



CenturyLinkTM
Wholesale

May 15, 2019

Product/Process CMP Team Meeting

Distribution Package

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

9:00 a.m. – 10:00 a.m. (MT)

Wednesday, May 15, 2019

May Meeting will be held via conference call

Conference Bridge

800 594-5900 Passcode 53425294# 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.

<i>Time</i>	<i>Topic</i>	<i>Presenter/Facilitator</i>
9:00 – 9:05	Introductions / Roll Call	Mark Coyne
9:05 – 9:05	Product Process Attachments: <ul style="list-style-type: none">❖ Announcements❖ See Attachment A – Previous Monthly Meeting Minutes	Mark Coyne
9:05 – 9:05	Review Global Action Items <ul style="list-style-type: none">❖ See Attachment B – Global Action Items	AI Owners / SMEs
9:05 – 9:05	Review “Active” CLEC Originated Change Requests <ul style="list-style-type: none">❖ See Attachment C – CLEC CRs	CR Owners / SMEs
9:05 – 9:15	Review “Active” CenturyLink Originated Change Requests <ul style="list-style-type: none">❖ See Attachment D – CenturyLink CRs	CR Owners / SMEs
9:15 – 9:15	Discussion of CMP Operations and Proposed Modifications to CMP Framework <ul style="list-style-type: none">❖ See Attachment E	Mark Coyne
9:15 – 9:20	Walk On Items <ul style="list-style-type: none">❖ 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.		
<i>Time</i>	<i>Topic</i>	<i>Presenter/Facilitator</i>
9:20 – 9:20	SYSTEMS ATTACHMENTS ❖ See Attachment A – Previous Monthly Meeting Minutes	Mark Coyne
9:20 – 9:25	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
9:25 – 9:30	Review Change Requests for Closure ❖ See Attachment G – CRs to Consider for Closure	Mark Coyne
9:30 – 9:30	Review Action Items ❖ See Attachment H – Global Action Items ❖ See Attachment I – Action Items and Associated CRs	Mark Coyne
9:30 – 9:30	Outstanding Systems CMP Change Requests ❖ See Attachment J - Outstanding Systems CMP Change Requests	Mark Coyne
9:30 – 9:30	Deploying Change Requests ❖ See Attachment K – Deploying Change Requests	Mark Coyne
9:30 – 9:35	Production Support Tickets ❖ See Attachment L	Mark Coyne
9:35 – 9:35	OSS Interface Release Calendar ❖ See Attachment M	Mark Coyne
9:35 – 9:35	Walk-On Items ❖ See Attachment N	Mark Coyne

Announcements

- June Monthly Meeting – June 19, 2019 Time: 9:00 – 10:00 AM MT
CR Submission Deadline: June 5, 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
 - If you are not speaking, please push *6 on your phone.
 - Please do not put your phone on hold if you have music hold.
 - Check the positioning of your mouthpiece if you are using a headset.
 - Don't say or do things you don't want others to hear during the call.
 - If you're speaking with others in your office, mute your phone by pushing *6.
 - If you are unable to hear the conversation in the room, please interrupt to let the facilitator know.
 - For those in the room:
 - Please hold side conversations outside the conference room.
 - Position the microphone in front of you when speaking.
- The CenturyLink OSS Interface Release Calendar can be found at <http://www.centurylink.com/wholesale/cmp/teammeetings.html>
- Interactive Reports for all CMP Change Requests can be found at <http://www.centurylink.com/wholesale/cmp/changerequest.html>
- The CenturyLink Wholesale Change Management Process Document can be found at <http://www.centurylink.com/wholesale/cmp/index.html>
- The CenturyLink CMP Points of Contact can be found at <http://www.centurylink.com/wholesale/cmp/index.html>

Attachment A – Previous Monthly Meeting Minutes

FINAL
Change Management Process (CMP) Monthly Meeting
Product - Process
Wednesday, April 17, 2018

Introductions and Announcements

Mark Coyne – CenturyLink began the meeting by taking attendance.

Prior Monthly Meeting Minutes (Attachment A)

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

Review Global Action Items (Attachment B)

There were no Global Action Items for the April Product/Process Meeting.

Review Active CLEC Originated Change Requests (Attachment C)

There were no CLEC originated CRs for the April Product/Process Meeting.

Attachment D – CenturyLink/Qwest CRs

PC021919-1 Termination of Private Switch Automatic Location Identification (PS/ALI) Service by CenturyLink in Washington

Mark Coyne – CenturyLink said this is the CenturyLink CR that is associated with terminating PS/ALI in the state of Washington. The CR originator requested a change to the effective date from April 1, 2019 to April 18, 2019. Because there were no CLEC customers, CenturyLink requested we send a Level 2 notice to announce the termination of the service. The notice was sent on March 28, 2019. Mark said there were no customer comments so no final notice was required. We will move the CR to CLEC Test on April 18, 2019 and then we will request the CR be moved to COMPLETED status in the May CMP meeting. Mark asked if there were any questions.

Kim Isaacs – Allstream said it was her understanding that the Washington Commission is going to have a meeting on this change. She said people are up in arms. Kim said Allstream is referring customers that call in with concerns to contact the Washington UTC.

Mark Coyne – CenturyLink said we will follow-up with the Product Manager and include any information in the meeting minutes.

NOTE 04-24-19: After follow-up with internal SMEs, this change is on hold pending further discussion with the WA UTC. The final effective date is to be determined.

PC040319-1 Updates to Badge Access Web Tool – Security and Renewal Process

Trey Albritton – CenturyLink presented this new CenturyLink CR that is associated with modifying our external portal for the Badge Access Tool to upgrade security standards and to modify the renewal process used by CLECs. Trey said changes will be made to the look and feel of the new web tool. He said that the first screens will be different but once a person is passed those, the tool will look more familiar. With the badge renewal process, there will be more responsibility by each company's Single Point of Contact (SPOC) to renew their badges for each of their

CenturyLink™ Wholesale Change Management Process (CMP) Meeting Minutes

technicians/contractors on an annual basis. Trey said CenturyLink will be scheduling an Ad Hoc call for April 30, 2019 to review these planned changes.

Susan Lorence – CenturyLink said we will send a meeting notice out for the April 30, 2019 meeting that will start at 9:30 AM MT. Susan said we would also like to have the company SPOCs attend the call.

Kim Isaacs – Allstream asked what type of reporting will be available. She asked if SPOCs will be able to pull a monthly report.

Trey Albritton – CenturyLink said prior to the conversion, CenturyLink will send out a report of all of the contacts for each company and their renewal dates. He said there is also a process to request the report on an “as needed” basis throughout the year.

Kim Isaacs – Allstream asked if the limit of 10 requests on the portal will change. She said it takes time to submit multiple requests.

Trey Albritton – CenturyLink said the limit will stay the same and, if more than 10 are required, multiple requests will still be required. Trey said CenturyLink SMEs verify everything. It is much more manageable for CenturyLink to process 10 at a time.

Mark Coyne – CenturyLink said the next step will be to send the CMP Ad hoc meeting notice. Once we get through that discussion and any follow-up, we will consider the updates to the external documentation. He said we are looking at a July date for implementation.

Trey Albritton – CenturyLink said that it was announced to the SPOCs in mid-April that Teresa Harper will become the CenturyLink contact. Trey said there is no change to the process or the contact information. The change will occur May 1, 2019. There were no questions.

Mark Coyne – CenturyLink said that CRs PC050218-1CM, CR PC050218-2CM, CR PC050218-3CM would be discussed under Attachment E.

PC120518-1 Update Network Outage notification process

Mark Coyne – said this CR to update the Network outage process was presented last December. Since that time, the CenturyLink SME team has been following up on some questions that were raised during the call. Once we receive feedback from the SME team, we will schedule an Ad hoc meeting with the customer community. Mark asked if there were any questions. There were none.

