

Open CR - Detail

| CR # | Title | Date Current Status | Organization | Area Impacted | Products Impacted |
|-------------|-----------------------------------|------------------------|------------------|---------------|---|
| SCR110415-3 | Retire CRIS for Wholesale billing | 02/15/2017 Deferred | Wholesale System | Billing | Centrex, Private Line, Resale , UDIT, Unbundled Loop, UNE - All types, Directory Listings |

Originator Strombotne, Tracy
Owner Strombotne, Tracy
CRPM Lorence, Susan

Originating Company: CenturyLink

Description of Change

Retire the existing Customer Records Information System (CRIS) application which is being replaced by Ensemble.

With the retirement of CRIS, references to the application will be removed from the CenturyLink external documentation and various Operations Support System (OSS) pages and documentation.

Existing services being billed in CRIS will be converted and all bills from that point forward will be generated from Ensemble.

CenturyLink will implement Ensemble which is the replacement for CRIS in a phased process beginning with the CenturyLink QC Eastern region which has a planned effective date in December 2016. The Western region of CenturyLink QC will follow with a planned effective date midyear 2017. The Central region of CenturyLink QC will be last with a planned effective date in late 2017.

Expected Deliverables/Proposed Implementation Date: Retirement of CRIS is expected in December 2017 for all regions.

Status History

| Date | Action | Description |
|------------|----------------------------------|--|
| 06/20/2018 | Discussed at Monthly CMP Meeting | Discussed in the June Systems CMP Meeting - See Attachment J in the Distribution Package. |
| 10/18/2017 | Discussed at Monthly CMP Meeting | Discussed in the October Systems CMP Meeting - See Attachment I in the Distribution Package. |
| 09/20/2017 | Discussed at Monthly CMP Meeting | Discussed in the September Systems CMP Meeting - See Attachment I in the Distribution Package. |
| 03/15/2017 | Discussed at Monthly CMP Meeting | Discussed in the March Systems CMP Meeting - See Attachment J in the Distribution Package. |
| 02/15/2017 | Status Changed | Status changed to Deferred. |
| 02/15/2017 | Discussed at Monthly CMP Meeting | Discussed in the February Systems CMP Meeting - See Attachment I in the Distribution Package. |
| 02/13/2017 | Communicator Issued | See notification number GENL.ANNC.02.13.17.F.15335.LSR_Consol_ProjSTATUS_UPD. |
| 01/18/2017 | Discussed at Monthly CMP Meeting | Discussed in the January Systems CMP Meeting - See Attachment I in the Distribution Package. |
| 12/14/2016 | Discussed at Monthly CMP Meeting | Discussed in the December Systems CMP Meeting - See Attachment I in the Distribution Package. |
| 11/16/2016 | Discussed at Monthly CMP Meeting | Discussed in the November Systems CMP Meeting - See Attachment I in the Distribution Package. |
| 10/19/2016 | Discussed at Monthly CMP Meeting | Discussed in the October Systems CMP Meeting - See Attachment I in the Distribution Package. |
| 10/06/2016 | Communicator Issued | See notification number SYST.OTHR.10.06.16.F.14986.LSRCnsldtnPROJ_DELAY. |
| 09/21/2016 | Discussed at Monthly CMP Meeting | Discussed in the September System CMP Meeting - See Attachment I in the Distribution Package. |
| 08/22/2016 | Communicator Issued | See notification number SYST.OTHR.08.22.16.F.14883.LocSerCnsldtnDrftTestPln. |
| 08/17/2016 | Discussed at Monthly CMP Meeting | Discussed in the August System CMP Meeting - See Attachment I in the Distribution Package. |
| 07/20/2016 | Discussed at Monthly CMP Meeting | Discussed in the July System CMP Meeting - See Attachment I in the Distribution Package. |
| 07/11/2016 | Communicator Issued | See notification number CMPR.CMPP.07.11.16.F.14775.LSR_ProjctCustomerTesting. |
| 06/30/2016 | Communicator Issued | See notification number WEBS.ANNC.06.30.16.F.14752.OSS_Consolidation_Pages. |

| Date | Action | Description |
|------------|----------------------------------|---|
| 06/15/2016 | Discussed at Monthly CMP Meeting | Discussed in the June Systems CMP Meeting - See Attachment I in the Distribution Package. |
| 05/18/2016 | Discussed at Monthly CMP Meeting | Discussed in the May Systems CMP Meeting - See Attachment I in the Distribution Package. |
| 04/20/2016 | Discussed at Monthly CMP Meeting | Discussed in the April Systems CMP Meeting - See Attachment I in the Distribution Package. |
| 04/14/2016 | Communicator Issued | See notification number SYST.OTHR.04.14.16.F.14479.LocalServProj_NewEffDate. New Release to Production effective date for Eastern established as no earlier than April 10, 2017. |
| 03/16/2016 | Discussed at Monthly CMP Meeting | Discussed in the March Systems CMP Meeting - See Attachment I in the Distribution Package. |
| 03/14/2016 | Communicator Issued | See notification number SYST.OTHR.03.14.16.F.14401.LocalServPrjTechSpecDELAY. |
| 03/07/2016 | Communicator Issued | See Notification number SYST.OTHR.03.07.16.F.14376.FNL_Retirement_IMA_CRIS for FINAL RETIREMENT NOTICE for IMA and CRIS. |
| 02/23/2016 | Communicator Issued | See Notification number SYST.OTHR.02.23.16.F.14333.LSR_ConsolPln_DelayedResp. |
| 02/17/2016 | Discussed at Monthly CMP Meeting | Discussed in the February Systems CMP Meeting - See Attachment I in the Distribution Package. |
| 02/16/2016 | Communicator Issued | See Notification number CMPR.CMPP.02.16.16.F.14317.RFP_ThrdPrtyFcilitatr_FNL. |
| 02/02/2016 | Communicator Issued | Customer Comment cycle extended. See Notice number SYST.OTHR.02.02.16.F.14265.LSR_SysCnsltdnCmtsExtnded. |
| 01/28/2016 | Communicator Issued | See notice number CMPR.CMPP.01.28.16.F.14250.RFP_ThrdPrtyFacilitatrLSR. |
| 01/27/2016 | General Meeting Held | Preliminary Interface Implementation Plan Review Meeting conducted. Meeting minutes available 2-3-16. |
| 01/20/2016 | Discussed at Monthly CMP Meeting | Discussed in the January Systems CMP Meeting - See Attachment H in the Distribution Package. |
| 01/14/2016 | Communicator Issued | See notification number SYST.OTHR.01.14.16.F.14209.LSR_CnsltdnCALL2ndRESCHED. Preliminary Interface Plan Review meeting now scheduled for January 27, 2016. |
| 01/12/2016 | Communicator Issued | See notification number SYST.OTHR.01.12.16.F.14205.LSR_ConsltdnCALL_RESCHED. Preliminary Interface Plan Review meeting rescheduled to January 19, 2016. |
| 01/04/2016 | Communicator Issued | See notification number SYST.OTHR.01.04.16.F.14176.Init_Retirement_IMA_CRIS. Initial Retirement notice sent. Preliminary Interface Implementation Plan provided with Review meeting scheduled for January 18, 2016. |
| 12/16/2015 | Discussed at Monthly CMP Meeting | Discussed in the December Systems CMP Meeting - See Attachment I in the Distribution Package. |
| 12/01/2015 | General Meeting Held | Ad hoc meeting to discuss four new system consolidation CenturyLink Change Requests. |
| 11/23/2015 | Communicator Issued | See Notification number CMPR.MEET.11.23.15.F.14096.AdHocMtgLSR_CnslidatnCRs. |
| 11/18/2015 | Status Changed | Status changed to Presented. |
| 11/18/2015 | Action Item Created | Discussed in the November Systems CMP Meeting - See Attachment C in the Distribution Package. |
| 11/06/2015 | CR Acknowledged | CR Acknowledged. |
| 11/04/2015 | CR Submitted | CR Submitted. |

CenturyLink Response

None

Project Meetings

6/20/18 System CMP Meeting
SCR110415-1 Implement Ensemble to provide a single application to bill Wholesale Customers for their Local Service Requests (LSR)
SCR110415-2 Implement EASE to provide a centralized platform for LSR processing
SCR110415-3 Retire CRIS for Wholesale billing
SCR110415-4 Retire the IMA GUI and XML application for processing LSRs
Mark Coyne – CenturyLink advised the above CRs (SCR110415 1-4) remain in Deferred status. CenturyLink will soon be updating the Consolidation Plan to include the most recently known dates for the project which is NO EARLIER THAN FIRST QUARTER 2020 and adding some wording about the Retail Trial.

