



CenturyLinkTM
Wholesale

April 18, 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, April 18, 2018

April 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 – 9:20	Review “Active” CenturyLink Originated Change Requests ❖ See Attachment D – CenturyLink CRs	CR Owners / SMEs
9:20 – 9:30	Discussion of CMP Operations and Proposed Modifications to CMP Framework ❖ See Attachment E	Mark Coyne
9:30 – 9:30	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>
9:30 – 9:30	SYSTEMS ATTACHMENTS ❖ See Attachment A – Previous Monthly Meeting Minutes	Mark Coyne
9:30 – 9:30	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
9:30 – 9:35	Review Change Requests for Closure ❖ See Attachment G – CRs to Consider for Closure	Mark Coyne
9:35 – 9:40	Review Action Items ❖ See Attachment H – Global Action Items ❖ See Attachment I – Action Items and Associated CRs	Mark Coyne
9:40 – 9:40	Outstanding Systems CMP Change Requests ❖ See Attachment J - Outstanding Systems CMP Change Requests	Mark Coyne
9:40 – 9:40	Deploying Change Requests ❖ See Attachment K – Deploying Change Requests	Mark Coyne
9:40 – 9:45	Production Support Tickets ❖ See Attachment L	Mark Coyne
9:45 – 9:50	OSS Interface Release Calendar ❖ See Attachment M	Mark Coyne
9:50 – 9:50	Walk-On Items ❖ See Attachment N	Mark Coyne

Announcements

- May Monthly Meeting – May 16, 2018 Time: 9:00 - 10:00 AM MT
- CR Submission Deadline: May 2, 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, March 21, 2018

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 February Product/Process Meeting.

Review Active CLEC Originated Change Requests (Attachment C)

PC021318-1 Include Impacted USOCs on Rate Notifications

Mark Coyne – CenturyLink advised that this is a new Allstream CR. The Clarification call was held March 14, 2018. The meeting minutes are available on the calendar and in the CR. Kim Isaacs – Allstream advised that she would like to present this CR in the April meeting.

Review Active CenturyLink Initiated Change Requests (Attachment D)

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

Mark Coyne – CenturyLink reminded callers that this CR is to eliminate this feature that was grandfathered two years ago. The effective date was originally January 17, 2018 but was changed to March 12, 2018. The CR is in CLEC Test. CenturyLink would like to move this CR to a Completed status. There were no objections.

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

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

PC030618-1CM CMP Document Update to Eliminate the Technical Escalations Contact Lists

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

PC030618-2 Eliminate External documentation request CMP mailbox

Mark Coyne – CenturyLink stated that this is a new CR to be presented which is part of the Simplify CMP project that was discussed last month. This CR is to eliminate the external documentation request CMP Mailbox ExDocReq@centurylink.com that was established back in 2003 to allow CLECs to request updates to documentation. There is also a web page at <https://www.centurylink.com/wholesale/clecs/exdocprocessrequest.html> that is part of this process. Mark said the last documentation request that was received from a CLEC occurred in 2015. Only three requests have been received in the past ten years. Mark said if a CLEC would like CenturyLink to consider an external documentation update, either a CR should be issued or an email can be sent to the CMPComm mailbox. CenturyLink would like to send a Level 4 notification to eliminate this process. He asked if there were any questions. There were none.

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 the trial for this CR ended February 20, 2018. CenturyLink had been tracking calls since November 2017. 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 asked Darin Bray – CenturyLink to review the trial results.

Darin Bray – CenturyLink said he is a Lead on the WSHD. Darin said they have been monitoring calls during the trial and he has not seen a lot of change in the calls received. Most calls occur before 5:30 PM MT. During the trial, five calls came in before that time and they carried over past the 5:30 PM timeframe and were resolved by the WSHD. Darin said he could not tell if other calls came in after 5:30 PM MT if the caller does not leave a voice mail. He said there were two voicemails left in December. There was little or no change in the average speed of call handling time and the time to answer.

Susan Lorence – CenturyLink confirmed with Darin that of the two voicemails that were left in December during the 90 day trial, one requested a digital certificate and was assisted by the WSHD. The other had a request that was not appropriate for WSHD and the caller provided an incorrect call back number. No action was taken.

Darin Bray – CenturyLink agreed.

Mark Coyne – CenturyLink asked if there were any questions for Darin. There were none. He added that the proposed language change in the CMP document would occur in Section 12.7 NOTIFICATION INTERVALS with a change to the M-F 7 PM MT timeframe to change it to end at 5:30 PM MT. Mark said the voice mail process would be that if a customer called in any time after the 5:30 PM MT time frame, the recording would advise that it the matter was urgent, the customer should leave a message. The same callback process would be in place for the WSHD to call them back. The proposed language change will be voted on in the April CMP meeting. He advised that a comment was received from Allstream regarding the use of the process of paging and that it be included in the CMP document. Mark said that since Allstream was not on the call, CenturyLink will set up an ad hoc call prior to the April CMP meeting to walk through Allstream's concern. All are welcome to join the call and hopefully any issues will be resolved so that the vote may proceed in April. He asked if there were any questions. There were none.