Attachment E – Proposed Modifications to CMP Framework

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

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

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

Mark Coyne – CenturyLink stated we are closer to getting these tools reinstated. Mark gave the example that the USOC FID finder tool is once again available. The calendar and CNLA should be close behind. For these three CRs,

until the CMP Web tools are once again available, we are on HOLD on these CRs. Once available, we will provide the final redlines and vote notices. Mark asked if there were any questions. There were none.

Attachment F – Walk On Items

Mark Coyne – CenturyLink said he did not have any walk-ons. He asked if anyone else on the call had any.

Kim Isaacs – Allstream said Allstream has noticed a change in the level of support from their CenturyLink ASR contacts. She said it appears that CenturyLink has a number of new people. Lately, Allstream has more frequently received a response from CenturyLink that the Center person will need to check with their supervisor and then will call Allstream back.

Mark Coyne – CenturyLink asked if callers are not getting to the right people to begin with or if it has more to do with the Interactive Voice Response (IVR) process that was put in place a little while ago.

Kim Isaacs – Allstream said she thinks the contact number is correct. The Center personnel are not saying that Allstream has reached the wrong department. Kim said it seems that the CenturyLink personnel need more training. Kim said it has become a two-call process that is time consuming and call backs are delayed which is a problem.

Nancy Taylor – Allstream said that she does have some experience with the IVR changes and that it is also causing some problems when there is overflow. Nancy said the CenturyLink personnel taking the overflow calls are not necessarily well versed in some of the product or process questions.

Mark Coyne – CenturyLink said we will take that as a follow-up.

NOTE 04-24-19: In response to the concern expressed by Allstream in the April CMP meeting regarding service level degradation, CenturyLink requested that examples be provided so that specific details could be reviewed and evaluated by the Center receiving the call. Based on Allstream's example, there was no indication of who they talked to so it is difficult for the Center to determine if the call came in directly or whether it was transferred from another team. However, based on the circumstances, Center management assessed that the topic in question was a UNE to PLT which the Center agrees not everyone is trained on the particular product; however, the SDC should have advised the customer they would care for the issue and call them back with resolution. Center management will be sending reminder training to all personnel of the proper procedure for handling such calls.

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

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

Maintain Meeting Details

Meeting Name:	April 2019 Monthly CMP Meeting	Type	Monthly
Meeting Date	04/17/2019	Area	Wholesale

Attendee	Company	Attendance Type
Albritton, Trey	CenturyLink	On Phone
Coyne, Mark	CenturyLink	On Phone
DaSilva, Katherine	Granite Telecommunications	On Phone
Ganpat-Puffett, Tara	Iowa Utilities Board	On Phone
Granahan , John	Granite Telecommunications	On Phone
Harmon, Linda	CenturyLink	On Phone
Holland, Victoria	Granite Telecommunications	On Phone
Hyacinthe, Kristi	Granite Telecommunications	On Phone
Isaacs, Kim	Allstream	On Phone
Johnson, Bonnie	MN DOC	On Phone
Kronewitter, Jonathan	Granite Telecommunications	On Phone
Lorence, Susan	CenturyLink	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 – Global Action Items

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

Attachment C – CLEC CRs

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

Attachment D – CenturyLink CRs

Summary Change Management Process - Product & Proces
CenturyLink Initiated CRs

Report Line Number	CR #	Title	Company	Current Status	Owner	Director	CRPM
1	PC021919-1	Termination of Private Switch Automatic Location Identification (PS/ALI) Service by CenturyLink in Washington	CenturyLink	Development	Madia, John		Lorence, Susan
2	PC040319-1	Updates to Badge Access Web Tool – Security and Renewal Process	CenturyLink	Development	Albritton, Trey		Lorence, Susan
3	PC050218-1CM	CMP Document Update to Eliminate the Dispute Resolution process and CMP Dispute mailbox (Section 15.0)	CenturyLink	Development	Coyne, Mark		Lorence, Susan
4	PC050218-2CM	CMP Document Update to Eliminate the Performance Indicator Definitions (PID) Wording – Section 2.6	CenturyLink	Development	Coyne, Mark		Lorence, Susan
5	PC050218-3CM	CMP Document Update to Eliminate the Optional Arbitration process associated with a Postponement (Sections 5.5.4- 5.5.4.7)	CenturyLink	Development	Coyne, Mark		Lorence, Susan
6	PC120518-1	Update Network Outage notification process	CenturyLink	Development	Brown, Carolyn		Lorence, Susan

Open CR - Detail

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
PC021919-1	Termination of Private Switch Automatic Location Identification (PS/ALI) Service by CenturyLink in Washington	03/01/2019 Development	Wholesale ProdProc	Product Elimination	PS/ALI

Originator Madia, John**Owner** Madia, John**CRPM** Lorence, Susan**Originating Company:** CenturyLink

Description of Change
<p>UPDATE 03-13-19: CHANGE TO PLANNED EFFECTIVE DATE IN DESCRIPTION FROM DATE OF APRIL 1 TO APRIL 18.</p> <p>EFFECTIVE APRIL 18, 2019, CenturyLink will no longer be the ALI Database provider in the state of Washington. The state of Washington has awarded 9-1-1 Services including ALI Database Management to another company. As a result, CenturyLink will no longer support PS /ALI services and will be terminating contracts and billing for these services as of this date.</p> <p>CenturyLink will be working to remove PS/ALI from all CenturyLink tariffs in the state of Washington.</p>

Status History		
Date	Action	Description
04/18/2019	Record Update	Planned effective date was April 18, 2019 however due to feedback in the state of Washington, this change will not go into effect on that date. CR will remain in Development status.
04/17/2019	Discussed at Monthly CMP Meeting	Discussed in the April Product/Process CMP Meeting - See Attachment D in the Distribution Package.
03/28/2019	Communicator Issued	See notification number PROD.MISC.03.28.19.F.17154. Access_to_E911_V41.
03/20/2019	Discussed at Monthly CMP Meeting	Discussed in the March Product/Process CMP Meeting - See Attachment D in the Distribution Package.
03/13/2019	Record Update	Originator requested CR update to change planned effective date in the Description Section from April 1, 2019 to April 18, 2019.
03/01/2019	Status Changed	Status changed to Development.
02/20/2019	Status Changed	Status changed to Presented.
02/20	Discussed at	Discussed in the February Product/Process CMP Meeting - See

/2019	Monthly CMP Meeting	Attachment D in the Distribution Package.
02/19 /2019	CR Acknowledged	CR Acknowledged.
02/19 /2019	CR Submitted	CR submitted. The Originator requested the CR be considered as a Walkon CR for the February CMP monthly meeting.

CenturyLink Response

None

Project Meetings

04/17/19 Product Process CMP Meeting

Mark Coyne – CenturyLink said this is the CenturyLink CR that is associated with terminating PS/ALI in the state of Washington. The CR originator requested a change to the effective date from April 1, 2019 to April 18, 2019. Because there were no CLEC customers, CenturyLink requested we send a Level 2 notice to announce the termination of the service. The notice was sent on March 28, 2019. Mark said there were no customer comments so no final notice was required. We will move the CR to CLEC Test on April 18, 2019 and then we will request the CR be moved to COMPLETED status in the May CMP meeting. Mark asked if there were any questions.

Kim Isaacs – Allstream said it was her understanding that the Washington Commission is going to have a meeting on this change. She said people are up in arms. Kim said Allstream is referring customers that call in with concerns to contact the Washington UTC.

Mark Coyne – CenturyLink said we will follow-up with the Product Manager and include any information in the meeting minutes.

NOTE 04-24-19: After follow-up with internal SMEs, this change is on hold pending further discussion with the WA UTC. The final effective date is to be determined.

03/20/19 Product Process CMP Meeting

Mark Coyne – CenturyLink said this is the CenturyLink CR that was presented last month to terminate PS/ALI in the state of Washington. The effective date was originally planned for April 1, 2019 however the CR originator recently requested an update to the CR to revise the planned effective date to April 18, 2019. CenturyLink included a note from the Product Manager in the February meeting minutes that there are no wholesale customers. With that in mind, we plan to send a Level 2 notice by the end of the month to terminate this product in Washington. Mark asked if there were any questions. There were none.

