



**June 21, 2017**

**Systems 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><b>Time</b></i>	<i><b>Topic</b></i>	<i><b>Presenter/Facilitator</b></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

**Agenda – Continued**

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

<i><b>Time</b></i>	<i><b>Topic</b></i>	<i><b>Presenter/Facilitator</b></i>
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 – Production Support Tickets	Mark Coyne
9:25 – 9:30	OSS Interface Release 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
  - 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**

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

**FINAL  
Meeting Minutes**

**CMP Monthly Systems Meeting  
Wednesday, May 17, 2017**

**INTRODUCTIONS AND ANNOUNCEMENTS**

Mark Coyne – CenturyLink began by asking if there were any additional participants that had joined the call.

**PRIOR MONTHLY MEETING MINUTES (ATTACHMENT A)**

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

**NEW CRs INITIATED BY CLECs (ATTACHMENT B)**

There were no new CRs initiated by CLECs for the May Systems CMP Meeting.

**NEW CRs INITIATED BY CENTURYLINK (ATTACHMENT C)**

See Attachment F for the Walk-On Industry Guideline CR initiated by CenturyLink for the May Systems CMP Meeting.

**REGULATORY AND INDUSTRY GUIDELINE CRs (ATTACHMENT D)**

See Attachment F for the Walk-On Industry Guideline CR initiated by CenturyLink for the May Systems CMP Meeting.

**NEW CROSS OVER CRs (ATTACHMENT E)**

There were no Cross Over CRs for the May Systems CMP Meeting.

**WALK ON CHANGE REQUESTS (ATTACHMENT F)**

**SCR051017-1IG ASOG 55 – Industry Release / EASE ordering system and ASR gateway**

Letty Walker – CenturyLink presented the new CenturyLink Industry Guideline CR for the EASE system. Letty said the changes are associated with ATIS –OBF ASOG 55 and have a planned effective date of September 18, 2017. Letty then reviewed the ATIS Issue numbers included in the ASOG release as listed in the Description of the CR. She said there will be some customer walk-ons as the release is closer.

Kim Isaacs – Electric Lightwave asked if the customer changes will be part of the CR.

Letty Walker – CenturyLink said they will be presented with the walkthrough.

Susan Lorence – CenturyLink said the CR Description will also be updated to capture those changes similar to what we have done in the past.

Mark Coyne – CenturyLink said we should know those by the June meeting.

Letty Walker – CenturyLink said that should be the case.

Mark Coyne – CenturyLink asked if there were any other questions. There were none.

**CRS TO CONSIDER FOR CLOSURE (ATTACHMENT G)**

**SCR110216-1 Enhance validation rules for Simple Number Port**

Mark Coyne – CenturyLink said this is the CR that has been in CLEC Test as of April 3, 2017 and is associated with IMA Release 40.0. If customers have not yet scheduled a migration date to move from IMA XML 39.0 to IMA XML 40.0, Mark said please contact the EIS team to do so. He said the first migration date is June 3, 2017 and that we will request to move this CR to Completed status in the June CMP meeting. Mark asked if there were any questions. There were none.

**REVIEW GLOBAL ACTION ITEMS (ATTACHMENT H)**

There were no Global Action Items for the May Systems CMP Meeting.

**REVIEW ACTION ITEMS AND ASSOCIATED CRS (ATTACHMENT I)**

**SCR030117-1 Customer notification of updates to EASE Business Rules**

Mark Coyne – CenturyLink said an Ad Hoc meeting was held following the April CMP monthly meeting. He provided an overview of how the meeting had proceeded which included the SME team reviewing some EASE Business Rule examples. There was also a review of multiple notification options available under CMP. Mark said the discussion ended with agreement that the planned approach would be to utilize a Point Release notification for Custom Business Rule updates.

Susan Lorence – CenturyLink then reviewed a document included in the CMP package (on page 32) that had a synopsis of the various CMP notification options for changes to Custom Business Rule as discussed in the Ad hoc meeting. The options reviewed were: an Event notification, an Addendum, a Point Release, and a combined Point Release/Product Process notice. Susan said the Point release notification had been determined as the best fit for a Custom Business Rule update if CenturyLink believes that a business rule is not CLEC code impacting. The Point release could impact CLEC operating procedures. The notice would have a 30 day timeline that includes a 10 day CLEC comment period. If a CLEC identifies during the comment window that a proposed Business Rule change has an impact on their code, CenturyLink will pull the Business Rule from the Point release and include it in the next Major release. Susan said that last month we had discussed sending a trial Point Release system notification that would go out with a shorter timeline with an effective date of May 12, 2017. (See notification number SYST.EASE.04.20.17.F.15529.EASE\_R2.1\_CustomBusRules included in the package on page 30.) Susan relayed that in the flurry of the responsibilities for the Point release, CenturyLink had missed sending the final notification that was due May 1, 2017 for EASE Release 2.1. She asked if it might be appropriate to eliminate that final notice going forward as long as there were no CLEC comments. With the number of notifications sent by CenturyLink, Susan asked if the final reminder notification was meaningful to customers as a reminder of the upcoming Business Rule effective date.

Kim Isaacs – Electric Lightwave asked if the CMP doc would require a change if no final notification was sent.

Susan Lorence – CenturyLink said no since the Point Release is not well defined in the CMP document and that when we had looked at the timeline used for prior system Point releases, a 30 day timeline had been used. She said the definition of a Point release is only included in the Definition of Terms section of the CMP document.

Kim Isaacs – Electric Lightwave proposed that a reference be included in the initial Point release notice to say that a Final notice would be sent if there were CLEC comments.

There was agreement of the CLECs on the call that we will try this approach for now and revisit if necessary.

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

Susan Lorence – CenturyLink then relayed the rationale about sending both a Product Process notice and a Point release notice if a Business Rule update impacted CenturyLink external documentation. For consistency, CenturyLink believed it is best to send both notices and make the effective dates the same. There were no concerns expressed with this approach. Since there were no updates required to the CMP document, the CR/meeting minutes would capture this agreed upon approach. Susan asked if there were any other questions. There were none.

### **OUTSTANDING SYSTEMS CMP CHANGE REQUESTS (ATTACHMENT J)**

There was no additional discussion about any of these outstanding CRs for the May Systems CMP Meeting.

### **DEPLOYING CHANGE REQUESTS (ATTACHMENT K)**

There were no Deploying CRs to discuss for the May Systems CMP Meeting.

### **PRODUCTION SUPPORT TICKETS (ATTACHMENT L)**

Mark Coyne – CenturyLink said there are two Event notifications on the list associated with digital certificates for IMA XML ordering and IMA XML Notifications. The certificates will expire on June 13, 2017. Mark said for both Event Notices, customer action will need to occur on Sunday AM, June 11, 2017 when the IMA becomes available or before customers come online on Monday AM, June 12. Mark asked if there were any questions. There were none.

### **OSS INTERFACE RELEASE CALENDAR (ATTACHMENT M)**

Mark Coyne – CenturyLink said the OSS Interface Release Calendar has been updated to add the EASE Point release 2.1 associated with a Custom Business Rules update that was effective May 12, 2017. In addition, a placeholder entry was included for the possibility of an EASE Point Release 2.2 for Custom Business Rules updates to be effective July 17, 2017. The EASE releases for ASOG 56 and ASOG 57 scheduled to be implemented in 2018 were added along with a placeholder for IMA Release 41.

### **WALK ON ITEMS (ATTACHMENT N)**

Mark Coyne – CenturyLink said the next monthly meeting will be June 21, 2017 with a CMP CR Submission Deadline of June 7, 2017. Mark asked if there were any other questions on either of the CMP packages. There were none.

The May monthly CMP meeting adjourned at 9:35 AM MT.



**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 – New CRs Initiated By CLECs**

(There are no new CRs initiated by CLECs  
for the June Systems CMP Meeting.)

## **Attachment C – New CRs Initiated By CenturyLink**

(There are no new CRs initiated by CenturyLink  
for the June Systems CMP Meeting.)

## **Attachment D – Regulatory & Industry Guideline CRs**

(There are no new Regulatory or Industry Guideline CRs  
for the June Systems CMP Meeting.)

## **Attachment E – Cross Over CRs**

(There are no Cross Over CRs  
for the June Systems CMP Meeting.)

## **Attachment F – New “Walk On” CRs**

(There are no new Walk On CRs for  
the June Systems CMP Meeting.)