10/18/17 System CMP Meeting

SCR110415-1 Implement Ensemble to provide a single application to bill Wholesale Customers for their Local Service Requests (LSR)

SCR110415-2 Implement EASE to provide a centralized platform for LSR processing

SCR110415-3 Retire CRIS for Wholesale billing

SCR110415-4 Retire the IMA GUI and XML application for processing LSRs

Mark Coyne – CenturyLink said these four CMP CRs are in a Deferred status and we plan to keep them in that status for now. Mark said that last month he had relayed that the first planned migration would likely be 4th quarter 2019. The date in the package is now showing 1st quarter 2020. He said the Project team is still working toward some portion of the migration to begin late 2019. When Version 3 of the Consolidation Plan is provided later this year, the best estimate of planned migration dates will be provided at that time. The updated document will also include some information about the interim phase that will be occurring with retail customers that is associated with the IMA CR SCR101217-1. Mark then turned the call over to Mike Norton – CenturyLink to provide an update on planned system enhancements being made to Legacy CenturyLink (L-C) EASE for LSR processing.

Mike Norton – CenturyLink said there is considerable development in EASE LSR that is occurring in preparation for the Local Service Consolidation project. Mike talked about the development occurring in the L-C systems to meet the functional requirements that already exist in IMA. He said the intent is to reduce overall risk and to prove in some of the equivalent functionality before the first L-Q migrations begin in early 2020. Mike said the first major release for L-C systems will be in February 2018. One of the biggest changes is to upgrade EASE LSR to LSOG 14Q2 which is the last version of the Ordering and Billing Forum (OBF) LSOG standards that was released 2nd quarter 2014. L-C customers have already been notified of these Technical Specification changes. Mike said some customization is occurring with the L-C release to match some of the customization that occurs in IMA today but these fields will not likely be utilized until the first migration. The following EASE enhancements are being made associated with Pre-Order functionality: Address validation, Customer Service Information, Loop Qualification, Raw Loop Data, TN Reservation. Mike said these functions are not all of the enhancements that will be made to Pre-Order; more will be added at a later date. Other functions to be added in February are associated with the Exchange Carrier Version (EC VER) and some gap closure on some of the auto-population of some fields. With these enhancements, CenturyLink will be able to get some customer feedback on these functions prior to the first migration. Mike asked if there were any questions. There were none.

9/20/17 System CMP Meeting

SCR110415-1 Implement Ensemble to provide a single application to bill Wholesale Customers for their Local Service Requests (LSR)

SCR110415-2 Implement EASE to provide a centralized platform for LSR processing

SCR110415-3 Retire CRIS for Wholesale billing

SCR110415-4 Retire the IMA GUI and XML application for processing LSRs

Mark Coyne – CenturyLink provided some information about the four CMP CRs that were moved to a Deferred status in February 2017. Mark relayed the Local Service Consolidation Project Web page has a statement that indicates more information will be provided late 2017. The website currently has Version 2 of the Consolidation Plan which includes out-dated planned effective dates. The LSR Consolidation team plans to post a Version 3 by end of year that relays the first planned migration date is likely to be 4th Quarter 2019. The team also plans a Version 4 of the Consolidation Plan that will provide more information about dates and migration approach; the document will likely be issued mid 2018. Mark said there are enhancements being made to the Legacy C EASE LSR system that will add additional functionality to process Legacy Qwest accounts. The Legacy C Release is planned for 1st Quarter 2018. Mike Norton – CenturyLink will likely attend CMP in the coming months to review the planned Legacy C EASE LSR enhancements. Mark asked if there were any questions. There were none.

3/15/17 System CMP Meeting

SCR110415-1 Implement Ensemble to provide a single application to bill Wholesale Customers for their Local Service Requests (LSR)

SCR110415-2 Implement EASE to provide a centralized platform for LSR processing

SCR110415-3 Retire CRIS for Wholesale billing

SCR110415-4 Retire the IMA GUI and XML application for processing LSRs

Mark Coyne – CenturyLink reminded those on the call that on last month's call, the above four CRs have been moved into a Deferred status.

2/15/17 System CMP Meeting

SCR110415-1 Implement Ensemble to provide a single application to bill Wholesale Customers for their Local Service Requests (LSR)

SCR110415-2 Implement EASE to provide a centralized platform for LSR processing

SCR110415-3 Retire CRIS for Wholesale billing

SCR110415-4 Retire the IMA GUI and XML application for processing LSRs

Mark Coyne – CenturyLink reminded those on the call that the LSR Consolidation Project had been delayed and that there will be no testing or conversion activity in 2017 while the SME team continues to re-evaluate the timing and conversion approach. Mark said a General notification had been sent on February 13, 2017 to relay this status to all Wholesale Customers and said the notice was posted to the Wholesale calendar. He then reviewed some of the key points in the notice:

- CenturyLink will be working on enhancements to EASE and Ensemble to incorporate changes that will be required for processing of Legacy Qwest accounts.
- CenturyLink will be placing the CRs in a DEFERRED status likely until the end of 2017.
- By the end of 2017, CenturyLink will update the Local Service Ordering and Billing Systems Consolidation Plan with more information about the conversion strategy and timeline.
- The LSR Consolidation web site will be updated with a NOTE at the top of the page to relay there will be more information provided late 2017 around the migration approach, testing and planned system consolidation dates.

Armando Fimbres – Oregon PUC asked about the first paragraph in the General notice and what the phrase "during the eventual consolidation" meant. NOTE: The full sentence from the notice is "During the eventual Local Service Systems Consolidation, CenturyLink will move all Local Service Request ordering to Electronic Administration & Service Order Exchange (EASE) from Interconnect Mediated Access (IMA)."

Mark Coyne – CenturyLink said that customer accounts will be moved once the consolidation begins on the conversion weekend. He asked if there were any other questions. There were none.

1/18/17 System CMP Meeting

SCR110415-1 Implement Ensemble to provide a single application to bill Wholesale Customers for their Local Service Requests (LSR)

SCR110415-2 Implement EASE to provide a centralized platform for LSR processing

SCR110415-3 Retire CRIS for Wholesale billing

SCR110415-4 Retire the IMA GUI and XML application for processing LSRs

Mark Coyne – CenturyLink said these are the Local Service System Consolidation CRs where CenturyLink has previously communicated a project delay while the timing and conversion approach are being re-evaluated. On December 13, 2016, CenturyLink distributed notifications associated with updates to the EASE and Ensemble Final Technical Specifications which also included updates to the CenturyLink responses to customer comments. There are several customer comments that show CenturyLink responses are still being determined. Mark said because of the project delay, CenturyLink is considering whether to move these CRs into a Deferred status for a period of time. Mark asked if there were any questions.

Frank Behnke – AT&T asked with this information about the project delay, could he tell his management that there will be no action until 2018. He said they have a lot of work to do and need to plan work for the year.

Mark Coyne – CenturyLink said that statement was safe; there will be no testing or conversion activity in 2017. Mark said in the coming months, CenturyLink will hopefully have more info high level information to share.

Lisa Lynn – Granite asked if that was why CenturyLink was implementing an IMA Release 40.0.

Mark Coyne – CenturyLink said yes. As discussed in December as part of 2017 OSS capacity planning, there would be a Release 40.0 for IMA.

12/14/16 System CMP Meeting

SCR110415-1 Implement Ensemble to provide a single application to bill Wholesale Customers for their Local Service Requests (LSR)

SCR110415-2 Implement EASE to provide a centralized platform for LSR processing

SCR110415-3 Retire CRIS for Wholesale billing

SCR110415-4 Retire the IMA GUI and XML application for processing LSRs.

Mark Coyne – CenturyLink reminded those on the call that this Project has been delayed while the SME team is re-evaluating timing and conversion approach. No testing or conversion activity is planned for 2017. Two system notifications were distributed on December 13, 2016 to provide updated Final Technical Specifications for EASE and updated CenturyLink responses to customer comments for both EASE and Ensemble. Mark asked if there were any questions. There were none.

11/16/16 System CMP Meeting

SCR110415-1 Implement Ensemble to provide a single application to bill Wholesale Customers for their Local Service Requests (LSR)

SCR110415-2 Implement EASE to provide a centralized platform for LSR processing

SCR110415-3 Retire CRIS for Wholesale billing

SCR110415-4 Retire the IMA GUI and XML application for processing LSRs.

Mark Coyne – CenturyLink reminded those on the call that this project has been delayed. The CenturyLink SME team is currently re-evaluating the timing and conversion approach and, as discussed last month, there will be no testing or conversion activity planned in 2017. Mark then referred to the System notification SYST.OTHR.10.31.16.F.15087.LocIServR1.0ResptoCommUPD sent on October 31, 2016 (included in the package) to relay the updated CenturyLink response to customer's comments was still pending for some questions still under investigation. He said the CenturyLink SME team planned to send the updated response to comments and final technical specifications on November 18, 2016. The Local Service Ordering and Billing System Consolidation Plan (Version 3) updates are also still pending.

