



**CenturyLink<sup>TM</sup>**  
**Wholesale**

**July 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, July 18, 2018

July 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	<b>Product Process Attachments:</b> ❖ 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 – 9:05	Review “Active” CLEC Originated Change Requests ❖ See Attachment C – CLEC CRs	CR Owners / SMEs
9:05 – 9:10	Review “Active” CenturyLink Originated Change Requests ❖ See Attachment D – CenturyLink CRs	CR Owners / SMEs
9:10 – 9:15	Discussion of CMP Operations and Proposed Modifications to CMP Framework ❖ See Attachment E	Mark Coyne
9:15 – 9:15	Walk On Items ❖ See Attachment F	Requestor

<b>Agenda – Continued</b> <b>All agenda times are approximate. The Systems portion of the meeting will start immediately following the Product/Process meeting.</b>		
<i><b>Time</b></i>	<i><b>Topic</b></i>	<i><b>Presenter/Facilitator</b></i>
9:15 – 9:15	<b>SYSTEMS ATTACHMENTS</b> ❖ See Attachment A – Previous Monthly Meeting Minutes	Mark Coyne
9:15 – 9:15	Review New Change Requests ❖ See Attachment B – New CRs Initiated by CLECs ❖ See Attachment C – New CRs Initiated by CenturyLink ❖ See Attachment D – Regulatory & Industry Guideline CRs ❖ See Attachment E – Cross Over CRs ❖ See Attachment F – New “Walk On” CRs	CR Originator
9:15 – 9:15	Review Change Requests for Closure ❖ See Attachment G – CRs to Consider for Closure	Mark Coyne
9:15 – 9:15	Review Action Items ❖ See Attachment H – Global Action Items ❖ See Attachment I – Action Items and Associated CRs	Mark Coyne
9:15 – 9:15	Outstanding Systems CMP Change Requests ❖ See Attachment J - Outstanding Systems CMP Change Requests	Mark Coyne
9:15 – 9:15	Deploying Change Requests ❖ See Attachment K – Deploying Change Requests	Mark Coyne
9:15 – 9:20	Production Support Tickets ❖ See Attachment L	Mark Coyne
9:20 – 9:25	OSS Interface Release Calendar ❖ See Attachment M	Mark Coyne
9:25 – 9:25	Walk-On Items ❖ See Attachment N	Mark Coyne

## Announcements

- August Monthly Meeting – August 15, 2018 Time: 9:00 - 10:00 AM MT
- CR Submission Deadline: August 1, 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, June 20, 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 June 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 Allstream CR is now in CLEC Test. He recapped that Allstream had revised the CR in April to also include the existing and proposed rates on the CenturyLink rate notification. CenturyLink sent the CR draft response in early May and a revised CR response in late May identifying that rate notifications will also include the existing and proposed rates when available. Mark said on June 6, 2018, a Level 1 customer notification which was effective immediately was sent to relay the CR implementation plan to all customers. CenturyLink did contact Kim Isaacs – Allstream as CR originator to see if Kim agreed to move this CR to Completed and Kim approved. Mark asked if there were any objections to moving this CR to a Completed status. There were none.

Nancy Taylor – Allstream said she agreed.

**Review Active CenturyLink Initiated Change Requests (Attachment D)**

**PC030618-2-Eliminate External documentation request CMP mailbox**

Mark Coyne – CenturyLink stated that this CR is in CLEC Test. The Final level 4 notice was sent on May 9, 2018 with an effective date of May 24, 2018 when it was moved to CLEC Test. Mark asked if there were any objections to moving this CR to a Completed status. There were none.

**PC032818-1-Grandfather Purchase Plus Reward Plan**

Mark Coyne – CenturyLink stated this CR is also in CLEC Test as of June 15, 2018. CenturyLink had requested that we send a level 2 notification since there were no wholesale customers on the pricing plan. The notice was sent on May 25, 2018 with an effective date of June 15, 2018. Mark asked if there were any objections to moving this CR to Completed status. There were none.

### **PC042418-1 – Grandfather Frame Relay and Asynchronous Transfer Mode Service**

Mark Coyne – CenturyLink stated this CR was presented in the May meeting to advise customers of CenturyLink’s plan to grandfather Frame Relay and Asynchronous Mode Service. There was no planned effective when the CR was presented.

Lee Brummett – CenturyLink advised that the effective date is still pending.

Mark Coyne – CenturyLink said when the effective date is confirmed, a Level 4 notice will be sent.

### **PC060618-1 – Enhance WSS Badge Access Tool**

Trey Albritton – CenturyLink presented this new CR by identifying the changes as included the Description Section for the Workplace Self-Service (WSS) external portal for access badges. Trey said the changes will enhance record keeping and expand location requests. Trey asked if there were any questions.

Kellie Halabrin – CenturyLink asked for clarification on the change related to the “Reason for Access” field.

Trey Albritton – CenturyLink said this field has been used to identify additional sites when the number of sites was greater than five. With this change, that field can no longer be used. Trey gave the example that if a customer is requesting 15 sites, they will have to issue two requests, one with 10 and another with 5.

Nancy Taylor – Allstream said Allstream has several ACNAs and asked if they would have to submit a request for each.

Trey Albritton – CenturyLink said each ACNA and their affiliates would be preloaded. When a customer wants to make a request, they will submit it for each appropriate company. Trey said each company is operating under separate agreements.

Nancy Taylor – Allstream asked about collocations and said they may have separate cages under separate agreements.

Trey Albritton – CenturyLink said the customer will have to make a separate request for each ACNA for a specific location. The tech will then have access to each site on the one badge. Multiple requests can be made on the same form for different ACNAs. It will not have to be done one at a time. Trey said in regard to more than five sites, it is rare to see greater than 10 at the same time. The planned effective date is after August 1, 2018. He said that CenturyLink will send notification out to all customers as required as well as send specific info to each Customer point of contact.

