

Open System Change Requests -- Detail

Project Meetings

Announcement Date: August 27, 2002
Effective Date: Immediately
Notification Number: CMPR.08.27.02.F.01320.CMP_Meeting_Vote
Notification Category: Change Management Notification
Target Audience: CLECs, Resellers
Subject: CMP – EXCEPTION – VOTE REQUIRED
Associated CR # or System Name and Number: SCR082302-01EX

Pursuant to Sections 16.3 and 17.3 of the Qwest Wholesale Change Management Process Document, <http://www.qwest.com/wholesale/cmp/whaticmp.html>, the purpose of this notification is to alert the CMP community that Qwest has received an Exception Request that will be discussed and voted on at the September 19, 2002, Monthly Systems CMP Meeting.

At this meeting, participants will vote to accept or decline to treat this request as an Exception in accordance with Section 17.0 of the Qwest Wholesale Change Management Process Document, <http://www.qwest.com/wholesale/cmp/whaticmp.html>.

Exception Request Details:

Requestor: WorldCom Inc.
Description of request with good cause for seeking an exception:

"Exception: To implement the following CRs SCR060702-01 Migrating Customers using the Conversion As Specified Activity Type and SCR061302-01 Migrate UNE-P Customers by TN prior to IMA 12.0 planned production release of April/03.

Description of request with good cause for seeking an exception: Qwest is currently not industry compliant because of its requirements surrounding migrations as specified and the fact that migrate by TN currently is not available. Currently, when migrating as specified, CLECs are obligated to differentiate between features the customer already has and features the customer desires for the first time. They are also forced to include the customer's service address and customer code on every order, and must retrieve new customer codes before submitting supplemental orders. The requirement for additional information places the burden on CLECs to pull, populate and verify information prior to order submission -- all steps that reduce efficient ordering and provides greater room for error. NOTE: Requested migrate as specified capabilities existed prior to IMA release 6.0.

Desired outcome: That the migrate as specified and migrate by TN CRs are implemented by Qwest per OBF guidelines no later than the end of 2002.

Supporting documentation:

1) "Qwest's Wholesale Change Management Process Document - 7/10/02", section 16.0 states "If the Exception Request is for changes to CMP timelines and sets forth specific dates for completion of tasks, a two-thirds majority vote will be required unless Qwest or a CLEC demonstrate, with substantiating information, that one of the criteria for denial set forth in Sections 5.1.3 or 5.3 is legitimately applicable. If

one of the criteria for denial will cause such an exception request to be rejected, the requestor may withdraw the specific dates from its exception request at the meeting where it is discussed, in order to have the two thirds majority vote apply to the request." Thus WCom believes a two-thirds vote would be required to implement the requested changes prior to IMA 12.0 planned production release date of 4/03. (Note: Qwest disagrees with WorldCom's interpretation of the Qwest Wholesale Change Management Document, Section 16. See Decision bullet on page 2, below.)

2) Qwest's Ex Parte dated August 13, 2002 addressing the staff of the Wireline Competition Bureau requests states "The Exception Process, specified in Section 16 of the CMP, provides the ability for a CLEC or Qwest to request a deviation from the CMP. This process could be used to request expedited treatment or implementation outside of the normal planned release". Thus WCom requests the identified CRs be implemented outside the normal planned IMA release date of 4/03.

VOTE: That CRs SCR060702-01 Migrating Customers using the Conversion As Specified Activity Type and SCR061302-01 Migrate UNE-P Customers by TN are implemented by Qwest no later than the end of 2002. A

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"yes" response would require Qwest to implement by the end of 2002. A "no" vote would

require the CRs to follow the processes currently imposed by the Qwest Wholesale Change Management Process Document."

Desired outcome: "That the migrate as specified and migrate by TN CRs are implemented by Qwest per OBF guidelines no later than the end of 2002."

Supporting documentation: See related CR, SCR082302-01EX, in the CLEC Qwest Change Request - Systems Interactive Reports at <http://www.qwest.com/wholesale/cmp/changerequest.html>.

Logistics for Call/Meeting: This request will be discussed and voted on at the September 19, 2002, Monthly Systems CMP Meeting.

Date: Thursday, September 19, 2002

Time: 8:00 AM - 5:00 PM MT

Location: Inverness Hotel

Englewood, Colorado

Conference Bridge Information: Number: 877-572-8687, Passcode: 3393947#.

