

Open Product/Process CR PC100101-5ES Detail

Title: Clarification of Additional Testing Process

CR Number	Current Status Date	Area Impacted	Products Impacted
PC100101-5ES	Completed 7/12/2002	Repair	EEL, UDIT, Unbundled Loop

Originator: Smith, Debra

Originator Company Name: Qwest Corporation

Owner: Augustson, Cathy

Director: Aesquivel III, Frederick

CR PM: Martin, Ric

Description Of Change

Currently, CLECs' are responsible for testing UNE's prior to submitting a trouble report to Qwest. CLECs' are to provide test diagnostics including specific evidence that the trouble is in the Qwest Network along with the associated Qwest circuit identification number. If the CLEC elects not to perform the necessary UNE testing, Qwest will offer to do such testing on CLECs' behalf. If such testing is requested by the CLEC, Qwest will perform the additional testing and bill the CLEC the appropriate charges that are in their Interconnection agreement.

If the CLEC does not provide test diagnostics and elects not to have Qwest perform additional testing on their behalf, Qwest will not accept a trouble report. Additional Charges may apply when the testing determines the trouble is beyond the Loop Demarcation Point

This additional testing option is available on the Unbundled Loop Product Suite, Unbundled Dedicated Transport (UDIT), Enhanced Extended Loop (EEL) and Loop Mux.

Status History

Date	Action	Description
10/1/2001		CMP receives CR from Deb Smith, Qwest (Subject Matter Expert (SME))
10/1/2001		CMP CR status changed to 'Submitted.'
10/1/2001		CMP forwards updated CR to Deb Smith, Qwest.
10/17/2001		CMP Meeting: Qwest introduced "Description of Change" and agreed to provide detailed package for CLEC review. Walk through meeting to be scheduled by Qwest in the late October/early November 2001 time frame.
10/26/2001		Notification forwarded to the CLEC community regarding presentation of CR in the 10/31/01 CMP Re-Design Meeting.
10/31/2001		CR presented to the participating CLECs at the CMP Re-Design Meeting. CLECs were requested to provide comments.

11/8/2001		Qwest Notification (Document No. PROD.11.08.R.00197.Mtce&Repair Language; Subject: Update to Product Information on Maintenance and Repair Language within EEL, UDIT, LMC and Unbundled Loop General) transmitted to CLEC community.
11/8/2001		PCAT Documents posted to the Qwest Wholesale CMP Document Review WEB page [http://www.qwest.com/wholesale/cmp/review.html]. Comments from CLEC community due in 15 calendar days (11/23/01), as stated in "Interim External Change Management Process for Qwest Initiated Product/Process Changes, Version 6, 11/26/01."
11/12/2001		Qwest and Eschelon personnel met to review the information shared in the 10/31/01 CMP Re-Design meeting and to answer additional questions.
11/13/2001		Notification prepared for transmittal to CLEC community regarding follow-up meeting scheduled for 11/26/01.
11/14/2001		CMP Meeting - Qwest advised CLEC community that PCAT documents currently are available for comment.
11/24/2001		No comments were received from the CLEC community regarding PCAT documents posted to the Qwest Wholesale CMP Document Review WEB page.
11/26/2001		Qwest conducted a follow-up meeting with the CLEC community to discuss any technical issues with the CR (primarily operational and testing issues). Responses to questions were prepared for posting on the Qwest Wholesale WEB page.
11/28/2001		Questions & Answers for Additional Testing 11/26/01 document posted to Qwest Wholesale WEB page [http://www.qwest.com/wholesale/cmp/changerequest.html].
11/28/2001		"Additional Testing Process Document - 11/09/01" and "Additional Testing Process Presentation - 11/09/01" posted to Qwest Wholesale WEB page [http://www.qwest.com/wholesale/cmp/changerequest.html]. These documents were previously posted in the Qwest Wholesale CMP Re-Design WEB page [http://www.qwest.com/wholesale/cmp/redesign.html].
11/30/2001		Qwest IT Wholesale Communicator, November 30, 2001, Document No. SYST.11.30.01.F.02444_CEMR_UG_Update, CEMR User's Guide Update prepared for transmittal to Qwest Wholesale Customers
12/5/2001		Formal Escalation received from Eschelon regarding implementation of CR.
12/6/2001		Qwest response sent acknowledging receipt of Formal Escalation from Eschelon (PC100101-5-E01).
12/7/2001		KMC Telecom notified Qwest to participate in the formal escalation initiated by Eschelon.

12/7/2001	Qwest publishes "QWEST - INTERNAL NOTIFICATION; Announcement Date: December 7, 2001; Effective Date: December 21, 2001; Document Number: I.PROD.12.07.01.F.00603.Pending-_ULL_EEL_LMC_UDIT; Notification Category: Product Notification; Target Audience: CLECs, Resellers; Subject: Pending Updates to Unbundled Local Loop General, EEL, LMC and UDIT Product Catalogs; Change Request Number: CR PC100101-5" for distribution to CLEC community. Notice indicates an effective date of subject updates as December 21, 2001. A fifteen-(15) day notice is provided to the CLEC community.
12/12/2001	CMP Meeting - Qwest advises CLEC community that a formal escalation has been received & that a formal escalation response is forthcoming.
12/13/2001	Qwest transmitted formal escalation response (via e-mail) to the originating CLECs (i.e., Eschelon Telcom, Inc., Covad Communications, and Allegiance Telecom Inc.) [response posted in Qwest Wholesale CMP WEB page; http://qwest.com/wholesale/cmp/escalations.html].
12/21/2001	Eschelon reply received responding to the Qwest formal escalation response (dated 12/13/01) [reply posted in Qwest Wholesale CMP WEB page; http://qwest.com/wholesale/cmp/escalations.html].
1/16/2002	CMP Meeting - Qwest provided status update indicating that CR is in "Escalated" status, and that Qwest is reviewing Eschelon reply (received 12/21/01).
2/20/2002	Qwest provided status update. CR remains in "Escalated" status. Meeting discussions will be set forth in the Product/Process Draft Meeting Minutes contained in the Product/Process CMP Meeting Distribution Package (03/20/02).
3/20/2002	CMP Meeting - Qwest advised that the CR was still in an Escalated status. Meeting discussions will be set forth in the Product/Process Meeting Minutes to be posted on the CMP Web site.
4/17/2002	CMP Meeting - Qwest advised that the CR was still in an Escalated status.
5/15/2002	CMP Meeting - Qwest advised that the CR was still in an Escalated status. CLECs next step would be to go to Dispute Resolution.
6/19/2002	CMP Meeting - Qwest advised that the CR was still in an Escalated status.
7/8/2002	Per the agreement reached with the CLECs in Junes Product and Process CMP meeting, regarding escalated status this CR will carry the appropriate status prior to the escalation

Project Meetings

10/31/01 - CR presented to the participating CLECs at the CMP Redesign Session. Meeting minutes to be incorporated when posted to Wholesale CMP Re-Design WEB page [<http://www.qwest.com/wholesale/cmp/redesign.html>].

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