PC030618-1CM CMP Document Update to Eliminate the Technical Escalations Contact List

Mark Coyne – CenturyLink stated that is the second new CR to be presented that is part of the Simplify CMP project that was discussed last month. He asked Susan Lorence – CenturyLink to present.

Susan Lorence – CenturyLink told callers that the Technical Escalations Contact List is posted to the external web page at <https://www.centurylink.com/wholesale/systems/productionsupport.html>. It 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 document in 2002 and contains outdated information. The CenturyLink Technical Escalation List has been maintained though it has not been used. Susan said in speaking with the CenturyLink listed contacts, there have been no requests for technical escalation assistance. We would like to send a Level 4 notification to eliminate this process which will require an update to the CMP document under Section 5.4.3 Level 2 changes. Moving forward, if there were a technical escalation, it would more likely go through the Service Management team or the Wholesale Systems Help Desk. She asked if there were any questions on the proposed changes. There were none. She added that CenturyLink had received a comment from Allstream asking if the CenturyLink contact names were captured anywhere

CenturyLink™ Wholesale Change Management Process (CMP) Meeting Minutes

else. Susan said that this CR will be included in the ad hoc call that would be set up for CR PC110117-1CM that was discussed previously. She asked if there were any questions or comments. There were none.

Walk on Items (Attachment F)

Mark Coyne – CenturyLink said there were no walk on items for the March meeting.

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

Maintain Meeting Details

Meeting Name:	March 2018 Monthly CMP Meeting	Type	Monthly
Meeting Date	03/21/2018	Area	Wholesale

Attendee	Company	Attendance Type
Bray, Darin	CenturyLink	On Phone
Brummett , Lee	CenturyLink	On Phone
Byland, Rebekah	POPP Communications	On Phone
Coyne, Mark	CenturyLink	On Phone
DaSilva, Katherine	Granite Telecommunications	On Phone
Denton, Lynn	Windstream	On Phone
Ganpat-Puffett, Tara	Iowa Utilities Board	On Phone
Gomez, Lee	CenturyLink	On Phone
Hansen, John	CenturyLink	On Phone
Holland, Victoria	Granite Telecommunications	On Phone
Johnson, Bonnie	MN DOC	On Phone
Kronewitter, Jonathan	Granite Telecommunications	On Phone
Li, Michelle	CenturyLink	On Phone
Lorence, Susan	CenturyLink	On Phone
Martinez, Denise	CenturyLink	On Phone
Nguyen, Lan	Neustar Inc	On Phone
Oliveira, Joyce	Granite Telecommunications	On Phone
Smith, Andrea	Comcast	On Phone
Urevig, Rita	CenturyLink	On Phone
Williams, Susan	CenturyLink	On Phone

Attachment B – Global Action Items

(There are no Global Action Items for
the April 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	PC021318-1	Include Impacted USOCs on Rate Notifications	Allstream	Submitted	Brummett , Lee		Hansen, John

Open CR - Detail

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
PC021318-1	Include Impacted USOCs on Rate Notifications	02/13/2018 Submitted	Wholesale ProdProc	Billing	

Director

Originator Isaacs, Kim

Owner Brummett, Lee

CRPM Hansen, John

Originating Company: Allstream

Description of Change

Currently, CenturyLink sends rate change notifications with a general description of the product impacted by the rate increase. To implement the rate change in its billing system(s), CenturyLink identifies the USOCs impacted. Allstream is requesting that CenturyLink include this USOC information on the PROD:Rate notices.

Status History

Date	Action	Description
03/22/2018	Discussed at Monthly CMP Meeting	Discussed in the March Product/Process CMP Meeting - See Attachment C in the Distribution Package.
02/21/2018	Discussed at Monthly CMP Meeting	Discussed in the February Product/Process CMP Meeting - See Attachment F in the Distribution Package.
02/14/2018	CR Acknowledged	CR Acknowledged.
02/13/2018	CR Submitted	CR Submitted.

CenturyLink Response

None

Project Meetings

03/22/18 Product Process CMP Meeting

Mark Coyne – CenturyLink advised that this is a new Allstream CR. The Clarification call was held March 14, 2018. The meeting minutes are available on the calendar and in the CR. Kim Isaacs – Allstream advised that she would like to present this CR in the April meeting.

03/14/18 Clarification Call meeting minutes

Attendees:

- Kim Isaacs – Allstream
- Rita Urevig – CenturyLink
- Lee Brummett – CenturyLink
- Robyn Crichton – CenturyLink
- Mark Coyne – CenturyLink
- Susan Lorence – CenturyLink
- John Hansen – CenturyLink

John Hansen – CenturyLink opened the call, announced the attendees, and explained the purpose of a Clarification call for the Change Request (CR) and reviewed a high-level agenda.

