



CenturyLinkTM
Wholesale

January 17, 2018

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, January 17, 2018

January 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	Product Process Attachments: ❖ 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 – 9:10	Review “Active” CLEC Originated Change Requests ❖ See Attachment C – CLEC CRs	CR Owners / SMEs
9:10 – 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>Time</i>	<i>Topic</i>	<i>Presenter/Facilitator</i>
9:15 – 9:15	SYSTEMS ATTACHMENTS ❖ 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 – 9:15	Review Change Requests for Closure ❖ See Attachment G – CRs to Consider for Closure	Mark Coyne
9:15 – 9:20	Review Action Items ❖ See Attachment H – Global Action Items ❖ See Attachment I – Action Items and Associated CRs	Mark Coyne
9:20 – 9:20	Outstanding Systems CMP Change Requests ❖ See Attachment J - Outstanding Systems CMP Change Requests	Mark Coyne
9:20 – 9:20	Deploying Change Requests ❖ See Attachment K – Deploying Change Requests	Mark Coyne
9:20 – 9:20	Production Support Tickets ❖ See Attachment L	Mark Coyne
9:20 – 9:25	OSS Interface Release Calendar ❖ See Attachment M	Mark Coyne
9:25 – 9:25	Walk-On Items ❖ See Attachment N	Mark Coyne

Announcements

- February Monthly Meeting – February 21, 2018 Time: 9:00 - 10:00 AM MT
- CR Submission Deadline: February 7, 2018
- 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 CenturyLink CMP Points of Contact 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, December 13, 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 December Product/Process Meeting.

Review Active CLEC Originated Change Requests (Attachment C)

PC102517-1 New BAN Establishment Process and Notification

Mark Coyne – CenturyLink stated that this Allstream CR was presented by Kim Isaacs last month and that a clarification call was conducted on November 6, 2017. A CenturyLink response was sent on December 6, 2017 to advise that the CR was accepted. Mark then reviewed the CenturyLink response that is included on pages 12 and 13 of the CMP package. He said a Level 4 notice will be sent on December 18, 2017 with an effective date now of February 1, 2018. Mark asked if there were any questions. There were none.

Review Active CenturyLink Initiated Change Requests (Attachment D)

PC102417-1 Removal of coin direct dial feature for 1+ IntraLATA calls

Mark Coyne – CenturyLink stated that this CR was submitted by CenturyLink and was presented by Lee Brummett in the November monthly meeting. A Level 2 notice will be sent on December 27, 2017 with an effective date of January 17, 2018. Mark asked if there were any questions. There were none.

PC110117-1CM CMP Doc change to modify hours of Wholesale System Help Desk (WSHD)

Mark Coyne- CenturyLink stated that this new CenturyLink CR will be discussed under Attachment E.

Proposed Modifications to CMP Framework (Attachment E)

PC110117-1CM- CMP Doc change to modify hours of Wholesale System Help Desk (WSHD)

Mark Coyne – CenturyLink said this CR was presented in the November CMP meeting but the changes were actually discussed in October. Mark reminded everyone that the trial procedure is to use a pager for customer call back during the Wholesale System Help Desk (WSHD) Monday - Friday 5:30 PM - 7:00 PM MT hours of operation. There is no change to the Saturday schedule. The ninety (90) day trial started on November 20, 2017 and ends on February 20, 2018. At the end of the three-month process trial, CenturyLink will evaluate the results. He reminded callers that the customer will be asked to leave a message. The WSHD professional will contact the customer within 15 minutes. From that point, the WSHD call will be conducted business as usual. No documentation updates will be made. Mark asked if there were any questions. There were none.

Walk on Items (Attachment F)

There were no Walk on Items for the December Product/Process Meeting.

