



**September 19, 2018**

**Systems CMP Team Meeting**

**Distribution Package**

# Product & Process / Systems Change Management Process (CMP) Monthly Meeting

9:00 a.m. – 10:00 a.m. (MT)

Wednesday, September 19, 2018

September Meeting will be held via conference call

**Conference Bridge – NOTE NEW NUMBER**

**800 594-5900 Passcode 90130183# SKYPE CALL**

**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.**

| <b>Time</b> | <b>Topic</b>  | <b>Presenter/Facilitator</b> |
|-------------|---|------------------------------|
| 9:00 – 9:05 | Introductions / Roll Call   | Mark Coyne                   |
| 9:05 – 9:05 | <b>Product Process Attachments:</b> <ul style="list-style-type: none"><li>❖ Announcements</li><li>❖ See Attachment A – Previous Monthly Meeting Minutes</li></ul> | Mark Coyne                   |
| 9:05 – 9:05 | Review Global Action Items <ul style="list-style-type: none"><li>❖ See Attachment B – Global Action Items</li></ul>   | AI Owners / SMEs             |
| 9:05 – 9:05 | Review “Active” CLEC Originated Change Requests <ul style="list-style-type: none"><li>❖ See Attachment C – CLEC CRs</li></ul>                                     | CR Owners / SMEs             |
| 9:05 – 9:10 | Review “Active” CenturyLink Originated Change Requests <ul style="list-style-type: none"><li>❖ See Attachment D – CenturyLink CRs</li></ul>                       | CR Owners / SMEs             |
| 9:10 – 9:10 | Discussion of CMP Operations and Proposed Modifications to CMP Framework <ul style="list-style-type: none"><li>❖ See Attachment E</li></ul>                       | Mark Coyne                   |
| 9:10 – 9:10 | Walk On Items <ul style="list-style-type: none"><li>❖ See Attachment F</li></ul>  | Requestor                    |

**Agenda – Continued**

**All agenda times are approximate. The Systems portion of the meeting will start immediately following the Product/Process meeting.**

| <i><b>Time</b></i> | <i><b>Topic</b></i>   | <i><b>Presenter/Facilitator</b></i> |
|--------------------|---|-------------------------------------|
| 9:10 – 9:10        | <b>Systems Attachments</b><br>❖ See Attachment A – Previous Monthly Meeting Minutes   | Mark Coyne                          |
| 9:10 – 9:15        | Review New Change Requests<br>❖ See Attachment B – New CRs Initiated by CLECs<br>❖ See Attachment C – New CRs Initiated by CenturyLink<br>❖ See Attachment D – New Regulatory & Industry Guideline CRs<br>❖ See Attachment E – New Cross Over CRs<br>❖ See Attachment F – New “Walk On” CRs | CR Originator                       |
| 9:15 – 9:15        | Review Change Requests for Closure<br>❖ See Attachment G – CRs to Consider for Closure  | Mark Coyne                          |
| 9:15 – 9:20        | Review Action Items<br>❖ See Attachment H – Global Action Items<br>❖ See Attachment I – Action Items and Associated CRs   | Mark Coyne                          |
| 9:20 – 9:20        | Outstanding Systems CMP Change Requests<br>❖ See Attachment J - Outstanding Systems CMP Change Requests   | Mark Coyne                          |
| 9:20 – 9:20        | Deploying Change Requests<br>❖ See Attachment K – Deploying Change Requests   | Mark Coyne                          |
| 9:20 – 9:25        | Production Support Tickets<br>❖ See Attachment L – Production Support Tickets   | Mark Coyne                          |
| 9:25 – 9:30        | OSS Interface Release Calendar<br>• See Attachment M  | Mark Coyne                          |
| 9:30 – 9:35        | Walk-On Items<br>• See Attachment N   | Mark Coyne                          |

## Announcements

- October Monthly Meeting – October 17, 2018 Time: 9:00 – 10:00 AM MT  
CR Submission Deadline: October 3, 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
  - 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**

## CenturyLink™ Wholesale Change Management Process (CMP) Meeting Minutes

### **FINAL Meeting Minutes**

#### **CMP Monthly Systems Meeting Wednesday, August 15, 2018**

##### **INTRODUCTIONS AND ANNOUNCEMENTS**

Mark Coyne – CenturyLink began by asking if there were any additional participants that had joined the call.

##### **PRIOR MONTHLY MEETING MINUTES (ATTACHMENT A)**

Mark Coyne – CenturyLink asked if there were any comments on the Prior Monthly Meeting Minutes. There were none.

##### **NEW CRS INITIATED BY CLECs (ATTACHMENT B)**

There were no new CRs initiated by CLECs for the August Systems CMP Meeting.

##### **NEW CRS INITIATED BY CENTURYLINK (ATTACHMENT C)**

There were no new CRs initiated by CenturyLink for the August Systems CMP Meeting.

##### **REGULATORY AND INDUSTRY GUIDELINE CRS (ATTACHMENT D)**

There were no new Regulatory or Industry Guideline CRs for the August Systems CMP Meeting.

##### **NEW CROSS OVER CRS (ATTACHMENT E)**

There were no Cross Over CRs for the August Systems CMP Meeting.

##### **WALK ON CHANGE REQUESTS (ATTACHMENT F)**

There were no Walk On CRs for the August Systems CMP Meeting.

##### **CRS TO CONSIDER FOR CLOSURE (ATTACHMENT G)**

There were no CRs to consider for closure for the August Systems CMP Meeting.

##### **REVIEW GLOBAL ACTION ITEMS (ATTACHMENT H)**

There were no Global Action Items for the August Systems CMP Meeting.

##### **REVIEW ACTION ITEMS AND ASSOCIATED CRS (ATTACHMENT I)**

There were no Action Items and Associated CRs for the August Systems CMP Meeting.

**OUTSTANDING SYSTEMS CMP CHANGE REQUESTS (ATTACHMENT J)**

**SCR101217-1 IMA updates for Local Services Consolidation Interim Phase impacting Retail Consumer accounts only**

Mark Coyne – CenturyLink said that last weekend, the CenturyLink project team implemented the corresponding retail system changes for this CR. Mark said that the software will remain dormant for an unknown period of time as the project team continues to perform internal testing and validation. He said a date has not been determined for any type of customer trial.

**SCR020718-1 Retire the CenturyLink file transfer protocol CenturyLink Protected Internet Delivery (CPID) previously known as Qwest Protected Internet Delivery (QPID)**

Mark Coyne – CenturyLink said the SME team is continuing to work with those customers where they have received POC information which remains about 50% of customers. The effective date for this planned retirement is November 20, 2018 however CenturyLink is reevaluating that date based on the amount of work left to do.

**SCR020718-2 - Introduce additional industry standard file transfer protocols for more flexible options and improved security as CPID/QPID is retired**

Mark Coyne – CenturyLink said that CenturyLink sent notifications on the new industry standard file transfer protocols in April and May but that changes are still pending for the Customer Questionnaire.

**DEPLOYING CHANGE REQUESTS (ATTACHMENT K)**

**SCR060618-1IG ASOG 57 – Industry Standard implementation in EASE**

Mark Coyne – CenturyLink said this CR is associated with the EASE ASR Release 5.0. The CR Walkthrough occurred following the monthly CMP meeting in July. No customer comments were received during the formal comment cycle. Customer testing will be available August 18, 2018. The draft GUI notice is due August 20, 2018 however it does not appear there are any updates associated with the GUI documentation. The planned effective date is September 17, 2018. Mark said the scheduled downtime during the release implementation will be from **3:00 PM MT on Friday, September 14, 2018 until 5:00 AM MT on Monday, September 17, 2018.**

Susan Lorence - CenturyLink said we have been sending the planned release scheduled down time on the technical specification notifications that have been distributed. In the interest of cutting down on the volume of CenturyLink notifications that customers receive, Susan asked if there were any thoughts about still needing to send a separate OSS scheduled notice.

Kim Isaacs - Allstream said some people within a company may subscribe differently based on their job functions. Some who only subscribe to the System notification category may only look at OSS Maintenance while others only review the ASOG Tech Spec notices. Kim said she does not think it is an issue for Allstream but it might be for others depending on how they subscribe to CenturyLink notices.

Susan Lorence - CenturyLink said that is a good point and that CenturyLink will plan to continue to send a separate OSS maintenance notification.

Mark Coyne - CenturyLink asked if there were any other questions related to ASOG 57. There were none.

## CenturyLink™ Wholesale Change Management Process (CMP) Meeting Minutes

### PRODUCTION SUPPORT TICKETS (ATTACHMENT L)

Mark Coyne - CenturyLink said there are ten Event Notifications (ENs) on the list and that their current status is reflected on the report. There are still four ENs open that are due to the rehosting of several CMP related applications. Mark said we are hoping to be back to normal by the September monthly CMP call.