NOTE: The EASE and Ensemble final technical specification notices were not sent as planned on November 18, 2016 due to some .xsd files still pending.

10/19/16 System CMP Meeting

SCR110415-1 Implement Ensemble to provide a single application to bill Wholesale Customers for their Local Service Requests (LSR)

SCR110415-2 Implement EASE to provide a centralized platform for LSR processing

SCR110415-3 Retire CRIS for Wholesale billing

SCR110415-4 Retire the IMA GUI and XML application for processing LSRs.

Mark Coyne – CenturyLink provided an update on the status of these Local Service System Consolidation CRs. He said the Final Technical Specifications and CenturyLink Response to Comments for EASE and Ensemble were sent September 30, 2016. The SME teams are working on providing an updated CenturyLink Response to Comments by the end of October for the remaining customer questions that are listed as "still under investigation" on the CenturyLink Response to Comments. Mark said a System Notification SYST.OTHR.10.06.16.F.14986.LSRCnsldtnPROJ_DELAY was distributed on October 6, 2016 to relay a Project delay. In conjunction with the project delay, CenturyLink cancelled the Joint Test Planning/Testing Walkthrough that had been scheduled for October 18, 2016. Mark said that Version 3 of the Local Service Ordering and Billing System Consolidation Plan and the updates to the remainder of the Milestone dates for the Project Timeline are PENDING. Mark said it is well known that this system project is large and complex. The CenturyLink project team is reviewing the approach and timelines and is considering some other phased implementation alternatives. He said it has become fairly clear that there will be no Wholesale customer impacts that will occur in 2017. Mark said the project team will be making some further decisions over the coming months and will communicate the information when available.

Mike Norton – CenturyLink said he wanted to clarify that there will be no customer testing in 2017.

Rob Garth – DishNET asked if that meant there was no environment for customer testing.

Mike Norton – CenturyLink said that the customer testing that was to begin in 1st quarter as required by CMP and merger agreements would not occur in 2017. It would begin beyond that date. Mike said no conversion within wholesale would be occurring either.

Rob Garth – DishNET asked what the biggest factor was in the project delay.

Mike Norton – CenturyLink said it was the project complexity and feedback from internal and external customers. The Project team is looking at the approach to determine if it can be simplified.

Rob Garth – DishNET asked if this meant CenturyLink was back to the drawing board. Rob asked if the project technical specifications that had been made available to customers are still valid?

Mike Norton – CenturyLink said the technical specifications were not 100% locked down but that he did not think a change in the approach would significantly impact them. He said the LSOG is based on Issue 2Q14 and those requirements to IT are not changing. CenturyLink would continue to refine the tech specs as testing occurs and as feedback is received from customers similar to the feedback provided during the formal comment cycle. Mike said the major issue now is the timing.

Mark Coyne – CenturyLink said it sounds like it is safe to say the requirements and tech specs are still valid and will continue to be used going forward.

Mike Norton – CenturyLink said absolutely. Mike said the system development will impact Legacy CenturyLink customers as well as Legacy Qwest customers as the current system is upgraded with Legacy Qwest requirements. Mike said CenturyLink is also anxious to firm up the revised approach and dates. The plans are still to do an automated migration by region.

9/21/16 System CMP Meeting

SCR110415-1 Implement Ensemble to provide a single application to bill Wholesale Customers for their Local Service Requests (LSR)

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SCR110415-4 Retire the IMA GUI and XML application for processing LSRs.

Mark Coyne – CenturyLink said the EASE and Ensemble Draft Technical Specification walkthroughs had been held August 25, 2016 and an additional Walkthrough-Q/A was scheduled and held on September 7, 2016. Mark said the meeting minutes and draft responses to Customer comments are available on Wholesale calendar. The formal comment cycle on Draft Technical Specifications for EASE and Ensemble was extended through September 16, 2016. The Final Technical Specifications and CenturyLink Response to Comments are now scheduled for September 30, 2016. (The various notices are included in the system distribution package.) Mark said we have received a significant amount of additional comments so we may send a first set of responses on September 30, 2016 and follow-up with the remainder of CenturyLink responses a couple weeks later. CenturyLink has a Testing Walkthrough scheduled for October 18, 2016; related documents are on the Wholesale calendar. Mark relayed an additional Self Nomination was received for Customer Testing; the Testing companies now include Electric Light Wave/Integra, XO, Mobius, Charter/Accenture, dishNET, TDS Metro. Mark asked if there were any questions. There were none.

8/17/16 System CMP Meeting

SCR110415-1 Implement Ensemble to provide a single application to bill Wholesale Customers for their Local Service Requests (LSR)

SCR110415-2 Implement EASE to provide a centralized platform for LSR processing

SCR110415-3 Retire CRIS for Wholesale billing

SCR110415-4 Retire the IMA GUI and XML application for processing LSRs.

Mark Coyne – CenturyLink said the biggest update here is the change to the Release to Production for Eastern Region to be no earlier than June 2017. On August 12, 2016, CenturyLink issued two notifications associated with posting the Draft Technical Specifications for EASE and Ensemble and Mark referred to the notices in the System package. He relayed that the Walkthroughs are scheduled for August 25, 2016 and are available on Wholesale calendar:

EASE August 25, 2016 9:30 AM MT - 11:30 AM MT

Ensemble August 25, 2016 1:30 PM MT - 3:00 PM MT

Kim Isaacs - Electric Lightwave said she wanted to provide some early questions to allow CenturyLink to prepare. There are whole product groups that CenturyLink still offers that are not available in the Draft Tech Specs, e.g., UNE-P, DSS, Trunking, etc. Kim said some of the CenturyLink specific fields are also not addressed, e.g., manual reject override. Kim said it would be valuable to have SMEs relay which fields would be used in those instances.

Mark Coyne – CenturyLink said we would provide those questions to the SME team to allow them to prepare.

Susan Lorence - CenturyLink said if customers can submit any additional questions to CMPCOMM prior to the walkthrough that would be helpful.

Armando Fimbres – Oregon PUC asked if the change to the Eastern Release to Production date would impact the other regions effective dates.

Mark Coyne – CenturyLink said he could not answer that question at this time. He thought the SME team would be sharing the Project timeline as it becomes available.

Mark Coyne – CenturyLink said the Self Nominations for Customer Testing had been requested by August 1, 2016 and there were five companies that self nominated: Electric Lightwave, XO Communications, dishNET Wireline, Charter, and Mobius. Mark said that Version 3 of the Local Service Ordering and Billing System Consolidation Plan and the remainder of Milestone dates for the Local Service Consolidation Project Timeline were being updated for the change in date for Eastern and would likely be available before the September CMP meeting.

Michelle Ewton – XO Communications said they currently do not have connectivity with the Legacy CenturyLink systems and asked how far in advance that effort will need to begin.

Mike Norton – CenturyLink said if it is a brand new connection, the timeline is approximately 90 days.

Michelle Ewton – XO Communications said they would be getting with CenturyLink in the 4th quarter of this year to begin the process.

Mark Coyne – CenturyLink said the current timeline shows that customer testing would begin no earlier than January 2017 so the test planning would likely begin in October 2016.

Kim Isaacs - Electric Lightwave said in regard to the XO question about connectivity, customers will need to keep both connections up and will need to

figure out what CenturyLink system to send orders to.

Mark Coyne – CenturyLink said that was true and it would be to everyone's benefit to get through the remaining consolidation phases quickly. He asked if there were any other questions. There were none.

7/20/16 System CMP Meeting

SCR110415-1 Implement Ensemble to provide a single application to bill Wholesale Customers for their Local Service Requests (LSR)

SCR110415-2 Implement EASE to provide a centralized platform for LSR processing

SCR110415-3 Retire CRIS for Wholesale billing

SCR110415-4 Retire the IMA GUI and XML application for processing LSRs.

Mark Coyne – CenturyLink said CenturyLink had issued a notification on July 7, 2016 to relay the issuance of Draft Interface Technical Specifications will be August 12, 2016 instead of July 18, 2016. Mark said a notification had been sent on July 11, 2016 requesting that any customers that are interested in participating in testing for this project should send a self nomination to cmpcomm@centurylink.com. The email should be sent by August 1, 2016 and should include the person who will be the point of contact for that company. Mark said that, so far, there have been five companies that have requested to test with CenturyLink for this project: Integra, XO, dishNET, Charter, and Mobius Communications. Mark said that Version 3 of the Local Service Ordering and Billing System Consolidation Plan should be forthcoming. CenturyLink was working on the remainder of the Milestone dates for the LSR Project Timeline, testing dates, etc. The document should be available no later than the August CMP meeting. Mark relayed that CenturyLink had implemented a new Local Service Consolidation Web page as of July 1, 2016 that will be similar in content as the Access Systems Consolidation Project. Mark asked if there were any questions. There were none.