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

Maintain Meeting Details

Meeting Name:	December 2017 Monthly CMP Meeting	Type	Monthly
Meeting Date	12/13/2017	Area	Wholesale

Attendee	Company	Attendance Type
Albersheim, Renee	CenturyLink	On Phone
Anderson, Chuck	CenturyLink	On Phone
Byland, Rebekah	POPP Communications	On Phone
Coyne, Mark	CenturyLink	On Phone
DeSilva, Katherine	Granite Telecommunications	On Phone
Fauscett, Kasha	Comcast	On Phone
Gomez, Lee	CenturyLink	On Phone
Hansen, John	CenturyLink	On Phone
Harmon, Linda	CenturyLink	On Phone
Holland, Victoria	Granite Telecommunications	On Phone
Hyacinthe, Kristi	Granite Telecommunications	On Phone
Isaacs, Kim	Allstream	On Phone
James, Nicole	CenturyLink	On Phone
Johnson, Bonnie	MN DOC	On Phone
Lorence, Susan	CenturyLink	On Phone
Marcom , B L	CenturyLink	On Phone
Martinez, Denise	CenturyLink	On Phone
Oliveira, Joyce	Granite Telecommunications	On Phone
Smith, Andrea	Comcast	On Phone
Strombotne, Tracy	CenturyLink	On Phone
Thomas, Angie	CenturyLink	On Phone
Urevig, Rita	CenturyLink	On Phone
Van Dusen, Janean	CenturyLink	On Phone
Williams, Susan	CenturyLink	On Phone

Attachment B – Global Action Items

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

Attachment C – CLEC CRs

**Summary Change Management Process - Product
CLEC Initiated CRs**

Report Line Number	CR #	Title	Company	Current Status	Owner	Director	CRPM
1	PC102517-1	New BAN Establishment Process and Notification	Allstream	Development	Gfeller, Ryan		Lorence, Susan

Open CR - Detail

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
PC102517-1	New BAN Establishment Process and Notification	12/01/2017 Development	Wholesale ProdProc	Billing	

Director

Originator Isaacs, Kim

Owner Gfeller, Ryan

CRPM Lorence, Susan

Originating Company: Allstream

Description of Change

Allstream recently experienced CenturyLink establishing a new CABS BAN that was never added to its electronic transmissions or to the CABS E-bill tool as requested on our CLEC questionnaire. As a result, Allstream was not aware of the new BAN until it received an aging from CenturyLink.

Allstream is requesting that CenturyLink automatically set up new BANs on the Bill Media requested on the CLEC questionnaire and that CenturyLink notify the CLEC when a new BAN starts billing.

Expected Deliverables:

CenturyLink will automatically set up new BANs on the Bill Media requested on the CLEC questionnaire and CenturyLink notify the CLEC when a new BAN starts billing.

Status History

Date	Action	Description
01/17/2018	Communicator Issued	See notification number PROS.BILL.01.17.18.F.16235.Fnl_Billing_Info_CABS_V2.
12/18/2017	Communicator Issued	See notification number PROS.BILL.12.18.17.F.16183.Billing_Info_CABS_V2.
12/13/2017	Discussed at Monthly CMP Meeting	Discussed at the December Product/Process CMP Meeting - See Attachment C in the Distribution Package.
12/06/2017	Draft Response Issued	Draft Response issued to accept the CR.
12/01/2017	Status Changed	Status changed to Development.
11/15/2017	Status Changed	Status changed to Presented.
11/15/2017	Discussed at Monthly CMP Meeting	Discussed at the November Product/Process CMP Meeting - See Attachment C in the Distribution Package.
11/10/2017	Record Update	Clarification call meeting minutes posted.
11/07/2017	Status Changed	Status changed to Clarification.
11/06/2017	Clarification Meeting Held	Clarification call conducted with SME team.
10/27/2017	Clarification Meeting Scheduled	Clarification meeting is tentatively scheduled for Monday, November 6, 2017 at 2PM CT.
10/27/2017	CR Acknowledged	CR Acknowledged.
10/25/2017	CR Submitted	CR Submitted.