Kim Isaacs – Allstream said the CR was a request for CenturyLink to include impacted USOCs and rates whenever it sends out rate change notifications. If the USOCs are not included, she has to contact Rita Urevig to have someone internally provide them so that Allstream can update their data accordingly. She stated that other ILECs had been including this information for some time now. Kim said providing the USOCs on the notice would be more efficient and easier for both CenturyLink and customers.

Mark Coyne – CenturyLink asked if she was expecting only data from the 14-state region (CenturyLink QC) or from all regions of the company.

Kim Isaacs – Allstream stated that if data was available from Legacy EQ and Legacy CenturyLink, that would be great, but definitely CenturyLink QC.

Susan Lorence – CenturyLink asked if CenturyLink could provide the first three letters of the USOC if there was an extensive list.

Kim Isaacs – Allstream stated that was acceptable and gave the example of 1RZxx indicating that the xx was the wildcard portion. Kim said if there was no specific USOC, she would like that noted also and where they would find the info in the OC&C section of the bill

John Hansen – CenturyLink reviewed the next steps for the CR and asked if Allstream was prepared to present the CR in the Product Process monthly meeting on Wednesday, March 21, 2018.

Kim Isaacs – Allstream stated that she would not be able to attend the March meeting, but would present the CR in the April meeting.

John Hansen – CenturyLink advised that the meeting minutes would be posted to the Wholesale Calendar prior to the CMP meeting and would advise via email to Allstream that they were posted.

John Hansen – CenturyLink asked if there were any questions. There were none.

The Clarification call ended at 9:41 AM MT.

02/21/18 Product/Process CMP Meeting
Walk on Items (Attachment F)

Mark Coyne – CenturyLink advised callers that a new CLEC CR was received from Allstream and would be presented in the March CMP meeting. This CR is titled Include Impacted USOCs on Rate Notifications. A clarification call has been scheduled for Wednesday, March 7, 2018 at 9:00 AM MT/10:00 AM CT. The CR and information about the clarification call is posted to the Wholesale calendar and is open to the full CMP Customer community to attend.

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	PC110117-1CM	CMP Doc change to modify hours of Wholesale System Help Desk (WSHD)	CenturyLink	Development	Coyne, Mark		Lorence, Susan
2	PC030618-1CM	CMP Document Update to Eliminate the Technical Escalations Contact List	CenturyLink	Development	Coyne, Mark		Lorence, Susan
3	PC030618-2	Eliminate External documentation request CMP mailbox	CenturyLink	Development	Coyne, Mark		Hansen, John
4	PC032118-1	Remove ICO NNI from MOE Resale PCAT	CenturyLink	Submitted	Schlachter, Paul		Hansen, John
5	PC032818-1	Grandfather Purchase Plus Reward Plan	CenturyLink	Submitted	Brummett , Lee		Hansen, John

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

**CenturyLink CR PC030618-1CM – CMP Document Update to
Eliminate the Technical Escalations Contact List**
will be discussed under Attachment E.

Open CR - Detail

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
PC030618-2	Eliminate External documentation request CMP mailbox	04/06/2018 Development	Wholesale ProdProc		

Director

Originator Coyne, Mark

Owner Coyne, Mark

CRPM Hansen, John

Originating Company: CenturyLink

Description of Change

CenturyLink is proposing that the CMP External Documentation mailbox be eliminated. The mailbox was established back in 2003 associated with CMP CR PC030603-1 - Documentation process to allow CLECs to request documentation of existing processes, including documentation on the Qwest Wholesale web site.

The CenturyLink proposal is to eliminate this process, the ExDocReq@centurylink.com mailbox and the web page at <https://www.centurylink.com/wholesale/clecs/exdocprocessrequest.html> which was established in 2003 to allow CLECs to request external documentation updates.

- The last documentation request from a CLEC was received in 2015. There have only been 3 requests in the past 10 years.
- Eliminate the separate "external documentation request" mailbox and web page.
- If a CLEC would like CenturyLink to consider an external documentation update, depending on the type of change, either a CR should be issued or send an email to the CMPComm mailbox.

This CR is part of the Simplify CMP effort in 2018. There are no updates required to the CMP document.

Status History

Date	Action	Description
04/09/2018	Communicator Issued	See notification number PROS.MISC.04.09.18.F.16525.Elim_ExDocReq_Mailbox.
04/06/2018	Status Changed	Status changed to Development.
03/23/2018	Status Changed	Status changed to Presented.
03/22/2018	Discussed at Monthly CMP Meeting	Discussed at the March Product/Process CMP Meeting - See Attachment D in the Distribution Package.
03/07/2018	CR Acknowledged	CR Acknowledged.
03/06/2018	CR Submitted	CR Submitted.

CenturyLink Response

None

Project Meetings

03/21/18 Product Process CMP Meeting

Mark Coyne – CenturyLink stated that this is a new CR to be presented which is part of the Simplify CMP project that was discussed last month. This CR is to eliminate the external documentation request CMP Mailbox ExDocReq@centurylink.com that was established back in 2003 to allow CLECs to request updates to documentation. There is also a web page at <https://www.centurylink.com/wholesale/clecs/exdocprocessrequest.html> that is part of this process. Mark said the last documentation request that was received from a CLEC occurred in 2015. Only three requests have been received in the past ten years. Mark said if a CLEC would like CenturyLink to consider an external documentation update, either a CR should be issued or an email can be sent to the CMPComm mailbox. CenturyLink would like to send a Level 4 notification to eliminate this process. He asked if there were any questions. There were none.

