December 12, 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, December 12, 2018

December Meeting will be held via conference call

Conference Bridge 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.

Time	Topic	Presenter/Facilitator
9:00 – 9:05	Introductions / Roll Call	Mark Coyne
9:05 – 9:05	**Product Process Attachments:** ❖ Announcements ❖ See Attachment A – Previous Monthly Meeting Minutes	Mark Coyne
9:05 – 9:05	Review Global Action Items ❖ See Attachment B – Global Action Items	AI Owners / SMEs
9:05 – 9:05	Review "Active" CLEC Originated Change Requests ❖ See Attachment C – CLEC CRs	CR Owners / SMEs
9:05 – 9:15	Review "Active" CenturyLink Originated Change Requests ❖ See Attachment D – CenturyLink CRs	CR Owners / SMEs
9:15 – 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

Agenda – Continued

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

Time	Topic	Presenter/Facilitator
9:15 – 9:15	**Systems Attachments** ❖ 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 – New Regulatory & Industry Guideline CRs ❖ See Attachment E – New 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 – 9:25	Review Action Items ❖ See Attachment H – Global Action Items ❖ See Attachment I – Action Items and Associated CRs	Mark Coyne
9:25 – 9:25	Outstanding Systems CMP Change Requests ❖ See Attachment J - Outstanding Systems CMP Change Requests	Mark Coyne
9:25 – 9:25	Deploying Change Requests ❖ See Attachment K – Deploying Change Requests	Mark Coyne
9:25 – 9:30	Production Support Tickets ❖ See Attachment L – Production Support Tickets	Mark Coyne
9:30 – 9:30	OSS Interface Release Calendar • See Attachment M	Mark Coyne
9:30 – 9:35	Walk-On Items • See Attachment N	Mark Coyne

Announcements

- January Monthly Meeting – January 16, 2019 Time: 9:00 – 10:00 AM MT

    CR Submission Deadline: January 2, 2019

- 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

FINAL
Meeting Minutes

CMP Monthly Systems Meeting
Wednesday, November 14, 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 November Systems CMP Meeting.

NEW CRs INITIATED BY CENTURYLINK (ATTACHMENT C)

SCR101918-1 – Modification of EASE ASR External Apps Menu GUI for Order Status
Letty Walker – Centurylink presented this new CR to update the EASE ASR VFO GUI. She said there is an option called "External Apps" in EASE today. CenturyLink is adding a new option to that section for Order Status. A customer can use this new tool to check on additional status for EASE ASRs through the ASR life cycle from the time it is accepted to the time it is completed. Letty gave some examples of status that will be available: Status of Build, Ticket number, Project manager assigned, Site survey scheduled date, etc. Letty said CenturyLink would like to include this CR in the EASE ASR Point Release 5.2 which is a Custom Business Rule release. She asked if there were any questions.

Kim Isaacs – Allstream asked if this new option would assist customers in knowing when a site survey is completed vs. having to call CenturyLink.

Letty Walker – Centurylink said yes.   She said the tool will allow customers to check for themselves when the survey is scheduled, when it is completed, etc.

Mark Coyne – CenturyLink said we are currently planning to include the CR in the EASE ASR Point Release 5.2 which will become effective on January 21, 2019. He said the CR is intended to provide more information to customers vs. it being a change in process for customers.   The Point Release notification has a 30 day lead time with a customer comment cycle. The GUI notification cycle has a 28 day notification lead time also with a comment cycle. Mark said we would like to just send one notice and asked if there were any objections to that approach or if customers preferred two notifications. There were no comments or objections. Mark said there may be some Training information that needs to be updated which will be sent with a 21 day lead time.   We will discuss the effective date again in the December CMP monthly meeting.

REGULATORY AND INDUSTRY GUIDELINE CRS (ATTACHMENT D)

SCR103018-1IG – Implementation of CABS BOS Version 58 for Bill and CSR data output

Ryan Gfeller – CenturyLink presented this new Industry Guideline CR from the Technical Review Group (TRG) that is associated with CABS BOS Version 58 for bill and CSR output. Ryan said the release will be effective with March 2019 billing. He said he does not believe there are any changes for CABS with this Version other than a change to the version number.