6/15/16 Monthly Systems CMP Meeting

SCR110415-1 Implement Ensemble to provide a single application to bill Wholesale Customers for their Local Service Requests (LSR)

SCR110415-2 Implement EASE to provide a centralized platform for LSR processing

SCR110415-3 Retire CRIS for Wholesale billing

SCR110415-4 Retire the IMA GUI and XML application for processing LSRs.

Mark Coyne – CenturyLink said that Version 3 of the Local Service Ordering and Billing System Consolidation Plan should be available by the end of the month including an updated LSR Project Timeline. CenturyLink will be establishing a new Local Service Consolidation web page that is similar to the Access Consolidation web page that will house documentation and information about the Local Service system consolidation. The Statement of Work for the Third Party Facilitator is still underway. Mark said we will likely be sending a notification prior to the July CMP meeting asking for customers to self nominate for Customer testing for the Local Access project. The next Milestone Date for the project is the issuance of the Draft Interface Technical Specifications on July 18, 2016. Mark asked if there were any questions. There were none.

5/18/16 Monthly Systems CMP Meeting

SCR110415-1 Implement Ensemble to provide a single application to bill Wholesale Customers for their Local Service Requests (LSR)

SCR110415-2 Implement EASE to provide a centralized platform for LSR processing

SCR110415-3 Retire CRIS for Wholesale billing

SCR110415-4 Retire the IMA GUI and XML application for processing LSRs.

Mark Coyne – CenturyLink said that on April 14, 2016, CenturyLink issued a notification to relay the new delivery date of July 18, 2016 to provide the Draft Technical Specifications for EASE and Ensemble. The notice also indicated that the Release to Production date for the Eastern Region will be no earlier than April 10, 2017. CenturyLink is still working on the other Milestone dates in between and should provide them soon along with an updated Local Service Ordering and Billing System Consolidation Plan. Mark then relayed that in regard to the Third Party Facilitator, CenturyLink had shared the decision to go with Wicresoft but that the finalized dates for testing were being determined so the dates could be included in the Statement of Work. Mark asked if there were any questions. There were none.

4/20/16 Monthly Systems CMP Meeting

SCR110415-1 Implement Ensemble to provide a single application to bill Wholesale Customers for their Local Service Requests (LSR)

SCR110415-2 Implement EASE to provide a centralized platform for LSR processing

SCR110415-3 Retire CRIS for Wholesale billing

SCR110415-4 Retire the IMA GUI and XML application for processing LSRs.

Mark Coyne – CenturyLink advised that on March 14, 2016, CenturyLink issued a notification to delay the delivery of the Draft Technical Specifications for EASE and Ensemble. On April 14, 2016, CenturyLink issued a notification to advise the new delivery date for Draft Technical Specifications will be July 18, 2016. Mark said that associated with the new Draft Tech Spec date, the new Project Release to Production date for the Eastern Region will be no earlier than April 10, 2017. Mark asked if there were any questions. There were none.

Mark Coyne – CenturyLink then provided an update on the Third Party Facilitator and said as discussed in the March meeting, the RFP was sent to suppliers to secure a Third Party Facilitator. Only the vendor Wicresoft responded. Following an interview with Wicresoft and based on the criteria of cost, knowledge, availability and our experience so far with them on the Access Consolidation project, CenturyLink recommended that Wicresoft be selected as the Third Party Facilitator for the project. Mark said CenturyLink had asked for customers to provide any feedback or concerns to the CMP mailbox by March 31, 2016. No feedback was received. CenturyLink is proceeding with Wicresoft but is still reviewing the Project timeline to determine the Wicresoft start date. CenturyLink will be providing Version 3 of the Local Service Ordering and Billing System Consolidation Plan to communicate the new timeline and any additional information to Wholesale customers. Mark asked if there were any questions. There were none.

3/16/16 Monthly Systems CMP Meeting

SCR110415-1 Implement Ensemble to provide a single application to bill Wholesale Customers for their Local Service Requests (LSR)

SCR110415-2 Implement EASE to provide a centralized platform for LSR processing

SCR110415-3 Retire CRIS for Wholesale billing

SCR110415-4 Retire the IMA GUI and XML application for processing LSRs.

Mark Coyne – CenturyLink said a notification was distributed on Monday, March 14, 2016 to relay that the Draft Technical Specifications for the Local Service Ordering System Consolidation Project are being delayed. Mark relayed that as stated in the notification, the delay is a result of CenturyLink's consideration of customer requests and our ongoing internal reviews to ensure the delivery of a high quality systems product to customers. On April 14, 2016, CenturyLink will provide an update on the status of the delivery date of the Draft Technical Specifications

and will send the appropriate notifications to communicate any required revisions to the Local Service Ordering and Billing System Consolidation timeline. Mark said a revised version of the OSS Interface Calendar is included in the Package but we have also since posted a revised version to today's meeting.

Armando Fimbres - Oregon Public Utility Commission asked if the official schedule has been updated and asked if the Oregon docket would be updated.

Mark Coyne – CenturyLink said we know the LSR Production effective date for Eastern will change but that new date has not yet been determined. We will provide a status on April 14, 2016 and once the revised schedule is determined, the appropriate updates would be made with the states. Mark then provided a status on the Request for Proposal (RFP) that had been sent to suppliers to secure a Third Party Facilitator for the project. He said only one vendor responded which was Wicresoft. CenturyLink did conduct an interview with Wicresoft and based on the criteria of cost, knowledge, availability and our experience so far with them on the Access Consolidation project, CenturyLink is recommending that Wicresoft be selected as the Third Party Facilitator for the project. Mark asked if there were any concerns. He said customers could provide feedback on this recommendation on the call or via the CMPCOMM mailbox but unless there is feedback, CenturyLink will be proceeding with this selection. CenturyLink will likely not engage Wicresoft until the new effective date is determined.

Kim Isaacs – Integra said she would like to have time to consider this selection within Integra and asked if anything had yet been formalized with Wicresoft.

Mark Coyne – CenturyLink said this is the CenturyLink recommendation based on merger agreements. He said CenturyLink would like to have any CLEC comments sent to the CMPCOMM mailbox by March 31, 2016. If there are any comments, they would be considered in the April CMP meeting. Mark asked if there were any other questions. There were none.

2/17/16 Monthly Systems CMP Meeting

SCR110415-1 Implement Ensemble to provide a single application to bill Wholesale Customers for their Local Service Requests (LSR)

SCR110415-2 Implement EASE to provide a centralized platform for LSR processing

SCR110415-3 Retire CRIS for Wholesale billing

SCR110415-4 Retire the IMA GUI and XML application for processing LSRs.

Mark Coyne – CenturyLink provided an update on the Local Service Consolidation project relaying that the Preliminary Implementation Plan Review meeting was held on January 27, 2016 and those meeting minutes are available. There was a request by the CLEC community to extend the formal Comment cycle. CenturyLink sent a notification to extend the comment cycle through February 11, 2016 thus providing an additional week. Mark said the response to comments and final version of the Local Service Consolidation Plan is due February 25, 2016. In regard to the Request for Proposal (RFP) for a Third Party Facilitator, Mark said the CLEC Notification with the redlined RFP was sent for review on January 28, 2016 with CLEC feedback due February 11, 2016. CenturyLink sent a notification that included the Response to CLEC comments and the Final version of the RFP on February 16, 2016. CenturyLink is distributing the RFP to potential vendors. Mark asked if there were any questions. There were none.

01/27/16 Preliminary Interface Implementation Plan Review Meeting FINAL

Local Service Ordering and Billing System Consolidation Plan Meeting minutes

SCR110415-1 Implement Ensemble to provide a single application to bill Wholesale Customers for their Local Service Requests (LSR)

SCR110415-2 Implement EASE to provide a centralized platform for LSR processing

SCR110415-3 Retire CRIS for Wholesale billing

SCR110415-4 Retire the IMA GUI and XML application for processing LSRs.

Attendees:

Troy Peters – Alliance Connect (Iowa Network Services)

Donna Barfield – Birch

Katherine Merschat – Birch

Mary Taylor – Birch

Tiffany Kidd – Birch

Dennis Molner – Charter Communications

Linda McDonald – Charter Communications

Tam Doan – Comcast

Jason Renander – Comcast

Andrea Smith - Comcast

Kasha Fauscett – Comcast

Lynn Notarianni – Colorado PUC

Susan Travis – Colorado PUC

Shannon Bishop – Consolidated fka Inventive

Christy Kennedy – CTC Communications

Rob Garth - DishNET

George Devargis - DishNET

Graham Northcutt- DishNET

Joel Mitchell- DishNET

Melat Lewis- DishNET

Shawn Stickle- DishNET

Josh Santos – Douglas FastNet

JoAnn Norton – Gervais Telephone Co.

