

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
03/26/2018	Communicator Issued	See notification number CMPR.MEET.03.26.18.F.16460.Ad_Hoc_Mtg_TwoCM_CRs. Meeting notification sent to schedule an Ad Hoc Meeting to discuss proposed wording changes on this CR.
03/21/2018	Discussed at Monthly CMP Meeting	Discussed at the March Product/Process CMP Meeting - See Attachment E in the Distribution Package.
03/19/2018	Info Received From CLEC	Comment received from Allstream on CMP doc changes since they would not be able to attend March CMP: I won't be able to vote yes to the below language as it is presented. I would like to see additional language regarding the process of paging out from 5:30 – 7:00 pm (MT).
03/01/2018	Additional Information	PROPOSED CHANGE TO CMP DOC Rec'd Section 12.7 Notification Intervals CenturyLink will distribute notifications during the WSHD normal hours of operation (Monday-Friday 6:00 a.m. – INSERT 5:30 (DELETE 7:00) p.m. (MT) and Saturday 7:00 a.m. - 2:00 p.m. MT).
02/21/2018	Discussed at Monthly CMP Meeting	Discussed at the February Product/Process CMP Meeting - See Attachment E in the Distribution Package.
01/17/2018	Discussed at Monthly CMP Meeting	Discussed at the January Product/Process CMP Meeting - See Attachment E in the Distribution Package.
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

2/21/18 Product Process CMP Meeting

Mark Coyne – CenturyLink said the trial for this CR ended February 20, 2018. He reminded callers that the CR is associated with the trial procedure for Wholesale System Help Desk (WSHD) personnel to use a pager for customer call back during the following WSHD hours of operation: Monday - Friday 5:30 PM - 7:00 PM MT. Mark said we would like to continue with the pager process while the results are reviewed. The plan is to share the outcome of the trial in the March CMP meeting. Mark said that CenturyLink would likely be sending a proposed redline of the CMP document for consideration. Mark asked if there were any questions. There were none.

01/17/18 Product Process CMP Meeting

Mark Coyne – CenturyLink said this CR is associated with the trial procedure for Wholesale System Help Desk (WSHD) personnel to use a pager for customer call back during the following WSHD hours of operation: Monday - Friday 5:30 PM - 7:00 PM MT. 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. Mark said the early numbers received from the WSHD indicate that there are few to no calls during this window. He said it looks like we will try to move forward with a proposed change to the CMP document to make a change to the current hours that are documented. Mark asked if anyone has used the pager process and asked if there is any positive or negative feedback.

Kim Isaacs – Allstream asked to confirm the trial hours.

Mark Coyne -CenturyLink confirmed that it was the 1-1/2 hour period between 5:30 PM - 7:00 PM MT. He asked if there were any questions. There were none.

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.