## **Attachment G – CRs to Consider for Closure**

**Change Request to Consider for Closure - Summary**

<b>Report Line Number</b>	<b>Impacted Interface</b>	<b>CR #</b>	<b>Title</b>	<b>Company</b>	<b>Status</b>	<b>CenturyLink Owner</b>	<b>Presenter</b>
1	IMA Common	SCR110216-1	Enhance validation rules for Simple Number Port	CenturyLink	CLEC Test	Martinez, Denise	Martinez, Denise



**Open CR - Detail**

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
SCR110216-1	Enhance validation rules for Simple Number Port	04/03/2017 CLEC Test	Wholesale System	Ordering	LNP - Simple Number Portability

**Director**

**Originator** Martinez, Denise

**Owner** Martinez, Denise

**CRPM** Lorence, Susan

**Originating Company:** CenturyLink

**Description of Change**

IMA needs to enhance the current eligibility edits for Simple Number Port. CenturyLink will exclude a condition causing invalid application of longer intervals on a small number of porting requests.

This will resolve pending Production Support ticket 7941836.

**Status History**

Date	Action	Description
05/17/2017	Discussed at Monthly CMP Meeting	Discussed in the May Systems CMP Meeting - See Attachment G in the Distribution Package.
04/19/2017	Discussed at Monthly CMP Meeting	Discussed in the April Systems CMP Meeting - See Attachment G in the Distribution Package.
04/03/2017	Communicator Issued	See notification number SYST.IMAS.04.03.17.F.15168.IMARel40.0Deploymt_SuppDoc.
04/03/2017	Status Changed	Status changed to CLEC Test.
03/29/2017	Communicator Issued	See notification number SYST.IMAS.03.29.17.F.15167.IMA_Sched_Release_Dwntime.
03/15/2017	Action Item Created	Discussed in the March Systems CMP Meeting - See Attachment K and L in the Distribution Package.
03/13/2017	Communicator Issued	See notification number SYST.IMAS.03.13.17.F.15166.IMAGUIRel40.0FnI_RelNotes.
03/06/2017	Communicator Issued	See notification number SYST.IMAS.03.06.17.F.15165.IMAGUI_Rel40.0_DraftDocs.
03/06/2017	Communicator Issued	See notification number PROS.LSOG.03.06.17.F.15354.IMA_Rel_40.
02/17/2017	Communicator Issued	See notification number SYST.IMAS.02.17.17.F.15355.IMA_XML_R40.0_RecertMemo.
02/17/2017	Communicator Issued	See notification number SYST.IMAS.02.17.17.F.15276.IMAXML40.0FinalTechSpecs.
02/15/2017	Discussed at Monthly CMP Meeting	Discussed in the February Systems CMP Meeting - See Attachment I and L in the Distribution Package.
01/26/2017	General Meeting Held	Draft System Technical Specifications walkthrough held.
01/20/2017	Communicator Issued	See notification number SYST.IMAS.01.20.17.F.15275.IMAXML40.0DraftTechSpecs.
01/18/2017	Discussed at Monthly CMP Meeting	Discussed in the January Systems CMP Meeting - See Attachments I and L in the Distribution Package.
12/14/2016	Discussed at Monthly CMP Meeting	Discussed in the December Systems CMP Meeting - See Attachment I in the Distribution Package.
12/05/2016	Additional Information	This CR is scheduled for IMA Release 40.0. The Release to Production date for IMA Release 40.0 was originally planned for February 20, 2017 but has been revised to be April 3, 2017.
12/01/2016	Status Changed	Status changed to Development.
11/16/2016	Status Changed	Status changed to Presented.
11/16/2016	Discussed at Monthly CMP Meeting	Discussed in the November Systems CMP Meeting - See Attachment C in the Distribution Package.
11/04/2016	CR Acknowledged	CR Acknowledged.
11/02/2016	CR Submitted	CR Submitted.

**CenturyLink Response**

None

**Project Meetings**

#### 5/17/17 System CMP Meeting

Mark Coyne – CenturyLink said this is the CR that has been in CLEC Test as of April 3, 2017 and is associated with IMA Release 40.0. If customers have not yet scheduled a migration date to move from IMA XML 39.0 to IMA XML 40.0, Mark said please contact the EIS team to do so. He said the first migration date is June 3, 2017 and that we will request to move this CR to Completed status in the June CMP meeting. Mark asked if there were any questions. There were none.

#### 4/19/17 System CMP Meeting

Mark Coyne – CenturyLink said this CR associated with IMA Release 40.0 was effective April 3, 2017 and it is now in CLEC Test. He said IMA XML Release 39.0 is scheduled to sunset September 30, 2017 and relayed that the following Migration Dates are available to move from IMA XML 39.0 to IMA XML 40.0: June 3, 2017, July 22, 2017, and September 16, 2017. A customer can schedule a migration dates by contacting the EIS team at [Eis.team@centurylink.com](mailto:Eis.team@centurylink.com). Mark said we plan to hold this CR in CLEC TEST until following the first migration in June.

#### 3/15/17 System CMP Meeting

Discussed under Attachment K

Mark Coyne – CenturyLink said this CR is associated with IMA Release 40.0 that has a planned production date of April 3, 2017. Mark said all the system release notifications have been sent. IMA XML Release 39.0 is scheduled to sunset September 30, 2017. The Migration dates from IMA XML 39.0 to IMA XML 40.0 are June 3, 2017, July 22, 2017, and September 16, 2017. Mark relayed that customers should contact the EIS team at [Eis.team@centurylink.com](mailto:Eis.team@centurylink.com) to schedule one of these migration dates.

NOTE: 03-22-17 UPDATE CenturyLink sent System notification SYST.IMAS.02.17.17.F.15355.IMA\_XML\_R40.0\_RecertMemo to relay the above planned recertification dates. The notification is available on the Customer Notification Letter Archive (CNLA) at url <http://wholesale.centurylinkapps.com/cnla>.

Discussed under Attachment L- PRODUCTION SUPPORT TICKETS

Mark Coyne – CenturyLink said the first event notice 7941836 is related to the CMP CR SCR110216-1 Enhance validation rules for Simple Number Port. The event notice will be closed with IMA 40.0 release scheduled for April 3, 2017.

#### 2/15/17 System CMP Meeting

Discussed under Attachment I

Mark Coyne – CenturyLink said the customer walkthrough for IMA Release 40.0 was conducted on January 26, 2017. He said CLEC comments were received. The Final Technical Specifications and CenturyLink response to comments are due on February 17, 2017. The Draft GUI Release Notes will be sent March 6, 2017 with the IMA Release 40.0 Production date of April 3, 2017.

Discussed under Attachment L- PRODUCTION SUPPORT TICKETS

Mark Coyne – CenturyLink said this same ticket remains; Event notice 7941836 that is related to the CMP CR SCR110216-1 Enhance validation rules for Simple Number Port. The event notice will be closed with IMA 40.0 release scheduled for April 3, 2017.

Discussed under Attachment N - WALKON ITEMS

Jeff Sonnier – Neustar asked when the CenturyLink Response to Comments for IMA Release 40.0 will be available. Jeff said he was interested in the CenturyLink responses to his questions. Jeff also asked what the release migration strategy will be and whether CenturyLink will still provide three migration dates.

Susan Lorence – CenturyLink said the IMA Release 40.0 Final notice and CenturyLink response to comments is due on Friday, February 17, 2017. Susan said the CenturyLink Recertification memo had not been sent yet but that it was also due on Friday, February 17. She said Jeff was correct that there are normally three migration windows available to customers.

NOTE 02-22-17: Both the CenturyLink IMA Release 40.0 Final Notification and the Recertification notification memo were distributed on February 17, 2017 via notifications SYST.IMAS.02.17.17.F.15276.IMAXML40.0FinalTechSpecs and SYST.IMAS.02.17.17.F.15355.IMA\_XML\_R40.0\_RecertMemo respectively. The available migration dates from IMA XML 39.0 to IMA XML 40.0 are June 3, 2017, July 22, 2017 and September 16, 2017.

#### 1/18/17 System CMP Meeting

Discussed under Attachment L - PRODUCTION SUPPORT TICKETS

Mark Coyne – CenturyLink said one ticket remains; Event notice 7941836 is related to the CMP CR SCR110216-1 Enhance validation rules for Simple Number Port. The event notice will be closed with IMA 40.0 release scheduled for April 3, 2017.

Discussed under Attachment I

Mark Coyne – CenturyLink said the Draft Technical Specifications for this CR are scheduled for posting January 20, 2017. The Technical Specification walkthrough is scheduled for January 26, 2017 at 11 AM MT and the IMA Release 40.0 Production date is April 3, 2017.