Kim Isaacs - Allstream said she was having difficulty with the CenturyLink Wholesale Team Tool (CWTT) web tool and had talked with BL Marcom – CenturyLink to let him know. Kim said she can get to the web tool but receives an error that states that their company is not registered. Kim has tried their various company names and wondered if it was related to the other Event Notifications.

Mark Coyne - CenturyLink asked how long this has been happening.

Kim Isaacs – Allstream said it just started last week. BL said there is a problem and provided a copy of their escalation list. Kim said she checked the tool and it is still down today.

Mark Coyne – CenturyLink said that we will put this item in the meeting notes but does not think it is related to the rehosting of the CMP tools.

Susan Lorence - CenturyLink said we will get with BL Marcom to send an event notice.

**08-22-2018 UPDATE:** Event Notification “10424449-CWTT Customer Access 08 15 2018 Initial” was distributed on August 15, 2018.

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

### OSS INTERFACE RELEASE CALENDAR (ATTACHMENT M)

There was not an OSS Interface Release Calendar update for the August Systems CMP Meeting.

### WALK ON ITEMS (ATTACHMENT N)

Mark Coyne – CenturyLink said the next monthly meeting will be September 19, 2018 with a CMP CR submission deadline of September 5, 2018. Mark said that effective with the September 2018 Monthly CMP Meeting, the **CMP conference bridge is being changed. A new call in number will be provided as part of the packages next month.**

Mark Coyne – CenturyLink asked if there were any other questions or comments on either package. There were none.

The August monthly CMP meeting adjourned at 9:30 AM MT.



**Maintain Meeting Details**

|                      |                                 |             |           |
|----------------------|---------------------------------|-------------|-----------|
| <b>Meeting Name:</b> | August 2018 Monthly CMP Meeting | <b>Type</b> | Monthly   |
| <b>Meeting Date</b>  | 08/15/2018                      | <b>Area</b> | Wholesale |

| <b>Attendee</b>   | <b>Company</b>             | <b>Attendance Type</b> |
|-------------------|----------------------------|------------------------|
| Boudhaouia, Jamal | CenturyLink                | On Phone               |
| Brummett , Lee    | CenturyLink                | On Phone               |
| Byland, Rebekah   | POPP Communications        | On Phone               |
| Coyne, Mark       | CenturyLink                | On Phone               |
| Fauscett, Kasha   | Comcast                    | On Phone               |
| Halabrin , Kellie | CenturyLink                | On Phone               |
| Harmon, Linda     | CenturyLink                | On Phone               |
| Holland, Victoria | Granite Telecommunications | On Phone               |
| Isaacs, Kim       | Allstream                  | On Phone               |
| Johnson, Bonnie   | MN DOC                     | On Phone               |
| Lorence, Susan    | 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               |

## **Attachment B – New CRs Initiated By CLECs**

(There are no new CRs initiated by CLECs  
for the September Systems CMP Meeting.)

## **Attachment C – New CRs Initiated By CenturyLink**

|  |
|--|
| <b>New Change Request Initiated by CenturyLink - Summary</b> |
|--|

| Report Line Number | Interfaces Impacted | CR No       | Title   | Company     | Status    | Owner          | Presenter      |
|--------------------|---------------------|-------------|---|-------------|-----------|----------------|----------------|
| 1                  | EASE                | SCR090418-1 | Introduce a new Application Programming Interface (API) for EASE ASR. | CenturyLink | Submitted | Pavlovich, Joe | Pavlovich, Joe |

**Open CR - Detail**

| CR #        | Title   | Date Current Status  | Organization     | Area Impacted | Products Impacted |
|-------------|---|----------------------|------------------|---------------|-------------------|
| SCR090418-1 | Introduce a new Application Programming Interface (API) for EASE ASR. | 09/04/2018 Submitted | Wholesale System | Ordering      |                   |

**Originator** Pavlovich, Joe  
**Owner** Pavlovich, Joe  
**CRPM** Lorence, Susan

**Originating Company:** CenturyLink

**Description of Change**

CenturyLink will be introducing a new Application Programming Interface for EASE – ASR. There are no application to application functions that will be changing. This change is only impacting connectivity. The amount of customer impact is dependent on the type of customer connectivity that exists today.

UPDATE AS OF 09-13-18:

CenturyLink is introducing a change in the EASE UOM gateway that will impact customers utilizing the UOM interface for EASE ASR processing. Customers who ONLY utilize the CenturyLink EASE VFO (GUI) application WILL NOT be impacted by this change. Although we expect minimal impact, CenturyLink will be reaching out directly to the impacted customers to discuss the change needed and set up a timeframe to complete the changes.

\*\*\*\*\*

CenturyLink will be working with each impacted customer to develop a transition plan and timeline.

Testing could begin as early as 1Q19 with a full implementation in production by November 2019.

**Status History**

| Date       | Action                 | Description  |
|------------|------------------------|--|
| 09/13/2018 | Additional Information | CR Description updated by originator to clarify that this CR only impacts EASE ASR UOM customers and does not impact customers that only use the EASE VFO (GUI). |
| 09/07/2018 | CR Acknowledged        | CR Acknowledged.   |
| 09/04/2018 | CR Submitted           | CR Submitted.  |

**CenturyLink Response**

None

**Project Meetings**

None

## **Attachment D – Regulatory & Industry Guideline CRs**

(There are no new Regulatory or Industry Guideline CRs  
for the September Systems CMP Meeting.)

## **Attachment E – Cross Over CRs**

(There are no Cross Over CRs  
for the September Systems CMP Meeting.)

## **Attachment F – New “Walk On” CRs**

(There are no new Walk On CRs  
for the September Systems CMP Meeting.)



## **Attachment G – CRs to Consider for Closure**

### Change Request to Consider for Closure - Summary

| Report Line Number | Impacted Interface | CR #          | Title  | Company     | Status    | CenturyLink Owner | Presenter     |
|--------------------|--------------------|---------------|--|-------------|-----------|-------------------|---------------|
| 1                  | EASE               | SCR060618-1IG | ASOG 57 – Industry Standard implementation in EASE | CenturyLink | CLEC Test | Walker, Letty     | Walker, Letty |

Information Current as of Thursday September 13, 2018

**Open CR - Detail**

| CR #          | Title  | Date<br>Current Status  | Organization     | Area Impacted | Products Impacted |
|---------------|--|-------------------------|------------------|---------------|-------------------|
| SCR060618-11G | ASOG 57 – Industry Standard implementation in EASE | 09/17/2018<br>CLEC Test | Wholesale System | Ordering      | ATIS – OBF-ASO    |

**Originator** Walker, Letty  
**Owner** Walker, Letty  
**CRPM** Lorence, Susan

**Originating Company:** CenturyLink

**Description of Change**

CenturyLink will modify the EASE UOM/Ordering system to support the ASOG (Access Service Ordering Guideline) version 57. This will include acknowledgement of the industry work associated to the following issues:

- Issue 3602: ASOG: Provider Test Acceptance Notification
- Issue 3604: ASOG: Field modification based on RTR update within ASOG 56.
- Issue 3605: ASOG: SR field modification for new values
- Issue 3606: ASOG: Modify the SALI form to add Latitude and Longitude
- Issue 3609: ASOG: Modify PTA practice to support new fields (ASR NO, PTA VER, VC NUM ...) and clarify existing assumptions
- Issue 3610: ASOG: Update fields on Trunking Form to support minimal disconnect principals.

CenturyLink will implement the proposed changes for version 57 to be effective on September 17, 2018.

**Status History**

| Date       | Action                           | Description  |
|------------|----------------------------------|--|
| 09/17/2018 | Status Changed                   | Status changed to CLEC Test.   |
| 08/20/2018 | Communicator Issued              | See notification number SYST.EASE.08.20.18.F.16912..EASE_GUI_R5.0DrftRelNote. No GUI document updates. No final notice required. |
| 08/15/2018 | Discussed at Monthly CMP Meeting | Discussed in the August Systems CMP Meeting - See Attachment K in the Distribution Package.                                      |
| 08/03/2018 | Communicator Issued              | See notification number SYST.EASE.08.03.18.F.16836.EASE_ASR_R5_FNLTechSpecs.   |
| 07/18/2018 | General Meeting Held             | EASE ASR Release 5.0 System Walkthrough conducted. See meeting minutes for details.  |
| 07/18/2018 | Discussed at Monthly CMP Meeting | Discussed in the July Systems CMP Meeting - See Attachment J in the Distribution Package.  |
| 07/06/2018 | Communicator Issued              | See notification number SYST.EASE.07.06.18.F.16785.EASE_ASR_R5_DrftTechSpecs.  |
| 06/25/2018 | 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 Systems CMP Meeting - See Attachment D in the Distribution Package.  |
| 06/08/2018 | CR Acknowledged                  | CR acknowledged.   |
| 06/06/2018 | CR Submitted                     | CR submitted.  |

**CenturyLink Response**

None

**Project Meetings****8/15/18 System CMP Meeting**

Mark Coyne – CenturyLink said this CR is associated with the EASE ASR Release 5.0. The CR Walkthrough occurred following the monthly CMP meeting in July. No customer comments were received during the formal comment cycle. Customer testing will be available August 18, 2018. The draft GUI notice is due August 20, 2018 however it does not appear there are any updates associated with the GUI documentation. The planned effective date is September 17, 2018. Mark said the scheduled downtime during the release implementation will be from 3:00 PM MT on Friday, September 14, 2018 until 5:00 AM MT on Monday, September 17, 2018.

