

## **FINAL MEETING MINUTES**

**CLEC – Qwest Change Management Process Redesign**  
**Tuesday, January 22 through Thursday, January 24, 2002 Working Session**  
1801 California Street, 23<sup>rd</sup> Floor, Executive Conference Room, Denver, CO  
Conference Bridge: 877.550.8686, passcode 2213337#

**NOTE:** These are FINAL meeting minutes Qwest developed following the two day working session. Draft minutes were circulated to the CMP Redesign Core Team Members on Dec. 21, 2001. As of January 21, 2002, no comments were received from the meeting attendees.

### **INTRODUCTION**

The Core Team (Team) and other participants met January 22 - 24 to continue with the Redesign effort of the Change Management Process. Following is the write up of the discussions, action items, and decisions in the working session. The attachments to these meeting minutes are as follow:

### **ATTACHMENTS**

Attachment 1: CMP Re-Design January 22 - 24, 2002 Attendance Record  
Attachment 2: CMP Redesign Meeting January 22 - 24 Notice and Agenda - 01-10-01  
Attachment 3: CMP Redesign Meeting January 23 - 24 Notice and Agenda - Revised 01-22-02  
Attachment 4: CMP Redesign Meeting January 24 Notice and Agenda - Revised 01-23-02  
Attachment 5: Changes That DO NOT Alter CLEC Operating Procedures - 01-15-02  
Attachment 6: Excerpt from SBC CLEC User Forum  
Attachment 7: Change Management Process (CMP) Improvements - 11-26-01  
Attachment 8: Changes That DO NOT Alter CLEC Operating Procedures - Revised 1-22-02  
Attachment 9: Combined CMP Redesign Gap Analysis – 01-17-02  
Attachment 10: Qwest Proposed Process for Qwest Initiated Product and Process Changes - 01-24-02  
Attachment 11: CMP Redesign CMP Redesign Team Issues Action Items Log - 01-24-02  
Attachment 12: Schedule of CMP Re-design Working Sessions - Revised 01-25-02

CLEC-Qwest CMP Redesign ATTACHMENT 9  
**Gap Analysis**

#	Element/ Topic	Submitter(s)	Gap/Issues/Comments
			<p>documentation relating to Qwest's or CLEC's rights or obligations under this abridges or expands its rights or obligations under this Agreement and that change has not gone through CMP, the Parties will resolve the matter under the Dispute Resolution process. Any amendment to this Agreement that may result from such Dispute Resolution process shall be deemed effective on the Effective Date of the change for rates, and to the extent practicable for other terms and conditions, unless otherwise ordered.</p> <p>The highlighted language above implies that there is no right of recourse for a change that does go through CMP and the result is in a conflict with the agreement. That would not be appropriate. Everything we have heard from Qwest in the redesign is that if a change comes through CMP and is in conflict with a CLEC's interconnection agreement, the interconnection agreement is controlling. This kind of language in the SGAT guts the contract, particularly when CMP essentially allows Qwest to run through any change it wants to.</p> <p>Reference to #15: Qwest has the ability to reject/deny CLEC CRs. CLECs do not have the ability to reject/deny Qwest CRs. We need to discuss and find a way to balance the process. As it stands, Qwest CRs go through to completion over CLEC objections, however, CLEC CRs do not go through over Qwest's objection. CLECs have to use the escalation or dispute resolution process either to advance their CRs (when Qwest rejects/denies) or oppose Qwest CRs (when Qwest ignores CLEC objections). Qwest is never put in this position. This applies to product/process and may apply to systems as well (the group should discuss).</p>
148		AT&T	SGAT Section 12.2.6 remains open.
149		Eschelon	<p>How CMP is addressed in SGAT.</p> <p>Qwest has made some changes to Section 12.2.6 at the request of CLECs, but the parties have not agreed upon the language in the entire paragraph.</p>
150	Interconnecti on Agreements	Eschelon	Qwest needs to establish and document a process to account for individual interconnection agreements ("ICAs") when implementing changes and using the Change Management Process ("CMP"). Qwest needs to ensure that ICAs are not unilaterally modified.

