

**Change Management Process (CMP) Monthly Meeting  
Product - Process  
Wednesday, August 19, 2009**

**Introductions and Announcements**

Susan Lorence-Qwest began the meeting with introductions.

**Prior Monthly Meeting Minutes (Attachment A)**

Susan Lorence-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 August Product/Process Meeting.

**Review Active CLEC Originated Change Requests (Attachment C)**

**PC072009-1 Deconsolidating Process for Resale, UNE-P CSRs**

Joyce Bilow-PAETEC said they were requesting a process for submitting orders when they try to deconsolidate CSRs. She said when the customer has migrated and they want to break up their CSR into separate CSRs, they are finding that when they submit the CSR, Qwest is requesting they submit as consolidated. She said they are having systems issues with fatalities on the backend side and orders are in limbo. They are requesting that Qwest create a matrix for the deconsolidated so these orders can be processed in XML.

Susan Lorence-Qwest said a clarification meeting was held on 7/28/09 and asked if there were any other questions. Susan said that we will be being doing further investigation on this CR.

**Review Active Qwest Initiated Change Requests (Attachment D)**

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

Susan Lorence-Qwest said this became effective on 7/23/09 and we would like to close.

Bonnie Johnson-Integra said Qwest implemented this CR over their objection. Bonnie said that they think this violates an order and would close over their objection too.

**PC121608-01 Improvements to CNLA and Mailout Sub categories**

Susan Lorence-Qwest said we will continue to leave this CR open. She said we had hoped to have the history review completed by 8/1/09 but we still have product/process notices we are looking into.

**PC052609-1 Grandfather Radio Carrier Listings**

Susan Lorence-Qwest said the level 4 announced on 7/27/09 with an effective date of 9/10/09.

**PC060509-1 LIS PCAT Changes**

Susan Lorence-Qwest said the level 4 announced on 8/11/09 with an effective date of 9/25/09.

**PC071009-2IGX Elimination of Qwest internal 10 business day Switch Homing Arrangement (SHA) Grace Period to ensure Qwest adherence to industry guideline LERG effective date**

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Susan Lorence-Qwest said the level 4 announced on 7/20/09 and there were no formal comments. The final notice was sent on 8/11/09 with an effective date of 8/26/09.

### **PC072009-2 Eliminate Qwest Connections Guide Program**

Cindy Schwartz-Qwest said we will be eliminating the Qwest Connections Guide Program in all 14 states tariffs with an implementation date of 10/5/09. She said there is currently no retail or wholesale customers and we would like to reduce this from a level 4 to a level 2 notification.

Bonnie Johnson-Integra asked what this program is.

Cindy Schwartz-Qwest said this program was there in mid 2005 and was a trial for residential only marketing program. It allowed the company to provide incentives through realtors and moving and mortgage reps. to market Qwest services to Qwest residential customers.

Susan Lorence-Qwest said we will proceed with a level 2.

### **PC072909-1 Eliminate USOCs in Montana**

Cindy Schwartz-Qwest said we will be eliminating USOC's – TM4 (In Only Trunk- Message Call Option), TM2 (Two Way Trunk-Message Call Option), EQA (Two Way- Network Access Register), EQB (In Only –Network Access Register), and EQC (Out Only-Network Access Register) in Montana. There are currently no Wholesale Customers with these USOCs and are proposing an implementation date of 10/12/09. Cindy said that we would like to reduce this from a level 4 to a level 2 notification.

Bonnie Johnson-Integra asked if there were any wholesale customers with these USOCs.

Cindy Schwartz-Qwest said there are no wholesale customers.

Susan Lorence-Qwest said that we will proceed with a level 2

## **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**

Susan Lorence-Qwest said this issue is associated with a proposed change to section 2.6 of the CMP Document to remove obsolete language. Susan said the CR was presented in June and an adhoc meeting was held in July. In that meeting we proposed some language changes. She said a vote notice was sent out on 8/7/09.

### **PC060909-1CM Update Section 2.6 of the CMP Document to remove obsolete language**

Lynn Stecklein-Qwest said this CR is proposing updates to Section 2.6 of the CMP Document to remove obsolete language that refers to the PID Administration Group which is no longer in existence.

The Redlined Document of the proposed changes can be found in the August Prod/Proc Distribution Package.

A vote of 'Yes' will indicate a preference that Section 2.6 of the CMP Document be updated to remove obsolete language that refers to the PID Administration Group which is no longer in existence.

A vote of 'No' will indicate a preference that Section 2.6 of the CMP Document **not** be updated to remove obsolete language that refers to the PID Administration Group which is no longer in existence.

