the due date of the service order not the date of the repair ticket. Without the correct date and the CKT ID it is impossible to determine if the charges are legitimate or not. Eschelon asks Qwest to include the CKT ID for design services and the date of the repair ticket for all TIC, Maintenance of Service Charges, Dispatch Charges and Optional Testing Charges on BillMate.

Status History:

Date	Action	Description
6/04/02	CR Submitted	
6/04/02	CR Acknowledged	
6/05/02	Info Requested from CLEC	Requested Eschelon's availability for clarification call
6/07/02	Clarification Meeting Scheduled	Clarification Meeting Scheduled
6/11/02	Clarification Meeting Held	Clarification Meeting held
6/21/02	Status Changed	Status changed to clarification
7/18/02	Discussed at Monthly CMP Meeting	SCR060402-04 discussed at July Systems CMP Monthly meeting; please see Systems CMP Distribution Package July CMP -- Attachment B
7/19/02	Status Changed	Status changed to evaluation
8/27/02	General Meeting Held	CR included in the Synergy Meeting for Multiple Trouble Tickets & Billing CRs. See Meeting Notes in Attach O, Sept CMP Package.

Project Meetings

7/18/02 July CMP Systems Meeting
SCR060402-04 BillMate to include CKT ID and date of Qwest dispatch for TIC, MOS, Dispatch and Optional Testing charges (Originated by Eschelon)
Kathy Stichter/ Eschelon reviewed this change request. Eschelon would like the BillMate files for repair charges for TIC, MOS, etc to include the Circuit ID and match it to the corresponding Eschelon ticket to validate charges.
Jeff Thompson/Qwest said this is very similar to a CR discussed last month that was asking to put the ticket number on the CLEC bill. Jeff Thompson/Qwest said that Qwest is receiving requests asking for similar functionality. Jeff Thompson/Qwest asked the CLEC Community if we could possibly combine some of these CRs and state in one place what is being requested. Jeff Thompson/Qwest said that if we provide some of this information the CLEC could look up some of the information on their side of the house.
Kathy Stichter/Eschelon stated that she did not know what would be easier to add to BillMate than others. Kathy Stichter/Eschelon said that she does not need all that that she has asked for. However, if we could get the 3rd request earlier, then Eschelon would want that.
Jeff Thompson/Qwest said that from Qwest's point of view this CR would be easier to work than the one from last month.
Sherry Lichtenberge/WorldCom asked why Qwest does not just use the ticket number the CLECs give you.
Jeff Thompson/Qwest said that the CLEC is actually opening a ticket with us and we use our own tracking systems and ticket number.
Sherry Lichtenberge/WorldCom said that she did not understand the problem.
Jeff Thompson/Qwest asked Kathy Stichter/Eschelon to clarify what Eschelon was asking for. Kathy Stichter/Eschelon said that they were asking to see their ticket number on the bill. However, we could live with the Qwest ticket number if it costs less.
Terry Wicks/Allegiance said that a call should be scheduled to discuss all these CRs. He said that he opened a CR yesterday associated with calling in a manual ticket.
Jeff Thompson/Qwest asked if Kathy Stichter/Eschelon was ok with this plan.
Kathy Stichter/Eschelon said yes, but she wants this CR to stand out.
Michael Buck/Qwest said that CMP will schedule a meeting and bring forward any other open CRs that might fall into this discussion.
Kathy Stichter/Eschelon said she would send all open CRs that are applicable
Bonnie Johnson/Eschelon said that the information that you are requiring in CEMR is not what appears on our bill. We have no way to reconcile the charges and hopefully, we can find a way to fix it.
Michael Buck/Qwest said that the status on each of these CRs will be updated to evaluation until we determine what synergies exist. Everyone agreed.

Open System Change Requests -- Detail

6/11/02 Clarification Meeting

Name/Company

Kathy Stichter - Eschelon
Catherine Garcia - Qwest
Doug Warren - Qwest
Carl Sear - Qwest

Introduction of Attendees

Introduction of the participants on the Conference Call were made and the purpose of the call discussed.

Review Requested (Description of) Change

Kathy Stichter reviewed CR. Currently BillMate does not include the CKT ID from the repair ticket and the date is the due date of the order not the date of the repair ticket. Eschelon is asking Qwest to include the CKT ID for design services and the date of the repair ticket for TIC, Maintenance of Service Charges, Dispatch, and Optional Testing charges.

Lynn Stecklein said that there were efforts underway to provide the date of the repair instead of the due date of the order and will take an action item to check with Alice Mathews/Process Specialist.

Catherine Garcia said that today a service order is issued and populated with specific information/fields received from repair. Qwest would need to research how and if the CKT ID could be added to the repair ticket

Confirm Areas & Products Impacted

Repair/CEMR and BillMate

Confirm Right Personnel Involved

Lynn Stecklein will contact Alice Mathews/Qwest Process Specialist to determine efforts already underway to address the portion of the CR pertaining to the Date of the repair ticket.

Identify/Confirm CLECs Expectations

Eschelon would like the CKT ID to be added to the repair ticket and passed on to the bill.

Identify any Dependent Systems Change Requests

Establish Action Plan (Resolution Time Frame)

Qwest Response

REVISED RESPONSE

September 11, 2002

RE: SCR042902-01 & SCR060402-04

SCR042902-01 (Use CLEC internal repair ticket number on CLEC bill to identify maintenance & repair charges)

SCR060402-04 (BillMate to include CKT ID and date of Qwest dispatch for TIC, MOS, Dispatch and Optional Testing charges)

Based upon the collaborative discussions held regarding SCR042902-01 and SCR060402-04 Qwest has devised a high level approach to meeting the requirements as clarified for these CRs. Based upon the scope of these CRs as agreed to in the Multiple CR Synergy Meeting (held August 27, 2002) Qwest is able to provide an estimated Level of Effort (LOE) of 3900 to 4300 hours for these Change Requests. In providing this LOE, Qwest is making the following assumptions:

- CLEC repair ticket number will be passed to Wholesale Billing interface (per SCR030702-1)
- User interface will pass charge information
- Wholesale Billing interface will expand the existing OC&C records to accept and retain CLEC repair ticket number and Qwest repair ticket number
- Bill format will change to display CLEC repair ticket number and Qwest repair ticket number
- BillMate will change to populate CLEC repair ticket number and Qwest repair ticket number
- BillMate will populate Circuit ID (TN) when Circuit ID (TN) is displayed on the bill
- BillMate will populate Date of Repair when Date of Repair is displayed on the bill

Qwest will seek to implement SCR042902-01 and SCR060402-04 concurrently based upon the synergies that exist between the two CRs. Qwest continues to review release schedules and development timetables in an effort to evaluate options for potential scheduling of these requests. Qwest does not expect to implement these CRs prior to first quarter, 2003. Additional information regarding these CRs will be reported via the normal Change Management procedures.

Sincerely,

Jeffery Thompson
Qwest, Information Technologies

Open System Change Requests -- Detail

DRAFT RESPONSE

July 3, 2002

RE: SCR060402-04 (BillMate to include CKT ID and date of Qwest dispatch for TIC, MOS, Dispatch and Optional Testing charges)

Qwest has reviewed the information submitted as part of Change Request SCR060402-04. Based upon the scope of this CR as agreed to in the Clarification Meeting (held June 11, 2002) Qwest is able to provide an estimated Level of Effort (LOE) of 1100 to 1400 hours for this Wholesale Billing Interface Change Request.

At the next Monthly Systems CMP Meeting, CMP participants will be given the opportunity to comment on this Change Request and provide additional clarifications. Any clarifications and/or modifications identified at that time will be incorporated into Qwest's further evaluation of this Change Request. Upon obtaining consensus from CMP participants as to the appropriate direction for Qwest to take on this Change Request, Qwest will review release schedules and development timetables in an effort to evaluate options for potential scheduling of Change Request SCR060402-04.

