

**Change Management Process (CMP) Monthly Meeting
Product - Process
Wednesday, June 17, 2009**

Introductions and Announcements

Mark Coyne-Qwest began the meeting with introductions.

Prior Monthly Meeting Minutes (Attachment A)

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

Review Global Action Items (Attachment B)

There were no Global Action Items for the June Product/Process Meeting.

Review Active CLEC Originated Change Requests (Attachment C)

There were no new CLEC CRs for the June Product/Process Meeting.

Review Active Qwest Initiated Change Requests (Attachment D)

PC021109-1 End the Qwest Specialized Customer Premise Equipment Program

Mark Coyne-Qwest said this became effective 5/18/09 and asked if there was any objection to closure. There was no objection.

PC031408-01 Digital Certificate Cleanup

Mark Coyne-Qwest said this is the Digital Certificate cleanup where we have worked with each company and we are ready to close this project as it is completed. Mark said that we looked at over 8500 certificates.

Julia Redman-Carter-PAETEC said that she wanted to check with Joyce Bilow (PAETEC) to see if their effort was done.

Mark Coyne-Qwest asked if they had changes to submit.

Julia Redman-Carter-PAETEC said that she wanted to verify before closing this CR.

PC121208-01 Eliminate the establishment of Remote Access Forwarding and Scheduled Forwarding on Custom Ringing Numbers

Mark Coyne-Qwest said this became effective on 5/15/09 and asked if there was any objection to closure. There was no objection.

PC121608-01 Improvements to CNLA and Mailout Sub categories

Mark Coyne-Qwest said this was effective 5/29/09 and there was still cleanup going on. We will leave open for 1 more month.

PC032409-1 Expedites and Escalation – Change to remove UDF Product

Mark Coyne-Qwest said that the level 4 announced on 6/8/09 and will become effective on 7/23/09.

PC052609-1 Grandfather Radio Carrier Listings

Cindy Schwartze-Qwest said that Qwest will be grandfathering the Mobile Radio Service Listing (USOC – L96) and the Mobile Unit Number Listing (USOC – LMS) in Arizona, Montana and New Mexico. Cindy said that there are 43 wholesale

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customers with the L96 USOC and no customers with LMS. She said that the implementation is scheduled for September 1, 2009 and no sunset date has been determined.

Bonnie Johnson-Integra asked if any CLECs had this product.

Cindy Schwartze-Qwest said there are no Wholesale customers. There are 43 Wholesale accounts with a handful of wireless customers.

Bonnie Johnson-Integra asked if Qwest contacts them separately.

Cindy Schwartze-Qwest said that the notification will go out but we won't be contacting them because we are just grandfathering. She said that we won't be moving the customers off because there is no sunset date.

PC060509-1 LIS PCAT Changes

Sandy Stulen-Qwest said that Qwest is submitting Level 4 LIS PCAT changes as a result of changes that were originally submitted as a Level 2. She said that we may be adding additional items in the process of reviewing the changes. She said that the original Level 2 changes that will now be a Level 4 are:

LIS Mid Span Meet POI Subsection, Trunking Subsection, process relating to the (LERG) and the LIS to AT Switch Subsection, (SPOP).

Sandy said that will be looking at some other changes to determine if they should be a level 3 or 4.

Bonnie Johnson-Integra asked if Qwest was planning to let the level 2s expire before Qwest submits the Level 4 changes so there won't be overlapping notices.

Susan Lorence-Qwest said that we want to close out the level 2's that we received approval to move forward on from the March meeting. Susan said that we will get those submitted and implemented. Susan said that a final notice will go out to communicate what is and isn't going forward and then we will start addressing the level 4s.

Bonnie Johnson-Integra said that would be great to let the level 2's work their course and then submit the level 4's.

Discussion of CMP Operations and Proposed Modifications to CMP Framework

Status of Request for CMP Oversight Review regarding Section 2.6 of the CMP Document

Mark Coyne-Qwest said that the Oversight Committee met on 6/3/09 and the minutes can be found on the Qwest Wholesale website. Mark said that as a result of that meeting it was agreed that a notice referencing Integra's PID request would be sent out and that Qwest would issue a CR to update the language in section 2.6 and that further discussion would take place on the language. Mark said that the notification went out yesterday and the CR was submitted by Qwest to address the language in Section 2.6.