Mark Coyne – CenturyLink said the Draft Technical specifications notification will be sent on November 30, 2018 with the March 1, 2019 effective date. The notice will provide the CenturyLink Differences list.

Ryan Gfeller – CenturyLink said that is correct. He said at this time, it does not appear there are any changes to the CABS Differences List for both CABS and UNEs other than the version number.

NEW CROSS OVER CRS (ATTACHMENT E)

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

WALK ON CHANGE REQUESTS (ATTACHMENT F)

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

CRS TO CONSIDER FOR CLOSURE (ATTACHMENT G)

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

REVIEW GLOBAL ACTION ITEMS (ATTACHMENT H)

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

REVIEW ACTION ITEMS AND ASSOCIATED CRS (ATTACHMENT I)

SCR090418-1 Introduce a new Application Programming Interface (API) for EASE ASR
Mark Coyne – CenturyLink said the Draft Technical Specification System Notice was issued on October 19, 2018. This new API change only impacts EASE UOM customers; it does not impact EASE GUI VFO customers. Mark said a walkthrough was held on October 30, 2018; no customers called into the call. Testing with impacted customers will begin first quarter 2019 with full implementation in production scheduled for November 2019.

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

Mark Coyne – CenturyLink said it was relayed in prior CMP meetings that CenturyLink would distribute a 30 day system courtesy notification when CenturyLink planned to go "live" with "friendly" retail accounts in this interim phase for Retail consumer accounts. On October 26, 2018, system notification number SYST.IMAS.10.26.18.F.16987 was sent; it has a planned "go live" Production date of November 26, 2018. Mark said that when that happens, 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. He asked if there were any questions. There were none.

OUTSTANDING SYSTEMS CMP CHANGE REQUESTS (ATTACHMENT J)

There were no CRs on this list to discuss in the November Systems CMP Meeting.

DEPLOYING CHANGE REQUESTS (ATTACHMENT K)

There were no deploying CRs for the November Systems CMP Meeting.

PRODUCTION SUPPORT TICKETS (ATTACHMENT L)

Mark Coyne – CenturyLink said several Event Notices (ENs) this last month. There are still four ENs open that are due to the rehosting of several CMP related applications and the USOC FID Finder.

Kim Isaacs – Allstream said they are waiting for the web tools to be restored.

Mark Coyne – CenturyLink said we hope to have the Wholesale Calendar back within the month.

Kim Isaacs – Allstream asked if the USOC FID Finder and the Customer Notification Letter Archive (CNLA) will be available at that time also.

Mark Coyne – CenturyLink said because the tools have to be rewritten, we are hopeful for the CNLA in December and the USOC FID Finder and Event notification status web tools to be available after the first of the year. Mark said CenturyLink understands that even with the work arounds that are available, this is an inconvenience to customers. The CenturyLink technical staff are trying to make them available as soon as possible.

OSS INTERFACE RELEASE CALENDAR (ATTACHMENT M)

Mark Coyne – CenturyLink said there is a single change this month which is associated with IMA Release 40.0. We have previously relayed that there might be a major release in 1st quarter 2019. Mark said the change is to revert the IMA Release 40.0 back to TBD for the Production effective date. There will be an IMA release in mid February 2019 but it will be a Patch release instead of a Major release. The Patch release is associated with increasing bandwidths offered in Loop Qual under the Wholesale Broadband Service Agreement (WBSA). Mark said CenturyLink has determined that there are no CMP impacts with the release that fall under the ICA terms. For those WBSA customers, CenturyLink will be sending customer notifications according to our contractual requirements.

WALK ON ITEMS (ATTACHMENT N)

Changes to Wholesale System Help Desk (WSHD)
Mark Coyne – CenturyLink said that last month we relayed that as early as November, CenturyLink would no longer be using a pager for assistance during WSHD hours from 5:30 – 7:00 PM MT. The VRU message was going to be changed to state the WSHD was closed but if the matter is urgent, dial 1 and a live person will respond. Mark said that plan to eliminate the pager has been delayed. The pager process will remain as well as

the hours and coverage will remain the same. If it is determined at a later date that the WSHD is going to eliminate the pager, we will issue a CR to update the CMP document.