CenturyLink Response

December 6, 2017

Kim Isaacs, Allstream

SUBJECT: Allstream Product Process Change Request PC102517-1, CenturyLink Response for Review

This letter is in response to Allstream Change Request PC102517-1, entitled "New BAN Establishment Process and Notification"

CR Description:

Allstream recently experienced CenturyLink establishing a new CABS BAN that was never added to its electronic transmissions or to the CABS E-bill tool as requested on our CLEC questionnaire. As a result, Allstream was not aware of the new BAN until it received an aging from CenturyLink.

Allstream is requesting that CenturyLink automatically set up new BANs on the Bill Media requested on the CLEC questionnaire and that CenturyLink notify the CLEC when a new BAN starts billing.

History:

The CR was received on October 25, 2017. A Clarification call was held on November 6, 2017 with Allstream and CenturyLink representatives present. During the Clarification call, CenturyLink relayed that the new BAN process for CABS had not changed from IABS but there were some additional employees performing the task. This small number of additional CenturyLink employees have been retrained on the current process which is for the newly established BAN to be set up to follow current media designations for electronic media, etc.

CenturyLink Response:

CenturyLink is accepting this CR and is proposing that a Level 4 CMP notification be sent to communicate an additional step that CenturyLink will take to provide the new BAN to customers. An update will be made to the CABS Business Procedure to relay that in addition to including the new BAN on the FOC that is returned, CenturyLink will also send an email to the Customer contact as listed on their current Questionnaire to provide the newly assigned BAN. The proposed effective date will be in late January 2018.

Sincerely,

Susan Lorence
CenturyLink Wholesale
CR Project Manager

Project Meetings

12-13-17 Product Process CMP Meeting

Mark Coyne – CenturyLink stated that this Allstream CR was presented by Kim Isaacs last month and that a clarification call was conducted on November 6, 2017. A CenturyLink response was sent on December 6, 2017 to advise that the CR was accepted. Mark then reviewed the CenturyLink response that is included on pages 12 and 13 of the CMP package. He said a Level 4 notice will be sent on December 18, 2017 with an effective date now of February 1, 2018. Mark asked if there were any questions. There were none.

11-15-17 Product Process CMP Meeting

Mark Coyne – CenturyLink stated that a new CR had been submitted by Allstream and asked Kim Isaacs to present.

Kim Isaacs – Allstream presented the CR stating that Allstream recently experienced CenturyLink establishing a new CABS BAN that was never added to its electronic transmissions or to the CABS E-bill tool as requested on our CLEC questionnaire. As a result, Allstream was not aware of the new BAN until it received an aging from CenturyLink. Allstream is requesting that CenturyLink automatically set up new BANs on the Bill Media requested on the CLEC questionnaire and that CenturyLink notify the CLEC when a new BAN starts billing.

Mark Coyne – CenturyLink added that a Clarification call was conducted on November 6, 2017 and the Meeting minutes are available. The new BAN process for CABS has not changed from IABS but there are a few new employees performing the tasks. There was a glitch in the current process and folks have been retrained. The process is for CenturyLink to send an email to all customers when a new BAN is established and to state that we will follow current media designations for electronic media, etc. CenturyLink will send a response that we will accept this CR. Mark asked if there were any questions. There were none. Mark asked Kim if that was acceptable.

Kim Isaacs – Allstream responded yes.

11-06-17 Clarification Call meeting minutes

Attendees:

Kim Isaacs – Allstream
Rita Urevig – CenturyLink
Sue Gilbert – CenturyLink
Sue Kriebel – CenturyLink
Ryan Gfeller – CenturyLink
Mark Coyne – CenturyLink
John Hansen – CenturyLink
Susan Lorence – CenturyLink

Susan Lorence – CenturyLink relayed the purpose of a Clarification call for the Change Request (CR) and reviewed a high level agenda.

Kim Isaacs – Allstream said the CR was due to a recent experience in conjunction with the establishment of a new BAN for Allstream. Kim said they were not aware of the new BAN until it was on an aging report. Allstream is requesting that when a new CABS BAN is established, that it be added to the Bill Media requested on their CLEC questionnaire and that CenturyLink notify the CLEC when a new BAN starts billing.

Susan Lorence – CenturyLink said the SME team has done some preliminary investigation.