Quorum is 8 and has been achieved

4 e-mail votes were received - Integra voted no, Velocity voted yes, Action Communications abstained and Qwest voted yes.

Lynn asked for other participants on the call to cast their vote.

Comcast - No

Covad - Yes

PAETEC - No

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TDS - Abstain  
tw telecom - No  
AT&T-No  
Sprint-Yes  
XO- No

Lynn said that Section 2.1 of the CMP Document states that incorporating a change into the Change Management Process requires unanimous agreement using the Voting Process, therefore, this request will not be granted.

### **General CMP Comments:**

None.

### **Walk On Items**

#### **Status and Notification Functionality**

Denise Martinez-Qwest said recently we have seen increased volumes regarding whether notices have been sent and questions about status inquiries. Denise said we are averaging over 1000 calls a month and the average call time is approximately 6 ½ minutes. She said we are trying to clarify that we have some existing processes and re-educate as to what those processes are. There are other options available rather than calling the CSIE and based on the numbers provided there is a lot of time being spent between Qwest and the CLECs on calls where this information could be accessed more quickly via system access. Denise said that we have updated the customer contact section of the PCAT. We are trying to streamline the process to enhance business efficiencies for everyone.

Bonnie Johnson-Integra said she did receive the response from Qwest saying that Qwest will remove the sentence associated with calls to the CSIE regarding the status of jeopardy conditions. She said there is one other sentence 'If the detail is not available you may contact the CSIE' they object to. Bonnie said it indicates that you are required to take these steps before you call and they don't believe is appropriate. Bonnie asked if Qwest could remove or re-word that sentence.

Denise Martinez-Qwest said that we are looking at rewording that sentence. She said that they are always welcome to call the center. We do believe that we are spending a lot of time on both sides of the business that is not necessary because you can get this information so readily. Denise spent time with a sub team reviewing the comments and found that some of the calls were just verifying if notices were sent or with CNR jeopardies where they haven't received the notice.

Bonnie Johnson-Integra said she agreed we should work as efficiently as possible. She said Denise stated they are always welcome to call but that is not what the sentence says. She said if Qwest could reword the sentence because there may be multiple reasons why you want to call. Bonnie said they would not agree to something that says that you can't call before you have completed those steps. Bonnie said this was a level 3 and not a CR because of Integra's comments. Bonnie said that if Qwest rewords that sentence, Integra doesn't have an objection to the rest of the changes.

Denise Martinez-Qwest said that we are looking at rewording to make it acceptable to everyone.

Bonnie Johnson-Qwest said that we need to encourage people to use the process but not that you have to use the process before you can call.

Susan Lorence-Qwest asked if Denise was prepared to talk about the proposed change being considered so that we could move forward with the final notice.

Denise Martinez-Qwest said that we were thinking of changing it to 'If the detail is not in IMA, contact the center'.

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Bonnie Johnson-Integra said they also object to 'If the detail is not in IMA' because you 1<sup>st</sup> have to take these steps before you can call.

Denise Martinez-Qwest said that we will regroup offline.

Susan Lorence-Qwest asked if it would be acceptable to work with Integra on the proposed language since no one else had any comments.

Comcast, Sprint and PAETEC agreed.

Denise Martinez-Qwest said that we have all of this information documented in the IMA user guide and there are links on how to obtain these notices and statuses.

Bonnie Johnson-Integra said that it is beneficial to have it in this PCAT and there is value in having it in the same document.

Julia Redman-Carter-PAETEC said that she will make an effort to let her people know about that process as a reminder to take advantage.

### **PC081709-1 Eliminate One Number Service**

Cindy Schwartze-Qwest said we will be eliminating One Number Service, which is named Wireless Extension in all 14 state tariffs. The USOCs associated with this service are HME and HMP. The proposed implementation date is 10/31/09. Cindy said there are no wholesale customers and would like to reduce this from a level 4 to a level 2 notification.

Julia Redman-Carter-PAETEC asked if this was being grandfathered and if there were any wholesale customers.

Cindy Schwartze-Qwest said this is an elimination and there are no wholesale customers.

Susan Lorence-Qwest said we will move forward with a level 2.

### **COLLO DC Power Overview – PROS.COLL.08.17.09**

Susan Lorence-Qwest said the level 3 is posted to the calendar and is associated with the re-establishment of the rate quote process. Integra requested this as a walk on and we did receive questions from Covad. Susan reviewed the questions and provided a response to each.

1. Per notice, this is an update to an optional process discontinued in 2008. Please provide history as well as URLs that support whether CLECs were engaged...i.e. why was discontinued.