Open CR - Detail

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
PC032118-1	Remove ICO NNI from MOE Resale PCAT	03/21/2018 Submitted	Wholesale ProdProc	Ordering	Resale MOE

Director

Originator Schlachter, Paul

Owner Schlachter, Paul

CRPM Hansen, John

Originating Company: CenturyLink

Description of Change

Remove reference to ICO NNI (Independent Company) from Metro Ethernet (MOE) Resale PCAT.

Status History

Date	Action	Description
03/21/2018	CR Acknowledged	CR Acknowledged.
03/21/2018	CR Submitted	CR Submitted.

CenturyLink Response

None

Project Meetings

None

Open CR - Detail

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
PC032818-1	Grandfather Purchase Plus Reward Plan	03/28/2018 Submitted	Wholesale ProdProc	Ordering	Resale Packages

Director

Originator Brummett , Lee

Owner Brummett , Lee

CRPM Hansen, John

Originating Company: CenturyLink

Description of Change

Effective June 15, 2018, CenturyLink will grandfather the Purchase Plus Reward Plan. There are currently no wholesale customers with this pricing plan.

Status History

Date	Action	Description
03/29/2018	CR Acknowledged	CR Acknowledged.
03/28/2018	CR Submitted	CR Submitted.

CenturyLink Response

None

Project Meetings

None

Attachment E – Proposed Modifications to CMP Framework

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

- Ad Hoc Call conducted April 2, 2018 due to customer comments
- Call Participants agreed upon CMP Document Update
- CMP Vote Notification issued April 4, 2018 for April Monthly Meeting Vote -
See Notification number
CMPR.MEET.04.04.18.F.16518.VoteRqrd_WSHD_ChgtoHours and Ballot
attached
- Review Voting Procedures and Conduct Vote
- Next Steps

CenturyLink PC030618-1CM CMP Document Update to Eliminate the Technical Escalations Contact List

- Ad Hoc Call conducted April 2, 2018 due to customer comments
- Call Participants agreed upon CMP Document Update
- CMP Vote Notification issued April 4, 2018 for April Monthly Meeting Vote -
See Notification number
CMPR.MEET.04.04.18.F.16522.VoteRqrd_ElimTechEscation and Ballot
attached
- Review Voting Procedures and Conduct Vote
- Next Steps

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
04/04/2018	Communicator Issued	See notification CMPR.MEET.04.04.18.F.16518.VoteRqrd_WSHD_ChgtoHours.Notification of CMP Vote to occur in April meeting.
04/03/2018	Info Received From CLEC	Responses received from Kim Isaacs - Allstream and Rebekah Byland - POPP Communications that they were fine with the proposed wording change from CenturyLink.
04/03/2018	Info Sent to CLEC	Proposed wording change sent to CLECs for review following Ad Hoc call discussions.
04/02/2018	General Meeting Held	Ad Hoc meeting conducted. See meeting minutes for details.
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

Ad hoc meeting minutes FINAL
April 2, 2018

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

Attendees:

Rebekah Byland – POPP Communications
Kim Isaacs – Allstream
Andrea Smith – Comcast
Darin Bray – CenturyLink
Greg Johnson – CenturyLink
Rita Urevig – CenturyLink
Lee Gomez – CenturyLink
Mark Coyne – CenturyLink
John Hansen – CenturyLink
Susan Lorence – CenturyLink

Susan Lorence – CenturyLink relayed the purpose of the Ad Hoc call which was to review the proposed changes to the CMP document associated with two CenturyLink CRs. Due to some CLEC questions received from Kim Isaacs – Allstream prior to the March Monthly CMP meeting, CenturyLink scheduled the Ad Hoc call to discuss the proposed changes. For each CR, the calendar includes a current copy of the CR, the proposed change to the CMP document and the Allstream question.

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

Susan Lorence – CenturyLink provided some background on the CR and the 90 day trial that occurred that ended in February.

Mark Coyne – CenturyLink said in the March CMP monthly meeting, CenturyLink reviewed the results of the 90 day trial where the WSHD used a pager and customer callback from 5:30 PM to 7 PM MT. Mark said only two calls came into the WSHD during that time and both were received in mid-December. One call was associated with a request for a digital certificate and the other call was associated with repair that was not appropriate for the WSHD. Based on the trial results, CenturyLink is proposing a change to Section 12.7 of the CMP document to change the normal hours of operation for Monday thru Friday to end at 5:30 PM MT vs. 7:00 PM MT. There is no change to the Saturday hours nor the handling of Severity 1 and 2 tickets. Mark said the WSHD message that states “if your matter is urgent, leave a message and CenturyLink will call back” will also remain in place.

Kim Isaacs – Allstream asked where in the CMP document is the use of a pager referenced.