Bonnie Johnson-Integra said that she wanted to say that meeting minutes from that call and her comments support (6/24/09 Comments to minutes received from Integra in CAPS) THAT QWEST IS FREE TO SUBMIT ANY CR QWEST WISHES TO SUBMIT and that there was concurrence with that BUT NOT A RECOMMENDATION TO DO THAT. THE MEETING MINUTES IMPLIED THAT THE CLEC AGREED WITH QWEST'S POSITION THAT 2.6 NEED TO BE UPDATED, WHICH WAS NOT THE CASE. However, Bonnie said that Integra's position is that they feel no change was needed to the document.

Mike Williams-Qwest said that Qwest's position is that the PID Administration Group does not exist and has not existed for years. He said Qwest has no obligation left under Section 2.6 because there is no PID Administration Group. Mike said the Qwest CR simply removes the PID Administration Group language and replaces it with generic language. (6/24/09 Comments to minutes received from Integra in CAPS) MIKE SAID HE UNDERSTANDS INTEGRA DISAGREES WITH QWEST'S INTERPRETATION. He said it represents the intent of parties, in considering Section 2.6, to facilitate communication if a PID question arises. He said the CMP process was not designed to handle PID issues but Qwest recognizes there may be items that spill back and forth to and from CMP. When that happens, notification will get distributed. No matter what you call it, the parties in CMP have access to communication. Making this change allows us agree to disagree on why we're

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revising the language or on what happens in any given interaction while still facilitating the distribution of PID-related notices and communications as intended, overall, by Section 2.6.

Bonnie Johnson-Integra said they (6/24/09 Comments to minutes received from Integra in CAPS) ARE NOT REFUSING TO REVIEW THE CHANGES AND will look at the change and consider the change. She said they believe the CMP document anticipated a successor and Integra doesn't believe the PID Administration Group is a defined group. She said that it could be any group of people REVIEWING A PID not A that particular group. She SAID WHILE A PARTICULAR GROUP OF PEOPLE NO LONGER EXIST SHE disagrees that the PID group is no longer operating. Bonnie asked if they should send comments back to CMP or Mark.

Susan Lorence-Qwest said that with a CR there is an option for a call. We could schedule an ad hoc call to review the language (6/24/09 Comments to minutes received from PAETEC in CAPS) IF THE GROUP FELT THERE WAS A NEED FOR THE AD HOC CALL. BUT IF ANYONE HAS COMMENTS OR any proposed changes TO THEIR REDLINE IT should be sent to Qwest.

Julia Redman-Carter-PAETEC said they would like an ad hoc call because there are fundamental issues (6/24/09 Comments to minutes received from PAETEC in CAPS) UNDERLYING THE PROPOSED LANGUAGE CHANGES that they need clarified before they can comment on the redline.

Mark Coyne-Qwest said that we will schedule an ad hoc meeting prior to any changes to the redline being submitted.

Julia Redman-Carter-PAETEC said she needs to understand how the process works and what the PID group looks like etc. to determine if she would agree to the language Qwest is proposing and that we need an adhoc meeting before the redline.

Mark Coyne-Qwest asked if there were any other questions or comments.

Bonnie Johnson-Integra said that Qwest SAID IT merely lifted the PID Administration group language but there are other changes besides than just deleting that language.

Mike Williams-Qwest said it was to make it more readable and to make it fit with the remaining language. It was our sincere intent not to create anything new and to determine how section 2.6 could go forward.

Julia Redman-Carter-PAETEC asked that the State Commissions be invited to the ad hoc meeting.

Liz Balvin-Covad said that she agreed with having an ad hoc meeting. Liz said they have a fundamental concern when someone is not proactively looking at the documentation and that the PID administration group no longer exists. She said she thought that Qwest undertook some time ago and was surprised this wasn't triggered at that time.

Mark Coyne-Qwest said that with the infrequency of using this section for changing PID etc and it hasn't been looked. We knew it would be difficult to change that language and it hasn't occurred until now.

PC050409-1CM Increased clarity in Qwest –initiated proposed documentation changes, including avoiding overlapping notices and modifying notices if an overlapping change is unavoidable.