Susan Lorence - CenturyLink said we have been sending the planned release scheduled down time on the technical specification notifications that have been distributed. In the interest of cutting down on the volume of CenturyLink notifications that customers receive, Susan asked if there were any thoughts about still needing to send a separate OSS scheduled notice.

Kim Isaacs - Allstream said some people within a company may subscribe differently based on their job functions. Some who only subscribe to the System notification category may only look at OSS Maintenance while others only review the ASOG Tech Spec notices. Kim said she does not think it

Information Current as of Friday September 14, 2018

is an issue for Allstream but it might be for others depending on how they subscribe to CenturyLink notices.

Susan Lorence - CenturyLink said that is a good point and that CenturyLink will plan to continue to send a separate OSS maintenance notification.

Mark Coyne - CenturyLink asked if there were any other questions related to ASOG 57. There were none.

EASE Release 5.0/ASOG 57 System Walkthrough - Meeting Minutes  
Wednesday, July 18, 2018  
Approximately 9:25 AM MTN

Attendees

Kim Isaacs – Allstream  
Nancy Taylor – Allstream  
Andrea Smith – Comcast  
Victoria Holland – Granite  
Kristi Hyacinthe – Granite  
Jonathan Kronewitter – Granite  
Joyce Oliveira – Granite  
Emily Arnoldy – Midcontinent Communications  
Bonnie Johnson – Minnesota Dept of Commerce  
Rebecca Byland – Popp Communications  
Letty Walker – CenturyLink  
Rita Urevig – CenturyLink  
Mark Coyne – CenturyLink  
Kellie Halabrin – CenturyLink  
Susan Lorence – CenturyLink

The EASE Walkthrough began immediately following the monthly CMP meeting for July 2018. NOTE: With the exception of the CenturyLink attendees, the assumption was that customer and PUC attendees were the same as those that attended the monthly CMP meeting.

The walkthrough material that was reviewed is posted on the CenturyLink Document review site at <http://www.centurylink.com/wholesale/cmp/review.html> associated with System notification number SYST.EASE.07.06.18.F.16785.EASE\_ASR\_R5\_DrftTechSpecs.

Letty Walker - CenturyLink conducted the walk-through of the ASOG 57 User Impact Statement associated with the EASE ASR Release 5.0. Letty said the ASOG 57 implementation effective date will be September 15, 2018. Ordering access will go down at 5:00 PM ET on Friday, September 14, 2018. Ordering access will be back up at 7:00 AM ET on Monday morning, September 17, 2018. Letty reviewed the presentation document going through each OBF Issue. She then reviewed each entry of the table with the headings ASR Form, Field, and ASR 57 Modification as listed in the ASOG 57 User Impact Statement.

Kim Isaacs - Allstream asked if CenturyLink will implement the PTA notice.

Letty Walker - CenturyLink said no. Centurylink, nor any other provider, will be supporting PTA with the ASOG 57 release. Letty said, for CenturyLink, there was not enough time to link the information in the backend systems. Letty said PTA may be implemented with ASOG 58.

Letty Walker - CenturyLink stated that CenturyLink will also not support Latitude and Longitude changes with ASOG 57 but will likely support it with the ASOG 58 release in March 2019.

Kim Isaacs - Allstream asked on the RECCKT field associated with error CTLV0219 if the customer could submit thru that error.

Letty Walker - CenturyLink said yes, no sup is required. If there a problem, then the Center will send back a CNR.

Letty Walker - CenturyLink said she is including the 2018/2019 holidays which are observed with CenturyLink as a whole.

Kim Isaacs – Allstream asked about good Friday and stated that this is not a holiday in the ICA.

Susan Lorence - CenturyLink said we will take that as a followup. She said she thought the systems are available.

Letty Walker - CenturyLink advised that the customer can submit an ASR but backend systems will be down and they won't load until the next work day. This has been the same process for the last two years.

Susan Lorence - CenturyLink she did not think that had been communicated. She said CenturyLink will likely send an event notice prior to the holiday but more investigation will occur.

Letty Walker - CenturyLink asked if there were any questions. There were none.

The EASE Release 5.0 system walkthrough concluded at 9:45 AM MT.

#### 7/18/18 System CMP Meeting

Mark Coyne – CenturyLink said this is the CR where there will be a system walkthrough following the monthly call today. The CR was presented in the June 2018 monthly meeting. The initial System Release notice for the EASE ASR Release 5.0 draft technical specifications was distributed July 6, 2018 which is when the comment cycle started. The comment cycle goes through July 24, 2018. The final technical specifications system notice is due August 3, 2018. The testing will begin August 18, 2018 for a planned effective date of September 17, 2018. Mark asked if there were any questions. There were none.

#### 6/20/18 System CMP Meeting

Letty Walker – CenturyLink presented the new CenturyLink Industry Guideline CR associated with the EASE ASR application release for ASOG V57. Letty said the industry release will be implemented in September 17, 2018. Letty briefly reviewed each of the OBF industry issues as included in the CR. She said more information about each of the changes will be presented with the system notification and will be discussed during the Customer Walkthrough. Letty asked if there were any questions. There were none.

Mark Coyne – CenturyLink said the initial System Release notice is scheduled to be distributed July 6, 2018. The comment cycle is from July 6, 2018 through July 24, 2018. The final tech specifications notice is due August 3, 2018. The testing will begin August 18, 2018 for a planned effective date of September 17, 2018.

## **Attachment H – Global Action Items**

(There are no Global Action Items for the  
September Systems CMP Meeting.)

## **Attachment I – Action Items and Associated CRs**

### **SCR020718-1 - Retire the CenturyLink file transfer protocol CenturyLink Protected Internet Delivery (CPID) previously known as Qwest Protected Internet Delivery (QPID)**

- Planned effective date for this retirement was November 20, 2018
- CR was revised to now reflect a April 1, 2019 date

### **SCR020718-2 Introduce additional industry standard file transfer protocols for more flexible options and improved security as CPID/QPID is retired**

- Planned effective date for this update was November 20, 2018
- CR was revised to now reflect a February 1, 2019 date

### **SCR101217-1 IMA updates for Local Services Consolidation Interim Phase impacting Retail Consumer accounts only**

- IMA Code to be turned on in Production for production testing only
- Only test accounts will be used
- Prior to becoming “live” with “friendly” retail accounts, CenturyLink will send a 30 day system courtesy notice
- REMINDER: When that happens, the CLEC request will follow a “business as usual” flow and format with the minor exceptions

**Open CR - Detail**

| CR #        | Title  | Date Current Status    | Organization     | Area Impacted          | Products Impacted |
|-------------|--|------------------------|------------------|------------------------|-------------------|
| SCR020718-1 | Retire the CenturyLink file transfer protocol CenturyLink Protected Internet Delivery (CPID) previously known as Qwest Protected Internet Delivery (QPID). | 03/01/2018 Development | Wholesale System | File Transfer Protocol |                   |

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

CenturyLink is working to retire the existing file transfer interface CPID/QPID no later than by end of year 2018. Instead of customers using this CenturyLink developed protocol, CenturyLink will be working with impacted customers to create a transition plan to an existing gateway that follows industry file transfer standard/protocols. The industry standard tools for file transfers have significantly increased functionality and enhanced security capability.

The CMP requirement for retiring an interface is 270 days.

With the retirement of CPID/QPID, references to this protocol will be removed from the CenturyLink wholesale web documentation following the appropriate CMP notification process.

NOTE: CenturyLink will be introducing a related CR to enhance the current gateway to provide additional standard options for file transfer. An existing tool allows the File Transfer Protocol over SSL/TLS, e.g., FTPS.

02-28-18 NOTE: The System retirement notice identified the following areas of impact:

- PIC/LPIC
- Billing information – CRIS and Additional Outputs SMDR, Completion Report, Loss Report
- FAM-SAGA
- RSS
- DLIS
- Performance Assurance Plan Information

This CR is related to SCR020718-2 to Introduce additional industry standard file transfer protocols.