Mark Coyne – CenturyLink said a pager is not currently referenced in the CMP document nor is it included as part of the proposed change. Mark said the CSIE will continue to be available for ordering questions until 7:00 PM MT Monday thru Friday and that this WSHD change is specific to questions regarding technical or system questions.

Kim Isaacs – Allstream said with the LSR consolidation still planned, she would like to see some reference added to the CMP document regarding the use of a pager for the 90 minute window.

Mark Coyne – CenturyLink said as stated in the monthly CMP meetings, CenturyLink is trying to simplify some of the wording in the CMP document so our preference was not to add language. Mark said an approach might be to add some reference to the WSHD pager in the Customer Contact Business Procedure.

Kim Isaacs – Allstream said she was not in favor of adding it to the PCAT since that document could be changed. She said she wants wording included in the CMP document that relays that the WSHD is available until 7:00 PM MT – either via a phone or a pager.

Susan Lorence – CenturyLink said that Kim mentioned the LSR consolidation but that during the ASR Consolidation implementation weekend, CenturyLink provided a Consolidation “Help line” to customers to address consolidation concerns. The window for the “Help line” was reduced by a week since things were going well. Susan asked if knowing that CenturyLink would do that again would suffice.

Kim Isaacs – Allstream said she did not want to give up something that is currently available in CMP and her ICA. She said maybe CenturyLink wanted to talk about lowering OSS charges as part of this but otherwise she did not want to give it up for nothing.

Mark Coyne – CenturyLink said customers would not lose any coverage during the window of 5:30 -7:00 PM MT; the WSHD would still be available.

Kim Isaacs – Allstream said it would not be in writing that CenturyLink has a long-term commitment to that coverage. She said Allstream has had problems with other companies on the east coast and wanted it in writing. She was sorry that CenturyLink would be punished for another company’s bad behavior.

Mark Coyne – CenturyLink we would take it back and look at what that language would look like.

Rebekah Byland – POPP Communications said she agreed with Kim that it was good to have it in writing that they could still receive assistance otherwise it will appear that WSHD coverage ends at 5:30 PM.

Mark Coyne – CenturyLink said he wanted to confirm what type of coverage was being requested. Was it systems issues or outages or an ordering issue?

Kim Isaacs – Allstream said the request was coverage for systems issues via the WSHD pager and not ordering issues. Allstream is working across multiple time zones and they have a group of personnel on the west coast.

Susan Lorence – CenturyLink said it sounds like if CenturyLink includes additional wording in the CMP document about pager coverage between 5:30 to 7:00 PM MT, that a CMP vote in April could occur.

Kim Isaacs – Allstream said yes.

There was no other questions or comments about this CR.

The Ad hoc meeting was adjourned at 11:30 AM MT.

3/21/18 Product Process CMP Meeting

Mark Coyne – CenturyLink said the trial for this CR ended February 20, 2018. CenturyLink had been tracking calls since November 2017. 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 asked Darin Bray – CenturyLink to review the trial results.

Darin Bray – CenturyLink said he is a Lead on the WSHD. Darin said they have been monitoring calls during the trial and he has not seen a lot of change in the calls received. Most calls occur before 5:30 PM MT. During the trial, five calls came in before that time and they carried over past the 5:30 PM timeframe and were resolved by the WSHD. Darin said he could not tell if other calls came in after 5:30 PM MT if the caller does not leave a voice mail. He said there were two voicemails left in December. There was little or no change in the average speed of call handling time and the time to answer.

Susan Lorence – CenturyLink confirmed with Darin that of the two voicemails that were left in December during the 90 day trial, one requested a digital certificate and was assisted by the WSHD. The other had a request that was not appropriate for WSHD and the caller provided an incorrect call back number. No action was taken.

Darin Bray – CenturyLink agreed.

Mark Coyne – CenturyLink asked if there were any questions for Darin. There were none. He added that the proposed language change in the CMP document would occur in Section 12.7 NOTIFICATION INTERVALS with a change to the M-F 7 PM MT timeframe to change it to end at 5:30 PM MT. Mark said the voice mail process would be that if a customer called in any time after the 5:30 PM MT time frame, the recording would advise that it the matter was urgent, the customer should leave a message. The same callback process would be in place for the WSHD to call them back. The proposed language change will be voted on in the April CMP meeting. He advised that a comment was received from Allstream regarding the use of the process of paging and that it be included in the CMP document. Mark said that since Allstream was not on the call, CenturyLink will set up an ad hoc call prior to the April CMP meeting to walk through Allstream's concern. All are welcome to join the call and hopefully any issues will be resolved so that the vote may proceed in April. He asked if there were any questions. There were none.

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.