**Qwest Response:** The optional rate quote process was inadvertently discontinued when there was a movement of work at the end of 2008.

2. Please identify whether the quote process will be supported across all States.

**Qwest Response:** This process is supported across all states.

3. Please identify how there is "no operational documentation updates associated with this change in process"? Specifically, what are the updates and how will they be implemented?

**Qwest Response:** This process documented in the business procedure is not being changed; it is simply being re-instated. The rate quote process was temporarily re-established in July 2009 as we worked towards a more permanent solution. The previous solution was more manual and the permanent process will be more mechanical. We hope to have this implemented in the late September timeframe. There may be minor format changes in the Rate Quote report format however all data content and process timing will remain the same.

Liz Balvin-Covad said the quote process was discontinued and struggled with the concept. She asked if this was removed from the website so the CLECs can't access it.

Kathy Payne-Qwest said in 2008 we had some center work movement and that process was missed in the transition from one center to another.

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Kim Isaacs-Integra asked for clarification that the quote documentation process was not updated but when you transferred centers the responsibility was not transferred to anyone at Qwest.

Kathy Payne-Qwest agreed.

Susan Lorence-Qwest said that we never updated or changed the documentation in the DC power business procedure so there is no documentation update. She said the process is still there and the language in the negotiation template is there, we are just re-instating the process. Kathy has been working to determine if there is a more efficient process to use. Susan said the fields should all be there but it may look a little bit different.

Liz Balvin-Covad asked if the center that is going to do this work will follow the documented PCAT procedures.

Kathy Payne-Qwest said that they will follow the business procedures.

Liz Balvin-Covad asked if Qwest had any feel for how the mechanization will work.

Kathy Payne-Qwest said that our expectation is that it will look exactly the same as it does today. Until we get further along in the programming, we won't know if there is any changes in the format, but it does not appear there will be any changes.

Julia Redman-Carter-PAETEC asked if this is just the quote process or did (8/31/09 Comments to minutes received from PAETEC in CAPS) QWEST miss making the measurement.

Kathy Payne-Qwest said it was the quote process itself.

Julia Redman-Carter-PAETEC asked if Qwest was trying to implement this on a permanent basis on what was started back in July.

Kathy Payne-Qwest said it is.

Julia Redman-Carter-PAETEC said when she brought this to Qwest's attention in June, she was told that Qwest missed this internally (8/31/09 Comments to minutes received from PAETEC in CAPS) DUE TO SHIFTING OF RESPONSIBILITIES and QWEST WAS in the process of reviewing IT and would temporarily reinstate it. Julia wanted clarification this is a reinstatement of the current process and asked if this incorporates ANY changes from Qwest's review.

Kathy Payne-Qwest said when this was brought to our attention in July we reinstated the process. She said we are trying to work with IT to mechanize this process and it will be transparent. She said there could be some cosmetic changes in the document but we don't know at this time until we work through the mechanization. We are saying the same thing and will be business as usual.

Julia Redman-Carter-PAETEC said during the period when Qwest was taking measurements and not delivering the quotes, McLeod has not received any quotes from October to present. Julia asked when they would receive those quotes that were missed.

Kathy Payne-Qwest said that we reinstated in July and just received July's documentation. She said those quotes will be sent out as soon as we can get them compiled. She said we aren't going to go back and pick up the quotes for the months we previously met. She said the bills still went out, it was only the quotes that didn't.

Julia Redman-Carter-PAETEC said that Qwest is trying to back bill to October of 2008 and there are no quotes. She said if (8/31/09 Comments to minutes received from PAETEC in CAPS) QWEST IS they are going to be back billed they want to see all the quotes and the rates between that QUOTE CEASE period. Julia said without the information they have no way to do a joint meet to verify the rate because 10 months have passed. She said their position is if they never received the information they have no way to go back and verify with a joint meet if the USAGE IS correct.

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Kathy Payne-Qwest said if there are some inconsistencies from month to month, we can provide the back quotes and follow the normal dispute process.

Julia Redman-Carter-PAETEC said that per the ICA, if they get a rate quote that says your power usage went (8/31/09 Comments to minutes received from PAETEC in CAPS) UP, FOR EXAMPLE, from 60 amps to 120 amps and they didn't make any changes to justify an increase in power, they will ask for a joint meet right away. She said if INDEED it has gone up to 120 amps they will pay it but they need TO figure out why the huge increase. She said they have no quotes FOR THE LAST 10 MONTHS and had no chance to do a JOINT meet to challenge rates, usage and back bills. The point of the amendment is they should have control on THE measurements are being taken and that is not happening. She said the mechanization is great going forward but is putting them in a position of 10 months of back billing WHICH JUST APPEARED ON THIS BILL Julia asked how this is going to work if they don't get information or quotes. SHE said they want some method to protect them.

