



**CenturyLink**<sup>TM</sup>  
**Wholesale**

**June 21, 2017**

**Product/Process CMP Team Meeting**

**Distribution Package**

# Product & Process / Systems Change Management Process (CMP) Monthly Meeting

9:00 a.m. – 10:00 a.m. (MT)

Wednesday, June 21, 2017

June Meeting will be held via conference call

Conference Bridge – 1-866-789-8819, Passcode 6273158#

### Facilitator

Mark Coyne – Project Manager, Change Management

### Agenda

**All agenda times are approximate. The Systems portion of the meeting will start immediately following the Product/Process meeting.**

<i>Time</i>	<i>Topic</i>	<i>Presenter/Facilitator</i>
9:00 – 9:05	Introductions / Roll Call	Mark Coyne
9:05 – 9:05	<b>Product Process Attachments:</b> ❖ Announcements ❖ See Attachment A – Previous Monthly Meeting Minutes	Mark Coyne
9:05 – 9:05	Review Global Action Items ❖ See Attachment B – Global Action Items	AI Owners / SMEs
9:05 – 9:05	Review “Active” CLEC Originated Change Requests ❖ See Attachment C – CLEC CRs	CR Owners / SMEs
9:05 – 9:15	Review “Active” CenturyLink Originated Change Requests ❖ See Attachment D – CenturyLink CRs	CR Owners / SMEs
9:15 – 9:15	Discussion of CMP Operations and Proposed Modifications to CMP Framework ❖ See Attachment E	Mark Coyne
9:15 – 9:15	Walk On Items ❖ See Attachment F	Requestor

<b>Agenda – Continued</b>		
<b>All agenda times are approximate. The Systems portion of the meeting will start immediately following the Product/Process meeting.</b>		
<b><i>Time</i></b>	<b><i>Topic</i></b>	<b><i>Presenter/Facilitator</i></b>
9:15 – 9:15	<b>SYSTEMS ATTACHMENTS</b> ❖ See Attachment A – Previous Monthly Meeting Minutes	Mark Coyne
9:15 – 9:15	Review New Change Requests ❖ See Attachment B – New CRs Initiated by CLECs ❖ See Attachment C – New CRs Initiated by CenturyLink ❖ See Attachment D – Regulatory & Industry Guideline CRs ❖ See Attachment E – Cross Over CRs ❖ See Attachment F – New “Walk On” CRs	CR Originator
9:15 – 9:20	Review Change Requests for Closure ❖ See Attachment G – CRs to Consider for Closure	Mark Coyne
9:20 – 9:25	Review Action Items ❖ See Attachment H – Global Action Items ❖ See Attachment I – Action Items and Associated CRs	Mark Coyne
9:25 – 9:25	Outstanding Systems CMP Change Requests ❖ See Attachment J - Outstanding Systems CMP Change Requests	Mark Coyne
9:25 – 9:25	Deploying Change Requests ❖ See Attachment K – Deploying Change Requests	Mark Coyne
9:25 – 9:25	Production Support Tickets ❖ See Attachment L	Mark Coyne
9:25 – 9:30	OSS Release Interface Calendar ❖ See Attachment M	Mark Coyne
9:30 – 9:30	Walk-On Items ❖ See Attachment N	Mark Coyne

## Announcements

- July Monthly Meeting – July 19, 2017 Time: 9:00 - 10:00 AM MT
- CR Submission Deadline: July 5, 2017
- During the CMP meeting, please follow these conference call guidelines:
  - All attendees, whether in person or by phone, must identify themselves and the company they represent.
  - The facilitator will mute all lines on the conference bridge once the call begins.
  - Push \*6 to go on and off mute
  - If you are not speaking, please push \*6 on your phone.
  - Please do not put your phone on hold if you have music hold.
  - Check the positioning of your mouthpiece if you are using a headset.
  - Don't say or do things you don't want others to hear during the call.
  - If you're speaking with others in your office, mute your phone by pushing \*6.
  - If you are unable to hear the conversation in the room, please interrupt to let the facilitator know.
  - For those in the room:
    - Please hold side conversations outside the conference room.
    - Position the microphone in front of you when speaking.
- The CenturyLink OSS Interface Release Calendar can be found at <http://www.centurylink.com/wholesale/cmp/teammeetings.html>
- Interactive Reports for all CMP Change Requests can be found at <http://www.centurylink.com/wholesale/cmp/changerequest.html>
- The CenturyLink Wholesale Change Management Process Document can be found at <http://www.centurylink.com/wholesale/cmp/index.html>
- The CMP Points of Contact: Lists, to update or add can be found at <http://www.centurylink.com/wholesale/cmp/index.html>

## **Attachment A – Previous Monthly Meeting Minutes**

**FINAL**  
**Change Management Process (CMP) Monthly Meeting**  
**Product - Process**  
**Wednesday, May 17, 2017**

**Introductions and Announcements**

Mark Coyne – CenturyLink began the meeting by taking attendance.