02/20/19 Product Process CMP Meeting

Mark Coyne – CenturyLink said because of the timing of the planned effective date of this change, we received a CR to be considered as a Walk-on for the February meeting. He referred those on the call to the Wholesale Calendar web page to view the Walk-on CR which is posted following the Product Process package. Mark said he was presenting the CR for the originator, John Madia, who was unable to attend the call this AM. This CR is identifying that CenturyLink will no longer be the ALI Database provider in the state of Washington effective April 1, 2019. Mark then reviewed the content of the CR Description. CenturyLink will be working to remove PS/ALI from all CenturyLink tariffs in the state of Washington in conjunction with the April 1,

2019 effective date that will be communicated via a reseller notice. Mark said it does not appear there are any customers with this service but the CR originator is working to confirm this. If there are no customers, CenturyLink would like to send the notice as a Level 2 vs. a Level 4 notice and asked if there were any objections to that. There were none.

Susan Lorence - CenturyLink said we will plan to include a NOTE in the meeting minutes whether there are any Wholesale customers in Washington.

NOTE: 2-27-19 John Madia – CenturyLink confirmed that there are no Wholesale customers in Washington with this service.

Mark Coyne – CenturyLink said based on that information and no objections, we will proceed with the Level 2 notice.

Open CR - Detail

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
PC040319-1	Updates to Badge Access Web Tool – Security and Renewal Process	05/01/2019 Development	Wholesale ProdProc	CLEC Building Access	

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

CenturyLink will be modifying our external portal associated with the Badge Access Tool to upgrade security standards and to modify the renewal process used by CLECs as follows:

- Changes will be made to the look and feel of the new web tool.
- The badge renewal process will be modified to allow each CLECs Single Point of Contact (SPOC) to renew their badges for each of their technicians/contractors on an annual basis.
- On a one-time basis prior to the conversion to the new web tool, CenturyLink will provide each SPOC(s) a list of all technicians/contractors and their renewal dates.
- Initial setup will be required by each SPOC.
- CenturyLink will no longer be making automatic renewals for each company.
- A SPOC will have the responsibility to approve each technicians/contractors BEFORE their expiration date or the technicians/contractors will be terminated as of that expiration date.
- Following the industry standard, our company policy will continue to be that a SPOC will have the responsibility to immediately terminate badge access if a technician/contractor no longer works for their company.

Status History

Date	Action	Description
05/10/2019	Record Update	Per request from Originator, planned effective date for CR will be changed to 10/1/19 due to delay in delivery of changes to the Security Renewal process.
05/01/2019	Status Changed	Status changed to Development.
04/30/2019	General Meeting Held	Ad hoc meeting held with customer community.
04/23/2019	Communicator Issued	See notification number CMPR.MEET.04.23.19.F.17366. AdHocMtg_BadgeAccessTool.
04/18/2019	Record Update	Ad hoc meeting scheduled for April 30, 2019 from 9:30 - 10:30 AM MT. Meeting notice to be sent.
04/17/2019	Status Changed	CR Status changed to Presented.
04/17	Discussed at Monthly CMP	Discussed in the April Product/Process CMP Meeting - See Attachment

/2019	Meeting	D in the Distribution Package.
04/05/2019	CR Acknowledged	CR Acknowledged.
04/03/2019	CR Submitted	CR submitted.

CenturyLink Response

None

Project Meetings

04/30/19 Ad hoc meeting minutes - DRAFT
DRAFT

Attendees:

Larry Couch – Action Communications
 Kim Isaacs – Allstream
 Jim Weister – Allstream
 Manny Singharaj – Arion
 Rhonda Peterman - Arvig
 Howard Sargent - AT&T Mobility
 John Hockley - Charter
 Kathy Smith - Cincinnati Bell
 Janelle Krohg – Consolidated Communications
 Joel Emter - Consolidated Telcom
 Ryan Rosenwald – Consolidated Telephone Co
 Eric Nowland – Contact Communications
 Bruce Duling – CS Technologies
 Joyce Oliviera – Granite Communications
 David Rowell – Interactive Networks
 Lori Deal – Interstate Telecom Consulting
 Amanda Yang – Jaguar Communications
 Valerie Starr – LS Networks
 Heather Sandeen – POPP Communications
 Tom Maxwell - RCA Telecom
 Michelle Jones – SECOM
 Tim Brody – Summit Broadband
 Farrell Theall – Summit Broadband
 Babette Ruda – T-Mobile
 Sherry Holt – T-Mobile
 Rod Cox – TDS Metrocom
 Eva Frisby – TPx Communications
 Cathy Critser - Unite Private Networks
 Connie Boothe - Uniti Fiber
 Jackie Martin – Verizon
 Coni Duff – Windstream
 Frankie Nelson - Windstream
 Leslie Nuttall – Windstream
 David Rowell - WNM Communications
 Sharon Amos – Zippytech/Cedar Networks

Trey Albritton – CenturyLink
Teresa Harper – CenturyLink
Kellie Halabrin – CenturyLink
Rita Urevig - CenturyLink
Mark Coyne – CenturyLink
Susan Lorence – CenturyLink

NOTE: Susan Lorence – CenturyLink asked those attending the call to please send an email to CMPCR@centurylink.com to provide the correct spelling of their name and their email address in order to provide a copy of the meeting minutes.

Susan Lorence – CenturyLink relayed the purpose for the Ad Hoc call which was to review the CenturyLink Change Request PC040319-1, Updates to Badge Access Web Tool – Security and Renewal Process. The CR was presented in the April CMP monthly meeting by Trey Albritton – CenturyLink. Susan said the agenda for the call will be to review the planned changes, answer any questions, and if necessary, follow-up on any questions not answered on the call. Susan said the tentative effective date for these changes will be in July but there is no firm date as of yet.

Trey Albritton – CenturyLink said though his name is indicated as the originator of the CR, it was CenturyLink IT requesting these updates to be made. The purpose is to enhance the badge access security and to provide additional benefits on reporting. Trey said, in general, the system will look very similar to what it looks like today but the front end will have a different look and feel. Once passed the front end screens, the tool will be the same. Trey had expected to have some examples of what the screens will look like for the call but the IT team was not quite ready. He said there was a Go-No Go call about these changes the day before and the screen changes are a GO but the planned change to the renewal process will not be ready to deliver until 4th quarter of this year. The plan was to change the renewal process to have the SPOCs be responsible for renewing badges. Since there is now a delay, CenturyLink will continue to perform the renewals using the current process. Trey said that Teresa Harper – CenturyLink will pick up the current badge renewal process from him as of May 1, 2019. Trey said he will remain involved until the new web tool is ready in July and also until the change to the badge renewal process will be implemented later this year. For the screen change in July, SPOCs will log in and identify they are applying for a badge for someone else and then enter either their name or user-id. The login information will remain the same. Trey said instead of a drop down, the new screen will show more information on a single screen. The process will be very similar to what was done in the past and is self-explanatory. Trey asked if there were any questions.

Kim Isaacs – Allstream said the call is occurring in a vacuum without the screen shots and asked when they will be available.

Trey Albritton – CenturyLink said the screen shots should be available in the next two to three weeks. Trey said any questions should come to him as far as the screen changes. Teresa will focus on the renewal process.

Kim Isaacs – Allstream said she assumes the comment cycle will not start until the screens are available.

Susan Lorence – CenturyLink said that is true. The notification process, including the formal comment cycle, will not begin until the screen shots are available. There will be a 15 day formal comment cycle, and then up to 15 days for the CenturyLink response and then the effective date will be 15 days following the final notice being sent. Susan apologized that the screen shots were not available; the call was set up for this date believing we would have draft screen shots.