**Status History**

| Date       | Action                           | Description   |
|------------|----------------------------------|---|
| 09/14/2018 | Additional Information           | CR was updated by Mark Bunnell, CR Originator, to now reflect an April 1, 2019 planned retirement effective date. |
| 08/15/2018 | Discussed at Monthly CMP Meeting | Discussed in the August Systems CMP Meeting - See Attachment J in the Distribution Package.                       |
| 05/16/2018 | Discussed at Monthly CMP Meeting | Discussed in the May Systems CMP Meeting - See Attachment I in the Distribution Package.                          |
| 05/07/2018 | Communicator Issued              | See Notification number GENL.ANNC.05.07.18.F.16550.CPID_QPID_Decomm.  |
| 04/18/2018 | Discussed at Monthly CMP Meeting | Discussed in the April Systems CMP Meeting - See Attachment I in the Distribution Package.                        |
| 04/06/2018 | Communicator Issued              | See notification number SYST.OTHR.04.06.18.F.16528.FINALRetirementCPID_QPID.                                      |
| 03/21/2018 | Discussed at Monthly CMP Meeting | Discussed in the March Systems CMP Meeting - See Attachment I in the Distribution Package.                        |
| 03/01/2018 | Status Changed                   | Status changed to Development.  |
| 02/28/2018 | Record Update                    | The Description section of the CR was updated with the areas of system impacts.                                   |
| 02/23/2018 | Communicator Issued              | See notification number SYST.OTHR.02.23.18.F.16396.Init_Retirement_CPID_QPID.                                     |
| 02/21/2018 | Status Changed                   | Status changed to Presented.  |
| 02/21/2018 | Discussed at Monthly CMP Meeting | Discussed in the February Systems CMP Meeting - See Attachment C in the Distribution Package.                     |
| 02/09/2018 | CR Acknowledged                  | CR Acknowledged.  |
| 02/07/2018 | CR Submitted                     | CR Submitted.   |

**CenturyLink Response**

None

Information Current as of Friday September 14, 2018



## Project Meetings

### 8/15/18 System CMP Meeting

Mark Coyne – CenturyLink said the SME team is continuing to work with those customers where they have received POC information which remains about 50% of customers. The effective date for this planned retirement is November 20, 2018 however CenturyLink is reevaluating that date based on the amount of work left to do.

### 5/16/18 System CMP Meeting

Mark Coyne – CenturyLink said a General notification GENL.ANNC.05.07.18.F.16550.CPID\_QPID\_Decommm was distributed to remind customers to submit POCs to the CenturyLink mailbox QPID.Decommm@centurylink.com. Mark said the IT SME team has received POCs for approximately 50% of customers so far. The team is working with each customer to aid in the transition to other available protocols. CenturyLink plans to issue an Event notice early June to see about getting additional POCs. Mark asked if there were any questions. There were none.

### 4/18/18 System CMP Meeting

Mark Coyne – CenturyLink said the Final System notification and CenturyLink response to comments for this CR was sent on April 6, 2018. He reminded those on the call to submit their POC to the CenturyLink mailbox QPID.Decommm@centurylink.com. CenturyLink will also send a General or Process notice mid May to ask customers to send in their POC information so our IT team can assist impacted customers with the transition to a different file transfer protocol.

### 3/21/18 System CMP Meeting

Mark Coyne – CenturyLink said the system notification was sent February 23, 2018 to announce CPID/QPID retirement. The notice is included in the package. The Comment cycle ended March 9, 2018. During the CLEC comment cycle, two comments were received. The Final notice and response to CLEC comments are due April 6, 2018. Mark said our CenturyLink IT team recently relayed that only a handful of customers have submitted their POCs to the CenturyLink mailbox QPID.Decommm@centurylink.com as requested on the notice. He reminded customers to submit their POCs to the mailbox and said CenturyLink will also send a Process notice to remind customers to submit those POC names so IT can begin to work with them on the transition plan to move to a different file transfer protocol.

### 2/21/18 System CMP Meeting

Mark Bunnell – CenturyLink presented this new CR to retire CPID/QPID for file delivery which is old and not as secure. Mark said CenturyLink will be introducing a protocol to take its place that is industry standard and has increased functionality.

Kim Isaacs – Allstream said this CR is a good idea and was happy to hear that the new tool that will be introduced will not require a digital certificate.

Mark Coyne – CenturyLink then relayed that though this is not a system application, CenturyLink plans to send a 270 day system retirement notification on February 23, 2018 with a planned CPID/QPID Production Retirement Date of November 20, 2018. CenturyLink will be asking each customer to send a Point of Contact for their company to a new CenturyLink mailbox that will only be used for customers on CPID/QPID. Our SME team will then work with each impacted customer to develop a transition plan to move from CPID/QPID to a different file transfer protocol.

**Open CR - Detail**

| CR #        | Title   | Date Current Status    | Organization     | Area Impacted          | Products Impacted |
|-------------|---|------------------------|------------------|------------------------|-------------------|
| SCR020718-2 | Introduce additional industry standard file transfer protocols for more flexible options and improved security as CPID/QPID is retired. | 03/01/2018 Development | Wholesale System | File Transfer Protocol |                   |

**Originator** Bunnell, Mark  
**Owner** Bunnell, Mark  
**CRPM** Lorence, Susan

**Originating Company:** CenturyLink

**Description of Change**

CenturyLink is introducing an enhanced suite of industry standard file transfer protocols to replace CPID/QPID. These industry standard tools for file transfers have significantly increased functionality and increased security. CenturyLink has an existing tool which allows the File Transfer Protocol over SSL/TLS, e.g., FTPS. Some examples of increased capability include:

- o FTP-SSH: Auto flow or Manual Push/Pull
- o FTPS-SSL: Auto flow
- o HTTPS (Web Browser)
- o AS2

CenturyLink will be working with each impacted customer to develop a transition plan to move from CPID/QPID to this enhanced set of tools for file transfers.

CenturyLink wholesale web documentation will be updated following the appropriate CMP notification process to provide information about the enhanced file transfer protocols.

NOTE: This CR is associated with the CPID/QPID retirement CR, SCR020718-1.

**Status History**

| Date       | Action                           | Description   |
|------------|----------------------------------|---|
| 09/14/2018 | Additional Information           | CR was updated by Mark Bunnell, CR Originator, to now reflect a February 1, 2019 planned retirement effective date. |
| 08/15/2018 | Discussed at Monthly CMP Meeting | Discussed in the August Systems CMP Meeting - See Attachment J in the Distribution Package.                         |
| 05/16/2018 | Discussed at Monthly CMP Meeting | Discussed in the May Systems CMP Meeting - See Attachment I in the Distribution Package.                            |
| 05/11/2018 | Communicator Issued              | See notification number PROS.LIST.05.11.18.F.16602.DLPBP_V72.   |
| 04/27/2018 | Communicator Issued              | See notification number PROS.MISC.04.27.18.F.16551.Addl_FileTransProtclAvail.                                       |
| 04/18/2018 | Discussed at Monthly CMP Meeting | Discussed in the April Systems CMP Meeting - See Attachment J in the Distribution Package.                          |
| 03/21/2018 | Discussed at Monthly CMP Meeting | Discussed in the March Systems CMP Meeting - See Attachment I in the Distribution Package.                          |
| 03/01/2018 | Status Changed                   | Status changed to Development.  |
| 02/21/2018 | Status Changed                   | Status changed to Presented.  |
| 02/21/2018 | Discussed at Monthly CMP Meeting | Discussed in the February Systems CMP Meeting - See Attachment C in the Distribution Package.                       |
| 02/09/2018 | CR Acknowledged                  | CR Acknowledged.  |
| 02/07/2018 | CR Submitted                     | CR submitted.   |

**CenturyLink Response**

None

## Project Meetings

### 8/15/18 System CMP Meeting

Mark Coyne – CenturyLink said that CenturyLink sent notifications on the new industry standard file transfer protocols in April and May but that changes are still pending for the Customer Questionnaire.

### 5/16/18 System CMP Meeting

Mark Coyne – CenturyLink said CenturyLink distributed two Process notifications PROS.MISC.04.27.18.F.16551.Addl\_FileTransProtclAvail and PROS.LIST.05.11.18.F.16602.DLPBP\_V72 to provide additional industry standard file transfer protocols. Changes to the Customer Questionnaire are pending to add the new protocols. Mark asked if there were any questions. There were none.

### 4/18/18 System CMP Meeting

Mark Coyne – CenturyLink said by the end of April, CenturyLink will be sending a notification associated with documentation updates to provide the additional file transfer protocol options.

### 3/21/18 System CMP Meeting

Mark Coyne – CenturyLink said the SME team is looking at the required documentation updates that will need to occur. The CMP notification to introduce the additional file transfer tools will likely be sent around April 6, 2018.