EASE PON Cleanup

Mark Coyne – CenturyLink relayed that the first System notification **SYST.EASE.10.16.18.F.16977.EASE_UnsubmitdPON_CleanUp** associated with EASE PON cleanup activity was distributed on October 16, 2018 to communicate the one time planned cleanup activity of non-submitted PONs that exist. A reminder notification will be sent to customers on December 1, 2018 to communicate the planned effective date of January 1, 2019.

OSS System Release capacity for 2019

Mark Coyne – CenturyLink relayed the planned OSS system release capacity hours for 2019. They are
> **IMA Release(s)**
>> Planned Production Date: TBD
>> Hourly Capacity: 2,500 hours
> **Billing Release**
>> Planned Release Production Date: TBD
>> Hourly Capacity: 400 hours
> **Repair Release(s)**
>> Planned Release Production Date: TBD
>> Hourly Capacity: 1000 hours

Mark said the required CMP notification would be sent in early December.

December CMP meeting schedule

Mark Coyne – CenturyLink reminded those on the call that the date for the December CMP Monthly meeting will be December 12, 2018 from 9:00am-10:00am MT with a CMP CR submission deadline of December 5, 2018.

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

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

Maintain Meeting Details

Meeting Name:	November 2018 Monthly CMP Meeting	**Type**	Monthly
Meeting Date	11/14/2018	**Area**	Wholesale

Attendee	Company	Attendance Type
Brummett , Lee	CenturyLink	On Phone
Byland, Rebekah	POPP Communications	On Phone
Coyne, Mark	CenturyLink	On Phone
Ganpat-Puffett, Tara	Iowa Utilities Board	On Phone
Gfeller, Ryan	CenturyLink	On Phone
Halabrin , Kellie	CenturyLink	On Phone
Harmon, Linda	CenturyLink	On Phone
Holland, Victoria	Granite Telecommunications	On Phone
Hyacinthe, Kristi	Granite Telecommunications	On Phone
Isaacs, Kim	Allstream	On Phone
Kronewitter, Jonathan	Granite Telecommunications	On Phone
Lorence, Susan	CenturyLink	On Phone
Lyke, Cindy	CenturyLink	On Phone
Oliveira, Joyce	Granite Telecommunications	On Phone
Urevig, Rita	CenturyLink	On Phone
Walker, Letty	CenturyLink	On Phone
Woods, Tonya	CenturyLink	On Phone

Attachment B – New CRs Initiated By CLECs

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

Attachment C – New CRs Initiated By CenturyLink

(There are no new CRs initiated by CenturyLink
for the December Systems CMP Meeting.)

Attachment D – Regulatory & Industry Guideline CRs

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

Attachment E – Cross Over CRs

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

Attachment F – New "Walk On" CRs

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

Attachment G – CRs to Consider for Closure

(There are no CRs to be considered for closure
for the December Systems CMP Meeting.)

Attachment H – Global Action Items

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

Attachment I – Action Items and Associated CRs

SCR090418-1 Introduce a new Application Programming Interface (API) for EASE ASR

- Final Technical Specification System Notice was issued on November 16, 2018. Only EASE UOM customers are impacted by this new API.

- Testing with impacted customers will begin first quarter 2019.

- Full implementation in production is planned for November 2019.

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

- System notification was distributed on October 26, 2018 to relay production will go "live" with "friendly" retail accounts on November 26, 2018.

- Delay to going "live" in production due to additional Consumer training. Current plan is mid-December.

- REMINDER: The CLEC request will follow a "business as usual" flow and format with the minor exceptions.

SCR101918-1 Modification of EASE ASR External Apps Menu GUI for Order Status

System notification will be distributed on December 21, 2018 associated with EASE Release 5.2.

SCR103018-1IG Implementation of CABS BOS Version 58 for Bill and CSR data output

- Initial System Release notification was distributed on November 30, 2018.

- Walkthrough scheduled to immediately follow CMP Systems meeting today.

- Production effective date is March 1, 2019.