Kim Isaacs – Allstream said her understanding is that the renewal process is on hold for now and that once it is ready, the CR would go through another notification process.

Trey Albritton – CenturyLink said that is true. When the new renewal process is ready, Trey said CenturyLink will send a list of all of the current contacts for a company to the SPOC along with the respective expiration date. He gave an example that CenturyLink might say that renewals were completed through December 1 and that as of January 1, 2020, the SPOC would be responsible to manage their company's renewals. Trey said CenturyLink will provide ample time for review.

Mark Coyne – CenturyLink asked if the CR should be changed to remove the renewal piece for now and create a separate CR later for that piece.

Susan Lorence – CenturyLink said we will consider what would be best and whether we should break the change into two CRs since the biggest change was the renewal piece. Susan said we will include the plan in the meeting minutes.

05-07-19 UPDATE: Since the main portion of this CR is the new Security renewal process change, CenturyLink has determined that for continuity, we will not create another separate CR for the changes. We will track the "look and feel" update that will occur in July as Part One for this CR and continue to track the Security renewal process changes within this CR for implementation later in the year.

Trey Albritton – CenturyLink said at this time, there will be no change to the handling of the badge renewal process. The process that he has been following will continue to be followed by Teresa Harper. During the 4th quarter of this year, with the implementation of the new badge renewal process, the SPOC will put in a renewal for each company employee with a renewal date. If a badge is not renewed, that company contact will lose access rights. If the person should have retained access, the person will have to be re-instated. Trey said we really wanted to implement this as part of the July release but as of yesterday, the renewal piece will not be ready.

Susan Lorence – CenturyLink said this change for July is not as significant as originally planned.

Larry Couch – Action Communications said he has a note to renew his password every 90 days. Larry asked if that will still be required.

Trey Albritton – CenturyLink said yes it will be. He said he is working on having an email reminder to be sent prior to the badge expiration but does not yet have agreement with the various organizations on that. He said he knows that some companies would like to send 30 names at a time; instead of sending 3 requests for renewal for 10 each, they would like to send one. He said there is often a different perspective between IT and the SME team. The SME team is working on trying to make the process more user friendly.

Jackie Martin – Verizon asked if the new renewal process will be to simply check a box or whether the various sites will have to be re-entered.

Trey Albritton – CenturyLink said a badge renewal will be for the current sites. If the customer wants to add sites, it would be a change/add to include additional sites.

Susan Lorence – CenturyLink asked if there were any other questions.

Trey Albritton – CenturyLink said he has enjoyed working with everyone over the years but Teresa will be a great contact. Her email address is Teresa.Harper@centurylink.com. Teresa will be the new point for day to day contacts. Trey will continue to work on the future enhancements.

Susan Lorence – CenturyLink said she wanted to confirm that there is no external web updates to documentation associated with Teresa taking on the day to day badge updates. She said those would have to go thru the notification process.

Trey Albritton – CenturyLink said there are no documentation updates. The process is business as usual other than Teresa will be performing the work.

Valerie Starr – LS Networks said she received an email very recently that said “test only – no further action required” and wondered what that was related to.

Trey Albritton – CenturyLink said the SME team is validating the email address on file. If a bounce would have been received, then the SME team would send it for further follow-up.

Susan Lorence – CenturyLink asked if there were any other questions. There were none. She thanked everyone for participating on the call.

The Ad hoc meeting was adjourned at 10:10 AM MT.

04/17/19 Product Process CMP Meeting

Trey Albritton – CenturyLink presented this new CenturyLink CR that is associated with modifying our external portal for the Badge Access Tool to upgrade security standards and to modify the renewal process used by CLECs. Trey said changes will be made to the look and feel of the new web tool. He said that the first screens will be different but once a person is passed those, the tool will look more familiar. With the badge renewal process, there will be more responsibility by each company’s Single Point of Contact (SPOC) to renew their badges for each of their technicians/contractors on an annual basis. Trey said CenturyLink will be scheduling an Ad Hoc call for April 30, 2019 to review these planned changes.

Susan Lorence – CenturyLink said we will send a meeting notice out for the April 30, 2019 meeting that will start at 9:30 AM MT. Susan said we would also like to have the company SPOCs attend the call.

Kim Isaacs – Allstream asked what type of reporting will be available. She asked if SPOCs will be able to pull a monthly report.

Trey Albritton – CenturyLink said prior to the conversion, CenturyLink will send out a report of all of the contacts for each company and their renewal dates. He said there is also a process to request the report on an “as needed” basis throughout the year.

Kim Isaacs – Allstream asked if the limit of 10 requests on the portal will change. She said it takes time to submit multiple requests.

Trey Albritton – CenturyLink said the limit will stay the same and, if more than 10 are required, multiple requests will still be required. Trey said CenturyLink SMEs verify everything. It is much more manageable for CenturyLink to process 10 at a time.

Mark Coyne – CenturyLink said the next step will be to send the CMP Ad hoc meeting notice. Once we get through that discussion and any follow-up, we will consider the updates to the

external documentation. He said we are looking at a July date for implementation.

Trey Albritton – CenturyLink said that it was announced to the SPOCs in mid-April that Teresa Harper will become the CenturyLink contact. Trey said there is no change to the process or the contact information. The change will occur May 1, 2019. There were no questions.

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

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

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

Open CR - Detail

CR #	Title	Date Current Status	Organization	Area Impacted	Products Impacted
PC120518-1	Update Network Outage notification process	12/31/2018 Development	Wholesale ProdProc	Maintenance and Repair	

Originator Brown, Carolyn**Owner** Brown, Carolyn**CRPM** Lorence, Susan**Originating Company:** CenturyLink**Description of Change**

CenturyLink is planning to update the CLEC network outage notification process to be specific to CLECs that have an open ticket on an outage condition. Currently CLECs may sign up for state by state notifications by adding an email through updates to their CLEC Questionnaire.

CLEC notifications in the future will be targeted based on specific impacts to each CLECs' services. The enhancements include more frequent notifications with greater detail relevant to the services that are impacted.

Updates will be made to incorporate this change in the Maintenance and Repair Business Procedure.

Status History

Date	Action	Description
04/17/2019	Discussed at Monthly CMP Meeting	Discussed in the April Product/Process CMP Meeting - See Attachment D in the Distribution Package.
03/20/2019	Discussed at Monthly CMP Meeting	Discussed in the March Product/Process CMP Meeting - See Attachment D in the Distribution Package.
02/20/2019	Discussed at Monthly CMP Meeting	Discussed in the February Product/Process CMP Meeting - See Attachment D in the Distribution Package.
01/16/2019	Discussed at Monthly CMP Meeting	Discussed in the January Product/Process CMP Meeting - See Attachment D in the Distribution Package.
12/31/2018	Status Changed	Status changed to Development.
12/12/2018	Info Received From CLEC	Kim Isaacs - Allstream submitted language from the Eschelon and Integra ICAs, specifically references to sections 12.4.3.10.2 and 12.4.3.10.5. There was also a request for CenturyLink to provide details on how major network outage information is communicated within CenturyLink.
12/12/2018	Status Changed	Status changed to Presented.

12/12/2018	Discussed at Monthly CMP Meeting	Discussed in the December Product/Process CMP Meeting - See Attachment D in the Distribution Package.
12/06/2018	CR Acknowledged	CR Acknowledged.
12/05/2018	CR Submitted	CR Submitted.

CenturyLink Response

None

Project Meetings

4/17/19 Product Process CMP Meeting

Mark Coyne – CenturyLink said this CR to update the Network outage process was presented last December. Since that time, the CenturyLink SME team has been following up on some questions that were raised during the call. Once we receive feedback from the SME team, we will schedule an Ad hoc meeting with the customer community. Mark asked if there were any questions. There were none.