Sincerely,
Jeff Thompson
Qwest, Information Technologies

Open Product/Process CR Detail

Report Line Number 4

CR #	Title	Date	Organization	Area Impacted	Products Impacted
		Current Status			
PC062602-3	Cross Reference CLEC Trouble Ticket number on Qwest Trouble Ticket numbers	Presented 9/11/02	Wholesale ProdProc	Billing, Maintenance/Repair	

Director: Retka, Mary

Originator: Wicks, Terry

Originator Company Name: Allegiance

Owner: Suellentrop, Craig

CR PM: Martin, Ric

Description Of Change

When Allegiance calls the Qwest Repair Center to open a trouble ticket verbally, we want the CLEC's internal trouble ticket number to be a required item to be provided to the Qwest representative issuing the Qwest trouble ticket. This will allow for both the Qwest trouble ticket number and the CLEC's internal trouble ticket number to be cross referenced to each other. Allegiance also wants the CLEC's internal trouble ticket number to appear on the CLEC's bill from Qwest for repair and maintenance charges along with the Qwest trouble ticket number. This cross reference of both the Qwest trouble ticket number and the CLEC's internal trouble ticket number on the bills will allow the CLECs the ability to better reconcile the repair and maintenance charges from Qwest.

Status History

06/26/02 - CR Submitted by Allegiance.
 06/26/02 - CR acknowledged by P/P CMP Manager.
 06/28/02 - Left voice mail message with T Wicks, Allegiance, for coordinating Clarification meeting on 7/2.
 07/02/02 - Conducted Clarification Meeting with Allegiance.
 07/03/02 - Issued Clarification Meeting Minutes to Allegiance.
 07/17/02 - CMP Meeting - Meeting minutes posted to this CR's Project Meetings section. CR status "Clarification" was not changed.
 08/08/02 - Issued Mailout Notification to CLECs advising that the CR will be reviewed with other similar CRs. Notification CMPR.08.08.02.F.01312.Mtg_Proposal.
 08/14/02 - Issued Qwest's Draft Response dated August 13, 2002 to Allegiance.
 08/19/02 - Issued Mailout Notification to CLECs confirming the Synergy Meeting for Multiple Trouble Ticket and Billing CRs scheduled for 8/27/02, 2:00 pm MT. Notification CMPR.08.19.02.F.01317.CMP_CR_Mtg.
 08/21/02 - CMP Meeting - Qwest presented its Draft Response dated August 13, 2002. This CR to be included for discussion in the CLEC conference call scheduled for 8/27. Minutes on this CR to be posted to the Project Meetings section. Status was changed to Evaluation
 8/27/02 - CR included in the Synergy Meeting for Multiple Trouble Tickets & Billing CRs. See Meeting Notes in Attach O, Sept Systems CMP Package.
 08/30/02 - Conducted additional clarification call with Allegiance to discuss the manual and system aspects of their CR.
 09/11/02 - Issued Qwest's revised response dated September 10, 2002 to Allegiance.

Project Meetings

08/30/02 Conference Call
 Ric Martin and Craig Suellentrop, Qwest, held a conference call with Terry Wicks, Allegiance to discuss the manual and system aspects of their CR. Qwest advised that the system aspect of Allegiance's CR would be covered under the resultant Systems CR from combining the various System CRs on Trouble Tickets and Repair Charges. Qwest advised that the Systems resolution would look at the "Input" aspect (CEMR and MEDIACC) of getting CLEC Trouble Tickets and the "Output" aspect (Bill) of cross-referencing trouble tickets and Circuit IDs, etc. Allegiance was in agreement with the handling of the systems aspect of their CR. Qwest explained that there might be something that could be done on the manual process aspect, but there wouldn't be any meaningful output until the systems fix was accomplished. Qwest indicated that they would still pursue the manual aspect if Allegiance were interested in this. Allegiance indicated that they didn't want Qwest to duplicate efforts on a manual and systems fix. Allegiance asked if Qwest would look into modifying the spreadsheet they get from their Service Manager to include their internal Ticket Number. Qwest advised that they would open a Global Action Item to look at this and asked Allegiance to send an e-mail with a copy of the spreadsheet and details on what they would like included and at the September CMP meeting we would discuss the disposition of their CR.

August CMP Monthly Meeting Minutes

CR # PC062602-3

Qwest reviewed its draft response and advised that this CR would be reviewed in conjunction with other CRs related to trouble tickets, repair charges, etc. scheduled for August 27, 2002. The CLEC participants agreed to have this CR reviewed at that meeting. Qwest clarified that a manual process could be developed to request the CLEC trouble ticket, but it would be input into the remarks field that doesn't have any sorting capability. Allegiance indicated that they currently receive a spreadsheet with the Qwest trouble ticket identified and asked if Qwest couldn't put Allegiance's ticket number on the spreadsheet. Qwest confirmed that the spreadsheet is created from a Web site and maintained by Nancy Tangeman.

07/17/02 - July CMP Meeting Minutes:

Allegiance introduced their Change Request. Qwest stated the need is to create a process to capture the information Allegiance has requested. CR status is evaluation.

CLEC Change Request
Clarification Meeting

July 2, 2002 9:00 a.m. (MT)

Conference Call

877-564-8688

PC062602-3, Cross Reference CLEC Trouble Ticket number on Qwest Trouble Ticket Numbers

Attendees:

Ric Martin, Qwest

Lynn Stecklein, Qwest

Craig Suellentrop, Qwest

Alice Matthews, Qwest

Terry Wicks, Allegiance

Introduction of Attendees

Introductions of the participants on the Conference Call were made and the purpose of the call discussed

Review Requested (Description of) Change

Terry indicated that this CR was different than the Systems CR that has to do with the CEMR update. Allegiance does not use CEMR and call in their trouble to the AMSC. Allegiance wants to be able to call tickets in, provide their internal number, have it cross referenced with Qwest's number and to have their internal number show up on the bill.

Terry indicated that they would like to see a process change that would require Qwest to get an Internal Ticket number from the CLEC before they open up a trouble ticket.

Terry indicated that they intend to e-bond with MEDIACC in the future, which allows them to electronically report trouble without making a phone call.

Craig confirmed that the trouble tickets called in are entered into WFA-C and Qwest would need to look into what the flow through systems are. Additionally Qwest will need to look into what is needed to have Allegiance's ticket number appear on the bill.

Terry indicated that no matter how we open up a ticket, the cross-reference to the CLEC Ticket on the bill is what matters. Terry will look into how e bonding to MEDIACC would be communicated and if there is a field currently that would allow this. He will look into whether a systems CR would be required for MEDIACC.

Confirm Areas & Products impacted

It was confirmed that the area impacted was Billing and Maintenance & Repair. The product impacted is UBL.

Confirm Right Personnel Involved

Qwest confirmed that Craig would remain the SME for now.

Identify/Confirm CLEC's Expectation

Terry confirmed that they were looking for:

1. A process to have the AMSC not open a trouble ticket without first getting a CLEC internal trouble ticket.
2. Determine best method to get CLEC trouble ticket number on the bill.

Identify any Dependent Systems Change Requests

Systems CR SCR030702-1 has to do with CEMR update to include a field for CLEC Trouble Ticket.

Systems CR SCR042902-01 has to do with getting the CLEC trouble ticket number onto the bill.

Establish Action Plan (Resolution Time Frame)

The CR will have the collective CLEC clarification and SME input at the July CMP meeting.

Qwest Response

September 10, 2002

CR #

PC062602-3

Terry Wicks
LEC Manager
Allegiance Telecom, Inc.

SUBJECT:Qwest's Revised Change Request Response - CR PC062602-3
"Cross Reference CLEC Trouble Ticket number on Qwest Trouble Ticket numbers.

This CR requests that "the CLECs internal trouble ticket number to be a required item to be provided to the Qwest Representative issuing the Qwest trouble ticket. This will allow for both the Qwest trouble ticket number and the CLECs internal trouble ticket number to be cross referenced to each other." Allegiance would also like the CLEC's trouble ticket number to appear on bills for maintenance and repair charges.

Because of the large number of Charge Requests related to Maintenance and Repair, a meeting was held on August 27, 2002 to discuss possible synergies between the various CRs. As a result of this meeting and further consultation with Allegiance on August 30, 2002, it was determined that the system CRs SCR030702-1 – CLEC Trouble Ticket Cross Reference and SCR042902-01 – Use CLEC Internal Repair Ticket number on CLEC bill to identify maintenance and repair charges would address the concerns raised by this CR relating to cross-referencing trouble ticket numbers and CLEC trouble ticket numbers appearing on the bill. Allegiance agreed that a separate manual process would not be required with the development of the system enhancements covered by these CRs.