#### 12/14/16 System CMP Meeting

Mark Coyne – CenturyLink said this CR was presented last month associated with IMA Release 40.0. The IMA Release to Production date was originally planned for February 20, 2017 but the date has been revised to be April 3, 2017 as noted in Attachment N.

#### 11/16/16 System CMP Meeting

Denise Martinez – CenturyLink presented this new CR to enhance our IMA eligibility edits for simple number portability that was causing a problem on a small number of porting requests. Denise said the CR is associated with Production Support ticket 7941836 that has been on our Event Notification list since June 2015. Denise asked if there were any questions.

Kim Isaacs - Electric Lightwave asked if there was an IMA release for 2017.

Mark Coyne – CenturyLink said we had a discussion about releases in CMP last month and that CenturyLink is planning an upcoming IMA Release 40.0 with an effective date of February 20, 2017. Mark said he was going to address the release under Attachment M when he reviews the OSS interface calendar. He said there is also an IMA change in the release that is non-CMP associated with some BPL rules changes for broadband services and some Loop Qual error message changes.

Kim Isaacs - Electric Lightwave asked if the release had been packaged and what the other CR number was associated with the changes that were just mentioned.

Mark Coyne – CenturyLink said there would be no CR for the broadband changes as those services are non-CMP.

Susan Lorence – CenturyLink said similar to how we have done it in prior releases, the non-CMP changes would be included as part of the Draft Technical Specifications. The IMA Draft Tech specs for IMA 40.0 are scheduled to go out December 9, 2016.

Kim Isaacs - Electric Lightwave asked if this is how it has occurred previously and said she would go back and look at some history.

Mark Coyne – CenturyLink said we have had non-CMP projects go in with a CMP release in the past.

Armando Fimbres – Oregon PUC asked if there was a procedural conflict.

Mark Coyne – CenturyLink said he did not think so.

Kim Isaacs - Electric Lightwave said her concern was that customers would not see these changes until the draft technical specifications are available.

Susan Lorence – CenturyLink said we would go back and find an example of when this has happened previously.

Kim Isaacs - Electric Lightwave said there was a Change Request in 2014, SCR022814-1, Allow FT for converting or changing from stand alone services (HSI/Broadband) to POTS or vice versa. Kim said this CR was both CMP and non-CMP related.

Mark Coyne – CenturyLink said we will investigate this scenario of CMP and non-CMP also.

NOTE 11-22-16 The following information was provided to Kim Isaacs, ELI, on November 21, 2016 following the CMP call: The CenturyLink SME team located an excellent example of non-CMP changes being included in an IMA release. IMA Release 30.0 had two CMP system CRs that were included in the IMA Release 30.0 Packaging. See Attachment M in the November 2010 CMP System package available at <http://wholesalecalendar.centurylinkapps.com/detail/259/2010-11-17>.

In that same IMA Release 30.0, there were also multiple non-CMP updates. Those non-CMP updates were included in the CMP Technical Specifications. They were also discussed in the IMA Release 30.0 Walkthrough. Please refer to the IMA Release 30.0 Combined Candidate Overview available at <http://wholesalecalendar.centurylinkapps.com/detail/316/2011-02-15>. We believe that the Tech Specs and the walkthrough were the first time Wholesale customers were made aware of the non-CMP changes.

After further discussion with the SME team about the IMA 40.0 release following the CMP call, there does not appear to be any changes required to the technical specifications/DWS for IMA 40.0. This is true not only for the CMP CR SCR110216-1 that Denise Martinez presented but also for the HSI/Broadband requirements that were mentioned by Mark Coyne as being included in the IMA release. However, the SME/IT team does plan to make an update to the DWS associated with a rules clarification. The update was originally going to be included in an addendum to IMA Release 39.0 but when IMA 40.0 was being considered for February 2017, the team preferred to include the rules clarification there.

## **Attachment H – Global Action Items**

(There are no Global Action Items for the  
June Systems CMP Meeting.)

## Attachment I – Action Items and Associated CRs

### Status of System CRs:

#### **SCR051017-1IG - ASOG 55 – Industry Release / EASE ordering system and ASR**

- CR revised to add a custom edit: The PON cannot be duplicated within a 2 year timeframe within the ESP group established for the customer.
- Draft Technical Specifications to be distributed July 7, 2017
- Customer Walkthrough tentatively scheduled for July 17, 2017
- Comment Cycle ends July 25, 2017

#### **SCR030117-1 Customer notification of updates to EASE Business Rules**

- EASE Release 2.2 Custom Business Rules Update
  - Initial notification issued June 16, 2017 -- See notification number SYST.EASE.06.16.17.F.15695.EASE\_R2.2\_CustomBusRules included in package
  - Final notification issued on July 3, 2017, if required
- Updated OSS Calendar for Point Release(s) to show Final Notice will be sent, “if required”
- PLACEHOLDER for EASE Release 2.3 Custom Business Rules Update added to Wholesale OSS Calendar
- Event Notification process being utilized for EASE ASR Trouble Tickets due to error conditions found
- Next steps

**Open CR - Detail**

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
SCR051017-1IG	ASOG 55 – Industry Release / EASE ordering system and ASR gateway	05/26/2017 Development	Wholesale System	ATIS OBF	

**Director**

**Originator** Walker, Letty

**Owner** Li, Michelle

**CRPM** Lorence, Susan

**Originating Company:** CenturyLink

**Description of Change**

This CR addresses the modifications made to the EASE ASR Gateways to support ASOG 55, including ASOG and UOM-ASR Schema changes as mandated by ATIS-OBF. Details for the ASOG 55 industry changes can be found at <http://www.atis.org/>. The release will be effective September 18, 2017.

**ISSUE NUMBER DESCRIPTION**

3572 ASOG: Remove references to the BANC process from the ASOG  
 3561 ASOG: Modify RUID and EVCI fields to clarify on Disconnect orders  
 3571 ASOG: Update Practice025 (ECI)

**ISSUES ASSOCIATED WITH ASOG V55**

**ISSUE NUMBER DESCRIPTION**

3562 ASO-RG: Review ASO-RG to Identify the Appropriate Placement of Substantive Documentation  
 3569 ASOG: Review the Frequency of ASOG Releases (Withdrawn)  
 3570 UOM-ASR: Remove references for Customer Initiated Jeopardy from UOM Vol II

6/15/17 NEW CUSTOM EDIT: a customer will not be able to duplicate the PON within a 2 year timeframe within the ESP group established for the customer within EASE.

**Status History**

Date	Action	Description
06/15/2017	Record Update	CR originator requested a record update. The CR Description was revised to add a CenturyLink custom edit regarding the restriction of duplicating a PON within a specific time period.
05/26/2017	Status Changed	Status changed to Development.
05/17/2017	Status Changed	Status changed to Presented.
05/17/2017	Discussed at Monthly CMP Meeting	Discussed in the May Systems CMP Meeting - See Attachment F in the Distribution Package.
05/10/2017	CR Submitted	CR submitted.
05/10/2017	CR Acknowledged	CR acknowledged as a Walk-on for the May CMP meeting.

**CenturyLink Response**

None

**Project Meetings**

**5/17/17 System CMP Meeting**

Letty Walker – CenturyLink presented the new CenturyLink Industry Guideline CR for the EASE system. Letty said the changes are associated with ATIS –OBF ASOG 55 and have a planned effective date of September 18, 2017. Letty then reviewed the ATIS Issue numbers included in the ASOG release as listed in the Description of the CR. She said there will be some customer walk-ons as the release is closer.

Kim Isaacs – Electric Lightwave asked if the customer changes will be part of the CR.

Letty Walker – CenturyLink said they will be presented with the walkthrough.

Susan Lorence – CenturyLink said the CR Description will also be updated to capture those changes similar to what we have done in the past.

Mark Coyne – CenturyLink said we should know those by the June meeting.

Letty Walker – CenturyLink said that should be the case.

Mark Coyne – CenturyLink asked if there were any other questions. There were none.

**Announcement Date:** June 16, 2017  
**Effective Date:** July 17, 2017  
**Notification Number:** SYST.EASE.06.16.17.F.15695.EASE\_R2.2\_CustomBusRules  
**Notification Category:** Systems Notification  
**Target Audience:** CLECs, Resellers, IXCs, Wireless, ILEC, GET  
**Subject:** CMP – Systems Document In Review - EASE Release 2.2 - Custom Business Rules Update

**Associated CR # or System Name and Number:** EASE Release 2.2

On June 16, 2017, CenturyLink will post planned updates to the Custom Business Rules for EASE Release 2.2 that is scheduled to be deployed on July 17, 2017. The Custom Business Rules are a part of the technical specifications for EASE. The planned updates along with a Summary of Change will be posted to the CenturyLink Wholesale Document Review site available at <http://www.centurylink.com/wholesale/cmp/review.html>.

