



August 19, 2009

Systems CMP Team Meeting

Distribution Package

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

9:00 a.m. – 11:00 a.m. (MT)

Wednesday, August 19, 2009

August Meeting will be held via conference call

Conference Bridge – 1-866-789-8819, Passcode *6273158*

Facilitator

Mark Coyne – Manager, Change Management

Agenda

All agenda times are approximate. The Systems portion of the meeting will start immediately following the Product/Process meeting.

<i>Time</i>	<i>Topic</i>	<i>Presenter/Facilitator</i>
9:00 – 9:05	Introductions / Roll Call	Mark Coyne
9:05 – 9:10	<ul style="list-style-type: none"> ❖ Product Process Attachments: ❖ Announcements & Previous Meeting Minutes ❖ See Attachment A – Previous Meeting Minutes 	Mark Coyne
9:10 – 9:15	<ul style="list-style-type: none"> ❖ Review Global Action Items ❖ See Attachment B – Global Action Items 	AI Owners / SMEs
9:15 – 9:20	<ul style="list-style-type: none"> ❖ Review “Active” CLEC Originated Change Requests ❖ See Attachment C – CLEC CRs 	CR Owners / SMEs
9:20–9:30	<ul style="list-style-type: none"> ❖ Review “Active” Qwest Originated Change Requests ❖ See Attachment D – Qwest CRs 	CR Owners / SMEs
9:30 –9:45	<p>Discussion of CMP Operations and Proposed Modifications to CMP Framework</p> <ul style="list-style-type: none"> ❖ See Attachment E 	Mark Coyne
9:45 –10:00	<p>Walk On Items</p> <ul style="list-style-type: none"> ❖ See Attachment F 	Requestor

Agenda – Continued

All agenda times are approximate. The Systems portion of the meeting will start immediately following the Product/Process meeting.

<i>Time</i>	<i>Topic</i>	<i>Presenter/Facilitator</i>
10:00 – 10:05	SYSTEMS ATTACHMENTS Prior Monthly Meeting Minutes ❖ See Attachment A	Mark Coyne
10:05 – 10:15	Review New Change Requests ❖ See Attachment B – New CRs Initiated by CLECs ❖ See Attachment C – New CRs Initiated by Qwest ❖ See Attachment D – Regulatory & Industry Guideline CRs ❖ See Attachment E – Cross Over CRs ❖ See Attachment F – New “Walk On” CRs	CR Originator
10:15 – 10:25	Review Change Requests for Closure ❖ See Attachment G – CRs to Consider for Closure	Mark Coyne
10:25 – 10:30	Review Action Items ❖ See Attachment H – Global Action Items ❖ See Attachment I – Action Items and Associated CRs	Mark Coyne
10:30 – 10:35	Outstanding Systems CMP Change Requests ❖ See Attachment J - Outstanding Systems CMP Change Requests	Mark Coyne
10:35 – 10:40	Deploying Change Requests ❖ See Attachment K – Deploying Change Requests	Mark Coyne
10:40 – 10:45	Production Support Tickets ❖ See Attachment L	Mark Coyne
10:45 – 10:50	Qwest OSS Release Calendar ❖ See Attachment M	Mark Coyne

10:50 – 10:55	IMA 27.0 Prioritization ❖ See Attachment N	Mark Coyne
10:55– 11:00	Walk On Items ❖ See Attachment O	Mark Coyne

Announcements

- September CMP Meeting – September 16, 2009 Time: 9:00 a.m. MT
- CR Submission Deadline: September 2, 2009
 - During the CMP meeting, please follow these conference call guidelines:
 - All attendees, whether in person or by phone, must identify themselves and the company they represent.
 - The facilitator will mute all lines on the conference bridge once the call begins.
 - Push *6 to go on and off mute
 - If you are not speaking, please push *6* on your phone.
 - Please do not put your phone on hold if you have music hold.
 - Check the positioning of your mouthpiece if you are using a headset.
 - Don't say or do things you don't want others to hear during the call.
 - If you're speaking with others in your office, mute your phone by pushing *6.
 - If you are unable to hear the conversation in the room, please interrupt to let the facilitator know.
 - For those in the room:
 - Please hold side conversations outside the conference room.
 - Position the microphone in front of you when speaking.
- The Qwest OSS Interface Release Calendar can be found at <http://www.qwest.com/wholesale/cmp/teammeetings.html>
- Interactive Reports for all CMP Change Requests can be found at <http://www.qwest.com/wholesale/cmp/changerequest.html>
- The Qwest Wholesale Change Management Process Document can be found at <http://www.qwest.com/wholesale/cmp/index.html>
- The CMP Points of Contact: Lists, to update or add can be found at <http://www.qwest.com/wholesale/cmp/index.html>

Attachment A - Prior Meeting Minutes

Meeting Minutes

CMP Monthly Systems Meeting Wednesday, July 15, 2009

INTRODUCTIONS AND ANNOUNCEMENTS

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

PRIOR MONTHLY MEETING MINUTES (ATTACHMENT A)

Mark Coyne-Qwest asked if there were any additional questions or comments on the Prior Monthly Meeting Minutes. There were none brought forward.

NEW CRs INITIATED BY CLECs (ATTACHMENT B)

There were no new CLEC CRs for the July Systems CMP Meeting.

NEW CRs INITIATED BY QWEST (ATTACHMENT C)

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

REGULATORY AND INDUSTRY GUIDELINE CHANGE REQUESTS (ATTACHMENT D)

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

CROSS OVER CRs (ATTACHMENT E)

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

WALK ON CHANGE REQUESTS (ATTACHMENT F)

SCR071009-1 Enhance CEMR Functionality

Lisa Preble-Qwest said CEMR currently provides the ability to verify line translations. Qwest will be adding functionality to CEMR allowing the user to both verify line translations and fix features that appear in the customer service record but are presently not in the switch and remove programming in the switch that does not have a corresponding entry on the customer service record. The enhanced capability does not apply to all features and the expected deliverable is mid October 2009.