Mark Coyne – CenturyLink provided the reminder that we will send a 45 day level 4 CMP notice. Mark asked if there were any other questions. There were none.

### **Proposed Modifications to CMP Framework (Attachment E)**

Mark Coyne – CenturyLink said the next three CRs are associated with our Simplify CMP project. Each CR was presented in May and an Ad Hoc meeting was held on May 23, 2018 to review and discuss each of the proposed changes. Meeting minutes are available for each CR and a new redline for each CR is posted separately to the Wholesale Calendar for this call. Mark said we would like to review the language today and possibly take a CMP vote for each CR in July.

**PC050218-2CM - CMP Document Update to Eliminate the Performance Indicator Definitions (PID) Wording – Section 2.6**

Mark Coyne – CenturyLink advised that when the CR was first presented, CenturyLink had proposed a single sentence to replace this section. During the May Ad Hoc meeting, participants identified that it would be better to keep some of the background in this Section 2.6 but eliminate the historical info and references to groups that no longer exist. Mark referred participants to the Wholesale calendar and reviewed the newly proposed language titled: [CMP Doc Section 2.6 Redline REVISED JUNE 2018](#). He then asked if there were any questions or comments on the proposed language. There were none. Mark said we will take a vote on this language in July then.

Bonnie Johnson – Minnesota Department of Commerce said “Thank You” and that it reflects the wording as discussed in the Ad hoc meeting.

**PC050218-1CM - CMP Document Update to Eliminate the Dispute Resolution process and CMP Dispute mailbox (Section 15.0)**

Susan Lorence – CenturyLink stated this CR proposes that this section associated with the Disputes process be eliminated since it overlaps with the Escalation process. Susan said during the Ad hoc call held on May 23, 2018, CenturyLink gained agreement to eliminate the Dispute process and mailbox and add some of the Dispute wording from this section to the Escalation Process Section 14.0. Susan then reviewed a redline of the revised Sections 14 and 15 as posted to the Wholesale calendar titled: [CMP Doc Section 14 -15 Redline REVISED JUNE 2018](#). Susan said the two bullets and a sentence from the last portion of the Dispute section were basically moved to Section 14.0 and that Section 15.0 would remain a placeholder so as not to require renumbering the CMP document. Susan asked if there were any questions on the proposed language. There were none. The next step will be to create a CMP document that redlines all of the Dispute references for the vote in July.

**PC050218-3CM - CMP Document Update to Eliminate the Optional Arbitration process associated with a Postponement (Sections 5.5.4- 5.5.4.7)**

Susan Lorence – CenturyLink stated this CR proposes to eliminate these sections that are very specific to the Postponement process for a Product Process notification. Susan said during the May 23, 2018 Ad hoc call, it was requested by call participants that we keep some reference to the ability for arbitration under this scenario. Susan then reviewed a redline of the revised Sections 5.5.4 thru 5.5.4.7 as posted to the Wholesale calendar titled: [CMP Doc Section 5.5.4 Redline REVISED JUNE 2018](#). Susan said that CenturyLink proposed a simple update to insert the same three bullets associated with the ability to go to arbitration that were added to Section 14.0 in the previously discussed CR PC050218-1CM. There was also some updates that will allow multiple CLECs to participate in a postponement. Susan asked if there were any questions on the proposed language. There were none.

Mark Coyne – CenturyLink said the next step will be to create the fully redlined version of the CMP document that includes all of the redlines for the dispute references for the vote in July.

Nancy Taylor - Allstream asked if there have been any occurrences where this process has been used.

Mark Coyne – CenturyLink said none.

Susan Lorence – CenturyLink said that there have been several disputes over the years but none have been submitted to arbitration.

**Walk on Items (Attachment F)**

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

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



**Maintain Meeting Details**

<b>Meeting Name:</b>	June 2018 CMP Monthly Meeting	<b>Type</b>	Monthly Systems
<b>Meeting Date</b>	06/20/2018	<b>Area</b>	Wholesale System

<b>Attendee</b>	<b>Company</b>	<b>Attendance Type</b>
Albritton, Trey	CenturyLink	On Phone
Brummett , Lee	CenturyLink	On Phone
Byland, Rebekah	POPP Communications	On Phone
Coyne, Mark	CenturyLink	On Phone
Halabrin , Kellie	CenturyLink	On Phone
Holland, Victoria	Granite Telecommunications	On Phone
Hyacinthe, Kristi	Granite Telecommunications	On Phone
Johnson, Bonnie	MN DOC	On Phone
Kronewitter, Jonathan	Granite Telecommunications	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
Taylor, Nancy	Allstream	On Phone
Urevig, Rita	CenturyLink	On Phone
Walker, Letty	CenturyLink	On Phone
Young, Stephanie	Granite Telecommunications	On Phone

## **Attachment B – Global Action Items**

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

## **Attachment C – CLEC CRs**

(There are no CLEC CRs for  
the July Product/Process CMP Meeting.)

