**Open System CR SCR041923-1 Detail**

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| **Title:** | Implement Ensemble to provide a single application to bill Wholesale customers  for their Local Service Requests (LSR) | | | |
| **CR Number** | | **Date**  **Current Status** | **Area Impacted** | **Products Impacted** |
| SCR041923-1  (Replacing SCR110415-1) | | 05/17/23  Presented | Billing | Centrex, Private Line, Resale, UDIT, Unbundled Loop, UNE – All types, Directory Listings |

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| Originator: | Satish Thomas |
| Originating Company: | Lumen |
| CR PM: | Ronald Leighton |
| CR SMEs: | Shawn Simpson, Zach Joyce, Jill Martain, Joey Farris, Mark Enbysk, Chuck Anderson, Miranda Razo |

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| **Description of Change** |
| Lumen is introducing Ensemble as a replacement for CRIS billing. This will provide Lumen and customers alike with a single application and a single invoice format for all LSR services billing.  Ensemble is a proven, flexible, table-driven system which provides electronic bills and CSRs to be generated from Ensemble. New billing account numbers will be assigned and communicated to customers.  This CR is part of a system consolidation project for billing LSRs. While the end goal of this consolidation is to provide a streamlined service platform for current and future product delivery, there are differences in both appearance and functionality between the target state and retiring applications. Where there are differences, Lumen will provide comparable functionality.  Lumen will implement Ensemble in a phased process based upon bill cycles, which has a planned effective date in May 2024. |

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| **Status History** | | |
| **Date** | **Action** | **Description** |
| 04/19/23 | CR Submitted | CR Submitted |
| 5/17/23 | CMP Meeting | Present on CMP meeting |
| 5/17/23 | Changed Status | Changed status to Presented |
| 7/12/23 | Meeting | Walk-Through meeting with CLECs |

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