Kim Isaacs-Integra asked if Qwest knew what features this would not apply to.

Lisa Preble-Qwest said we have a validated list that will provide which features can be added or deleted.

Kim Isaacs-Integra asked if that list would be provided as part of the announcement and included in the CEMR handbook.

Lisa Preble-Qwest said that it would be included.

Kim Isaacs-Integra asked if there will be a button that says fix.

Lisa Preble-Qwest said a comparison will be displayed of the switch information and the virtual CSR. A fix button will be displayed for any mismatched features that need to be added or removed.

Kim Isaacs-Integra asked what happens when there is no CSR record open.

Lisa Preble-Qwest said they would not be able to use the tool if there is no virtual CSR.

Kim Isaacs-Integra said in CEMR you can do the verify feature for translations and you get the switch information but you don't get a CSR record especially with Centrex.

Lisa Preble-Qwest said this tool doesn't work on Centrex. Lisa said that you should be able to validate some of the features but the fix is not available.

Kim Isaacs-Integra said she wanted to make sure when there is no CSR record and you hit fix it won't remove all programming.

Lisa Preble-Qwest said it should not cause that problem. The system uses the virtual CSR which displays any service order activity due that day where as the CSR displays only after an order is completed and posted to the billing records. If the feature or line type is not fixable in the system only verify and compare will be presented, fix will not be offered.

Lisa said that the tool will only be available with the DMS 100 and 5ESS offices only.

SCR071009-2IG Elimination of Qwest internal 10 business day Switch Homing Arrangement (SHA) Grace Period to ensure Qwest adherence to industry guideline LERG effective date.

Todd Rodgers-Qwest said there is an internal practice for tandem Switch Homing Arrangement (SHA) changes that is no longer practical nor in compliance with industry guidelines. That practice allowed a "grace period" of 10 business days to accept traffic at the "old" tandem and continue termination to the final destination.

See ATIS (Alliance for Telecom Industry Solutions) document 0300037, Network and Routing Resources Educational Document: Intercompany Responsibilities in the Telecommunications Industry.

Excerpt:

Effective Date - The date by which routing and rating changes within the PSTN must be complete for the assigned thousands-block or the assigned CO Code. Also, the date by which the thousands-block becomes an active block. (Also referred to as "the LERG effective date.") (Emphasis added by Qwest.)

Each provider determines the LERG effective date that is to be implemented. Qwest has no control over that date. Qwest will no longer provide a grace period and will make appropriate changes to our switching fabric on the LERG® (Local Exchange Routing Guide) effective date.

Kim Isaacs-Integra asked what system is changing and why this was submitted as an Industry Guideline CR.

Lynn Stecklein-Qwest said that per the CMP document an Industry Guideline CR is presented as a System CR and if no system work is needed, the CR is crossed over to Product and Process.

SCR071309-1 Malheur entity consolidation into Qwest Corp.

Janean Van Dusen-Qwest said Qwest will be consolidating Malheur entity into Qwest Corp. IMA edits associated with Malheur will be eliminated and GUI drop down menu for address check updated to include MAL. She said that this will be disclosed in the October 19, 2009 release but will not be implemented until December 14, 2009. Janean said Qwest will be invoking the SCR process as outlined in Section 10.4 of the CMP document.

Kim Isaacs-Integra asked since Qwest is invoking SCR, will anything be bumped in the October release.

Mark Coyne-Qwest said we will not bump anything in the release.

CRS TO CONSIDER FOR CLOSURE (ATTACHMENT G)

SCR042108-01 Mechanization of DID manual CSR and LNP LSR process

Mark Coyne-Qwest said this CR deployed on 6/22/09 and asked if there was any objection to closure. There was no objection and this CR will be closed.

REVIEW GLOBAL ACTION ITEMS (ATTACHMENT H)

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

REVIEW ACTION ITEMS ASSOCIATED WITH CRS (ATTACHMENT I)

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

OUTSTANDING SYSTEMS CMP CHANGE REQUESTS (ATTACHMENT J)

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

REVIEW DEPLOYING CHANGE REQUESTS (ATTACHMENT K)

SCR051809-01 Billmate Delivery Option changes

Mark Coyne-Qwest said that we noticed on 6/23/09 and received comments that are being reviewed. He said the effective date for this change is 8/3/09.

PRODUCTION SUPPORT TICKETS (ATTACHMENT L)

Mark Coyne-Qwest stated that this attachment contains the current Production Support Tickets.

WALK ON ITEMS (ATTACHMENT M)

Mark Coyne-Qwest stated that the July CMP Meeting is scheduled on August 19th at 9:00 a.m. MT and the CR submission cutoff is August 5th.

Mark said we will be talking about a face-to-face meeting in the August meeting. He said that everyone agreed we should wait until the fall.

The July CMP Meeting adjourned at 9:30 a.m. MT.

Maintain Meeting Details

Meeting Name:	JulySystemsCMPMeeting	Type	Monthly Systems
Meeting Date	07/15/2009	Area	Wholesale System

Attendee	Company	Attendance Type
Balvin, Liz	Covad	On Phone
Bilow, Joyce	McLeodUSA	On Phone
Bloemke, Brenda	Comcast	On Phone
Rogonic, Emmy	Time Warner Telecom	On Phone
Chapman, Mindy	Neustar Inc	On Phone
Coyne, Mark	Qwest Corporation	On Phone
DeRosier, Judy	Qwest Corporation	On Phone
Fauscett, Kasha	Comcast	On Phone
Hines, LeiLani	Verizon Business	On Phone
Houston, Neil	Qwest Corporation	On Phone
Isaacs, Kim	Integra	On Phone
Lorence, Susan	Qwest Corporation	On Phone
Martinez, Denise	Qwest Corporation	On Phone
Miles, Linda	Qwest Corporation	On Phone
Munz, Ellen	Qwest Corporation	On Phone
Preble, Lisa	Qwest Corporation	On Phone
Roberson, Laurie	Integra	On Phone
Rodgers, Todd	Qwest Corporation	On Phone
Stecklein, Lynn	Qwest Corporation	On Phone
Stewart, Karen	Qwest Corporation	On Phone
Tekavec, Sandra	Qwest Corporation	On Phone
Tessema, Meteknesh	Accenture	On Phone
Trickel, Pamela	TDS Metrocom/USLink	On Phone
Van Dusen, Janean	Qwest Corporation	On Phone

