

This exhibit contains documents available on Qwest's website at the following URLs:

CR PC013007-3 Detail

http://www.qwest.com/wholesale/cmp/archive/CR_PC013007-3.htm

PROS.03.22.07.F.04584.P_and_I_CFA_Slot_Chng – Notice of redlined PCAT and request for comments

<http://www.qwest.com/wholesale/cnla/uploads/PROS%2E03%2E22%2E07%2EF%2E04584%2EP%5Fand%5FI%5FCFA%5FSlot%5FChng%2Edoc>

Redlined Provisioning and Installation Overview V100.0 (excerpt)

http://www.qwest.com/wholesale/downloads/2007/070321/PCAT_Provisioning_and_Installation_V100_0.doc

PROS.03.22.07.F.04584.P_and_I_CFA_Slot_Chng – Eschelon comments and Qwest response

http://www.qwest.com/wholesale/downloads/2007/070413/Resp_to_Cmmnts_PROS_04_16_07_F_04627_FNL_P_and_I_Verbal_CFA.doc

Open Product/Process CR PC013007-3 Detail

Title: Verbal Supp for CFA Change on Due Date

CR Number	Current Status Date	Area Impacted	Products Impacted
PC013007-3	Completed 5/18/2007	Prov & Installation PCAT	Unbundled Loop

Originator: Ocken, Kathy

Originator Company Name: Qwest Corporation

Owner: Buckmaster, Cindy

Director: Huff, Loretta

CR PM: Stecklein, Lynn

Description Of Change

Process Change to the Provisioning and Installation Overview PCAT language for the existing PIA value of 10 to add the following: Prior to placing a service request, it is the CLEC responsibility to ensure the CFA is working. If it is determined on Due Date that CFA does not work, Qwest will perform additional testing with the CLEC one time. If the CLEC requests the CFA be changed, it is the responsibility of the CLEC to make sure the new CFA works. Qwest will accept only one verbal CFA change on the Due Date. If the new CFA fails to work, Qwest will place the order in jeopardy status (customer jeopardy). No further action will be taken on Qwest's part until Qwest receives a valid supplemental request to change the Due Date and the CFA (if applicable). Additional charges may apply.

Status History

Date	Action	Description
5/2/2007	Status Changed	Status changed to CLEC Test
5/16/2007	Discussed at Monthly CMP Meeting	Discussed at the May CMP Meeting - See Attachment D in the Distribution Package
1/30/2007	CR Submitted	
1/30/2007	CR Acknowledged	
5/16/2007	Status Changed	Status changed to Completed
2/21/2007	Discussed at Monthly CMP Meeting	Discussed at the February CMP Product/Process Meeting - See Attachment C in the Distribution Package
3/1/2007	Status Changed	Status changed to Presented
3/21/2007	Status Changed	Status changed to Development
3/21/2007	Discussed at Monthly CMP Meeting	Discussed at the March Product/Process CMP Meeting - See Attachment D in the Distribution Package

	Meeting	
4/3/2007	Communicator Issued	PROS.03.22.07.F.04584.P_and_I_CFA_Slot_Chng
4/18/2007	Discussed at Monthly CMP Meeting	Discussed at the April Product/Process CMP Meeting - See Attachment D in the Distribution Package
4/27/2007	Communicator Issued	PROS.04.16.07.F.04627.FNL_P_and_I_Verbal_CFA

Project Meetings

5/16/07 Product/Process CMP Meeting

Mark Coyne-Qwest stated that the notice for this CR was sent on March 22nd and was effective on May 1st. Mark then asked for closure of the CR and noted that it is currently in CLEC Test. There were no objections to the closure of the CR.

4/21/07 Product/Process CMP Meeting

Mark Coyne-Qwest stated that a notification was sent on 4/6/07 and the final notice on 4/16/07. He said that this CR will become effective on 5/1/07.