03/20/19 Product Process CMP Meeting

Mark Coyne – CenturyLink said this CR to update the Network outage process was presented last December. The CenturyLink SME team is continuing to consider the functionality in the CLEC Network outage notification process. Mark said once we receive feedback from the SME team, we will schedule an Ad hoc meeting with the customer community. The Level 4 notice and documentation updates to the Maintenance and Repair Business Procedure are on hold for now. Mark asked if there were any questions. There were none.

02/20/19 Product Process CMP Meeting

Mark Coyne – CenturyLink said this CR was presented in December and it is associated with the CenturyLink plans to update the Network Outages notification process. The CenturyLink SME team is researching adding functionality in the planned changes to the CLEC Network Outage notifications process. He said CenturyLink will be scheduling an Ad hoc meeting in the coming weeks to further discuss the planned process change. The Level 4 notice with updates to Maintenance and Repair remains on hold. A CMP Ad Hoc meeting notice will be forthcoming. Mark asked if there were any questions. There were none.

01/16/19 Product Process CMP Meeting

Mark Coyne – CenturyLink said this new CR was presented last month. It is associated with the CenturyLink plans to update the process associated with Network outages. Mark said that following the discussion in the CMP meeting in December and a follow-up email from Allstream, the CL SME team is researching including additional functionality in the CLEC Network outage notifications as they consider their updates to this Network Outage process. The Level 4 notice associated with updates to the Maintenance and Repair Business Procedure is on hold for now. Mark asked if there were any questions. There were none.

12/12/18 Product Process CMP Meeting

Carolyn Brown – CenturyLink presented this new CR. Carolyn said CenturyLink is planning to update the Network outage process. Once this CR is implemented, CLEC notifications will be targeted based on whether the customer has an open ticket. The benefit of this new Network

outage process is that CenturyLink will provide more frequent notices with greater details. Carolyn said today customers subscribe to general notices on a state by state basis. If there is an outage within a state, that customer will receive a notice whether their service is impacted or not. Carolyn asked if there were any questions. There were none.

Mark Coyne – CenturyLink said documentation updates will be made to the Maintenance and Repair Business Procedure. After the first of the year, CenturyLink is planning to send a Level 4 notification that would have a planned effective date in mid-February. Mark asked if there were any questions. There were none.

NOTE: At the end of the System monthly meeting, Kim Isaacs – Allstream asked to revisit this Product Process CR due to joining the monthly call a little late. Carolyn Brown – CenturyLink rejoined the call.

Kim Isaacs – Allstream said that the CR description identifies that an outage notice will only be received by a customer if they have an open ticket and asked if that was true.

Carolyn Brown – CenturyLink said that is correct. Carolyn said the change is to focus on the services that are impacted vs. a general outage notice for a state.

Kim Isaacs – Allstream said her concern is the requirement for a customer to have an open ticket. Kim said there could be an outage that they need to be aware of but they have not yet created the ticket. She likes the part about more detail provide but not the requirement for an open ticket to receive the outage notice from CenturyLink.

Carolyn Brown – CenturyLink said that is the way the new process is currently designed. She said the tool does not dig down to all of the layers of service if, for example, a DS3 goes down.

Kim Isaacs – Allstream said she needs to take this back to their Network Operations Center (NOC). Kim also said she would check on what the 1066 Docket in Minnesota said about network outages.

Mark Coyne – CenturyLink said once Kim does that additional checking, it would be helpful to send if those questions are sent to the CMPCOMM@centurylink.com mailbox. CenturyLink is targeting the Level 4 notice for mailout early January 2019.

Nancy Taylor – Allstream said there is an industry website that is accessible to everyone that is called “Downdetector.com” where customers all over the country can report being outages. Nancy said this site is deceiving because there is no differentiation between a DS3 being down vs. one customer.

Kim Isaacs – Allstream said this is a social media tool. Kim said she will do more checking within Allstream and provide the questions or concerns back to CenturyLink.

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

Attachment E – Proposed Modifications to CMP Framework

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

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

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

- In the June 2018 CMP monthly meeting, reviewed proposed modifications to CMP document that were the result of discussion in May Ad Hoc.
- Proposed vote to occur in upcoming Monthly Meeting.

Open CR - Detail

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

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

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

Rationale for updating this Section:.

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

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

Status History

Date	Action	Description
04/17/2019	Discussed at Monthly CMP Meeting	Discussed in the April Product/Process CMP Meeting - See Attachment E in the Distribution Package.
03/20/2019	Discussed at Monthly CMP Meeting	Discussed in the March Product/Process CMP Meeting - See Attachment E in the Distribution Package.
02/20/2019	Discussed at Monthly CMP Meeting	Discussed in the February Product/Process CMP Meeting - See Attachment E in the Distribution Package.
01/16/2019	Discussed at Monthly CMP Meeting	Discussed in the January Product/Process CMP Meeting - See Attachment E in the Distribution Package.
12/12/2018	Discussed at Monthly CMP Meeting	Discussed in the December Product/Process CMP Meeting - See Attachment E in the Distribution Package.

11/14/2018	Discussed at Monthly CMP Meeting	Discussed in the November Product/Process CMP Meeting - See Attachment E in the Distribution Package.
10/17/2018	Discussed at Monthly CMP Meeting	Discussed in the October Product/Process CMP Meeting - See Attachment E in the Distribution Package.
09/19/2018	Discussed at Monthly CMP Meeting	Discussed in the September Product/Process CMP Meeting - See Attachment E in the Distribution Package.
08/15/2018	Discussed at Monthly CMP Meeting	Discussed in the August Product/Process CMP Meeting - See Attachment E in the Distribution Package.
08/01/2018	Record Update	Planned effective date changed to September 28, 2018.
07/18/2018	Discussed at Monthly CMP Meeting	Discussed in the July Product/Process CMP Meeting - See Attachment E in the Distribution Package.
06/25/2018	Info Sent to CLEC	CenturyLink responded to Kim Isaacs, Allstream, that CenturyLink is in agreement with her proposed addition to the CMP document under Section 14.2.
06/25/2018	Info Received From CLEC	Kim Isaacs, Allstream, proposed additional language under the new first bullet in Section 14.2 that states that CenturyLink and the CLECs will work together in good faith and that arbitration can be used if an impasse is reached between the two entities.
06/20/2018	Discussed at Monthly CMP Meeting	Discussed in the June Product/Process CMP Meeting - See Attachment E in the Distribution Package.
05/23/2018	General Meeting Held	Ad hoc meeting conducted to review proposed redlines of CMP document.
05/21/2018	Status Changed	Status changed to Development.
05/16/2018	Discussed at Monthly CMP Meeting	Discussed in the May Product/Process CMP Meeting - See Attachment E in the Distribution Package.
05/16/2018	Communicator Issued	See notification number CMPR.MEET.05.16.18.F.16627. Ad_Hoc_Mtg_ThreeCM_CRs.
05/16/2018	Status Changed	Status changed to Presented.
05/04/2018	CR Acknowledged	CR Acknowledged.
05/02/2018	CR Submitted	CR Submitted.

CenturyLink Response

None

Project Meetings

4/17/19 Product Process CMP Meeting

Mark Coyne – CenturyLink stated we are closer to getting these tools reinstated. Mark gave the example that the USOC FID finder tool is once again available. The calendar and CNLA should be close behind. For these three CRs, until the CMP Web tools are once again available, we are on HOLD on these CRs. Once available, we will provide the final redlines and vote notices.

Mark asked if there were any questions. There were none.

03/20/19 Product Process CMP Meeting

Mark Coyne – CenturyLink stated that as he has said in the past, we are on hold for the above three CRs until the CMP Web tools are once again available. Mark said the SME team has indicated that the CNLA functionality is getting close as they work on loading the notification history. He said that we are hopeful that one or two of the tools will be back by the end of the month.