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.	09/27/2018 Development	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
11/16/2018	Communicator Issued	See notification number SYST.EASE.11.16.18.F.17009.New_API_FINALTechSpecs.
11/14/2018	Discussed at Monthly CMP Meeting	Discussed in the November Systems CMP Meeting - See Attachment I in the Distribution Package.
10/30/2018	General Meeting Held	System Release walkthrough was held. Bridge was opened however no customers called into the call.
10/19/2018	Communicator Issued	See notification number SYST.EASE.10.19.18.F.16982.New_API_DraftTechSpecs.
10/17/2018	Discussed at Monthly CMP Meeting	Discussed in the October Systems CMP Meeting - See Attachment I in the Distribution Package.
09/27/2018	Status Changed	Status changed to Development.
09/19/2018	Discussed at Monthly CMP Meeting	Discussed in the September Systems CMP Meeting - See Attachment C in the Distribution Package.
09/19/2018	Status Changed	Status changed to Presented.
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

Information Current as of Thursday December 6, 2018

Project Meetings

11/14/18 System CMP Meeting
Mark Coyne – CenturyLink said the Draft Technical Specification System Notice was issued on October 19, 2018. This new API change only impacts EASE UOM customers; it does not impact EASE GUI VFO customers. Mark said a walkthrough was held on October 30, 2018; no customers called into the call. Testing with impacted customers will begin first quarter 2019 with full implementation in production scheduled for November 2019.

10/17/18 System CMP Meeting
Mark Coyne – CenturyLink stated this CR was presented last month associated with the new API that only impacts customers that use the EASE UOM gateway for ASR processing. There are no impacts to customers who only utilize the CenturyLink EASE VFO (GUI) application. The Draft Technical Specification System Notice will be issued on October 19, 2018. The dates in System Notification Timeline are associated with testing with impacted customers. The walkthrough is tentatively scheduled for October 30, 2018. Testing could begin as early as 1Q19 with full implementation in Production planned for November 2019.

NOTE: Attachment I in the System package included a REMINDER that mistakenly referenced IMA customers being impacted by this new API. It is only EASE UOM customers that are impacted.

9/19/18 System CMP Meeting
Letty Walker - CenturyLink presented this new CR. She advised that CenturyLink is introducing an upgrade to the EASE UOM gateway API that will only impact customers utilizing the UOM interface for EASE ASR processing. CenturyLink will be reaching out directly to the impacted customers to discuss the change needed and set up a timeframe to complete the changes with each customer. Letty said we could begin testing as early as 1st Quarter 2019 with a full implementation in production by November 2019. It is not a short turnaround. The intent is to provide as much lead time as possible.

Mark Coyne – CenturyLink said we will send a 73 day System notice to relay the app to app changes likely by the end of September. He asked if there were any comments or questions. There were none.

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 Walker, Letty
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.

Information Current as of Thursday December 6, 2018

Status History

Date	Action	Description
11/14/2018	Discussed at Monthly CMP Meeting	Discussed in the November Systems CMP Meeting - See Attachment I in the Distribution Package.
10/26/2018	Communicator Issued	See notice number SYST.IMAS.10.26.18.F.16987.Phase2ImplemntationRetail. System Courtesy notification related to Phase 2 implementation plans for retail.
10/01/2018	Record Update	CenturyLink CR owner changed from Mike Norton to Letty Walker.
09/19/2018	Discussed at Monthly CMP Meeting	Discussed in the September Systems CMP Meeting - See Attachment I in the Distribution Package.
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

11/14/18 System CMP Meeting
Mark Coyne – CenturyLink said it was relayed in prior CMP meetings that CenturyLink would distribute a 30 day system courtesy notification when CenturyLink planned to go "live" with "friendly" retail accounts in this interim phase for Retail consumer accounts. On October 26, 2018, system notification number SYST.IMAS.10.26.18.F.16987 was sent; it has a planned "go live" Production date of November 26, 2018. Mark said that when that happens, 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. He asked if there were any questions. There were none.

10/17/18 System CMP Meeting
Mark Coyne – CenturyLink said that the IMA Code has been turned on in Production for production testing only with test accounts. The plan is to go "live" with "friendly" retail accounts on November 26, 2018. With that in mind, on October 26, 2018, CenturyLink is planning to send a 30 day system courtesy notice.

Letty Walker - CenturyLink advised that the CLEC order flow will be business as usual. She stated that there may be some very minor changes with USOC and FIDs. Letty asked if there were any questions.