3/21/07 Product/Process CMP Meeting

Mark Coyne-Qwest stated that this CR was presented in February and that a Level 4 notice will be sent on 3/22/07 and will be effective 5/1/07

2/21/07 Product/Process CMP Meeting

Lynn Stecklein-Qwest stated in October of 2006, Qwest proposed language to the Provisioning and Installation Overview which was intended to remind CLECs to check their CFAs before assigning them and to clarify that only one verbal supplement for CFA slot change was to be accepted on the Due Date. She said that in discussion with the CLEC community at the October Monthly CMP Meeting, this language was not adopted. She said that instead it was agreed that a MCC would be distributed internally and externally to reiterate the current process. Lynn stated that Eschelon requested that Qwest retract the MCC because this was a change in process and that a Level 4 should be submitted. Lynn reviewed the description of change: This CR is a process change to the Provisioning and Installation Overview PCAT language for the existing PIA value of 10 to add the following: Prior to placing a service request, it is the CLEC responsibility to ensure the CFA is working. If it is determined on the Due Date that the CFA does not work, Qwest will perform additional testing with the CLEC one time. If the CLEC requests the CFA be changed, it is the responsibility of the CLEC to make sure the new CFA works. Qwest will accept only one verbal CFA change on the Due Date. If the new CFA fails to work, Qwest will place the order in a customer jeopardy status. No further action will be taken on Qwest's part until Qwest receives a valid supplemental request to change the Due Date and the CFA (If applicable). Bonnie Johnson-Eschelon asked for further definition around Qwest performing additional testing one time. She said that specifically her question is that the additional testing issue has been brought forward multiple times before. She said that in those instances it is not the CFA, but the problem is on the Qwest side. She asked if the additional testing means that it would not be a Qwest issue. Lynn Stecklein-Qwest stated that she will contact the SME and provide the response to Bonnie and also include in the minutes.

February 23, 2007 Response Emailed to Bonnie Johnson-Eschelon: This is in response to your question on PC013007-3 -Verbal Supp for CFA Change on the Due Date (DD). The purpose of this CR is to identify that Qwest will not accept more than one verbal CFA change on the DD. Additional testing is always available to a CLEC as long as it is in their contract. Additional Testing will be available on an install if it is in

their contract. That testing will occur each and every time it is requested. If it is determined during testing that the problem is on the Qwest side, additional testing would not apply.

February 23, 2007 Emailed Response Received from Bonnie Johnson-Eschelon: Eschelon disagrees. As I have said before, Eschelon should not have to pay additional installation costs so Qwest can find and fix their problems. Please also include my response.

[<Back](#)



Announcement Date: March 22, 2007
Proposed Effective Date: May 01, 2007
Document Number: PROS.03.22.07.F.04584.P_and_I_CFA_Slot_Chng
Notification Category: Process Notification
Target Audience: CLECs, Resellers
Subject: CMP - Provisioning and Installation Overview - V100.0
Level of Change: Level 4
Associated CR Number or System Release Number: Qwest CR PC013007-3

Summary of Change:

On March 22, 2007, Qwest will post planned updates to its Wholesale Product Catalog that include new/revised documentation for Provisioning and Installation Overview. These will be posted to the Qwest Wholesale Document Review Site located at <http://www.qwest.com/wholesale/cmp/review.html>

Updates are associated with limiting the availability, applicability or functionality of an existing process to the verbal supplements for CFA slot changed on the due date. In the Provisioning Points of Interface section under Provider Initiated Activity (PIA), Qwest will be providing additional language which describes the Qwest and CLEC responsibilities for CFA or slot changes.

The documentation updates are associated with Qwest CR # PC013007-3. Further information about this Change Request is available on the Wholesale Web site at URL <http://www.qwest.com/wholesale/cmp/changerequest.html>.

Current operational documentation for this product or business procedure is found on the Qwest Wholesale Web Site at this URL: <http://www.qwest.com/wholesale/clecs/provisioning.html>

Comment Cycle:

CLEC customers are encouraged to review these proposed changes and provide comment at any time during the 15-day review period. Qwest will have up to 15 days following the close of the comment review to respond to any CLEC comments. This response will be included as part of the final notification. Qwest will not implement the change sooner than 15 days following the final notification.

