



CenturyLinkTM
Wholesale

July 17, 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, July 17, 2019

June Meeting will be held via conference call

Conference Bridge

800 594-5900 Passcode 65702727# 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: ❖ Announcements ❖ See Attachment A – Previous Monthly Meeting Minutes	Mark Coyne
9:05 – 9:05	Review Global Action Items ❖ See Attachment B – Global Action Items	AI Owners / SMEs
9:05 – 9:05	Review “Active” CLEC Originated Change Requests ❖ See Attachment C – CLEC CRs	CR Owners / SMEs
9:05 – 9:15	Review “Active” CenturyLink Originated Change Requests ❖ See Attachment D – CenturyLink CRs	CR Owners / SMEs
9:15 – 9:15	Discussion of CMP Operations and Proposed Modifications to CMP Framework ❖ See Attachment E	Mark Coyne
9:15 – 9:20	Walk On Items ❖ See Attachment F	Requestor

Agenda – Continued		
All agenda times are approximate. The Systems portion of the meeting will start immediately following the Product/Process meeting.		
<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 – 9:20	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
9:20 – 9:25	Review Change Requests for Closure ❖ See Attachment G – CRs to Consider for Closure	Mark Coyne
9:25 – 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 – 9:40	OSS Interface Release Calendar ❖ See Attachment M	Mark Coyne
9:40 – 9:40	Walk-On Items ❖ See Attachment N	Mark Coyne

Announcements

- July Monthly Meeting – July 17, 2019 Time: 9:00 – 10:00 AM MT
CR Submission Deadline: July 3, 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, June 19, 2019

Introductions and Announcements

Mark Coyne – CenturyLink began the meeting by taking attendance.

Prior Monthly Meeting Minutes (Attachment A)

There were no comments on the prior Monthly Meeting Minutes.

Review Global Action Items (Attachment B)

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

Review Active CLEC Originated Change Requests (Attachment C)

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

Attachment D – CenturyLink CRs

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

Mark Coyne (CenturyLink) - This CR is associated with terminating PS/ALI in the state of Washington. CenturyLink sent a Level 2 notification with a planned effective date of April 18, 2019; there were no customer comments. Mark said that during the April meeting, when we indicated we would move the CR to CLEC Test on the April effective date, Kim Isaacs – Allstream relayed she heard that there was a delay due to customer comment. We then followed up with the CenturyLink SME team following the call last month. We included a NOTE in the April CMP meeting minutes that stated the change is on HOLD pending further discussion with the Washington Utilities and Transportation Commission (WA UTC). The final effective date has not been determined. This CR did not move to CLEC Test as planned and we are still waiting on more information from the CL SME team as they work with the WA commission before determining next steps on this CR. There were no comments or questions.

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

This CR was presented in the April meeting by Trey Albritton, CL Product Manager. We held an Ad hoc meeting on April 30 where Trey shared that the portion of the CR associated with the modifying the Badge Access Tool external portal to upgrade security standards and to modify the renewal process used by CLECs was going to be delayed. Trey gave a brief overview of the changes that will be made to the look and feel of the new web tool. Those changes are planned for late July. The changes to the badge renewal process with portal will be implemented later in the year – likely 4th quarter. The draft meeting minutes were distributed but no customer updates were received, and the CR has been updated. Parties agreed that once we have the screen shots for the look and feel portion of the change, we will send those out as a level 2 notice. Then when the rest of the security and renewal process is ready, we will send that out as a level 4 notice. We do have a walk-on item under attachment F related to this topic.

Mark Coyne – CenturyLink said that CRs, related to the CMP document, PC050218-1CM, CR PC050218-2CM, CR PC050218-3CM will be discussed under Attachment E.

PC120518-1 Update Network Outage notification process

CenturyLink™ Wholesale Change Management Process (CMP) Meeting Minutes

Mark Coyne – This CR was to update the Network Outage Notification process. We recently had a meeting with the SME team to get a status and are waiting to hear if they believe an ad hoc meeting will be required. There is nothing new to report on this CR this month. The SME team continues to meet, and we should have more information in the July CMP meeting. There were no questions or comments.