CLEC-Qwest CMP Redesign ATTACHMENT 9  
**Gap Analysis**

#	Element/Topic	Submitter(s)	Gap/Issues/Comments
151			<p>In Colorado, Qwest said: First of all, it has been addressed in these workshops by inserting language into the SGAT that indicated that the contract language controls over anything that could come out of the Change Management Process -- a contract is a contract, and I believe that's the same for any other ICA, as well.<sup>3</sup></p> <p>Qwest needs documented processes and checks and balances in place to ensure that Qwest can implement this concept and account for differences in ICAs (including ICAs not based on SGATs). The experience to date shows that Qwest's structure anticipates making global changes and steps need to be developed to account for individual differences before implementation.</p>
		Covad	If a Qwest initiated CR adds or alters terms and conditions to an existing IA, how will implementation be delayed pending resolution. What dispute resolution process controls?
152	Review of CICMP Documentation listed	AT&T	Qwest's Original proposal (June 2001) states "ongoing review of the CICMP occur at each CICMP meeting to enable co-providers the opportunity to express concerns or suggest changes." Other than the references above, this does not appear to be addressed in the Master Redline.
153	Issue/Action Log	AT&T	All of the items on the existing Issues/Action Items Log and the Running Log.
154	Table of Contents-Numbering	AT&T	The table of contents for the Master Redline should be updated to reflect all of the provisions contained in the Master Redline (for example, numbering in the table of contents does not match numbering in the Master Redline, headings in the table of contents don't always track with sequence or title of headings in the Master Redline, separate references in the table of contents to timelines contained in the redline would be useful).
155	Business	AT&T	AT&T believes that business rules are part of CMP? We need to be clear this is the case in the

<sup>3</sup> Transcript of CMP Workshop Number 6, Colorado Public Utilities Commission Docket Number 97I-198T (Aug. 22, 2001), p. 292, lines 8-13 (Andrew Crain of Qwest).

## FINAL MEETING MINUTES

### **CLEC – Qwest Change Management Process Redesign Tuesday, April 2 through April 4, 2002 Working Session** 1801 California Street, Room 2, 13<sup>th</sup> floor, Denver, CO Conference Bridge: 877.550.8686, passcode 2213337#

**NOTE:** These are FINAL meeting minutes Qwest developed following the working session. Draft minutes were circulated to the CMP Redesign Core Team Members on April 23, 2002. As of July 11, 2002, no comments were received from the meeting attendees.

## INTRODUCTION

The Core Team (Team) and other participants met April 2-4 to continue with the Redesign effort of the Change Management Process. Following is the write up of the discussions, action items, and decisions in the working session. The attachments to these meeting minutes are as follow:

## ATTACHMENTS

- Attachment 1: CMP Redesign April 2-4 Attendance Record
- Attachment 2: CMP Redesign Meeting April 2-4 Notice and Agenda – Revised 04-01-02
- Attachment 3: Qwest\_Proposed\_Qwest-Initiated\_Product-Process\_Changes\_Language 04-02-02
- Attachment 4: Master Redlined CLEC-Qwest CMP Redesign Framework - Revised 04-04-02
- Attachment 5: Ranking of ATT Priority List Items Identified as 0's - Revised 04-04-02
- Attachment 6: CMP Redesign Core Team Issues Action Items Log - Revised 04-04-02
- Attachment 7: Qwest Service Center and Manager Roles in Relation to CMP - 04-03-02
- Attachment 8: Qwest Proposed Managing the CMP Language - 04-03-02
- Attachment 9: Interim\_EXCEPTION\_process - Revised 04-03-02
- Attachment 10: Qwest Proposed TERMS Language - 04-04-02
- Attachment 11: Change\_Management\_Process\_Improvements\_11-26-01Rev04-04-02
- Attachment 12: Action Item 227 - ATT Proposed ICA vs CMP Language - 04-04-02
- Attachment 13: Late Adder CR Language - 04-04-02
- Attachment 14: Qwest Proposed OSS Release Calendar Language - Revised 04-04-02
- Attachment 15: Qwest Proposed Production Support - Help Desk Language - Revised 04-04-02

## MEETING MINUTES

The meeting began with introductions of the meeting attendees. (Refer to Attachment 1 for attendance record) Judy Lee, the meeting facilitator, reviewed the three-day agenda (Attachment 2).

### **Qwest-initiated Product/Process Change Request Initiation Process**

#### **Level 0**

Schultz-Qwest began by stating that several members of the core team reviewed Product/Process notifications issued from 2/1-3/15 at a sub-team conference call meeting on March 28th. She then reviewed the sub-team meeting and discussed that Level 0, Level 1 and Level 2 change categories had been discussed in that meeting. She stated that the team touched on Level 3 and Level 4 change categories, and that the team agreed to work on those levels during the first day of Redesign on April 2. She stated that the team developed a Level 0 list, and that Qwest had additional items to add to the category. Schultz stated that the document had been updated to reflect the changes from the sub-team meeting (Attachment 3). Maher-Qwest stated that Level 0 list of categories was developed from a list sent by Clauson-Eschelon. Travis-WorldCom asked what Level typos in numbers would fall into. Schultz-Qwest stated that typos were Level 0, and that Level 0 changes do not include interval changes. Menezes-AT&T

for any change that went into the pipeline after April 1. Clauson-Eschelon stated that she wanted to stop getting Level 0 type changes as soon as possible.