Allegiance also raised an issue concerning a spreadsheet they receive from their Qwest Service Manager that contains all of the TOK and NTF tickets. Allegiance would like to see their trouble ticket number on this spreadsheet. Qwest and Allegiance agreed that this issue could be pursued as a Global Action Item and that Qwest will continue to investigate this issue.

Sincerely,

Craig Suellentrop
Staff Advocate, Policy & Law
Qwest

Cc: Mary Retka, Director-Legal Issues, Qwest
Catherine R. Garcia, Senior Process Analyst, Qwest
Alice Matthews, Senior Process Analyst, Qwest
Dan Buseti, Lead IT Analyst, Qwest

August 13, 2002

Terry Wicks
LEC Manager
Allegiance Telecom, Inc.

SUBJECT:Qwest's Change Request Response - CR PC062602-3
"Cross Reference CLEC Trouble Ticket number on Qwest Trouble Ticket numbers.

This CR requests that "the CLECs internal trouble ticket number to be a required item to be provided to the Qwest Representative issuing the Qwest trouble ticket. This will allow for both the Qwest trouble ticket number and the CLECs internal trouble ticket number to be cross referenced to each other." Allegiance would also like the CLEC's trouble ticket number to appear on bills for maintenance and repair charges.

The current repair process for Designed Services allows a CLEC to offer the CLEC trouble ticket number to the Qwest representative opening the Qwest trouble ticket. The CLEC trouble ticket number will be entered into a remark field. This field is not "searchable" and does not appear on CLEC bills. This option is not available for Non-Designed Services. Qwest would agree to a process change to ask all CLECs for their internal trouble ticket number, but without systems changes this would not address the majority of Allegiance's concerns.

Open System CR's SCR030702-1 – CLEC Trouble Ticket Cross Reference and SCR042902-01 – Use CLEC Internal Repair Ticket number on CLEC bill to identify maintenance and repair charges also would require a very similar process. A meeting will be scheduled for late August to discuss the similarities between these and some other CR's involving maintenance and repair. Further clarification and direction for this CR will be determined after this meeting.

Sincerely,

Craig Suellentrop
Staff Advocate, Policy & Law
Qwest

Cc: Mary Retka, Director-Legal Issues, Qwest
Catherine R. Garcia, Senior Process Analyst, Qwest
Alice Matthews, Senior Process Analyst, Qwest

CR #

PC062602-3

Open Product/Process CR Detail

Report Line Number 5

CR #	Title	Date	Organization	Area Impacted	Products Impacted
		Current Status			
PC053002-1	Real Time Dispute of TIC, Maintenance of Service Charges and Dispatch Charges.	Presented 9/11/02	Wholesale ProdProc	Billing, Maintenance / Repair	Centrex, Resale, UNE Loop, UNE-P

Director: Retka, Mary

Originator: Stichter, Kathleen

Originator Company Name: Eschelon

Owner: Suellentrop, Craig

CR PM: Martin, Ric

Description Of Change

Currently a CLEC disputes a TIC, Maintenance of Service Charge or Dispatch Charge after the charge appears on the bill. Most of the time the CLEC knows before Qwest bills the charge, whether the charge is legitimate or not. Eschelon asks Qwest to develop, document, communicate and train a process to allow CLECs to dispute miscellaneous repair charges before Qwest bills them. This process would save Qwest the time and resources needed to issue an order to bill the charges and issue the paper work to adjust the charges billed in error. This process would also save research time needed to determine whether the charge is in error or not.

Status History

05/30/02 - CR Submitted by Eschelon
 05/30/02 - CR acknowledged by P/P CMP Manager
 05/31/02 - CR posted to Web
 06/04/02 - Contacted Eschelon and scheduled Clarification Meeting for 06/05/02.
 06/05/02 - Conducted Clarification Meeting conference call with Eschelon.
 06/07/02 - Issued Clarification Meeting minutes to Eschelon.
 06/19/02 - CMP Meeting - Meeting discussions will be set forth in the Product/Process Meeting Minutes to be posted on the CMP Web site. CR status was changed to Presented.
 07/10/02 - Initial response sent to Eschelon and posted to the Web
 07/17/02 - CMP Meeting - Meeting minutes posted to this CR's Project Meetings section. CR status was changed to Evaluation.
 08/08/02 - Issued Mailout Notification to CLECs advising that the CR will be reviewed with other similar CRs. Notification CMPR.08.08.02.F.01312.Mtg_Proposal.
 08/14/02 - Issued Qwest's Supplemental Response dated August 13, 2002 to Eschelon.
 08/19/02 - Issued Mailout Notification to CLECs confirming the Synergy Meeting for Multiple Trouble Ticket and Billing CRs scheduled for 8/27/02, 2:00 pm MT. Notification CMPR.08.19.02.F.01317.CMP_CR_Mtg.
 08/21/02 - CMP Meeting - Qwest presented its Supplemental Response dated August 13, 2002. This CR to be included for discussion in the CLEC conference call scheduled for 8/27. Minutes on this CR to be posted to the Project Meetings section. Status was changed to Evaluation.
 8/27/02 - CR included in the Synergy Meeting for Multiple Trouble Tickets & Billing CRs. See Meeting Notes in Attach O, Sept Systems CMP Package.
 09/11/02 - Issued Qwest's revised response dated September 6, 2002 to Eschelon.

Project Meetings

August CMP Monthly Meeting Minutes

Qwest advised that the response remained the same as last month for Designed Services. The Non Designed Services will be reviewed in conjunction with other CRs related to trouble tickets, repair charges, etc. scheduled for August 27, 2002. The CLEC participants agreed to have this CR reviewed at that meeting. It was agreed that the CR status would be changed to Evaluation.

07/17/02 - July CMP Meeting Minutes:

Qwest presented the initial response as follows:

The current repair process for Designed Services Trouble Tickets supports this request by allowing CLECs to dispute charges before they are billed. For Designed Services Qwest uses a Maintenance Control Organization (MCO) to manage trouble tickets. Qwest's process is to hold a Designed Services Trouble Ticket for two weeks after closure before sending the charges to billing. When Qwest is discussing the resolution of Designed Services Trouble Tickets with the CLEC, the MCO technician will advise the CLEC that charges will be applied. If the CLEC disputes the resolution of the ticket, the ticket will not be closed. If a CLEC was advised during a previous Trouble Ticket that charges

CR # PC053002-1

would be applied and that ticket has not been sent to billing, the CLEC can dispute that with the MCO technician during a subsequent Trouble Ticket. After the charges have been sent to billing, the CLEC must contact their Billing Representative to dispute any charges.

Because Qwest does not use an MCO for Non-Designed Trouble Tickets, the above process cannot be applied to these tickets. Qwest will continue to investigate alternatives that meet the needs of both Qwest and the CLECs. Qwest intends to respond to this CR regarding Non-Designed Trouble Tickets at the August CMP meeting.

Eschelon asked how Qwest will confirm the CLEC was not charged for the initial trouble ticket when a second trouble ticket for the same problem has been issued. Qwest agreed to investigate. Eschelon stated that the Qwest stated policy of having a closed trouble ticket sit at the center for two weeks prior to it being sent to billing has not been their experience. Eschelon stated they are not allowed enough time to confirm with their customer the problem has been fixed prior to trouble ticket being closed. AT&T stated they are having the same problem. Eschelon would like the opportunity to test prior to trouble ticket being closed. Eschelon asked why can't Non-Designed Trouble Tickets remain open for 24 hours. Qwest responded there is no place to hold them. Qwest stated the response will be revised in August to address the Non-Design Trouble Ticket portion of this CR. CR status was changed to evaluation.