Vote:

Yes: A vote of "Yes" will indicate a preference that development efforts for IMA 12.0 be allocated first to CRs SCR060702-01 and SCR061302-01, in

order for Qwest to attempt to meet a December 31, 2002 production date, and then to remaining CRs in accordance with Exception Request SCR081402-01EX. (See Qwest Notification CMPR.08.26.02.F.01319.EmergencyCall_Vote.)

No: A vote of "No" will indicate a preference that development efforts for IMA 12.0 be allocated in accordance with Exception Request SCR081402-01EX. (See Qwest Notification CMPR.08.26.02.F.01319.EmergencyCall_Vote.)

Decision: Qwest's position is that this request seeks a change to the prescribed manner in which Qwest will apply systems resources, outlined in Sections 5.1.3, 5.2 and 5.2.1 of the Qwest Wholesale Change Management Process Document,

<http://www.qwest.com/wholesale/cmp/whatiscmp.html>;

this vote requires unanimous approval to grant the exception request.

Deadline for e-mail votes: All e-mail votes must be received by Qwest, cmpcr@qwest.com, no later than 6:00 AM MT on Thursday, September 19,

2002. (Please refer to Section 17.4.3 of the Qwest Wholesale Change Management Document,

<http://www.qwest.com/wholesale/cmp/whatiscmp.html>,

for e-mail ballot format and procedures.)

Change Request Number: SCR082302-01EX

Primary contact information: Michael Buck, Qwest CMP Manager, mjbuck@qwest.com, 303-294-1633

On August 23, 2002, Qwest acknowledged this request by e-mail.

Qwest cautions that, if granted, the accelerated nature of the development required to implement this request will impact CLECs and Qwest. This request

requires Qwest to attempt to implement an additional Release, including CLEC coding changes, before December 31, 2002. Additionally, if Qwest attempts to

implement two CRs on a completely different timeframe than the rest of IMA 12.0 Qwest must divert resources already deployed to IMA 12.0. This resource

diversion and intensified re-application will require a Level of Effort greater than that estimated prior to IMA 12.0 Prioritization (which assumed implementation

with IMA 12.0 in April 2003), reducing the resources available for the remainder of IMA 12.0.

----- Original Message -----

From: "Clauson, Karen L." <klclauson@eschelon.com>

Subject: FW: CMP compliance: Change Management: Meeting Agenda &

Material: GN: CMP - Exception - Vote Required, Effective Immediately

To: "Judith Schultz" <jmschu4@qwest.com>

CC: "liz.balvin@wcom.com" <liz.balvin@wcom.com>,"Matt

White" <mbwhite@qwest.com>,"Jim Maher" <jxmaher@qwest.com>,"Bahner,

Terry" <tbahner@att.com>,"Crain, Andrew" <acrain@qwest.com>,"Dixon,

Tom" <Thomas.F.Dixon@wcom.com>,"Doberneck, Megan"

<mdoberne@covad.com>,"Green, Wendy" <wteepe@qwest.com>,"Gunderson,

Peder" <peder_gunderson@eli.net>,"Heline, Mark" <mheline@qwest.com>,"

Hydock, Mike" <mkydock@att.com>,"Jacobs,

Teresa" <tjacobs@qwest.com>,"Jennings-Fader,

Mana" <mana.jennings@state.co.us>,"Lees, Marcia"

<marcia.lees@sbc.com>,"Littler, Bill"

<blittler@integratelecom.com>,"McDaniel,

Paul" <prmcdan@qwest.com>,"Menezes, Mitch" <mmenezes@att.com>,"

Nolan, Laurel" <lnolan@qwest.com>,"Osborne-Miller,

Donna" <dosborne@att.com>,"Powers, F. Lynne"