**Summary of Change:**

The following Custom Business Rule change is included in this EASE Release:

- Addition of a new rule EQ350 that will prohibit SEI = Y on Non-Switched Ethernet Services in the ASR\_ADMIN section for all ICSC codes when the REQTYP=E or S, ACT=C, D, T, R, or M, and the 4<sup>th</sup> and 5<sup>th</sup> characters of the ECCKT=HC, HF, T1, or T3. The Error Message will be “SEI prohibited on Non Ethernet services”.

The Custom Business Rules update is associated with Change Management Process (CMP) Change Request (CR) SCR030117-1. Further information about this CR is available on the Wholesale Web site at <http://www.centurylink.com/wholesale/cmp/changerequest.html>.

Changes to this application for this release follow the Change Management Process (CMP) at <http://www.centurylink.com/wholesale/cmp/index.html>.

**Comment Cycle:**

CenturyLink encourages you to review the planned documentation changes and submit questions or comments at any time during the comment cycle as listed in the table below.

To submit questions or comments on these changes, go to the CenturyLink Wholesale CMP Comment Process page at <http://www.centurylinkapps.com/wholesale/cmp/comment.cfm> and fill in all fields. Or you may submit comments by email to [cmpcomment@centurylink.com](mailto:cmpcomment@centurylink.com). Be sure to reference the notification number listed above.

These documents will remain on the CenturyLink Wholesale Document Review site until the end of the comment cycle and will then be moved to the CenturyLink Wholesale Document Archive at [http://www.centurylink.com/wholesale/cmp/review\\_archivesystem.html](http://www.centurylink.com/wholesale/cmp/review_archivesystem.html).

**Timeline:**

Custom Business Rules Notification issued.	Proposed Custom Business Rule updates available for review.	June 16, 2017
CLEC Comment Cycle begins	Details for providing comments are provided above.	June 16, 2017
CLEC Comment Cycle ends		5:00 p.m. MT, June 26, 2017

Final Custom Business Rules Notification issued, if required.	Includes CenturyLink response to comments, if applicable.	Available July 3, 2017
Release Production Date		July 17, 2017

If you have any other questions, please submit comments at <http://www.centurylinkapps.com/wholesale/cmp/comment.cfm> or email at [cmpcomment@centurylink.com](mailto:cmpcomment@centurylink.com).



**Open CR - Detail**

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
SCR030117-1	Customer notification of updates to EASE Business Rules	03/27/2017 Development	Wholesale System	System Documentation	

**Director**

**Originator** Coyne, Mark

**Owner** Coyne, Mark

**CRPM** Lorence, Susan

**Originating Company:** CenturyLink

**Description of Change**

CenturyLink is proposing that EASE Business Rules be updated with a 30 system Courtesy notice in between normal system release timelines.

- Custom Business Rules were part of the EASE Technical Specifications.
- Normally an update to a Release tech spec requires a CMP CR to be issued and a 73 day system release notice to be sent.
- With a Custom Business Rule update, a customer must either fix the request or the customer is prohibited from populating a field a certain way.
- Since the implementation of EASE ASR in Legacy CenturyLink and Legacy Embarq, a Business Rule update has typically been communicated via a 30 day system notice to customers.
- During the months leading up to the ASR Consolidation project, CenturyLink sent periodic updates (approximately monthly) to Business rules as Revised Tech Specs.
- CenturyLink would like to establish a timeline and notification process to update Business Rules on a 30 day window on an ongoing basis. This will be more in line with other industry providers.

Expected Deliverables/Proposed Implementation Date (if applicable): 6/1/17

**Status History**

Date	Action	Description
05/17/2017	Discussed at Monthly CMP Meeting	Discussed in the May Systems CMP Meeting - See Attachment I in the Distribution Package.
04/19/2017	General Meeting Held	Ad Hoc meeting conducted following monthly CMP call to review options associated with the CR and custom business rule examples. See Wholesale calendar for related documentation.
04/19/2017	Discussed at Monthly CMP Meeting	Discussed in the April Systems CMP Meeting - See Attachment I in the Distribution Package.
04/10/2017	Info Received From CLEC	Electric Lightwave provides examples of legacy CenturyLink system notifications of less than 30 day lead time. See notification SYST.CTLL.10.28.16.F.15086.Switch_Ethernet_Supp sent 10/28/16 with effective date of 11/4/16 and notification SYST.CTLL.01.04.17.F.15233.Opt_Wavelength_Serv_Edit sent 1/4/17 with effective date of 1/16/17.
04/10/2017	Communicator Issued	See notification number CMPR.MEET.04.10.17.F.15511.Ad_Hoc_SCR030117-1RESCHED.
04/07/2017	Info Received From CLEC	Customer request received to change date of Ad hoc call due to conflict.
03/31/2017	Communicator Issued	See notification number CMPR.MEET.03.31.17.F.15484.AdHocMtgCR_SCR030117-1.
03/27/2017	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 Systems CMP Meeting - See Attachment C in the Distribution Package.
03/03/2017	CR Acknowledged	CR Acknowledged.
03/01/2017	CR Submitted	CR submitted.

**CenturyLink Response**

## Project Meetings

### 5/17/17 System CMP Meeting

Mark Coyne – CenturyLink said an Ad Hoc meeting was held following the April CMP monthly meeting. He provided an overview of how the meeting had proceeded which included the SME team reviewing some EASE Business Rule examples. There was also a review of multiple notification options available under CMP. Mark said the discussion ended with agreement that the planned approach would be to utilize a Point Release notification for Custom Business Rule updates.

Susan Lorence – CenturyLink then reviewed a document included in the CMP package (on page 32) that had a synopsis of the various CMP notification options for changes to Custom Business Rule as discussed in the Ad hoc meeting. The options reviewed were: an Event notification, an Addendum, a Point Release, and a combined Point Release/Product Process notice. Susan said the Point release notification had been determined as the best fit for a Custom Business Rule update if CenturyLink believes that a business rule is not CLEC code impacting. The Point release could impact CLEC operating procedures. The notice would have a 30 day timeline that includes a 10 day CLEC comment period. If a CLEC identifies during the comment window that a proposed Business Rule change has an impact on their code, CenturyLink will pull the Business Rule from the Point release and include it in the next Major release. Susan said that last month we had discussed sending a trial Point Release system notification that would go out with a shorter timeline with an effective date of May 12, 2017. (See notification number SYST.EASE.04.20.17.F.15529.EASE\_R2.1\_CustomBusRules included in the package on page 30.) Susan relayed that in the flurry of the responsibilities for the Point release, CenturyLink had missed sending the final notification that was due May 1, 2017 for EASE Release 2.1. She asked if it might be appropriate to eliminate that final notice going forward as long as there were no CLEC comments. With the number of notifications sent by CenturyLink, Susan asked if the final reminder notification was meaningful to customers as a reminder of the upcoming Business Rule effective date.

Kim Isaacs – Electric Lightwave asked if the CMP doc would require a change if no final notification was sent.

Susan Lorence – CenturyLink said no since the Point Release is not well defined in the CMP document and that when we had looked at the timeline used for prior system Point releases, a 30 day timeline had been used. She said the definition of a Point release is only included in the Definition of Terms section of the CMP document.

Kim Isaacs – Electric Lightwave proposed that a reference be included in the initial Point release notice to say that a Final notice would be sent if there were CLEC comments.

There was agreement of the CLECs on the call that we will try this approach for now and revisit if necessary.

Susan Lorence – CenturyLink then relayed the rationale about sending both a Product Process notice and a Point release notice if a Business Rule update impacted CenturyLink external documentation. For consistency, CenturyLink believed it is best to send both notices and make the effective dates the same. There were no concerns expressed with this approach. Since there were no updates required to the CMP document, the CR/meeting minutes would capture this agreed upon approach. Susan asked if there were any other questions. There were none.