Brendan Hamel – Granite

Adam DeFeo – Granite

Judy O'Day – Granite

Budd Shearing – Granite

Nancy Hansen – Granite

Lisa Lynn – Granite
Edie Wallace – Granite
Kim Isaacs - Integra
Laurie Roberson – Integra
Nancy Taylor – Integra
Julie Pickar – Integra
Jamie Shay - Integra
Carmen Painter – LS Networks
Valerie Starr - LS Networks
Emily Davis – Midcontinent
Karen Viste - Midcontinent
Mary Lohnes - Midcontinent
Bonnie Johnson - Minnesota Department of Commerce
Lan Nguyen - Neustar
Armando Fimbres – Oregon PUC
Pam Popp – Popp Communications
LoriAnn Kuhn – Quantum Communications
Jeff Hocker - – Quantum Communications
Kurt Boucher - Southwest Cyberport
Rick Heck - Spectrotel
Jeanne Kulesa – Synchronoss
John Zhan – Synchronoss
Manjunath Gowda – Synchronoss
Jackie Diebold - TDS Telecom
Marnie Silvermail - TDS Telecom
Victor Gaither - Time Warner Cable
Ed Keefer – Value Telecommunications
Tim Zawislak – Washington Commission (Staff)
Lynn Denton – Windstream
Don Lemke – Windstream
Mary Conquest – XO Communications
Mark Coyne - CenturyLink
John Hansen - CenturyLink
Denise Martinez - CenturyLink
Sandy Nelson - CenturyLink
Mike Laughman - CenturyLink
Shawn Simpson - CenturyLink
Sue Kriebel - CenturyLink
Lee Gomez - CenturyLink
Renee Albersheim - CenturyLink
Marty Wilson - CenturyLink
Rusty Burdette - CenturyLink
Rick Breitenbach - CenturyLink
Mike Norton - CenturyLink
Susan Lorence - CenturyLink

Mark Coyne - CenturyLink defined the purpose of the call which is to review the CenturyLink Local Service Ordering and Billing System Consolidation Plan which combines the requirement of the Detail Plan as specified by Merger requirements and the Preliminary Interface Implementation Plan as required by CMP. The plan is to cover at a high level each section of the Consolidation Plan. Mark said Ordering and Billing SMEs are on the call to answer any customer questions. For any questions that cannot be answered on the call, CenturyLink will take an action item for follow-up. The CenturyLink response will be covered either in the meeting minutes or will be covered in a subsequent CMP meeting. Any technical questions will be addressed as part of the Draft Technical Specifications planned for April 8, 2016. Mark asked if that process would work for those on the call. There were no objections. Mark began the review of Consolidation Plan. The following questions were asked as the high points of each section were covered.

Section 1.0 Executive Summary

Kim Isaacs - Integra said it was too early to use the term Benefits for customers. At best, any OSS transition can be difficult; it is important for discussion to occur early. Kim said there is a lot of work that has to be done in EASE for it to be equivalent to IMA and that execution will determine the benefits.

Mark Coyne - CenturyLink said the updates to EASE are addressed later in the document.

Section 1.2 - Assumptions

Joel Mitchell - DishNET asked about availability of completed orders for 24 months and whether that history would be kept in IMA.

Mike Norton - CenturyLink said the Completed orders would remain available in a view only mode in IMA and that following conversion, the same archive requirements as exist today would remain in the new system.

Kim Isaacs - Integra said her assumption is that not only would CMP be followed for the consolidation itself but that CMP would be followed to address future system updates.

Mark Coyne - CenturyLink said that was correct as it pertains to the products/services governed by CMP today.

Rob Garth - DishNET asked if BillMate would be retained as one of the existing output choices for billing media.

Sue Kriebel - CenturyLink said that CenturyLink is still analyzing the best option and it was only the ASCII BillMate format that was undecided.

Joel Mitchell - DishNET asked whether the billing account number structure in EASE would be used or whether the structure in IMA would be retained.
Mike Norton - CenturyLink said an account hierarchy will be set up in EASE based on RSID/ZCID. He said CenturyLink plans to hold a Customer Brown Bag on account hierarchy options and then have Service Managers work with customers to determine how their accounts should be set up. In regard to account numbers in Ensemble, they are set up based on Product ID which is typically the telephone number.

Joel Mitchell - DishNET asked if the WTN structure (NPA NXX and Cus Code) would be used.

Sue Kriebel - CenturyLink said the invoice in Ensemble will not be in NPA NXX Cus Code format but will be a nine digit number.

Mike Norton - CenturyLink said BAN mapping changes will be communicated well in advance of the conversion.

Kim Isaacs - Integra asked if the BANs for unbundled loops will change formats and no longer use the NPA NXX format. Kim asked if circuit ids will change.

Sean Simpson – CenturyLink said CenturyLink will try not to change those account number in Ensemble unless there is already a product id in existence with that same number. CenturyLink will analyze each account number from CRIS to determine whether it can be reused. Sean said circuit ids themselves will not change.

Joel Mitchell - DishNET asked if the consolidation was only for ordering or if there were support system changes also, e.g., NEAC vs. CSIE or modem activation.

Mark Coyne - CenturyLink each area will be looked at individually.

Kim Isaacs - Integra said that in regard to any support system changes, the merger conditions require adequately trained staff.

Mike Norton - CenturyLink said the back end dispatch, design and provisioning processes are not changing with this project. There have already been some consolidations where legacy CenturyLink has consolidated into Legacy Qwest systems.

Section 2.1 Current State System View

Lynn Notarianni – Colorado PUC said there are inconsistencies on how the terms LSR orders, Local Service Requests, orders, etc., are used in the Consolidation Plan and thought they may have different meanings. Lynn suggested it would be helpful to figure out the right term to use.

Mark Coyne - CenturyLink said we will take that action item back to the document owner to review and be more consistent.

Section 2.2 End State System View

Kim Isaacs - Integra asked whether CenturyLink retail was going to use EASE as the ordering platform for residential services.

Mike Norton - CenturyLink said CenturyLink Retail only uses EASE for the one process of Loss notification otherwise Retail works directly in Ensemble and other platforms.

Kim Isaacs - Integra said then Retail ordering cannot see what Wholesale is doing.

Mike Norton - CenturyLink said that is correct that Retail cannot see what is in EASE for Wholesale and that for Ensemble, he is working with CenturyLink Regulatory to assess if any enhancements are required for CPNI for Legacy Qwest.

Kim Isaacs - Integra asked if there will be the capability that a CLEC can view the CSR of another resale account like what occurs in IMA today?

Mike Norton - CenturyLink said that will be the same.

Kim Isaacs - Integra said Integra has had a problem with another company that uses a Synchronoss application and asked if CenturyLink was going to lock down Wholesale BANs so Retail cannot add to them.

Mike Norton - CenturyLink said those details are still being worked out with Regulatory.

Section 2.3.1 Service Ordering Comparison – IMA to EASE

Rob Garth – DishNetwork asked whether there would be improvement in the process to “Manage Users” and whether a certificate was required. Rob asked if the process would utilize a GUI or an API.

Mike Norton - CenturyLink said EASE does not generally require a certificate but said there may be a requirements for one if there is electronic bonding. Mike said there are different user administration requirements. A technical call will be conducted with IT personnel on both sides to review the certificate requirements, XML tech specs, testing, etc.

Adam DeFeo – Granite asked how to get on the distribution list for the technical calls.

Mark Coyne - CenturyLink said systems notifications will be sent for the technical reviews so customers should be sure they are signed up to receive notifications or they can send an email to cmpcomm@centurylink.com for assistance.

Rob Garth - DishNET asked if there would be a GUI or API to assist with user management.

Mike Norton - CenturyLink said there is a GUI based user management capability for customers. Mike said he did not think APIs are available in

EASE nor are they available today in IMA.

Mark Coyne - CenturyLink referenced the matrices in Section 2.3.1 and said the asterisk indicates there will be development required in EASE to provide those functions.

Joel Mitchell - DishNET asked if the functions that are to be added to EASE will be placed in production prior to conversion.

Mike Norton - CenturyLink said the EASE enhancements may go in for Legacy CenturyLink and Embarq customers prior to the LSR account consolidation which will help test the system updates and will introduce the new capability to the current EASE customers. He said appropriate system notification would be sent.

Josh Santos – Douglas FastNet asked if both IMA and EASE will be active in tandem while customers get used to the new system.