**Prior Monthly Meeting Minutes (Attachment A)**

Mark Coyne – CenturyLink asked if there were any comments on the prior Monthly Meeting Minutes. There were none.

**Review Global Action Items (Attachment B)**

There were no Global Action Items for the May Product/Process Meeting.

**Review Active CLEC Originated Change Requests (Attachment C)**

There were no CLEC Originated CRs to discuss for the May Product/Process Meeting.

**Review Active CenturyLink Initiated Change Requests (Attachment D)**

**PC021517-1 - Eliminate CenturyLink Search PCAT**

Mark Coyne – CenturyLink stated that the final notification was sent April 14, 2017 with an effective date of April 30, 2017. There were no customer comments. This CR has been in CLEC Test since the April 30 date. CenturyLink would like to move this to a Completed status. There were no objections.

**PC030617-1 Eliminate Centrex Plus and Centrex 21**

Mark Coyne – CenturyLink stated that last month, the CenturyLink SME team advised that the planned effective date for this CR was moved from May 31, 2017 to December 31, 2017. He asked Lee Brummett to speak to some changes regarding this CR.

Lee Brummett – CenturyLink stated that CenturyLink has been re-evaluating this issue and will be placing this CR in a Deferred status and that the products would not be eliminated at this time. Consequently, the December 31, 2017 date was no longer effective. He stated that, although not a CMP issue, CenturyLink was advising that CLSP Centrex 21 will be grandfathered effective July 20, 2017.

Kim Isaacs – Electric Lightwave said thank you. She said the elimination would have made this a big project. Kim asked for confirmation that with grandfathering, the only allowed activity is to disconnect.

Lee Brummett – CenturyLink stated that this was correct.

Mark Coyne- CenturyLink asked if there were any other questions or concerns. There were none.

**PC030617-2 Grandfather selected Centrex products**

Mark Coyne – CenturyLink stated that CenturyLink advised last month that the planned effective date for this CR to grandfather selected Centrex products, i.e., Centron, Centron 50, Centron XI, Centraflex II, Centraflex III, in all CenturyLink QC states has been moved from May 31, 2017 to July 2017. The Level 4 Notification is now planned for distribution June 5, 2017 with a planned effective date of July 20, 2017. Mark asked if there were any questions. There were none.

**CenturyLink™ Wholesale Change Management Process (CMP) Meeting Minutes**

**Proposed Modifications to CMP Framework (Attachment E)**

Mark Coyne – CenturyLink said there are no Proposed Modifications to the CMP Framework for the May meeting.

**Walk on Items (Attachment F)**

Mark Coyne – CenturyLink said there are no Walk On items in the package but that he wanted to relay something in regard to a Level 3 notice associated with Technical Publication 77368 sent on May 16, 2017. (See notification number NETW.TECH.05.16.17.F.15485.TP\_77368\_Iss\_G.) Mark said CenturyLink had received a question about providing more detail as to what was changing. To provide more information, CenturyLink had posted the History Log to the Document Review site.

Kim Isaacs – Electric Lightwave said thank you; the History Log will be helpful.

This concluded the review of the CMP May Product Process Distribution package.

**Maintain Meeting Details**

<b>Meeting Name:</b>	May 2017 Monthly CMP Meeting	<b>Type</b>	Monthly
<b>Meeting Date</b>	05/17/2017	<b>Area</b>	Wholesale

<b>Attendee</b>	<b>Company</b>	<b>Attendance Type</b>
Albersheim, Renee	CenturyLink	On Phone
Ashton, Curtis	CenturyLink	On Phone
Brummett , Lee	CenturyLink	On Phone
Coyne, Mark	CenturyLink	On Phone
Fauscett, Kasha	Comcast	On Phone
Fimbres, Armando	Oregon PUC	On Phone
Gomez, Lee	CenturyLink	On Phone
Hansen, John	CenturyLink	On Phone
Harmon, Linda	CenturyLink	On Phone
Isaacs, Kim	Electric Light Wave (ELI)	On Phone
James, Nicole	CenturyLink	On Phone
Johnson, Bonnie	MN DOC	On Phone
Kronewitter, Jonathan	Granite Telecommunications	On Phone
Lorence, Susan	CenturyLink	On Phone
Luttrell, Doris	CenturyLink	On Phone
Martinez, Denise	CenturyLink	On Phone
Oliveira, Joyce	Granite Telecommunications	On Phone
Overberg, Steve	CenturyLink	On Phone
Smith, Andrea	Comcast	On Phone
Sonnier, Jeff	Neustar Inc	On Phone
Taylor, Nancy	Electric Light Wave (ELI)	On Phone
Thomas, Angie	CenturyLink	On Phone
Tierney, Liz	Global Capacity	On Phone
Urevig, Rita	CenturyLink	On Phone
Van Dusen, Janean	CenturyLink	On Phone
Walker, Letty	CenturyLink	On Phone
Williams, Susan	CenturyLink	On Phone
Woods, Tonya	CenturyLink	On Phone
Young, Stephanie	Granite Telecommunications	On Phone



## **Attachment B – Global Action Items**

(There are no Global Action Items for  
the June Product/Process CMP Meeting.)