Mark Coyne-Qwest said that in the May meeting we had a discussion regarding Integra's changes to Section 2.5. Mark said that Integra presented their redline changes and Qwest also submitted its proposed changes to that language. Mark said that Integra has reviewed the change and has made additional changes. Mark said that we are in the process of reviewing and hope to bring this to a close in July.

Bonnie Johnson-Integra said that the document on the calendar is the redline that she and Julia used after Qwest redlined their changes. Bonnie said they accepted those changes and what you see is language that is currently not in the CMP document. She said that when we reach consensus there will be a lot more changes than this. She said it easier to accept changes rather than work from the original CMP document.

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PC060209-1CM Update Section 5.8 of the CMP Document to add a new CR status of “Crossover”**

Lynn Stecklein-Qwest said that during the operation of this CMP, there may be situations when systems CRs have requirements for product/process discussions or solutions, or when product/process CRs require System solutions. If a CR submitted to the product/process CMP is discovered to require a mechanized solution the following will occur: Qwest will open a new systems CR, on behalf of the original CR originator, with a reference to the product/process CR number. Qwest will close the product/process CR with a reference to the new systems CR number. If a CR submitted to the Systems CMP is discovered to require a manual solution the following will occur: Qwest will open a product/process CR, on behalf of the original CR originator, with a reference to the systems CR number. Qwest will close the systems CR with a reference to the new product/process CR number. In these scenarios, the CR being closed will be updated with the “crossover” status. Lynn said that Qwest will conduct the vote in the July meeting and will send out a vote notification.

General CMP Comments:

None.

Walk On Items

Provisioning and Installation V125

Kim Isaacs-Integra said that the Provisioning and Installation PCAT was updated to include instructions for Resale and QLSP orders only and that you need to include buried wire USOCs and if Qwest is doing the trenching the USOCs need to be included 6/24/09 Comments to minutes received from Integra in CAPS) ON THE LSR. KIM ASKED FOR QWEST TO CONFIRM THAT THE PROCESS DOES NOT INCLUDE UBL. Kim said that for UBL there are a number of choices for the type of cable and what type, lengths of cable and when it’s appropriate to use over protective cable and how we communicate that WHICH TYPE AND LENGTHS OF CABLE SHOULD BE USED ON OUR LSRS.

Bonnie Johnson-Integra said that they were concerned that in dealing with the customer they won’t be able to answer those questions and the Qwest engineering that drive those decisions. She asked if they would 1st confer with Qwest engineering because the customer won’t know lengths required etc.

Nora Torres-Time Warner asked what instruction does Qwest use for internal reps to ensure they are providing correct information in the retail environment with the wiring process. Nora said that if Qwest is doing this today they could just utilize.

Bob Mohr-Qwest said that the intent of the change was for products today where we have the capability of submitting USOCs with the LSR (resale, QLSP and retail POTS). Bob said it was never intended to modify the current process for UBL requests.

Kim Isaacs-Integra asked for clarification when they request buried service wire on UBL loop, Qwest will make the decision on cable type and length.

Bob Mohr-Qwest said that we would not expect to see those USOCs in the remarks.

Bonnie Johnson-Integra asked if Qwest requires retail customer to make those decisions.

Bob Mohr-Qwest said that on the retail side we are asking for these specific USOCs for the type of cable requested to be buried.

Jamal Boudhaouia-Qwest said that BSW should be sized based on the service need with any request above and beyond standard sizing considering special construction. He said that for residential customers, 3 pair BSW is typical since we

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currently size at 2 pair per deeded unit. For commercial properties, we typically place OSP cable; however, if the line requirement is 12 pairs or less, the engineer may opt to placing (2) 6-pair BSWs and not place OSP cable. Jamal said that protection/sheath type typically falls under engineering judgment, based on the area conditions. Although the sheath is reinforced for protection against rodents/gophers, gopher protect BSW may also be common in rocky areas to protect from (possible) rocks being placed back in the open trench during back-fill (excessive rocks should be removed/dispose and replaced with select back-fill; however, if the builder/customer is providing the trench and backfill, we don't have control over this).

Kim Isaacs-Integra asked how the CLEC contacts the engineer to determine which USOCs they need for the LSR.

Jamal Boudhaouia-Qwest said that we need to research the process and get answers.