Mike Norton - CenturyLink said no, IMA and EASE will not be available in tandem for the same states. He said the system implementation will be phased by region so once Eastern is converted, IMA will only be available to review the 2 year old order history. For Western and Central, IMA and CRIS will be business as usual

Joel Mitchell - DishNET asked if the "Manage Users" functionality in EASE will allow more control of user access and gave the example of whether some order functions could be limited for one person vs. another.

Mike Norton - CenturyLink said if that capability exists today in IMA, then the capability would have to be looked at for EASE.

Joel Mitchell - DishNET asked about recapping from Pre-order to order. Joel said they have a lot more questions about how functions will be provided but would hold off until the draft tech specs are available.

Mike Norton - CenturyLink said discussion is underway as to how to provide information that will aid customers in the transition, likely it will be some combination of tech specs, PCATs, developer worksheets, etc. He said the PCATs are probably the most descriptive of the changes.

Kim Isaacs - Integra said under the matrix for Ordering Functionality, there are lot of functions not listed and wanted to insure those are being addressed.

Mike Norton - CenturyLink said the SME team is currently going through user stories and that there are high level functions as well as specific functions that they are capturing. He said the matrix would be very extensive to add them to this document but said he thought they would be delineated in the Tech Specs.

Lynn Notarianni – Colorado PUC asked if part of the concern is that this Consolidation Plan is preliminary and asked if a statement should be added that the document is not intended to represent the full capability that will be provided.

Mark Coyne - CenturyLink said this document is preliminary and pointed to the Scope. He said it is not intended to go into great detail.

Kim Isaacs - Integra said she knows this is a high level but like the ASR project, there were some differences in how customers and CenturyLink define functionality. Kim said she is concerned that there is no asterisk by the EASE functions since she knows there are some specific capabilities, requested thru CMP by both CLECs and Qwest, that need to be added to EASE.

Mark Coyne - CenturyLink said that though this Consolidation Plan is not intended to be very detailed, there will likely be updates made to it as more is known. The SME team now knows more than they did when the document was released in early January.

Joel Mitchell - DishNET asked if the Consolidation Plan would be updated monthly.

Mark Coyne - CenturyLink said not necessarily monthly but it will definitely be updated when CenturyLink responds to CLEC comments on February 25, 2016.

Joel Mitchell - DishNET asked if it was possible to extend the February 4, 2016 comment cycle due date since this session had been pushed out a week.

Mark Coyne - CenturyLink said he would look at whether the date could be pushed a week and would include that in the meeting minutes. [NOTE: On February 2, 2016, CenturyLink sent out notifications to extend the formal comment period by one week. The original comment cycle was to end on February 4, 2016 but was extended through February 11, 2016. See notice numbers SYST.OTHR.02.02.16.F.14265.LSR_SysCnsldtnCmtsExtnded and GENL.ANNC.02.02.16.F.14266.LSR_SysCnsldtnCmtCycExtnd.]

Mike Norton - CenturyLink said the SME team will add a lot more asterisks on the various matrices after continued requirement meetings over the last month.

Lynn Notarianni – Colorado PUC said because of the complexity of the LSR transition and potential for Commission complaints, she thinks it would be appropriate to add a disclaimer that this is a preliminary document and is not intended to represent the final project functionality. Lynn said that will help insure that all understand the intent of this document.

Joel Mitchell - DishNET asked if there would be a distinction between Legacy Qwest and Legacy CenturyLink/Embarq territory. He said there will be a need to know which support group to call depending on the region and then gave the example of CEMR-MTG and asked if it applied to Legacy Qwest and Legacy CenturyLink/Embarq territory.

Mike Norton - CenturyLink said the goal is to minimize functional or product differences across CenturyLink. He said because there are some backend systems that are region specific, there will be a requirement to provide some indication of differences should they occur. Mike said there are two

primary systems in the CenturyLink suite that are not common – Address Management and the Copper inventory for assignment. Other than that, the main functional applications are the same.

Lynn Notarianni – Colorado PUC asked if the Consolidation Plan identifies what is to be done with the various PID/PAP measures. Lynn said she assumes since the applications are changing the measures will need to be updated.

Mike Norton - CenturyLink said we will add a paragraph in the document for that and there is a SME team already working on that.

Section 2.4 Billing System Differences between CRIS to Ensemble

Tam Dohn – Comcast asked about the BAN changes and said they use a third party to set up new accounts which can take some time. She asked if a report can be received in advance.

Sue Kriebel – CenturyLink said yes we will provide that cross reference a couple months in advance and that for those customers that are testing with us, it would be provided sooner. Sue said we are working thru that process now on the ASR side.

Kim Isaacs - Integra said as Integra went through a system transition with another company, the BAN change was a big issue. She said if there any deviations to the plan, they will need to be communicated ASAP. If a customer cannot audit the bill, that stops payment and said CenturyLink may need to consider stopping LPCs for a period of time.

Section 3 Consolidation Plan Implementation

Troy Peters - Alliance Connect asked how customer support will work when this is occurring by region.

Mark Coyne - CenturyLink said the CenturyLink customer support will be scheduled to support all customers regardless of their location.

Kim Isaacs - Integra said Integra has already expressed concern that this is an aggressive schedule. Kim said there is an LNP administrator change that overlaps with this schedule and asked how it will impact the EASE implementation. She said there is no implementation date yet but thought it could impact resources for companies.

Mike Norton - CenturyLink said EASE does not interact with NPAC but said the SOAs would be impacted with that NPAC change.

Mark Coyne - CenturyLink said any scheduling concerns will likely be part of the formal comments that the SME team will then address.

Section 3.2 3rd Party Facilitator

Lynn Notarianni – Colorado PUC asked about the 3rd Party Facilitator and how that process will work.

Mark Coyne - CenturyLink relayed that there will be a notification sent on January 28, 2016 about the 3rd Party Facilitator selection process that will also provide the proposed RFP updates and planned schedule. Mark said the 3rd Party Facilitator may not come on board until the 2nd quarter timeframe. NOTE: For details of this timeline and process, refer to notification CMPR.CMPP.01.28.16.F.14250.RFP_ThrdPrtyFacilitatrLSR.

Section 3.3.2 Training and Process Plan

Kim Isaacs - Integra asked what the training will encompass and whether it will cover the business rules. Kim said it is the understanding of the business rules that is most important.

Mark Coyne - CenturyLink said he thought training would cover screen navigation but would relay that information back to the Training team.

Mike Norton - CenturyLink said IMA is on LSOG 6 and EASE is on LSOG 10, CenturyLink will be moving to a current version of the LSOG.

Kim Isaacs - Integra said Qwest made the business decision as to what LSOG that IMA is based on. Going from LSOG 6 to 10 and the related update to so many business rules is a big concern and will need to be made clear to those writing the order.

Mike Norton - CenturyLink said he thinks EASE will be moving to LSOG 14.2 (numbering is now year and quarter) with customization. The tech specs and PCATs would be updated accordingly. Mike said that upgrade will occur in EASE first so it will not be part of the actual conversion.

Rob Garth - DishNET asked the timeframe for the LSOG version upgrade to EASE.

Mike Norton - CenturyLink said it will likely be about 90 days before the planned conversion. By doing this, the current EASE customers will have time to implement the changes. The benefit is that it allows the focus at conversion to be on that vs. an additional system change. Mike said that will increase the quality of the initial implementation.

Kim Isaacs - Integra said another big problem that Integra experienced during a recent system consolidation with another company was that flowthrough was significantly impacted and caused an impact to center staff that had to process the orders manually. Kim said CenturyLink should plan on an increase in manual orders and that training on the CenturyLink side needs to prepare for that.

Jackie Diebold - TDS Telecom asked if the training would be instructor led or web based.

Mark Coyne - CenturyLink said he does not think that has been determined yet but that it will follow CMP requirements which provides for instructor led, web based or a combination. Mark said training is scheduled to begin July 15, 2016.

Lynn Notarianni – Colorado PUC asked if CenturyLink is planning for an interim process for escalations during the conversion.

Mark Coyne - CenturyLink said there will be an interim process for escalations during the conversion.

Section 3.3.3 Customer Testing

Rob Garth - DishNET asked if there are plans to enhance the current EASE testing, for example, availability, test cases, etc.

Mike Norton - CenturyLink said there will be a dedicated environment for CLEC testing which will interface with downstream systems, such as address validation, inventory systems, CFA queries. Mike said there will be a "full suite" of applications to support testing.

Rob Garth - DishNET asked how defect classification, reporting and resolution would be addressed - including SLAs for resolution. Rob said he wants to work with CenturyLink to determine this prior to production and asked if there will be a severity rating for defects and asked if CLECs will have a voice in that.

