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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 1 Introduction and Scope Qwest implemented Section 1 as agreed to by the Redesign Team.	October 2, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 2-3 Final Minutes, page 4 paragraph 1.)	October 3, 2001	Qwest has complied with this process for nearly 1 year. Qwest processed 238 new OSS Interface CRs between October 3, 2001 and September 30, 2002. Qwest processed 68 new Product Process CRs between October 3, 2001 and September 30, 2002. Qwest rejected only 1 Process CR on the grounds that it was deemed to be out of scope because the CR called for a change to how a specific PID is measured. The redesign team has subsequently agreed that changes to PIDs, how PIDs are measured, and changes to PAPs are out of scope for CMP.	Supporting data can be found at the following URL: http://www.qwest.com/wholesale/cmp/changerequest.html (Select either CLEC-Qwest Change Request – Product/Process Interactive Reports or CLEC-Qwest Change Request – Systems Interactive Reports.)

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 2 **Managing the Change Management Process** Qwest implemented Section 2 as agreed to by the Redesign Team.	Varies by sub-section.	Qwest implemented Section 2 as specified in the Qwest's Record of Compliance column.	Qwest has modified the processes as necessary as determined by the Redesign Team. Qwest posted a POC list on its CMP web site. CMP Managers have been in place since the inception of CMP in 1999. CR Project Managers have been in place (fulfilling the roles and responsibilities described in the CMP) since August, 2001. Escalation/Dispute Resolution Managers have been in place (fulfilling the roles and responsibilities described in the CMP) since September, 2001. Qwest posted a CLEC comments tool on its CMP web site. In April 2002, CLECs and Qwest agreed to procedures to manage changes to the CMP. In June 2002, CLECs and Qwest agreed to use a CR to manage changes.	Supporting data can be found at the following URLS: http://www.qwest.com/wholesale/cmp/poc.html (CLEC-Qwest POC List) http://www.qwest.com/wholesale/cmp/changerequest.html (See either CLEC-Qwest Change Request – Product/Process Interactive Reports or CLEC-Qwest Change Request – Systems Interactive Reports These contain the names of the CR Project Managers assigned to each of the CRs.) http://www.qwest.com/wholesale/cmp/escdisp.html (See actual escalations.) http://www.qwest.com/wholesale/cmp/review.html (This is the tool the CLECs use to submit comments on a given PCAT or TechPub.)

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 3 Meetings Qwest implemented Section 3 as agreed to by the Redesign Team.	August 8, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Re-Design Meeting August 7 & 8 Final Minutes - 8-29-01 Attachment 9, Page 8.)	See Qwest's Record of Compliance column.	Qwest has conducted CMP monthly meetings at least once per month since the inception of Qwest's CMP in 1999. In October, 2001 CMP monthly meetings were extended to 2 full day sessions per the request of the CLEC participants. Qwest has provided meeting materials, also known as distribution packages, since the inception of Qwest's CMP in 1999. An improved distribution package format was introduced in September, 2001 for the Product and Process CMP meetings and in October 2001 for the Systems CMP meetings. Qwest has recorded meeting minutes since August 15, 2001 for Product and Process CMP meetings, and since September 19, 2001 for Systems CMP meetings. Qwest has made a number of improvements to its CMP website as a result of the Redesign effort.	Supporting data can be found at the following URLS: http://www.qwest.com/wholesale/cmp/tmarchive.html (CMP meeting material, including dates of meetings, distribution packages and meeting minutes) http://www.qwest.com/wholesale/cmp/index.html (Qwest's CMP web site)

