

**Qwest Service Center and Manager Roles in Relation to CMP – Revised 06-06-02**

As discussed in Section 1.0 of the Qwest Wholesale Change Management Process Document, the purpose of the Qwest Wholesale CMP is to afford Qwest and the CLECs a way of changing, retiring, or providing development input for a Qwest OSS interface, product, or process. The CMP is not a forum to resolve isolated issues or CLEC problems that do not involve a change to the way Qwest does business. The CLEC/Qwest Interconnection Agreement may contain applicable procedures and if so this document will not supercede the Interconnection Agreement. CLECs should pursue resolution of all problems of this nature through the informative materials Qwest provides to the CLECs (e.g., Qwest web sites, Product Catalogues (PCATs), and Technical Publications) and through Qwest's Service Centers and Service Managers, as described below. CLECs should contact their assigned Sales Executive when they want to submit an initial product idea, qualify a new opportunity, and ask questions regarding their contract pricing or want to negotiate contract amendments.

When a Service Manager becomes aware of an issue that should become a CMP change, he/she should contact the appropriate product manager, process specialist, and other Qwest SMEs as appropriate who will address the issue in accordance with the CMP.

- Requests for Information - If a CLEC requires information that cannot be found in the appropriate website, PCAT or Technical Publication, the CLEC should contact its Service Manager. The Service manager will contact the Sales Executive to obtain the information if necessary. If the Service Manager is unable to resolve the problem or provide the requested information to the CLEC's satisfaction the CLEC should escalate the problem through the Service Management Escalation Process (<http://www.qwest.com/wholesale/clecs/exesscover.html>).
- Systems Problems - If a CLEC encounters a systems problem, the CLEC should first contact the Wholesale Services Help Desk (WSHD). If the WSHD is unable to resolve the problem or provide the requested information to the CLEC's satisfaction the CLEC should invoke the escalation process detailed in the Qwest-CLEC Technical Issues Escalation document (<http://www.qwest.com/wholesale/systems/generalinfo.html>).
- Service Order Problems - If a CLEC encounters a problem with service orders, the CLEC should first contact the Qwest Interconnect Services Center (ISC) Help Desk. If the ISC Help Desk is unable to resolve the problem or provide the requested information to the CLEC's satisfaction the CLEC should escalate through the ISC Help Desk. If the center escalation does not resolve the problem to the CLEC's satisfaction the CLEC should contact the CLEC's designated Service Manager.
- Billing Problems – If a CLEC encounters a billing problem the CLEC should first contact its designated Qwest Billing Representative. If the Billing Representative is unable to resolve the problem or provide the requested information to the CLEC's satisfaction then the CLEC should escalate through each level of the Qwest billing management organization. Questions concerning the application of the CLEC/Qwest ICA are considered compliance issues.

- Compliance Issues – If a CLEC encounters contract compliance issues, the CLEC should contact its Service Manager. If the Service Manager is unable to resolve the problem or provide the requested information to the CLEC's satisfaction the CLEC should escalate the issue through the Service Management Escalation Process (<http://www.qwest.com/wholesale/clecs/exesscover.html> ).
- Network Repair Problems – If a CLEC encounters a network repair problem, the CLEC should contact the Network Repair Center. If the CLEC is not satisfied with the Network Repair Center's solution the CLEC should escalate through the Network Repair Center as outlined on the Qwest Business Procedures - Maintenance and Repair Web site, <http://www.qwest.com/wholesale/clecs/maintenance.html>. If, after escalation, the Network Repair Center is unable to resolve the problem or provide the requested information to the CLEC's satisfaction the CLEC should contact its designated Service Manager.
- Product Information - If a CLEC requires product information that cannot be found in the appropriate website or PCAT, the CLEC should contact its designated Service Manager. If the Service Manager is unable to resolve the problem or provide the requested information to the CLEC's satisfaction the CLEC should escalate the problem through the Service Management Escalation Process (<http://www.qwest.com/wholesale/clecs/exesscover.html> ).
- Chronic Performance Issues – If a CLEC encounters chronic poor performance from a Qwest division or employee the CLEC should contact its Service Manager. If the Service Manager is unable to resolve the problem or provide the requested information to the CLEC's satisfaction the CLEC should escalate the problem through the Service Management Escalation Process (<http://www.qwest.com/wholesale/clecs/exesscover.html> ).
- Isolated Personnel Performance Issues - If a CLEC encounters isolated poor performance by a Qwest employee the CLEC should contact the applicable service center. If the applicable service center is unable to resolve the problem or provide the requested information to the CLEC's satisfaction the CLEC should escalate through the Service Management Escalation Process (<http://www.qwest.com/wholesale/clecs/exesscover.html> ).

In all above instances the reporting CLEC should be prepared to discuss the specific details and examples of the issue and all informative documentation researched. Qwest will conduct a root cause analysis of the examples of the problem, and provide its analysis to the reporting CLEC in a timely manner.