CLEC Change Request Clarification Meeting

June 5, 2002, 9:00 a.m. (MT)

Conference Call

877-564-8688

PC053002-1, Real Time Dispute of TIC, Maintenance of Service Charges and Dispatch Charges

Attendees:

Ric Martin, Qwest

Alice Matthews, Qwest

Craig Suellentrop, Qwest

Bob Mohr, Qwest

Kathy Stichter, Eschelon

Introduction of Attendees

Introductions of the participants on the Conference Call were made and the purpose of the call discussed

Review Requested (Description of) Change

Kathy indicated that Eschelon was looking to be able to dispute TIC and MOS charges on a real time basis. They want a process to dispute charges they do not believe are legitimate before they get billed. She explained that she realized that repair personnel close the tickets which get forwarded to the center which in turn gets a service order issued that goes to billing. She also explained that she understood that TIC was for resale (non-design) and MOS was for Design services. She indicated that she realized that there would be two (2) processes involved and that it would be handled differently for each situation.

Craig questioned how would they know if there was going to be a charge. Kathy indicated that per Eschelon's ICA they are to be notified before the ticket is closed. She explained that CEMR provides them with an e-mail notification after a ticket is closed. Ric asked if this was the same for Design and Non-design. Kathy wasn't sure, but Craig thought it was the same. Kathy was going to investigate.

Kathy advised that Eschelon wants a dispute process before the charges are billed and believed it would be best if the process occurred before the ticket was closed.

Craig indicated that for loops on the design side, they should be getting a coordinated closure and Eschelon's Tech shouldn't agree to close if they felt the charge wasn't correct. Kathy advised that, for the most part, they are getting a call on design, but cannot get with the customer in a reasonable time that is within the required timeframe.

Ric asked if Kathy had received the Question and Answers from the CLEC forums on Maintenance and Repair. In the May Mailout there was a dispute resolution matrix. It was agreed that the CR request was asking for more than what was on the matrix.

Confirm Areas & Products impacted

It was confirmed that the products are those covered by Non-Design Services (Resale and Centrex) and Designed Services (UNEs)

Confirm Right Personnel Involved

Qwest confirmed that Craig was the Lead SME for this CR. Qwest will need to bring some repair personnel into the evaluation.

Identify/Confirm CLEC's Expectation

It was confirmed that Eschelon was looking for a process to allow them to dispute charges before they get billed.

Identify any Dependent Systems Change Requests

Eschelon submitted a Systems CR, SCR060402-04, which has to do with information being added to the bills. Kathy advised that per Alice's comments at the CLEC forum, the information is not on the bills. Kathy to submit examples to Ric.

Establish Action Plan (Resolution Time Frame)

Ric advised that the CR would have the CLEC Clarification at the CMP Meeting on June 19th. After the meeting Qwest will evaluate and present its response by the next CMP meeting.

CR #

PC053002-1

Qwest Response

September 6, 2002

Kathleen Stichter
Eschelon

SUBJECT:Qwest's Revised Change Request Response - CR PC053002-1
"Real Time Dispute of TIC, Maintenance of Service and Dispatch Charges.

This CR requests that Qwest develop "a process to allow CLECs to dispute miscellaneous repair charges before Qwest bills them." During the clarification call with Eschelon and at the General Clarification at the June CMP meeting, the two repair processes (designed and non-designed) and the fact that the solution may be different for the different processes were discussed.

At the July CMP meeting Qwest responded that the current Designed Services process meets this request. Qwest uses a Maintenance Control Organization (MCO) to manage Designed Services trouble tickets. The process for Designed Services is to hold trouble tickets for two weeks after closure before sending charges to billing. When Qwest is discussing the resolution of Designed Services trouble tickets with the CLEC, the MCO technician will advise the CLEC that charges will be applied. If the CLEC disputes the resolution of the ticket, the ticket will not be closed. If a CLEC was advised during a previous trouble ticket that charges would be applied and that ticket has not been sent to billing, the CLEC can dispute that with the MCO technician during a subsequent trouble ticket. After the charges have been sent to billing, the CLEC must contact their Billing Representative to dispute any charges.

Because of the large number of Change Requests related to Maintenance and Repair a meeting was held on August 27, 2002 to discuss possible synergies between the various CRs. It was agreed at the August CMP meeting to defer the response regarding Non-Designed Services trouble tickets until after the August 27 meeting. At that meeting Eschelon agreed that the Designed Services process met their needs. It was also determined that this CR should have its own response to address the Non-Designed process. Qwest agreed to supply a revised response at the September CMP meeting. However, Qwest believes that the Systems CRs CRs SCR030702-1 – CLEC Trouble Ticket Cross Reference and SCR042902-01 – Use CLEC Internal Repair Ticket number on CLEC bill to identify maintenance and repair charges will aide CLECs in auditing their bills and address some of the CLECs underlying concerns.

Because Non-Designed trouble tickets are generally less complex and have much larger volumes, Qwest doesn't use an MCO technician to manage their closure. For non-designed trouble tickets the technician that resolves the trouble closes the ticket. Any applicable charges are then automatically sent to billing for inclusion on the next bill. Waiting for a customer to clear voice mail and reply back to Qwest before closing a Non-Designed trouble ticket may result in increased resolution time, missed appointments, and technician idle time. It is not economically feasible for Qwest to create a new organization to manage non-designed trouble tickets, and at this time Qwest's systems are not technically capable of holding non-designed trouble tickets before charges are sent to billing. Therefore, Qwest respectfully denies this request as it relates to the Non-Designed trouble ticket process.

Sincerely,

Craig Suellentrop
Staff Advocate, Policy & Law
Qwest

Cc: Mary Retka, Director-Legal Issues, Qwest
Alice Matthews, Senior Process Analyst, Qwest
Catherine R. Garcia, Lead Process Analyst, Qwest
Don Tolman, Manager-Process Management, Qwest

August 13, 2002

Kathleen Stichter
ILEC Relations Manager
Eschelon

SUBJECT:Qwest's Supplemental Change Request Response - CR PC053002-1
"Real Time Dispute of TIC, Maintenance of Service and Dispatch Charges.

This CR requests that Qwest develop "a process to allow CLECs to dispute miscellaneous repair charges before Qwest bills them." During the clarification call with Eschelon and at the General Clarification at the June CMP meeting, the two repair processes (designed and non-designed) and the fact that the solution may be different for the different processes was discussed.

At the July CMP meeting Qwest responded that the current Designed Services process meets this request. Qwest also said that investigation of alternatives for the Non-Designed Process would continue and further information would be available at the August CMP meeting. However, because of the large number of Charge Requests related to Maintenance and Repair billing, a meeting will be scheduled for late August to discuss all of these, including this CR. Further clarification and direction for this CR will be determined after this meeting.

CR #

PC053002-1

Sincerely,

Craig Suellentrop
Staff Advocate, Policy & Law
Qwest

Cc: Mary Retka, Director-Legal Issues, Qwest

July 10, 2002

Kathleen Stichter
ILEC Relations Manager
Eschelon

SUBJECT:Qwest's Change Request Response - CR PC053002-1
"Real Time Dispute of TIC, Maintenance of Service and Dispatch Charges."

This CR requests that Qwest develop "a process to allow CLECs to dispute miscellaneous repair charges before Qwest bills them." During the clarification call with Eschelon and at the General Clarification at the June CMP meeting, the two repair processes (designed and non-designed) and the fact that the solution may be different for the different processes was discussed.

The current repair process for Designed Services Trouble Tickets supports this request by allowing CLECs to dispute charges before they are billed. For Designed Services Qwest uses a Maintenance Control Organization (MCO) to manage trouble tickets. Qwest's process is to hold a Designed Services Trouble Ticket for two weeks after closure before sending the charges to billing. When Qwest is discussing the resolution of Designed Services Trouble Tickets with the CLEC, the MCO technician will advise the CLEC that charges will be applied. If the CLEC disputes the resolution of the ticket, the ticket will not be closed. If a CLEC was advised during a previous Trouble Ticket that charges would be applied and that ticket has not been sent to billing, the CLEC can dispute that with the MCO technician during a subsequent Trouble Ticket. After the charges have been sent to billing, the CLEC must contact their Billing Representative to dispute any charges.

Because Qwest does not use an MCO for Non-Designed Trouble Tickets, the above process cannot be applied to these tickets. Qwest will continue to investigate alternatives that meet the needs of both Qwest and the CLECs. Qwest intends to respond to this CR regarding Non-Designed Trouble Tickets at the August CMP meeting.