### 4/19/17 Ad Hoc Meeting Minutes FINAL (following the monthly CMP call)

#### Attendees:

Frank Behnke – AT&T  
 Andrea Smith – Comcast  
 Kasha Fauscett – Comcast  
 Jay Bodapati – Custom Call  
 Carl Williamson – Custom Call  
 Kim Isaacs – Electric Lightwave  
 Nancy Taylor – Electric Lightwave  
 Liz Tierney – Global Capacity  
 Joyce Oliveira – Granite  
 Jonathan Kronewitter – Granite  
 Larry Stevens – Iowa Utilities Board  
 Bonnie Johnson – Minnesota Department of Commerce  
 Jeff Sonnier – Neustar  
 Rebecca Byland - POPP  
 Michelle Li – CenturyLink  
 BL Marcom – CenturyLink  
 Nicole James – CenturyLink  
 Tracy Strombotne – CenturyLink  
 Renee Albersheim – CenturyLink  
 Alan Bratetic – CenturyLink  
 George Allen – CenturyLink  
 Letty Walker – CenturyLink  
 Mark Coyne – CenturyLink  
 John Hansen – CenturyLink  
 Susan Lorence – CenturyLink

Susan Lorence – CenturyLink went over the agenda for the meeting and asked if there were any questions. There were none. Susan said we will refer to the various documents that are posted to the calendar as we proceed with the call.

Mark Coyne – CenturyLink then provided a review of what is included in the Description of the Change Request (CR). Mark said the CenturyLink proposal for how to notify of a Custom Business Rule (CBR) change would be to send a system notice and to post the proposed changes to the CMP Document Review site. The notice would include a 10 day window for customer comment. Any CLEC could then identify if any proposed

business rule update posed any CLEC coding impacts. The rule would then be discussed/moved to a Major release.

Kim Isaacs – Electric Lightwave asked what the following two points had to do with the CR: 1) the CBR being part of the Technical specifications, and, 2) that CBR updates were sent approximately every 30 days in preparation for the Access Consolidation. Kim said she was clear that during the Access Consolidation project, there were special circumstances and she did not think the two points made any difference to this CR.

Mark Coyne – CenturyLink said he agreed the Access Consolidation project did have special circumstances but that CenturyLink thought the two points had worked well and that we could possibly consider them to see how we could move forward.

Kim Isaacs – Electric Lightwave said she did not agree and that there were so many problems with the CBR, there was no other option. Kim said CenturyLink releases need to be correct during the time leading up to the release and that customer impacts needed to be minimized between releases. With the use of a 30 day system notice, there is no incentive for CenturyLink to get it right the first time.

Mark Coyne – CenturyLink said the CenturyLink desire is to always get the release correct the first time. The 30 day notice would not be a detriment.

Kim Isaacs – Electric Lightwave asked how often CORA or IMA had Point releases or Addendums. Kim said we are talking about systems that are “like for like” including release quality.

Mark Coyne – CenturyLink said he was OK taking the points out. The intent of the CR is to send CBR updates that will improve processing for both CenturyLink and the customer.

Kim Isaacs – Electric Lightwave asked why the CBR updates could not be part of the major release unless they are associated with coding or documentation problems. She said it is very disruptive to have customers have to review changes between releases. Kim said the expectation is that there should be very few changes between EASE releases and that EASE needs to use the options provided for in CMP and not be treated differently.

Susan Lorence – CenturyLink said that the first statement that Kim was questioning regarding CBRs being part of the technical specifications was included because the updates were posted with the XML technical specifications. Susan said the other point was included as part of historical reference.

Kim Isaacs – Electric Lightwave said she felt the second point was included to skew the discussion.

Susan Lorence – CenturyLink said we could take the second point out but the first point was to capture that the CBR are not part of the Product Process documentation but part of the EASE technical specifications.

Kim Isaacs – Electric Lightwave said maybe CBR updates should be considered like the ASOG.

Mark Coyne – CenturyLink said the intent is not to send CBR updates every 30 days and maybe we should look at some examples.

Kim Isaacs – Electric Lightwave said she understands the content of the CBRs and that is not the issue. The issue is EASE needs to follow CMP and there are ways to do that and fix any errors. Kim said she would not agree to a system courtesy notice.

Mark Coyne – CenturyLink said in the March CMP meeting, that point was made to use what exists in CMP but before going through that information, we should take some time to review some CBR examples for the benefit of all those on the call.

Susan Lorence – CenturyLink asked call participants to open the third document posted to the Wholesale calendar which were examples of the types of CBR updates to be sent on a 30 day notice. Susan asked Letty Walker - CenturyLink to include in the discussion what would happen before the EASE rule was included and after it was included.

Letty Walker - CenturyLink said the CBRs that she would discuss were related to ASOG not LSOG changes. She then reviewed the HBAN example and said this rule was to be added to perform an upfront edit. Letty said if this HBAN rule was not there, a problem would be caused at the point of FOC. The customer would receive a CNR which would require an order to be supp'd and the provisioning process would have to be restarted. By adding the HBAN CBR, the provisioning process would not be delayed.

Kim Isaacs – Electric Lightwave asked why this was not an existing edit.

Letty Walker - CenturyLink said this was not an ASOG edit. Letty said she understood why Kim was requesting to stick with two releases a year but in this case, waiting for the next release could impact a lot of customers/ASRs.

Kim Isaacs – Electric Lightwave said she wanted to talk about how this was handled in CORA and said she thought this type of CBR would have been added as part of the normal 73 day CORA release notice.

Michelle Li - CenturyLink said she could speak to the release process for both CORA and EASE. Michelle said with EASE, the IT team also does the upfront analysis to add new CBRs with the ASOG release. With CORA, there were also some last minute business rule changes for a release. When that occurred, a point release would be used.

Kim Isaacs – Electric Lightwave said that is how she would like EASE to be handled. She said she understands there can be mistakes but the request is not to disrupt users with interim changes.

Susan Lorence – CenturyLink asked if this type of HBAN CBR change would disrupt ELI today if they already had an edit that required the correct number of HBAN characters. Susan asked if it would require code to be changed.

Kim Isaacs – Electric Lightwave said no.

Susan Lorence – CenturyLink said the reason that CenturyLink wanted to put this rule in is to assist other customers with fewer errors. Susan said by the time we converted from CORA to EASE, CORA was a mature system with lots of up front edits established. EASE is new and we are still adding some of those edits.

Mark Coyne – CenturyLink asked if the issue is really that Electric Lightwave does not want to establish a new 30 day notification process vs.

making these changes to EASE.

Kim Isaacs – Electric Lightwave said yes that is true. Kim said she wants to use the existing CMP. When a change comes in mid release, the change has to be communicated internally and typically that would have to happen via email. Kim said why not handle these changes like a Product Process change similar to the LSOG.

Mark Coyne – CenturyLink said it is important to keep in mind that there will be these types of changes mid release.

Letty Walker - CenturyLink then reviewed the next CBR example for EVCS which was a similar circumstance to the HBAN edit. The CBR is being added for those customers that do not have robust edits up front; with this rule added, the provisioning process is not stopped. Letty then reviewed the next two rules which were not candidates for a CBR update but would instead require a major release and coding changes. Letty then reviewed the CBR rule for the LV3 field to not exceed 12 characters. She said a customer was having problems; this custom rule was added to prevent orders from being submitted incorrectly.

Susan Lorence – CenturyLink said these are examples of existing rules but asked if anyone had any questions about how these would have been handled. There were none. Susan then asked those on the call to open the fifth document posted to the calendar to review the additional two rules that were added in red.

Alan Bratetic – CenturyLink then reviewed the CTLV0204 rule having to do with Supps. Alan said this rule mirrors an existing rule in CORA to prevent someone from supping an ASR with a very extended date.

Kim Isaacs – Electric Lightwave asked why this CBR was not included with the Consolidation release.

Alan Bratetic – CenturyLink said he did not know how it was missed as part of the Consolidation.

Kim Isaacs – Electric Lightwave said this is an interesting CBR. Kim said there was a Product Process notice to implement this change and the notice could have indicated that a new CBR would also be added. Kim said the existing CMP could be used to handle this vs. a 30 day system EASE notice.

Alan Bratetic – CenturyLink then reviewed the next CBR example for CTLV0204 having to do with Supps and the VER field.

Kim Isaacs – Electric Lightwave said she did not understand why this was not an existing rule in EASE and said an Addendum could have been used to update the CBR or it could have been sent as a Level 2 Product Process change.

George Allen – CenturyLink then reviewed the following CBR change: Only allow capital letters for the following fields: ACTL, FACTL, SECLOC, CFA, SCFA, ECCKT, RECKT, and occurrences of these fields on ACI forms. If any of these fields are populated without upper case letters EASE will reject back with: Error code=EQ289; Error message=UPPERCASE CHARACTERS REQUIRED. George said this rule will prevent a time delay on an order and a CNR back to the customer due an error in TIRKS.