## **Attachment C – CLEC CRs**

(There are no CLEC CRs for  
the June Product/Process CMP Meeting.)

## **Attachment D – CenturyLink CRs**

**Summary Change Management Process - Product & Proces  
CenturyLink Initiated CRs**

<b>Report Line Number</b>	<b>CR #</b>	<b>Title</b>	<b>Company</b>	<b>Current Status</b>	<b>Owner</b>	<b>Director</b>	<b>CRPM</b>
1	PC030617-2	Grandfather selected Centrex products	CenturyLink	Development	Brummett , Lee		Lorence, Susan
2	PC060517-1	Grandfather CenturyLink Home Phone Package	CenturyLink	Submitted	Brummett , Lee		Hansen, John

**Open CR - Detail**

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
PC030617-2	Grandfather selected Centrex products	04/11/2017 Development	Wholesale ProdProc		Selected Centrex products

**Director**

**Originator** Brummett , Lee

**Owner** Brummett , Lee

**CRPM** Lorence, Susan

**Originating Company:** CenturyLink

**Description of Change**

Grandfather Centron, Centron 50, Centron XI, Centraflex II, Centraflex III in all CenturyLink QC states.

**Status History**

Date	Action	Description
06/05/2017	Communicator Issued	See notification number PROD.RESL.06.05.17.F.15620.Grandfather_Centrex_Prods.
05/17/2017	Discussed at Monthly CMP Meeting	Discussed in the May Product/Process CMP Meeting - See Attachment D in the Distribution Package.
04/19/2017	Discussed at Monthly CMP Meeting	Discussed in the April Product/Process CMP Meeting - See Attachment D in the Distribution Package.
04/12/2017	Status Changed	Status changed to Development.
03/15/2017	Status Changed	Status changed to Presented.
03/15/2017	Discussed at Monthly CMP Meeting	Discussed in the March Product/Process CMP Meeting - See Attachment D in the Distribution Package.
03/07/2017	CR Acknowledged	CR Acknowledged.
03/06/2017	CR Submitted	CR Submitted.

**CenturyLink Response**

None

**Project Meetings**

**5/17/17 - Product/Process CMP Meeting**

Mark Coyne – CenturyLink stated that CenturyLink advised last month that the planned effective date for this CR to grandfather selected Centrex products, i.e., Centron, Centron 50, Centron XI, Centraflex II, Centraflex III, in all CenturyLink QC states has been moved from May 31, 2017 to July 2017. The Level 4 Notification is now planned for distribution June 5, 2017 with a planned effective date of July 20, 2017. Mark asked if there were any questions. There were none.

**4/19/17 Product/Process CMP Meeting**

Mark Coyne – CenturyLink stated that this CR was presented last month by Lee Brummett. This CR was submitted to grandfather selected Centrex products, i.e., Centron, Centron 50, Centron XI, Centraflex II, and Centraflex III, in all CenturyLink QC states as of May 31, 2017. The effective date has since been extended until July 2017 and a Level 4 notification is scheduled to be distributed once the date is determined.

**3/15/17 Product/Process CMP Meeting**

Lee Brummett – CenturyLink then presented this CR to grandfather selected Centrex products, i.e., Centron, Centron 50, Centron XI, Centraflex II, Centraflex III, in all CenturyLink QC states as of May 31, 2017. Lee asked if there are any questions.

Kim Isaacs – Electric Lightwave requested confirmation that this CR is for grandfathering and that CenturyLink will only accept disconnects.

Lee Brummett – CenturyLink said that was correct.

Mark Coyne – CenturyLink asked if there were any more questions in regard to this CR or the prior CR. There were none.

**Open CR - Detail**

<b>CR #</b>	<b>Title</b>	<b>Date Current Status</b>	<b>Organization</b>	<b>Area Impacted</b>	<b>Products Impacted</b>
PC060517-1	Grandfather CenturyLink Home Phone Package	06/05/2017 Submitted	Wholesale ProdProc		Resale

**Director**

**Originator** Brummett , Lee

**Owner** Brummett , Lee

**CRPM** Hansen, John

**Originating Company:** CenturyLink

**Description of Change**

Effective August 18, 2017, CenturyLink will grandfather CenturyLink Home Phone Package. USOC PGOQW

**Status History**

<b>Date</b>	<b>Action</b>	<b>Description</b>
06/05/2017	CR Submitted	CR Submitted.
06/05/2017	CR Acknowledged	CR Acknowledged.

**CenturyLink Response**

None

**Project Meetings**

None

## **Attachment E – Proposed Modifications to CMP Framework**

(There are no Proposed Modifications to CMP Framework for  
the June Product/Process CMP Meeting.)

## **Attachment F – Walk On Items**