Announcement Date: April 4, 2018
Effective Date: Immediately
Notification Number: CMPR.MEET.04.04.18.F.16518.VoteRqrd_WSHD_ChgtoHours
Notification Category: Change Management Notification
Target Audience: CLECs, Resellers
Subject: CMP - Managing the CMP - VOTE REQUIRED - CMP Doc change to modify Wholesale System Help Desk Hours
Associated CR #: CenturyLink CR # PC110117-1CM

Pursuant to Section 2.0 of the Wholesale Change Management Process Document, <http://www.centurylink.com/wholesale/cmp/index.html>, the purpose of this notification is to alert the CMP community that CenturyLink is proposing modifications to the CMP framework associated with Change Request **PC110117-1CM CMP Doc change to modify hours of Wholesale System Help Desk (WSHD)**.

The proposed CMP document update associated with this CR was discussed during an Ad Hoc call on April 2, 2018. Those meeting minutes along with the documents that were reviewed are posted to the Wholesale calendar entry available at <http://wholesalecalendar.centurylinkapps.com/detail/684/2018-04-02>.

A vote on the proposed CMP document update is scheduled for the April 2018 CMP Monthly Product/Process Meeting.

REMINDER CMP Monthly Meeting Information:

- **Date:** Wednesday, April 18, 2018
- **Time:** 9:00 to 10:00 a.m. MT
- **Conference Bridge:** 1 866-789-8819; Conference ID 6273158#
- **Wholesale calendar entry:** <http://wholesalecalendar.centurylinkapps.com/detail/670/2018-04-18>

Title and Description of Change Request:

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

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 hours of 5:30 PM MT to 7 PM MT, the CenturyLink WSHD will utilize an on-call pager to respond back to customer calls.

CenturyLink is proposing the following change to the CMP document that reflects this change in hours and the pager coverage:

12.7 Notification Intervals

CenturyLink will distribute notifications during the WSHD normal hours of operation (Monday-Friday 6:00 a.m. – ~~5:30~~ ~~7:00~~ p.m. (MT) and Saturday 7:00 a.m. - 2:00 p.m. MT). ~~During the WSHD hours between 5:30 p.m. to 7:00 p.m. (MT), the WSHD will provide coverage via pager.~~ CenturyLink will continue to work severity 1 problems outside of the WSHD hours of operation, and will communicate with the CLEC(s) as needed. A severity 2 problem may be worked outside the WSHD normal hours of operation on a case-by-case basis.

Supporting documentation:

Further information about this Change Request is available on the Wholesale Web site in the Product/Process Interactive Reports at

<http://www.centurylink.com/wholesale/cmp/changerequest.html>.

A clear statement delineating what "Yes" and "No" votes will mean:

A vote of "Yes" will indicate a preference that the proposed redlined change to **Section 12.7 Notification Intervals** of the CMP document associated with CR PC110117-1CM will be made.

A vote of "No" will indicate a preference that the proposed redlined change to **Section 12.7 Notification Intervals** of the CMP document associated with CR PC110117-1CM will not be made.

The appropriate voting standard:

Section 2.1 states that incorporating a change into the Change Management Process requires unanimous agreement using the Voting Process as described in Section 17.0.

Deadline for e-mail votes: Pursuant to Section 17.0, all e-mail votes must be received by CenturyLink, cmpcr@centurylink.com, prior to the official close of voting during the voting call/meeting. (Please refer to Section 17.4.3 of the Wholesale Change Management Document, <http://www.centurylink.com/wholesale/cmp/index.html>, for the e-mail ballot format and procedures.) The Ballot for this vote is also attached.

Primary contact information: Susan Lorence, CenturyLink CMP Project Manager, Susan.Lorence@centurylink.com or CMPCR@centurylink.com.

CMP Voting Ballot

Name of Call/Meeting:	April 2018 Product/Process CMP Monthly Meeting PC110117-1CM CMP Doc change to modify hours of Wholesale System Help Desk (WSHD)
Date of Vote:	April 18, 2018

	<p>Change Request (CR) - PC110117-1CM CMP Doc change to modify hours of Wholesale System Help Desk (WSHD)</p> <p>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 following change to the CMP document is being proposed:</p> <p style="padding-left: 40px;">12.7 Notification Intervals</p> <p style="padding-left: 40px;">CenturyLink will distribute notifications during the WSHD normal hours of operation (Monday-Friday 6:00 a.m. – 5:30 7:00 p.m. (MT) and Saturday 7:00 a.m. - 2:00 p.m. MT). During the WSHD hours between 5:30 p.m. to 7:00 p.m. (MT), the WSHD will provide coverage via pager. CenturyLink will continue to work severity 1 problems outside of the WSHD hours of operation, and will communicate with the CLEC(s) as needed. A severity 2 problem may be worked outside the WSHD normal hours of operation on a case-by-case basis.</p> <p>A clear statement delineating what "Yes" and "No" votes will mean: A vote of "Yes" will indicate a preference that the proposed redlined change to Section 12.7 Notification Intervals of the CMP document associated with CR PC110117-1CM will be made.</p> <p>A vote of "No" will indicate a preference that the proposed redlined change to Section 12.7 Notification Intervals of the CMP document associated with CR PC110117-1CM will <u>not</u> be made.</p>
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Voting Carrier	Voting Participant	Vote		
		YES	NO	Abstain