02/20/19 Product Process CMP Meeting

Mark Coyne – CenturyLink stated that for the above three CRs, the status information is the same. We are continuing to hold on doing anything with these CRs. He said he wants to apologize for how long it is taking to complete the rehosting of these tools. Mark said the good news from January was that the CNLA is in a pre-production environment and that the SME team is working to load the history. He said he is optimistic that the CNLA and that the Wholesale calendar will soon be available. If so, we will send out the various notices to be able to conduct the CMP votes for these CRs in March.

01/16/19 Product Process CMP Meeting

Mark Coyne – CenturyLink stated that for the above three CRs, we are continuing to hold on doing anything with these CRs associated with CMP document updates until the Wholesale calendar and CNLA are re-hosted. Mark said he has some good news that the CNLA is now in a pre-production environment to load the history. The Wholesale calendar will soon follow. If the tools are available, we will be able to conduct the CMP votes in February.

12/12/18 Product Process CMP Meeting

Mark Coyne – CenturyLink stated that for the above three CRs, we are continuing to hold off on sending the Vote notices for the proposed CMP document updates until the Wholesale calendar and CNLA are re-hosted. We are hoping that by January 2019 the tools will be available and we will be able to conduct the votes.

11/14/18 Product Process CMP Meeting

Mark Coyne – CenturyLink stated that for the above three CRs, we are continuing to hold off on sending the Vote notices for the proposed CMP document updates until the CMP tools, especially the Wholesale calendar and CNLA, are re-hosted. We believe both tools will be back up by the first of the year. We plan to send the Vote notices for each CR to take each vote in the January 2019 monthly meeting. Mark asked if there were any questions. There were none.

10/17/18 Product Process CMP Meeting

Mark Coyne – CenturyLink stated the above three CRs were presented in the May monthly CMP meeting and the changes were reviewed in the June monthly CMP meeting. Mark said we continue to hold off on sending the Vote notices for the proposed CMP doc updates until the CMP tools, especially the calendar and CNLA, are re hosted. We plan to send the Vote notices, for each CR, for a vote in the November monthly meeting.

9/19/18 Product Process CMP Meeting

Mark Coyne – CenturyLink stated these are the three CMP CRs to modify the CMP framework that were presented in the May monthly meeting and the proposed changes were reviewed in the June monthly CMP meeting. He said we continue to hold off on sending the Vote notices for the proposed CMP doc updates until the CMP tools, especially the calendar and CNLA, are re hosted. We now plan to send the Vote notices for each CR for the October monthly meeting. Mark asked if there were any questions or comments. There were none.

8/15/18 Product Process CMP Meeting

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

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

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

Mark Coyne – CenturyLink said these three CRs were presented in the May monthly CMP meeting. The CenturyLink CMP document updates for each of these CRs were reviewed in the June monthly CMP meeting. Based on feedback during the June 2018 call and through CLEC feedback via email, CenturyLink has the planned final CMP document updates for these CRs. CenturyLink will also create a full redlined CMP document that incorporates the individual CR updates plus also the updates throughout the document to remove the references to the dispute process. Mark said we plan to send the notices for each CR for a vote in the September monthly meeting and asked if there were any questions. There were none.

7/18/18 Product Process CMP Meeting

Mark Coyne – CenturyLink said these three CRs were presented in the May monthly CMP meeting. In the June monthly CMP meeting, CenturyLink reviewed the CMP document changes associated with each CR. Mark said that based on discussion during the June meeting and additional customer feedback via email, the proposed CMP document updates will be provided along with a Vote notice on each CR next month. He said that CenturyLink will create a redlined CMP document that also includes all of the updates to remove the dispute process throughout the document.

6/20/18 Product Process CMP Meeting

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

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

Susan Lorence – CenturyLink stated this CR proposes that this section associated with the Disputes process be eliminated since it overlaps with the Escalation process. Susan said during the Ad hoc call held on May 23, 2018, CenturyLink gained agreement to eliminate the Dispute process and mailbox and add some of the Dispute wording from this section to the Escalation Process Section 14.0. Susan then reviewed a redline of the revised Sections 14 and 15 as posted to the Wholesale calendar titled: CMP Doc Section 14 -15 Redline REVISED JUNE 2018.

Susan said the two bullets and a sentence from the last portion of the Dispute section were basically moved to Section 14.0 and that Section 15.0 would remain a placeholder so as not to

require renumbering the CMP document. Susan asked if there were any questions on the proposed language. There were none. The next step will be to create a CMP document that redlines all of the Dispute references for the vote in July.

5/23/18 Ad hoc Meeting minutes

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

Attendees:

Ron Straut – Mediacom
Kim Brown – Mediacom
Hector Gonzales – Mediacom
Kim Isaacs – Allstream
Jonathan Kronewitter - Granite
Joyce Oliveira - Granite
Bonnie Johnson – Minnesota DOC
Kay Marinos – Oregon PUC
Rita Urevig - CenturyLink
Mark Coyne – CenturyLink
Susan Lorence – CenturyLink

Susan Lorence – CenturyLink relayed the purpose of the Ad Hoc call which was to review the proposed changes to the CMP document associated with three CenturyLink CRs that were presented in the monthly CMP meeting in May. For each CR, the calendar includes a current copy of the CR and the proposed change to the CMP document. The last document on the CMP calendar is the complete CMP document with each of the CR updates included along with proposed updates to wording wherever the word “dispute” appears. Susan provided a background in regard to the Simplify CMP project indicating that in February 2018, CenturyLink identified areas within CMP that we would like to eliminate or streamline since the business has changed. Some processes have been used on a limited basis since 2002 or not used at all.

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

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

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

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

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

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

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

5/16/18 Product Process CMP Meeting

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

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

Susan Lorence – CenturyLink stated that this is a new CR to eliminate this section, process, and the associated CMP mailbox. The Dispute process has only been used a handful of times mainly by our retail customers mistakenly contacting the Wholesale mailbox. Susan said there were two disputes that are included in the CR. One CMP dispute was associated with the Denied CR SCR061405-01 and was addressed by the CMP Oversight Committee. The second CMP dispute was associated with CR PC102704-1ES and was addressed as an Escalation E32. Susan said the CMPEsc@centurylink.com mailbox is being maintained unnecessarily. If there is a dispute over how something is handled within CMP, we propose utilizing the Escalation process (Section 14.0). She directed callers to page 36 in the CMP distribution package to review the proposed changes. Generally, the CMP document refers to both the Escalation Process or the Dispute Resolution Process as options for CLECs and CenturyLink is proposing to solely use the Escalation process. CenturyLink proposed an Ad hoc Meeting to review proposed changes May 23, 2018; 10-11 AM MT.

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

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

Kim Isaacs – Allstream stated that all three of the CRs were not going to go over very well. If

there are select portions that need to be changed, it would be preferable.

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

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

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

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

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

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

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

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

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

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

Open CR - Detail

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

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

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

Rationale for updating this section:

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

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

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

Status History

Date	Action	Description
04/17/2019	Discussed at Monthly CMP Meeting	Discussed in the April Product/Process CMP Meeting - See Attachment E in the Distribution Package.
03/20/2019	Discussed at Monthly CMP Meeting	Discussed in the March Product/Process CMP Meeting - See Attachment E in the Distribution Package.
02/20/2019	Discussed at Monthly CMP Meeting	Discussed in the February Product/Process CMP Meeting - See Attachment E in the Distribution Package.
01/16/2019	Discussed at Monthly CMP Meeting	Discussed in the January Product/Process CMP Meeting - See Attachment E in the Distribution Package.
12/12/2018	Discussed at Monthly CMP Meeting	Discussed in the December Product/Process CMP Meeting - See Attachment E in the Distribution Package.
11/14/2018	Discussed at Monthly CMP Meeting	Discussed in the November Product/Process CMP Meeting - See Attachment E in the Distribution Package.
10/17/2018	Discussed at Monthly CMP Meeting	Discussed in the October Product/Process CMP Meeting - See Attachment E in the Distribution Package.
09/19	Discussed at Monthly	Discussed in the September Product/Process CMP Meeting - See

