

## **MCI PROPOSED CHANGE – 04-15-03**

### **4.0 TYPES OF CHANGE**

A Change Request must be within the scope of CMP and will fall into one of the following classifications. Types of Changes apply to Systems and Product/Process.

#### **4.1 Regulatory Change**

A Regulatory Change is mandated by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority, or state and federal courts. Regulatory changes are not voluntary but are requisite to comply with newly passed legislation, regulatory requirements, or court rulings. Either the CLEC or Qwest may originate the Change Request.

#### **4.2 Industry Guideline Change**

An Industry Guideline Change implements Industry Guidelines. Either Qwest or the CLEC may originate the Change Request and these changes are subject to the same processes under this CMP as Qwest and CLEC Originated Changes. These industry guidelines are defined by:

- Alliance for Telecommunications Industry Solutions (ATIS) sponsored
- Ordering and Billing Forum (OBF)
- Local Service Ordering and Provisioning Committee (LSOP)
- Telecommunications Industry Forum (TCIF)
- Electronic Commerce Inter-exchange Committee (ECIC)
- Electronic Data Interchange Committee (EDI)
- American National Standards Institute (ANSI)

#### **4.3 Qwest Originated Change**

A Qwest Originated Change is originated by Qwest and does not fall within the changes listed above.

#### **4.4 CLEC Originated Change**

A CLEC Originated Change is originated by the CLEC and does not fall within the changes listed above.

#### **4.5 CLEC Impacting Defect**

Defect requests would be changes that correct problems discovered in production versions of an interface. These problems are where the interface is not working in accordance to the user requirements or the business rules published by Qwest. In addition, if functional requirements agreed upon by Qwest and the CLECs, results in inoperable functionality, even though software user requirements and business rules match; this will be addressed as a defect.

These problems typically affect the CLEC's ability to exchange transactions with Qwest and may include documentation that is in error, has missing information or is unclear in nature. Defined severity levels and time frames for corrective action would be as follows:

- 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.

Detailed steps, accountable individuals, tasks, inputs/outputs and cycle times of each sub-process in the CLEC impacting defect type CR must be negotiated. This process will be used to validate defects, provide status notification(s), workarounds and final resolution to the CLEC community.