## **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	PC042418-1	Grandfather Frame Relay and Asynchronous Transfer Mode Service	CenturyLink	Development	Brummett , Lee		Hansen, John
2	PC050218-1CM	CMP Document Update to Eliminate the Dispute Resolution process and CMP Dispute mailbox (Section 15.0)	CenturyLink	Development	Coyne, Mark		Lorence, Susan
3	PC050218-2CM	CMP Document Update to Eliminate the Performance Indicator Definitions (PID) Wording – Section 2.6	CenturyLink	Development	Coyne, Mark		Lorence, Susan
4	PC050218-3CM	CMP Document Update to Eliminate the Optional Arbitration process associated with a Postponement (Sections 5.5.4- 5.5.4.7)	CenturyLink	Development	Coyne, Mark		Lorence, Susan
5	PC060618-1	Enhance WSS Badge Access Tool	CenturyLink	Development	Albritton, Trey		Lorence, Susan

**Open CR - Detail**

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
PC042418-1	Grandfather Frame Relay and Asynchronous Transfer Mode Service	06/01/2018 Development	Wholesale ProdProc	Ordering	

**Originator** Brummett , Lee  
**Owner** Brummett , Lee  
**CRPM** Hansen, John

**Originating Company:** CenturyLink

**Description of Change**

Qwest Corporation d/b/a CenturyLink QC plans to file and post material to grandfather its Frame Relay and Asynchronous Transfer Mode Service.

**Status History**

Date	Action	Description
06/20/2018	Discussed at Monthly CMP Meeting	Discussed in the June Product/Process CMP Meeting - See Attachment D in the Distribution Package.
06/01/2018	Status Changed	Status changed to Development.
05/16/2018	Status Changed	Status changed to Presented.
05/16/2018	Discussed at Monthly CMP Meeting	Discussed in the May Product/Process CMP Meeting - See Attachment D in the Distribution Package.
04/25/2018	CR Acknowledged	CR Acknowledged.
04/24/2018	CR Submitted	CR Submitted.

**CenturyLink Response**

None

**Project Meetings**

## 6/20/18 Product Process CMP Meeting

Mark Coyne – CenturyLink stated this CR was presented in the May meeting to advise customers of CenturyLink's plan to grandfather Frame Relay and Asynchronous Mode Service. There was no planned effective when the CR was presented.

Lee Brummett – CenturyLink advised that the effective date is still pending.

Mark Coyne – CenturyLink said when the effective date is confirmed, a Level 4 notice will be sent.

## 05/16/18 Product Process CMP Meeting

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

Lee Brummett – CenturyLink stated that the purpose of this CR was to advise customers of CenturyLink's intention to file and post material to grandfather Frame Relay and Asynchronous Mode Service. There is no effective date at this time.

Kim Isaacs – Allstream asked for confirmation that grandfathering meant that the existing service remained available though no changes would be allowed.

Lee Brummett – CenturyLink concurred. He stated that CenturyLink was in the process of identifying customers subscribing to the products.

Kim Isaacs – Allstream stated that some of the ATM circuits supported the CenturyLink Broadband for Resale product and wanted to be sure they were not going to have a problem with those circuits.

Lee Brummett – CenturyLink said the circuits would be grandfathered.

Mark Coyne – CenturyLink asked if there were any other questions. There were none.

**CenturyLink CR PC050218-1CM - CMP Document Update to Eliminate the  
Dispute Resolution process and CMP Dispute mailbox (Section 15.0)**  
will be discussed under Attachment E.

**CenturyLink CR PC050218-2CM - CMP Document Update to Eliminate the  
Performance Indicator Definitions (PID) Wording – Section 2.6**  
will be discussed under Attachment E.

**CenturyLink CR PC050218-3CM - CMP Document Update to Eliminate the  
Optional Arbitration process associated with a Postponement  
(Sections 5.5.4- 5.5.4.7)**  
will be discussed under Attachment E.

**Open CR - Detail**

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
PC060618-1	Enhance WSS Badge Access Tool	07/09/2018 Development	Wholesale ProdProc		

**Originator** Albritton, Trey**Owner** Albritton, Trey**CRPM** Lorence, Susan**Originating Company:** CenturyLink**Description of Change**

CenturyLink will be modifying our WSS External portal used by CLEC's to enhance record keeping and overall control of physical building locations. The changes are as follows:

- 1) ACNA will now be required for each building address request
- 2) The number of locations requested will expand from 5 to 10
- 3) Customers will no longer be able to request additional sites via the "Reason for Access" field on the WSS form.

**Status History**

Date	Action	Description
07/09/2018	Status Changed	Status changed to Development.
06/20/2018	Status Changed	Status changed to Presented.
06/20/2018	Discussed at Monthly CMP Meeting	Discussed in the June Product/Process CMP Meeting - See Attachment D in the Distribution Package
06/19/2018	Info Sent to CLEC	Per Trey Albritton, CenturyLink CR Originator, if a customer has a new COT with 18 collocations to access, the customer will need to submit 2 requests: One with 10 sites and then a second with the remaining 8.
06/18/2018	Info Requested from CLEC	From Allstream prior to CMP monthly meeting: CenturyLink is proposing to expand location requests from 5 to 10 locations on a single form however the use of the "Reason for Access" is being restricted. The Allstream question is how will customers request more than 10 locations?
06/08/2018	CR Acknowledged	CR Acknowledged.
06/06/2018	CR Submitted	CR submitted.

**CenturyLink Response**

None



## Project Meetings

06/20/18 Product Process CMP Meeting

Trey Albritton – CenturyLink presented this new CR by identifying the changes as included the Description Section for the Workplace Self-Service (WSS) external portal for access badges. Trey said the changes will enhance record keeping and expand location requests. Trey asked if there were any questions.

Kellie Halabrin – CenturyLink asked for clarification on the change related to the “Reason for Access” field.

Trey Albritton – CenturyLink said this field has been used to identify additional sites when the number of sites was greater than five. With this change, that field can no longer be used. Trey gave the example that if a customer is requesting 15 sites, they will have to issue two requests, one with 10 and another with 5.

Nancy Taylor – Allstream said Allstream has several ACNAs and asked if they would have to submit a request for each.

Trey Albritton – CenturyLink said each ACNA and their affiliates would be preloaded. When a customer wants to make a request, they will submit it for each appropriate company. Trey said each company is operating under separate agreements.

