

**Open CR - Detail**

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
PC030618-1CM	CMP Document Update to Eliminate the Technical Escalations Contact List	03/21/2018 Presented	Wholesale ProdProc		

**Director**

**Originator** Coyne, Mark

**Owner** Coyne, Mark

**CRPM** Lorence, Susan

**Originating Company:** CenturyLink

**Description of Change**

CenturyLink is proposing that the Technical Escalations Contact List that is posted to the external web page at <https://www.centurylink.com/wholesale/systems/productionsupport.html> be eliminated. The Technical Escalations Contact List is referenced in the CMP document under Section 5.4.3 – Level 2 Changes.

- The Technical Escalations Contact List provides both CLEC and CenturyLink Technical Contact information.
- Similar to the POC reports, the CLEC information has received minimal updates since the creation of the Technical Escalations document in 2002.
- The CenturyLink Technical Escalation List is not used by customers.
- If there was a technical escalation by a customer, it would most likely go through the Service Management team or the Wholesale Systems Help Desk.

Here is the proposed update to the Change Management Process document:

**5.4.3 Level 2 Changes**

Level 2 changes are defined as changes that have minimal effect on CLEC operating procedures. CenturyLink will provide notification of Level 2 changes at least twenty-one (21) calendar days prior to implementation.

Level 2 Change Categories are:

- Contact Information updates excluding time critical corrections (Expedites and Escalations Overview (<http://www.CenturyLink.com/wholesale/clecs/exesclover.html>), Wholesale Customer Contacts (<http://www.CenturyLink.com/wholesale/clecs/customercontacts.html>), DELETE Technical Escalations Contact List (<http://www.CenturyLink.com/wholesale/systems/productionsupport.html>) END DELETE, CMP Points of Contact (POCs, CenturyLink POC changes only) <http://www.centurylink.com/wholesale/cmp/index.html>

This CR is part of the Simplify CMP effort in 2018.

**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	Status Changed	Status changed to Presented.
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	Question received from Allstream on the CR since they would not be able to attend the March CMP meeting. Is the information on the Technical Escalation List available somewhere where else on the CenturyLink website.
03/07/2018	CR Acknowledged	CR Acknowledged.
03/06/2018	CR Submitted	CR Submitted.

**CenturyLink Response**

None

**Project Meetings**

None