

FINAL MEETING MINUTES

CLEC-Qwest Change Management Process Re-design Tuesday, October 2 and Wednesday, October 3, 2001 Working Session

200 South 5th Street, 1st Floor, Multi-purpose Room, Minneapolis, MN
1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Conference Bridge: 1-877-847-0304, pass code 7101617#

NOTE: These FINAL meeting minutes were circulated to the CMP Re-design Core Team Members in attendance for their review and comments. Comments are included as attachments to the minutes.

INTRODUCTION

The Core Team (Team) and other participants met October 2 and 3 to continue with the Re-design effort of the Change Management Process. Following is the write-up of the discussions, action items, and decisions made in the working session. The attachments to these meeting minutes are as follows-

ATTACHMENTS

- Attachment 1: CMP Redesign Oct 2-3 Attendance Record
- Attachment 2: October 2 & 3 CMP Re-Design Meeting Notice and Agenda - Revised 09-28-01
- Attachment 3: Schedule of CMP Re-design Working Sessions-Revised 10-03-01
- Attachment 4: CMP Re-design Issues and Actions Log - Revised 10-5-01
- Attachment 5: Written Summary Regarding Qwest's Proposed Process for Qwest Changes to Product, Process, and Technical Documentation - 09-25-01
- Attachment 6: Web Release & Notice Schedule 10-02-01
- Attachment 7: INTERIM QWEST PRODUCT-PROCESS CMP - Revised 10-3-01
- Attachment 8: Qwest Documentation Assessment Matrix - 10-03-01
- Attachment 9: Interim_EXCEPTION_Process - Revised 10-3-01
- Attachment 10: Interim CMP CLEC Originated CR Work Flow Product Process-Revised 10-3-01
- Attachment 11: CLEC Redesign votes - 10-3-01
- Attachment 12: Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 10-03-01
- Attachment 13: ATT Comments CMP Re-design 10-10-01
- Attachment 14: Oct 2-3 Meeting Minutes Eschelon Comments 10-29-01

MEETING MINUTES

The meeting began with introductions of the meeting attendees. Judy Lee reviewed the two day agenda and asked if there were any revisions from the attendees. It was agreed that there were several team members that had not made travel arrangements for the Re-design meeting in Minneapolis on October 30, 31, and Nov 1. Karen Clauson-Eschelon requested that a vote be taken to determine whether the Re-design meeting location be changed from Minneapolis to Denver for Oct 30,31, and Nov 1. A vote was taken and it was a tie vote of 4 to 4 to change the location. Sandy Evans-Sprint asked if there were other options that could be explored for managing the meeting at remote locations since it was difficult to hear what was said on the conference bridge. There was discussion regarding the use of video conferencing, but Judy Schultz-Qwest stated that the Qwest videoconferencing facilities were small and wouldn't be able to accommodate a group the size of the Re-design team. The team agreed to review the meeting

ATTACHMENT 4

**CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED**

Revised—October 5, 2001

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				pertaining to this information?			
72	Issue	Sep 6 Meeting	CR Process	What is the process if the CLEC-originator does not agree with Qwest's reply or the CR is rejected?	Core Team	CLOSED Oct 3	Addressed on Sep 18, 20 during Escalation Process and the Dispute Resolution Process with further discussion during Oct 2-3 session. COMPLETED Escalation and Dispute Resolution Process
73	Issue	Sep 5 Meeting	Account Management	Clarify roles and responsibility of Service Managers and Sales Managers. What is the internal notification process (e.g., advanced notice before CLEC) for Service Managers on CLEC notices?	Qwest – Judy Schultz	CLOSED Oct 3 (Address at Oct 17 CMP meeting)	Subsequent to the Sep 5-6 session, Qwest requests to address this item at the Oct 3 meeting to allow the Service Management Director to participate in-person in Minneapolis. DECISION: Will address at the Oct 17 Product/Process CMP meeting
74	Issue	Sep 5 Meeting	CR Process Dispute	What is the process if the CLEC-originator does not agree with reply or rejected CR	Core Team	Oct 2	Duplicative of #72
75	Action	Sep 18	Redlined	Review the Red-	Bahner,	CLOSED	COMPLETED:

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Revised—October 5, 2001

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	Framework	lined working document for successive working sessions	Clauson, Maher, Wicks	Sep 18	Jim Maher restructured the MASTER REDLINED CMP Re-design Framework based on input from Core Team members.
80	Action	Sep 18 Meeting	Escalation	Draft proposed language regarding time frames for Qwest to provide binding position on an escalated issue (e.g., 7 or 14 calendar days). Also include binding authority language.	Qwest – Judy Schultz	CLOSED Oct 3	COMPLETED: CLEC and Qwest agreed to a 7-day interval for escalated CRs and 14 days for other non-CR issues. Language reflected in the Master Redline framework.
81	Issue	Sep 18 Meeting	Escalation	During “14-day” response cycle, will Qwest continue efforts (e.g., CR) or will activity stop?	Qwest – Judy Schultz	CLOSED Oct 3	DECISION: Requestor may ask that activity stop or continue. Language reflected in the Master Redline framework
82	Issue	Sep 18 Meeting	Escalation	How are CLECs notified that an issue has been escalated between monthly CMP meetings?	Core Team	CLOSED Sep 20	DECISION: CLECs will be notified via formal notice to access web site for information.
83	Issue	Sep 18	Dispute	Does an issue have	Core	CLOSED	DECISION:

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#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	Resolution	to go through the escalation process before it is goes through the dispute resolution process?	Team	Oct 3	No
84	Action	Sep 18 Meeting	Dispute Resolution	Propose language around dispute resolution ADR process. Do we want to sight specific organizations??	Andy Crain and CLEC Attorneys	CLOSED Oct 3	COMPLETED: Language reflected in Master Redline framework
85	Issue	Sep 18 Meeting	Dispute Resolution	What is the process for CLEC-CLEC consensus and the Dispute Resolution Process?	Core Team	CLOSED Oct 3	COMPLETED: Language reflected in Master Redline framework
86	Issue	Sep 18 Meeting	Dispute Resolution	When can Why would Qwest invoke the Dispute Resolution Process?	Qwest—Andy Crain	CLOSED Oct 3	Andy can't think of anything – we should leave in anyway. Tom Dixon: Close, but keep in mind that Qwest will probably never use it
87	Action	Sep 18 Meeting	Re-design Impasse Resolution	Propose language around the CMP re-design impasse resolution process/dispute resolution process.	Qwest—Andy Crain	CLOSED Oct 3	COMPLETED: Refer to CMP Redesign Procedures on Voting and Impasse Resolution Process document on the CMP Redesign web site.