

BELLSOUTH CHANGE CONTROL PROCESS DOCUMENT CONSENSUS VOTING BALLOT

<i>CLEC Participant Company Name:</i>	<i>Date:</i>
<p>ITEM NO. 1 - Meeting Consensus Section 1 - Introduction - Page 7 (8th bulleted item in last section)</p> <ul style="list-style-type: none"> • Documentation (i.e., business rules for electronic and manual processes relative to order, pre-order, maintenance, <u>including User Guides that support OSS systems currently within the scope of CCP.</u> 	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 2 - Meeting Consensus Section 1 - Introduction - Page 8 The first section bulleted items that are reflecting a change are:</p> <p>The scope of the Change Control Process does not include the following which are handled through existing BellSouth processes:</p> <ul style="list-style-type: none"> • Coordination of test agreements will continue to be supported by the Account Team • Questions regarding existing documentation should be handled by the Account Team. However, if documentation needs to be changed for clarification purposes, a defect change request should be submitted through Change Control. 	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 3 - Meeting Consensus Section 3 - Introduction - Page 11 & 12</p> <p><u>Type 2 – Regulatory Change</u> Accept the additional language – “Type (2) changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part 3.</p> <p><u>Type 3 – Industry Standard Change</u> Accept the additional language – “Type (3) changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part 3.</p> <p><u>Type 4 – BellSouth Initiated Change</u> Accept the additional language – “Type (4) changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part 3.</p> <p><u>Type 5 – CLEC Initiated Change</u> Accept the additional language – “Type (5) changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part 3.</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree

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<p>ITEM NO. 4 - Meeting Consensus Section 3 - Introduction - Page 12</p> <p>Type 6 - CLEC Impacting Defects – This section will now read: A Type 6 defect request is any non-type 1 change that corrects problems discovered in production versions of an application interface. These problems are where the interface is not working in accordance to the BellSouth baseline business requirements or the business rules that BellSouth has published or otherwise provided to the CLECs. In addition, if functional requirements agreed upon by BellSouth and the CLECs, results in inoperable functionality, even though software business requirements and business rules match; this will be addressed as a defect. These problems typically affect the CLEC’s ability to exchange transactions with BellSouth and may include documentation that is in error, has missing information or is unclear in nature. Type 6 validated defects may not be managed using the Expedited Feature Process as discussed in Section 4, Part 3.</p> <p>The CLEC and/or BellSouth may initiate defect changes affecting interfaces between the CLEC’s and BellSouth’s operational support systems. These type changes might also include issues for Pre-Orders, Orders, Queries, and Maintenance Requests that can be submitted and accepted, but may require workarounds or clarification.</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 5 - Meeting Consensus Section 4 - Part 1 - Type 1 Detail Process Flow - Page 18 Step 1 – Activity #4 will be reflected as:</p> <p style="margin-left: 40px;">4. ECS will provide the CLEC with a trouble ticket number, if requested, to record and track the outage.</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 6 - Meeting Consensus Section 4 - Part 1 - Type 1 Detail Process Flow - Page 18 Step 2 – Activity #1 will be reflected as:</p> <p style="margin-left: 40px;">1. ECS will post to the Web an Initial Industry Notification that a BellSouth Electronic Interface outage has been identified. An e-mail to the CLECs participating in Change Control will be distributed. The system ticket number of the outage will be included in the web posting and the e-mail notification.</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree

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<p>ITEM NO. 7 - Meeting Consensus Section 4 – Part 2 – Types 2-5 Process Flow – Page 26 Step 4 – Activity #5 will be reflected as:</p> <p>5. Provide size and scope information on each pending change request to CLECs.</p> <p>Also, add the following bullet under OUTPUTS:</p> <ul style="list-style-type: none"> • Size and scope on each Pending change request. 	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 8 - Meeting Consensus Section 4 – Part 3 – Types 2-5 Exception/Expedited Feature Process – Pages 33-37 WITHDRAWAL</p> <p>This CLEC Part 3 – Types 2-5 Exception/Expedited Feature Process was withdrawn in favor of the BellSouth offered Part 3 with modifications.</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 9 - Meeting Consensus Section 4 – Part 3 – Types 2-5 Exception/Expedited Feature Process SPLIT FROM “DEFECT PROCESS” INTO SEPARATE SECTION FOR EXPEDITED FEATURES ONLY.</p> <p>Note: Exception “Language” removed from Expedited Feature Process.</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 10 - Meeting Consensus Section 4 – Part 3 – Expedited Feature Process -Page 37 Title Page and definitions will read as follows:</p> <p>An Expedited Feature is the inability for a CLEC to process certain types of LSR’s based on the existing functionality to BellSouth’s Operations Support Systems (OSSs) that are in the scope of CCP. The change request for an expedite must provide details of the business impact and will fall into one of two categories:</p> <ul style="list-style-type: none"> • A defect that has been re-classified as a feature where the CLEC/BellSouth has determined should be expedited due to impact • An enhancement to an existing product or service where the CLEC/BellSouth has determined should be expedited due to impact <p><u>Re-classified Defects</u></p> <p>When a defect is re-classified as a feature, the CLEC/BellSouth will be notified by Change Control in the standard defect validation. The CLEC will have the ability to ask BellSouth to expedite the reclassified feature by updating the change request, marking it as an expedite and sending back to Change Control. The change request will then follow through the Types 2-5 Expedited Feature process using agreed upon intervals.</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree

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<p><u>Enhancements to an existing product or service</u></p> <p>A CLEC/BellSouth will also have the ability to submit a Type 2-5 change request as an expedited feature request for an enhancement to an existing product or service where the functionality does not currently exist in BellSouth’s offered products and services.</p> <p>For both re-classified defects and enhancements to an existing product or service, the rules surrounding the expedited feature request will be:</p> <ul style="list-style-type: none"> • Must be an enhancement to an existing product or service • Will follow the Expedited Feature process flow described below which is based on the current Types 2-5 process flow using agreed upon intervals with the exception of Steps 4-6 that are eliminated. • The CLEC/BellSouth will be required to give impacts and the consequences for not implementing the feature in the current, next, or point release, best effort. 	
<p>ITEM NO. 11 - Meeting Consensus Section 4 – Part 3 – Expedited Feature Process -Page 39 Table 4-3. Types 2-5 Expedited Feature Detail Process Flow – STEP 1 Accountability – CCCM & BCCM Sub-process – Activity <u>IDENTIFY NEED</u></p> <ol style="list-style-type: none"> 1. Internally determine need for change request. These change requests might involve system enhancements, manual and/or business process changes. 2. Originator and CCCM or BCCM should complete the standardized Change Request Form according to Checklist. 3. Attach related requirements and Attachment A-1A, Item 22. 4. Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth. <p>Inputs and Outputs: <u>INPUTS:</u></p> <ul style="list-style-type: none"> • Change Request Form (Attachment A-1) • Change Request Form Checklist (Attachment A-1A) <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> • Completed Change Request Form with related documentation 	<p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Generally Agree</p> <p><input type="checkbox"/> Neutral</p> <p><input type="checkbox"/> Somewhat Disagree</p> <p><input type="checkbox"/> Disagree</p>

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ITEM NO. 12 - Meeting Consensus

Section 4 - Part 3 - Expedited Feature Process -Page 39

Table 4-3. Types 2-5 Expedited Feature Detail Process Flow – **STEP 2**
Accountability – BCCM

Sub-process – **Activity**

OPEN CHANGE REQUEST/VALIDATE CHANGE REQUEST FOR COMPLETENESS

1. Log Request in Change Request Log.
2. Send Acknowledgment Notification (Attachment A-3) via e-mail to originator.
3. Establish request status ('N' for New Request)
4. Review change request for mandatory fields using the Change Request Form Checklist.
5. Verify Change Request specifications and related information exists.
6. Send Clarification Notification via email to the originator (Attachment A-4) if needed.
7. Update Change Request Status to "PC" for Pending Clarification if clarification is needed.

CLEC or BellSouth Originator

If clarification is needed, make necessary corrections per Clarification Notification and submit Change Request Clarification Response (Attachment A-2).