Sue Kriebel – CenturyLink said the “new BAN” process has not changed when we went from IABS to CABS. Sue said some new employees were trained on the process following the Access consolidation but that the select group has been retrained. Sue said she wanted to be sure she understands the request. The CR states that Allstream wants to be notified when a new BAN starts billing but Sue said the process is to notify when the BAN is created by the service order team vs. when it starts billing. Sue asked if that made sense. She said CenturyLink used to have a process that the BAN might be established and not bill for awhile which is not the case now.

Kim Isaacs – Allstream said yes that made sense to notify when the BAN is established.

Sue Kriebel – CenturyLink asked who the notification would go to for Allstream so we insure that the notification is sent to the correct person.

Kim Isaacs – Allstream provided the name as listed on their current Questionnaire but said that person was out on leave and provided the backup name that would be included in the out of office message.

Susan Lorence – CenturyLink reviewed the next steps for the CR which was to have Allstream present the CR in the Product Process monthly meeting on Wednesday, November 15. We will follow-up with a CMP response to accept the CR and relay that CenturyLink believes it was a

one time training situation which has been addressed. Susan said she was not sure a notice was required to the full CLEC community since it was a one off.

Mark Coyne – CenturyLink said that this resolves the problem for Allstream but asked if it addressed the problem for all customers.

Susan Lorence – CenturyLink said the process would be followed for all customers. CenturyLink is confirming that the additional training will resolve this and that no other internal process changes will be required. We will provide that as part of the CR response

Kim Isaacs – Allstream said that was fine and she will present the CR in the monthly meeting.

Susan Lorence – CenturyLink asked if there were any questions. There were none.

The Clarification call ended at 1:20 PM MT.

Attachment D – CenturyLink CRs

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

Report Line Number	CR #	Title	Company	Current Status	Owner	Director	CRPM
1	PC102417-1	Removal of coin direct dial feature for 1+ IntraLATA calls	CenturyLink	Development	Brummett , Lee		Hansen, John
2	PC110117-1CM	CMP Doc change to modify hours of Wholesale System Help Desk (WSHD)	CenturyLink	Development	Coyne, Mark		Lorence, Susan

Open CR - Detail

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
PC102417-1	Removal of coin direct dial feature for 1+ IntraLATA calls	12/01/2017 Development	Wholesale ProdProc		

Director

Originator Brummett , Lee

Owner Brummett , Lee

CRPM Hansen, John

Originating Company: CenturyLink

Description of Change

Eliminate the coin direct dial feature for IntraLATA and InterLATA calls from the tariff. This product was grandfathered about 2 years ago. We are not eliminating the service only removing this specific feature.

Status History

Date	Action	Description
12/27/2017	Communicator Issued	See notification number PROD.RESL.12.27.17.F.16105.Remove_Coin_Dial_Feature.
12/13/2017	Discussed at Monthly CMP Meeting	Discussed at the December Product/Process CMP Meeting - See Attachment D in the Distribution Package.
12/01/2017	Status Changed	Status changed to Development.
11/15/2017	Status Changed	Status changed to Presented.
11/15/2017	Discussed at Monthly CMP Meeting	Discussed at the November Product/Process CMP Meeting - See Attachment D in the Distribution Package.
10/26/2017	CR Acknowledged	CR Acknowledged.
10/24/2017	CR Submitted	CR Submitted.

CenturyLink Response

None

Project Meetings

12/13/17 Product Process CMP Meeting

Mark Coyne – CenturyLink stated that this CR was submitted by CenturyLink and was presented by Lee Brummett in the November monthly meeting. A Level 2 notice will be sent on December 27, 2017 with an effective date of January 17, 2018. Mark asked if there were any questions. There were none.

11/15/17 Product Process CMP Meeting

Mark Coyne – CenturyLink stated that this was a new CR submitted by CenturyLink and asked Lee Brummett to present.

Lee Brummett – CenturyLink stated that this CR was to eliminate the coin direct dial feature for IntraLATA and InterLATA calls from the tariff. This product was grandfathered about two years ago and that CenturyLink is not eliminating the service only removing this specific feature. The proposed effective date at this time is expected to be January 15, 2018.