Kim Isaacs – Electric Lightwave said this CBR was asked for during the transition and said she did not understand why it was not already included.

Susan Lorence – CenturyLink said George can look into why it had not been included with the Consolidation release. Susan then referred those on the call to the fourth document posted to the calendar that identified two notices sent in by Kim that were not sent by Legacy CenturyLink with a 30 day lead time.

Mark Coyne – CenturyLink said the first example is a CBR associated with an edit that was already occurring in Legacy Qwest. Since this was a benefit to customers, Legacy CenturyLink wanted to let customers know that the supp logic was available.

Kim Isaacs – Electric Lightwave said the reason that these examples were sent to CenturyLink was due to the March meeting where someone said that Legacy CenturyLink followed a 30 day timeline.

Mark Coyne – CenturyLink said that is correct and that no process is perfect. Mark then reviewed the next Electric Lightwave example. This notice was truly a "miss" on the part of the SME team but though they missed the 30 day notification window, since the change was not a big change nor a significant product, the Legacy CenturyLink team decided to let the release go as scheduled.

Susan Lorence – CenturyLink then referred those on the call back to page two of the first document from the calendar entry. She said she had reviewed the CMP document looking for existing System processes that could be used for the CBR update. Though Kim had mentioned using a Product Process notification for some of the rules changes, Susan said she specifically did not consider a CBR update as a Product Process level 1, 2 or 3 notice type since the SME team considers the CBR updates as part of the EASE technical specifications.

Kim Isaacs – Electric Lightwave said with IMA on the LSOG side, the notification is sent as a Product Process change but the LSOG rules appear as part of the technical specifications. She said she did not understand the difference in handling and thought it would provide more flexibility with anywhere from a one day to 45 day timeline.

Mark Coyne – CenturyLink said we would look into that.

Susan Lorence – CenturyLink then reviewed the system notification options available under CMP starting with Section 8 - Change to an Existing OSS Interface and using the approach of a Point release. Susan reviewed the wording under the Definition of Terms which indicates that a Point Release "may not be CLEC code impacting, but may affect CLEC operating procedures. The Point Release is used to fix bugs introduced in previous Releases..." Susan referred to some examples of some Point releases that have occurred previously that had used a 30 day notice timeline. A Point release is typically included on the OSS Interface calendar and Susan questioned if we went with this approach, would we be adding to the OSS calendar each month.

Kim Isaacs – Electric Lightwave said that she thought this is a viable approach without treating EASE differently.

Susan Lorence – CenturyLink said we thought that to be true also. Susan then reviewed the option of considering the CBR update as an addendum update under Section 8.1.7 Release Documentation Addenda of CMP. She said this did not seem like a good fit since the first addendum is typically sent two weeks after the release is installed and is effective immediately which does not provide customers any time to react.

Kim Isaacs – Electric Lightwave said an addendum is typically for something found during the CLEC comment cycle or during testing.

Susan Lorence – CenturyLink said the addendum is normally associated with a problem with documentation and that we did not feel this was a good fit either.

Kim Isaacs – Electric Lightwave said it is good for the EASE representatives to understand the Addendum option is available for a documentation correction.

Susan Lorence – CenturyLink then reviewed an option associated with handling a CBR update as a trouble ticket under Section 12.0 - Production Support in the CMP document. She said an Event notification is for “trouble found”. An Event notification can be opened and closed on the same day or it can be effectively immediately when the SME team determines the fix. Susan said there is also a problem with the distribution list for an Event notification since only a relatively small percentage of customers have signed up to receive them and the recipients on an Event notification are generally technical. The CenturyLink distribution list for “Mailout” notifications is more robust. CenturyLink did not think this was a good fit either.

Kim Isaacs – Electric Lightwave said she understood.

Susan Lorence – CenturyLink then reviewed the second attachment on the Wholesale calendar of system Point release notifications from 2002, 2008 and 2009. She asked if there are any questions about these options or examples of notifications. There were none. Susan asked if there were any options within CMP that anyone thought should be considered, such as the Product Process change.

Kim Isaacs – Electric Lightwave said the Point Release notification seems doable.

Mark Coyne – CenturyLink asked about the Point release and the Definition of Terms which includes the following wording: The Point Release is used ... to make changes to the GUI, and/or deliver enhancements to IMA disclosed in a Major Release that could not be delivered in the timeframe of the Major Release. Mark said he wanted to make sure that with the “and/or” wording associated with disclosure with a major release, he did not think that always had to apply.

Kim Isaacs – Electric Lightwave said she agreed.

Mark Coyne – CenturyLink said we have some CMP work to compile an approach that considers the Point release and a possible combination with a Product Process change similar to how we handle LSOG changes.

Susan Lorence – CenturyLink asked if she was the only one questioning whether it was good to have a mixed approach between a Product Process and a system notification. She said the CBR updates are considered to be part of the technical specifications.

Kim Isaacs – Electric Lightwave said it would be easier if there was consistency.

Mark Coyne – CenturyLink said he wanted to keep all the options open especially when considering a time when IMA will be part of EASE.

Susan Lorence – CenturyLink said it sounds like if the CBRs follow the approach laid out under the Point release, we would typically follow that. But if there was a significant process or documentation change associated with a CBR update, at that point we could send a Product Process notice. It would not likely be a Level 1 change (effective immediately); more likely, the change would be a Level 2 notice (21 day timeline) or a level 3 notice (anywhere from 31 to 45 day timeline).

Kim Isaacs – Electric Lightwave brought up the example of the Product Process change associated with the 30 day change having to do with Supps and said the process change was the driver behind the CBR updates. Kim said there were significant documentation updates.

Susan Lorence – CenturyLink asked those on the call if there were any other options within CMP that had not been discussed. There were none. She said we would try to capture the distinctions in the meeting minutes between when a Point Release vs. a Product Process notice would be used. She then relayed that we had hoped to send a trial notification with a 30 day timeline for the CBR updates that Alan Bratetic and George Allen from CenturyLink had reviewed. That effective date would have been May 12, 2017. When we moved the Ad Hoc meeting to today, we no longer have 30 days and asked if those on the call would still allow that shorter effective date.

Kim Isaacs – Electric Lightwave said she was OK with the shorter timeline for these rules.

Susan Lorence – CenturyLink said we will then go with a trial Point release system notification putting the CBR on the Document review site.

Kim Isaacs – Electric Lightwave said this is a good solution.

Susan Lorence – CenturyLink asked if there were any comments from customers or commission representatives.

Liz Tierney - Global Capacity said that Kim had spoken well for the group.

Bonnie Johnson – MN DOC said she is comfortable as long as the CLECs are.

Susan Lorence – CenturyLink thanked everyone for the great discussion and coming to agreement on a planned approach.

The Ad hoc meeting was adjourned at 10:30 AM MT.

#### 4/19/17 System CMP Meeting

Mark Coyne – CenturyLink said this CR was presented in the March meeting and there had been lots of discussion. An Ad Hoc meeting is scheduled to immediately follow this monthly Systems CMP meeting. The Wholesale calendar has the information associated with the Ad hoc call.

#### 3/15/17 System CMP Meeting

Mark Coyne – CenturyLink presented this new CenturyLink CR associated with proposing that EASE Business Rules be updated with a 30 day

system Courtesy notice outside of the major release schedule. These types of business rule updates would be non ASOG related. He said Legacy CenturyLink and Legacy Embarq typically communicate these types of business rule updates via a 30 day notice. Mark said prior to the ASR Consolidation, CenturyLink was sending updates to Business rules approximately every 30 days. The predominant types of update to Business Rules in this scenario would be to allow a cleaner order to come in thus eliminating errors up front and downstream. Mark said CenturyLink would like to establish agreement on a timeline and process to allow updates to Business Rules with a 30 day notification cycle.

Kim Isaacs – Electric Lightwave asked if these business rule updates would require a coding update on the customer side.

Mark Coyne – CenturyLink said the intent is that the BR update would not require customer coding however he said CenturyLink does not always know that. With that in mind, Mark said CenturyLink is proposing a 10 day “safety net” up front for customers to identify if they have concerns with a specific BR change. If there was a customer concern, we would revert to a 73 day timeline for those situations.

Kim Isaacs – Electric Lightwave asked how CORA handled this type of change.

Mark Coyne – CenturyLink said these types of changes were included in a major release.

Kim Isaacs – Electric Lightwave asked if such a change as this would require the CMP document to be updated.

Mark Coyne – CenturyLink said possibly. He said we could consider adding a NOTE to call this out as an exception to the 73 day notification timeline.