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<flpowers@eschelon.com>,"Prescott, Deborah"
<dprescot@usa.capgemini.com>,"Priday,
Tom" <tom.priday@wcom.com>,"Quintana,
Becky" <becky.quintana@dora.state.co.us>,"Rossi, Matt"
<mrossi@qwest.com>,"Routh, Mark" <mrouth@qwest.com>,"Spence,
Barbara" <bxspen2@qwest.com>,"Stichter, Kathleen L."
<klstichter@eschelon.com>,"Thompson, Jeffery"
<jlthomp@qwest.com>,"Travis,
Susan" <susan.a.travis@wcom.com>,"VanMeter, Sharon"
<svanmeter@att.com>,"Woodcock, Beth"
<woode@perkinscoie.com>,"Zulevic, Mike" <mzulevic@covad.com>,"Baum,
Carol" <cbaum@usa.capgemini.com>,"Susan Lorence"
<sxloren@qwest.com>,"Hines,
LeiLani" <LeiLani.Jean.Hines@wcom.com>,"Terry Wicks"
<terry.wicks@algx.com>,"Benventano, Dan"
<dbenvent@usa.capgemini.com>,"john_sheehan@frontiercorp.com,"Wayne
Hart" <whart@puc.state.id.us>,"Clauson, Karen L."
<klclauson@eschelon.com>,"Johnson, Bonnie J." <bjohnson@eschelon.com>

I have reviewed Section 16 of the CMP document relating to Exceptions, and I do not see any provision in that Section under which Qwest can add its arguments in opposition to the Request in the written notice of the Request. If a CLEC disagrees with an Exception request, a CLEC would have no ability to make its arguments in opposition to the Exception Request in the notice. Sections 16.2 and 16.3 list the contents of the notice and they do not include a statement by Qwest when Qwest is not the party asking for the Exception. The notice for the WCOM request, however, adds this language by Qwest: Qwest cautions that, if granted, the accelerated nature of the development required to implement this request will impact CLECs and Qwest. This request requires Qwest to attempt to implement an additional Release, including CLEC coding changes, before December 31, 2002. Additionally, if Qwest attempts to implement two CRs on a completely different timeframe than the rest of IMA 12.0 Qwest must divert resources already deployed to IMA 12.0. This resource diversion and intensified re-application will require a Level of Effort greater than that estimated prior to IMA 12.0 Prioritization (which assumed implementation with IMA 12.0 in April 2003), reducing the resources available for the remainder of IMA 12.0. This should be discussed in Redesign.

----- Original Message ----- From: Elizabeth Balvin <liz.balvin@wcom.com>
Subject: RE: CMP compliance: Change Management: Meeting Agenda & Material: GN: CMP - Exception - Vote Required, Effective Immediately
To: "Clauson, Karen L." <klclauson@eschelon.com>,"Judith Schultz" <jmschu4@qwest.com>
CC: "Matt White" <mbwhite@qwest.com>,"Jim Maher" <jxmaher@qwest.com>,"Bahner, Terry" <tbahner@att.com>,"Crain, Andrew" <acrain@qwest.com>,"Dixon, Tom" <Thomas.F.Dixon@wcom.com>,"Doberneck, Megan" <mdoberne@covad.com>,"Green, Wendy" <wteepe@qwest.com>,"Gunderson, Peder" <peder_gunderson@eli.net>,"Heline, Mark" <mheline@qwest.com>,"Hydock, Mike" <mkydock@att.com>,"Jacobs, Teresa" <tjacobs@qwest.com>,"Jennings-Fader, Mana" <mana.jennings@state.co.us>,"Lees, Marcia" <marcia.lees@sbcc.com>,"Littler, Bill" <blittler@integratelecom.com>,"McDaniel, Paul" <prmcadan@qwest.com>,"Menezes, Mitch" <mmenezes@att.com>,"Nolan, Laurel" <lnolan@qwest.com>,"Osborne-Miller, Donna" <dosborne@att.com>,"Powers, F. Lynne" <flpowers@eschelon.com>,"Prescott, Deborah" <dprescot@usa.capgemini.com>,"Priday, Tom" <tom.priday@wcom.com>,"Quintana, Becky" <becky.quintana@dora.state.co.us>,"Rossi, Matt" <mrossi@qwest.com>,"Routh, Mark" <mrouth@qwest.com>,"Spence, Barbara" <bxspen2@qwest.com>,"Stichter, Kathleen L." <klstichter@eschelon.com>,"Thompson, Jeffery" <jlthomp@qwest.com>,"Travis, Susan" <susan.a.travis@wcom.com>,"VanMeter, Sharon" <svanmeter@att.com>,"Woodcock, Beth" <woode@perkinscoie.com>,"Zulevic, Mike" <mzulevic@covad.com>,"Baum, Carol" <cbaum@usa.capgemini.com>,"Susan Lorence" <sxloren@qwest.com>,"Hines, LeiLani" <LeiLani.Jean.Hines@wcom.com>,"Terry Wicks" <terry.wicks@algx.com>,"Benventano, Dan"