Mike Norton - CenturyLink said that UAT will be where this process is developed. Mike said the 3rd party facilitator will play a key part to developing the defect process also. He said it is difficult to have an SLA tied to problem resolution since there are so many variables that could impact that. Mike asked if it was reasonable to wait until the 3rd party facilitator is available.

Rob Garth - DishNET said he thought it was reasonable but did not want to get too much farther before it is determined.

Mike Norton - CenturyLink said it will be resolved well ahead of UAT beginning. There is already protection in the Testing process with the Go/No Go decision that is part of the merger agreement. He said the 3rd party facilitator should be involved in the negotiation which benefits both sides.

Mark Coyne - CenturyLink said he thought defining those processes will be part of the Test Planning in preparation for UAT.

Section 3.3.4 Load and Performance Testing

Rob Garth - DishNET asked if CenturyLink will include customers in Load and Performance testing to test capacity.

Mike Norton - CenturyLink said CenturyLink will share the Load and Performance volumes and results.

Rob Garth - DishNET said Dish has had to temper some large volume queries in IMA in the past and would like to test using some real world data. Rob asked if CenturyLink is still tied to the same back end systems which have certain volume limitations.

Mike Norton - CenturyLink said EASE is tied to the same back end systems and said any performance changes to those systems are out of scope for this project. He used the example of the Loop Qual volumes in TIRKs.

Rob Garth - DishNET asked if there will be a simplified process for Loop Qual.

Mike Norton - CenturyLink said CenturyLink will provide the same information that IMA provides but it may be presented differently.

Rob Garth - DishNET asked if system availability will be the same as today or would there be an increase in hours.

Mike Norton - CenturyLink said there are "guaranteed hours" of availability in EASE however the system is not taken down if no system maintenance is required; this may result in an increase in availability but it is not guaranteed. At a minimum, CenturyLink will meet the available hours that exist in IMA today.

Rob Garth - DishNET asked if supporting infrastructure systems will remain as today by territory, e.g., SAGA or FAM.

Mike Norton - CenturyLink said that consolidating infrastructure is not part of this project but gave the example that address validation may eventually go to a data warehouse solution.

Mark Coyne - CenturyLink said the call was nearing the planned timeline and reminded customers their comments can be sent to cmpcomm@centurylink.com. He said the comment cycle will be extended through February 11. Depending on the extent of the questions, another call might be scheduled to allow more discussion. Mark asked if there were any final questions.

Rob Garth - DishNET asked when the minutes from the call would be available.

Mark Coyne - CenturyLink said the draft meeting minutes will be available in a week on the wholesale calendar.

Susan Lorence - CenturyLink said the draft minutes will also be distributed to participants on the call but we may need to use a point of contact per company if an email address is not available.

Mark Coyne - CenturyLink thanked everyone for participating on the call today and said he appreciated the discussion.

The meeting was adjourned at 11:00 AM Mountain Time.

01/20/16 Monthly Systems CMP Meeting

SCR110415-1 Implement Ensemble to provide a single application to bill Wholesale Customers for their Local Service Requests (LSR)

SCR110415-2 Implement EASE to provide a centralized platform for LSR processing

SCR110415-3 Retire CRIS for Wholesale billing

SCR110415-4 Retire the IMA GUI and XML application for processing LSRs.

Mark Coyne – CenturyLink provided an update on the LSR Consolidation project relaying that the CMP Initial Release Notification and the Initial Retirement Notifications were distributed on January 4, 2016 with an extended formal Comment cycle. As of that date, the Preliminary Interface Implementation Plan was available for review. The Preliminary Interface Implementation Plan Review Meeting is now scheduled for January 27, 2016 from 9:00 -11:00 AM MT. Mark said CenturyLink is working on updating the RFP for the 3rd Party Facilitator for this project. The Release Milestones are now included in the OSS Calendar. Mark asked if there were any questions. There were none.

12/16/15 Monthly Systems CMP Meeting

SCR110415-1 Implement Ensemble to provide a single application to bill Wholesale Customers for their Local Service Requests (LSR)

SCR110415-2 Implement EASE to provide a centralized platform for LSR processing

SCR110415-3 Retire CRIS for Wholesale billing

SCR110415-4 Retire the IMA GUI and XML application for processing LSRs.

Mark Coyne – CenturyLink said these four CRs associated with the LSR Consolidation Project were presented by Tracy Strombotne – CenturyLink in the November 2015 monthly meeting. Mark said an Ad hoc meeting was held with the customer community on December 1, 2015. The Powerpoint presentation that was reviewed on that call is posted to the Wholesale calendar along with the final version of the meeting minutes from that call. Mark said the CMP notice and Preliminary Interface Implementation Plan will be available in early January 2016 and the notice will include a 30 day customer review cycle. An ad hoc call will be established for mid January for CenturyLink to review the plan with customers. Mark said work is beginning around developing the RFP for the 3rd Party Facilitator. He said a notice will be sent in early January to ask for customers to identify themselves if they would like to be involved in developing the RFP for the LSR project. It is likely that we will be able to use some of the work that occurred for the ASR Project. Mark asked if there were any questions. There were none.

LSR Consolidation Project Ad hoc meeting minutes FINAL
December 1, 2015

SCR110415-1 Implement Ensemble to provide a single application to bill Wholesale Customers for their Local Service Requests (LSR)

SCR110415-2 Implement EASE to provide a centralized platform for LSR processing

SCR110415-3 Retire CRIS for Wholesale billing

SCR110415-4 Retire the IMA GUI and XML application for processing LSRs.

Attendees:

Tywanda Bloodworth - Access Point

Deborah Pasquale - Access Point

Patrick Hall - Access Point

Katherine Merschat - Birch

Chris Garrison - Central Scott Telephone

Renee Albersheim - CenturyLink

Susan Lorence - CenturyLink

John Hansen - CenturyLink

Lee Gomez - CenturyLink

Mark Coyne - CenturyLink

Tracy Strombotne - CenturyLink

Mike Norton - CenturyLink

Paul Dunphy - Charter

Linda Birchem - Comcast

Randee Ryan - Comcast

Andrea Smith - Comcast

Kasha Fauscett - Comcast

Roger Delgrosso - Custom Call

Jay Bobacaci - Custom Call

Kim Isaacs - Integra

Laurie Roberson - Integra

Becky Chandler – Integra

Rhonda Otto – Integra

Steve Schmidt - Iowa Network Services

Mary Lohnes - Midcontinent

Bonnie Johnson - Minnesota Department of Commerce

Lan Nguyen - Neustar

Amber Taylor - Nex-Tech

Missy McMullan - Nex-Tech

Jackie Diebold - TDS Telecom

Mark Andersen - TDS Telecom

Denise Boe - Tekstar

Victor Gaither - Time Warner Cable

Jamie Wright – Valley Telecom

Mark Coyne – CenturyLink defined the purpose of the call which is to share information about the LSR system integration work associated with four CenturyLink Change Requests that were presented in the November 2015 Monthly CMP meeting. Mark said the call would be reviewing the “CenturyLink LSR System Ordering and Billing Consolidation” document that is posted on the Wholesale calendar and that attendees could ask questions at any time during the call. If the question could not be readily answered, CenturyLink would take an Action item to follow up after the call. Mark said there would be more meetings on this topic through the life of the project.

Renee Albersheim – CenturyLink then reviewed the Agenda located on page 3 of the PowerPoint presentation. Renee then presented history regarding the Merger Commitments and steps that lead up to this conversion project. She then covered the systems that will be addressed during the LSR system consolidation project: IMA to EASE for Ordering and CRIS to Ensemble for Billing. The benefits of the LSR system consolidation project were then presented. Renee asked if there were any questions.

Kim Isaacs - Integra asked what the impacts to CenturyLink residential customer will be.

Renee Albersheim - CenturyLink explained that the CenturyLink Residential group did not use the systems in the same manner as the CLEC, but that systems are used for CenturyLink Residential accounts.

Kim Isaacs - Integra said she had experience with previous conversions to Synchronoss products and asked about the significant volume increase [12/11/15 Updates received from Integra in CAPS] ASSOCIATED WITH CENTURYLINK RESIDENTIAL ACCOUNTS and the POSSIBLE impact to system stability and system response times.

Mike Norton - CenturyLink responded that the internal CenturyLink systems interface directly with call center sub-applications that interface with Ensemble and there are volume implications that will be accounted for. The only CenturyLink retail use of EASE is invoked during the port-out process, otherwise, internal CenturyLink users do not use EASE.

Renee Albersheim - CenturyLink continued by describing the benefits of both EASE and Ensemble as per slide 6 of the presentation.

Kim Isaacs - Integra asked when it would be appropriate to present concerns.

Mark Coyne - CenturyLink replied if there were concern with a specific slide, they could be addressed at that time otherwise, they can be addressed at the end.