Attachment B – New CRs Initiated By CLECs

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

Attachment C – New CRs Initiated By Qwest

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

Attachment D – Regulatory & Industry Guideline CRs

(There are no New Regulatory & Industry Guideline CRs for the August Systems CMP Meeting)

Attachment E – Cross Over CRs

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

Attachment F – New “Walk On” CRs

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

Attachment G – CRs to Consider for Closure

Change Request to Consider for Closure - Summary

Report Line Number	Impacted Interface	CR #	Title	Company	Status	Qwest Owner	Presenter
1	Wholesale Billing Interfaces	SCR051809-1	Billmate delivery option changes	Qwest Corporation	CLEC Test	Thurnau, Wendy	Thurnau, Wendy

Change Request to Consider for Closure - Detail

CR #	Title	Date Current Status	Level of Effort	Interface Release No	Products Impacted
SCR051809-1	Billmate delivery option changes	08/03/2009 CLEC Test	-	11	Electronic billing ASCII and CRIS CSR

Director

Originator Thurnau, Wendy

Owner Thurnau, Wendy

CRPM Stecklein, Lynn

Originating Company: Qwest Corporation

Description of Change

Billmate is the process by which Qwest provides electronic media output (ASCII and CRIS CSR) to our customers. The current delivery options for these billing types are diskette, CD-ROM and WEB. With this change Qwest will only offer the delivery option of the WEB. The data look will NOT change, rather than being on a disc, it will be delivered via a secured WEB site from Qwest. The customer will receive an e-mail from Qwest advising that the data is ready to be retrieved. The customer will have the same down load options as they do today. This will primarily provide the electronic billing data to the customer in a more efficient manner.

Status History

Date	Action	Description
08/03/2009	Status Changed	Status changed to CLEC Test
07/17/2009	Communicator Issued	PROS.BILL.07.17.09.F.06657.FNL_Mltpl_Elec_Media_Otpt
07/15/2009	Discussed at Monthly CMP Meeting	Discussed at the July Systems CMP Meeting - See Attachment K in the Distribution Package
06/26/2009	Discussed at Monthly CMP Meeting	Discussed at the June Systems CMP Meeting - See Attachment I in the Distribution Package
06/23/2009	Status Changed	Status changed to development
06/23/2009	Communicator Issued	PROS.BILL.06.23.09.F.06510.Mltpl_Elec_Meda_Otpt
05/20/2009	Status Changed	Status changed to Presented
05/20/2009	Discussed at Monthly CMP Meeting	Discussed in the May CMP Meeting - See Walk Ons
05/18/2009	CR Submitted	CR Submitted
05/18/2009	CR Acknowledged	CR Acknowledged

Qwest Response

None

Project Meetings

7/15/09 Systems CMP Meeting Mark Coyne-Qwest said that we noticed on 6/23/09 and received comments that are being reviewed. He said the effective date for this change is 8/3/09. 6/17/09 E-mail received from Integra Qwest/CMP, Please include this email in the CR detail for CR SCR051809-1. On the June CMP call earlier today, Qwest said CR SCR051809-1, which removes the CD ROM and Diskette options from bill delivery, did not conflict with any ICAs. Below is the language in Eschelon's ICA in several states, Integra's ICA in MN, and Eschelon ICAs that will be going into effect for Eschelon in other states. The language shows that ASCII files and ASCII files via the web are an option in the ICA. Qwest's PCAT confirms that ASCII files (not via the web) are CD and Diskette (see <http://www.qwest.com/wholesale/clecs/cris.html>). The Qwest PCAT also links you to the Billmate Customer Guide which is also discussed in the ICA provisions (see below). The PCAT states: For additional information access the ASCII User Guide and, A Customer Guide is available to help explain more about EDI or ASCII. Both of these hyperlinks take you to <http://www.qwest.com/largebusiness/products/downloads/BMDiskCustGuidecurrent.pdf>. Let me know if you have questions. Thanks, Bonnie 21.3 Bill Format Media 21.3.1 Each Connectivity Bill shall be provided on paper, if selected by CLEC, or electronically transmitted in ASCII, EDI or Carrier Access Billing System (CABS) format, the selection of which format is to be chosen by CLEC, or in other electronic media that the Parties agree upon. CLEC shall provide its Carrier Access Bills to Qwest pursuant to CLEC's Tariff and any other bills in a spreadsheet sent by Email, or as otherwise agreed by the Parties. When an electronic format (CABS, EDI, ASCII) is available for a bill and is selected by CLEC, the electronic bill is the official bill of record. For ASCII bills, however, the electronic ASCII bills currently do not include the balance forward and total amount due. Therefore, until the electronic ASCII bills include this information, the paper bill is the official bill of record. Regardless of the bill format media selected, the Connectivity Bill shall be provided at no charge. The bill format media for Connectivity Bills is specified on the Customer Questionnaire, if it has not been previously provided, as set forth in Section 3.2.2. 21.3.2 Qwest uses the following systems to bill products and services to wholesale Customers: 21.3.2.1 Customer Records and Information System Billing: The Customer Records and Information System ("CRIS") summary bill represents a monthly summary of charges for most wholesale products sold by Qwest. This bill includes a total of all charges by entity plus a summary of current charges and adjustments on each subaccount. Individual sub-accounts are provided as billing detail and contain monthly, onetime charges and incremental/call detail information. The summary bill provides one bill and one payment document for CLEC. These bills are segmented by state and bill cycle. The number of bills received by CLEC is dictated by the product ordered, quantity of sub-accounts, and the Qwest region in which CLEC is operating. For CRIS output, CLEC may choose to receive bills in the following formats: paper, EDI via Network Data Mover (NDM) (dedicated circuit), EDI via Value Added Network (VAN), EDI via File Transfer Protocol (FTP) (dedicated circuit), EDI via the Web, CABS/Billing Output Specifications (CABS/BOS) format in an Extended Binary Coded Decimal Interchange Code (EBCDIC) file (for unbundled Loop type products only), American Standard Code (ASCII) files, or ASCII via the Web. If CLEC selects an EDI format, Qwest will utilize the existing EDI standard for the transmission of monthly local Billing information. EDI is an established standard under the auspices of the ANSI/ASC X12 Committee. A proper subset of this specification has been adopted by the Telecommunications Industry Forum (TCIF) as the "811 Guidelines" specifically for the purposes of Telecommunications Billing.