Lee asked if CMP Improvements could be closed in concept. Dixon-WorldCom stated that it couldn't because of the open issue on PID/PAP. Lee stated that action item #231 could be closed, and that the team did not agree in concept. Menezes-AT&T stated that the matrix would be ongoing.

The team then adjourned for lunch and the Local Service Freeze Clarification Call. When the call ended and the team returned from lunch the Special Meeting on Retail Parity started. (See CMP Redesign Special Retail Parity Meeting Minutes April 4 2002- DRAFT 04-11-02)

After the meeting Lee asked if Covad Issue #3 could be closed. Menezes-AT&T asked about the Wholesale Retail Checklist. Schultz-Qwest stated that it had been updated. Lee stated that because Covad was not available, the issue would stay open for more discussion.

#### **V.f SGAT- Gap Analysis #148, 149, 155, Action Item #227**

Lee asked if the reason for review was to insert the language in the Master Redline. Crain-Qwest stated no, the issue raised was about the language in the SGAT referencing CMP. The team wanted to review again after the CMP was more developed. Crain and Menezes crafted language. Lee asked the team if the issue could be closed in concept. Team agreed. Action item #115 closed.

#### **ICA vs. CMP: AT&T e-mail, action item #227**

Lee stated that the ICA information could be inserted into the Scope section (Attachment 12). Lee asked if action item 227 and Gap 148, 150 and 155 could be closed. Team agreed.

Dixon-WorldCom stated that there were no impasse issues in Colorado, and that there may be a PID/PAP issues in other states. Crain-Qwest stated that Qwest would operate under the Colorado ruling for all other states. Dixon-Qwest stated that it needed to be summarized that the team had agreed in concept on all the issues and that there are no impasse issues. He continued that the team had built one of the better CMP processes in the country. Menezes-AT&T stated that he agreed to everything in concept. Dixon-WorldCom stated that the team had completed what he had hoped to accomplish. He continued that the team had walked through the issues and resolved them in concept and that there are no impasse issues. Lee summarized that all "1" items were agreed to in concept. The following "0" items were also agreed to: I.A.10 agreed in concept and pending modifications to language, I.A.4 closed—language baselined, I.A5 closed—language baselined with new action item #272, V.b terms closed—language baselined, V.e closed—language baselined, V.f agreed on concept—pending modifications to language, Covad #1 closed—language baselined, Covad #2 agreed on concept—pending language, Covad #3 open—CLECs to review documentation, and WorldCom—CMP improvements document will be revised on an ongoing basis as needed. Clauson-Eschelon stated that she would review the CMP improvements and provide feedback. Dixon-WorldCom stated that Qwest and the CLECs agreed on PID/PAD.

#### **I.A.9 Late Adder**

Lee moved the team to Late Adder language (Attachment 13). Language was crafted on the screen. Lee asked if the language could be added into the Master Redlined Document. Team agreed. Action item #254 and I.A.9 were closed.

#### **OSS Release Calendar Language**

Menezes-AT&T asked if this was for all Qwest OSS interfaces (Attachment 14). Thompson-Qwest stated that it applied to all interfaces under the scope of CMP. Menezes-AT&T asked if that was using the defined term in the document. Thompson-Qwest stated it was. Lee asked if the definition was also true for retirement of interfaces. Thompson-Qwest stated yes, it was included in the language. Menezes-AT&T asked what would happen if the CLECs wanted to