Kim Isaacs – Allstream asked if Retail customer ordering is separate? Kim said they have had trouble previously.

Letty Walker – CenturyLink advised that we are trying to mirror both sides to be consistent.

Kim Isaacs – Allstream asked if CenturyLink retail employees will have access to IMA for retail customers.

Mark Coyne – CenturyLink said he did not think so but we will confirm that in the meeting minutes.

October 23, 2018 NOTE: CenturyLink Retail employees do not have access to IMA.

9/19/18 System CMP Meeting
Mark Coyne – CenturyLink said he had provided a status in August that the code had been installed in production but was dormant. He said by the end of the September, the IMA Code will be turned on in Production for production testing only of test accounts. Prior to becoming "live" with "friendly" retail accounts, CenturyLink will send a 30 day system courtesy notice to all customer/business types. When this happens, the CLEC request will follow a "business as usual" flow and format with some minor exceptions as had been relayed back in October 2017 when this CR was first introduced. Mark said we will likely invite someone from the SME team to review the flow in October. Mark asked if there were any comments or questions with these CR's. There were none.

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.

Information Current as of Thursday December 6, 2018

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.

Open CR - Detail

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
SCR101918-1	Modification of EASE ASR External Apps Menu GUI for Order Status	11/30/2018 Development	Wholesale System	Ordering	

Originator Woods, Tonya
Owner Woods, Tonya
CRPM Lorence, Susan

Originating Company: CenturyLink

Description of Change

Provide additional status for EASE ASRs through the order life cycle for GUI display only.

Status History

Date	Action	Description
11/30/2018	Status Changed	Status changed to Development.
11/14/2018	Status Changed	Status changed to Presented.
11/14/2018	Discussed at Monthly CMP Meeting	Discussed in the November Systems CMP Meeting - See Attachment C in the Distribution Package.
10/22/2018	CR Acknowledged	CR Acknowledged
10/19/2018	CR Submitted	CR Submitted

CenturyLink Response

None

Project Meetings

11/14/18 Systems CMP Meeting
Letty Walker – Centurylink presented this new CR to update the EASE ASR VFO GUI. She said there is an option called "External Apps" in EASE today. CenturyLink is adding a new option to that section for Order Status. A customer can use this new tool to check on additional status for EASE ASRs through the ASR life cycle from the time it is accepted to the time it is completed. Letty gave some examples of status that will be available: Status of Build, Ticket number, Project manager assigned, Site survey scheduled date, etc. Letty said CenturyLink would like to include this CR in the EASE ASR Point Release 5.2 which is a Custom Business Rule release. She asked if there were any questions.

Kim Isaacs – Allstream asked if this new option would assist customers in knowing when a site survey is completed vs. having to call CenturyLink.

Letty Walker – Centurylink said yes. She said the tool will allow customers to check for themselves when the survey is scheduled, when it is completed, etc.

Mark Coyne – CenturyLink said we are currently planning to include the CR in the EASE ASR Point Release 5.2 which will become effective on January 21, 2019. He said the CR is intended to provide more information to customers vs. it being a change in process for customers. The Point Release notification has a 30 day lead time with a customer comment cycle. The GUI notification cycle has a 28 day notification lead time also with a comment cycle. Mark said we would like to just send one notice and asked if there were any objections to that approach or if customers preferred two notifications. There were no comments or objections. Mark said there may be some Training information that needs to be updated which will be sent with a 21 day lead time. We will discuss the effective date again in the December CMP monthly meeting.

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Open CR - Detail

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
SCR103018-1IG	Implementation of CABS BOS Version 58 for Bill and CSR data output	11/28/2018 Development	Wholesale System	Industry Guideline - Technical Review Group (TRG)	

Originator Gfeller, Ryan
Owner Gfeller, Ryan
CRPM Lorence, Susan

Originating Company: CenturyLink

Description of Change

Implementation of CABS BOS Version 58 (V58) for Bill and CSR data with CABS release. The CABS BOS Differences List for V58 will be effective as of 3/1/2019.

