

Timely and Complete Notifications of Product/Process Changes

Purpose:

To evaluate the timeliness and completeness of Qwest issuing notification to CLECs that product and process changes will be or have been implemented.

Description:

- Includes all product/process notifications and associated documentation that are provided by Qwest for the 1-4 levels of changes as specified within section 5.3 and 5.4 of the change management plan found on Qwest's Change Management Process (CMP) web site at <http://www.qwest.com/wholesale/cmp/whatiscmp.html> and as prescribed by the ~~release-product/process~~ notification procedure ~~on-set forth in~~ Qwest's CMP, subject to the exclusions below ~~website~~.
- For the purpose of this measurement, Qwest's performance will be individually measured against the deliverables for levels 1-4.
- **Level 1 Deliverables to be Measured (2 possible misses):**

Timeliness:

Timely notification is defined as notifications made coincident with or prior to the implementation date.

Completeness:

~~1.~~ Notice provided must include:

1. Disposition ~~level~~;
2. Description of change;
3. Statement that changes are effective immediately;
4. Identification that there is no comment cycle;
5. Request to contact the CMP manager by e-mail if the change alters the CLECs' operating procedures and requires Qwest's assistance to resolve;
- ~~2-6.~~ Web notification form that includes an exact cut and paste of the changes highlighted in green (PCAT) or redlined (~~Non-FCC~~ Technical Publication (Non-FCC Tech Pubs)); and (~~for PCAT and Non-FCC Technical Publication Changes only~~)
- ~~3-7.~~ History log that tracks the changes to the product or process in question.

- **Level 2 Deliverables to be Measured (4 possible misses):**

Timeliness:

1. Initial notification must be sent at least 21 calendar days prior to implementation.

2. If required, final notification must be sent at least 7 calendar days prior to implementation.

Completeness:

1. Initial notification must include:

- a. Disposition level;
- b. Description of change;
- c. Proposed implementation date;
- d. Qwest/CLEC comment cycle timeframes;

2.e. Proposed changes to PCATs and Non-FCC Tech Pubs available for review in the Document Review section of the CMP web site (<http://www.qwest.com/wholesale/cmp/review.html>) in redline for Tech Pubs and green highlights for PCATs. The Document Review site shall contain a comment button next to the document to allow CLECs to provide comments. The proposed PCAT and Non-FCC Tech Pubs shall be available on the Document Review site at least until the totality of the proposed changes have been implemented; and

3.f. For changes that do not impact PCATs or Non-FCC Tech Pubs, a comments link shall be provided within the notification for comments.

2. Final notification:

5.a. If there are no CLEC comments, a final notification will not be provided and the changes will be effective according to the date provided in the original notification.

- b. If CLEC(s) did submit comments, final notification must include CLEC comments, Qwest responses to CLEC comments, documentation of proposed changes, and actual implementation date.

• **Level 3 Deliverables to be Measured (4 possible misses):**

Timeliness:

1. Initial notification must be sent at least 31 calendar days prior to implementation.
2. Final notification must be sent at least 15 calendar days prior to implementation.

Completeness:

1. Initial notification must include:

- a. Disposition level;
- b. Description of change;
- c. Proposed implementation date;
- d. The Qwest/CLEC comment cycle timeframes;

2.c. Proposed changes to PCATs and Non-FCC Tech Pubs available for review in the Document Review section of the CMP web site (<http://www.qwest.com/wholesale/cmp/review.html>) in redline for Tech Pubs and green highlights for PCATs. The Document Review site shall contain a comment button next to the document to allow CLECs to provide comments. The proposed

PCAT and Non-FCC Tech Pubs shall be available on the Document Review site at least until the totality of the proposed changes have been implemented; and

- d. For changes that do not impact PCATs or Non-FCC Tech Pubs, a comments link shall be provided within the notification for comments.

~~5.2.~~Final notification must include CLEC comments, Qwest responses to CLEC comments, documentation of proposed changes (if any), and actual implementation date.

- **Level 4 Deliverables to be measured (4 possible misses):**

Timeliness:

1. Initial notification must be sent at least 31 calendar days prior to implementation.

~~8.2.~~Final notification must be sent at least 15 calendar days prior to implementation.

Completeness:

~~4.1.~~Initial notification must include:

- a. Reference to the original Change Request;
- b. Proposed implementation date;
- c. The Qwest/CLEC comment cycle timeframes;

~~5.d.~~Proposed changes to PCATs and Non-FCC Tech Pubs available for review in the Document Review section of the CMP web site (<http://www.qwest.com/wholesale/cmp/review.html>) in redline for Tech Pubs and green highlights for PCATs. The Document Review site shall contain a comment button next to the document to allow CLECs to provide comments. The proposed PCAT and Non-FCC Tech Pubs shall be available on the Document Review site at least until the totality of the proposed changes have been implemented; and

~~6.e.~~For changes that do not impact PCATs or Non-FCC Tech Pubs, a comments link shall be provided within the notification for comments.

~~5.2.~~Final notification must include CLEC comments, Qwest responses to CLEC comments, documentation of proposed changes (if any), and actual implementation date.

Reporting Period: One month

Unit of Measure: Percent

Reporting Comparisons: Individual CLEC and CLEC Aggregate results

Disaggregation Reporting: Region-wide level

Formula:

For product and process changes that have been implemented:

$$\frac{[(\text{Number of required deliverables for the product and process changes made within the reporting period that are complete and sent on or before the date required by the change management plan (CMP) and not implemented before the date required by the change management plan}) \div (\text{Total$$

number of required deliverables for the product and process changes within reporting period)] x
100

Exclusions:

- Deliverables for which an exception is approved in accordance with Section 16 of the Change Management Process.
- Re-notices (if change has not been implemented) are tracked according to new notification timelines and content.

Standard:

100% timely and complete deliverables

Payment amounts:

Tier 1X payments - to all affected CLECs¹

Level 1 - \$75

Level 2 - \$225

Level 3 - \$1000

Level 4 - \$5000

Notes:

1. A notification sent date is determined by the date of the e-mail sent by Qwest that provides the notification.
2. Base payment levels under this measurement are not subject to severity or duration factor adjustments.
3. If Qwest has implemented a change without notification to the affected CLECs, Qwest shall make payments for missing all of the deliverables for the appropriate Level change if: 1) one or more CLECs challenge the change as one requiring notice and such challenge is made within a reasonable period of time from when the change was made; and 2) a determination is made – by agreement or through dispute resolution – that Qwest should have, but did not, implement the change in accordance with CMP section 5.4.
4. Qwest may exclude from its payment calculations to CLECs amounts already paid for the same conduct under other states' performance assurance plans.

¹ An affected CLEC is a CLEC who: 1) has subscribed to the appropriate category of notifications on the Qwest web site at www.qwest.com/wholesale/notices/cnla/maillist.html; 2) has opted-in to the Qwest CPAP; 3) has been granted a Certificate of Public Convenience and Necessity in Colorado; 4) has an effective local tariff or price list on file in Colorado; and 5) has either an interconnection agreement with Qwest that has been approved by the Colorado Commission, or is obtaining services, interconnection, or network elements for resale through Qwest's Colorado Local Network Interconnection and Service Resale Tariff, COLO. P.U.C. No. 22.