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 4 **Types of Change** Qwest implemented Section 4 as agreed to by the Redesign Team.	September 20, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting September 18 and 20 Final Minutes, Pages 6 and 7.)	September 20, 2001	Qwest has complied with this process for over 1 year. It should be noted that there was an impasse issue relating to the definition of Regulatory CRs that was resolved on April 4, 2002. However, the team had reached agreement on the other aspects of the definition and the impasse resolution did not change the language contained in the Qwest Wholesale Change Management Process document. There were 4 Regulatory CRs, 0 Industry Guideline CRs, 24 CLEC Originated CRs, and 25 Qwest Originated CRs on the candidate list for the IMA 10.0 Release. There were 2 Regulatory CRs, 16 Industry Guideline CRs, 10 CLEC Originated CRs, and 12 Qwest Originated CRs on the candidate list for the IMA 11.0 Release. It should be noted that the 2 Regulatory CRs were for PID improvements. Effective with Qwest's IMA 12.0 Release and beyond, PID improvements will be treated as either CLEC Originated CRs or Qwest Originated CRs.	The CRs that were candidates for the IMA 10.0 Release, by CR type, can be found at the following URL: http://www.qwest.com/wholesale/downloads/2001/011012/Systems_Distribution_Doc.pdf (See Distribution Package for 10-18-01, Attachment E for CRs originally classified as Regulatory CRs and Attachment F for Qwest Originated and CLEC Originated CRs. NOTE: There were no industry Guideline CRs for the IMA 10.0 Release. The CRs that were candidates for the IMA 11.0 Release, by CR type, can be found at the following URL: http://www.qwest.com/wholesale/downloads/2002/020215/systemsfebdistpackage.pdfhttp://www.qwest.com/wholesale/downloads/2002/020215/systemsfebdistpackage.pdfhttp://www.qwest.com/wholesale/downloads/2002/020215/systemsfebdistpackage.pdf

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			It should be noted that CLECs have had the ability to submit CRs since the inception of Qwest's Change Management Process f.k.a. CICMP. Between January 1, 2000 and September 30, 2001 Qwest processed and closed 68 OSS Interface CRs.	

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 5 **Sections 5.1 and 5.2 CLEC-Qwest OSS Interface Change Request Initiation Process** Qwest implemented Section 5.1 as agreed to by the Redesign Team. Qwest implemented the process improvements that were agreed to by the Redesign Team.	September 5, 2001 (Original) Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting September 5 Final Minutes, Page 4.) October 16, 2001 (Revised) Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 2.)	October 1, 2001(Original) October 30, 2001 (Revised)	Qwest has complied with the revised process for 11 months. Section 5.1 Between November 1, 2001 and September 30, 2002 Qwest processed 187 new OSS Interface CRs in accordance with the CLEC-Qwest OSS Interface Change Request Initiation Process. There are 9 CMP milestones for each CR 1.) Send Acknowledgement; 2.) Post CR to Web; 3.) Contact CR Originator; 4.) Hold Clarification Meeting; 5.) Send Initial Qwest Response; 6.) Post Initial Qwest Response to Web; 7.) Present CR; 8.) Send Final Qwest Response, if applicable; and 9.) Post Final Qwest Response to Web, if applicable. For the time period specified above, Qwest is responsible for missing only 6 milestones of a possible 1231 milestones that have occurred so far. This equates to an average compliance rate of 99.51% Following is a description of the missed milestones: 1.) SCR012802-1 Milestone Missed: Initial	Supporting data can be found at: Http://www.qwest.com/wholesale/cmp/changerequest.html (Select CLEC-Qwest Change Request – Systems Interactive Reports.)

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			Response Posted to Web Explanation: The initial response was sent to the CLEC on time, however, the initial response was not posted to the web until the following day. A process improvement was implemented in April, 2002 to correct this deficiency. 2.) SCR012802-1 Milestone Missed: Final Response Issued: Explanation: The functionality originally requested is not feasible. However, Qwest agreed to conduct an ongoing analysis of issues identified by the CLECs. Therefore, a final response has not been issued and this CR has not been closed. 3.) SCR012802-1 Milestone Missed: Final Response Posted to Web. Explanation: The functionality originally requested is not feasible. However, Qwest agreed to conduct an ongoing analysis of issues identified by the CLECs. Therefore, a final response has not been issued and this CR has not been closed. 4.) SCR012802-2 Milestone Missed: Initial Response Posted to Web Explanation: The initial response was sent to the CLEC on time, however, the initial response was	

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			not posted to the web until the following day. A process improvement was implemented in April, 2002 to correct this deficiency. 5.) SCR062402-01 Milestone Missed: Initial Response Explanation: The initial response was not posted to until the following day. 6.) SCR062402-01 Milestone Missed: Initial Response Explanation Posted to Web: The initial response was not posted until the following day. Correction: Qwest originally reported that it was responsible for missing 1 additional milestone. The milestone was missed because the CLEC did not show up for the clarification meeting so the meeting had to be rescheduled (see SCR120301-1).	