Kim Isaacs-Integra said that there question was who decided which cable to use for the CLEC, Qwest or the end user.

Jamal Boudhaouia-Qwest said that the engineer would let the end user know which cable should be placed.

Bonnie Johnson-Integra asked if the document could be revised to provide additional detail and instructions on what they should do.

Qwest agreed that the document could be revised.

Jamal Boudhaouia-Qwest said that the length the service wire should not exceed 300 feet.

Julia Redman-Carter-PAETEC asked what happens if they don't have the USOCs or information on the LSR (6/24/09 Comments to minutes received from PAETEC in CAPS) WHEN IT IS SUBMITTED.

Bob Mohr-Qwest said he believed that with the enhancement of adding the USOCs is the way you request buried service wire going forward. He said we need to research how the CLEC would know before submitting the LSR and what would happen if they are not there.

Bonnie Johnson-Integra said if they aren't making that determination and the Qwest engineer is going to make it anyway, why they have to ask. Bonnie said that it seems like an extra step, they will have to contact before hand on the UBL. She said she didn't understand if the CLEC don't make the determination (6/24/09 Comments to minutes received from Integra in CAPS) HOW THIS IS and identified as an enhancement to a product.

Julia Redman-Carter-PAETEC said that she agreed (6/24/09 Comments to minutes received from PAETEC in CAPS) AGREED WITH INTEGRA and SHE can see how this helps Qwest TO PUT them in a BETTER position to charge MORE for those services. Julia said HER CONCERN IS IT SEE THAT this ADDED STEP will forestall the ORDERING process and wanted to know if there is another place they can put this INFORMATION in the process SUCH AS feedback loop IN THE PROCESS or feedback from Qwest TECH to keep things moving ON THE FRONT END. She said that MANY OF there customers EITHER won't have THIS information OR IT WILL BE WRONG INFORMATION. AND we will miss dates, get charged INCORRECTLY and it doesn't seem like THIS PROCESS will work for them or their customers. She wants to figure out if there is an ALTERNATIVE process that DELAY them from processing their orders SUCH AS with a follow up be easier to work with.

Bob Mohr-Qwest said that he understood their concerns and that the intent was to enhance the previous special construction process and Bart billing.

Laurie Fredrickson-Integra said that there are 2 different USOCs for trenching; 1 price for 300 ft and 1 price for 301 to 600 feet. She said if their customer estimates about 300 feet and it turns out to be 350 feet, those rates almost double. Laurie said that if they miscalculate the estimate that they give the end user it will double.

Bob Mohr-Qwest said that he was not familiar with the pricing but he believed that the pricing is the same as it is today for the special construction job and they are just splitting it out between the USOCs trying to automate.

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Kim Isaacs-Integra said that the pricing may be the same and there was no pricing change but on the special construction process they were given a quote after submitting the order. Kim said they need a solid quote to give to the customer to make sure they want Qwest to do the trenching or not.

Bob Mohr-Qwest said that we need to go back to the process group to better understand how the CLEC would know this information upfront.

Kim Isaacs-Integra asked if there would be a delayed response if Qwest can't before the Qwest response is due.

Mark Coyne-Qwest said that we would do that.

Julia Redman-Carter-PAETEC asked Qwest to find out (6/24/09 Comments to minutes received from PAETEC in CAPS) AND IDENTIFY what happens if the information from the customer is wrong, FOR EXAMPLE, IF THE cable length IS TOO SHORT OR LONG OR IF THE TRENCH THE CUSTOMER DIGS IS NOT RIGHT etc. what happens and how is that addressed.

Level 3 effective date changes

Mark Coyne-Qwest said that this was a follow up from a concern that Integra raised in the May CMP Meeting. The concern is when an effective date on a level 3 is revised. Mark said that due to the infrequency of this happening, we did some checking and found that in 2005 there were 11 occurrences and in the past 2 ½ years there was 1 occurrence. Mark said that the CMP document does allow Qwest to do this if there are no comments.

Bonnie Johnson-Integra asked if there are no comments on the process change itself and if they were to request a date certain, would Qwest honor that. She said that if Qwest says no, Qwest is begging for comments (6/24/09 Comments to minutes received from Integra in CAPS) WHEN A CLEC MAY NOT HAVE COMMENTED.