/2018	CMP Meeting	Attachment E in the Distribution Package.
08/15/2018	Discussed at Monthly CMP Meeting	Discussed in the August Product/Process CMP Meeting - See Attachment E in the Distribution Package.
08/01/2018	Record Update	Planned effective date changed to September 28, 2018.
07/18/2018	Discussed at Monthly CMP Meeting	Discussed in the July Product/Process CMP Meeting - See Attachment E in the Distribution Package.
06/20/2018	Discussed at Monthly CMP Meeting	Discussed in the June Product/Process CMP Meeting - See Attachment E in the Distribution Package.
05/23/2018	General Meeting Held	Ad hoc meeting conducted to review proposed redlines of CMP document.
05/21/2018	Status Changed	Status changed to Development.
05/16/2018	Discussed at Monthly CMP Meeting	Discussed in the May Product/Process CMP Meeting - See Attachment E in the Distribution Package.
05/16/2018	Status Changed	Status changed to Presented.
05/16/2018	Communicator Issued	See notification number CMPR.MEET.05.16.18.F.16627. Ad_Hoc_Mtg_ThreeCM_CRs.
05/04/2018	CR Acknowledged	CR Acknowledged.
05/02/2018	CR Submitted	CR Submitted.

CenturyLink Response

None

Project Meetings

4/17/19 Product Process CMP Meeting

Mark Coyne – CenturyLink stated we are closer to getting these tools reinstated. Mark gave the example that the USOC FID finder tool is once again available. The calendar and CNLA should be close behind. For these three CRs, until the CMP Web tools are once again available, we are on HOLD on these CRs. Once available, we will provide the final redlines and vote notices. Mark asked if there were any questions. There were none.

03/20/19 Product Process CMP Meeting

Mark Coyne – CenturyLink stated that as he has said in the past, we are on hold for the above three CRs until the CMP Web tools are once again available. Mark said the SME team has indicated that the CNLA functionality is getting close as they work on loading the notification history. He said that we are hopeful that one or two of the tools will be back by the end of the month.

02/20/19 Product Process CMP Meeting

Mark Coyne – CenturyLink stated that for the above three CRs, the status information is the same. We are continuing to hold on doing anything with these CRs. He said he wants to apologize for how long it is taking to complete the rehosting of these tools. Mark said the good

news from January was that the CNLA is in a pre-production environment and that the SME team is working to load the history. He said he is optimistic that the CNLA and that the Wholesale calendar will soon be available. If so, we will send out the various notices to be able to conduct the CMP votes for these CRs in March.

01/16/19 Product Process CMP Meeting

Mark Coyne – CenturyLink stated that for the above three CRs, we are continuing to hold on doing anything with these CRs associated with CMP document updates until the Wholesale calendar and CNLA are re-hosted. Mark said he has some good news that the CNLA is now in a pre-production environment to load the history. The Wholesale calendar will soon follow. If the tools are available, we will be able to conduct the CMP votes in February.

12/12/18 Product Process CMP Meeting

Mark Coyne – CenturyLink stated that for the above three CRs, we are continuing to hold off on sending the Vote notices for the proposed CMP document updates until the Wholesale calendar and CNLA are re-hosted. We are hoping that by January 2019 the tools will be available and we will be able to conduct the votes.

11/14/18 Product Process CMP Meeting

Mark Coyne – CenturyLink stated that for the above three CRs, we are continuing to hold off on sending the Vote notices for the proposed CMP document updates until the CMP tools, especially the Wholesale calendar and CNLA, are re-hosted. We believe both tools will be back up by the first of the year. We plan to send the Vote notices for each CR to take each vote in the January 2019 monthly meeting. Mark asked if there were any questions. There were none.

10/17/18 Product Process CMP Meeting

Mark Coyne – CenturyLink stated the above three CRs were presented in the May monthly CMP meeting and the changes were reviewed in the June monthly CMP meeting. Mark said we continue to hold off on sending the Vote notices for the proposed CMP doc updates until the CMP tools, especially the calendar and CNLA, are re hosted. We plan to send the Vote notices, for each CR, for a vote in the November monthly meeting.

9/19/18 Product Process CMP Meeting

Mark Coyne – CenturyLink stated these are the three CMP CRs to modify the CMP framework that were presented in the May monthly meeting and the proposed changes were reviewed in the June monthly CMP meeting. He said we continue to hold off on sending the Vote notices for the proposed CMP doc updates until the CMP tools, especially the calendar and CNLA, are re hosted. We now plan to send the Vote notices for each CR for the October monthly meeting. Mark asked if there were any questions or comments. There were none.

8/15/18 Product Process CMP Meeting

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

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

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

Mark Coyne – CenturyLink said these three CRs were presented in the May monthly CMP meeting. The CenturyLink CMP document updates for each of these CRs were reviewed in the June monthly CMP meeting. Based on feedback during the June 2018 call and through CLEC feedback via email, CenturyLink has the planned final CMP document updates for these CRs.

CenturyLink will also create a full redlined CMP document that incorporates the individual CR updates plus also the updates throughout the document to remove the references to the dispute process. Mark said we plan to send the notices for each CR for a vote in the September monthly meeting and asked if there were any questions. There were none.

7/18/18 Product Process CMP Meeting

Mark Coyne – CenturyLink said these three CRs were presented in the May monthly CMP meeting. In the June monthly CMP meeting, CenturyLink reviewed the CMP document changes associated with each CR. Mark said that based on discussion during the June meeting and additional customer feedback via email, the proposed CMP document updates will be provided along with a Vote notice on each CR next month. He said that CenturyLink will create a redlined CMP document that also includes all of the updates to remove the dispute process throughout the document.

6/20/18 Product Process CMP Meeting

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

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

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

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

5/23/18 Ad hoc Meeting minutes

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

Attendees:

Ron Straut – Mediacom
Kim Brown – Mediacom
Hector Gonzales – Mediacom
Kim Isaacs – Allstream
Jonathan Kronewitter - Granite
Joyce Oliveira - Granite
Bonnie Johnson – Minnesota DOC
Kay Marinos – Oregon PUC
Rita Urevig - CenturyLink

Mark Coyne – CenturyLink
Susan Lorence – CenturyLink

Susan Lorence – CenturyLink relayed the purpose of the Ad Hoc call which was to review the proposed changes to the CMP document associated with three CenturyLink CRs that were presented in the monthly CMP meeting in May. For each CR, the calendar includes a current copy of the CR and the proposed change to the CMP document. The last document on the CMP calendar is the complete CMP document with each of the CR updates included along with proposed updates to wording wherever the word “dispute” appears. Susan provided a background in regard to the Simplify CMP project indicating that in February 2018, CenturyLink identified areas within CMP that we would like to eliminate or streamline since the business has changed. Some processes have been used on a limited basis since 2002 or not used at all.

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

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

Bonnie Johnson – MN DOC asked what that meant.

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

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

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

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

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

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

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

Bonnie Johnson – MN DOC said her main concern with having the single sentence that says PID obligations are defined within each state could imply that staff within each state would be

required to resolve any PID issues. She said that cannot be the case.

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

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

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

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

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

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

5/16/18 Product Process CMP Meeting

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

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

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

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

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

Open CR - Detail

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

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

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

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

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

Status History

Date	Action	Description
04/17/2019	Discussed at Monthly CMP Meeting	Discussed in the April Product/Process CMP Meeting - See Attachment E in the Distribution Package.
03/20/2019	Discussed at Monthly CMP Meeting	Discussed in the March Product/Process CMP Meeting - See Attachment E in the Distribution Package.
02/20/2019	Discussed at Monthly CMP Meeting	Discussed in the February Product/Process CMP Meeting - See Attachment E in the Distribution Package.
01/16/2019	Discussed at Monthly CMP Meeting	Discussed in the January Product/Process CMP Meeting - See Attachment E in the Distribution Package.
12/12/2018	Discussed at Monthly CMP Meeting	Discussed in the December Product/Process CMP Meeting - See Attachment E in the Distribution Package.
11/14/2018	Discussed at Monthly CMP Meeting	Discussed in the November Product/Process CMP Meeting - See Attachment E in the Distribution Package.
10/17/2018	Discussed at Monthly CMP Meeting	Discussed in the October Product/Process CMP Meeting - See Attachment E in the Distribution Package.
09/19/2018	Discussed at Monthly CMP Meeting	Discussed in the September Product/Process CMP Meeting - See Attachment E in the Distribution Package.
08/15/2018	Discussed at Monthly CMP Meeting	Discussed in the August Product/Process CMP Meeting - See Attachment E in the Distribution Package.