Mark Coyne – CenturyLink asked if there were any questions. There were none. Mark proposed sending the notification regarding this CR as a Level 2. There were no objections.

**CenturyLink CR PC110117-1CM - CMP Doc change to modify
hours of Wholesale System Help Desk (WSHD)**
will be discussed under Attachment E.

Attachment E – Proposed Modifications to CMP Framework

CenturyLink **PC110117-1CM- CMP Doc change to modify hours of Wholesale System Help Desk (WSHD)**

- WSHD Process Trial Continues
 - Trial is to use a pager for customer call back during the following WSHD hours of operation:
Monday - Friday 5:30 PM - 7:00 PM Mountain Time
 - No change to the Saturday schedule
 - Ninety (90) day trial ends February 20, 2018
- Any Feedback?

Open CR - Detail

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
PC110117-1CM	CMP Doc change to modify hours of Wholesale System Help Desk (WSHD)	12/21/2017 Development	Wholesale ProdProc	Wholesale Systems Help Desk	

Director

Originator Coyne, Mark

Owner Coyne, Mark

CRPM Lorence, Susan

Originating Company: CenturyLink

Description of Change

CenturyLink is proposing that the hours of operation for the Wholesale System Help Desk (WSHD) be reduced due to the low volume of CLEC calls for the last 90 minutes of the business day. The current hours of operation are Monday thru Friday, 6 AM to 7 PM MT. The new hours of operation that CenturyLink is proposing are Monday thru Friday, 6 AM to 5:30 PM MT.

During the October 2017 monthly CMP meeting, CenturyLink proposed a Process Trial to run from November 20, 2017 through February 20, 2018 to determine the feasibility of this change in the WSHD hours. During this three month trial, the CenturyLink WSHD will utilize an on-call pager during the window of 5:30 PM MT to 7 PM MT to respond back to customer calls.

A redline of the Change Management Process document will be provided.

Proposed Implementation Date: 4/1/18

Status History

Date	Action	Description
12/21/2017	Status Changed	Status changed to Development.
12/13/2017	Discussed at Monthly CMP Meeting	Discussed at the December Product/Process CMP Meeting - See Attachment E in the Distribution Package.
11/15/2017	Status Changed	Status changed to Presented.
11/15/2017	Discussed at Monthly CMP Meeting	Discussed at the November Product/Process CMP Meeting - See Attachment E in the Distribution Package.
11/03/2017	CR Acknowledged	CR Acknowledged.
11/01/2017	CR Submitted	CR Submitted.
11/01/2017	Communicator Issued	See notification number PROS.MISC.11.01.17.F.16027.WSHD_ProcessTrial_Pager. Announcement of 90 day trial.
10/18/2017	Discussed at Monthly CMP Meeting	PRELIMINARY DISCUSSION in the October Product Process CMP Meeting - See Attachment F in the Distribution Package.

CenturyLink Response

None

Project Meetings

12/13/17 Product Process CMP Meeting

Mark Coyne – CenturyLink said this CR was presented in the November CMP meeting but the changes were actually discussed in October. Mark reminded everyone that the trial procedure is to use a pager for customer call back during the Wholesale System Help Desk (WSHD) Monday - Friday 5:30 PM - 7:00 PM MT hours of operation. There is no change to the Saturday schedule. The ninety (90) day trial started on November 20, 2017 and ends on February 20, 2018. At the end of the three-month process trial, CenturyLink will evaluate the results. He reminded callers that the customer will be asked to leave a message. The WSHD professional will contact the customer within 15 minutes. From that point, the WSHD call will be conducted business as usual. No documentation updates will be made. Mark asked if there were any questions. There were none.