Mark Coyne-Qwest said that this happens in about 1 out of 1000 notices if not less. He said that we need to invoke this process; Qwest has the right to that.

Julia Redman-Carter-PAETEC asked if they would have to send in a comment (6/24/09 Comments to minutes received from PAETEC in CAPS) ON ALL NOTICES to request that the date not be moved.

Mark Coyne-Qwest said that we are trying not to make extra work. Since it happens so infrequently, it may end up that way if the CLECs were to send in a comment on every level 3.

Julia Redman-Carter-PAETEC said that (6/24/09 Comments to minutes received from PAETEC in CAPS) FOR EXAMPLE, IF QWEST ISSUED a level 3 with 45 days TO IMPLEMENT and PAETEC HAD no comments, THEN QWEST SENT a notice THAT THE CHANGE WOULD BE IMPLEMENTED 15 days. She said that if CLEC there is no problem with the change itself, but the CLECs need the full 45 days TO IMPLEMENT, is that when CLEC would send a comment that they need the date to be longer.

Mark Coyne-Qwest said that we make the determination if we can stay with the 45 days or move it.

Bonnie Johnson-Integra said they can submit a comment during the comment cycle deadline. There are other CMP processes to request an earlier implementation date. Bonnie said that she is hearing this happens on rare occasions but if the CLEC requests that the date not change and Qwest can't guarantee they will honor that, Integra will have to react accordingly.

Susan Lorence-Qwest said that one point to make is that this happens as a rare occurrence. If we have an effective that we need to adhere to, we send the notice based on the number of days that we have. We have to adhere to 15 days on the level 3 for comments. We are shortening the Qwest response period. The notice can't be shorter than the 31 days we have.

Julia Redman-Carter-PAETEC said that (6/24/09 Comments to minutes received from PAETEC in CAPS) said that BECAUSE IT IS A RARE OCCURRENCE; they don't want to comment on every level 3 TO STATE THAT THEY DON'T WANT QWEST TO move up the date. RATHER, SINCE WE DON'T HAVE AN ISSUE WITH THE CHANGE, WILL IT

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SUFFICE TO SUBMIT THE COMMENT "WE NEED MORE TIME AND THE ORIGINAL IMPLEMENTATION TO BE MAINTAINED" WHEN WE RECEIVE THE SECOND NOTICE FROM QWEST THAT THE DATE IS BEING MOVED UP? DOES OUR COMMENT HAVE TO BE WITH THE FIRST NOTICE OR IS IT OKAY TO COMMENT ON THE UPDATED NOTICE IF WE DIDN'T COMMENT ON THE FIRST?

Mark Coyne-Qwest said that we would never shorten the final notice period of 15 days.

Bonnie Johnson-Integra said that she wanted to clarify that this isn't typical. If there are no comments is Qwest changing the date whether Qwest has a need or not.

Mark Coyne-Qwest said that the condition is extremely rare. If we need to shorten the Qwest response by 3 or 7 days that is what we will do. Normally, if we need to shorten it you will see it on the initial notice. We know that ahead of time and you are all aware of what that looks like.

Power Monitoring Quotes

Julia Redman-Carter-PAETEC said they have a situation where Qwest has changed an internal process and didn't go through the CMP process. Julia said it has had an adverse affect on them and was not sure how to approach the negative impact. (6/24/09 Comments to minutes received from PAETEC in CAPS) WITHIN THE CMP PROCESS SINCE THERE IS NOT A RECORD OF THE EXTERNAL PROCESS.

Mark Coyne-Qwest asked if an internal process changed an external process.

Julia Redman-Carter-PAETEC said that 3 or 4 months ago they (6/24/09 Comments to minutes received from PAETEC in CAPS) CEASED getting quotes on collo for the POWER meter readings PAETEC BECAME AWARE OF THE "MISSING" QUOTES when they received their bill AND they noticed a huge increase WHICH IS THE BASIS OF A DISPUTE. IN THE PAST WE WOULD HAVE RECEIVED THE POWER METER QUOTES, AND INVESTIGATED THE BASIS FOR THOSE POWER METER CHANGES AND DONE SUPPLEMENTAL READINGS PRIOR TO ANY OF THE METER READING CHANGES ON THE BILL. However, Qwest decided not to provide quotes and didn't go through CMP PROCESS. Julia said that THOSE POWER METER READINGS WERE A RESULT OF THE MEASURED POWER AMMENDMENTS THAT PAETEC HAS IN ALL 14 STATES. UPON OUR INQUIRY TRIGGERED BY THE INCREASED BILL, Kathy Battles (Qwest) advised PAETEC THAT this process had been changed WITHOUT GOING THROUGH CMP. Julia said that she does not TAKE ALL OF THESE ISSUES through the dispute process IF WE CAN ADDRESS THEM HERE IN CMP.