Qwest provides an electronic means for CLEC customers to comment on proposed changes. The Document Review Web Site provides a list of all documents that are in the review stage, the process for CLECs to use to comment on documents, the submit comment link, and links to current documentation and past review documents. The Document Review Web Site is found at <http://www.qwest.com/wholesale/cmp/review.html>. Fill in all required fields and be sure to reference the Notification Number listed above.

Timeline:

Planned Updates Posted to	Available March 22, 2007
---------------------------	--------------------------

Document Review Site	
CLEC Comment Cycle on Documentation Begins	Beginning March 23, 2007
CLEC Comment Cycle Ends	5:00 PM, MT April 06, 2007
Qwest Response to CLEC Comments (if applicable)	Available April 16, 2007 http://www.qwest.com/wholesale/cmp/review_archive.html
Proposed Effective Date	May 01, 2007

If you have any questions on this subject, please submit comments through the following link:
<http://www.qwest.com/wholesale/cmp/comment.html>.

Sincerely

Qwest Corporation

Note: In cases of conflict between the changes implemented through this notification and any CLEC interconnection agreement (whether based on the Qwest SGAT or not), the rates, terms and conditions of such interconnection agreement shall prevail as between Qwest and the CLEC party to such interconnection agreement.

The Qwest Wholesale Web Site provides a comprehensive catalog of detailed information on Qwest products and services including specific descriptions on doing business with Qwest. All information provided on the site describes current activities and process. Prior to any modifications to existing activities or processes described on the web site, wholesale customers will receive written notification announcing the upcoming change.

If you would like to unsubscribe to mailouts please go to the "Subscribe/Unsubscribe" web site and follow the unsubscribe instructions. The site is located at:

<http://www.qwest.com/wholesale/notices/cnla/maillist.html>

Provisioning and Installation Overview – ~~V99.0~~V100.0

[History Log](#) (Link blue text to: [Replace Existing Download With Attached History Log](#))

Description

Provisioning and installing Unbundled Network Elements (UNEs), Resale, and Interconnection products and services require that we each perform various tasks throughout the provisioning and installation cycle. While many of these tasks are unique to individual products and services, as defined in [Wholesale Products and Services](#) documentation, some are constant regardless of the products or services ordered. This document depicts those tasks Qwest commonly performs (such as: issuance/processing of Firm Order Confirmations (FOCs), Pending Service Order Notice(s) (PSONs), Jeopardies, Design Layout Reports/Records (DLR), installation and dispatching, Loss Notifications, Completion Notifications (CNs), and Loss and Completion Reports) during the provisioning and installation of Qwest's Wholesale Products and Services.

Availability

UNE, Resale, and Interconnection products and services are available throughout [Qwest's 14-state local service territory](#) (Link blue text to: <http://www.qwest.com/wholesale/pcat/territory.html>) based on your Qwest Interconnection Agreement. Qwest provides access to existing network elements and facilities when no construction is required and will perform minor modifications (such as running a jumper or clearing a defective pair) to allow you access.

Technical Publications

Complying with Industry Standard Performance and Acceptance Testing, Qwest provisions UNE, Resale, and Interconnection products and services in accordance with Industry specifications, interfaces and parameters. These are described in the appropriate Technical Reference Publications in Qwest's [Technical Publications](#). (Link blue text to: <http://www.qwest.com/techpub/>) For product specific performance and acceptance testing requirements, refer to the web pages for individual [Wholesale Products and Services](#). (Link blue text to: <http://www.qwest.com/wholesale/pcat/index.html>)

[Back to Top](#)

Pricing

Rates

Rates and/or applicable discounts are available in Exhibit A or the specific rate sheet in your Interconnection or Resale Agreement.