Any deviation from these standards and guidelines shall be documented and accessible to CLEC. The Billing Party may request the Billing Party to eliminate differences that impair the billed Party's processing of the bill. At CLEC's option, Qwest will provide an electronic version of the output from CRIS, known as BillMate®, to CLEC. BillMate® files are created in ASCII or EDI format, at the CLEC's option. BillMate® is available, at CLEC's option, via EDI and the Internet. Other requirements for BillMate® in the ASCII format will be set forth in a Customer guide posted on Qwest's wholesale web site and are applicable to the extent that they do not conflict with the terms of this Agreement. The functionality of BillMate® in the ASCII format will be comparable to or greater than the functionality for BillMate® in the ASCII format reflected in the Qwest BillMate® Customer Guide that is posted on Qwest's wholesale web site as of the date of execution of this Agreement. When BillMate® is used for Billing, Qwest will also provide to CLEC a paper account summary that provides the following information not provided in BillMate® (unless and until this information is provided through BillMate®): balance forward, certain adjustments, payments posted, current charges, and total amount due. Bonnie J. Johnson | Director Carrier Relations | direct 763.745.8464 | fax 763.745.8459 | 6160 Golden Hills Drive Golden Valley, MN 55416-1020 bjohnson@integratelecom.com 6/17/09 Systems CMP Meeting Mark Coyne-Qwest said that this CR was presented last month and Qwest was asked by PAETEC to review the ICA language for references of the Billmate Delivery Options. Mark said that Wendy Thurnau (Qwest) did review the ICAs and could not locate any references. He said that PAETEC was going to see if she could find the reference and provide that information to Qwest. Mark Coyne-Qwest said that this CR was presented last month and Qwest was asked by PAETEC to review the ICA language for references of the Billmate Delivery Options. Mark said that Wendy Thurnau (Qwest) did review the ICAs and could not locate any references. He said that PAETEC was going to see if she could find the reference and provide that information to Qwest. Julia Redman-Carter-PAETEC said that she (6/26/09 Comments to minutes received from Integra in CAPS) QWEST REPRESENTATIVES HAD BEEN MISSING EACH OTHER AND SHE has not had an opportunity to get back to Qwest SINCE THEIR LAST CALL but will contact Lynn (Qwest) and Wendy (Qwest) BY THE END OF THE WEEK. Wendy Thurnau-Qwest said that at this point we have identified the customers. Wendy Thurnau-Qwest said that at this point we have identified the customers. 5/20/09 Systems CMP Meeting Wendy Thurnau-Qwest said today we offer an output of ASCII and CRIS CSR and 3 delivery options, Diskette, CD and Web and we are proposing to eliminate the Diskette and CD and provide the data on the Web. She said we are trying to get this accomplished by the end of the summer and it will benefit the customer because they will get their information quicker. Wendy said that we will be contacting the customers impacted by this output and will get them set up correct IDs etc. Bonnie Johnson-Integra said that she needed to check internally because they may be one of the customers impacted. She said it sounds like Qwest is eliminating options to get the billing. She asked if it would be acceptable if they opt not to do this if they have one of these options. Wendy Thurnau-Qwest said no. Bonnie Johnson-Integra said that Qwest needs to review the ICA to find out what the obligation is regarding delivery options. Julia Redman-Carter-PAETEC said that all of the PAETEC agreements specifically have CRIS in there and the criteria for format etc. Wendy Thurnau-Qwest asked if actual delivery options were outlined in the ICA for CD, Diskette and Web. Julie Redman-Carter-PAETEC said there were. Julia said it was covered in the billing section and other sections in the ICA. She said that they (5/28/09 Comments to minutes received from PAETEC in CAPS) FOLLOW that method and would have to make sure that THE BILLING FOLKS CAN WORK WITH QWEST PROPOSED option and to make sure their billing people are comfortable with the change. Kim Isaacs-Integra said that many CLECs receive their ASCII and CRIS CSR on multiple delivery methods because the data on each delivery method is different depending on how it is received. Kim said you have to use multiple delivery methods to get a cohesive bill. She asked if the CD ROM and the Diskette have different information that is available currently on the Web. Wendy Thurnau-Qwest said that the data they are getting is coming off of a system called ISA and that system is delivering it to one point. She said that the CD is burned and the same data on that CD is being sent to the QPID site. Wendy said that the difference would be if you are talking EDI and ASCII or ASCII vs. CSR. She said that the delivery options should not be changing with the data output. Wendy said that Qwest has not done a check of all ICAs but the ones that she looked at didn't have the delivery options outlined. She said that she will check and modify based on the ICAs. Brenda Bloomer-Comcast said that she didn't have a billing representative on the call and couldn't address this. Mark Coyne-Qwest said that we will look overall to determine if this affects the ICAs and if it does we will come back with a different proposal in the CR itself. Bonnie Johnson-Integra said that some of the older ones say mutually agreeable format. She asked if it is Qwest's preference that CLECs use the EDI option. Wendy Thurnau-Qwest said that Qwest doesn't have a preference whether the CLECs use EDI or ASCII and the preparation of those is not an issue. She said that our focus is to streamline the actual delivery options of those services. She said that EDI is either going to be a web or NDM type of delivery. She said that ASCII has the web, CD or diskette and there is not preference of one over the other. Julia Redman-Carter-PAETEC said that to narrow down (5/28/09 Comments to minutes received from PAETEC in CAPS) THE SEARCH FOR THE ICA LANGUAGE Qwest can look at McLeod USA, Iowa and Minnesota agreements. IF I RECALL CORRECTLY, THOSE specifically say diskette. She said that THE LANGUAGE IN THE ICA doesn't mean that PAETEC wouldn't be amenable to QWEST'S PROPOSED option but that she didn't know at this time. SHE SAID THAT SHE WOULD HAVE TO CHECK WITH HER BILLING FOLKS. Wendy Thurnau-Qwest said that she will review the ICAs and report back to Mark's team.