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 that these CR's have been out here for close to a year. We have been waiting for the CMP tools to get rehosed to move forward with these CR's. We are looking at the hard benefit and suggest pulling back to make the CMP process leaner and cleaner and better for both sides. If we move decide to move forward, we will go ahead and post them to the temporary calendar for the July meeting for review. If we decide to move forward, we will go through the voting process in the August meeting. There were no questions or comments.

Attachment F – Walk On Items

Allstream submitted the following email concerning the Badging process:

“With the change in personnel handling access badge requests, there appears to have been a change in process that is slowing down badging. Previously when we submitted a request for a new access badge for more than ten CLLI codes, Trey had us submit the form as many times as needed as “new”. Now we have to submit for the first 10, wait for it to be approved and then submit the remaining CLLI codes as “adds”.

Based on our conversation on CR040319-1, I know that CenturyLink said it will not increase the number of CLLIs we can request on an individual application but the additional delay (waiting for approval before submitting additional CLLIs) is bogging down the process. Trey indicated that CenturyLink feels processing 10 CLLIs at a time is best for CenturyLink.

However, this does not work for Allstream, especially if we have to wait for CenturyLink to approval the initial 10 CLLIs before we can request the others. I am hoping we can compromise on the number of CLLIs that can be submitted at once. Thank you.”

Mark Coyne – CenturyLink reviewed the concern that Kim Isaac (Allstream) submitted, with the change in personnel handling for the access badge requests. This has caused a slowdown in the process with approvals, having to wait for the 1st 10 CLLI requests in order to submit the subsequent request and so on. Based on our conversation with CR040319-1, CenturyLink will not increase the number of CLLIs per request on an individual application since they just increased it from 5 to 10.

Kim Issacs – Allstream said they would prefer to issue all CLLI's at one time like they did before. It does not matter if they submit new or add. She is hoping we can compromise on the number of CLLIs that can be submitted at once or improve the turnaround time. She also mentioned that Allstream pays CenturyLink to maintain the access badge requests and Allstream feels CTL is pushing the management and responsibility back on Allstream. They should not have to monitor and wait for approvals in order to submit the next 10 CLLI's and so forth. Allstream stated they submit a handful a month that have 20 to 30 at a time.

Mark Coyne – CenturyLink asked is any other CLEC was experiencing the same thing. There were no other co-locators on the call.

CenturyLink™ Wholesale Change Management Process (CMP) Meeting Minutes

Teresa Harper – CenturyLink used to manage these badges 3 years ago and stated reasons behind why CenturyLink felt increasing from 5 to 10 CLLI's was enough space and helped with security measures. When a submission is made to CTL for a new badge request, our systems must create a CUID. CUIDs are created for a single point of contact for the SPOC. Every employee at CenturyLink also has a CUID assigned. In May, we were notified by the Security IT Admin group, that duplicate CUIDs were being created as new and had to be cancelled. This caused and will cause integrity issues within CenturyLink because every badge is associated with a CUID. This is how security assigns badge access. If you have multiple IDs, security will have no idea how to assign the additional access. It also affects the CLEC because when your SPOC goes out to the system and wants to add more offices to an existing badge, they will see multiple names for a CUID and won't know which one to use. If the SPOC chooses the wrong badge CUID and puts through a request with additional offices, the physical badge may not be associated with the CUID they requested and won't work. In order to do Adds, when the SPOC goes into the system, they select add and then populate the name of the individual. The system will create the CUID. If they have submitted the new request and CenturyLink has not approved it yet, the CUID associated with that individual is not in the system at this point, so that is why your SPOC would not be able to submit a new and then immediately submit an add.