11/15/17 Product Process CMP Meeting

Mark Coyne – CenturyLink stated that this new CR was discussed in the October CMP monthly meeting as a Walk-on. A Change Management CR was issued associated with proposed Process Trial which announced on November 1, 2017. The trial will start November 20, 2017 and run until February 20, 2018. CenturyLink will be trialing the use of a pager for customer call back during the following hours of operation: Monday - Friday 5:30 PM - 7:00 PM Mountain Time with no change to the Saturday schedule. The customer will be asked to leave a message. The WSHD professional will contact the customer within 15 minutes. From that point, the WSHD call will be conducted business as usual. This is a Process Trial only. No documentation updates will be made. At the end of the three-month process trial, CenturyLink will evaluate the results. Mark asked if there were any questions. There were none.

PRELIMINARY DISCUSSION PRIOR TO CR BEING SUBMITTED BY CENTURYLINK

10/18/17 Product Process CMP Meeting

Mark Coyne - CenturyLink relayed that in the September monthly meeting, CenturyLink provided a brief update on the Process Trial associated with Wholesale Systems Help Desk (WSHD) and the Customer Service Inquiry and Education (CSIE) Center. [For more detailed information about the trial, refer to Notification PROS.MISC.08.22.17.F.15839.ProcessTrial_LSRQuestions available on the CNLA at <http://wholesale.centurylinkapps.com/cnla>.] Mark said that that trial was going smoothly internally and externally. At the midpoint of that trial, Mark said the WSHD is also looking at reducing their hours of operation. To support their possible changes, the team pulled some data since the WSHD/CSIE trial started in September. It shows that the call volume into the WSHD Option 3 is down approximately 30%. Mark said that included in the package are some call volumes for the WSHD reflective of the last four months from 5:30 PM to 7:30 PM Monday thru Friday. The data for that time period shows that the WSHD receives approximately two calls per week. Based on that data, concurrent with the previous trial, CenturyLink would like to propose an additional process trial that would run from November 1, 2017 through January 31, 2018. During the WSHD hours of 5:30 PM to 7:00 PM MT Monday through Friday, calls into the WSHD would utilize an On Call pager to return customer calls. Saturday hours would remain the same and the CSIE hours (WSHD Option 1) would also remain 7:00 AM to 7:00 PM MT Monday through Friday as they are today. CenturyLink would review the results in early February 2018. Mark asked if there were any questions.

Kim Isaacs – Allstream expressed concern that the timeframe would result in calls being handled via pager starting at 4:30 PM PT and asked if the timeframe for the pager could be adjusted to 6:00 PM – 7:00 PM MT.

Mark Coyne – CenturyLink stated that the proposal from Kim could be considered, but asked if the trial could proceed as planned and then determine the final timeframe for the pager at the conclusion.

Kim Isaacs – Allstream stated that she would like for her west coast provisioning team to be ensured support until their business day was complete.

Mark Coyne – CenturyLink offered to take the request back to the WSHD and that a reply would be included via meeting minutes. Mark asked those on the call if there were any other concerns besides the 5:30 PM to 6:00 PM MT window. There were none. Mark advised that CenturyLink would submit a Change Request in the November Monthly CMP meeting to address these issues in preparation for an eventual proposed change. He said in good faith, CenturyLink believes the data showing the low call volume supports some changes being made and that CenturyLink wants to find a good approach for all parties.

NOTE: At the conclusion of the October Monthly Systems Meeting, there was additional discussion about the newly proposed WSHD process trial. That content is being included here for continuity vs. in the October System monthly meeting minutes.

Mark Coyne – CenturyLink said that James Clement – CenturyLink was on the call as a SME representing the WSHD. Mark said James would provide some additional information about the level of support that would continue to occur for the hours that would be covered by the pager.

James Clement – CenturyLink said he wanted to be sure that customers understood that at this time, CenturyLink is not requesting that we change the WSHD hours of operation. James said the current hours will remain the same. He said the difference is that rather than having an agent waiting in an office for a call, the “on call” agent would have a pager and they would respond within 15 minutes. The agent would then handle the call business as usual – either assist the customer or create a ticket for further investigation. James said CenturyLink would be able to handle what was required in the Service Level Agreement (SLA).

Mark Coyne – CenturyLink asked Kim if that information would allow her to consider keeping the trial as originally proposed.