Sincerely,

Craig Suellentrop
Staff Advocate, Policy & Law
Qwest

Cc: Mary Retka, Director-Legal Issues, Qwest
Don Tolman, Manager-Process Management, Qwest
Alice Matthews, Senior Process Analyst, Qwest

CR #	PC053002-1
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Open Product/Process CR Detail

Report Line Number 6

CR #	Title	Date	Organization	Area Impacted	Products Impacted
		Current Status			
PC070202-1X	Time & Material Repair Charges invoice process. (Crossover CR SCR070202-01X)	Evaluation 8/21/02	Wholesale ProdProc	Maintenance/Repair	Centrex, Unbundled Loop, UNE

Director: Retka, Mary

Originator: Stichter, Kathleen

Originator Company Name: Eschelon

Owner: Suellentrop, Craig

CR PM: Sanchez-Steinke, Linda

Description Of Change

Currently Qwest leaves a "Time and Materials Invoice" with its retail customers during a repair visit when the trouble was not found in the Qwest network. Qwest does not supply anything to CLECs. This "Invoice" would assist Eschelon in reconciling its bill. Eschelon asks Qwest to develop, document and train an adhered to process to supply CLECs with this same "Invoice" or something similar, with the same detail, that will state the charges that Qwest plans to bill at the time of the repair visit. The "Invoice" should contain the Qwest repair ticket number, the number or circuit ID which was reported in trouble, the customer's name and address, the Qwest technicians name and telephone number, the date, the USOCs that Qwest will bill, the quantity of each USOC, the cost of each USOC, the total cost and the reason for the charge.

Expected Deliverable

A process to supply CLECs with an "Invoice" of repair charges at the time of the repair visit.

Status History

07/02/02 - CR Submitted by Eschelon
 07/02/02 - CR acknowledged by P/P CMP Manager
 07/03/02 - CR posted to Web
 07/09/02 - Eschelon contacted to set up clarification call for 07/10/02 at 2:00 PM MDT
 07/10/02 - Clarification call held
 07/12/02 - Clarification call meeting minutes sent to Eschelon
 07/17/02 - CMP Meeting - Meeting minutes posted to this CR's Project Meetings section. CR status was changed to Clarification.
 08/14/02 - Issued Qwest draft response to Kathy Stichter with Eschelon
 08/19/02 - Issued Mailout Notification to CLECs confirming the Synergy Meeting for Multiple Trouble Ticket and Billing CRs scheduled for 8/27/02, 2:00 pm MT. Notification CMPR.08.19.02.F.01317.CMP_CR_Mtg.
 08/21/02 - CMP Meeting - Qwest presented its draft response dated 8/13/02. This CR will move to Evaluation status and will be discussed at the Synergy Meeting for Multiple Trouble Ticket and Billing CRs scheduled for 8/27/02, 2:00 pm MT.
 8/27/02 - CR included in the Synergy Meeting for Multiple Trouble Tickets & Billing CRs. See Meeting Notes in Attach O, Sept Systems CMP Package.
 08/28/02- Crossover CR issued SCR070202-1X

Project Meetings

08/21/02 - August CMP Meeting Minutes:
 Qwest reviewed its draft response and advised that this CR would be reviewed in conjunction with other CRs related to trouble tickets, repair charges, etc. scheduled for August 27, 2002. The CLEC participants agreed to have this CR reviewed at that meeting. Eschelon stated that the systems CR timeframe may be too long for Eschelon and would like to see the data that Qwest provides to its retail end users because the retail invoice provides quite a bit of information such as; Name of technician and date. Qwest said that we don't want to mail an invoice and that the system report may capture data Eschelon would like to receive. Eschelon agreed we don't want to mail the invoice. This CR was moved to evaluation status.

07/17/02 - July CMP Meeting Minutes:
 Eschelon presented their Change Request. CR status is clarification

Alignment/Clarification Meeting
 Conference Call

CR # PC070202-1X

Time/Date: 2:00 p.m. (MDT) / Wednesday, July 10, 2002
Place: TEL: 877.521.8688
Conference Call-In No.: CODE: 7901848
CR No.: CLEC Change Request PC070202-1 "Time & Material Repair Charges invoice process"

Kathy Stichter, Eschelon, ILEC Relations Manager
Craig Suellentrop, Qwest, 271 Network Technical Regulatory
Alice Matthews, Qwest, Process Specialist
Michael Keegan, Qwest, CMP Manager

Introduction of Attendees
Attendees introduced.

Review Requested (Description of) Change

Description:

Currently Qwest leaves a "Time and Materials Invoice" with its retail customers during a repair visit when the trouble was not found in the Qwest network. Qwest does not supply anything to CLECs. This "Invoice" would assist Eschelon in reconciling its bill. Eschelon asks Qwest to develop, document and train an adhered to process to supply CLECs with this same "Invoice" or something similar, with the same detail, that will state the charges that Qwest plans to bill at the time of the repair visit. The "Invoice" should contain the Qwest repair ticket number, the number or circuit ID which was reported in trouble, the customer's name and address, the Qwest technicians name and telephone number, the date, the USOCs that Qwest will bill, the quantity of each USOC, the cost of each USOC, the total cost and the reason for the charge.

Discussion:

Eschelon is requesting that the same type of time & material invoice that is generated by Qwest technicians for Qwest retail customers be generated for the CLECs prior to billing and mailed to the CLEC for review and signature.

Qwest indicated that they understood the scope of this CR. Craig Suellentrop will coordinate the production of the Qwest response. N/A

Confirm Areas & Products Impacted

Areas Impacted: Maintenance/Repair Products Impacted: Centrex, Unbundled Loop, UNE Loop, UNE-P, Resale N/A

Confirm Right Personnel

Qwest confirmed the correct personnel were on the call.

Identify/Confirm CLEC's Expectation

A process to supply CLECs with an "Invoice" of repair charges at the time of the repair visit.

Identify any Dependent Systems Change Requests

None

Establish Action Plan (Resolution Time Frame)

Eschelon can present this Change Request to the CLEC community at the July Product/Process CMP meeting scheduled for July 17. Qwest will issue draft response to this Change Request by Aug 14 (one week prior to the Aug 21 CMP meeting). Qwest will discuss the draft response at the Aug 21 CMP meeting.

Qwest Response

See Crossover SCR070202-1X

August 13, 2002

DRAFT RESPONSE

For Review by CLEC Community and Discussion at August's CMP Meeting

Kathy Stichter
ILEC Relations Manager
Eschelon

SUBJECT: Qwest's Change Request Response - CR PC070202-1
"Time and Material Repair invoice process."

This CR states that "Qwest leaves a 'Time and Materials Invoice' with its retail customers during a repair visit when the trouble was not found in the Qwest network." The CR requests that Qwest "supply CLECs with this same 'invoice' or something similar, with the same detail that will state the charges that Qwest plans to bill at the time of the repair visit."

Qwest does leave a Time and Materials Invoice with retail customers when a repair dispatch will result in a charge. This invoice is informational in nature. The technician that is dispatched leaves it at the premises. The actual bill (for both wholesale and retail customers) is generated through automated systems and manual processes that occur when a technician closes a trouble ticket. Qwest does not have a

CR #

PC070202-1X

billing relationship with CLEC end-users; therefore, Qwest's process is to not leave invoices with CLEC end-users. CLECs may use electronic maintenance and repair systems (CEMR) to view trouble ticket history as it appears in Qwest's systems. This information would be valuable in disputing or substantiating repair charges.

Qwest does not have an organization that is responsible for collecting and distributing these invoices. Qwest believes that a systems CR should be opened to generate an automated report that would provide CLECs with data regarding maintenance and repair billing in the timeframe requested. A meeting will be scheduled for late August to discuss CR's involving maintenance and repair billing, including this CR. Further clarification and direction for this CR will be determined after this meeting.