Result:	
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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	04/03/2018 Development	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
04/04/2018	Communicator Issued	See notification number CMPR.MEET.04.04.18.F.16522.VoteRqrd_ElimTechEscation. Vote notice distributed.
04/03/2018	Status Changed	Status changed to Development.
04/02/2018	General Meeting Held	Ad Hoc meeting conducted. See meeting minutes for details.
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

FINAL

Ad hoc meeting minutes
April 2, 2018

PC030618-1CM CMP Document Update to Eliminate the Technical Escalations Contact List

Attendees:

Rebekah Byland – POPP Communications
Kim Isaacs – Allstream
Andrea Smith – Comcast
Darin Bray – CenturyLink
Greg Johnson – CenturyLink
Rita Urevig – CenturyLink
Lee Gomez – CenturyLink
Mark Coyne – CenturyLink
John Hansen – CenturyLink
Susan Lorence – CenturyLink

Susan Lorence – CenturyLink relayed the purpose of the Ad Hoc call which was to review the proposed changes to the CMP document associated with two CenturyLink CRs. Due to some CLEC questions received from Kim Isaacs – Allstream prior to the March Monthly CMP meeting, CenturyLink scheduled the Ad Hoc call to discuss the proposed changes. For each CR, the calendar includes a current copy of the CR, the proposed change to the CMP document and the Allstream question.

PC030618-1CM CMP Document Update to Eliminate the Technical Escalations Contact List.

Susan Lorence – CenturyLink said this CR was presented in March and was associated with the Simplify CMP project that is focused on cleaning up CMP processes and the CenturyLink website that have not been used in years, in some cases since the establishment of CMP in 2002. Susan pointed those on the call to the Production Support page and said we want to clean this page up, such as removing the POODLE info from 2014 and the Technical Escalation Process that has not been used. This technical escalation process is for CLECs and CenturyLink to call each other if there is a system problem. Susan said we checked with those listed on the contact list under CenturyLink and they have never received a customer escalation call. The thought is that customers are using the WSHD, the repair number or their service manager if they want to escalate an issue. The proposed CMP document update is to remove this Escalations contact list from the CMP document under Section 5.4.3 Level 2 changes. Susan said the question from Kim Isaacs – Allstream was whether this information is available anywhere else. It is not. This info is only in the download.

Kim Isaacs – Allstream said if she calls the WSHD and wants to escalate, will the names on the CenturyLink list be contacted.

Susan Lorence – CenturyLink said she thought the WSHD has their own list of escalation contacts depending on the type of problem.

Darin Bray – CenturyLink said the WSHD has two levels – an outage and an escalation. Darin said an escalation typically refers to a ticket that is already open to give it a higher severity. If an existing ticket is escalated, the WSHD will determine which department is working on it and move it to the next level for that type of problem. Darin said if a customer is calling about a system outage, the WSHD will call the bridge which will then have a SWAT opened.

Kim Isaacs – Allstream said if she has concern about a technical issue she can also take it to her Account manager and follow their normal escalation process. Kim said she is OK with this proposed change.

Susan Lorence – CenturyLink asked if POPP and Comcast had any questions about this change.

Kim Isaacs – Allstream said as the systems have become stable over the years, especially with the implementation of EDI, this process has served its purpose.

Andrea Smith – Comcast said she agrees with Kim. Andrea said she circulated this change within Comcast and did not hear any concerns back about it going away.

Susan Lorence – CenturyLink said we will provide meeting minutes from the call today for both CRs. We will send two vote notices for the April meeting making the changes that were discussed and agreed upon. She thanked those on the call for their discussion and attendance.

The Ad hoc meeting was adjourned at 11:30 AM MT.

3/21/18 Product Process CMP Meeting

Mark Coyne – CenturyLink stated that is the second new CR to be presented that is part of the Simplify CMP project that was discussed last month. He asked Susan Lorence – CenturyLink to present.

Susan Lorence – CenturyLink told callers that the Technical Escalations Contact List is posted to the external web page at <https://www.centurylink.com/wholesale/systems/productionsupport.html>. It 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 document in 2002 and contains outdated information. The CenturyLink Technical Escalation List has been maintained though it has not been used. Susan said in speaking with the CenturyLink listed contacts, there have been no requests for technical escalation assistance. We would like to send a Level 4 notification to eliminate this process which will require an update to the CMP document under Section 5.4.3 Level 2 changes. Moving forward, if there were a technical escalation, it would more likely go through the Service Management team or the Wholesale Systems Help Desk. She asked if there were any questions on the proposed changes. There were none. She added that CenturyLink had received a comment from Allstream asking if the CenturyLink contact names were captured anywhere else. Susan said that this CR will be included in the ad hoc call that would be set up for CR PC110117-1CM that was discussed previously. She asked if there were any questions or comments. There were none.