### 2/21/18 System CMP Meeting

Mark Bunnell – CenturyLink presented this new CR related to the CPID retirement CR to introduce additional options for file transfer protocols. This gateway protocol will provide enhanced capability and security to our wholesale customers with the multiple protocols. Mark reiterated that the SME team has a new mailbox QPID.Decomm@centurylink.com to communicate with Wholesale customers during this CPID/QPID transition period.

Kim Isaacs – Allstream asked CenturyLink to provide files that are using CPID/QPID today. She said that would help to insure nothing is missed. She said she was aware of a couple areas including PID/PAP, Listings, and Wire center.

Mark Bunnell – CenturyLink said there are also daily usage files that use CPID. Mark said if a customer has their CPID ids, if they send that into the new mailbox, Mark will confirm the files for a company.

Susan Lorence – CenturyLink said we will update the CR with the specific files and also include the impacted file/applications in the notice that goes out.

02-28-18 NOTE: The System retirement notice identified the following areas of impact:

- PIC/LPIC
- Billing information – CRIS and Additional Outputs SMDR, Completion Report, Loss Report
- FAM-SAGA
- RSS
- DLIS
- Performance Assurance Plan Information

Kim Isaacs – Allstream said she is trying to figure the best way to search within her company to see if Allstream employees have access to CPID today and then will need access to a new protocol once the transition has occurred.

**Open CR - Detail**

| CR #        | Title  | Date Current Status    | Organization     | Area Impacted | Products Impacted |
|-------------|--|------------------------|------------------|---------------|-------------------|
| SCR101217-1 | IMA updates for Local Services Consolidation Interim Phase impacting Retail Consumer accounts only | 10/30/2017 Development | Wholesale System | Ordering      |                   |

**Originator** Martinez, Denise  
**Owner** Norton, Mike  
**CRPM** Lorence, Susan

**Originating Company:** CenturyLink

**Description of Change**

IMA will be installing some functionality associated with a Local Services Consolidation project interim phase that only impacts Legacy Qwest Retail Consumer accounts.

To reduce risk and allow early use of functionality, CenturyLink has decided to implement this interim phase which will enable the Legacy Qwest Consumer market to offer retail services via the new Ensemble flow. This phase will be restricted to brand new Legacy Qwest Consumer accounts not currently in CRIS.

IMA is implementing mitigating functionality during this interim phase which will generally make this process transparent to the Wholesale customer. If a Consumer customer migrates or ports out to a Wholesale customer, capability is being added in IMA to allow Legacy Qwest CLECs to view a CSR when the CSR is in Ensemble instead of CRIS.

The CLEC request will then follow a "business as usual" flow and format with the following minor exceptions. Some provisioning-only FIDs and a small number of USOCs will no longer be contained on any CSR that originates in Ensemble.

This new Retail functionality and capability will likely be introduced via a Trial in a select few serving wire centers. Retail accounts would be built in Ensemble. When an LSR is received from a CLEC, Wholesale will have the ability to return an Ensemble CSR via IMA and process the request in IMA business as usual. If necessary, the account will be established for CRIS billing.

This interim Retail phase could begin as early as February 2018 and this Wholesale functionality will continue within each region until the final local service consolidation.

**Status History**

| Date       | Action                           | Description   |
|------------|----------------------------------|---|
| 08/15/2018 | Discussed at Monthly CMP Meeting | Discussed in the August Systems CMP Meeting - See Attachment J in the Distribution Package.   |
| 06/20/2018 | Discussed at Monthly CMP Meeting | Discussed in the June Systems CMP Meeting - See Attachment I in the Distribution Package.     |
| 05/16/2018 | Discussed at Monthly CMP Meeting | Discussed in the May Systems CMP Meeting - See Attachment J in the Distribution Package.      |
| 04/18/2018 | Discussed at Monthly CMP Meeting | Discussed in the April Systems CMP Meeting - See Attachment J in the Distribution Package.    |
| 03/21/2018 | Discussed at Monthly CMP Meeting | Discussed in the March Systems CMP Meeting - See Attachment J in the Distribution Package.    |
| 03/15/2018 | Additional Information           | Info from Denise Martinez, CenturyLink, that the release is now scheduled for May.            |
| 02/21/2018 | Discussed at Monthly CMP Meeting | Discussed in the February Systems CMP Meeting - See Attachment K in the Distribution Package. |
| 01/17/2018 | Discussed at Monthly CMP Meeting | Discussed in the January Systems CMP Meeting - See Attachment K in the Distribution Package.  |
| 12/15/2017 | Communicator Issued              | See notification number SYST.IMAS.12.15.17.F.16201. IMA_R41_ChgtoPatchRelease.                |
| 12/13/2017 | Discussed at Monthly CMP Meeting | Discussed in the December Systems CMP Meeting - See Attachment I in the Distribution Package. |
| 12/01/2017 | Communicator Issued              | See notification number SYST.IMAS.12.01.17.F.16136. IMA_R41.0_NO_TechSpecChgs.                |
| 11/15/2017 | Discussed at Monthly CMP Meeting | Discussed in the November Systems CMP Meeting - See Attachment I in the Distribution Package. |
| 10/30/2017 | Status Changed                   | Status changed to Development.  |
| 10/18/2017 | Status Changed                   | Status changed to Presented.  |
| 10/18/2017 | Discussed at Monthly CMP Meeting | Discussed in the October Systems CMP Meeting - See Attachment F in the Distribution Package.  |
| 10/13/2017 | CR Acknowledged                  | CR Acknowledged.  |
| 10/12/2017 | CR Submitted                     | CR Submitted.   |

**CenturyLink Response**

None

**Project Meetings**

#### 8/15/18 System CMP Meeting

Mark Coyne – CenturyLink said that last weekend, the CenturyLink project team implemented the corresponding retail system changes for this CR. Mark said that the software will remain dormant for an unknown period of time as the project team continues to perform internal testing and validation. He said a date has not been determined for any type of customer trial.

#### 6/20/18 System CMP Meeting

Mark Coyne – CenturyLink said this CR is associated with an IMA Patch Release that was previously scheduled to be implemented February 19, 2018 but was moved to Mid-Year. Mark said the planned implementation date is still pending.

#### 5/16/18 System CMP Meeting

Mark Coyne – CenturyLink said this CR is associated with an IMA Patch Release that was previously scheduled to be implemented February 19, 2018. Mark said that date was moved to May but it now appears the effective date will be no earlier than July 2018. Any system downtime will be addressed via an OSS Scheduled Maintenance notice.

#### 4/18/18 System CMP Meeting

Mark Coyne – CenturyLink said this CR is associated with an IMA Patch Release that was previously scheduled to be implemented February 19, 2018. The date was moved to sometime in May 2018 but it appears there will be a further delay. CenturyLink will likely send an OSS maintenance notice associated with any downstream system changes.

#### 3/21/18 System CMP Meeting

Mark Coyne – CenturyLink said this CR is associated with an IMA Patch Release that was previously scheduled to be implemented February 19, 2018. The date has moved to May 2018 but a firm date in May is pending. As relayed previously, there may be some potential for System downtime due to downstream system changes. We will talk about it again in April.

#### 2/21/18 System CMP Meeting

Mark Coyne – CenturyLink said this CR is associated with an IMA Patch Release that was previously scheduled to be implemented February 19, 2018. In the January CMP monthly meeting, we identified the patch was moved to March 2018. It appears that date is March 19, 2018. If so, CenturyLink will send a planned system downtime notice due to downstream system changes associated with the patch.

#### 1/17/18 System CMP Meeting

Mark Coyne – CenturyLink said as a reminder that this CR was changed to a Patch Release for IMA in the December 2017 System Monthly Meeting. On December 15, 2017, a System notification was sent to communicate that information to the full CLEC community. The notification is included in the package. The planned effective date for the IMA patch was relayed to be February 19, 2018, however, new information as of this morning is that the date for the patch has been moved to sometime in March. Mark said we will provide the planned effective date in the February CMP meeting. There will likely still be an OSS scheduled maintenance window for mid-February due to downstream system changes. A notification will be distributed by no later than February 12, 2018.

#### 12/13/17 System CMP Meeting

Mark Coyne – CenturyLink said this CR is associated with IMA Release 41 which had a scheduled effective date of February 12, 2018. As discussed last month, a system notification was distributed on December 1, 2017 to relay that there were no updates to the Draft Technical Specifications. Mark said we received several customer questions on this notice and have since replied directly to customers. He then reviewed each of the three customer questions and the CenturyLink responses. Both the IMA system notice and the Customer questions/CenturyLink response document were included in the December System package. Mark then said that the CenturyLink SME team, including both Operations and IT, have been reconsidering this IMA release and have now recommended a different approach for how it is characterized.

Denise Martinez – CenturyLink then presented a proposal to change the IMA Release 41.0 from being treated as a Major Release to instead categorize the release as a Patch Release. Denise reminded those on the call what was included in the December 1, 2017 notice:

- o There are no XML technical specification or GUI changes.
- o There are no User Guide changes or process documentation updates.
- o The only system documentation updates are to the header information for the release number and to update the effective date.
- o There are no updates required to data fields but there are a handful of USOCs and FIDs that will not be provided going forward.