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<dbevent@usa.capgemini.com>,john_sheehan@frontiercorp.com, "Wayne Hart" <whart@puc.state.id.us>, "Johnson, Bonnie J." <bjjohnson@eschelon.com>,"Sherry. Lichtenberg (E-mail)" <sherry.lichtenberg@wcom.com>,"Lori Wright (E-mail)" <Lori.Wright@wcom.com>
WorldCom opposes Qwest "decision" language in the attached notification as it changes the intent of WCom's Exception change request. In addition, WCom not only agrees with Eschelon assessment of this situation but adds that this notification proves that Qwest believes it can unilaterally impose changes to CMP.As an initial matter, WCom provides the following comments (IN CAPS) surrounding section 16.4.1: 16.4.1Vote on Exception Request

A vote on whether an Exception Request will be handled on an exception basis will take place at the Emergency Call/Meeting, if one is held (See Section 6.2.1).If an Emergency Call/Meeting is not held, the vote will be taken at the Monthly CMP Meeting (See Section 16.4).The standards for determining whether a request should will be handled on an exception basis are as follows:

·If the Exception Request is for a general change to the established CMP timelines without setting forth specific dates, a two-thirds majority vote will be required.

THIS WOULD NOT BE THE PROCESS BECAUSE WCOM IS REQUESTINGTO CHANGEDDEFINED DATES

·If the Exception Request is for changes to CMP timelines and sets forth specific dates for completion of tasks, a two-thirds majority vote will be required unless Qwest or a CLEC demonstrate, with substantiating information, that one of the criteria for denial set forth in Sections 5.1.3 or 5.3 is legitimately applicable. If one of the criteria for denial will cause such an exception request to be rejected, the requestor may withdraw the specific dates from its exception request at the meeting where it is discussed, in order to have the two thirds majority vote apply to the request.

THIS WOULD BE THE PROCESS BECAUSE IF A 2/3 VOTE IS IN FAVOR OF WCOM'S PROPOSAL, QWEST WOULD BE REQUIRED TO IMPLEMENT THE TWO CRS BY YEAR END, WHICH WOULD ALSO CHANGE THE SPECIFIC TIME FRAMES SURROUNDING DOCUMENTATION REQUIREMENTS.

"Issue draft interface technical specifications 120 days in advance"

"Issue final interface technical specifications 100 days in advance"

WHILE THE DOCUMENTATION WOULD ONLY BE FOR TWO CRS AND NOT AN ENTIRE INTERFACE, CLECS WOULD NEED TECHNICAL SPECIFICATIONS IN ADVANCE OF THE CHANGES TO CODE ON OUR SIDE. THESE TIMELINES, AS WELL AS WALK THROUGH REQUIREMENTS WOULD HAVE TO BE ESTABLISHED.

·If the Exception Request seeks to alter any part of the this CMP other than the established timelines, unanimous agreement will be required.

THIS WOULD NOT BE THE PROCESS BECAUSE WCOM IS SEEKING TO ALTER TECHNICAL SPECIFICATION TIMELINES.

Regarding Qwest"decision" language that states "Qwest position is that this request seeks a change to the prescribed manner in which Qwest will apply systems resources, outlined in Sections 5.1.3, 5.2 and 5.2.1 of the Qwest Wholesale Change Management Process Document..."

WComprovides the following responses surrounding these sections:

Section 5.1.32Implementation of Regulatory CRs" deals with Regulatory CRs for which CRs SCR060702-01 and SCR061302-01 have in no way been categorized by WCom as Regulatory CRs.

Section 5.2"CLEC-Qwest OSS Interface Change Request Lifecycle" states "Based on the Releasecandidate listInitial Prioritization List, Qwest will begin its development cycle that includes the following milestoneslisted below".:

The initial prioritization list has been available for Qwest to begin its development cycle since July 26, 2002. Change request SCR060702-01 "Migrate Customers using the Conversion as Specified Activity Type" was prioritized as # 2, thus Qwest should have begun its development cycle on this CR as of July 26th. In addition, per Qwest Ex Parte dated 8/13/02, this requested functionality existed prior to IMA release 6.0, therefore WCom questions the man hours Qwest has imposed for this CR (5675 - 9450 or Extra Large). Regarding CR SCR061302-01 "Migrate UNE-P Customers by TN", since CLECs don't yet have insight into Qwest's development cycle or whether packing options will be available for 12.0, it is too soon to tell whether this CRs has even been touched by Qwest development personnel. In addition, BellSouth implemented a "migrate by TN" CR in a total of 999 man hours. Thus, this also calls into question why Qwest has estimated double the man hours to implement (1875 -3125 or Medium).