Sincerely,

Craig Suellentrop
Staff Advocate, Policy & Law
Qwest

Cc: Mary Retka, Director-Legal Issues, Qwest
Susie Bliss, Director-Process Management, Qwest
Alice Matthews, Senior Process Analyst, Qwest

<i>CR #</i>

PC070202-1X

Open Product/Process CR Detail

Report Line Number 7

CR #	Title	Date	Organization	Area Impacted	Products Impacted
		Current Status			
PC071202-1	Use Qwest design services ticket number in the PON on Service Orders for Maintenance of Service Charges, Dispatch Charges and Optional Testing Charges so that information is shown on the completion report.	Presented 9/11/02	Wholesale ProdProc	Billing / Maintenance Repair	Unbundled Loop

Director: Burson, Sue
Originator: Stichter, Kathleen
Owner: Matthews, Alice
CR PM: Sanchez-Steinke, Linda

Originator Company Name: Eschelon

Description Of Change

Currently Qwest issues orders to bill Maintenance of Service Charges, Dispatch Charges and Optional Testing Charges for design services trouble tickets when the trouble was not found in the Qwest network. The completion report sent to Eschelon includes a PON TIC and then information. Sometimes that information is a billing telephone number (BTN) and sometimes the information is the Qwest ticket number. During the reconciliation process Eschelon has found that when Qwest uses the Qwest ticket number in the PON it is easier to find the original Eschelon ticket for reconciliation purposes. Therefor Eschelon requests that Qwest implement a process to use the Qwest repair ticket number in the PON so that the PON would be TIC + the Qwest repair ticket number.

Expected Deliverable

A process to ensure that the PON on service orders for Maintenance of Service Charges, Dispatch Charges and Optional Testing Charges include the Qwest repair ticket number so that information is shown on the completion report..

Status History

07/12/02 - CR Submitted by Eschelon.
 07/12/02 - CR acknowledged by P/P CMP Manager.
 07/16/02 - Eschelon contacted and clarification meeting scheduled for 07/16/02 at 10:30 a.m. (MDT)
 07/16/02 - Clarification call held with Eschelon
 07/17/02 - CMP Meeting - Meeting minutes posted to this CR's Project Meetings section. CR status was changed to Clarification.
 07/18/02 - Clarification Call meeting minutes were sent to Eschelon
 08/19/02 - Issued Mailout Notification to CLECs confirming the Synergy Meeting for Multiple Trouble Ticket and Billing CRs scheduled for 8/27/02, 2:00 pm MT. Notification CMPR.08.19.02.F.01317.CMP_CR_Mtg.
 08/21/02 - CMP Meeting - This CR is being reviewed in Synergy Meeting for Multiple Trouble Ticket and Billing CRs scheduled ro 8/27/02, 2:00 pm MT. CR will be moved to evaluation status.
 8/27/02 - CR included in the Synergy Meeting for Multiple Trouble Tickets & Billing CRs. See Meeting Notes in Attach O, Sept Systems CMP Package.
 9/11/02 - Issued Qwest draft response dated 9/11/02 to Kathy Stichter at Eschelon

Project Meetings

08/21/02 - August CMP Meeting Minutes:
 Eschelon reviewed their CR requesting that Qwest trouble ticket number be included with their PON because it would provide another piece of information to help Eschelon verify charges. Qwest advised that this CR would be reviewed in conjunction with other CRs related to trouble tickets, repair charges, etc. scheduled for August 27, 2002. The CLEC participants agreed to have this CR reviewed at that meeting and will be changed to evaluation status.

07/17/02 - July CMP Meeting Minutes:
 Eschelon presented their Change Request. CR status is clarification.

Clarification Call
 Time/Date: 10:30 a.m. (MDT) / Tuesday, July 16, 2002
 Place: Conference Call
 Conference: TEL: 877.521.8688

CR # PC071202-1

Call-In: CODE: 7901848

CR No: PC071202-1 "Use Qwest design services ticket number in the PON on Service Orders for Maintenance of Service Charges, Dispatch Charges and Optional Testing Charges so that information is shown on the completion report."

Attendees:

Kathy Stichter, Eschelon, ILEC Relations Manager
Alice Matthews, Qwest, Sr Process Analyst - Billing
Craig Suellentrop, Qwest, 271 Network Technical Regulatory
Bob Mohr, Qwest, Product Manager
Michael Keegan, Qwest, CMP Manager

Introduction of Attendees

Attendees introduced.

Review Requested (Description of) Change

Description:

Currently Qwest issues orders to bill Maintenance of Service Charges, Dispatch Charges and Optional Testing Charges for design services trouble tickets when the trouble was not found in the Qwest network. The completion report sent to Eschelon includes a PON TIC and then information. Sometimes that information is a billing telephone number (BTN) and sometimes the information is the Qwest ticket number. During the reconciliation process Eschelon has found that when Qwest uses the Qwest ticket number in the PON it is easier to find the original Eschelon ticket for reconciliation purposes. Therefore Eschelon requests that Qwest implement a process to use the Qwest repair ticket number in the PON so that the PON would be TIC + the Qwest repair ticket number.

Discussion:

Qwest asked if the scope of the change request is for the design services side only. Eschelon agreed, and confirmed that non design (resale) is excluded.

Confirm Areas & Products Impacted

Areas Impacted: Billing and Maintenance/Repair Products Impacted: Unbundled Loop

Confirm Right Personnel

Qwest confirmed the correct personnel were on the call.

Identify/Confirm CLEC's Expectation

A process to ensure that the PON on service orders for Maintenance of Service Charges, Dispatch Charges and Optional Testing Charges include the Qwest repair ticket number so that information is shown on the completion report..

Identify any Dependent Systems Change Requests

None

Establish Action Plan (Resolution Time Frame)

Eschelon can present this Change Request to the CLEC community at the August Product/Process CMP meeting scheduled for August 21. Qwest will issue draft response to this Change Request by Sep 11 (one week prior to the Sep 18 CMP meeting). Qwest will discuss the draft response at the Sep 18 CMP meeting.

Alice Matthews will coordinate the production of the Qwest response.

Qwest Response

September 11, 2002

DRAFT RESPONSE

For review by CLEC Community and discussion at September's CMP Meeting

Kathleen Stichter
ILEC Relations Manager
Eschelon

SUBJECT:Qwest's Change Request Response – PC071202-1

"Use Qwest design services ticket number in the PON on Service Orders for Maintenance of Service Charges, Dispatch Charges, and Optional Testing Charges so that information is shown on the completion report."

This CR requests that Qwest populate the Qwest trouble ticket number as the data in the PON field of service orders issued to generate Designed Services Maintenance of Service, Dispatch and Optional Testing charges. This Change Request was discussed during the CR synergies meeting between Qwest and the CLEC Community on August 27, 2002. During that discussion Eschelon indicated that they issued this Change Request because they are concerned two other CRs: SCR042902-01 and SCR060402-04, may not be implemented or may be delayed. In addition, Eschelon indicated that their solution of choice is for Qwest to provide the CKT ID or Telephone Number, Qwest trouble ticket number, CLEC trouble ticket number and date work was completed on all bill formats (as requested in SCR042902-01 and SCR060402-04).

If implemented, CR PC071202-1, would provide only the Qwest trouble ticket number, which is only one of the data elements Eschelon has specified as critical. With this CR, the Qwest trouble ticket number would appear on the Completion Report in lieu of the account information, e.g., AN, MAN or SBN, that appears today. The implementation of this CR would result in providing different information not more

CR #

PC071202-1

information.

Implementation of this Change Request would require scripting changes to populate the PON field with the Qwest trouble ticket number and, due to PON field character limitations, Qwest would no longer be able to populate the billing account information. Because this CR seeks to change a process changed at the CLECs' request in February, 2002, Qwest would like to solicit feedback from the CMP Community at the September 18th Product & Process Monthly CMP Meeting before proceeding with this request.

Sincerely,

Alice Matthews
Senior Process Analyst, Qwest

Cc: Sue Burson, Director Process Management, Qwest
Alan Zimmerman, Manager Process Management, Qwest
Craig Suellentrop, Staff Advocate Policy and Law, Qwest

CR #

PC071202-1

Information Current as of: *Friday, September 13, 2002*

Page 22 of 22

Report Name: rptOpenDetailed CR INDIVIDUAL REPORT prodproc

Attachment I – CMP Redesign Update

2.1 Managing the Change Management Process Document

The Change Management Process is dynamic in nature. Proposed modifications to this CMP framework shall be originated by a change request submitted by CLEC or Qwest in accordance with Section 5.0. Acceptance of such changes will be discussed at a regularly scheduled Monthly CMP Product/Process Meeting.