Denise then reviewed the following rationale and benefits of recategorizing the IMA changes as a Patch Release which include:

- o System documentation updates to header information to show IMA 41 and the effective date will no longer be necessary.
- o The IMA changes are back end system interface changes and are specific to Retail rather than to Wholesale.
- o There will be no need to post updates to all of the technical and user documentation.
- o There will not be any system downtime during the Patch software installation.
- o Customers will no longer need to schedule with CenturyLink and undergo a migration process from Release 40 to Release 41 thus saving time and resources for both customers and CenturyLink.
- o If customers still want to perform SATE testing after the Patch release, that can still occur but there is no need to set up new conditions in the SATE environment.

Kim Isaacs – Allstream asked whether IMA 40.0 would have the account with the USOCs and FIDs as normal and asked what would be in Ensemble.

Denise Martinez – CenturyLink said the only change to the process is that if there is a new Legacy Qwest retail account established in Ensemble, if the account is migrated back to IMA, that account will not have the USOCs and FIDs that were on the list. Other than that, there are no changes.

Kim Isaacs – Allstream asked about backward compatibility with IMA Release 39.0.

Denise Martinez – CenturyLink said there are no longer any customers on IMA 39.0. Denise then relayed that with the merger of CenturyLink with Level 3, the two IT organizations have reviewed the system release schedules. There is a change to focus system changes and maintenance activity to occur on the 3rd weekend vs. the 2nd weekend of each month. With that in mind, the effective date for the IMA patch will be February 19 vs. the original date of February 12. We will continue to discuss this System CR in the CMP monthly meetings and we will relay any updates. Denise said

hopefully everyone agrees on the approach to now consider the IMA release a Patch. She asked if there were any more questions. There were none.

Mark Coyne – CenturyLink said it is good news to have confirmation that there will be no system downtime for the Patch. Mark said it sounds like we have agreement on the approach so we will move forward.

Susan Lorence – CenturyLink said that we will send a system notification to communicate this change to all customers that we are now considering IMA a Patch release by sending an update to the December 1, 2017 IMA system release notification.

12/19/17 UPDATE: The system notification to notify all customers of this change was sent on December 15, 2017 via notification SYST.IMAS.12.15.17.F.16201.IMA\_R41\_ChgtoPatchRelease.

#### 11/15/17 System CMP Meeting

Mark Coyne – CenturyLink said this CR was presented in October 2017 associated with IMA Release 41. The scheduled effective date is February 12, 2018 with the Draft Technical Specifications due December 1, 2017. Mark said we don't believe any technical documentation needs to be updated. The CR originator Denise Martinez will present our proposed approach to handle the system notification.

Denise Martinez – CenturyLink presented the proposed CenturyLink approach for system notification which has the following highlights:

- There are no XML tech specs or external docs that need to change so no documents will be posted to the Document Review site.
- At Day 73, CenturyLink will send the IMA initial draft tech spec notice that will state that only the version number will need to change from Release 40 to Release 41 and the effective date will need to be updated.
- In the initial system release notice, CenturyLink will include the list of USOCs and/or FIDs that are no longer going to be used when a CSR originates in Ensemble with the interim Phase 2.
- Since there are no documentation updates, there will be no formal customer comment cycle and no customer walkthrough will need to be held.
- At Day 45, no Final tech spec notice will be sent.
- At Day 28 – January 15, 2018, when the Draft GUI notice is due, CenturyLink will send a system notification confirming the release effective date and relaying that the documents will be posted on the release effective date with the updated Release number and effective date of February 12, 2018.
- If there is a Process change notice associated with the IMA release 41, the Level 2 product process notice will go out as normal on Day 28. If there are no changes, no notice will be distributed.
- If anything of what was just relayed needs to change – effective date, functional changes, etc., CenturyLink will communicate that in the CMP monthly meeting and via the appropriate notification.
- If there are no issues utilizing this approach, CenturyLink will update the OSS calendar to reflect the plan.

Kim Isaacs – Allstream said that she is concerned that there will be no customer comment cycle provided – especially on the USOCs/FIDs that won't be on the CSR created in Ensemble.

Denise Martinez – CenturyLink said we felt the changes are very minimal and CenturyLink is in the process of finalizing that list. The number of FIDs/USOCs impacted is around 20 to 30 – maybe not that many. There are provisioning only FIDs and a handful of USOCs – many of which are already suppressed today.

Kim Isaacs – Allstream asked the type of service that will be impacted.

Denise Martinez – CenturyLink said it is residential service - POTS and HSI.

Kim Isaacs – Allstream asked what will be provided instead, ISOCS or descriptors?

Denise Martinez – CenturyLink said she thought once the list is available, it will become more clear on the minimal impact.

Kim Isaacs – Allstream said there is time before this becomes a big concern.

Mark Coyne – CenturyLink said with the initial notice going out on December 1, 2017, the notice can be discussed in the December meeting on the 13th.

Susan Lorence – CenturyLink said what CenturyLink was trying to accomplish is to prevent the volume of notices and the walkthrough when we felt there was nothing CLEC impacting. Susan said we could relay on the initial notice that any questions or concerns could still be sent to CMP COMM.

Kim Isaacs – Allstream said they would look at the December notice and talk more in CMP next month.

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

#### 10/18/17 System CMP Meeting

Denise Martinez – CenturyLink presented the new CenturyLink Walk On CR for planned changes to IMA associated with the Local Service Consolidation. Denise said the CR is associated with an interim phase that is impacting Legacy Qwest Retail accounts and reviewed what was included in the CR Description. Denise said if a Consumer customer migrates or ports out to a Wholesale customer, the CLEC request will follow a "business as usual" flow and format with the minor exceptions. The exception is that some provisioning-only FIDs and a small number of USOCs will no longer be contained on any CSR that now will originate in Ensemble. The interim Retail phase could begin as early as February 2018 and will likely start with a Trial in a few serving wire centers. Denise gave a high level view of the flow: An eligible retail consumer account is established for billing in Ensemble. If a CLEC LSR is received for one of these Ensemble accounts, a CSR will be returned via IMA and the LSR will then be processed in IMA as usual. Based on the type of request - migration or port out, if necessary, the account would be established in CRIS to support ongoing billing. Denise asked if there were any questions.

Kim Isaacs – Allstream asked about the list of FIDs or USOCs that would be impacted and also asked which specific wire centers would be included in the trial.

Denise Martinez – CenturyLink said the SME team is currently working on the USOC and FID list. It would be their best understanding of the impacts at this time. She said the wire centers have not yet been identified but would be provided when they are selected.

## **Attachment J – All Outstanding Systems CMP Change Requests**



# Summary of Outstanding System CMP Change Requests

| Report Line Number | Interfaces Impacted          | CR No         | Title  | Company     | Status      | Owner             | Director |
|--------------------|------------------------------|---------------|--|-------------|-------------|-------------------|----------|
| 1                  | Other                        | SCR011413-2   | Enable late Ebonding for POTS TNS in the MTG platform  | AT&T        | Deferred    | Martinez, Denise  |          |
| 2                  | Other                        | SCR011413-3   | Enable electronic escalations for POTS (TNs) services in the MTG platform  | AT&T        | Deferred    | Martinez, Denise  |          |
| 3                  | Other                        | SCR020718-1   | Retire the CenturyLink file transfer protocol CenturyLink Protected Internet Delivery (CPID) previously known as Qwest Protected Internet Delivery (QPID). | CenturyLink | Development | Bunnell, Mark     |          |
| 4                  | Other                        | SCR020718-2   | Introduce additional industry standard file transfer protocols for more flexible options and improved security as CPID/QPID is retired.                    | CenturyLink | Development | Bunnell, Mark     |          |
| 5                  | EASE                         | SCR060618-1IG | ASOG 57 – Industry Standard implementation in EASE   | CenturyLink | CLEC Test   | Walker, Letty     |          |
| 6                  | EASE                         | SCR090418-1   | Introduce a new Application Programming Interface (API) for EASE ASR.  | CenturyLink | Submitted   | Pavlovich, Joe    |          |
| 7                  | IMA Common                   | SCR101217-1   | IMA updates for Local Services Consolidation Interim Phase impacting Retail Consumer accounts only   | CenturyLink | Development | Norton, Mike      |          |
| 8                  | Wholesale Billing Interfaces | SCR110415-1   | Implement Ensemble to provide a single application to bill Wholesale customers for their Local Service Requests (LSR)                                      | CenturyLink | Deferred    | Strombotne, Tracy |          |
| 9                  | IMA Common                   | SCR110415-2   | Implement EASE to provide a centralized platform for LSR processing  | CenturyLink | Deferred    | Strombotne, Tracy |          |
| 10                 | Wholesale Billing Interfaces | SCR110415-3   | Retire CRIS for Wholesale billing  | CenturyLink | Deferred    | Strombotne, Tracy |          |
| 11                 | IMA Common                   | SCR110415-4   | Retire the IMA GUI and XML application for processing LSRs.  | CenturyLink | Deferred    | Strombotne, Tracy |          |

## **Attachment K – Deploying Change Requests**

(There are no deploying CRs  
for the September Systems CMP Meeting.)