Tariffs, Regulations, and Policy

Regulations and policies impacting individual products and services are defined within each product and service found in the Qwest [Wholesale Products and Services](#) web pages. (Link blue text to: <http://www.qwest.com/wholesale/pcat/index.html>)

When you submit a request for Enhanced Extended Loop (EEL), Loop Multiplexer (MUX) Combination (LMC), Sub-Loop (except Shared Distribution Loop), Unbundled Local Loop product family, Unbundled Network Element – Switching (UBS), Unbundled Dark Fiber (UDF), Unbundled Dedicated Interoffice Transport (UDIT) and Unbundled Network Elements-Platform (UNE-P) product family the standard assignment and/or design process will be followed in its entirety. The standard assignment process may

- Individual Case Base (ICB) intervals due to the quantity or type of services or specialized arrangements as listed in state and FCC tariffs
- An independent company's services are involved and Qwest is not the controlling provider
- A premises visit determined by the availability of you or your end-user

Contact your Qwest Service Manager to obtain assistance negotiating intervals. Coordination of premises visits are handled as necessary during the normal provisioning and installation processes.

Provider Initiated Activity (PIA)

The PIA is used to communicate changes Qwest made on the service order that are different from what was requested on the original LSR. These changes are a result of two different conditions:

1. Changes that occurred as a result of a verbal directive from you.
2. Changes due to processing requirements within Qwest.

When the PIA field is marked, the Remarks section of the FOC contains text indicating any deviations from the original request. The following matrix outlines the PIA Reason, PIA values that are available, and a description of when those values are used. LSRs can have multiple PIA values shown on the FOC if more than one condition exists that needs to be communicated to you.

PIA Reason	PIA Value	Description
Exchange Carrier Circuit (ECCKT)	1	Used when: <ul style="list-style-type: none"> • Qwest changes the Circuit Identification (CKTID) on a subsequent FOC from what was provided on the original FOC • The ECCKT on the LSR needs to be reformatted so it can be processed in the Qwest Service Order Processor (SOP) • On a change of loop type, the ECCKT on the FOC will provide the new ECCKT. The ECCKT on the LSR contains the existing ECCKT. The ECCKT on the FOC is the new ECCKT
Verbal Due Date Change Request by you	18	Used when: <ul style="list-style-type: none"> • On the Due Date you called and requested a verbal due date change • Due to system limitations a Supp Type 2 could not be issued and a verbal supplement was accepted <p>NOTE: Qwest preference is a supplement via IMA/Electronic Data Interface (XML)/Fax Gateway). This is an exception handling situation.</p>
Due Date Change by Qwest	2	Used when: <ul style="list-style-type: none"> • Desired Due Date (DDD) on the LSR was shorter than standard interval. Qwest will provide the new DD on the FOC for each applicable LSR version • DDD on the LSR was an invalid DD such as a Sunday or Holiday • When a dispatch was required and the requested DDD on the LSR was not available • When the DDD on the LSR is changed as a result of a