Kim Isaacs – Allstream said she wanted to take this back to her team to check further. Kim said they have previously had some issues with other east coast carriers where the lack of support has caused problems.

Mark Coyne – CenturyLink said he would like to leave the trial as proposed until he hears back from Kim once she has had a chance to follow-up internally. Mark asked if Kim could respond by Friday, October 20.

Kim Isaacs – Allstream said she could respond by then.

James Clement – CenturyLink said he wanted to be sure to understand what the concern was since hours were not changing.

Kim Isaacs – Allstream said it was the “on call” pager that she wanted to check on.

10-25-17 UPDATE: Subsequent to the CMP monthly meeting, CenturyLink heard from Kim Isaacs – Allstream. Based on Kim’s follow-up and some additional information, Kim agreed that the trial could proceed as originally planned: the WSHD would utilize an on call pager during the hours of 5:30 PM to 7:00 PM MT Monday through Friday. An additional note to this is that the WSHD Process trial was originally planned to begin on November 1 but has been delayed to begin starting on November 20, 2017 and will continue for 90 days. A notification will be sent on November 1 with the specific details.

Attachment F – Walk On Items

- Completion of CenturyLink Process Trial associated with Wholesale Systems Help Desk (WSHD) and Customer Service Inquiry and Education (CSIE) Center
 - Originally discussed in August 2017 Monthly CMP
 - Ninety (90) day Process Trial in conjunction with WSHD and CSIE
 - Trial window - September 1, 2017 through November 30, 2017
 - Trial results were reviewed for effectiveness
 - Level 1 CMP notification sent on December 19, 2017 to communicate Trial results – See notification
PROS.MISC.12.19.17.F.16190.Process_LSR_Questions

- Other Walk On items?



Announcement Date: December 19, 2017
Effective Date: Immediately
Notification Number: PROS.MISC.12.19.17.F.16190.Process_LSR_Questions
Notification Category: Process Notification
Target Audience: CLECs, Resellers, IXC, Wireless, ILECs, GET
Subject: CMP – Local Service Request (LSR) Ordering questions into Wholesale Systems Help Desk (WSHD)
Level of Change: Level 1

Summary of Change:

Effective December 19, 2017, CenturyLink is providing notification associated with a correction, clarification and/or additional information for Local Service Request (LSR) Ordering questions that does not alter CLEC operating procedures. In August 2017, CenturyLink sent Process notification **PROS.MISC.08.22.17.F.15839.ProcessTrial_LSRQuestions** which identified that CenturyLink would be conducting a process trial for customer calls into the Wholesale Systems Help Desk (WSHD) for Local Service Requests (LSRs). The WSHD telephone number 888-796-9102, Option 1 is used for questions and status on LSRs submitted via either the Interconnect Mediated Access (IMA) GUI or IMA XML. The August 2017 Process Trial notification is available on the Customer Notification Letter Archive (CNLA) at <http://wholesale.centurylinkapps.com/cnla>.

The Trial was to support the transition of LSR questions from the WSHD to the Customer Service Inquiry and Education (CSIE) Center representatives. Prior to the onset of the trial, CSIE representatives were provided some additional investigative tools that previously only the WSHD personnel within Information Technology (IT) could access. The trial which was conducted from September 1, 2017 through November 30, 2017 allowed CenturyLink to build critical skills within the CSIE while retaining the backup from the WSHD IT personnel.

CenturyLink has evaluated the results. This work transition has been successful and is allowing for certain customer questions to be resolved earlier in the process flow.

Customers calling for LSR ordering questions will continue to call the same number 888-796-9102 and select Option 1. There are no external documentation updates required.

Current operational documentation is found on the CenturyLink Wholesale Web site at <https://www.centurylink.com/wholesale/clecs/customercontacts.html>.

Comment Cycle:

No formal comment cycle applies. CLECs who feel the change(s) described in this Level 1 notification alter(s) CLEC operating procedures should immediately contact the CenturyLink CMP Manager, by e-mail, at cmpcr@centurylink.com.