## **Attachment L – Production Support Tickets**

## PRODUCTION SUPPORT TICKETS

As of September 14, 2018

|    | <i>Trouble Ticket Number</i> | <i>Create Date</i> | <i>System</i>                               | <i>Version / Release</i> | <i>Summary</i>   | <i>Severity</i> | <i>Current Status is Under Investigation unless noted otherwise (Expected Resolution Date)</i> |
|----|------------------------------|--------------------|---|--------------------------|--|-----------------|--|
| 1  | 9709673                      | 8/17/17            | IMA-GUI; IMA-XML                            | 40.0                     | The Batch Hot Cut (BHC) status tool is not working correctly. If the BHC process is utilized, the BHC status tool which normally provides BHC order information for a specific central office on an individual line by line basis cannot be used to track these requests.                          | 3               | TBD  |
| 2  | 9717599                      | 8/31/17            | Bulk Loop Qualification                     |                          | The CenturyLink Broadband Bulk Loop Qualification process may not be returning the correct qualification codes under certain circumstances.  | 3               | TBD  |
| 3  | 10191861                     | 4/13/18            | URL for Fiber Line                          |                          | The Fiber Line Inventory (FLI) URL is not working.   | 4               | TBD  |
| 4  | 10195706                     | 4/16/18            | Secure File Transfer                        |                          | Notification that CTL will be enforcing existing security policy beginning July 9, 2018 and completed by August 1, 2018  | 3               | August 2018  |
| 5  | 10323941                     | 8/9/19             | RUF   |                          | About 1400 circuits for various customers are not having the appropriate RUF – Relative Use Factor – applied to the applicable USOCs   | 3               | TBD  |
| 6  | 10323941                     | 8/9/18             | CABS  |                          | About 1400 circuits for various customers are not having the appropriate RUF – Relative Use Factor – applied to the applicable USOCs. This is causing overbilling on monthly recurring charges for those circuits. Not all circuits on a given ban are impacted.                                   | 3               | TBD  |
| 7  | 10342401                     | 7/2/18             | USOC FID Finder                             |                          | Due to a delay in the rehosting of this CenturyLink web application, the CenturyLink USOC/FID Finder is temporarily unavailable. This USOC/FID Finder tool is located at <a href="http://usocfidfind.centurylinkapps.com/">http://usocfidfind.centurylinkapps.com/</a> .                           | 3               | TBD  |
| 8  | 10342420                     | 7/2/18             | Customer Notification Letter Archive (CNLA) |                          | Due to a delay in the rehosting of this CenturyLink web application, the Customer Notification Letter Archive (CNLA) at URL <a href="http://wholesale.centurylinkapps.com/cnla">http://wholesale.centurylinkapps.com/cnla</a> is temporarily unavailable.  | 3               | TBD  |
| 9  | 10342434                     | 7/2/18             | Event Notification Status Tool              |                          | Due to a delay in the rehosting of this CenturyLink web application, the Event Notifications status tool at url <a href="https://www.centurylink.com/wholesale/systems/productionsupport.html">https://www.centurylink.com/wholesale/systems/productionsupport.html</a> is temporarily unavailable | 3               | TBD  |
| 10 | 10342453                     | 7/2/18             | Wholesale Calendar                          |                          | Due to a delay in the rehosting of this CenturyLink web application, the Wholesale Calendar at URL <a href="http://www.centurylink.com/wholesale/cmp/teammeetings.html">http://www.centurylink.com/wholesale/cmp/teammeetings.html</a> is temporarily unavailable.                                 | 3               | TBD  |
| 11 | 10383074                     | 7/24/18            | Web Access - CSIE Link                      |                          | The online tool to submit a Customer Service Inquiry and Education (CSIE) ticket is temporarily unavailable.   | 3               | TBD  |
| 12 | 10424449                     | 8/15/18            | CWTT  |                          | The CenturyLink Wholesale Team Tool (CWTT) which allows customers to access their CenturyLink contacts or their contract details is sporadically not recognizing customer specific names.  | 3               | TBD  |
| 13 | 10445461                     | 8/27/18            | Badge Access Tool                           |                          | The CenturyLink Badge Access Tool update that was to be effective on August 22, 2018 was not working as designed   | 3               | TBD  |
| 14 | 10460546                     | 9/6/18             | EASE – ASR Release 56                       |                          | Approximately 10 circuits for various customers have been identified with an EASE ASR UOM issue. In some instances, when an ASR PON has been submitted via UOM and has received upfront errors, the PON cannot be subsequently altered within VFO to correct the error condition.                  | 3               | TBD  |

## **Attachment M – OSS Interface Release Calendar**

# CenturyLink OSS Release Calendar

## ASR

| <b>ASR GATEWAY/EASE Release 5.0/ASOG 57</b> |                    |
|---|--------------------|
| Draft Technical Specifications Issued       | July 6, 2018       |
| Comment cycle starts                        | July 6, 2018       |
| Comment cycle ends                          | July 24, 2018      |
| Final Technical Specifications Issued       | August 3, 2018     |
| Testing Available                           | August 18, 2018    |
| Draft ASR EASE GUI Documentation Issued     | August 20, 2018    |
| Comment cycle starts                        | August 20, 2018    |
| Comment cycle ends                          | August 23, 2018    |
| Final ASR EASE GUI Documentation Issued     | August 27, 2018    |
| Release Production Date                     | September 17, 2018 |

| <b>ASR GATEWAY/EASE Point Release 5.1</b>                    |                   |
|--|-------------------|
| Custom Business Rules Notification Issued                    | October 12, 2018  |
| Comment cycle starts   | October 12, 2018  |
| Comment cycle ends   | October 22, 2018  |
| Final Custom Business Rules Notification Issued, if required | October 26, 2018  |
| Release Production Date                                      | November 12, 2018 |

| <b>ASR GATEWAY/EASE Point Release 5.2</b>                    |                   |
|--|-------------------|
| Custom Business Rules Notification Issued                    | December 21, 2018 |
| Comment cycle starts   | December 21, 2018 |
| Comment cycle ends   | December 31, 2018 |
| Final Custom Business Rules Notification Issued, if required | January 4, 2019   |
| Release Production Date                                      | January 21, 2019  |

**ASR GATEWAY/EASE Release 6.0/ASOG 58**

|   |                   |
|---|-------------------|
| Draft Technical Specifications Issued   | January 4, 2019   |
| Comment cycle starts                    | January 4, 2019   |
| Comment cycle ends                      | January 22, 2019  |
| Final Technical Specifications Issued   | February 1, 2019  |
| Testing Available                       | February 16, 2019 |
| Draft ASR EASE GUI Documentation Issued | February 18, 2019 |
| Comment cycle starts                    | February 18, 2019 |
| Comment cycle ends                      | February 21, 2019 |
| Final ASR EASE GUI Documentation Issued | February 25, 2019 |
| Release Production Date                 | March 18, 2019    |

**ASR GATEWAY/EASE Release 7.0/ASOG 59**

|   |                    |
|---|--------------------|
| Draft Technical Specifications Issued   | July 12, 2019      |
| Comment cycle starts                    | July 12, 2019      |
| Comment cycle ends                      | July 30, 2019      |
| Final Technical Specifications Issued   | August 9, 2019     |
| Testing Available                       | August 24, 2019    |
| Draft ASR EASE GUI Documentation Issued | August 26, 2019    |
| Comment cycle starts                    | August 26, 2019    |
| Comment cycle ends                      | August 29, 2019    |
| Final ASR EASE GUI Documentation Issued | September 2, 2019  |
| Release Production Date                 | September 23, 2019 |

# LSR

## IMA

| <b>IMA 40.0 RELEASE</b>     |                      |
|-----------------------------|----------------------|
| Commitment – at CMP Meeting | November 16, 2016    |
| Release Production Date     | <b>April 3, 2017</b> |
| Release Sunset              | <b>TBD</b>           |

| <b>IMA 41.0 RELEASE</b>                   | <b>POTENTIALLY<br/>1<sup>st</sup> Quarter 2019 Release*</b> |
|---|---|
| CMP CR Submission Cutoff                  |   |
| Prioritization – at CMP Meeting           |   |
| Packaging – at CMP Meeting                |   |
| Commitment – at CMP Meeting               |   |
| Draft XML Technical Specifications Issued |   |
| Comment cycle starts                      |   |
| Comment cycle ends                        |   |
| Final XML Technical Specifications Issued |   |
| SATE Available                            |   |
| Draft GUI Release Notes Issued            |   |
| Comment cycle starts                      |   |
| Comment cycle ends                        |   |
| Final GUI Release Notes Issued            |   |
| Release Production Date                   |   |
| Release Sunset                            |   |