Section 5.2.1"Business and Systems Requirements" states "Qwest engineers define the business and functional specifications during this phase.The specifications are completed on a per candidate basis in priority order. During business and system requirements, any candidates which have affinities and may be more efficiently implemented together will be discussed. Candidates with affinities are defined as candidates with similarities in functions or software components. Qwest will also present,at the Monthly CMP Systems Meeting, any complexities, changes in candidate size, or other concerns that may arise during business or system requirements, which would impact the implementation of the candidate."

This language only reiterates the processes as stated above, that Qwest has been directed by the CMP document to define the business and functional specifications in prioritization order. This process should have begun as of July 26th, 2002.

WCom believes the following Qwest statement is highly exaggerated:

"Qwest cautions that, if granted, the accelerated nature of the developmentrequired to implement this request will impact CLECs and Qwest. This requestrequires Qwest to attempt to implement an additional Release, including CLECCoding changes, before December 31, 2002. Additionally, if Qwest attempts toimplement two CRs on a completely different timeframe than the rest of IMA12.0 Qwest must divert resources already deployed to IMA 12.0. This resourcediversion and intensified re-application will require a Level of Effortgreater than that estimated prior to IMA 12.0 Prioritization (which assumedimplementation with IMA 12.0 in April 2003), reducing the resourcesavailable for the remainder of IMA 12.0." For starters, given that Qwest may be required to implement these two CRs by year end, WorldCom is extremely curious why Qwest would determine that a vote could wait until September 19, 2002.

In addition, as stated above, the development cycle for "Migrate Customers using the Conversion as Specified Activity Type" should not only be

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well on its way but should be minimal given Qwest's assertion to the FCC that the functionality existed prior to IMA release 6.0. Then there's the "migrate by TN" CR. WCom would like addressed the question surrounding the man hours to implement, given that BellSouth implemented "migrate by TN" functionality in half the man hours. As well, CLECs have no insight into Qwest development cycle and/or "affinities" processes to know whether this CR has been touched by Qwest development personnel. That said, it is possible that development has occurred and/or affinities have been identified.

On a final note, Qwest's Ex Parte dated 8/13/02 specifically states "The Exception Process, specified in Section 16 of the CMP, provides the ability for a CLEC or Qwest to request a deviation from the CMP. This process could be used to request expedited treatment or implementation outside of the normal planned release." WCom is attempting to utilize the Exception Process as Qwest defined it for the FCC. That the two CRs in question be implemented "outside of the normal planned release". Now that this request has been initiated, Qwest seeks to change the manner in which the process is defined.

Thanks,

Liz Balvin WorldCom Carrier Management - Qwest Internal Line - V625-7305 External Line - 303-217-7305 Pager (888) 900-7221

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Announcement Date: August 30, 2002
Effective Date: Immediately
Document Number: CMPR.08.30.02.F.01322.Ad_Hoc_CMP_Mtg
Notification Category: Change Management Notification
Target Audience: CLECs, Resellers
Subject: CMP – Request for Ad Hoc CMP Meeting Important
Exception Discussion – No Vote Required

This notice is to inform all CLECs that WorldCom has requested an additional CMP meeting before the next regularly scheduled monthly CMP meeting.

On August 27, 2002, Qwest sent notice CMPR.08.27.02.F.01320.CMP_Meeting_Vote because of a CMP Exception Request (SCR082302-01EX) submitted by WorldCom.

WorldCom has subsequently requested an additional CMP meeting to discuss the exception as described below.

Additional Meeting Details:

Requestor: WorldCom

Agenda:

Begin verbatim excerpt of request received from WorldCom:

WCom requests that an ad hoc meeting (per section 3) be established as soon as possible to address at a minimum the following issues:

1. More details provided by Qwest to better understand if this change request is approved, what would be the end result impact?

What in addition to timeline changes (disclosure documentation requirements) does Qwest believe will apply?