Attachment H – Global Action Items

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

Attachment I – Action Items and Associated CRs

- SCR060509-1IG QORA Allow Access to Multiple ACNAs
- SCR033009-3 Archiving of CEMR Report History/OSSLOG

Open CR - Detail

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
SCR060509-1	QORA - Allow Access to Multiple ACNAs	06/17/2009 Presented	Wholesale System	Pre-Ordering, Ordering	

Director

Originator Stecklein, Lynn

Owner Isaacs, Kim

CRPM Stecklein, Lynn

Originating Company: Qwest Corporation

Description of Change

Per the Qwest Wholesale System Helpdesk, QORA allows individual users to access multiple ACNAs only if the ACNAs share the same company name. Integra is requesting the ability to have individual users choose from multiple ACNAs regardless of the company name associated with the ACNA. Qwest currently allows this functionality For IMA and CEMR. This would be similar to the IMA Select CCNA Agent/Owner Relationships and the CEMR Agent/Owner Relationships. The need is as great for QORA as it is for IMA and CEMR. Currently Integra employees are required to have multiple user IDs and are forced to create pseudo email addresses. The requested change would benefit Qwest and the CLECs by simplifying the administration of QORA user access for CLECs that submit ASRs under multiple ACNAs.

Expected Deliverables/Proposed Implementation Date (if applicable):

QORA will allow users access to multiple ACNAs regardless of the company name associated with the ACNA (Agent/Owner Relationships)

Status History

Date	Action	Description
06/23/2009	Discussed at Monthly CMP Meeting	Discussed in the June Systems CMP Meeting - See Walk Ons
06/17/2009	Status Changed	Status changed to Presented
06/12/2009	Clarification Meeting Held	Clarification Meeting Held
06/08/2009	CR Acknowledged	CR Acknowledged
06/05/2009	CR Submitted	CR Submitted

Qwest Response

None

Project Meetings

6/17/09 Product/Process CMP Meeting

Mark Coyne-Qwest said that this CR was submitted by Integra and a clarification was held last week. Kim Isaacs-Integra said that Integra is requesting the ability to allow user's access to multiple ACNAs regardless of the company name associated with the ACNA

SCR060509-1 QORA – Allow Access to Multiple ACNAs

Clarification Meeting

June 12, 2009

Attendees: Kim Isaacs-Integra, Steve Edwards-Qwest, Chuck Anderson-Qwest, Gary Sallee-Qwest, Kim Whaples-Qwest, Nicole James-Qwest, Lynn Stecklein-Qwest

Kim Isaacs-Integra said that CEMR and IMA have an agent/owner relationship where system administration allows access to a variety of company corporate IDs. Kim said Integra is asking for the ability in QORA to assign (6/23/09 Comments to minutes from Integra in CAPS) MULTIPLE ACNAs to certain user IDs that will allow users to select THE APPROPRIATE ACNA FOR THE ORDER. Kim said that the System Help Desk advised that currently you can only add additional if the ACNAs carry the same name. She said they would like to remove that restriction.

Lynn Stecklein-Qwest asked for clarification on the CEMR/IMA agent/owner relationship.

Kim Isaacs-Integra said they have an owner agent relationship where the system administration is able to establish relationships that allow users to act on behalf of other corporate IDs or ACNAs.

Steve Edwards-Qwest said that agents in the QORA application, today, can get that capability by using an individual log in ID for the owner they are representing. Steve asked what problems Integra was experiencing with that workaround.

Kim Isaacs-Integra said that Integra has 6 different ACNAs and is a lot of user IDs to administer and the user id is currently the users e-mail address.

She said they have to create pseudo e-mail addresses for end users so they can establish separate IDs. Kim said that the Systems Help Desk said that would be great for them and would be 6 less sets of IDs to manage. Kim also said that it takes time to log in and out.

Chuck Anderson-Qwest asked if this preference was for the QORA GUI or for electronically submitted requests.

Kim Isaacs-Integra said that Integra's request was for the QORA GUI., but if Qwest required it for the XML interface that would be fine.

Steve Edwards-Qwest said if there was a solution where the user got to the log on screen for QORA GUI and entered their real e-mail address rather than being (6/23/09 Comments to minutes from Integra in CAPS) PREVENTED immediately with the submitted tab. Steve said if the user was 1st presented with a screen asking which company they are representing for this log in and then when you pick the ACNA they would get to that submitted tab. He said you would be required to log on and off if you needed to switch companies. He said it would be a better solution than what is currently available.

Kim Isaacs-Integra said that it would be a better solution than what they are currently working under but they envision the ability to use your user ID, log in and get the submitted tab and have the ACNA field be a pull down menu where you can select from multiple ACNAs.

Steve Edwards-Qwest said that he was trying to look at a design/solution and that the QORA GUI is utilizing a different security model that CEMR and IMA. Steve said that he wondered if that would even be workable.