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 5.3 **CLEC Product/Process Change Request Initiation Process** Qwest implemented Section 5.3 as agreed to by the Redesign Team. Qwest implemented the process improvements that were agreed to by the Redesign Team.	September 5, 2001 (Original) Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting September 5 Final Minutes, Page 4.) October 16, 2001 (Revised) Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 2.)	October 1, 2001(Original) October 30, 2001 (Revised)	Qwest has complied with the revised process for 11 months. Between November 1, 2001 and September 30, 2002, Qwest processed 52 new CLEC Product/Process CRs in accordance with the CLEC Product/Process Change Request Initiation Process. There are 9 CMP milestones for each CR 1.) Send Acknowledgement; 2.) Post CR to Web; 3.) Contact CR Originator; 4.) Hold Clarification Meeting; 5.) Send Initial Qwest Response; 6.) Post Initial Qwest Response to Web; 7.) Present CR; 8.) Send Final Qwest Response, if applicable; and 9.) Post Final Qwest Response to Web, if applicable. For the time period specified above, Qwest is responsible for missing only 7 milestones out of a possible 435 milestones that have occurred so far. This equates to an average compliance rate of 98.39% Following is a description of the missed milestones: 1.) PC110201-2 Milestone Missed: Customer	Supporting data can be found at: Http://www.qwest.com/wholesale/cmp/changerequest.html (Select CLEC-Qwest Change Request – Product and Process Interactive Reports.)

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			Contacted Explanation: Employee was ill, manager did not reassign CR to a backup employee. Missed milestone by 2 days. 2.) PC110201-2 Milestone Missed: Clarification Meeting Held Explanation: CRPM was ill, manager did not reassign CR to a backup employee. Missed milestone by 13 days. It is not clear in the notes why the meeting was scheduled for 11/27. The CLEC was contacted on 11/12. 3.) PC120301-2 Milestone Missed: Clarification Meeting Held Explanation: The date that the clarification meeting should have been held conflicted with the monthly CMP meetings, so the clarification meeting was held 2 days late. 4.) PC120301-3 Milestone Missed: Clarification Meeting Held Explanation: The date that the clarification meeting should have been held conflicted with the monthly CMP meetings, so the clarification meeting was held 2 days late. 5.) PC120301-4 Milestone Missed: Clarification Meeting Held	

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			Explanation: The date that the clarification meeting should have been held conflicted with the monthly CMP meetings, so the clarification meeting was held 2 days late. 6.) PC120301-5 Milestone Missed: Clarification Meeting Held Explanation: The date that the clarification meeting should have been held conflicted with the monthly CMP meetings, so the clarification meeting was held 4 days late. 7.) PC110201-1 Milestone Missed: Clarification Meeting Held Explanation: The clarification meeting was held 3 days late.	

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 5.4 **Qwest Initiated Product/Process Changes** Qwest implemented Section 5.4 as agreed to by the Redesign Team. Qwest implemented the process improvements that were agreed to by the Redesign Team.	Qwest implemented the process as agreed to in concept during the March 19 CMP Redesign Meeting. Meeting minutes that reflect that the Redesign Team reached agreement in concept on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes –CMP Redesign Meeting March 18 & 19 Final Minutes, Page 10.) April 16, 2002 (Revised and Baselined) Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting April 16 Draft Minutes, Page 7.)	April 1, 2002 (Original) April 22, 2002 (Revised)	Qwest has complied with the original process for nearly 6 months and the revised process for over 5 months. Between April 1, 2002 and September 30, 2002, Qwest submitted 204 new Product/Process Changes in accordance with the Qwest Product/Process Change Process. There are 6 CMP Notification Requirements for each Level 1 Change. Issue notice with the following: 1.) Level of disposition, 2.) Description of change 3.) Note that changes are effective immediately 4.) List no comment cycle and contact email for CMP Manager 5.) Include web notification form or redlined document, if required. 6.) Include history log, if required. There are 11 CMP Notification Requirements for each Level 2 Change. Issue notice with the following: 1.) Level of disposition, 2.) Description of change 3.) List of comment cycle timeframes 4.) Provide comment URL 5.) Note the	Supporting data can be found at: http://www.qwest.com/wholesale/notices/cnla/ (Select Product, Process, Training, Network-Tech Pubs) Http://www.qwest.com/wholesale/cmp/changerequest.html (Select CLEC-Qwest Change Request – Product and Process Interactive Reports)