**Attachment 6: CLEC-Qwest Change Management Re-design Working Sessions  
Core Team Issues/Action Items Log—CLOSED**

**04-04-02**

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							Escalation Process at the 2/21 CMP Systems Meeting for review, discussion and acceptance.
211	Action	Dec 11 Meeting	Production Support	Production support CMP recommendations with a written list of changes from current process. Provide Severity 1 – 4 trouble tickets that are logged in the IT help desk system, and remain unresolved. Examples will be provided reflecting the format of the proposed implementation.	Qwest— Teresa Jacobs	CLOSED Feb 6	Provided in the January Systems CMP distribution package and presented and discussed at the January meeting. CLECs approved an interim test phase.  COMPLETED: Open trouble ticket report were sent respective CLEC.
213	Action	Dec 11 Meeting	CR Initiation/ Type of Change	Need a process to debate whether a change fits as a regulatory or industry guideline change. With the information in 3a, CLECs will be informed to have this debate (ATT Issues List).	Core Team	CLOSED Mar 6	COMPLETED: See CR Process language  GAP ANALYSIS #25
220	Action	Dec 11 Meeting	CMP Redesign Improvements	Review the CMP redesign improvements matrix from Judy Schultz, to insure that it addressed the WorldCom issue # 4.	Wcom— Liz Balvin	CLOSED Jan 22	COMPLETED: 01/22/02: Discussion held with additional input to Judy Schultz to revise matrix with more detailed information.
221	Action	Dec 11 Meeting	PID and PAP Changes Post-271	Send Qwest proposal for PID and PAP changes post 271 approval (9 state filing).	Qwest— Andy Crain	CLOSED Mar 6	DECISION: The ROC process addresses this issue.
223	Action	Dec 11 Meeting	CR Timelines	Develop timelines to illustrate CR process and present Qwest's compliance with these at the CMP Meeting.	Qwest— Judy Schultz	CLOSED Mar 6	Qwest is prepared to discuss and close this Action Item.  COMPLETED Shared with Redesign Team
227	Action	Jan 22	SGAT Language	Clarify SGAT language on CMP in sections 2.3.1 and 12.2.6, in addition,	Qwest—	CLOSED	01/29: Activities in CMP shall not

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Core Team Issues/Action Items Log—CLOSED**

**04-04-02**

#	Issue/Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting		add language that states that CMP will not supersede an ICA.  3/6: Check SGAT section 2.3 for language	Andy Crain	Apr 4	be construed to override or amend the interconnection agreement between Qwest and any CLEC.  3/6/02 Mitch will provide the SGAT language that is in section 2.3  3/26/02: Mitch/ATT provided proposed language to Redesign Team for review.
228	Action	Jan 22 Meeting	Example of Non-FCC Tech Pubs	Provide examples of FCC Tech Pubs vs Non-FCC Tech Pubs.	Qwest— Judy Schultz (Kessler)	CLOSED Feb 5	COMPLETED: Posted on the Redesign website titled “FCC/Non-FCC Tech Pub List – 01-30-02”
232	Action	Jan 23 Meeting	Prioritization— Industry Guidelines	Develop language to address the industry guideline prioritization (above the line and below the line)	Qwest— Judy Schultz/ Teresa Jacobs	CLOSED Mar 6	01/28: This Action Item is addressed in the document which captures Qwest’s understanding of the CLEC prioritization proposal.  COMPLETED: See Prioritization language
233	Action	Jan 24 Meeting	Impasse Issue— Prioritization	Identify the concept of the Prioritization Process. Upon agreement, Qwest to provide draft language of the Prioritization Process to the CLECs for comments	Qwest— Beth Woodcock	CLOSED Mar 5	1/30: Shared with Redesign Core Team 2/6-7: Proposed language reviewed and discussed at Redesign session.  2/8: Impasse issue included in the CO Report on CMP Issue and the AZ Brief on CMP.

Attachment 12

Action Item 227 – AT&T Proposed ICA vs CMP Language – Revised 04-04-02

Deleted: 03-21-02

4/2/02: Redesign Team agreed on language and to insert into Master Redline under Scope

Following is Section 2.3 from the Qwest SGAT:

2.3 Unless otherwise specifically determined by the Commission, in cases of conflict between the SGAT and Qwest's Tariffs, PCAT, methods and procedures, technical publications, policies, product notifications or other Qwest documentation relating to Qwest's or CLEC's rights or obligations under this SGAT, then the rates, terms and conditions of this SGAT shall prevail. To the extent another document abridges or expands the rights or obligations of either Party under this Agreement, the rates, terms and conditions of this Agreement shall prevail.

As it is not appropriate to insert the foregoing verbatim into the CMP master redline document, AT&T proposes the following language for discussion by the Core Team:

In cases of conflict between the changes implemented through the CMP 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. In addition, if changes implemented through the CMP do not necessarily present a direct conflict with a CLEC interconnection agreement, but would abridge or expand the rights of a party to such agreement, the rates, terms and conditions of such interconnection agreement shall prevail as between Qwest and the CLEC party to such agreement. ▼

Deleted: and the abridgement or expansion will not be permitted.