Susan Lorence – CenturyLink said we did not want to call out a specific application in the CMP document since we would eventually like to handle the EASE LSR business rules changes in a similar fashion. Susan said we thought presenting the change as a CR and tracking it would capture whatever approach that is agreed upon.

Kim Isaacs – Electric Lightwave said she has some reservations with this. Kim said the previous CORA notification process eliminated a lot of unintended consequences. The CenturyLink CMP process works the best as compared to other companies she deals with. Kim said there may be ways to consider this type of customer communication under the current CMP document.

Mark Coyne – CenturyLink said he understands her concerns but was hoping for consideration of a fresh approach similar to the Legacy CenturyLink approach which seems to be working fine.

Kim Isaacs – Electric Lightwave said it is does not work as well on the EASE L-CenturyLink side.

Mark Coyne – CenturyLink asked if you have provided any feedback to Legacy CenturyLink.

Kim Isaacs – Electric Lightwave said there is no (3-24-17- Updates received from Electric Lightwave in CAPS) LEGACY CENTURYLINK CMP to provide feedback. Kim said the Legacy CenturyLink notification cycle is all over the map varying in the number of days lead time for a change. INSTEAD OF ADOPTING THE LEGACY CENTURYLINK NOTIFICATION PROCESS EASE ASR, she said a better approach is to improve the Legacy CenturyLink process.

Letty Walker – CenturyLink asked Kim for an example of an ASR notification that was less than 30 days.

Kim Isaacs – Electric Lightwave said she could not readily do that but would provide some examples.  
(3-24-17- Updates received from Electric Lightwave in CAPS) NOTE 3/24/17 – KIM ISAACS/ELECTRIC LIGHTWAVE EMAILED CENTURYLINK TWO RECENT EXAMPLES OF ASR NOTIFICATION SENT WITH LESS THAN 30 DAYS.

Letty Walker – CenturyLink said an example would be helpful since she was not aware of any notifications less than 30 days. Letty said if there is a problem with a BR, CenturyLink is stuck with a 73 day cycle now.

Kim Isaacs – Electric Lightwave said under CMP, if there is a problem there are other options and that it could be considered a defect.

Letty Walker – CenturyLink suggested this discussion be taken offline.

Kim Isaacs – Electric Lightwave said the CMP meeting is the correct forum to discuss any changes since it impacts all customers.

Mark Coyne – CenturyLink said it is best that CenturyLink schedule an Ad Hoc call to discuss this. It would allow both CenturyLink and CLECs to gather some examples of this type of change in the past and scenarios going forward. Mark said we can consider an Event notice or an addendum but the main consideration is to get non-code impacting changes in more quickly which would benefit both CenturyLink and customers.

Kim Isaacs – Electric Lightwave said it will be difficult to vote to change the CMP document that has worked well for many years. Kim said it could be considered a loss of functionality. She said it needs to be evaluated and voted on by all customers.

Mark Coyne – CenturyLink said we really want to hear from other customers also – either on the call today or by sending in their views to CMPCOMM@centurylink.com. Mark said we will set up an ad hoc call to discuss this further.

Susan Lorence – CenturyLink said the key to understanding this proposed change might be to consider examples of the types of changes CenturyLink is proposing with a 30 day notification timeline.

Kim Isaacs – Electric Lightwave said she believes there are options in the CMP document that should be considered, e.g., addendums and event notifications (3-24-17- Updates received from Electric Lightwave in CAPS) WHICH WOULD ALLOW CENTURYLINK TO MAKE EASE ASR BUSINESS RULE UPDATES WITH LESS THAN THE 73 DAY CYCLE. IN THE MERGER CONDITIONS CENTURYLINK AGREED TO USE THE QWEST CMP PROCESS GOING FORWARD. JUST BECAUSE CORA WAS TRANSITION TO EASE A LEGACY CENTURYLINK SYSTEM DOES NOT MEAN CENTURYLINK CAN CHANGE THE CMP PROCESS.

## **Attachment J – All Outstanding Systems CMP Change Requests**

Summary of Outstanding System CMP Change Requests

Report Line Number	Interfaces Impacted	CR No	Title	Company	Status	Owner	Director
1	IMA App-App	SCR010213-1	Extend Hours of IMA operation	dishNET Wireline	Deferred	Martinez, Denise	
2	Other	SCR011413-2	Enable late Ebonding for POTS TNs in the MTG platform	AT&T	Deferred	Martinez, Denise	
3	Other	SCR011413-3	Enable electronic escalations for POTS (TNs) services in the MTG platform	AT&T	Deferred	Martinez, Denise	
4	EASE	SCR030117-1	Customer notification of updates to EASE Business Rules	CenturyLink	Development	Coyne, Mark	
5	EASE	SCR051017-1IG	ASOG 55 – Industry Release / EASE ordering system and ASR gateway	CenturyLink	Development	Li, Michelle	
6		SCR072613-1	System to confirm Service Provider Customer Access Port Capacity [8/21/13 Title was REVISED] Original Title: System to confirm ENNI (External Network to Network Interface) Capacity	Integra	Deferred	Fullbright , Carmen	
7	IMA Common	SCR110216-1	Enhance validation rules for Simple Number Port	CenturyLink	CLEC Test	Martinez, Denise	
8	Wholesale Billing Interfaces	SCR110415-1	Implement Ensemble to provide a single application to bill Wholesale customers for their Local Service Requests (LSR)	CenturyLink	Deferred	Strombotne, Tracy	
9	IMA Common	SCR110415-2	Implement EASE to provide a centralized platform for LSR processing	CenturyLink	Deferred	Strombotne, Tracy	
10	Wholesale Billing Interfaces	SCR110415-3	Retire CRIS for Wholesale billing	CenturyLink	Deferred	Strombotne, Tracy	
11	IMA Common	SCR110415-4	Retire the IMA GUI and XML application for processing LSRs.	CenturyLink	Deferred	Strombotne, Tracy	
12	Wholesale Billing Interfaces	SCR112003-03	CSR Data on Bill	Cbeyond Communications	Deferred	Coyne, Mark	



## **Attachment K – Deploying Change Requests**

(There are no Deploying Change Requests for the  
June Systems CMP Meeting.)

## **Attachment L – Production Support Tickets**

**PRODUCTION SUPPORT TICKETS**  
**As of June 16, 2017**

	<i>Trouble Ticket Number</i>	<i>Create Date</i>	<i>System</i>	<i>Version / Release</i>	<i>Summary</i>	<i>Severity</i>	<i>Current Status is Under Investigation unless noted otherwise (Expected Resolution Date)</i>
1	9550981	6/9/17	IMA-GUI	IMA Release 40	The CenturyLink/ Legacy Qwest IMA- GUI notices server certificates are expiring at 11:59 PM MDT on July 17, 2017:	3	7/9/17
2	9521771	6/15/17	EASE – ASR	Release 2.1	Customers were encountering the EASE edit CTLV0072 for PSL (Primary Service Location) when the CLLI code in that field was a valid value.	3	TBD
3	9573979	6/15/17	EASE – ASR	Release 2.1	Customers were encountering the EASE edit EQW55 when the CFA on the ASR was formatted with repeating ACTL CLLI codes.	3	TBD

## **Attachment M – OSS Interface Release Calendar**

# CenturyLink OSS Release Calendar

## ASR

<b>ASR GATEWAY/EASE Point Release 2.1</b>	
Custom Business Rules Notification Issued	April 20, 2017
Comment cycle starts	April 20, 2017
Comment cycle ends	April 30, 2017
Final Custom Business Rules Notification Issued, if required	May 5, 2017
Release Production Date	May 12, 2017

<b>ASR GATEWAY/EASE Point Release 2.2</b>	
Custom Business Rules Notification Issued	June 16, 2017
Comment cycle starts	June 16, 2017
Comment cycle ends	June 26, 2017
Final Custom Business Rules Notification Issued, if required	July 3, 2017
Release Production Date	July 17, 2017

<b>ASR GATEWAY/EASE Point Release 2.3</b> (PLACEHOLDER)	
Custom Business Rules Notification Issued	July 14, 2017
Comment cycle starts	July 14, 2017
Comment cycle ends	July 24, 2017
Final Custom Business Rules Notification Issued, if required	July 28, 2017
Release Production Date	August 14, 2017