Inputs and Outputs:

INPUTS:

- Completed Change Request Form with related documentation
- Change Request Form Checklist
- Change Request Clarification Response

OUTPUTS:

- New Change Request
- Acknowledgment Notification
- Validated Change Request
- Clarification Notification
- Industry Notification via e-mail and web posting

Cycle Time: **1 Bus Day** – **Clarification times would be in addition to cycle time.**

- Agree
- Generally Agree
- Neutral
- Somewhat Disagree
- Disagree

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<p>ITEM NO. 13 - Meeting Consensus Section 4 - Part 3 - Expedited Feature Process -Page 41 Table 4-3. Types 2-5 Expedited Feature Detail Process Flow – STEP 5 Accountability – BCCM, Project Managers from each participating company. Sub-process – Activity <u>RELEASE MANAGEMENT AND IMPLEMENTATION</u> (Meeting consensus was reached on the following bullet only)</p> <p style="margin-left: 40px;">2. BellSouth User Requirements for software changes will be presented to CLECs, if applicable. If needed, changes will be incorporated and requirements re-baselined.</p> <p><u>OUTPUTS</u> (Add the following bullet)</p> <ul style="list-style-type: none"> • Documentation Changes 	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 14 - Meeting Consensus Section 5 - Part 3 - Defect Process -Pages 42 - 50</p> <p>Strike all references to EMERGENCY CHANGE and EXPEDITE throughout Section 5.0.</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 15 - Meeting Consensus Section 5 - Part 3 - Defect Process -Page 42 & 43 Title page and definitions will read as follows:</p> <p>A CLEC/BellSouth identified defect will enter this process through the Change Management Team as a Type 6 Change Request. If the defect is validated internally, it will route through this process, and notification provided to the CLEC community via e-mail and web posting.</p> <p>A Type 6 defect request is any non-type 1 change that corrects problems discovered in production versions of an application interface. These problems are where the interface is not working in accordance to the BellSouth baseline business requirements or the business rules that BellSouth has published or otherwise provided to the CLECs.</p> <p>In addition, if functional requirements agreed upon by BellSouth and the CLECs, results in inoperable functionality, even though software business requirements and business rules match; this will be addressed as a defect.</p> <p>These problems typically affect the CLEC’s ability to exchange transactions with BellSouth and may include documentation that is in error, has missing information or is unclear in nature. Type 6 validated defects may not be managed using the Expedited Feature</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree

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<p>Process as discussed in Section 4, Part 3.</p> <p>Defect Change Requests will have three Impact Levels:</p> <ul style="list-style-type: none"> • High Impact The failure causes impairment of critical system functions and no electronic workaround solution exists. • Medium Impact The failure causes impairment of critical system functions, though a workaround solution does exist. • Low Impact The failure causes inconvenience or annoyance. 	
<p>ITEM NO. 16 - Meeting Consensus Section 5 - Defect Process - Page 45 Table 5-1. Type 6 Defect Process – STEP 1 Accountability – BCCM & CCCM Sub-process – Activity <u>IDENTIFY NEED</u></p> <ol style="list-style-type: none"> 1. Identify Defect. 2. Originator and CCCM or BCCM should complete the standardized Change Request Form indicating that it is a Type 6. 3. Include description of business need and details of business impact. 4. Attach related requirements and specification documents. These attachments <u>must</u> include the following, <u>if appropriate</u>: <ul style="list-style-type: none"> • PON • OCN • Specific Scenario • Interface(s) affected • Error message (if applicable) • Release or API version (if applicable) 5. Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth Change Management Team. <p>Inputs and Outputs: <u>INPUTS:</u></p> <ul style="list-style-type: none"> • Type 6 Change Request <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> • Completed Change Request Form (with related documentation if necessary) <p>Cycle Time: N/A</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree

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<p>ITEM NO. 17 - Meeting Consensus Section 5 - Defect Process - Page 45 Table 5-1. Type 6 Defect Process – STEP 2 Accountability – BCCM & CCCM Sub-process – CYCLE TIME</p> <p>4 Hours for High Impact – Time to be calculated from time of receipt with a cutoff time of 4:00 PM Eastern Time.</p> <p>1 Bus Day for Medium and Low Impact – Time to be calculated from time of receipt with a cutoff time of 4:00 Pm Eastern Time.</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 18 - Contested Consensus (<u>Voters must disagree with one (1) of the following recommendations and indicate ranking of the other</u>) Section 5 - Defect Process - Page 46 Table 5-1. Type 6 Defect Process – STEP 3 Internal Validation - BCCM</p> <p>Sub-process – CYCLE TIME</p> <p><u>CLEC RECOMMENDATION</u></p> <p>1 Bus Day for High Impact 3 Bus Days for Medium and Low Impact</p> <hr/> <p><u>BELLSOUTH RECOMMENDATION</u></p> <p>2 Bus Days for High Impact 3 Bus Days for Medium and Low Impact</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree <hr style="border-top: 1px dashed black;"/> <input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 19 - Meeting Consensus Section 5 - Defect Process - Page 45 Table 5-1. Type 6 Defect Process – STEP 3</p> <p>Sub-process – OUTPUTS</p> <p>Add the following bullet:</p> <ul style="list-style-type: none"> • Status provided for High Impact Defects to originator via email within 24 hours. 	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree

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<p>ITEM NO. 20 - Meeting Consensus Section 5 - Defect Process - Page 47 & 48 Table 5-1. Type 6 Defect Process – STEP 4 Accountability – BCCM Sub-process – Activity <u>DEVELOP AND VALIDATE WORKAROUND (IF APPLICABLE)</u></p> <ol style="list-style-type: none"> 1. Defect workaround identified 2. Change Request status change to “W” for workaround identified. 3. Workaround is communicated via email to originating CLEC and to the CLEC community via email and web posting. 4. If appropriate, communication to the CLEC community regarding workaround will be discussed via conference call. <p>If it is determined that additional time is needed to develop workaround due to the complexity of the defect, notification will be provided to the CLEC community via email and web posting.</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 21 - Contested Consensus (<u>Voters must disagree with one (1) of the following recommendations and indicate ranking of the other</u>) Section 5 - Defect Process - Page 47 & 48 Table 5-1. Type 6 Defect Process – STEP 4</p> <p>Sub-process – CYCLE TIME</p> <p><u>CLEC RECOMMENDATION</u></p> <p>1 Bus Day for High and Medium Impact 4 Bus Days for Low Impact</p> <hr/> <p><u>BELLSOUTH RECOMMENDATION</u></p> <p>2 Bus Days for High Impact 4 Bus Days for Medium and Low Impact</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree <hr style="border-top: 1px dashed black;"/> <input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 22 - Meeting Consensus Section 5 - Defect Process - Page 47 & 48 Table 5-1. Type 6 Defect Process – STEP 5 Accountability – BCCM Sub-process – Activity <u>INTERNAL RESOLUTION PROCESS</u></p> <ol style="list-style-type: none"> 1. Schedule and evaluate Defects based on capacity and business impacts to the CLECs and BellSouth. 2. Provide status updates to the CLEC community via email as the status change until the defect is implemented. 	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree

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<p>ITEM NO. 23 - Contested Consensus (<u>Voters must disagree with one of the following recommendations and indicate ranking of the other</u>)</p> <p>Section 5 - Defect Process - Page 48 & 49 Table 5-1. Type 6 Defect Process – STEP 5</p> <p>Sub-process – CYCLE TIME</p> <p><u>CLEC RECOMMENDATION</u></p> <p>Validated High and Medium Impact defects will be implemented within a 4-10 business day range, best effort.</p> <p>Low Impact defects will be implemented with a 4-20 business day range, best effort.</p> <hr/> <p><u>BELLSOUTH RECOMMENDATION</u></p> <p>Validated High Impact Defects will be implemented within a 4-25 business day range, best effort.</p> <p>Medium Impact Defects will be implemented within 90 business days, best effort.</p> <p>Low Impact defects will be implemented best effort.</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree <hr/> <input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 24 - Meeting Consensus</p> <p>Section 6 - Change Review - Prioritization - Release Package Development and Approval - Page 51</p> <p>Part 1 – Change Review Meeting - 4th paragraph NOTE:</p> <p>Status Meetings will occur monthly. Prioritization meetings will be scheduled to occur in March, June, September and December and will include the monthly status meeting agenda items.</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 25 - Meeting Consensus</p> <p>Section 6 - Change Review - Prioritization - Release Package Development and Approval - Page 52</p> <p>Part 2 – Change Review Package - 4th bullet:</p> <ul style="list-style-type: none"> • BellSouth’s estimate of the size and scope of each Change Request. 	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree

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<p>ITEM NO. 26 - Meeting Consensus Section 6 – Change Review – Prioritization – Release Package Development and Approval - Page 52-53</p> <p>Part 3 – Prioritizing Change Requests - 10th bullet: (Leave this bulleted item as originally stated)</p> <ul style="list-style-type: none"> • Manual processes and documentation changes will be prioritized separately; however they will need to be synchronized with the electronic interface changes. 	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 27 - Meeting Consensus Section 6 – Change Review – Prioritization – Release Package Development and Approval - Page 54</p> <p>Part 4 – Developing and Approving Release Packages - 1st bulleted item:</p> <ul style="list-style-type: none"> • Sizing and sequencing of change requests will be accomplished at the Prioritization Meeting. CLECs may take into account the size and scope when prioritizing items. 	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 28 – Contested Consensus (<u>Voters must disagree with one (1) of the following recommendations and indicate ranking of the other</u>) Section 7 – Introduction and Retirement of Interfaces - Page 57</p> <p>Retirement of Interfaces – 1st paragraph sentence</p> <p><u>CLEC RECOMMENDATION</u></p> <p>As active interfaces are retired, BellSouth will notify the CLECs by submitting a Type 4 change request through the Change Control Process and post a CLEC Notification Letter to the web six (6) months prior to the retirement of the interface.</p> <hr style="border: 1px solid black;"/> <p><u>BELLSOUTH RECOMMENDATION</u></p> <p>As active interfaces are retired, BellSouth will notify the CLECs through the Change Control Process and post a CLEC Notification Letter to the web six (6) months prior to the retirement of the interface.</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree <hr style="border-top: 1px dashed black;"/> <input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree

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<p>ITEM NO. 29 - Meeting Consensus Section 7 - Introduction and Retirement of Interfaces - Page 57</p> <p>Retirement of Versions</p> <p>When software versions are retired, BellSouth will give the CLECs a 120 day notification.</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 30 - Meeting Consensus Section 7 - Introduction and Retirement of Interfaces - Page 57</p> <p>Retirement of Versions – Proposed Appeal Language</p> <p>A CLEC may respond to Change Control with its desire to extend a retirement date. The CLEC must explain why the scheduled retirement date is not acceptable by providing the impact to its business.</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 31 - Contested Consensus (<u>Voters must disagree with one of the following recommendations and indicate ranking of the other</u>) Section 8 - Escalation Process - Page 58 & 59</p> <p><u>Guidelines</u> <u>CLEC RECOMMENDATION</u></p> <ul style="list-style-type: none"> • For Type 6 High and Medium Impact issues, the escalation process is agreed to allow BellSouth a one-day turnaround to provide a status for each cycle of escalation. • For Type 6 Low Impact and Type 2-5 Expedite Process issues, the escalation process is agreed to allow BellSouth a three-day turnaround to provide a status for each cycle of escalation. <hr/> <p><u>BELLSOUTH RECOMMENDATION</u></p> <ul style="list-style-type: none"> • For Type 6 High Impact Issues, the escalation process is agreed to allow BellSouth a two (2) day turnaround to provide a status for each cycle of escalation. • For Type 6 Medium and Low Impact issues, the escalation process is agreed to allow BellSouth a five (5) day turnaround to provide a status for each cycle of escalation. For Types 2-5 Expedite Process issues, the escalation process is agreed to allow BellSouth a three (3) day turnaround to provide a status for each cycle of escalation. 	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree <hr/> <input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree

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<p>ITEM NO. 32 - Meeting Consensus Section 8 - Escalation Process - Contact List for Escalation - Type 2-6 Changes - Page 62</p> <p>1st Paragraph:</p> <p>Type 2-5 Changes: Within 5 business days of receipt (4 from acknowledgment) BellSouth Change Control appropriate executives will reply through BellSouth Change Control with BellSouth's position and explanation for that position.</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 33 - Contested Consensus (<u>Voters must disagree with one of the following recommendations and indicate ranking of the other</u>) Section 8 - Escalation Process - Contact List for Escalation - Type 2-6 Changes - Page 62</p> <p>2nd Paragraph: <u>CLEC RECOMMENDATION</u></p> <p>Type 6, High and Medium Impact Changes: Within one (1) business day of receipt, BellSouth Change Control appropriate executives will reply through BellSouth Change Control with BellSouth's position and explanation for that position.</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p><u>BELLSOUTH RECOMMENDATION</u></p> <p>Type 6 High Impact Changes: Within two (2) business days of receipt, BellSouth Change Control appropriate executives will reply through BellSouth Change Control with BellSouth's position and explanation for that position. Type 6 Medium and Low Impact Changes: Within five (5) business days of receipt, BellSouth Change Control appropriate executives will reply through BellSouth Change Control with BellSouth's position and explanation for that position.</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree

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ITEM NO. 34 - Contested Consensus (Voters must disagree with one of the following recommendations and indicate ranking of the other)

Section 8 - Dispute Resolution Process - Page 64

CLEC RECOMMENDATION

In the event that an issue arises from Section 9, Change to this Process, or arises from some other Section and is not resolved through the Escalation Process as described herein, including (1) escalation within each company to the person with ultimate authority for Change Control operations, and (2) the services of a joint investigative team, when appropriate, comprised of representatives from BellSouth and the affected CLECs, resolution of the dispute shall be accomplished as set forth below:

- Either BellSouth or any CLEC affected by the dispute may request mediation through the appropriate state regulatory agency, if available. If mediation is requested, parties shall participate in good faith.
- Without necessity for prior mediation, either BellSouth or any CLEC affected by the dispute may file a formal complaint with the appropriate state regulatory agency, requesting resolution of the issue.
- All participants in the CCP shall be provided timely notice of any mediations or formal complaints.

- Agree
- Generally Agree
- Neutral
- Somewhat Disagree
- Disagree

BELLSOUTH RECOMMENDATION

In the event that an issue is not resolved through the Escalation Process as described herein, including (1) escalation within each company to the person with ultimate authority for Change Control operations, and (2) the services of a joint investigative team, when appropriate, comprised of representatives from BellSouth and the affected CLECs. Resolution of the dispute shall be accomplished as set forth below:

- Either BellSouth or any CLEC affected by the dispute may request mediation through the State Public Service Commission, if available. If mediation is requested, parties shall participate in good faith. If the mediation results in the resolution of the dispute, that resolution shall apply to all CLECs affected by the dispute.
- Without necessity for prior mediation, either BellSouth or any CLEC affected by the dispute may file a formal complaint with the appropriate state regulatory agency, requesting resolution of the issue.

- Agree
- Generally Agree
- Neutral
- Somewhat Disagree
- Disagree

BELLSOUTH CHANGE CONTROL PROCESS DOCUMENT CONSENSUS VOTING BALLOT

ITEM NO. 35 - Contested Consensus (Voters must disagree with one of the following recommendations and indicate ranking of the other)

Section 8 - Changes to the Process - Page 66

CLEC RECOMMENDATION

2nd Paragrah

Requests for changes to the Change Control Process may be submitted to the BellSouth Change Control Manager (BCCM) using the Change Request form located in the Appendix A. Cosmetic changes may be made and published by the BCCM (or alternate) without further review. Other changes will be reviewed at the monthly Change Review status meetings following receipt of the request, if included in the published meeting agenda. Following this initial review the BCCM and a CLEC representative appointed by the CLECs participating in the review shall prepare an official E-mail ballot for distribution. The official ballot will detail the change being requested, and the significant arguments presented for and against the change during the review. The ballot will be distributed one week following the Status Meeting. CLECs and BellSouth will have one week in which to cast their vote. Only ballots transmitted before midnight of the due date will be counted. Implementation of such changes will require a two-thirds affirmative vote for approval.

- Agree
- Generally Agree
- Neutral
- Somewhat Disagree
- Disagree

BELLSOUTH RECOMMENDATION

2nd Paragrah

Requests for changes to the Change Control Process may be submitted to the BellSouth Change Control Manager (BCCM) using the Change Request form located in the Appendix A. Cosmetic changes may be made and published by the BCCM (or alternate) without further review. Other changes will be reviewed at the monthly Change Review status meetings following receipt of the request, if included in the published meeting agenda. Following this initial review the BCCM and a CLEC representative appointed by the CLECs participating in the review shall prepare an official E-mail ballot for distribution. The official ballot will detail the change being requested, and the significant arguments presented for and against the change during the review. The ballot will be distributed one week following the Status Meeting. CLECs and BellSouth will have one week in which to cast their vote. Only ballots transmitted before midnight of the due date will be counted. Implementation of such changes, unless BellSouth has indicated that it currently cannot support a particular issue as proposed, will require a two-thirds affirmative vote for approval.

- Agree
- Generally Agree
- Neutral
- Somewhat Disagree
- Disagree