Announcement Date: April 4, 2018
Effective Date: Immediately
Notification Number: CMPR.MEET.04.04.18.F.16522.VoteRqrd_ElimTechEscation
Notification Category: Change Management Notification
Target Audience: CLECs, Resellers
Subject: CMP - Managing the CMP - VOTE REQUIRED - CMP Doc change to Eliminate the Technical Escalations Contact List
Associated CR #: CenturyLink CR # PC030618-1CM

Pursuant to Section 2.0 of the Wholesale Change Management Process Document, <http://www.centurylink.com/wholesale/cmp/index.html>, the purpose of this notification is to alert the CMP community that CenturyLink is proposing modifications to the CMP framework associated with Change Request **PC030618-1CM CMP Document Update to Eliminate the Technical Escalations Contact List**.

The proposed CMP document update associated with this CR was discussed during an Ad Hoc call on April 2, 2018. Those meeting minutes along with the documents that were reviewed are posted to the Wholesale calendar entry available at <http://wholesalecalendar.centurylinkapps.com/detail/684/2018-04-02>.

A vote on the proposed CMP document update is scheduled for the April 2018 CMP Monthly Product/Process Meeting.

REMINDER CMP Monthly Meeting Information:

- **Date:** Wednesday, April 18, 2018
- **Time:** 9:00 to 10:00 a.m. MT
- **Conference Bridge:** 1 866-789-8819; Conference ID 6273158#
- **Wholesale calendar entry:** <http://wholesalecalendar.centurylinkapps.com/detail/670/2018-04-18>

Title and Description of Change Request:

PC030618-1CM CMP Document Update to Eliminate the Technical Escalations Contact List

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**. It provides both CLEC and CenturyLink Technical

Contact information. The CLEC information is not maintained and both the CLEC and CenturyLink contact information has not been used. If there was a technical escalation by a customer, it would most likely go through the CenturyLink Wholesale Systems Help Desk or the Service Management team.

CenturyLink is proposing the following change 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>), ~~Technical Escalations Contact List~~ (<http://www.CenturyLink.com/wholesale/systems/productionsupport.html>), CMP Points of Contact (POCs, CenturyLink POC changes only) (<http://www.centurylink.com/wholesale/cmp/index.html>)

Supporting documentation:

Further information about this Change Request is available on the Wholesale Web site in the Product/Process Interactive Reports at <http://www.centurylink.com/wholesale/cmp/changerequest.html>.

A clear statement delineating what "Yes" and "No" votes will mean:

A vote of "Yes" will indicate a preference that the proposed redlined change to **Section 5.4.3 Level 2 Changes** of the CMP document associated with CR PC030618-1CM will be made.

A vote of "No" will indicate a preference that the proposed redlined change to **Section 5.4.3 Level 2 Changes** of the CMP document associated with CR PC030618-1CM will **not** be made.

The appropriate voting standard:

Section 2.1 states that incorporating a change into the Change Management Process requires unanimous agreement using the Voting Process as described in Section 17.0.

Deadline for e-mail votes: Pursuant to Section 17.0, all e-mail votes must be received by CenturyLink, cmpcr@centurylink.com, prior to the official close of voting during the voting call/meeting. (Please refer to Section 17.4.3 of the Wholesale Change

Management Document, <http://www.centurylink.com/wholesale/cmp/index.html>, for the e-mail ballot format and procedures.) The Ballot for this vote is also attached.

Primary contact information: Susan Lorence, CenturyLink CMP Project Manager, Susan.Lorence@centurylink.com or CMPCR@centurylink.com.

CMP Voting Ballot

Name of Call/Meeting:	April 2018 Product/Process CMP Monthly Meeting PC030618-1CM CMP Document Update to Eliminate the Technical Escalations Contact List
Date of Vote:	April 18, 2018

	<p>PC030618-1CM CMP Document Update to Eliminate the Technical Escalations Contact List</p> <p>CenturyLink is proposing that the Technical Escalations Contact List that is referenced in the CMP document under Section 5.4.3 Level 2 Changes be eliminated. The following change to the CMP document is proposed:</p> <p>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.</p> <p>Level 2 Change Categories are:</p> <ul style="list-style-type: none"> • Contact Information updates excluding time critical corrections (Expedites and Escalations Overview (http://www.CenturyLink.com/wholesale/clecs/exescovers.html), Wholesale Customer Contacts (http://www.CenturyLink.com/wholesale/clecs/customercontacts.html), Technical Escalations Contact List (http://www.CenturyLink.com/wholesale/systems/productionsupport.html), CMP Points of Contact (POCs, CenturyLink POC changes only) http://www.centurylink.com/wholesale/cmp/index.html) <p>A clear statement delineating what "Yes" and "No" votes will mean:</p> <p>A vote of "Yes" will indicate a preference that the proposed redlined change to Section 5.4.3 Level 2 Changes of the CMP document associated with CR PC030618-1CM will be made.</p> <p>A vote of "No" will indicate a preference that the proposed redlined change to Section 5.4.3 Level 2 Changes of the CMP document associated with CR PC030618-1CM will <u>not</u> be made.</p>
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Voting Carrier	Voting Participant	Vote		
		YES	NO	Abstain

Result:	
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Attachment F – Walk On Items

Any Walk On items?