Kim Isaacs-Integra said that when you are in system admin you see what looks like the ability to have multiple ACNAs associated with the user ID but there appears that there is some prohibition that the ACNAs have to carry the same company (6/23/09 Comments to minutes from Integra in CAPS) NAME.

Steve Edwards-Qwest said that the QORA GUI design doesn't use ACNAs and the design for security says a company is assigned and whether you have the right to view and work with those transactions. Steve said that he is trying to determine if there are some workarounds that would allow a quicker and less expensive change so we aren't re-writing the entire security model.

Kim Isaacs-Integra said that if you find that the scope of this request for security reasons is too great, that would be plan B. She said that they want to be able to sign on and not have to log off to get to a different ACNA.

Lynn Stecklein-Qwest said that Integra will be presenting this CR in the June monthly CMP Meeting.

Action Items

AI Number	Create Date	Internal/ External	AI Short Title	AI Date Due	AI Date Complete	AI Status	Last Update By	QWest Owner	CLEC Owner
1	08/11/2009	External	Provide Status on SCR060509-1 QORA - Allow Access to Multiple ACNAs	08/19/2009		Open	Isteckl	Coyne, Mark	

Open CR - Detail

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
SCR033009-3	Archiving of CEMR Report History/OSSLOG	04/15/2009 Presented	Wholesale System	Pre-Ordering	

Director**Originator** Isaacs, Kim**Owner** Stecklein, Lynn**CRPM** Stecklein, Lynn**Originating Company:** Integra**Description of Change**

Increasingly, Integra is finding that some tickets Report Histories/OSSLOGs are not available in CEMR because they have been archived. Integra is seeing that tickets Qwest has billed for are archived on a different schedule than tickets Qwest did not bill for. Example: 29/LXFU/371762/MS OC284049 dispatch date 12/17/08 NTF is available in CEMR but same customer, same location 29/LXFU/371761/MS OC284001 dispatch date 12/17/08 where Qwest changed carbons is not available in CEMR. Integra has a need to view all tickets opened on a given date. Qwest has 2 bill periods to apply charges associated with repair tickets. Qwest should wait at least 2 bill periods before the CEMR ticket is placed in archives. CEMR Report Histories should be archived on the same schedule.

Status History

Date	Action	Description
04/15/2009	Status Changed	Status changed to Presented
04/15/2009	Discussed at Monthly CMP Meeting	Discussed at the April CMP Meeting - See Attachment B in the Distribution Package
04/07/2009	Status Changed	Status changed to Clarification
04/06/2009	Clarification Meeting Held	Clarification Meeting Held
03/30/2009	CR Submitted	CR submitted
03/30/2009	CR Acknowledged	CR Acknowledged

Qwest Response

Qwest Response

Project Meetings

4/15/09 Systems CMP Meeting

Kim Isaacs-Integra said that Integra is seeing an increase of incidents in CEMR tickets that are opened on the same day for the same end user with different circuit IDs. Kim said that they are finding that one of the CEMR reports history/OSSLOG is being archived and the other is available. She said that they are requesting that the archiving of the report history be standardized so that all tickets are being archived at the same period of time. Kim said that they are asking that the report history be archived in a manner that allows them 2 months.

Bonnie Johnson-Integra asked that it be longer if possible.

4/6/09 Clarification Meeting

Attendees: Kim Isaacs-Integra, Bonnie Johnson-Integra, Denise Martinez-Qwest, Nicole James-Qwest, Rick Breeze-Qwest, Lisa Preble-Qwest, Linda Hughes-Qwest, Denise Conway-Qwest, Justin-Sewell-Qwest, Lynn Stecklein-Qwest

Lynn Stecklein-Qwest stated that the purpose of this call is to clarify SCR033009-3 Archiving of CEMR Report History/OSSLOG submitted by Integra. Lynn reviewed the description of change as follows:

Increasingly, Integra is finding that some tickets Report Histories/OSSLOGs are not available in CEMR because they have been archived. Integra is seeing that tickets Qwest has billed for are archived on a different schedule than tickets Qwest did not bill for. Example: 29/LXFU/371762/MS OC284049 dispatch date 12/17/08 NTF is available in CEMR but same customer, same location 29/LXFU/371761/MS OC284001 dispatch date 12/17/08 where Qwest changed carbons is not available in CEMR. Integra has a need to view all tickets opened on a given date. Qwest has 2 bill periods to apply charges associated with repair tickets. Qwest should wait at least 2 bill periods before the CEMR ticket is placed in archives. CEMR Report Histories should be archived on the same schedule.

Justin Sewell-Qwest asked in the case of when the OSS LOG wasn't available, what message did Integra get.

Kim Isaacs-Integra said that she got a circuit ID error.

Rick Breeze-Qwest said that particular ticket was not in WFA and that they don't get archived in CEMR.

Kim Isaacs-Integra said that she got the missing attribute - required data is either missing or has invalid value. Kim said that if you go to the

circuit history you can see the ticket but when you go to the report history, there is nothing there. Kim said there are seeing this more and more.

Lynn Stecklein-Qwest said that Integra will be presenting this CR in the April 15th CMP meeting.