What is the progress to date surrounding these CRs... "migrate as specified" business development requirements should have begun as of July 26, 2002. Did Qwest account for the fact that migrate as specified functionality existed prior to IMA 6.0 when estimating its man hours? Has there been any analysis performed on "migrate by TN" (synergies?). Are the man hours established for "migrate by TN" still considered appropriate?

How would Qwest resources be diverted

How would the 12.0 prioritization list be impacted

What additional man hours would be estimated

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1.What "voting" standard must apply (2/3rds or unanimous)

Is it possible to treat the CRs separately given their 12.0 ranking status?

Example: "migrate as specified" will be implemented in April/03, would only "timeline" changes apply?, thus 2/3rds vote

1.What other options are available to address the Exception CR and lessen the impact on the 12.0 release?

End verbatim excerpt of request received from WorldCom

Supporting Documentation:

Related Exception Request SCR082302-01EX (Exception Request to Implement Multiple CRs Prior to IMA 12.0) available in the CLEC Qwest Change Request – Systems Interactive Reports at

<http://www.qwest.com/wholesale/cmp/changerequest.html>

Related Change Requests SCR060702-01 (Migrating Customers Using the Conversion As Specified Activity Type) and SCR061302-01 (Migrate UNE-P Customers By TN) available in the CLEC Qwest Change Request – Systems Interactive Reports at

<http://www.qwest.com/wholesale/cmp/changerequest.html>

Notice CMPR.08.27.02.F.01320.CMP_Meeting_Vote available in the Qwest Customer Notice Letters Archive (CNLA) at

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

Logistics for Call/Meeting:

Date: Monday, September 9, 2002

Time: 1:30 PM – 3:00 PM MT

Conference Bridge Information:

877-572-8687, Passcode: 3393947#.

Primary Contact information:

Michael Buck, Qwest CMP Manager, mjbuck@qwest.com , 303-294-1633

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Announcement Date:

September 4, 2002

Effective Date:

Immediately

Document Number:

CMPR.09.04.02.F.01323.Ad_Hoc_Mtg_Revision

Notification Category:

Change Management Notification

Target Audience:

CLECs, Resellers

Subject:

CMP – Request for Ad Hoc CMP Meeting Important Exception
Discussion – No Vote Required – MEETING DATE CHANGE

This notice is to inform CLECs that Qwest has received a request to reschedule the Ad Hoc CMP Meeting described in notice CMPR.08.30.02.F.01322.Ad_Hoc_CMP_Mtg. As a result of this request, the logistics for the Ad Hoc meeting originally scheduled for September 9, 2002 have been revised as follows:

Date: Wednesday, September 11, 2002

Time: 11:00 AM MT – 12:30 PM MT

Call in Details: 877-572-8687, Passcode: 3393947#

The remainder of this notice contains meeting details as originally described in notice CMPR.08.30.02.F.01322.Ad_Hoc_CMP_Mtg.

Information Current as of: **Tuesday, September 10, 2002**

CR #

SCR082302-01EX

Report Name: **rptOpenDetailed CR INDIVIDUAL REPORT SYSTEMS**

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1. More details provided by Qwest to better understand if this change request is approved, what would be the end result impact?

What in addition to timeline changes (disclosure documentation requirements) does Qwest believe will apply?

What is the progress to date surrounding these CRs... "Migrate as specified" business development requirements should have begun as of July 26, 2002. Did Qwest account for the fact that migrate as specified functionality existed prior to IMA 6.0 when estimating its man hours? Has there been any analysis performed on "migrate by TN" (synergies?). Are the man hours established for "migrate by TN" still considered appropriate?

How would Qwest resources be diverted

How would the 12.0 prioritization list be impacted

What additional man hours would be estimated

1. What "voting" standard must apply (2/3rds or unanimous)

Is it possible to treat the CRs separately given their 12.0 ranking status?