			proposed effective date, 6.) Link to Document Review web site, if required; 7.) Post documentation on to the Document Review web site, if required; 8.) Include web notification form or redlined document, if required; 9.) Include history log, if required; 10.) Response to CLEC comments, if applicable. 11.) Final notification, if applicable. There are 11 CMP Notification Requirements for each Level 3 Change. Issue notice with the following: 1.) Level of disposition, 2.) Description of change 3.) List of comment cycle timeframes 4.) Provide comment URL 5.) Note the proposed effective date, 6.) Link to Document Review web site, if required; 7.) Post documentation on to the Document Review web site, if required; 8.) Include web notification form or redlined document, if required; 9.) Include history log, if required; 10.) Response to CLEC comments, if applicable. 11.) Final notification. There are 9 CMP milestones for each Level 4-Change Request Change 1.) Send Acknowledgement; 2.) Post CR	

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			to Web; 3.) Contact CR Originator; 4.) Hold Clarification Meeting; 5.) Send Initial Qwest Response; 6.) Post Initial Qwest Response to Web; 7.) Present CR; 8.) Send Final Qwest Response, if applicable; and 9.) Post Final Qwest Response to Web, if applicable. In addition there are 11 CMP Notification Requirements. Issue notice with the following: 1.) Level of disposition, 2.) Description of change 3.) List of comment cycle timeframes 4.) Provide comment URL 5.) Note the proposed effective date, 6.) Link to Document Review web site, if required; 7.) Post documentation on to the Document Review web site, if required; 8.) Include web notification form or redlined document, if required; 9.) Include history log, if required; 10.) Response to CLEC comments, if applicable. 11.) Final notification. For the time period specified above Qwest initiated 154 Level 1 changes, 35 Level 2 changes, 9 Level 3 changes, and 6 Level 4 changes. Qwest is responsible for missing 0 Level 4-CR milestones out of a	

			possible 38 milestones that have occurred so far. This equates to an average compliance rate of 100%. Qwest is responsible for missing only 10 Level 1-4 CMP Notification Requirements out of a possible 1271 that have occurred so far. This equates to an average compliance rate of 99.21%. Following is a description of the missed notification milestones: 1) Notification number: PROS.04.03.02.F.00415.Billing_Output. No level. 2) Notification number: PROS.04.03.02.F.00415.Billing_Output. No comment cycle explanation. 3) Notification number: PROS.04.04.02.F/00418.Service_Managers. No level 4) PROS.04.04.02.F/00418.Service_Managers. No comment cycle explanation. 5) Notification number: TRNG.04.23.02.F.02166.May_TRNG_Schedule. No level 6) Notification number: TRNG.04.23.02.F.02166.May_TRNG_Schedule. No comment cycle explanation 7) Notification number: TRNG.04.03.02.F.02167.2Q	

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			02_Update. No level 8) Notification number: TRNG.04.03.02.F.02167.2Q 02_Update. No comment cycle explanation. 9) Notification number: NETW.04.19.02.R. 01810.#77405_D. Delay in response to comments. 10) Notification number: NETW.04.19.02.R. 01810.#77405_D. Delay in final notification.	

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 5.5 Postponement Qwest implemented Section 5.5 as agreed to by the Redesign Team.	June 5, 2002 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Re-Design Meeting Minutes for June 5-6)	June 19, 2002	This process has not been invoked since agreement on the process was reached.	

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 6 **OSS Interface Release Calendar** Qwest implemented Section 6 as agreed to by the Redesign Team.	October 16, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 3.)	November, 2001	Qwest has complied with the improved OSS Interface Release for over 10 months. The Calendar already provided OSS Release information, but was improved with the inclusion of additional customer facing system information. The revised OSS Interface Release Calendar was posted on the web in November, 2001. Quarterly updates were posted on the web in January 2002, April, 2002 and July 2002.	The current view of Qwest's OSS Interface Release Calendar can be found at the following URL: http://www.qwest.com/wholesale/cmp/osscalendar.html

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 7 **Introduction of a New OSS Interface** **Section 7.1** **Introduction of a New Application to Application Interface**	November 1, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 11.)	November, 2001.	Qwest has not introduced a new application to application OSS interface since agreement was reached	