Attachment J – All Outstanding Systems CMP Change Requests

Summary of Outstanding System CMP Change Requests

Report Line Number	Interfaces Impacted	CR No	Title	Company	Status	Owner	Director
1	IMA Common	SCR010709-1	IMA FBDL Community Name Validation	Qwest Corporation	Packaged	Gomez, Lee	
2	IMA Common	SCR010709-2	Allow Re-DSRED Functionality - 1/21/09 Revision - XML providers would have the option to OPT out of the Re-DSRED functionality - see description	Qwest Corporation	Pending Prioritization	Gomez, Lee	
3	IMA Common	SCR010709-3	IMA LSTR (Listing Reconciliation) Enhancement	Qwest Corporation	Packaged	Gomez, Lee	
4	IMA Common	SCR012609-1	CSR – Feature Unit Rate (FUR)	Verizon Business	Pending Prioritization	Martinez, Denise	
5	IMA Common	SCR021809-1	IMA End User Cancellation Notification	Qwest Corporation	Deferred	Martinez, Denise	
6	Wholesale Billing Interfaces	SCR022409-1IG	Implementation of CAB BOS Version 49 for bill and Customer Service Record (CSR) data	Qwest Corporation	Development	Larson, Jami	
7	IMA Common	SCR033009-1	IMA Raw Loop Data Query by Circuit ID	Integra	Pending Prioritization	Stecklein, Lynn	
8	IMA Common	SCR033009-2	Allow DFDT field "XX" Functionality for Port In and Port Withing Request	Integra	Pending Prioritization	Stecklein, Lynn	
9	CEMR	SCR033009-3	Archiving of CEMR Report History/OSSLOG	Integra	Presented	Stecklein, Lynn	
10	Wholesale Billing Interfaces	SCR051809-1	Billmate delivery option changes	Qwest Corporation	CLEC Test	Thurnau, Wendy	
11	QORA	SCR060509-1	QORA - Allow Access to Multiple ACNAs	Qwest Corporation	Presented	Isaacs, Kim	
12	QORA	SCR060809-1IG	ASOG 39 Industry Release/QORA and ASR Gateway Enhancements	Qwest Corporation	Development	Whaples, Kim	
13	IMA GUI	SCR063003-02	Develop test capability in GUI to allow testing before major and point releases. Currently Qwest offers SATE testing for EDI, Qwest should offer similar testing in the IMA GUI.	Eschelon	Deferred	Coyne, Mark	Lybarger, Dee
14	CEMR	SCR071009-1	Enhance CEMR Functionality for Verify and Fix Capability	Qwest Corporation	Presented	Preble, Lisa	
15	IMA GUI	SCR071309-1	Malheur entity consolidation into Qwest Corp.	Qwest Corporation	Presented	Van Dusen, Janean	
16	Wholesale Billing Interfaces	SCR112003-03	CSR Data on Bill	Cbeyond Communications	Deferred	Coyne, Mark	Lybarger, Dee
17	MEDIACC	SCR121608-01	Retirement of MEDIACC	Qwest Corporation	Deferred	Martinez, Denise	
18	Other	SCR121608-02	Introduction of CTG (Common Ticketing Gateway) application to application	Qwest Corporation	Deferred	Martinez, Denise	

Attachment K – Deploying Change Requests

(There are no New Deploying CRs for the August Systems CMP Meeting)

Attachment L – Production Support Tickets

Date TBD for the month of July

	Trouble Ticket Number	System	Version/Release	Create Date	Summary	Severity
1	3021928	IMA	20	6/21/2007	CLECs may have trouble submitting Unbundled Loop requests for the border town of Lewiston, ID.	3
2	3371759	IMA	21, 22	2/14/2008	CLECs may not receive the disconnect confirmation call on some EEL disconnect requests, even when QRD is not invoked by you.	3
3	3372388	IMA	21,22	2/29/2008	CLECs may receive a system reject for LNP requests in Wyoming that have a border town LSO.	3
4	3378892	CRIS		2/18/2008	Problem is specific to eastern CRIS. A small number of border town exchanges in the Eastern Region have been found to have a processing problem with the assignment of a shared RAO code when the NXX is associated with a border point.	3
5	3542381	IMA		6/9/2008	During pre address validation or CSR Retrieval, the Primary Number Address (PNA) Remarks may not be comprehensive in their content. Some formatting impacts are occurring when data of V= IPTV is the first entry in the REMARK Section. As a result, additional REMARK information may be omitted. If you are unable to submit an LSR and you think the REMARK information in regard to the address is incomplete, please contact the CSIE.	3
6	3600023	CEMR		9/5/2008	You may receive the error message "Unable to retrieve Carrier Facility Assignment" when attempting this function. All other CEMR functions are available.	3
7	3664008	DLIS	22,23	9/2/2008	DLIS may 'time out' and not return a SLU inquiry when the City and State are included with the inquiry.	3
8	4022092	IMA	25	4/20/2009	: IMA pre-order function "Review CSR" is not available when trying to pull by ECCKT in the Eastern Region.	3

Attachment M – Qwest OSS Release Calendar

Qwest OSS Release Calendar

ASR

ASR GATEWAY/QORA RELEASE 14.0	
Draft Technical Specifications Issued	July 10, 2009
Comment cycle starts	July 10, 2009
Comment cycle ends	July 28, 2009
Final Technical Specifications Issued	August 7, 2009
Testing Available	August 21, 2009
Draft ASR QORA GUI Documentation Issued	August 24, 2009
Comment cycle starts	August 24, 2009
Comment cycle ends	August 26, 2009
Final ASR QORA GUI Documentation Issued	August 31, 2009
Release Production Date	September 21, 2009

BILLING OUTPUT

May include any/all of the following: ASCII, Paper, EDI, BOS BDT, Diskette (IABS only) – not currently being utilized, internet downloadable files (Billmate, BOS BDT or a print image of bill).