The originator of the change will send proposed redlined language and the reasons for the request with the change request at least fourteen (14) days in advance of the Monthly CMP Product/Process Meeting. The request originator will present the proposal to the CMP participants. The parties will develop a process for input into the proposed change including when the vote will be taken. Incorporating a change into this CMP requires unanimous agreement using the Voting Process, as described in Section 17.0: Voting. Each CMP change request will be assigned a CR number that contains a suffix of "CM" and will be included in the Monthly CMP Product/Process Meeting distribution package. The CMP change request and redlined language will be included in the Monthly CMP Product/Process Meeting distribution package and the CMP change request will be identified as a proposed change to the CMP framework on the agenda. The requested change will be reviewed at a Monthly CMP Product/Process Meeting and voted on no earlier than the following CMP Product/Process meeting. The agenda for the Monthly CMP Product/Process Meeting, at which the vote will be taken, will indicate that a vote will be taken.

There will be a standing agenda item for each monthly CMP Meeting for discussion about issues relating to the operation and effectiveness of CMP. This discussion is intended to be open and receptive to all input with the goal of constantly evaluating and improving this CMP.

This document is an excerpt of the CLEANUP - Qwest Wholesale Change Management Process Document - 08-29-02. The original document can be found in its entirety at <http://www.qwest.com/wholesale/cmp/redesign.html>.

2.4.4 Implementation Obligations

When Qwest commits to make a change pursuant to CMP, Qwest will review and revise internal and external documentation, as needed, to ensure that the change is appropriately reflected. Qwest will conduct training to communicate the changes to all appropriate Qwest personnel so that they are made aware of relevant changes. If Sections 5.0, 7.0, 8.0 or 9.0 require notification of the change, such notification will be provided in accordance with that section and will include references to external Qwest documentation that will be modified to reflect the change, if applicable. All of the forgoing activities will take place by the implementation date of the change.

2.4.5 Adherence to this CMP

As a general rule, if a CLEC indicates that Qwest is not following this CMP, and Qwest agrees, Qwest will correct the situation by following the process. If the documented process cannot be followed, in a particular case, then Qwest and CLECs may agree on a different manner to correct the situation. If Qwest and the CLECs attempt to, but do not agree that a process was not followed or cannot agree on a manner to correct the situation, the complaining CLEC may pursue any appropriate process available in this CMP.

This document is an excerpt of the CLEANUP - Qwest Wholesale Change Management Process Document - 08-29-02. The original document can be found in its entirety at <http://www.qwest.com/wholesale/cmp/redesign.html>.

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>. 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 which is of a proprietary nature, the CLEC or Qwest must communicate directly with the CMP Manager via e-mail. 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.

This document is an excerpt of the CLEANUP - Qwest Wholesale Change Management Process Document - 08-29-02. The original document can be found in its entirety at <http://www.qwest.com/wholesale/cmp/redesign.html>.

3.0 CHANGE MANAGEMENT PROCESS MEETINGS

Change Management Process meetings will be conducted on a regularly scheduled basis, at least two (2) consecutive days on a monthly basis. Meeting participants can choose to attend meetings in person or participate by conference call.

Meetings are held to review, manage the implementation of Product/Process and System changes, and address Change Requests. Qwest will review the status of all applicable Change Requests. The meeting may also include discussions of Qwest's OSS Interface Release Calendar.

CLEC's request for additional agenda items and associated materials must be submitted to Qwest at least five (5) business days by noon (MT) in advance of the meeting. Qwest is responsible for distributing the agenda and associated meeting materials and will be responsible for preparing, maintaining, and distributing meeting minutes. Attendees with any walk-on items should bring hard copy materials of the walk-on items to the meeting and should, at least two (2) hours prior to the meeting, provide copies of such materials electronically (soft copy) to the CMP Manager, cmpcr@qwest.com, for distribution to all parties.

All attendees, whether in person or by phone, must identify themselves and the company they represent.

Additional meetings may be held at the request of Qwest or any CLEC. Meeting notification must contain an agenda plus any supporting meeting materials. Notification for these meetings will be distributed at least five (5) business days prior to their occurrence.

5.1.2 Implementation of Industry Guideline CRs

If an Industry Guideline CR should be implemented as a Product/Process change, the CR will follow the Crossover process as documented in Section 5.7.

This document is an excerpt of the CLEANUP - Qwest Wholesale Change Management Process Document - 08-29-02. The original document can be found in its entirety at <http://www.qwest.com/wholesale/cmp/redesign.html>.

5.6 Comparability of Change Request Treatment

When a CLEC or Qwest submits a Product/Process CR in CMP, Sections 5.3 and 5.4, respectively, are applicable. While the processes contained in these sections are not identical, Qwest and the CLECs intend that the events and timeframes associated with Qwest and CLEC Product/Process CRs will be the same in all material respects for CRs that are comparable. Comparability of CRs is determined based on relative complexity, time for implementation and other relevant factors. The parties agree to periodically assess the time required to complete comparable CRs. To facilitate this assessment, Qwest will document the amount of time it takes to evaluate a Qwest originated Product/Process CR prior to CR submission to compare to the documented time it takes to evaluate a CLEC Product/Process CR. Evaluation time for Qwest Product/Process CRs shall include only activities similar to those Qwest performs for a CLEC originated Product/Process CR after CR submission until Qwest issues its final response.

This document is an excerpt of the CLEANUP - Qwest Wholesale Change Management Process Document - 08-29-02. The original document can be found in its entirety at <http://www.qwest.com/wholesale/cmp/redesign.html>.

16.2 Emergency Call/Meeting Notice to Discuss Exception Request

Within three (3) business days after acknowledging receipt of the request, if an emergency call/meeting is requested, the CMP Manager will issue a notice to the CMP community for an emergency call/meeting (the "Exception Meeting Notice"). The emergency call/meeting shall be held on a date agreed to by the Requestor, provided that it shall not be held less than five (5) business days after issuance of the Exception Meeting Notice. The subject line of the Exception Meeting Notice must uniquely identify this as an exception.

The content of the Exception Meeting Notice will include:

- Requestor
- Logistics for call/meeting
- Agenda
- Change Request number on which the exception is sought
- Description of the request with good cause for seeking an exception
- Desired outcome (e.g., timeframe or targeted release)
- Supporting documentation
- Primary contact information
- A clear statement that a decision is required to accept, or decline this request as an Exception on this emergency call/meeting.
- An initial reaction from Qwest to the Exception Request, if available.

This document is an excerpt of the CLEANUP - Qwest Wholesale Change Management Process Document - 08-29-02. The original document can be found in its entirety at <http://www.qwest.com/wholesale/cmp/redesign.html>.

16.3 Notice of Exception Request Discussion and Vote at Upcoming Monthly CMP Meeting

If an Emergency call/meeting is not requested by the Exception Requestor, within three (3) business days after acknowledging receipt of the request Qwest will notify the CLECs by e-mail that an Exception Request has been received by the CMP Manager. The subject line of the notice shall identify that this is an exception request ("EXCEPTION"). The notice content shall include:

- Requestor
- Change Request number on which the exception is sought
- Description of the request with good cause for seeking an exception
- Desired outcome (e.g., timeframe or targeted release)
- Supporting documentation
- A clear statement that this request will be discussed and a decision is required to accept, or decline this request as an Exception, at the upcoming Monthly CMP Meeting
- An initial reaction from Qwest to the Exception Request, if available

This document is an excerpt of the CLEANUP - Qwest Wholesale Change Management Process Document - 08-29-02. The original document can be found in its entirety at <http://www.qwest.com/wholesale/cmp/redesign.html>.