Nancy Taylor – Allstream asked about collocations and said they may have separate cages under separate agreements.

Trey Albritton – CenturyLink said the customer will have to make a separate request for each ACNA for a specific location. The tech will then have access to each site on the one badge. Multiple requests can be made on the same form for different ACNAs. It will not have to be done one at a time. Trey said in regard to more than five sites, it is rare to see greater than 10 at the same time. The planned effective date is after August 1, 2018. He said that CenturyLink will send notification out to all customers as required as well as send specific info to each Customer point of contact.

Mark Coyne – CenturyLink provided the reminder that we will send a 45 day level 4 CMP notice. Mark asked if there were any other questions. There were none.

## **Attachment E – Proposed Modifications to CMP Framework**

**PC050218-1CM CMP Document Update to Eliminate the Dispute Resolution process and CMP Dispute mailbox (Section 15.0)**

**PC050218-2CM CMP Document Update to Eliminate the Performance Indicator Definitions (PID) Wording – Section 2.6**

**PC050218-3CM CMP Document Update to Eliminate the Optional Arbitration process associated with a Postponement (Sections 5.5.4 5.5.4.7)**

- In June CMP monthly meeting, reviewed proposed modifications to CMP document that were the result of discussion in May Ad Hoc
- Proposed Vote to occur in August Monthly Meeting

**Open CR - Detail**

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
PC050218-1CM	CMP Document Update to Eliminate the Dispute Resolution process and CMP Dispute mailbox (Section 15.0)	05/21/2018 Development	Wholesale ProdProc	CMP Document Update	

**Originator** Coyne, Mark**Owner** Coyne, Mark**CRPM** Lorence, Susan**Originating Company:** CenturyLink**Description of Change**

CenturyLink is proposing that the Dispute Resolution Process and CMP Dispute mailbox (Section 15.0) be eliminated.

Rationale for updating this Section:

- The Dispute process has only been used a handful of times:
  - o There have been multiple occurrences over the years of Retail customers mistakenly contacting the Wholesale mailbox.
  - o In 2005, Wholesale was contacted by VCI COMPANY --- associated with Denied CR. SCR061405-01; Addressed at CMP Oversight Committee in 2006.
  - o In 2004, Tel West Communications CMP Dispute on CR PC102704-1ES See Escalation E32.
- The CMPdisp@centurylink.com mailbox is being maintained unnecessarily.
- If there is a dispute over how something is handled within CMP, CenturyLink recommends that the Escalation process be utilized (Section 14.0).

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

**Status History**

Date	Action	Description
06/25/2018	Info Sent to CLEC	CenturyLink responded to Kim Isaacs, Allstream, that CenturyLink is in agreement with her proposed addition to the CMP document under Section 14.2.
06/25/2018	Info Received From CLEC	Kim Isaacs, Allstream, proposed additional language under the new first bullet in Section 14.2 that states that CenturyLink and the CLECs will work together in good faith and that arbitration can be used if an impasse is reached between the two entities.
06/20/2018	Discussed at Monthly CMP Meeting	Discussed in the June Product/Process CMP Meeting - See Attachment E in the Distribution Package.
05/23/2018	General Meeting Held	Ad hoc meeting conducted to review proposed redlines of CMP document.
05/21/2018	Status Changed	Status changed to Development.
05/16/2018	Discussed at Monthly CMP Meeting	Discussed in the May Product/Process CMP Meeting - See Attachment E in the Distribution Package.
05/16/2018	Communicator Issued	See notification number CMPR.MEET.05.16.18.F.16627.Ad_Hoc_Mtg_ThreeCM_CRs.
05/16/2018	Status Changed	Status changed to Presented.
05/04/2018	CR Acknowledged	CR Acknowledged.
05/02/2018	CR Submitted	CR Submitted.

**CenturyLink Response**

None

**Project Meetings**

6/20/18 Product Process CMP Meeting

Mark Coyne – CenturyLink said the next three CRs are associated with our Simplify CMP project. Each CR was presented in May and an Ad Hoc meeting was held on May 23, 2018 to review and discuss each of the proposed changes. Meeting minutes are available for each CR and a new redline for each CR is posted separately to the Wholesale Calendar for this call. Mark said we would like to review the language today and possibly take a CMP vote for each CR in July.

PC050218-1CM - CMP Document Update to Eliminate the Dispute Resolution process and CMP Dispute mailbox (Section 15.0)

Susan Lorence – CenturyLink stated this CR proposes that this section associated with the Disputes process be eliminated since it overlaps with the Escalation process. Susan said during the Ad hoc call held on May 23, 2018, CenturyLink gained agreement to eliminate the Dispute process and mailbox and add some of the Dispute wording from this section to the Escalation Process Section 14.0. Susan then reviewed a redline of the revised

Information Current as of Friday July 13, 2018

Sections 14 and 15 as posted to the Wholesale calendar titled: CMP Doc Section 14 -15 Redline REVISED JUNE 2018. Susan said the two bullets and a sentence from the last portion of the Dispute section were basically moved to Section 14.0 and that Section 15.0 would remain a placeholder so as not to require renumbering the CMP document. Susan asked if there were any questions on the proposed language. There were none. The next step will be to create a CMP document that redlines all of the Dispute references for the vote in July.