Example: "migrate as specified" will be implemented in April/03, would only "timeline" changes apply?, thus 2/3rds vote

1. What other options are available to address the Exception CR and lessen the impact on the 12.0 release?

End verbatim excerpt of request received from WorldCom

Supporting Documentation:

Related Exception Request SCR082302-01EX (Exception Request to Implement Multiple CRs Prior to IMA 12.0) available in the CLEC Qwest Change Request – Systems Interactive Reports at

<http://www.qwest.com/wholesale/cmp/changerequest.html>

Related Change Requests SCR060702-01 (Migrating Customers Using the Conversion As Specified Activity Type) and SCR061302-01 (Migrate UNE-P Customers By TN) available in the CLEC Qwest Change Request – Systems Interactive Reports at

<http://www.qwest.com/wholesale/cmp/changerequest.html>

Notice CMPR.08.27.02.F.01320.CMP_Meeting_Vote available in the Qwest Customer Notice Letters Archive (CNLA) at <http://www.qwest.com/wholesale/notices/cnla/>

Logistics for Call/Meeting:

Date: Wednesday, September 11, 2002

Time: 11:00 AM MT – 12:30 PM MT

Conference Bridge Information:

877-572-8687, Passcode: 3393947#

Open System Change Requests -- Detail

Primary Contact information:

Michael Buck, Qwest CMP Manager, mjibuck@qwest.com, 303-294-1633.

ANALYSIS AS REQUESTED BY WORLDCOM

WorldCom has requested that the schedule for two CRs that are currently prioritized in the IMA 12.0 Release Candidate List be accelerated, and that those two CRs be delivered before the end of 2002. The two CRs are:

* SCR060702-01 Migrating Customers using the Conversion As Specified Activity Type. This candidate was prioritized number two on the IMA 12.0 candidate list.

* SCR061302-01 Migrate UNE-P Customers by TN. This candidate was prioritized number nineteen on the IMA 12.0 candidate list.

In response to WorldCom's request to accelerate these CRs, Qwest provides the following analysis as to the implications of fulfilling the request.

The first notable point is that both candidates are CLEC impacting candidates that by their implementation require that the functions associated with an IMA major release (technical specifications, CLEC interface testing, production migrations, etc.) be performed. Failing to perform these functions would render the candidates unusable by EDI CLECs.

Having determined the need to treat these candidates as major release candidates, it should be noted that the IMA 11.0 Release lifecycle is currently in test and hence it is too late to attempt to implement these candidates as part of the 11.0 release. With the schedule for IMA 11.0 release in November, it is not possible to complete the development effort for these two candidates and deliver them in December.

The best possible schedule Qwest could achieve for the delivery of these two candidates is to convert the 11.1 point release scheduled for January 2003 to a special major release, include these candidates along with the current 11.1 candidates and deliver them in January 2003. Following this schedule will require the delivery of a SATE special release and the IMA special major release simultaneously, violating the SATE 30-day test window required by CMP and likely impacting the schedule on which PO-19 could be executed. Alternatively, if the SATE 30-day test window is a requirement, the SATE special release could be delivered in January 2003 with the IMA special major release delivered in February 2003. Since this would only result in a schedule acceleration of 60 days, we will assume that WorldCom would prefer to see the candidates delivered in January 2003 and will use that date in further discussions. Much of the discussion does not change regardless of whether the date is January 2003 or February 2003.

Approval of this exception CR will create a major IMA release with only one quarter's notice prior to implementation. Because of this aggressive schedule, EDI CLECs will have to work similarly aggressive development schedules on their side of the EDI interface in order to take advantage of these candidates prior to the IMA 12.0 release.

Acceleration of candidates of this nature has implications that arise simply from the requirements of the development process itself. The first of these is the risk associated with the delivery of the release. By accelerating these candidates, you drastically reduce the development lifecycle timeline and thereby increase the likelihood of an issue arising from which the IMA timeline cannot recover, and potentially causing Qwest to fail to deliver the release on the accelerated schedule.

The risk associated with the development schedule pertains not only to the software itself, but also to the accompanying deliverables such as documentation. Working under this accelerated schedule, Qwest will not be able to make the CMP required technical specifications delivery schedule (section 8.1 of the CMP document) or the documentation schedule. While a detailed schedule for these deliverables has not been completed, a high level assessment of the situation would indicate that Qwest would miss these dates by at least 30 days in some cases (draft interface technical specifications).

The same implications exist for the training schedule. The addition of these products will require revision of the training classes very close behind the revisions required for IMA 11.0. This will cause overlap in the both the training development and delivery schedule that will have to be managed.