Teresa Harper and Mark Coyne – CenturyLink stated that they will look at the current badging process with the SME's and see what can be done. In the meantime, to help with the turnaround time, put the remaining CLLI's into the remarks field. If you have more than 10 offices, you need to list them down in remarks with the associated ACNA's. They have done this in the past where they just copy the line item and paste it in remarks. Teresa understands Kim's concerns however there are system limitations and CTL did double the quantity from 5 to 10. If they were able to add additional line items, they would have. but we will take it back internally to see what type of enhancements can be done.

Mark Coyne – CenturyLink stated we will take the process back to the SME teams internally to see what type of enhancements or process changes can be done with the limitations of the system. If we decide to make a change, we will issue a level 3 change and give 45 day notice. Mark advised to move forward with Teresa's suggestion of placing everything in the remark field for now.

Mark Coyne – CenturyLink asked if there were any other questions regarding this walk on. There were none.

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

Maintain Meeting Details			
Meeting Name	June 2019 Monthly CMP Meeting	Type	Monthly
Meeting Date	6/19/2019	Area	Wholesale

Attendee	Company	Attendance Type
Burnett, Phyllis	CenturyLink	On Phone
Coyne, Mark	CenturyLink	On Phone
Halabrin, Kellie	CenturyLink	On Phone
Harper, Teresa	CenturyLink	On Phone
Harmon, Linda	CenturyLink	On Phone
Urevig, Rita	CenturyLink	On Phone
Isaacs, Kim	Allstream	On Phone
Taylor, Nancy	Allstream	On Phone
Granahan, John	Granite Telecommunications	On Phone
Hyacinthe, Kristi	Granite Telecommunications	On Phone
Kronewitter, Jonathan	Granite Telecommunications	On Phone
Byland, Rebekah	Pop Communications	On Phone
Smith, Andrea	Comcast	On Phone

Attachment B – Global Action Items

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

Attachment C – CLEC CRs

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

Attachment D – CenturyLink CRs

**Summary Change Management Process - Product & Process
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
06/19/2019	Discussed at Monthly CMP Meeting	Discussed in the June Product/Process CMP Meeting - See Attachment D in the Distribution Package.
05/15/2019	Discussed at Monthly CMP Meeting	Discussed in the May Product/Process CMP Meeting - See Attachment D in the Distribution Package.
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.
02/20/2019	Discussed at Monthly CMP Meeting	Discussed in the February Product/Process CMP Meeting - See 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
<p>6/19/19 Product Process CMP Meeting Mark Coyne - CenturyLink said this CR is associated with terminating PS/ALI in the state of Washington. CenturyLink sent a Level 2 notification with a planned effective date of April 18, 2019; there were no customer comments. Mark said that during the April</p>

meeting, when we indicated we would move the CR to CLEC Test on the April effective date, Kim Isaacs – Allstream relayed she heard that there was a delay due to customer comment. We then followed up with the CenturyLink SME team following the call last month. We included a NOTE in the April CMP meeting minutes that stated the change is on HOLD pending further discussion with the Washington Utilities and Transportation Commission (WA UTC). The final effective date has not been determined. This CR did not move to CLEC Test as planned and we are still waiting on more information from the CL SME team as they work with the WA commission before determining next steps on this CR. There were no comments or questions.

5/15/19 Product Process CMP Meeting

Mark Coyne – CenturyLink said this CR is associated with terminating PS/ALI in the state of Washington. CenturyLink sent a Level 2 notification with a planned effective date of April 18, 2019; there were no customer comments. Mark said that during the April meeting, when we indicated we would move the CR to CLEC Test on the April effective date, Kim Isaacs – Allstream relayed she heard that there was a delay due to customer comment. We then followed up with the CenturyLink SME team following the call last month. We included a NOTE in the April CMP meeting minutes that stated the change is on HOLD pending further discussion with the Washington Utilities and Transportation Commission (WA UTC). The final effective date has not been determined. Mark said we did not move this CR to CLEC Test as planned. We will hold on this CR as the SME team works with the WA UTC.