#### 5/23/18 Ad hoc Meeting minutes

NOTE: THIS AD HOC MEETING ADDRESSED THREE CMP CRS. THESE MEETING MINUTES ARE SPECIFIC TO PC050218-1CM

Attendees:

Ron Straut – Mediacom  
Kim Brown – Mediacom  
Hector Gonzales – Mediacom  
Kim Isaacs – Allstream  
Jonathan Kronewitter - Granite  
Joyce Oliveira - Granite  
Bonnie Johnson – Minnesota DOC  
Kay Marinos – Oregon PUC  
Rita Urevig - CenturyLink  
Mark Coyne – 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 three CenturyLink CRs that were presented in the monthly CMP meeting in May. For each CR, the calendar includes a current copy of the CR and the proposed change to the CMP document. The last document on the CMP calendar is the complete CMP document with each of the CR updates included along with proposed updates to wording wherever the word “dispute” appears. Susan provided a background in regard to the Simplify CMP project indicating that in February 2018, CenturyLink identified areas within CMP that we would like to eliminate or streamline since the business has changed. Some processes have been used on a limited basis since 2002 or not used at all.

Susan Lorence – CenturyLink then reviewed the changes associated with this CR that proposes the removal of the CMP Dispute mailbox and supporting process in Section 15.0. Susan said this mailbox is used multiple times a year by Retail customers to dispute a charge/bill and we maintain a process to close them out with retail. As stated in the CR, there have been two occurrences where a Wholesale customer has used the Dispute process: In 2005, where the dispute was taken to the CMP Oversight committee, and in 2004, where the dispute was addressed by an Escalation. Susan said when this section was based-lined in 2002, it appears that the wording was copied from Section 14.0 and that some of the wording did not get updated since it still uses the term escalation. She pointed those on the call to the last document on the calendar and said of the 63 references to dispute in the body of the CMP document, there are primarily two different ways that it is used: 1) in the Sections 5.5.4- 5.5.4.7 associated with the CR we just discussed, and 2) wherever the term “escalation process” occurs, it is paired with “dispute process”. Susan said CenturyLink believes that the CMP Escalation Process will satisfy all the needs that might have been required for a Dispute Resolution Process. The Escalation process satisfies more functions since customers can participate in an escalation.

Kim Isaacs – Allstream said she thinks retail customers are triggering on the word dispute. Kim suggested that CenturyLink take the last two bullets plus the last sentence in Section 15.0 and move them to Section 14.0 and then Section 15.0 could be eliminated.

Susan Lorence – CenturyLink said we would take that back to the SME team and look at simplifying those bullets since they relate to arbitration.

Mark Coyne – CenturyLink said he also thought those two bullets could be condensed.

Kim Isaacs – Allstream said we should keep that last sentence in Section 15.0.

Susan Lorence – CenturyLink said we will propose revisions to each Section(s) based on the discussions on the call for each CR and then look at combining the updates. The Escalation/Dispute form on the CenturyLink website would be part of this change. Susan thanked everyone on the call for talking through all of the proposed updates.

Mark Coyne – CenturyLink said we appreciate the openness and discussion from those on the call as we consider these changes and thanked everyone for attending the call today.

#### 5/16/18 Product Process CMP Meeting

Mark Coyne – CenturyLink stated that the next three new CRs were part of the “Simplify CMP” project that was introduced in the February CMP meeting. He reminded callers that at that time, CenturyLink presented a proposal to work with the CLEC community to simplify some of the processes that were originally defined in the CMP document that have not been used and could be eliminated. Last month, we thought we would tackle two more CRs but as we looked at it, we decided to take three since two of the CRs impact dispute language and we thought it would be best to tackle those together. He stated that Susan Lorence would present two and that he would present the third one.

CenturyLink CR PC050218-1CM CMP Document Update to Eliminate the Dispute Resolution process and CMP Dispute mailbox (Section 15.0)  
Susan Lorence – CenturyLink stated that this is a new CR to eliminate this section, process, and the associated CMP mailbox. The Dispute process has only been used a handful of times mainly by our retail customers mistakenly contacting the Wholesale mailbox. Susan said there were two disputes that are included in the CR. One CMP dispute was associated with the Denied CR SCR061405-01 and was addressed by the CMP Oversight Committee. The second CMP dispute was associated with CR PC102704-1ES and was addressed as an Escalation E32. Susan said the CMPEsc@centurylink.com mailbox is being maintained unnecessarily. If there is a dispute over how something is handled within CMP, we propose utilizing the Escalation process (Section 14.0). She directed callers to page 36 in the CMP distribution package to review the proposed changes. Generally, the CMP document refers to both the Escalation Process or the Dispute Resolution Process as options for CLECs and CenturyLink is

proposing to solely use the Escalation process. CenturyLink proposed an Ad hoc Meeting to review proposed changes May 23, 2018; 10-11 AM MT.

Kim Isaacs – Allstream stated that it was going to be very difficult to get people to agree to remove the process. For the call next week, CenturyLink might want to consider other alternatives rather than removing the section. She will check internally and bring feedback to the call.

Susan Lorence – CenturyLink stated that it was the intention on the Ad Hoc call to talk through each reference in the CMP document to determine if the Escalation process would work in place of the proposed wording to be removed.

Kim Isaacs – Allstream stated that all three of the CRs were not going to go over very well. If there are select portions that need to be changed, it would be preferable.

Bonnie Johnson – Minnesota Department of Commerce offered that perhaps an option would be to address the misdirected requests from Retail customer. Instead of having a phone number or email address, refer issues to Service Management.

Mark Coyne – CenturyLink stated that it would be interesting to hear feedback from customers because CenturyLink would like to remove overlap and redundancy in processes.

Bonnie Johnson - Minnesota Department of Commerce (MDOC) stated that if CenturyLink considered this overlap perhaps it could lead to enhancing Section 14 Escalation Process.

Mark Coyne – CenturyLink stated that the idea to remove sections was driven by the fact that the processes had never been used in the fifteen or so years it has been available.

Kim Isaacs – Allstream asked if having the verbiage remain in the document was detrimental to CenturyLink.

