

## **Proposed addition to Section 12.0 – Production Support (Insert following Section 12.7)**

### **Production Defects**

Production Defects are Severity Level 2 or Severity Level 3 troubles, as defined in Section 12.5, and occur when a system is not operating in the manner the published business rules state it should be.

CLEC Comment: Proposed language does not cover “inoperable functionality”, “documentation flaws” and CRs that were not implemented as requested. In addition, Section 12.5 states “Severity 1 and Severity 2 IT trouble tickets will be implemented immediately by means of an emergency Release of process, software or documentation (known as a Patch)...The severity level gives restoration or repair priority to the problems causing the greatest impact to CLEC(s) or its business.” Thus, all severity levels need be considered and timeframes for resolution imposed, per MCI’s original proposal.

Severity 1 – Critical – Problem results in a complete system outage and/or is detrimental to the majority of the development and/or testing efforts. Correction of Severity 1 defects will occur within 3 days.

Severity 2 – Serious – System functionality is degraded with serious adverse impact to the users and there is not an effective work-around. Correction of Severity 2 defects will occur within 10 business days following the date upon which Qwest’s defect validation process is scheduled to complete.

Severity 3 – Moderate – System functionality is degraded with a moderate adverse impact to the users but there is an effective workaround. Correction of Severity 3 defects will occur within 30 business days following the date upon which Qwest’s defect validation process is scheduled to complete.

Severity 4 – Cosmetic – There is no immediate adverse impact to the users. Correction of Severity 4 defects will occur within 45 business days following the date upon which Qwest’s defect validation process is scheduled to complete. The CLEC and/or Qwest may initiate these types of changes affecting interfaces between the CLEC’s and Qwest’s operational support systems.

Qwest or a CLEC may submit a Production Defect issue using an IT Trouble Ticket as described in Section 12.3. When originating the ticket, the originator must:

- Identify that the originator considers the issue that prompted the ticket to be a Production Defect, as described above;
- Provide Qwest with all available examples of what function the defect prevents the submitter from performing.

Qwest will not begin the internal validation period without sufficient documentation, as determined by Qwest. If an originator does not include sufficient information for Qwest

to complete an internal validation, Qwest will contact the originator and request additional documentation.

CLEC Comment: Documentation requirements must be defined such that internal validation begins upon submission.

### **Warrantee Period**

If Qwest or a CLEC wishes to submit a Production Defect issue it must do so no later than 30 calendar days after the release production date of the release containing the defect. All issues identified after this time must be submitted as a standard IT Trouble Ticket or a CMP Change Request.

CLEC Comment: CLECs do not agree that a warrantee period is necessary. If pursued, EDI and GUI must have different “Warrantee Periods” given the nature of flash cut vs. app to app production turn-up. These time periods must be reasonable, providing adequate time to discover issue(s), document findings and initiate trouble reporting. In addition, CLECs would require a process be defined such that issues identified post-warrantee period can be addressed.

### **Qwest Internal Validation**

Upon receiving an appropriately supported defect ticket, Qwest will conduct an internal validation to determine (1) that the issue constitutes a defect and (2) the appropriate Severity Level for the ticket.

If Qwest disagrees with the categorization of the issue as a defect, Qwest will notify the originator and recommend the appropriate manner to pursue the issue. If the originator does not agree with the results of the Qwest internal validation, the originator may follow the Technical Escalation Process.

CLEC Comment: The Technical Escalation Process lacks specific language surrounding resolution time frames.

If Qwest validates the ticket’s categorization as a defect and assigns a Severity Level 2 or Severity Level 3, Qwest will adhere to the timelines described below. These timelines will begin following the date upon which Qwest’s defect validation process is completed.

### **Severity Level 2 Production Defect**

Qwest will either:

- Fix this trouble within 10 business days, or
- Issue an event notification, within 10 business days, announcing a date by which the trouble is scheduled to be fixed, or

- Issue an event notification, within 10 business days, announcing a date by which Qwest will announce a date by which the trouble is scheduled to be fixed.

CLEC Comment: As previously stated, severity levels must be defined with resolution time frames imposed.

### **Severity Level 3 Production Defect**

Qwest will either:

- Fix this trouble within 30 business days, or
- Issue an event notification, within 15 business days, announcing a date by which the trouble is scheduled to be fixed, or
- Issue an event notification, within 15 business days, announcing a date by which Qwest will announce a date by which the trouble is scheduled to be fixed.

CLEC Comment: As previously stated, severity levels must be defined with resolution time frames imposed.

Qwest will notify the CMP community if the correction of any defect requires diversion of resources designated for the next major release.

CLEC Comment: Remove existing language and add: “Qwest must accommodate system and/or documentation defects without deterring IMA resources”.

At any time during this process, a CLEC or Qwest may elect to submit the issue as a standard IT Trouble Ticket in accordance with Section 12.0.

CLEC Comment: Language doesn’t make sense because production support language requires an IT Trouble Ticket be issued to determine severity level. Thus, remove language.