08/01/2018	Record Update	Planned effective date changed to September 28, 2018.
07/18/2018	Discussed at Monthly CMP Meeting	Discussed in the July Product/Process CMP Meeting - See Attachment E in the Distribution Package.
06/20/2018	Discussed at Monthly CMP Meeting	Discussed in the June Product/Process CMP Meeting - See Attachment E in the Distribution Package.
05/23/2018	General Meeting Held	Ad hoc meeting conducted to review proposed redlines of CMP document.
05/21/2018	Status Changed	Status changed to Development.
05/16/2018	Status Changed	Status changed to Presented.
05/16/2018	Discussed at Monthly CMP Meeting	Discussed in the May Product/Process CMP Meeting - See Attachment E in the Distribution Package.
05/16/2018	Communicator Issued	See notification number CMPR.MEET.05.16.18.F.16627. Ad_Hoc_Mtg_ThreeCM_CRs.
05/04/2018	CR Acknowledged	CR Acknowledged.
05/02/2018	CR Submitted	CR Submitted.

CenturyLink Response

None

Project Meetings

4/17/19 Product Process CMP Meeting

Mark Coyne – CenturyLink stated we are closer to getting these tools reinstated. Mark gave the example that the USOC FID finder tool is once again available. The calendar and CNLA should be close behind. For these three CRs, until the CMP Web tools are once again available, we are on HOLD on these CRs. Once available, we will provide the final redlines and vote notices. Mark asked if there were any questions. There were none.

03/20/19 Product Process CMP Meeting

Mark Coyne – CenturyLink stated that as he has said in the past, we are on hold for the above three CRs until the CMP Web tools are once again available. Mark said the SME team has indicated that the CNLA functionality is getting close as they work on loading the notification history. He said that we are hopeful that one or two of the tools will be back by the end of the month.

02/20/19 Product Process CMP Meeting

Mark Coyne – CenturyLink stated that for the above three CRs, the status information is the same. We are continuing to hold on doing anything with these CRs. He said he wants to apologize for how long it is taking to complete the rehosting of these tools. Mark said the good news from January was that the CNLA is in a pre-production environment and that the SME team is working to load the history. He said he is optimistic that the CNLA and that the Wholesale calendar will soon be available. If so, we will send out the various notices to be able to conduct the CMP votes for these CRs in March.

01/16/19 Product Process CMP Meeting

Mark Coyne – CenturyLink stated that for the above three CRs, we are continuing to hold on doing anything with these CRs associated with CMP document updates until the Wholesale calendar and CNLA are re-hosted. Mark said he has some good news that the CNLA is now in a pre-production environment to load the history. The Wholesale calendar will soon follow. If the tools are available, we will be able to conduct the CMP votes in February.

12/12/18 Product Process CMP Meeting

Mark Coyne – CenturyLink stated that for the above three CRs, we are continuing to hold off on sending the Vote notices for the proposed CMP document updates until the Wholesale calendar and CNLA are re-hosted. We are hoping that by January 2019 the tools will be available and we will be able to conduct the votes.

11/14/18 Product Process CMP Meeting

Mark Coyne – CenturyLink stated that for the above three CRs, we are continuing to hold off on sending the Vote notices for the proposed CMP document updates until the CMP tools, especially the Wholesale calendar and CNLA, are re-hosted. We believe both tools will be back up by the first of the year. We plan to send the Vote notices for each CR to take each vote in the January 2019 monthly meeting. Mark asked if there were any questions. There were none.

10/17/18 Product Process CMP Meeting

Mark Coyne – CenturyLink stated the above three CRs were presented in the May monthly CMP meeting and the changes were reviewed in the June monthly CMP meeting. Mark said we continue to hold off on sending the Vote notices for the proposed CMP doc updates until the CMP tools, especially the calendar and CNLA, are re hosted. We plan to send the Vote notices, for each CR, for a vote in the November monthly meeting.

9/19/18 Product Process CMP Meeting

Mark Coyne – CenturyLink stated these are the three CMP CRs to modify the CMP framework that were presented in the May monthly meeting and the proposed changes were reviewed in the June monthly CMP meeting. He said we continue to hold off on sending the Vote notices for the proposed CMP doc updates until the CMP tools, especially the calendar and CNLA, are re hosted. We now plan to send the Vote notices for each CR for the October monthly meeting. Mark asked if there were any questions or comments. There were none.

8/15/18 Product Process CMP Meeting

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

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

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

Mark Coyne – CenturyLink said these three CRs were presented in the May monthly CMP meeting. The CenturyLink CMP document updates for each of these CRs were reviewed in the June monthly CMP meeting. Based on feedback during the June 2018 call and through CLEC feedback via email, CenturyLink has the planned final CMP document updates for these CRs. CenturyLink will also create a full redlined CMP document that incorporates the individual CR updates plus also the updates throughout the document to remove the references to the dispute process. Mark said we plan to send the notices for each CR for a vote in the September monthly

meeting and asked if there were any questions. There were none.

7/18/18 Product Process CMP Meeting

Mark Coyne – CenturyLink said these three CRs were presented in the May monthly CMP meeting. In the June monthly CMP meeting, CenturyLink reviewed the CMP document changes associated with each CR. Mark said that based on discussion during the June meeting and additional customer feedback via email, the proposed CMP document updates will be provided along with a Vote notice on each CR next month. He said that CenturyLink will create a redlined CMP document that also includes all of the updates to remove the dispute process throughout the document.

6/20/18 Product Process CMP Meeting

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

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

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

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

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

Mark Coyne – CenturyLink said none.

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

5/23/18 Ad hoc Meeting minutes

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

Attendees:

Ron Straut – Mediacom

Kim Brown – Mediacom

Hector Gonzales – Mediacom

Kim Isaacs – Allstream
Jonathan Kronewitter - Granite
Joyce Oliveira - Granite
Bonnie Johnson – Minnesota DOC
Kay Marinos – Oregon PUC
Rita Urevig - CenturyLink
Mark Coyne – CenturyLink
Susan Lorence – CenturyLink

Susan Lorence – CenturyLink relayed the purpose of the Ad Hoc call which was to review the proposed changes to the CMP document associated with three CenturyLink CRs that were presented in the monthly CMP meeting in May. For each CR, the calendar includes a current copy of the CR and the proposed change to the CMP document. The last document on the CMP calendar is the complete CMP document with each of the CR updates included along with proposed updates to wording wherever the word “dispute” appears. Susan provided a background in regard to the Simplify CMP project indicating that in February 2018, CenturyLink identified areas within CMP that we would like to eliminate or streamline since the business has changed. Some processes have been used on a limited basis since 2002 or not used at all.

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

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

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

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

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

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

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

Susan Lorence – CenturyLink said that is correct.

Kim Isaacs – Allstream said she understood that.

Susan Lorence – CenturyLink asked if there were other customers on the call that might use this

process. There was no response. She said CenturyLink thought that a better approach was to point to the CMP Oversight committee or an escalation as the next step vs. going to arbitration.

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

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

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

5/16/18 Product Process CMP Meeting

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

Attachment F – Walk On Items

- **Follow-up on Allstream concern raised in April Monthly meeting regarding CenturyLink Level of Support**
- **Any other Walk-On items?**