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 7.2 **Introduction of a New GUI** Qwest implemented Section 7 as agreed to by the Redesign Team.	November 1, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 11.)	November, 2001	Qwest introduced a new GUI (FORCAST) on March 8, 2002. There are 6 CMP milestones for the introduction of a new GUI: 1.) Release Notification; 2.) Release Announcement; 3.) Interface Overview; 4.) CLEC Comments and Qwest Response; 5.) Final Notification; and 6.) Deployment. Qwest demonstrated 100% compliance with these milestones.	Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,38,00.html

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 8.0 **Change to Existing OSS Interfaces** Qwest implemented Section 8.0 as agreed to by the Redesign Team.	November 1, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 8.	See Qwest's Record of Compliance column.	Qwest agreed to implement no more than 3 major IMA releases and 3 IMA point releases within a calendar year. Qwest has complied with this process for over 2 years. In 2001, Qwest implemented 2 major and 3 point releases. In 2002, Qwest has implemented 1 major and 1 point release Y.T.D. Qwest agreed to support the previous major IMA release for 6 months after the subsequent major IMA EDI (i.e., application to application) release has been implemented. Qwest has complied with this process for over 2 years. IMA Release 6.0 was implemented December 8, 2000 and IMA Release 5.0 was retired June 8, 2001. IMA Release 7.0 was implemented April 22, 2001 and IMA Release 6.0 was retired December 7, 2001. (Qwest exceeded its commitment to the CLECs.) IMA Release 8.0 was	

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			implemented August 18, 2001 and IMA Release 7.0 was retired March 16, 2002. (Qwest exceeded its commitment to the CLECs.) Qwest agreed that major IMA releases should occur no less than 3 months apart. Qwest Has complied with this process for over 2 years. (See release dates above.)	

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 8.1 Application to Application Interface Qwest implemented Section 8.1 as agreed to by the Redesign Team.	November 1, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 8.	November, 2001	Qwest introduced Changes to an Existing OSS Interface – Application to Application Interface on April 4, 2002. There are 6 CMP milestones for changes to an existing application to application interface: 1.) Draft Interface Technical Specifications; 2.) Walk-through of Draft Interface Technical Specifications; 3.) Qwest Response to CLEC Comments; 4.) Final Interface Technical Specifications; 5.) Joint Testing; and 6.) Deployment. Qwest demonstrated 100% compliance with these milestones.	Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,56,00.html

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 8.2 **Graphical User Interface** Qwest implemented Section 8.2 as agreed to by the Redesign Team.	November 1, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 8.	November, 2001	Qwest introduced changes to an existing OSS Interface – GUI (CEMR) on April 7, 2002. There are 4 CMP milestones for changes to an existing GUI: 1.) Draft GUI Release Notice; 2.) Qwest Response to CLEC Comments; 3.) Final Interface Release Notice; and 4.) Deployment. Qwest demonstrated 100% compliance with these milestones.	http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,45,00.html (See CEMR Release 1.03.06 notices.0

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 9 **Retirement of Existing OSS Interface**	November 1, 2001 Meeting minutes that reflect that the Redesign Team discussed this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 12. Although the minutes do not specifically reflect that agreement was reached, the process was incorporated in the Qwest Wholesale Change Management Process document, which is indicative of acceptance.	November, 2001.	Qwest implemented a Retirement of an Existing OSS Interface – Graphical User Interface (CTAG) on July 22, 2002. There are 5 CMP milestones for retirement of an existing Graphical User Interface: 1.) Initial Retirement Notice; 2.) Qwest Response to CLEC Comments; 3.) Establish comparable functionality; 4.) Final Retirement Notice; 5.) Retirement. Qwest demonstrated 100% compliance with these milestones.	Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,38,00.html