Status History

Date	Action	Description
11/30/2018	Communicator Issued	See notification number SYST.CBOS.11.30.18.F.17014.BOS_Version_58_Difference.
11/30/2018	Additional Information	Walkthrough scheduled for immediately following December Monthly CMP meeting.
11/28/2018	Status Changed	Status changed to Development.
11/14/2018	Status Changed	Status changed to Presented.
11/14/2018	Discussed at Monthly CMP Meeting	Discussed in the November Systems CMP Meeting - See Attachment D in the Distribution Package.
11/01/2018	CR Acknowledged	CR acknowledged.
10/30/2018	CR Submitted	CR Submitted.

CenturyLink Response

None

Project Meetings

11/14/18 System CMP Meeting
Ryan Gfeller – CenturyLink presented this new Industry Guideline CR from the Technical Review Group (TRG) that is associated with CABS BOS Version 58 for bill and CSR output. Ryan said the release will be effective with March 2019 billing. He said he does not believe there are any changes for CABS with this Version other than a change to the version number.

Mark Coyne – CenturyLink said the Draft Technical specifications notification will be sent on November 30, 2018 with the March 1, 2019 effective date. The notice will provide the CenturyLink Differences list.

Ryan Gfeller – CenturyLink said that is correct. He said at this time, it does not appear there are any changes to the CABS Differences List for both CABS and UNEs other than the version number.

Information Current as of Thursday December 6, 2018

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	Walker, Letty	
2	Other	SCR011413-3	Enable electronic escalations for POTS (TNs) services in the MTG platform	AT&T	Deferred	Walker, Letty	
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	SCR090418-1	Introduce a new Application Programming Interface (API) for EASE ASR.	CenturyLink	Development	Pavlovich, Joe	
6	EASE	SCR092618-1IG	ASOG 58 – Industry Standard implementation in EASE	CenturyLink	Development	Walker, Letty	
7	IMA Common	SCR101217-1	IMA updates for Local Services Consolidation Interim Phase impacting Retail Consumer accounts only	CenturyLink	Development	Walker, Letty	
8	EASE	SCR101918-1	Modification of EASE ASR External Apps Menu GUI for Order Status	CenturyLink	Development	Woods, Tonya	
9	Wholesale Billing Interfaces	SCR103018-1IG	Implementation of CABS BOS Version 58 for Bill and CSR data output	CenturyLink	Development	Gfeller, Ryan	
10	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	
11	IMA Common	SCR110415-2	Implement EASE to provide a centralized platform for LSR processing	CenturyLink	Deferred	Strombotne, Tracy	
12	Wholesale Billing Interfaces	SCR110415-3	Retire CRIS for Wholesale billing	CenturyLink	Deferred	Strombotne, Tracy	
13	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 December Systems CMP Meeting.)

Attachment L – Production Support Tickets

PRODUCTION SUPPORT TICKETS
As of December 07, 2018

	Trouble Ticket Number	Create Date	System	Version / Release	Summary	Severity	Current Status is Under Investigation unless noted otherwise (Expected Resolution Date)
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 exisiting sercuity policy beginning July 9, 2018 and completed by August 1, 2018	3	4/1/2019
5	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 http://usocfidfind.centurylinkapps.com/.	3	TBD
6	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 http://wholesale.centurylinkapps.com/cnla is temporarily unavailable.	3	TBD
7	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 https://www.centurylink.com/wholesale/systems/productionsupport.html is temporarily unavailable	3	TBD
8	10342453	7/2/18	Wholesale Calendar		Due to a delay in the rehosting of this CenturyLink web application, the Wholesale Calendar at URL http://www.centurylink.com/wholesale/cmp/teammeetings.html is temporarily unavailable.	3	TBD
9	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
10	10547587	10/25/18	ECOM		The Operation Support System (OSS) Overview web page URL issue	3	TBD
11	10578823	11/14/18	CABS		Beginning October 1, 2018, CABS did not assess in all cases FUSF (Federal Universal Service Fund) charges to all eligible special access circuits.	3	TBD
12	10608096	12/3/18	CABS		In the state of Iowa various customers where order activity on the circuits did not have the zero-mileage quantity USOCs (1UKAA, 1UKAB) added to CABS during the Access Service Request consolidation	3	12/16/18

Attachment M – OSS Interface Release Calendar

(There are no updates to the OSS Interface Release Calendar
for the December Systems CMP Meeting.)