Kim Isaacs - Integra stated that for LSR GUI users, the documentation, especially regarding the Business Rules, a more user friendly document would be needed more like the IMA LSOR rules than just the technical specifications. [12/11/15 Updates received from Integra in CAPS] THIS IS AN EARLY REQUEST FOR THE LSR CONSOLIDATION PROJECT BECAUSE THE DOCUMENTATION FOR THE ASR CONSOLIDATION PROJECT WAS NOT USER FRIENDLY FOR A GUI USER.

Renee Albersheim - CenturyLink continued by explaining that with the new LSR system, there would only need to be one order for both provisioning and billing, whereas with IMA, it required two orders that CenturyLink had to synch up. She then turned the presentation over to Mike Norton – CenturyLink.

Becky Chandler – Integra asked if the back-up Billmate files would be required after the conversion and if the Ensemble bill was in CABS format.

Kim Isaacs – Integra said if the Billmate file goes away, the information that was on the Billmate file would still need to be available on the Ensemble bill.

Mike Norton - CenturyLink clarified that there are several bill media formats within Ensemble, but the BOS format was not one of them. CenturyLink is researching a BOS standard output for appropriate Design services when USOCs and FIDs are normally provided. Mike said the bulk of the services are non-design and will not have a BOS standard format. He confirmed the Billmate files are going away but the information would be on the Ensemble bills. Mike continued with slide 7 of the presentation that provided some history around the company that developed Ensemble and a description of the application.

Kim Isaacs - Integra asked about the PID/PAP performance metrics and if that would remain intact.

Mike Norton - CenturyLink confirmed that was true that equivalent data measurement points were currently being determined and fed into the reporting system.

Kim Isaacs – Integra said that was very good and asked if reports would remain available

Mike Norton - CenturyLink confirmed that they would be available.

Kim Isaacs - Integra asked if there would be testing available for the performance metrics.

Mike Norton - CenturyLink confirmed that there would be and mentioned a past conversion between Embarq and CenturyTel and that we would be utilizing lessons learned during that conversion to make this conversion better. He continued with the description of EASE as defined on slide 8.

Kim Isaacs - Integra said since CenturyLink is required by CMP to provide the release capacity for the following year, Kim asked if CenturyLink had negotiated an annual release capacity with Synchronoss.

Mike Norton - CenturyLink said that 95% of the EASE [12/11/15 Updates received from Integra in CAPS] [delete UPGRADES WERE IMPLEMENTED] DEVELOPMENT CAN BE MADE without Synchronoss support. The tool is an off-the-shelf tool but is very configurable. Most of the business rules are controlled by CenturyLink IT. From the GUI perspective, CenturyLink tries to remain complaint with the Synchronoss tool while utilizing the internal development function as needed. He added that during the conversion, CenturyLink would work closely with Synchronoss because there would be substantial development necessary in the initial stages.

Kim Isaacs - Integra asked Mark Coyne - CenturyLink if he thought there would be a similar level of hours available for EASE that currently exists for IMA.

Mark Coyne - CenturyLink responded that the CenturyLink IT folks are aware that CenturyLink is required to provide a certain annual capacity as required by CMP. He said we will have to wait and see how things progress. Mark said development has been tapering off with respect to IMA changes in recent years.

Mike Norton - CenturyLink discussed customer impacts as indicated on slide 9. He then described some of the key differences as listed on slide 10. CenturyLink has a team of system and business analysts that are working to determine differences between the functionalities of IMA and EASE and to determine if there are gaps that need to be closed.

Becky Chandler – Integra asked if the differences in the existing three Qwest billing systems was being addressed.

Mike Norton - CenturyLink stated that there are two SME/analyst teams that are performing detailed reviews of ordering and billing.

Kim Isaacs - Integra asked what "equivalent functionality" means to CenturyLink and stated that she did not believe that it meant the same to

CenturyLink as it does to CLECs.

Mark Coyne - CenturyLink asked if Kim was looking for a definition.

Kim Isaacs - Integra offered the email status notification as an example and described her concerns comparing the functionality differences in the ASR conversion. She also mentioned IMA availability to pull CFA information in a range of 100 at a time and asked if EASE did the same. Kim said though CenturyLink identifies that both systems provide some capability does not necessarily mean they have equivalent functionality.

Mark Coyne – CenturyLink said he did not think anyone on the call could provide a solid definition. He said that CenturyLink was taking each capability and reviewing it in detail to determine if the functions would be considered equivalent between the two systems - which was being done on the ASR project.

Mike Norton - CenturyLink stated in general, when the systems are compared, the data and appearance may be different. He mentioned that Loop Qual as in IMA is not yet available in EASE and that would be defined as a gap and CenturyLink will need to build one. He also gave a few more examples of potential gaps that CenturyLink was addressing the equivalent functionality.

Kim Isaacs - Integra said that she had a concern and had asked the question during the initial ASR conversion walkthrough about ASR email status. Kim said she was still waiting for a response. She stated that equivalent functionality needed to be defined and that the differences between the systems needed to be addressed.

Tracy Strombotne – CenturyLink stated that we were looking into specifics on the ASR email status and should have a response from IT shortly.

Mark Coyne – CenturyLink said he thought the CenturyLink response to the ASR email status concern is part of the Delayed response to CLEC comments due December 9. If the CenturyLink response did not answer all of the questions, more discussion could occur.

Kim Isaacs - Integra reiterated that this is a big concern about equivalency that she has brought up multiple times on the ASR project. She said for the LSR project, Loop qualification and Raw Loop data will be a big focus to review equivalent functionality since today EASE is not where it will need to be. Kim said if there is not equivalent functionality it would be a No Go for the project vote.

Tracy Strombotne – CenturyLink said that CenturyLink could not possibly know how Integra uses all of the available functions of IMA and that she appreciates hearing the various examples that are important to CLECs.

Kim Isaacs - Integra stated that she wanted to be up front with the fact that these issues could affect CenturyLink's ability to meet its timeline on the conversion.

Mark Coyne – CenturyLink said he appreciated Kim bringing it up early and that it is a lessons learned from the ASR project.

Renee Albersheim - CenturyLink added that CenturyLink recognized that Integra had done a lot of integration between its system and IMA which is why CenturyLink is trying to set up a visit so that we can see first-hand how the two systems work together.

Mark Coyne - CenturyLink added that this walkthrough is high level and that there are SME teams in both provisioning and billing that continue to work on these issues so that the final consolidation plan can be developed.

Mike Norton - CenturyLink continued the overview with slide 10 – Key Differences and said CenturyLink is working extensively to develop requirements to bridge each of the various gaps. Mike asked if there were any questions about this high level review of the key differences.

Kim Isaacs - Integra asked when the greater level of detail will be available to the CLECs.

Mike Norton - CenturyLink responded that the draft Tech Specs should be in April 2016. There will also be more information available with detailed implementation plan in early January 2016.

Kim Isaacs - Integra said that CenturyLink has identified that there has been quite a bit of work done to date and asked if those specific differences could be shared now.

Mike Norton - CenturyLink said he would work with the IT and CMP regarding that request and get back with her.

Mark Coyne - CenturyLink said most of that information would be included in the detailed consolidation plan and that CenturyLink will set up time to discuss the plan and differences.

Kim Isaacs - Integra asked when that would be done.

Mark Coyne - CenturyLink replied that it would be early January 2016 and that the timeline would be covered as part of the presentation.

Mike Norton - CenturyLink continued with his review of information in slide 11 – Conversion Strategy.

Mark Coyne - CenturyLink acknowledged that the call had gone over the scheduled hour and that if anyone needed to drop, CenturyLink would provide a summary of this call on the Wholesale Calendar. Mark then reviewed the Timelines on slides 12-14. He said the information above the timeline represents Merger related activities while the information below the timeline relates to CMP activities. Mark said the original approach as reflected on the slides was to issue the Implementation plan for the project in early December but that has been pushed out to early January. He said this information will be addressed in more detail in that Implementation Plan. Mark said if anyone had questions on the presentation after the call, those questions could be submitted through the CMP mailbox at cmpcomm@centurylink.com and we will respond. He next reviewed slide 15 – Next steps. Mark said the key purpose of the call is for customers to begin to understand the project so they can also begin to prepare for this significant project that will bring challenges to both CenturyLink and customers. CenturyLink wants the project to be a success for all parties. Mark asked if there

were any questions. There were none.

The meeting was adjourned at approximately 10:45 AM Mountain Time

11/18/15 Monthly Systems CMP Meeting

Tracy Strombotne – CenturyLink presented this new CenturyLink CR as listed in the CR Description. Tracy relayed the timeline as listed in the CR for each region and said the retirement of CRIS is planned for December 2017 for all regions. Tracy asked if there were any questions. There were none.