		<p>Delayed Order Condition</p> <ul style="list-style-type: none"> When a Supp Type 3 was submitted where the original DDD on the LSR must be changed (i.e., supp to change from coordinated to basic install requires new standard interval or address changes on Supp Type 3 and DD must be changed)
Other 1	4	<p>Used when:</p> <ul style="list-style-type: none"> No other PIA value is appropriate, i.e., unexpected situations with release activity when manual changes are required Low occurrences of a particular situation do not warrant an individual PIA value, i.e., original FOC did not contain the voice mail retrieval number and a subsequent FOC was issued with the required information or when an subsequent FOC is issued releasing a LSR from a delayed order condition and Qwest is able to meet the original due date A new situation is identified and a new PIA value is not yet available in IMA
Other 2	16	Used where multiple "Other" situations exist. A separate PIA value of Other 1, Other 2, and/or Other 3 are used for each condition
Other 3	17	Used where multiple "Other" situations exist. A separate PIA value of Other 1, Other 2, and/or Other 3 are used for each condition
Service Order Number Change	5	<p>Used when:</p> <ul style="list-style-type: none"> A subsequent FOC is sent advising you that the service order number(s) previously provided on the earlier FOC has changed A change in the Related Purchase Order Number (RPON) or Related Order number was needed on a subsequent FOC
Route Index (RTI) change	6	Used on a subsequent FOC if the information provided on the original FOC was changed (i.e., on New activity the Route Index (RTI) previously provided was changed)
Change to TERS/HID and/or TLI	7	Used on a sub-sequent FOC if the information provided on the original FOC was changed (i.e., on New activity the Telephone Line Identification (TLI) or Terminal (TER) number on the original FOC had a typographical error and was later corrected)
Telephone Number Change	9	<p>Used when:</p> <ul style="list-style-type: none"> During processing of a LSR Qwest determines that the Telephone Number (TN) entered on the LSR is not available. Qwest will provide the new TN on the FOC A typographical error on the original FOC was identified. The correct TN will be provided on a subsequent FOC
Verbal supplement for CFA slot change on the Due Date	10	<p>On the due date the Carrier Facility Assignment (CFA) provided on the LSR needs to be changed and the supplement is not sent prior to order completion</p> <p><u>NOTE: For CFA or slot changes, it is the CLEC responsibility to provide Qwest with a new CFA that will work. Qwest will only accept one verbal CFA change on the due date. If that CFA fails to work, Qwest will place the order in (customer) jeopardy. No further</u></p>

		<u>action will be taken on Qwest's part until Qwest receives a valid supplemental request to change the due date and the CFA (if applicable). Additional charges may apply.</u>
Dispatch Entry not valid	11	Used when: <ul style="list-style-type: none"> The dispatch information on the LSR was invalid, i.e., an invalid appointment reservation was received and Qwest scheduled a new appointment through Appointment Scheduler The LSR requests a dispatch, but a dispatch is not required for provisioning and you have not indicated in the remarks to Tag the Demarcation, Qwest will ignore the dispatch request
AN (SBN/BTN/MAN) Change	12	Used when: <ul style="list-style-type: none"> LSRs with Requisition Type of CB (Local Number Portability (LNP)) and BB (Unbundled Local Loop/LNP) that have the ported TN in the Account Number (AN) field instead of the main AN field on the LSR, Qwest processes the order (porting the requested TN) using the main AN and provides the correct AN on the FOC A LSR requesting a change or conversion from a Centrex account to a Plain Old Telephone Service (POTS) (Resale or UNE-P) account, the FOC will reflect the new POTS AN LSRs requesting a Loop type change and the Billing Telephone Number (BTN) changes. The AN on the FOC reflects the new AN
BAN Change	13	The Summary Billing Account Number (BAN) is incorrect on the LSR and Qwest provides the correct BAN information on the original FOC

NOTE: A subsequent FOC referred to in the above table is an additional FOC that is sent to you on a particular version of a LSR after the original FOC was submitted. It is not a FOC that is submitted as a result of a supplemental request.

Jeopardy Notifications

A jeopardy, caused by either you or Qwest, endangers completing provisioning and/or installation processes and impacts meeting the scheduled due date of your service request. Examples of jeopardy conditions are Customer Not Ready, No Facilities Available, or in the case of an LSR, when an error is identified on your LSR after a FOC has been sent. When your service request is in jeopardy, Qwest notifies you via a status update, email, Jeopardy Notification, telephone call, and/or a FOC. The purpose of the jeopardy notification process is to identify jeopardy conditions to you that impact meeting the scheduled due date of your service requests. The sequence of sending a jeopardy notification and/or a FOC may change depending on when the facility condition is identified.

Local Service Request (LSR)

Jeopardy Resolution Responsibilities

Depending upon the type of service, Non-Designed (POTS) or Designed, jeopardy codes are formatted as follows:

- Jeopardy codes for Non-Designed (POTS) services are one alpha and one alphanumeric character.