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 10 Prioritization Qwest implemented Section 10 and subsequent modifications to it as agreed to by the Redesign Team.			The CLECs have been able to prioritize CRs as described below: There were 4 Regulatory CRs, 0 Industry Guideline CRs, 24 CLEC Originated CRs, and 25 Qwest Originated CRs on the candidate list for the IMA 10.0 Release. The CLECs prioritized everything except the Regulatory CRs in August 2001 and again in October/November 2001. There were 2 Regulatory CRs, 16 Industry Guideline CRs, 10 CLEC Originated CRs, and 12 Qwest Originated CRs on the candidate list for the IMA 11.0 Release. It should be noted that the 2 Regulatory CRs were for PID improvements. The CLECs prioritized everything except the Regulatory CRs. Effective with Qwest's IMA 12.0 Release and beyond, PID improvements will be treated as either CLEC Originated CRs or Qwest Originated CRs. There was 1 Regulatory CR, 12 Industry Guideline CRs, 34 CLEC Originated CRs, and 13 Qwest Originated CRs on the	The CRs that were candidates for the IMA 10.0 Release, by CR type, can be found at the following URL: http://www.qwest.com/wholesale/downloads/2001/011012/Systems_Distribution_Doc.pdf (See Distribution Package for 10-18-01, Attachment E for CRs originally classified as Regulatory CRs and Attachment F for Qwest Originated and CLEC Originated CRs. NOTE: There were no industry Guideline CRs for the IMA 10.0 Release. The CRs that were candidates for the IMA 11.0 Release, by CR type, can be found at the following URL: http://www.qwest.com/wholesale/downloads/2001/011012/Systems_Distribution_Doc.pdf See Distribution Package for 10-18-01, Attachment E for CRs originally classified as Regulatory CRs and Attachment F for Qwest Originated and CLEC Originated CRs. NOTE: There were no industry Guideline CRs for the IMA 10.0 Release.

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			candidate list for the IMA 12.0 Release.	

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 11 Application-to-Application Interface Testing Qwest implemented Section 11 as agreed to by the Redesign Team.	February 7, 2002 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting February 5 - 7 Final Minutes – 03/12/02, Page 14, Paragraph 2.)	February, 2002	Although through the Redesign process the team agreed to the improved process for interface testing, it should be noted that SATE has been available to the CLECs since August 2001 and was used by CLECs to migrate their systems to the IMA 8.0 Release and later releases.	

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 12 **Production Support** Qwest implemented Section 12 as agreed to by the Redesign Team.	December 10 ,2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting December 10-11 Final Minutes, Page 7.)	February 2002	Qwest has complied with this process for nearly 8 months. Between February 2, 2002 and September 30, 2002, there were 23 planned outages. In each instance, Qwest met the notification intervals specified in the CMP. It has been Qwest's practice, even prior to the Redesign effort to conduct post-deployment meetings. Between February 1,2002 and September 30, 2002 Qwest processed 3 Severity 1s, 42 Severity 2s, 1689 Severity 3s, and Severity 4s. Correction: Qwest previously reported 3 Severity 4's. These Severity 4's were resolved and closed during the initial help desk contact, and therefor not subject to the Production Support Process. On June 18, 2002, CLECs and Qwest agreed to processes for Product/Process production support. Qwest implemented this process on July 15, 2002.	Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,38,00.html (See Planned Outage notification type.) Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,56,00.html (See 3/27 Release Notice SYST.03.27.02.F.04001.IMA_Rlse_9_01.doc

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 13 **Training** Qwest implemented Section 13 as agreed to by the Redesign Team.	May 2, 2002 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://Qwest.com/wholesale/cmp/redesign.html (see CMP Re-Design Meeting May 1-2, Page 11)		Although the Redesign Team recently agreed to the documented process for training, it should be noted that Qwest has provided training on OSS Interfaces and Product/Process changes since the beginning of 2000.	Supporting data can be found at the following URL: http://www.qwest.com/wholesale/training/index.html

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 14 **Escalation Process** Qwest implemented Section 14 as agreed to by the Redesign Team.	September 20, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (See CMP Re-Design Meeting Sept. 18 & 20 Final Minutes – 10/10/01, Page 3.)	November 16, 2001	Qwest has complied with the Escalation Process for over 10 months. Between November 16, 2001 and September 30, Qwest processed 1 OSS Interface escalation and 5 Product/Process escalations in accordance with the CMP Escalation Process. There are 8 CMP milestones for each escalation: 1.) Monitor Escalation; 2.) Validate Escalation; 3.) Acknowledge Escalation; 4) Post Escalation to Web; 5.) Notify CLECs of Escalation 6.) Monitor for Participation; 7.) Qwest Binding Position; and 8.) Monitor for CLEC Response. Qwest is responsible for missing 1 milestone out of a possible 48 milestones. This equates to an average compliance rate of 97.92%. In accordance with the CMP, Qwest must post an escalation on the web within 1 business day of receipt of the complete escalation. Qwest missed this milestone by 1 day for PC102301-2-E02.	Supporting data can be found at: Http://www.qwest.com/wholesale/cmp/index.html (See Escalations and Disputes - Initiation - Ongoing - Archive)