BILLING OUTPUT FILES OCTOBER 2009 RELEASE	
Draft Technical Specifications Issued	June 1, 2009
Comment cycle starts	June 1, 2009
Qwest/CLEC Walkthrough	June 10, 2009
Comment cycle ends	June 19, 2009
Final Notification Available	June 29, 2009
Testing Available	September 17, 2009
Release Production Date	October 17, 2009

IMA

IMA 24.0 RELEASE	
Release Production Date	October 20, 2008
Release Sunset	October 20, 2009

IMA 25.0 RELEASE	
CMP CR Submission Cutoff	July 2, 2008
Prioritization - at CMP Meeting	August 20, 2008

Qwest Change Management Process

Packaging - at CMP Meeting	November 19, 2008
Commitment - at CMP Meeting	January 21, 2009
Draft XML Technical Specifications Issued	February 6, 2009
Comment cycle starts	February 6, 2009
Comment cycle ends	February 24, 2009
Final XML Technical Specifications Issued	March 6, 2009
SATE Available	March 21, 2009
Draft GUI Release Notes Issued	March 23, 2009
Comment cycle starts	March 23, 2009
Comment cycle ends	March 25, 2009
Final GUI Release Notes Issued	March 30, 2009
Release Production Date	April 20, 2009
Release Sunset	April 19, 2010

IMA 26.0 RELEASE

CMP CR Submission Cutoff	January 2, 2009
Prioritization - at CMP Meeting	February 18, 2009
Packaging - at CMP Meeting	May 20, 2009
Commitment - at CMP Meeting	May 20, 2009
Draft XML Technical Specifications Issued	August 7, 2009
Comment cycle starts	August 7, 2009
Comment cycle ends	August 25, 2009
Final XML Technical Specifications Issued	September 4, 2009
SATE Available	September 19, 2009
Draft GUI Release Notes Issued	September 21, 2009
Comment cycle starts	September 21, 2009
Comment cycle ends	September 24, 2009
Final GUI Release Notes Issued	September 28, 2009
Release Production Date	October 19, 2009
Release Sunset	TBD

IMA 26.1 POINT RELEASE

XML Technical Specifications and GUI Release Notes Issued	See Release IMA 26.0 above
Release Production Date	December 14, 2009

IMA 27.0 RELEASE (Targeted Dates)

CMP CR Submission Cutoff	August 5, 2009
Prioritization - at CMP Meeting	August 19, 2009
Packaging - at CMP Meeting	November 18, 2009
Commitment - at CMP Meeting	January 20, 2010
Draft XML Technical Specifications Issued	February 5, 2010

Qwest Change Management Process

Comment cycle starts	February 5, 2010
Comment cycle ends	February 23, 2010
Final XML Technical Specifications Issued	March 5, 2010
SATE Available	March 20, 2010
Draft GUI Release Notes Issued	March 22, 2010
Comment cycle starts	March 22, 2010
Comment cycle ends	March 24, 2010
Final GUI Release Notes Issued	March 29, 2010
Release Production Date	April 19, 2010
Release Sunset	TBD

CEMR

CEMR October 2009 Release	
Draft Release Notes Issued	September 21, 2009
Comment Cycle Starts	September 21, 2009
Comment Cycle Ends	September 24, 2009
Final Release Notes Issued	September 28, 2009
Release Production Date	October 19, 2009

Currently there are no Planned Releases for the following Systems:

- DLIS
- Loss and Completions
- MEDIACC

The Qwest OSS Release Calendar includes tasks from the CLEC-Qwest Wholesale Change Management Process Document available at <http://www.qwest.com/wholesale/cmp/index.html>. Proposed release dates provided are targets. Changes may occur during an OSS release lifecycle that could impact target dates. If target dates are updated the Qwest OSS Release Calendar will be updated to reflect the revised target release dates.

Issued By	Qwest Wholesale Change Management Process (CMP)
Business Unit	Qwest Wholesale Program
Effective Date	8/19/09
Publication Location	http://www.qwest.com/wholesale/cmp/teammeetings.html

Attachment N – IMA 27.0 Prioritization

CMP PRIORITIZATION INSTRUCTIONS

Ranking should be conducted according to the following guidelines:

Each CLEC and Qwest may submit one numbered ranking of the Release Candidate List.

The ranking must be submitted by the primary Point of Contact (POC), the secondary POC, or CMP Team Representative.

The ranking will be submitted to **cmpcr@qwest.com** no more than three (3) business days following Qwest's distribution of the Prioritization Form.

All candidates on the ballot must be ranked for the tabulation results to be accurate

Qwest and each CLEC ranks each change request on the Release Candidate List by providing a point value from 1 through 4, where 4 is the total quantity of CRs.

The highest point value (i.e. '4') should be assigned to the CR that Qwest and CLECs wish to be implemented first. The next highest point value (i.e. '3') should be assigned to the CR that Qwest and the CLECs wish to be implemented second. The next highest point value (i.e. '2') should be assigned to the next most desired CR and so on. The lowest point value (i.e. '1') should be assigned to the least desired CR.

The total points will be calculated by the Qwest CMP Manager and the results will be distributed to the CLECs via mailout to the Prioritization Form submitter within two (2) business days following the submission of the ranking.

Qwest Re-Distributes Prioritization Form by 5 p.m. MT on:	24-Aug-09
Completed Prioritization Form Submitted to cmpcr@qwest.com by 5 p.m. MT on:	27-Aug-09
Qwest e-mails Initial Prioritization List to Prioritization Form submitter by 5 p.m. MT on:	31-Aug-09

IMA 27.0 Initial Prioritization List

Rank	Interface	CR #	CR Title	Submitter	Impacted Products	IMA LOE	Comments
	IMA Common	SCR010709-2	Allow Re-DSRED Functionality - 1/21/09 Revision - XML providers would have the option to OPT out of the Re-DSRED functionality	Qwest Corporation	Directory Listings	1340 - 1411	
	IMA Common	SCR012609-1	CSR - Feature Unit Rate (FUR)	Verizon Business	All Products except FBDL	2050 - 2284	
	IMA Common	SCR033009-1	IMA Raw Loop Data Query by Circuit ID	Integra	LFACs Products	1800 - 1908	
	IMA Common	SCR033009-2	Allow DFDT field "XX" Functionality for Port In and Port Within Request	Integra	UNE-P, Resale	1000 - 1049	
			Total 27.0 LOE			TBD	
			Available Resources			TBD	

Attachment O– Walk On Items

- ❖ September CMP Meeting – Wednesday, September 16, 2009 9:00 a.m. MT
- ❖ CMP CR Submission Deadline – September 2, 2009