Mark Coyne – CenturyLink responded that the CMP document was very large and the idea was to streamline it to make it more manageable for people that might transition in and out of the CMP process.

Susan Lorence – CenturyLink stated that of the two occurrences of the use of the Dispute process over the years, one was addressed by the Oversight Committee and the other was handled as an escalation. It might have come in as a dispute but was resolved through a different process. Susan said why maintain the process and mailbox if we have another existing process that will fit the need which she thought was the point that Bonnie Johnson – MDOC made.

Kim Isaacs – Allstream asked about referencing in Section 14 handling CMP disputes through the ICA Dispute and Resolution process although that would be just between CenturyLink and one carrier. In the CMP document, it provides a means to address a dispute between CenturyLink and many carriers. Kim thought that Allstream had tried to dispute something and was told it was a CMP issue vs. the ICA. The ICA process has multiple options (escalate, dispute, arbitrate, sue) and she doesn't understand the harm it would be to maintain it in the CMP document. She said she will get company feedback but thought removal would be tough.

Susan Lorence – CenturyLink stated that CenturyLink was approaching these issues in a good faith effort and hoped that everyone could keep an open mind and that CenturyLink will consider all proposals.

Kim Isaacs – Allstream stated that she was keeping an open mind but that with upcoming big system changes, she needs to protect her company's interests and the available options.

**Open CR - Detail**

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
PC050218-2CM	CMP Document Update to Eliminate the Performance Indicator Definitions (PID) Wording – Section 2.6	05/21/2018 Development	Wholesale ProdProc	CMP Document Update	

**Originator** Coyne, Mark**Owner** Coyne, Mark**CRPM** Lorence, Susan**Originating Company:** CenturyLink**Description of Change**

CenturyLink is proposing that the Performance Indicator Definitions (PID) Wording in Section 2.6 be eliminated.

Rationale for updating this section:

- This section is currently out of date and refers to an entity that no longer exists, i.e., ROC TAG.
- Specific PIDs for Product/Process (QX-1 in Colorado) and System (PO-16) governing CMP no longer exist.
- PIDs are not a CMP governing issue.

CenturyLink is proposing that the wording in Section 2.6 be replaced with the following statement: CenturyLink PID obligations are documented per each state commission.

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

**Status History**

Date	Action	Description
06/20/2018	Discussed at Monthly CMP Meeting	Discussed in the June Product/Process CMP Meeting - See Attachment E in the Distribution Package.
05/23/2018	General Meeting Held	Ad hoc meeting conducted to review proposed redlines of CMP document.
05/21/2018	Status Changed	Status changed to Development.
05/16/2018	Discussed at Monthly CMP Meeting	Discussed in the May Product/Process CMP Meeting - See Attachment E in the Distribution Package.
05/16/2018	Status Changed	Status changed to Presented.
05/16/2018	Communicator Issued	See notification number CMPR.MEET.05.16.18.F.16627.Ad_Hoc_Mtg_ThreeCM_CRs.
05/04/2018	CR Acknowledged	CR Acknowledged.
05/02/2018	CR Submitted	CR Submitted.

**CenturyLink Response**

None

**Project Meetings****6/20/18 Product Process CMP Meeting**

Mark Coyne – CenturyLink said the next three CRs are associated with our Simplify CMP project. Each CR was presented in May and an Ad Hoc meeting was held on May 23, 2018 to review and discuss each of the proposed changes. Meeting minutes are available for each CR and a new redline for each CR is posted separately to the Wholesale Calendar for this call. Mark said we would like to review the language today and possibly take a CMP vote for each CR in July.

**PC050218-2CM - CMP Document Update to Eliminate the Performance Indicator Definitions (PID) Wording – Section 2.6**

Mark Coyne – CenturyLink advised that when the CR was first presented, CenturyLink had proposed a single sentence to replace this section. During the May Ad Hoc meeting, participants identified that it would be better to keep some of the background in this Section 2.6 but eliminate the historical info and references to groups that no longer exist. Mark referred participants to the Wholesale calendar and reviewed the newly proposed language titled: CMP Doc Section 2.6 Redline REVISED JUNE 2018. He then asked if there were any questions or comments on the proposed language. There were none. Mark said we will take a vote on this language in July then.

Bonnie Johnson – Minnesota Department of Commerce said “Thank You” and that it reflects the wording as discussed in the Ad hoc meeting.

**5/23/18 Ad hoc Meeting minutes**

NOTE: THIS AD HOC MEETING ADDRESSED THREE CMP CRS. THESE MEETING MINUTES ARE SPECIFIC TO PC050218-2CM Attendees:

Ron Straut – Mediacom  
Kim Brown – Mediacom  
Hector Gonzales – Mediacom  
Kim Isaacs – Allstream  
Jonathan Kronewitter - Granite  
Joyce Oliveira - Granite  
Bonnie Johnson – Minnesota DOC  
Kay Marinos – Oregon PUC  
Rita Urevig - CenturyLink  
Mark Coyne – 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 three CenturyLink CRs that were presented in the monthly CMP meeting in May. For each CR, the calendar includes a current copy of the CR and the proposed change to the CMP document. The last document on the CMP calendar is the complete CMP document with each of the CR updates included along with proposed updates to wording wherever the word “dispute” appears. Susan provided a background in regard to the Simplify CMP project indicating that in February 2018, CenturyLink identified areas within CMP that we would like to eliminate or streamline since the business has changed. Some processes have been used on a limited basis since 2002 or not used at all.

#### PC050218-2CM CMP Document Update to Eliminate the Performance Indicator Definitions (PID) Wording – Section 2.6

Susan Lorence – CenturyLink said the proposed wording for this Section 2.6 is to replace the current wording with a statement that PID obligations are documented per each state commission.

Bonnie Johnson – MN DOC asked what that meant.