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 15 **Dispute Resolution** Qwest implemented Section 15 as agreed to by the Redesign Team.	September 20, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://QWEst.com/wholesale/cmp/redesign.html (see CMP Re-Design Meeting Sept. 18 & 20 Final Minutes - 10-10-01, Page 5.)	November 16, 2001	This process has been in place for over 10 months, but has not been invoked since agreement on the process was reached. Qwest's Dispute Resolution tool may be found on Qwest's CMP web site.	Supporting data can be found at: http://qwest.com/wholesale/cmp/escdisp.html See Escalations and Disputes - Initiation - Ongoing - Archive)

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 16 Exception Qwest implemented Section 16 as agreed to by the Redesign Team.	June 6, 2002 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Re-Design Meeting Minutes for June 5-6)	June 19, 2002	This process has been in place for over 3 months. During this time, Qwest has received 5 Exception requests. There are 6 CMP milestones for the Exception process: 1.) Acknowledge receipt of Exception submission; 2.) Issue Notification of meeting at which vote will be conducted; 3.) Conduct pre-meeting, if requested; 4.) Conduct vote; 5.) Issue disposition notification; 6.) Post disposition notification. Qwest has demonstrated 100% compliance with these milestones.	Supporting data can be found at: http://www.qwest.com/wholesale/cmp/teammeetings.html and http://www.qwest.com/wholesale/notices/cnla/ See notifications CMPR.08.27.02.F.01320.CMP_Meeting_Vote.doc, CMPR.08.26.02.F.01319.EmergencyCall_Vote.doc, CMPR.08.19.02.F.01316.CR_Vote_&_Minutes.doc, CMPR_08_15_02_F_01314_CMP_Mtg_Vote.doc, CMPR.08.07.02.F.01310.EmergencyMTG_Revised.doc, CMPR.08.06.02.F.01309.Emergency_Mtg_Vote.doc, CMPR.08.05.02.F.01306.Emergency_CMP_Mtg.doc, CMPR.07.26.02.F.01297.CMP_Emergency_Call.doc. CMPR.09.10.02.F.01325.CMP_Exception_Vote, CMPR.09.24.02.F.01328.CMP_ExceptionCR_Vote, CMPR.09.25.02.F.01329.CMP_CR_Mtg_Vote,

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 17 **Voting** Qwest implemented Section 17 as agreed to by the Redesign Team.	July 10, 2002 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Re-Design Meeting Minutes for July 10)	July 17, 2002	This process has been in place for over 2 month. During this time, Qwest has conducted 4 votes. There are 3 CMP milestones for the Exception process: 1.) Issue Notification of a vote; 2.) Issue Notification of vote result; 3.) Post vote result and meeting minutes. Qwest has demonstrated 100% compliance with these milestones.	Supporting data can be found at: http://www.qwest.com/wholesale/cmp/teammeetings.html and http://www.qwest.com/wholesale/notices/cnla/ See notifications CMPR.08.27.02.F.01320.CMP_Meeting_Vote.doc, CMPR.08.26.02.F.01319.EmergencyCall_Vote.doc, CMPR.08.19.02.F.01316.CR_Vote_&_Minutes.doc, CMPR_08_15_02_F_01314_CMP_Mtg_Vote.doc, CMPR.08.07.02.F.01310.EmergencyMTG_Revised.doc, CMPR.08.06.02.F.01309.Emergency_Mtg_Vote.doc, CMPR.08.05.02.F.01306.Emergency_CMP_Mtg.doc, CMPR.07.26.02.F.01297.CMP_Emergency_Call.doc, CMPR.09.10.02.F.01325.CMP_Exception_Vote, CMPR.09.25.02.F.01329.CMP_CR_Mtg_Vote

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 18 **Oversight Review Process** Qwest implemented Section 18 as agreed to by the Redesign Team.	September 13, 2002 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Re-Design Meeting Minutes for September 12-13)	September 18, 2002	This process has not been invoked since agreement on the process was reached.	Qwest developed a web site to manage requests and information relating to the Oversight Review Process. This web site is located at: http://www.qwest.com/wholesale/cmp/coc.html