Susan Lorence-Qwest said that she did check with Kathy Battles (Qwest Service Manager) and found there one particular site with this issue..

Julia Redman-Carter-PAETEC said that is the case with the back billing, but this has already come up twice which is why she brought it to Qwest's attention the 1<sup>st</sup> time. She does not want to keep repeating what she calls the quote cease period and having to go back and doing disputes. The purpose of the amendment was to protect (8/31/09 Comments to minutes received from PAETEC in CAPS) AGAINST COSTLY DISPUTES it and asked why she had to keep disputing issues THAT AROSE DURING over the quote CEASE period when she doesn't have INFORMATION. She said going forward, she wants to make sure they are not held to HIGHER USAGE AMOUNTS if they don't get THE QUOTES AND THE OPPORTUNITY to do the joint meet.

Susan Lorence-Qwest said that some of these issues are more company specific. Susan said that reinstating the process is the CMP part of it. She said working through the interim period where the information wasn't provided, we are asking each company to work with their service manager specifically if there are concerns around the difference between what the quote would have been and what is on the bill. She said there aren't a large number of CLECs that go through this process.

Julia Redman-Carter-PAETEC said that for this situation they can work with their service manager. She said she still wants something addressed in the mechanized process if the (8/31/09 Comments to minutes received from PAETEC in CAPS) QUOTE is not provided in a timely manner. Julia they don't want to be disputing this every time and they are CONCERNED THAT THEY ARE not going to have a person to call anymore.

Susan Lorence-Qwest said clarified that because the process is being mechanized, it doesn't mean they won't have someone to talk to and they can still talk to their service manager.

Kathy Battles-Qwest said that is what they should do.

Julia Redman-Carter-PAETEC asked if the process goes down and they don't have the mechanized quotes or measurements, will Qwest provide that information manually.

Susan Lorence-Qwest said there will still be people involved behind the scenes and if there are any questions the service manager will be the 1<sup>st</sup> point of contact.

Julia Redman-Carter-PAETEC said that they will take a closer look and put it in their comments.

Kathy Battles-Qwest said in the past when we've had quotes that have been disputed, we have done a joint meet even though it wasn't timely. She said we readdressed the back billing, i.e., if there was any error in the metering, we would get it corrected based on the joint meet and if there no error and we jointly agreed it would stand. She said that part of the process is not going to be any different. This particular situation PAETEC brought to her attention needs to be investigated and she wants to get all the facts. She said not to hesitate to call her at anytime.

Liz Balvin-Covad said that she wanted to recommend that the CLEC have the ability to review and provide input on the mechanization of the process. Liz asked if Qwest was going to issue something for the CLECs to review.

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Susan Lorence-Qwest said that we are putting the same process in place and all we are doing is mechanizing the quote.

Kathy Payne-Qwest agreed and that it should look no different to the CLECs.

Julia Redman-Carter verified that this isn't something they will have to look for on a website etc.

Kathy Payne-Qwest said no, this will be something behind the scenes to be more efficient.

Susan Lorence-Qwest said we aren't putting something on the web and there is no interaction. She said it is same rate quote and it is behind the scene with the same timeliness, format and received the same way you have in the past.

Loriann Burke-XO clarified that the measurement was done and the bills were sent out during this period. It was only the quote that was not sent and asked if there would be any chance for back billing if the bills had already gone out.

Kathy Payne-Qwest said there shouldn't be unless there was an equipment problem.

Kathy Battles-Qwest said that is why she needed to review this particular situation because she didn't understand why it was back billing.

Lorianne Burke-XO said that in general everyone is not going to be back billed.

Kathy Battles-Qwest said no the process should remain the same. She said they are billed for a 6 month period and twice a year you are monitored. Kathy said this is an odd situation.

### **ALJ Decision in Minnesota**

Liz Balvin-Covad said there is an ALJ decision in Minnesota with an order pending. Liz said while reviewing the technical publications there was a question as to whether a change request was to be issued so that implementation of the results of the order were collaborated between Qwest and CLECs. Liz said that she anticipates it would be a regulatory change and asked if that was something that Qwest had considered. Liz said if not, she asked that Qwest consider this so they have input.

Julia Redman-Carter-PAETEC said they agreed with Covad.

Susan Lorence-Qwest said we don't have the right people on the call but we will look into this, put it in the notes and identify next steps.

The August Product Process CMP Meeting was adjourned.