**\*REVISED DATE**

| <b>IMA Retirement (see Milestones Timeline below for LSR Project Consolidation Plan)</b>   |   |
|--|---|
| Initial IMA Retirement Notification Issued – App to APP and GUI  | January 4, 2016   |
| Planned IMA Production Date Retirement – Eastern Region  | <b>REVISED<br/>No earlier than<br/>First Quarter 2020</b> |
| <b>*REVISED DATE</b>   |   |
| <b>NOTE:</b> All existing accounts for the Eastern region are converted via a flash cut. All ongoing LSRs will be processed through EASE and all subsequent bills will be generated from Ensemble. |   |



## EASE Introduction (see Milestones Timeline below for LSR Project Consolidation Plan)

Initial EASE Release Notification - LSR App to App and GUI January 4, 2016

Planned EASE Production Date – LSR – Eastern Region **REVISED**  
**No earlier than**  
**First Quarter 2020**


### \*REVISED DATE

**NOTE:** All existing accounts for the Eastern region are converted via a flash cut. All ongoing LSRs will be processed through EASE and all subsequent bills will be generated from Ensemble.

## LSR PROJECT CONSOLIDATION PLAN

Consolidation completion for the Eastern region is **TO BE DETERMINED\***. The target dates for the Western region and Central region are being reevaluated at this time. CenturyLink will comply with all applicable Merger Requirements, including use of the CMP process.

The following table shows a list of milestones that impact the Consolidation Plan. CenturyLink will communicate updated milestone dates per the CMP process.

 = A milestone, established by the Merger Requirements, that alters the established CMP milestones schedule.

| Consolidation Plan Milestone  | Date                      |
|---|---------------------------|
| CMP CR Issuance: SCR110415-1, SCR110415-2, SCR110415-3, SCR110415-4   | 11/4/15                   |
| These can be found at:<br><a href="http://www.centurylink.com/wholesale/cmp/cr/crnumber_system_index.html">http://www.centurylink.com/wholesale/cmp/cr/crnumber_system_index.html</a> |                           |
| CR Presentation at CMP Meeting  | 11/18/15                  |
| LSR Consolidation Plan due  | 1/4/16                    |
| Initial Release Notification (for SCR110415-1 and SCR110415-2)  | 1/4/16                    |
| Initial Retirement Notice (for SCR110415-3 and SCR110415-4)   | 1/4/16                    |
| LSR Consolidation Plan Review Meeting <b>REVISED</b>  | 1/27/16                   |
| Extended Customer Comment Window for Initial Release Notification, Initial Retirement Notice and Consolidation Plan <b>REVISED</b>  | 2/11/16                   |
| CenturyLink issues response to CLEC comments and Final Retirement Notice, including the Final version of the LSR Consolidation Plan <b>REVISED</b>                                    | 3/7/16                    |
| 3 <sup>rd</sup> Party Facilitator Selected <b>NOTE:</b> The CenturyLink 3 <sup>rd</sup> Party Facilitator recommendation was provided during the March 2016 CMP monthly meeting.      | 3/16/16                   |
| Draft Interface Tech Specs  | 8/12/16*                  |
| Comment cycle Starts  | 8/12/16*                  |
| Tech Specs Walk-through(s)  | 8/23/16*<br>and<br>9/7/16 |

| Consolidation Plan Milestone  | Date  |
|---|---|
| CLEC Comments Ends for Interface Tech Specs   | 9/16/16*  |
| Final Interface Tech Specs  | 9/30/16*  |
| <b>DATES REVISED BELOW TO SHOW TO BE DETERMINED (TBD)<br/>UNTIL THE RELEASE TO PRODUCTION DATE IS FINALIZED</b> |   |
| L&P Volume Testing  | TBD   |
| (New) GUI Initial Release notice  | TBD   |
| (New) GUI Draft Release notes   | TBD   |
| Product Process Notification associated with Level 2 OSS changes  | TBD   |
| CLEC comments due on (New) GUI Release Notes  | TBD   |
| CLEC comments due on Level 2 OSS Product Process changes  | TBD   |
| Training available  | TBD   |
| GUI Final Release Notice  | TBD   |
| Final Notice For Level 2 OSS Product/Process Changes  | TBD   |
| Customer Testing Begins with LSR Consolidation Functionality (120 Days)   | TBD   |
| Customer Testing Ends   | TBD   |
| Customer Go/No Go Vote  | TBD   |
| Eastern Region Release to Production <b>REVISED</b>   | <b>No earlier than<br/>First Quarter<br/>2020</b> |

\* REVISED DATE

## File Transfer Protocol

|  |  |
|--|--|
| <b>CPID/QPID Retirement</b>                      | <b>NOTE: CPID/QPID is not a system application.<br/>It is a File Transfer interface.</b> |
| Initial CPID/QPID Retirement Notification Issued | February 23, 2018  |
| Comment cycle starts                             | February 23, 2018  |
| Comment cycle ends                               | March 9, 2018  |
| Final CPID/QPID Retirement Notification Issued   | April 6, 2018  |
| Planned CPID/QPID Production Retirement Date     | <b>April 1, 2019*</b>  |

\* REVISED DATE

# BILLING OUTPUT

May include any/all of the following: ASCII, Paper, EDI, BOS BDT, internet downloadable files (Billmate, BOS BDT or a print image of bill).

## CABS Billing Output Specifications (BOS) March 2019 Release

|                                       |  |
|---------------------------------------|--|
| Draft Technical Specifications Issued | November 30, 2018  |
| Comment cycle starts                  | November 30, 2018  |
| CenturyLink/CLEC Walkthrough          | December 12, 2018<br>(following the Monthly CMP Meeting) |
| Comment cycle ends                    | December 18, 2018  |
| Final Technical Specifications Issued | December 28, 2018  |
| Testing Available                     | January 30, 2019   |
| Release Production Date               | March 1, 2019  |

## Ensemble Introduction - Eastern Region (see Milestones Timeline below for LSR Project Consolidation Plan)

|   |   |
|---|---|
| Initial Ensemble Release Notification Issued  | January 4, 2016   |
| Planned Ensemble Production Date – Eastern Region   | <b>REVISED</b><br><b>No earlier than</b><br><b>First Quarter 2020</b> |
| <b>* REVISED DATE</b><br><b>NOTE:</b> All existing Eastern accounts are converted via a flash cut. All ongoing LSRs will be processed through EASE and all subsequent bills will be generated from Ensemble |   |

## CRIS Retirement - Eastern Region (see Milestones Timeline below for LSR Project Consolidation Plan)

|  |   |
|--|---|
| Initial CRIS Retirement Notification Issued  | January 4, 2016   |
| Planned CRIS Production Retirement – Eastern Region  | <b>REVISED</b><br><b>No earlier than</b><br><b>First Quarter 2020</b> |
| <b>* REVISED DATE</b><br><b>NOTE:</b> All existing Eastern accounts are converted via a flash cut. All ongoing LSRs will be processed through EASE and all subsequent bills will be generated from Ensemble. |   |

Currently there are no planned Releases for the following Systems:

|          |                      |
|----------|----------------------|
| CEMR-MTG | IMA                  |
| DLIS     | Loss and Completions |
| Billing  | MTG                  |

The CenturyLink OSS Release Calendar includes tasks from the CLEC-CenturyLink Wholesale Change Management Process Document available at <http://www.centurylink.com/wholesale/cmp/index.html>. Proposed release dates provided are targets. Changes may occur during an OSS release lifecycle that could impact target dates. If target dates are updated, the CenturyLink OSS Release Calendar will be updated to reflect the revised target release dates.

|                      |   |
|----------------------|---|
| Issued By            | CenturyLink Wholesale Change Management Process (CMP)   |
| Business Unit        | CenturyLink Wholesale Program   |
| Effective Date       | 9/14/18   |
| Publication Location | <a href="http://www.centurylink.com/wholesale/cmp/teammeetings.html">http://www.centurylink.com/wholesale/cmp/teammeetings.html</a> |

## **Attachment N – Walk On Items**

### **EASE PON Cleanup**

- CenturyLink has determined that there is a large volume of non-submitted PONs that exist
- Industry standards say that a PON cannot be over 180 days old
- One-time clean-up planned for January 1, 2019
- Approach will be to remove PONS that have not been submitted that are greater than 180 days old

### **October Monthly CMP Meeting**

- October 17, 2018
- Time: 9:00 AM – 10:00 AM MT
- CMP CR Submission Deadline – October 3, 2018