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
<p>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:</p> <ul style="list-style-type: none"> • 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
06/19/2019	Discussed at Monthly CMP Meeting	Discussed in the June Product/Process CMP Meeting - See Attachment D in the Distribution Package.
05/15/2019	Discussed at Monthly CMP Meeting	Discussed in the May Product/Process CMP Meeting - See Attachment D in the Distribution Package.
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. FINAL meeting minutes posted.
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.
04/17/2019	Discussed at Monthly CMP Meeting	Discussed in the April Product/Process CMP Meeting - See Attachment D in the Distribution Package.
04/05/2019	CR Acknowledged	CR Acknowledged.
04/03/2019	CR Submitted	CR submitted.

CenturyLink Response
None

Project Meetings
<p>6/19/19 Product Process CMP Meeting Mark Coyne – CenturyLink said this CR was presented in the April meeting by Trey Albritton, CL Product Manager. We held an Ad hoc meeting on April 30 where Trey shared that the portion of the CR associated with the modifying the Badge Access Tool external portal to upgrade security standards and to modify the renewal process used by CLECs was going to be delayed. Trey gave a brief</p>

overview of the changes that will be made to the look and feel of the new web tool. Those changes are planned for late July. The changes to the badge renewal process with portal will be implemented later in the year – likely 4th quarter. The draft meeting minutes were distributed but no customer updates were received, and the CR has been updated. Parties agreed that once we have the screen shots for the look and feel portion of the change, we will send those out as a level 2 notice. Then when the rest of the security and renewal process is ready, we will send that out as a level 4 notice. We do have a walk-on item under attachment F related to this topic.

5/15/19 Product Process CMP Meeting

Mark Coyne – CenturyLink said this CenturyLink CR was presented last month by Trey Albritton, CenturyLink Product Manager. Mark said an Ad hoc meeting was conducted on April 30 where Trey shared that the portion of the CR associated with the modifying the Badge Access Tool external portal to upgrade security standards and to modify the renewal process used by CLECs was going to be delayed. They gave a brief overview of the changes that will be made to the look and feel of the new web tool. Mark said those changes are planned for some time in July and the changes to the badge renewal process will be implemented later in the year – likely 4th quarter. Mark said that last month there was some discussion about how to handle the CR. We decided to keep this CR and phase in the functionality starting with the look and feel changes to the tool. Mark asked if there were any objections to sending those changes as a Level 2 notice. There were none. Once the changes to the web tool for the security and renewal process are ready, we will then send a Level 4 notice for those planned updates. Mark asked if there were any questions. There were none.

04/30/19 Ad hoc meeting minutes - FINAL

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. They 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 reinstated. 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
<p>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.</p> <p>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.</p> <p>Updates will be made to incorporate this change in the Maintenance and Repair Business Procedure.</p>

Status History		
Date	Action	Description
06/19/2019	Discussed at Monthly CMP Meeting	Discussed in the June Product/Process CMP Meeting - See Attachment D in the Distribution Package.
05/15/2019	Discussed at Monthly CMP Meeting	Discussed in the May Product/Process CMP Meeting - See Attachment D in the Distribution Package.
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

6/19/19 Product Process CMP Meeting

Mark Coyne – CenturyLink stated this CR was to update the Network Outage Notification process. We recently had a meeting with the SME team to get a status and are waiting to hear if they believe an ad hoc meeting will be required. There is nothing new to report on this CR this month. The SME team continues to meet, and we should have more information in the July CMP meeting. There were no questions or comments.

5/15/19 Product Process CMP Meeting

Mark Coyne – said this CR is associated with the customer notifications of network outages. He said we recently had a meeting with the SME team to get a status. We are waiting to hear if they believe an ad hoc meeting will be required. We should have more information about the planned functionality and timeline for the June CMP meeting. Mark asked if there were any questions. There were none.

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.
- Discuss “pending withdraw” status

Attachment F – Walk On Items

- Any other Walk-On items?