18.0 OVERSIGHT REVIEW PROCESS

Qwest or a CLEC may identify issues with this CMP using the Oversight Review Process. Issues submitted through this process may include:

- Improper notification under CMP
- No notification under CMP
- Issues regarding scope of CMP
- Failures to adhere to CMP
- Interpretations of CMP
- Gaps in CMP

This Oversight Review Process is optional. It will not be used when one or more processes documented in this CMP are available to obtain the resolution the submitter desires. The submitter is expected to use such available processes. If a submitter chooses to use this process, the following applies.

18.1 Guidelines

- A submitter must submit a issue for Oversight Review, as outlined in Section 18.2 or 18.4.4
- A submitter must raise issues within a reasonable period of time after the submitter becomes aware of an issue
- A response to an Oversight Review Issue may be that the resolution requested should be pursued under a different process in this CMP
- If the parties do not agree whether this process applies, the issue will be brought before the CMP Oversight Committee to determine whether the resolution sought by the submitter is available through this process or another documented process in this CMP

18.2 Issue Submission

An issue may be presented to the CMP body at a monthly CMP Meeting as part of the standing agenda item relating to the operation and effectiveness of CMP (See Section 2.1) or may be formally submitted by an e-mail to cmpesc@qwest.com and the CMP POC of the carrier that is the subject of the issue. If the issue is presented at a Monthly CMP Meeting and is not resolved, the submitter must follow the e-mail submission process.

In the event a party chooses to submit an e-mail as described above, the subject line of the issue submission e-mail must include:

- Company name
- "CMP OVERSIGHT REVIEW ISSUE SUBMISSION"

The submission e-mail must include appropriate supporting documentation, if applicable, and, to the extent that the supporting documentation does not include the following information, the following must be provided:

- Description of issue
- Basis for considering the matter an Oversight Review Issue

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- Citation from the Qwest Wholesale Change Management Document that addresses specific guidelines, if applicable
- Desired resolution
- Contact information including Name, Title, Phone Number, and e-mail address

Qwest must acknowledge receipt of the complete issue submission with an acknowledgement within one (1) business day. If the issue submission does not contain the above-specified information, Qwest must notify the submitter within one (1) business day, identifying and requesting information that was not originally included. When the issue submission is complete, the acknowledgement email will include:

- Date and time of issue submission receipt
- Date and time of acknowledgement email

Qwest must issue a notification announcing that an Oversight Review Issue has been submitted within two (2) business days after receipt of the complete issue e-mail submission. The subject of the notification will include "CMP OVERSIGHT REVIEW ISSUE SUBMISSION."

18.3 Issue Resolution

18.3.1 Response

The carrier cited in the original submission must respond by e-mail to cmpesc@qwest.com. Subject line of the Oversight Review issue response e-mail must include:

- Company name
- "CMP Oversight Review ISSUE RESPONSE"

The response e-mail must include appropriate supporting documentation, if applicable, and, to the extent that the supporting documentation does not include the following information, the following must be provided:

- Agreement/disagreement with the issue
- Reason for agreement/disagreement
- Citation from the Qwest Wholesale Change Management Process Document that addresses responding company position, if applicable
- Response to desired resolution, and alternative proposed resolution, if applicable
- Respondent contact information including Name, Title, Phone Number, and e-mail address

Qwest must distribute a notification with the contents of the response e-mail within two (2) business days of receipt. The subject of the notification must include "RESPONSE TO CMP OVERSIGHT REVIEW ISSUE."

18.3.2 Issue Meeting

If the submitter of the Oversight Review Issue is not satisfied with the response provided under Section 18.3.1, the submitter may request a meeting of Qwest and interested CLECs to discuss the issue. Such meeting will be held no later than five (5) business

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days after the submitter's meeting request. One of the matters to be addressed at this meeting is whether additional meetings should be held to address the issue. Such meetings will be open to all CLECs and Qwest shall provide advanced notification of such meetings pursuant to this CMP. Qwest will provide notification of the outcome of these discussions within two (2) business days after such discussions are concluded. The subject of the notification must include "OUTCOME OF CMP OVERSIGHT REVIEW ISSUE."

18.3.3 Election to Pursue Issue with CMP Oversight Committee

At any point in the process under Sections 18.2 or 18.3, a participant in the discussions of an Oversight Review issue may elect to pursue the issue with the CMP Oversight Committee by sending an email to cmpesc@qwest.com.

18.3.4 Escalation or Dispute Resolution

If any party is not satisfied with the outcome of this Section 18.3, it may follow the Escalation or Dispute Resolution Processes.

18.4 CMP Oversight Committee

18.4.1 Membership

The CMP Oversight Committee will be comprised of one representative from Qwest, one representative from each of up to six (6) CLECs, and one representative from each public utilities commission that wishes to participate. Members of the CMP Oversight Committee must have a comprehensive understanding of this CMP. Names of the members of the CMP Oversight Committee will be listed on the Qwest Wholesale CMP website at the following URL: <http://www.qwest.com/wholesale/cmp/coc.html>. The membership of the committee has been established through the end of 2003. For 2004 and each year thereafter, the CLEC membership will be established on an annual basis through self nomination. If more than six (6) CLECs are nominated for membership, the CLECs will rank the nominees. The six (6) highest ranked nominees will be the CLEC members of the committee for the following year.

18.4.2 Role of the CMP Oversight Committee

The CMP Oversight Committee will act as a subject matter expert regarding the provisions of this CMP. The CMP Oversight Committee will deliberate on CMP Oversight Review Issues and make recommendations to the CMP body on matters such as interpretation of this CMP and proposed changes to this CMP. A recommendation of the CMP Oversight Committee may result in a CR to change this CMP as contemplated by Section 2.1.

18.4.3 Meetings of the CMP Oversight Committee

Meetings of the CMP Oversight Committee will be called on an ad hoc basis, as needed to address CMP Oversight Review Issues as described in Section 18.4.4, and will be

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called in the same manner, and applying the same time periods, as set forth in Section 3.0, Change Management Process Meetings. A CMP Oversight Committee meeting may be held at the end of a scheduled monthly CMP Meeting. In addition to the CMP Oversight Committee members, other persons may participate in the CMP Oversight Committee meetings to assist the committee in understanding the issues; however, final recommendations to the CMP body may only be made by the CMP Oversight Committee members. In order to conduct a meeting of the CMP Oversight Committee, a majority of its members must be present in person or by teleconference.

18.4.4 Submission of Oversight Review issues to the CMP Oversight Committee

Oversight Review issues may be submitted to the CMP Oversight Committee in a number of ways:

- When parties disagree on the application of the Oversight Review Issue Submission Process to an issue that is raised (See Section 18.1)
- A party submitting a CMP Oversight Review Issue under Section 18.2, may direct that the issue be brought to the CMP Oversight Committee;
- During the process under Section 18.3, or once that process is completed, a CMP participant may raise the Oversight Review Issue to the CMP Oversight Committee;
- A CMP Oversight Review Issue may be referred to the CMP Oversight Committee during a Monthly CMP Meeting

18.4.5 CMP Oversight Review

Qwest must issue a notification announcing that a CMP Oversight Review Issue has been referred to the CMP Oversight Committee within two (2) business days after such referral is made. This notification will provide the information for the meeting of the CMP Oversight Committee. The subject of the notification will include "POTENTIAL CMP OVERSIGHT REVIEW ISSUE REFERRED TO THE CMP OVERSIGHT COMMITTEE." The notification will solicit from committee members and submitting carrier, dates during the next ten (10) calendar days on which they are available to meet to address the issue. Qwest will establish a meeting date will be established based on the members' and submitting carrier's availability.

18.4.6 Status and Recommendations of the CMP Oversight Committee

Status of outstanding Oversight Review issues will be provided at the monthly CMP meetings and will be posted on Qwest's Wholesale CMP website at the following URL: www.qwest.com/wholesale/coc.html. Recommendations of the CMP Oversight Committee will be distributed to the CMP by e-mail notification with a heading that includes "RECOMMENDATION OF THE CMP OVERSIGHT COMMITTEE." Such notifications will state the issue and briefly describe the recommendation and include a link to more detailed information about the issue. Recommendations of the CMP Oversight Committee will be included on the agenda for the next monthly CMP meeting for discussion by the CMP body. If there is not agreement on a single recommendation by the CMP Oversight Committee, the notification will include the competing recommendations discussed by the CMP Oversight Committee.

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