<b>ASR GATEWAY/EASE Release 3.0/ASOG 55</b>	
Draft Technical Specifications Issued	July 7, 2017
Comment cycle starts	July 7, 2017
Comment cycle ends	July 25, 2017
Final Technical Specifications Issued	August 4, 2017
Testing Available	August 19, 2017
Draft ASR EASE GUI Documentation Issued	August 21, 2017
Comment cycle starts	August 21, 2017
Comment cycle ends	August 24, 2017
Final ASR EASE GUI Documentation Issued	August 28, 2017
Release Production Date	September 18, 2017

<b>ASR GATEWAY/EASE Release 4.0/ASOG 56</b>	
Draft Technical Specifications Issued	January 5, 2018
Comment cycle starts	January 5, 2018
Comment cycle ends	January 23, 2018
Final Technical Specifications Issued	February 2, 2018
Testing Available	February 17, 2018
Draft ASR EASE GUI Documentation Issued	February 19, 2018
Comment cycle starts	February 19, 2018
Comment cycle ends	February 22, 2018
Final ASR EASE GUI Documentation Issued	February 26, 2018
Release Production Date	March 19, 2018

<b>ASR GATEWAY/EASE Release 5.0/ASOG 57</b>	
Draft Technical Specifications Issued	July 6, 2018
Comment cycle starts	July 6, 2018
Comment cycle ends	July 24, 2018
Final Technical Specifications Issued	August 3, 2018
Testing Available	August 18, 2018
Draft ASR EASE GUI Documentation Issued	August 20, 2018
Comment cycle starts	August 20, 2018
Comment cycle ends	August 23, 2018
Final ASR EASE GUI Documentation Issued	August 27, 2018
Release Production Date	September 17, 2018

# LSR

## IMA

<b>IMA 40.0 RELEASE</b>	
Commitment – at CMP Meeting	November 16, 2016
Release Production Date	<b>April 3, 2017</b>
Release Sunset	TBD

<b>IMA 41.0 RELEASE</b>	<b>DATES TBD</b>
CMP CR Submission Cutoff	
Prioritization – at CMP Meeting	
Packaging – at CMP Meeting	
Commitment – at CMP Meeting	
Draft XML Technical Specifications Issued	
Comment cycle starts	
Comment cycle ends	
Final XML Technical Specifications Issued	
SATE Available	
Draft GUI Release Notes Issued	
Comment cycle starts	
Comment cycle ends	
Final GUI Release Notes Issued	
Release Production Date	
Release Sunset	


<b>IMA Retirement (see Milestones Timeline below for LSR Project Consolidation Plan)</b>	
Initial IMA Retirement Notification Issued – App to APP and GUI	January 4, 2016
Planned IMA Production Date Retirement – Eastern Region	<b>REVISED TBD*</b>
<b>*REVISED DATE</b>	
<b>NOTE:</b> All existing accounts for the Eastern region are converted via a flash cut. All ongoing LSRs will be processed through EASE and all subsequent bills will be generated from Ensemble.	

<b>EASE Introduction (see Milestones Timeline below for LSR Project Consolidation Plan)</b>	
Initial EASE Release Notification - LSR App to App and GUI	January 4, 2016
Planned EASE Production Date – LSR – Eastern Region	<b>REVISED TBD*</b>
<b>*REVISED DATE</b>	
<b>NOTE:</b> All existing accounts for the Eastern region are converted via a flash cut. All ongoing LSRs will be processed through EASE and all subsequent bills will be generated from Ensemble.	

## LSR PROJECT CONSOLIDATION PLAN

Consolidation completion for the Eastern region is **TO BE DETERMINED\***. The target dates for the Western region and Central region are being reevaluated at this time. CenturyLink will comply with all applicable Merger Requirements, including use of the CMP process.

The following table shows a list of milestones that impact the Consolidation Plan. CenturyLink will communicate updated milestone dates per the CMP process.

 = A milestone, established by the Merger Requirements, that alters the established CMP milestones schedule.

Consolidation Plan Milestone	Date
CMP CR Issuance: SCR110415-1, SCR110415-2, SCR110415-3, SCR110415-4  These can be found at: <a href="http://www.centurylink.com/wholesale/cmp/cr/crnumber_system_index.html">http://www.centurylink.com/wholesale/cmp/cr/crnumber_system_index.html</a>	11/4/15
CR Presentation at CMP Meeting	11/18/15
LSR Consolidation Plan due	1/4/16
Initial Release Notification (for SCR110415-1 and SCR110415-2)	1/4/16
Initial Retirement Notice (for SCR110415-3 and SCR110415-4)	1/4/16
LSR Consolidation Plan Review Meeting <b>REVISED</b>	1/27/16
Extended Customer Comment Window for Initial Release Notification, Initial Retirement Notice and Consolidation Plan <b>REVISED</b>	2/11/16
CenturyLink issues response to CLEC comments and Final Retirement Notice, including the Final version of the LSR Consolidation Plan <b>REVISED</b>	3/7/16
3 <sup>rd</sup> Party Facilitator Selected      NOTE: The CenturyLink 3 <sup>rd</sup> Party Facilitator recommendation was provided during the March 2016 CMP monthly meeting.	3/16/16
<b>SEVERAL DATES BELOW HAVE BEEN UPDATED BASED ON THE NEW DATE FOR DELIVERY OF THE DRAFT TECHNICAL SPECIFICATIONS</b>	
Draft Interface Tech Specs	<b>8/12/16*</b>
Comment cycle Starts	<b>8/12/16*</b>
Tech Specs Walk-through(s)	<b>8/23/16*</b> and <b>9/7/16</b>
CLEC Comments Ends for Interface Tech Specs	<b>9/16/16*</b>
Final Interface Tech Specs	<b>9/30/16*</b>
L&P Volume Testing	TBD
(New) GUI Initial Release notice	TBD
(New) GUI Draft Release notes	TBD
Product Process Notification associated with Level 2 OSS changes	TBD
CLEC comments due on (New) GUI Release Notes	TBD
CLEC comments due on Level 2 OSS Product Process changes	TBD
Training available	TBD



Consolidation Plan Milestone		Date
GUI Final Release Notice		TBD
Final Notice For Level 2 OSS Product/Process Changes		TBD
Customer Testing Begins with LSR Consolidation Functionality (120 Days)	<b>REVISED</b>	<b>TBD*</b>
Customer Testing Ends		TBD
Customer Go/No Go Vote		TBD
Eastern Region Release to Production	<b>REVISED</b>	<b>TBD*</b>

\* REVISED DATE

## BILLING OUTPUT

May include any/all of the following: ASCII, Paper, EDI, BOS BDT, internet downloadable files (Billmate, BOS BDT or a print image of bill).

Ensemble Introduction - Eastern Region (see Milestones Timeline below for LSR Project Consolidation Plan)		
Initial Ensemble Release Notification Issued		January 4, 2016
Planned Ensemble Production Date – Eastern Region	<b>REVISED</b>	<b>TBD</b>
* REVISED DATE		
<b>NOTE:</b> All existing Eastern accounts are converted via a flash cut. All ongoing LSRs will be processed through EASE and all subsequent bills will be generated from Ensemble		

CRIS Retirement - Eastern Region (see Milestones Timeline below for LSR Project Consolidation Plan)		
Initial CRIS Retirement Notification Issued		January 4, 2016
Planned CRIS Production Retirement – Eastern Region	<b>REVISED</b>	<b>TBD</b>
* REVISED DATE		
<b>NOTE:</b> All existing Eastern accounts are converted via a flash cut. All ongoing LSRs will be processed through EASE and all subsequent bills will be generated from Ensemble.		

**Currently there are no planned Releases for the following Systems:**

- |                      |          |
|----------------------|----------|
| CABS                 | CEMR-MTG |
| DLIS                 | IMA      |
| Loss and Completions | MTG      |

The CenturyLink OSS Release Calendar includes tasks from the CLEC-CenturyLink Wholesale Change Management Process Document available at <http://www.centurylink.com/wholesale/cmp/index.html>. Proposed release dates provided are targets. Changes may occur during an OSS release lifecycle that could impact target dates. If target dates are updated, the CenturyLink OSS Release Calendar will be updated to reflect the revised target release dates.

Issued By	CenturyLink Wholesale Change Management Process (CMP)
Business Unit	CenturyLink Wholesale Program
Effective Date	6/16/17
Publication Location	<a href="http://www.centurylink.com/wholesale/cmp/teammeetings.html">http://www.centurylink.com/wholesale/cmp/teammeetings.html</a>

## **Attachment N – Walk On Items**

### **July Monthly CMP Meeting**

- July 19, 2017
- Time: 9:00 AM – 10:00 AM MT
- CMP CR Submission Deadline – July 5, 2017