The second development issue pertains to the shifting of resources from the IMA 12.0 Release to this special major release. Creating this special major release will require the resources currently devoted to IMA 11.1 as well as the diversion of IMA 12.0 resources to this special major release. Because of the additional resources required on an accelerated development schedule, using the high end range of the LOEs for these candidates, Qwest would need to divert approximately 13,000 hours of effort from the IMA 12.0 to apply to this special major release. This would result in the application of 27,000 hours to the IMA 12.0 Release. Based on the application of 40,000 hours to the IMA 12.0 candidate list, Qwest is most likely to be able to complete the top 19 candidates. With the application of 27,000 hours to the IMA 12.0 Release, Qwest is most likely to be able to complete 16 candidates resulting in not only moving these two candidates out of the release, but also losing one additional candidate. While there have not been any packaging or commitment decisions made for IMA 12.0, it is likely that either SCR062702-03 "Autopopulate LSO (Local Serving Office) field in IMA and remove edit that prevents APTCON (appointment confirmation) and LSO field to both be populated" or SCR062702-10 "Create a field in IMA that can be checked to flag this LSR is to place a change order on an account where the CSR is not updated from the conversion activity" would need to be dropped from the release.

Additionally, there are several CMP issues that are created by using the above schedule for the special major release. The first is the requirement that "The Major release changes should occur no less than three (3) months apart." as specified in section 8.0, Changes to Existing OSS Interfaces, of the CMP document. Whether the release is delivered in January or February of 2003, this CMP requirement will be violated with the IMA 11.0 and 12.0 dates remaining where they are at today.

Open System Change Requests -- Detail

Having major releases this close together will impact the sunset dates for the major releases under discussion. Section 8.0 of the CMP document specifies that "Qwest will support the previous major Interconnect Mediated Access (IMA) EDI release for six (6) months after the subsequent major IMA EDI release has been implemented." Qwest supports 3 production hardware platforms, which, when releases are at least 3 months apart, is sufficient to meet the requirements of CMP. However, under the schedule discussed above, using these three hardware platforms would require the early retirement of both the IMA 10.0 and 11.0 releases. IMA 10.0 will be retired in April 2003 instead of May 2003. Qwest has already received inquiries about extending the sunset date for IMA 10.0 beyond May. These inquiries would have to be denied with the approval of this exception CR. Additionally, the IMA 11.0 retirement date would be moved from October 2003 to July 2003.

Another CMP concern involves the requirement to prioritize what candidates will be scheduled for a major release of IMA (section 10 of the CMP document). As described above, the delivery of these candidates requires the implementation of a major release. Invoking this exception process to move the number 2 and 19 candidates from the IMA 12.0 prioritization list into a major release of their own without providing the opportunity required under CMP to prioritize the contents of the new release. Approval of this exception will overrule the outcome of the previous WorldCom exception, which was unanimously approved by the CLECs and Qwest.

It should be noted that CMP Redesign Team developed a specific process (SCR) for the situation in which a candidate or candidates is not prioritized high enough to be slotted into a release that would meet a CLECs desired timeframe. An alternative mechanism for requesting the acceleration of these candidates may be the SCR process which would involve the application of additional, CLEC funded, resources and would not be as disruptive to the development efforts currently underway.

Finally, one additional question has come up that was not answered as part of the above analysis and are included here for completeness.

Question: What is the progress to date surrounding these CRs... "migrate as specified" business development requirements should have begun as of July 26, 2002. Did Qwest account for the fact that migrate as specified functionality existed prior to IMA 6.0 when estimating its man-hours? Has there been any analysis performed on "migrate by TN" (synergies?). Are the man-hours established for "migrate by TN" still considered appropriate?

Response: The CR "Migrating Customers using the Conversion As Specified Activity Type" is in the Business Requirements phase and is scheduled to complete this phase by mid September. The functionality existing prior to the IMA 6.0 release helps only in understanding some of the complexities of this deliverable. The system changes in each release and the requirements have to be written to support or build upon the current release level. The staff-hours are still valid at the point. The re-evaluation of the LOEs will be done just prior to packaging and any changes in the LOEs will be made available to CMP.

The CR "Migrate UNE-P Customers by TN" is just beginning its definition phase. Qwest defines the CRs based on their CMP prioritized ranking. As with all CRs we look for synergies during the definition phase. A full synergy evaluation would be complete by end of September when the CR is targeted to complete the Business Requirements phase. The staff-hours are still valid at this point. As with the previous CR, the reevaluation of the LOEs will be done just prior to packaging any changes in LOEs will be made available to CMP.

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