Mark Coyne-Qwest said that there is a team looking at the issue and that he didn't have a lot of details but we will get the information and provide a response.

Julia Redman-Carter-PAETEC asked if an external process (6/24/09 Comments to minutes received from PAETEC in CAPS) IMPACTING CLECS is changed, is it Qwest's position to go through CMP.

Mark Coyne-Qwest said that if an external process is changed, it goes through CMP and asked what the impact of the change is.

Julia Redman-Carter-PAETEC said that the (6/24/09 Comments to minutes received from PAETEC in CAPS) QWEST'S process is to do POWERE READINGS AND SUBMIT QUOTES ON 2-3 states per month THUS GETTING THE REQUIRED 6-MONTH READING. I BELIEVE WE HAVE had no quotes for the last 3 months OR SO.

Susan Lorence-Qwest said been involved and the change should have come through CMP. We are working with the SMEs to determine if we can change the process back or improve the process and will send out a notice accordingly.

Julia Redman-Carter-PAETEC said they don't want to do a dispute (6/24/09 Comments to minutes received from PAETEC in CAPS) EXTRA ISSUES if THEY can be handled in CMP. She said they would also like a notice on the past quotes FOR THE STATES that were missed.

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Bonnie Johnson-Integra said that the goal is to ensure that until discussed (Minnesota power issue thing) the CLEC be engaged in process.

Susan Lorence-Qwest said yes we will reinstate the process or propose a change in CMP. She said that we will report a miss and schedule an adhoc meeting on what we are proposing. She said we are working with Product and Process SMEs and the service manager on the best approach.

6/22/09 Qwest Response: This is in response to the Power Monitoring quote issue that PAETEC brought up in the monthly CMP meeting on June 17. The current process to provide quotes is being re-instated. In the meantime, Qwest is continuing to meet internally to review the current Power Monitoring process and determine the best way to proceed in the long term. An ad hoc meeting in the near term will not be scheduled until a determination is made whether the process will be modified through CMP.

The June Product Process CMP Meeting was adjourned.

Maintain Meeting Details

Meeting Name:	JuneProdProcCMPMeeting	Type	Monthly PNP
Meeting Date	06/17/2009	Area	Wholesale ProdProc

Attendee	Company	Attendance Type
Allen, Doug	AT&T	On Phone
Balvin, Liz	Covad	On Phone
Boudhaouia, Jamal	Qwest Corporation	On Phone
Chapman, Mindy	Neustar Inc	On Phone
Coyne, Mark	Qwest Corporation	On Phone
DeRosier, Judy	Qwest Corporation	On Phone
Houston, Neil	Qwest Corporation	On Phone
Isaacs, Kim	Integra	On Phone
Johnson, Bonnie	Integra	On Phone
Lorence, Susan	Qwest Corporation	On Phone
Miles, Linda	Qwest Corporation	On Phone
Mohr, Bob	Qwest Corporation	On Phone
Nelson, Jamie	POPP Telecom	On Phone
Redman-Carter, Julia	McLeodUSA	On Phone
Roberson, Laurie	Integra	On Phone
Schwartz, Cindy	Qwest Corporation	On Phone
Stecklein, Lynn	Qwest Corporation	On Phone
Stewart, Karen	Qwest Corporation	On Phone
Stulen, Sandy	Qwest Corporation	On Phone
Tessema, Meteknesh	Accenture	On Phone
Thurnau, Wendy	Qwest Corporation	On Phone
Torrez, Nora	Time Warner Telecom	On Phone
Weidenbach, Georganne	Qwest Corporation	On Phone
Williams, Mike	Qwest Corporation	On Phone