Qwest Response to Document In Review

Response Date: April 16, 2007

Document: Process: CMP - Provisioning and Installation Overview - V100.0

Original Notification Date: March 22, 2007

Notification Number: PROS.03.22.07.F.04584.P_and_I_CFA_Slot_Chng

Category of Change: Level 4

Qwest recently posted proposed updates to CMP - Provisioning and Installation Overview - V100.0 CLECs were invited to provide comments to these proposed changes during a Document Review period from March 23, 2007 through April 06, 2007. The information listed below is Qwest's Response to CLEC comments provided during the review/comment cycle.

Resources:

Customer Notice Archive <http://www.qwest.com/wholesale/cnla/>

Document Review Site <http://www.qwest.com/wholesale/cmp/review.html>

If you have any questions on this subject or there are further details required, please contact Qwest's Change Management Manager at cmpcomm@qwest.com.

Qwest Response to Process **CMP - Provisioning and Installation Overview - V100.0** Comments

#	Page/Section	CLEC Comment	Qwest Response
1		<p><i>Eschelon April 06, 2006 Comment: Comment: Eschelon objects to Qwest's notice PROS.03.22.07.F.04584.P_and_I_CFA_Slot_Chng for a number of reasons.</i></p> <p><i>Eschelon objects to Qwest characterizing this notice as an Interconnection Notice. Eschelon's ICA contains specific provisions for Qwest Interconnection notices. Qwest has not followed the process in Eschelon's interconnection agreement.</i></p> <p><i>Eschelon objects to Qwest's red lined language regarding "additional charges." Rates are outside the scope of CMP and therefore Qwest cannot implement rate changes by</i></p>	<p>This notice follows the required CMP notification process and is not intended to represent a change in Eschelons Interconnection Agreement.</p> <p>Qwest agrees that rates are outside the scope of CMP. This documentation update is not associated with actual rate updates or a change in how rates are applied. Charges associated with design changes such as CFA changes</p>

		<p><i>adding language to the PCAT. Further, Qwest has performed this function for CLECs without charge for years. Qwest should obtain state Commission approval before implementing a new rate for activities Qwest previously performed. In addition, Qwest's reference to "additional charges" is unclear as to what charges Qwest intends to apply.</i></p> <p><i>Eschelon objects to Qwest's change to limit the availability of day of cut CFA changes to one. Qwest has been performing multiple CFA changes for several years when required. Qwest can be the cause of a CFA change on the day of cut. The cause (Qwest or CLEC) of the CFA change is not always apparent on the day of cut. Limiting verbal CFA changes on the due date to one could end up delaying CLEC customer installation as a result of Qwest's error.</i></p>	<p>were identified on the non CMP notification PROS.09.01.05.F.03204.Design_Chgs_Unbundld_Loop. Qwest recognizes that the use of the term of "additional charges" may be unclear and will change it to "Applicable charges may apply" with the final posting.</p> <p>Qwest is not limiting your availability to make a CFA change but rather Qwest will accept one verbal CFA change on the Due Date. As identified in the PCAT updates shown below, Qwest will allow you to request additional CFA changes through the supplemental request process.</p> <p><i>NOTE: For CFA or slot changes, it is the CLECs responsibility to provide Qwest with a new CFA that will work. Qwest will only accept one verbal CFA change on the due date. If that CFA fails to work, Qwest will place the order in (customer) jeopardy. No further action will be taken on Qwest's part until Qwest receives a valid supplemental request to change the due date and the CFA (if applicable).</i></p> <p>Qwest makes every effort that is technically reasonable to ensure the circuit is working properly before it is handed over to the CLEC. For example, Qwest has instituted dial tone verification at two intervals prior to due date to identify possible CFA issues. See Unbundled Local Loop - 2-Wire or 4-Wire Analog (Voice Grade) Loop under Provisioning and Installation section, Dial Tone sub-section. CLECs have the ability to receive notification when there is no dial tone. In the case where Qwest may be in error, Qwest will make every effort to correct the problem on the DD. A Qwest error should not result in a requirement for a CLEC CFA change.</p>
--	--	---	--