Susan Lorence – CenturyLink said that it means that each state governs what is required for PIDs.

Kim Isaacs – Allstream said this section is associated with how PIDs impact Product, Process and Systems changes and what type of coordination is required if CenturyLink makes a change that impacts a PID. Kim said Allstream is not willing to eliminate this section but would consider wording updates.

Mark Coyne – CenturyLink asked Kim what entities would be involved in the coordination, e.g., CenturyLink and each state.

Bonnie Johnson – MN DOC said she agrees with Kim that the section needs to remain but be updated. Bonnie said the coordination is between CenturyLink and customers. With state staff/PUC participation in CMP being minimal, it will not be state representatives that work through any issues associated with CenturyLink changes. Bonnie recommended removing the groups that are no longer in existence in this section.

Mark Coyne – CenturyLink said he asked if the CMP document wording provides protection that is different than what exists in Exhibit K.

Bonnie Johnson – MN DOC said it is Exhibits B and K.

Kim Isaacs – Allstream said it is important that there is a method to address PID concerns associated with a proposed CMP change or vice versa. Kim recommended keeping the first sentence in paragraph one and two and then develop wording to replace the PID Administration Group in the third paragraph.

Bonnie Johnson – MN DOC said her main concern with having the single sentence that says PID obligations are defined within each state could imply that staff within each state would be required to resolve any PID issues. She said that cannot be the case.

Mark Coyne – CenturyLink said he understands what is being relayed and that we can reconsider what our proposed replacement language for this section will be.

Susan Lorence – CenturyLink said in regard to Bonnie’s point about having the single sentence stating PID obligations are defined in each state, CenturyLink was definitely not implying the state staff would need to resolve any PID issues; it was to relay that that is where applicable PIDs are documented. Susan recapped that it sounded like CenturyLink would propose updates that eliminates the historical content and the CenturyLink groups that no longer exist. We will keep the first sentence in each of the first two paragraphs and then propose a replacement paragraph that would identify what will occur if there are issues with a CenturyLink change that is subject to CMP and that may impact PIDs. She asked if that sounded agreeable.

Bonnie Johnson – MN DOC said she understood and just wanted to be sure what was left in the document did not imply state responsibilities.

Mark Coyne – CenturyLink asked if there was a third group that would be involved.

Bonnie Johnson – MN DOC and Kim Isaacs – Allstream both said they thought the CMP Oversight Committee would be the fallback if there was a dispute between CenturyLink and CLECs since the CMP Oversight is open to state commission representatives.

Susan Lorence – CenturyLink asked if there was any other discussion on this CR. There was none.

#### 5/16/18 Product Process CMP Meeting

Mark Coyne – CenturyLink stated that the next three new CRs were part of the “Simplify CMP” project that was introduced in the February CMP meeting. He reminded callers that at that time, CenturyLink presented a proposal to work with the CLEC community to simplify some of the processes

that were originally defined in the CMP document that have not been used and could be eliminated. Last month, we thought we would tackle two more CRs but as we looked at it, we decided to take three since two of the CRs impact dispute language and we thought it would be best to tackle those together. He stated that Susan Lorence would present two and that he would present the third one.

CenturyLink CR PC050218-2CM CMP Document Update to Eliminate the Performance Indicator Definitions (PID) Wording – Section 2.6

Mark Coyne – CenturyLink stated this CR is to revise this section since it is out of date. It refers to an entity that no longer exists, i.e., ROC TAG. The redline wording starts on page 39. Mark said the CMP specific PIDs for Product/Process (QX-1 in Colorado) and System (PO-16) no longer exist. PIDs are not a CMP governing issue. CenturyLink would like to consider replacing this section with wording to reflect that CenturyLink PID obligations are documented per each state commission. This CR will be a part of the Ad hoc Meeting to review proposed changes May 23, 2018; 10-11 AM MT.

Kim Isaacs - Allstream stated that she thought this section was focused on an impact to OSS due to changes to a PID. Kim questioned whether that would be lost due to this proposal.

Mark Coyne – CenturyLink stated that is what would have to be considered when we have the Ad hoc call. He thought a lot of the language was administrative. He asked if there were any other questions. There were none.



**Open CR - Detail**

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
PC050218-3CM	CMP Document Update to Eliminate the Optional Arbitration process associated with a Postponement (Sections 5.5.4- 5.5.4.7)	05/21/2018 Development	Wholesale ProdProc	CMP Document Update	

**Originator** Coyne, Mark**Owner** Coyne, Mark**CRPM** Lorence, Susan**Originating Company:** CenturyLink**Description of Change**

CenturyLink is proposing that this complicated set of subsections of the CMP document be eliminated. It has never been used. If a CMP topic or CLEC concern has progressed to arbitration, it would likely fall into a customer specific legal matter.

CenturyLink would like to consider this CR coincident with the CR that is proposing elimination of the CMP Dispute mailbox.

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

**Status History**

Date	Action	Description
06/20/2018	Discussed at Monthly CMP Meeting	Discussed in the June Product/Process CMP Meeting - See Attachment E in the Distribution Package.
05/23/2018	General Meeting Held	Ad hoc meeting conducted to review proposed redlines of CMP document.
05/21/2018	Status Changed	Status changed to Development.
05/16/2018	Status Changed	Status changed to Presented.
05/16/2018	Discussed at Monthly CMP Meeting	Discussed in the May Product/Process CMP Meeting - See Attachment E in the Distribution Package.
05/16/2018	Communicator Issued	See notification number CMPR.MEET.05.16.18.F.16627.Ad_Hoc_Mtg_ThreeCM_CRs.
05/04/2018	CR Acknowledged	CR Acknowledged.
05/02/2018	CR Submitted	CR Submitted.