Attachment N – Walk On Items

Reminder of EASE PON Cleanup

- First notification distributed on October 16, 2018 to communicate planned cleanup of non-submitted PONs that exist.

- One-time cleanup effort planned for January 1, 2019 for PONs that have not been submitted that are greater than 180 days old.

- Reminder notification sent on December 5, 2018. See notification **SYST.EASE.12.05.18.F.17020.EASE_UnsubmitdPON_CleanUp.**

OSS System Release capacity for 2019

CMP notification sent December 5, 2018. See notification **CMPR.CMPP.12.05.18.F.17006.2019SystemReleaseCapacity.**

January Monthly CMP Meeting

- January 16, 2019

- Time: 9:00 AM – 10:00 AM MT

- CMP CR Submission Deadline – January 2, 2019

Announcement Date:	**December 5, 2018**
Effective Date:	**January 1, 2019**
Notification Number:	**SYST.EASE.12.05.18.F.17020.EASE_UnsubmitdPON_CleanUp**
Notification Category:	**Systems Notification**
Target Audience:	**CLECs, Resellers, IXCs, Wireless, ILEC, GET**
Subject:	**EASE ASR Unsubmitted Purchase Order Number (PON) Cleanup – REMINDER NOTIFICATION**

EASE PON CLEANUP
On October 16, 2018, CenturyLink distributed system notification
SYST.EASE.10.16.18.F.16977.EASE_UnsubmitdPON_CleanUp to relay to customers planned system activity associated with non-submitted PONs. CenturyLink is sending this REMINDER notice to insure customers are aware of this cleanup activity to be effective on January 1, 2019.

BACKGROUND
CenturyLink has determined there is a large volume of non-submitted Purchase Order Numbers (PONs) that exist in the EASE Access Service Request (ASR) Virtual Front Office (VFO). These are PONs that were never submitted to CenturyLink on the customer side and have never made it through the system to CenturyLink Order Entry. These PONs are sitting in various versions in CenturyLink. Industry standards support that a PON cannot be over 180 days old.

Effective January 1, 2019, CenturyLink is planning a one-time clean-up of PONS greater than 180 days old. Customers may want to investigate these PONS on their side between now and that date. If desired, customers may utilize the VFO and filter on unsubmitted PONs to address these PONs themselves. Otherwise, CenturyLink will be removing them and no action will be required on the customer side.

Removing this large volume of unsubmitted PONs may improve performance. CenturyLink will monitor PONs with this condition going forward.

NOTE: Templates in EASE are not impacted by this cleanup activity. CenturyLink is recommending that customers always create new templates when there is a new version of the ASOG to be sure the current version is being utilized.

Questions regarding this notification may be directed to the CenturyLink IT Services Wholesale Systems Help Desk at 888-796-9102. CenturyLink appreciates your business and we look forward to our continued relationship.

Announcement Date:	December 5, 2018
Effective Date:	Immediately
Notification Number:	CMPR.CMPP.12.05.18.F.17006.2019SystemReleaseCapacity
Notification Category:	Change Management Notification
Target Audience:	CLECs, Resellers
Subject:	CMP - Systems: IMA, Billing, and Repair 2019 Major Release Capacity

In accordance with Section 8.0 of the CenturyLink Wholesale Change Management Process Document, http://www.centurylink.com/wholesale/cmp/index.html, CenturyLink will present the planned major release schedule and hourly capacity for the 2019 calendar year at the December Monthly Systems CMP Meeting held on December 12, 2018. Following are the hours being allotted for the IMA, Billing and Repair Releases. The Prioritization Process is located in Section 10.0 of the CenturyLink Wholesale Change Management Process Document available at http://www.centurylink.com/wholesale/cmp/index.html.

IMA Release(s)
Planned Production Date: TBD
Hourly Capacity: 2,500 hours
Billing Release
Planned Release Production Date: TBD
Hourly Capacity: 400 hours
Repair Release(s)
Planned Release Production Date: TBD
Hourly Capacity: 1000 hours

Any questions or feedback in regard to this notification should be sent to the CMPCR mailbox at cmpcr@centurylink.com.