



FairPoint Change Management Process

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Agenda - 01:00PM to 4:00PM Change Management

Change Management Meeting	
01:30PM to 1:45PM	Overview of the FairPoint Change Management Process
01:45PM to 02:00PM	Current FairPoint Systems managed via CMP (VFO GUI, eBonded Connections, Wholesale Customer Portal)
02:00PM to 02:45PM	Overview of Current Systems Fixes (Defects) (not CMP enhancements)
02:45PM to 03:00PM	Afternoon Break
03:00PM to 03:30PM	Overview of Current Systems Fixes (Defects) (Cont.)
03:30PM to 03:45PM	Proposed 2009 Release Schedule, Change Request Timeline, and CR Prioritization
03:45PM to 04:00PM	Wrap-Up

FairPoint Change Management

Change Management Process:

- FairPoint and Wholesale Customers work together to implement changes to OSS interfaces, associated business rules and applicable business processes.

- Change Request Classification
 - Type 1- Maintenance Change: categorized in the following manner:
 - Severity 1 - Interface Unusable
 - Severity 2 – Interface Affecting
 - Severity 3 – Process Impacting

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- Type 2 – Regulatory change as required to comply with state or federal law.
- Type 3 – Industry Guidelines change as agreed upon in trade groups ATIS:
 - ISOP – Interconnection Service Ordering and Provisioning
 - UOM-ASR
 - LSOP – Local Service Ordering and Provisioning Committee
 - TMOC – AIP Subcommittee – Architecture, Interface and Protocols
 - TA Task Force

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- Type 4 – FairPoint Originated Change other than Type 1, 2, or 3
- Type 5 – Telecommunication Companies Originated Change intended to primarily benefit the TCs.

Change Management

The following Products and System Interfaces will be supported through FairPoint's Change Management

- ASOG
- LSOG
- Trouble Administration
- Wholesale Customer Portal (WCP)
 - Administration – Profile Management, New User Request, FETA – Profile Management
 - Tools – WHD Trouble Ticketing, USOC, and Hot-Cut (future)
 - Reports – Bulk Loop Qualification Reports, CSR 10K lines or more, LVR, Provider Notification Reports, C2C, PAP, and C2C – PAP Detail

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Proposed Release Schedule 2009

- ASOG 39 Release – Flash Cut September 19, 2009
- ASOG 40 Release – Flash Cut March 20, 2010
- LSOG Release of FairPoint 1.0 – Late Fall 2009
- TA Release – Industry driven

Change Management - VFO GUI

Virtual Front Office GUI

- VFO is provided by vendor Synchronoss
- Synchronoss supports quarterly maintenance releases
- Release content is based on the change request of FairPoint and other Synchronoss customers

IT Agenda

- IT Special Topics
- IT Defects Deployed to Production
- IT Top Priorities
- IT Initiatives and Next Steps

IT Special Topics

- Additional report fields to indicate work order creation
 - We are working on augmenting your current LSR report to include information about whether and inside and outside dispatch were systematically generated.
 - We will provide additional information next week with the report to describe the new fields (and how to interpret them).
 - Your SPOCs will also have access to an internal report with work order numbers and additional information about your work orders as well.

Summary of Deployments

- 16 Defects Deployed
 - ASRs – 5 defects
 - 4 ASR Order
 - 1 ASR Preorder
 - LSRs – 11 defects
 - 9 LSR Order
 - 2 related to LSR error messages
 - 2 LSR Preorder

Top IT Priorities for this Week

- Improvement of Error Handling Messages
 - Continued ongoing improvement
 - Additional replay still available
 - Will provide an updated error message cheat sheet next week
- Automation of Jeopardy Codes
 - Defect #5167 – Targeting 5/2/09
- CLEC to CLEC Migrations
 - Lineshare Migrates not generating work orders
 - Defect #1555 concerning work instructions not being generated.
- Linesharing/Subloop data updates
 - Defects #2084 and #2787 - targeting 5/1/09 deployment

IT Initiatives List and Next Steps

- The Excel spreadsheet has the items we are tracking for the IT call (included separately). The defects are separated into Active, Deployed and Closed tabs.
- Continue to submit your requests to replay rejected orders to update the error messages. Email replayrejectedorders@fairpoint.com with the following information:
 - The CCNA provided on the LSR Request ?
 - The list of PONs you would like to re-push?
 - The best time to re-push these orders? If you have a preferred time during which you would like us to resend the orders please let us know in advance.