**CenturyLink Response**

None

**Project Meetings****6/20/18 Product Process CMP Meeting**

Mark Coyne – CenturyLink said the next three CRs are associated with our Simplify CMP project. Each CR was presented in May and an Ad Hoc meeting was held on May 23, 2018 to review and discuss each of the proposed changes. Meeting minutes are available for each CR and a new redline for each CR is posted separately to the Wholesale Calendar for this call. Mark said we would like to review the language today and possibly take a CMP vote for each CR in July.

**PC050218-3CM - CMP Document Update to Eliminate the Optional Arbitration process associated with a Postponement (Sections 5.5.4- 5.5.4.7)**

Susan Lorence – CenturyLink stated this CR proposes to eliminate these sections that are very specific to the Postponement process for a Product Process notification. Susan said during the May 23, 2018 Ad hoc call, it was requested by call participants that we keep some reference to the ability for arbitration under this scenario. Susan then reviewed a redline of the revised Sections 5.5.4 thru 5.5.4.7 as posted to the Wholesale calendar titled: CMP Doc Section 5.5.4 Redline REVISED JUNE 2018. Susan said that CenturyLink proposed a simple update to insert the same three bullets associated with the ability to go to arbitration that were added to Section 14.0 in the previously discussed CR PC050218-1CM. There was also some updates that will allow multiple CLECs to participate in a postponement. Susan asked if there were any questions on the proposed language. There were none.

Mark Coyne – CenturyLink said the next step will be to create the fully redlined version of the CMP document that includes all of the redlines for the dispute references for the vote in July.

Nancy Taylor - Allstream asked if there have been any occurrences where this process has been used.

Mark Coyne – CenturyLink said none.

Susan Lorence – CenturyLink said that there have been several disputes over the years but none have been submitted to arbitration.

5/23/18 Ad hoc Meeting minutes

NOTE: THIS AD HOC MEETING ADDRESSED THREE CMP CRS. THESE MEETING MINUTES ARE SPECIFIC TO PC050218-1CM

Attendees:

Ron Straut – Mediacom  
Kim Brown – Mediacom  
Hector Gonzales – Mediacom  
Kim Isaacs – Allstream  
Jonathan Kronewitter - Granite  
Joyce Oliveira - Granite  
Bonnie Johnson – Minnesota DOC  
Kay Marinos – Oregon PUC  
Rita Urevig - CenturyLink  
Mark Coyne – 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 three CenturyLink CRs that were presented in the monthly CMP meeting in May. For each CR, the calendar includes a current copy of the CR and the proposed change to the CMP document. The last document on the CMP calendar is the complete CMP document with each of the CR updates included along with proposed updates to wording wherever the word “dispute” appears. Susan provided a background in regard to the Simplify CMP project indicating that in February 2018, CenturyLink identified areas within CMP that we would like to eliminate or streamline since the business has changed. Some processes have been used on a limited basis since 2002 or not used at all.

PC050218-3CM CMP Document Update to Eliminate the Optional

Arbitration process associated with a Postponement (Sections 5.5.4 5.5.4.7)

Susan Lorence – CenturyLink then reviewed the proposed changes associated with this CR that addresses the ability to go through Arbitration if CenturyLink has proposed the implementation of a Product Process change where a CLEC or multiple CLECs have invoked a postponement process. Susan said this is a lengthy complicated set of sections for a very specific scenario that CenturyLink does not believe will be used.

Mark Coyne – CenturyLink said this process has never been used.

Susan Lorence – CenturyLink said that is true but that she thought the postponement process has been used twice. [May 31, 2018 NOTE: The postponement process has been used three times since 2002.] Susan said CenturyLink was not proposing eliminating the postponement process but that CenturyLink does not think it is likely that any customer would pursue this specific condition for arbitration after 16 years.

Mark Coyne – CenturyLink asked if the customers on the call would likely go to their company to request money to pursue arbitration associated with a postponement vs. going to their legal department.

Kim Isaacs – Allstream said it depends. Kim said Allstream wants to keep this optional arbitration process but is willing to consider streamlining it. She does not think it is burdensome to CenturyLink.

Mark Coyne – CenturyLink requested confirmation that this is only associated with a postponement of a Product Process change.

Susan Lorence – CenturyLink said that is correct.

Kim Isaacs – Allstream said she understood that.

Susan Lorence – CenturyLink asked if there were other customers on the call that might use this process. There was no response. She said CenturyLink thought that a better approach was to point to the CMP Oversight committee or an escalation as the next step vs. going to arbitration.

Mark Coyne – CenturyLink asked if there was agreement with the burden of cost being shared between CenturyLink and the customer.

Kim Isaacs – Allstream said Allstream wants to keep this process and agrees with the burden of cost being split between CenturyLink and the customer. Kim said she was OK with the idea to pursue condensing the process and they would review what is proposed.

Susan Lorence – CenturyLink said CenturyLink will go back and review these sections to see if the wording can be reduced to just focus on the option of going to arbitration.

5/16/18 Product Process CMP Meeting

Susan Lorence – CenturyLink said this CR is associated with the proposal to eliminate these subsections that are associated with a Product Process postponement request. This CR is being addressed at the same time as the previous CR since it also references the consideration of a dispute. These sub sections are complicated and have never been used. The CenturyLink proposed redline wording starts on page 41. CenturyLink believes that if a topic or CLEC concern has progressed to arbitration, it would likely fall into a customer specific legal matter. Susan said there are 63 references to “dispute” in the body of the CMP document and we would like to consider how they are each used when we conduct the Ad hoc Meeting to review proposed changes May 23, 2018; 10-11 AM MT. Susan asked if there was any feedback on this CR. There was none.

## **Attachment F – Walk On Items**

**Any Walk On items?**