



# FairPoint Change Management Process

## Agenda & Opening Remarks

**John Berard, Director, Wholesale Customer Relations**

**July 22, 2009**

# Agenda - Opening Remarks

## WebEx and Conference Call Etiquette



- Mute Phones when not speaking \*6 (\*6 again to un-mute)
- Never put your phone on hold to take another call (avoids music on hold) 🎵 🎵
- State your name and company when speaking
- Ask Questions at the end of the slide not in the middle.
  - Two options (raise hand on WebEx or un-mute and ask your question)



# Agenda - 01:00PM to 3:00PM Change Management

Change Management Meeting	
01:00PM to 1:15PM	Introductions – Agenda – John Berard
01:15PM to 02:15PM	Change Requests (CR) Review - Type 1 CR's Scheduled for Release - Type 2-5 CR's received this month
02:15PM to 02:30PM	Afternoon Break
02:30PM to 02:45PM	Proposed 2009 Release Schedule, Change Request Timeline, and CR Prioritization Process
02:45PM to 03:00PM	Wrap-Up

# FairPoint Change Management Process

**John Berard, Director Wholesale Services**

**Karen Jones, FairPoint IT – Atlanta**

**Linda Birchem, Sr Manager – OSS Implementation**

**July 22, 2009**



# FairPoint Wholesale Change Management Forum Type 1 Change Requests and IT Updates

**Karen Jones, FairPoint IT - Atlanta**

**July 22, 2009**

# IT Agenda - Type 1 Change Requests

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

## Special Topics (Slide 1 of 5)

- DEMARC Updates
  - Last week we provided a preview of the DEMARC/Cut-through information. We wanted to provide updates to some of the outstanding questions and details on additional solution elements.
- DEMARC Response for Cut-through orders
  - We will provide the Copper Terminal and Taper Code information on the FOC.
  - The PCN will include the following details: F1 cable pair, Binding post and copper terminal.
  - BCN will return the same information as the PCN
- DEMARC Response for non Cut-through orders
  - No DEMARC information will be provided on the FOC.
  - The PCN will include the following details: F1 cable pair, Binding post and copper terminal. The PCN will also include the information sent from Service Suite (Work Force Management system). This is a free format field and could include additional details as well.
  - BCN will return the same information as the PCN.

## Special Topics (Page 2 of 5)

- Additional DEMARC Information
  - The DEMARC field is a freely formatted text field in the work force management system.
  - The field will be required on all new wholesale installs and migrations.
  - The technician can enter any information that he/she feels is appropriate.
  - We will be sending out documentation to the RCCC group to advise the use of Binding Post and Remote Terminal information.

## Special Topics (Page 3 of 5)

- CPM Phase II
  - Active participants should have received login and website information regarding access to the online tracker for CPM updates.
  - If you have enrolled but have not submitted your scenarios, please go ahead and submit so that we can post them to the tracker.
  - The deadline for order submission is July 24<sup>th</sup>.

## Special Topics (Page 4 of 5)

- Outstanding CSI/CSR Defects:
  - **8669** – Need to update FID List that is supported on the CSI/CSR pre-order. This defect currently tracks the RSCP FID and Call Forwarding FIDs.
    - The initial FIDs supported on the CSR were left handed FIDs. Based on feedback, we have added additional FIDs. We have provided a list of FIDs which are currently supported in the interface (CSI\_CSR PO FIDs 072209.xls). We welcome updates to this list so that we return all of the data that is available in the system.
  - **7205** – Non-affiliate DSL USOCs have 7 characters, causing the transaction to error out since the CS field in Synchronoss supports a maximum of 5 characters

## Special Topics (Page 5 of 5)

- **8401** - When a State/Government TN is submitted on the CSI Inquiry we should return an error of 'BTN Prohibited' rather than Account Not Found
- **8512** – Update logic on pre-orders to return CSR for TNs which are pending port out rather than the '200 - Account not available from this system'. CSR should be returned until TN is fully ported out.
- **8676** – DID/DOD accounts with the USOC 'TBB' are failing schema validation because the TN has a '/D1' character which is not allowed on a TN.
- CSI defects are planned to be fixed in production on 7/24 and 8/7.

# Top IT Priorities

- **Top IT Priorities**
  - Finalized DEMARC and Cut-through enhancements
  - As-Is migrations to/from Wholesale Advantage
  - Improve flow through percentages for Wholesale transactions
  - PLN defects
  - CSI/CSR Defects
  - Error Message Updates (Updated Error Message List has been provided with today's materials)
  
- **Items for the Top IT Priorities are driven by the following factors**
  - Items which prevent CLECs from submitting orders or other transactions
  - Items which impact order creation
    - Items impacting rejected orders which should create an error message
  - Items impacting order flow-through and required manual intervention
  - Items impacting downstream flow (post-FOC)
    - Including PLN, dispatches, Post-FOC notifications
  - Enhancements to systems which further streamline transaction processing

# IT Initiatives List and Next Steps

- Continue to submit your requests to replay rejected orders to update the error messages. Email [replayrejectedorders@fairpoint.com](mailto:replayrejectedorders@fairpoint.com) with the following information:
  - The CCNA provided on the LSR Request ?
  - The list of PONs you would like to re-push?

# Change Management Process

- Questions



# FairPoint Wholesale Change Management Forum - Type 2, 3, 4, and 5 Change Requests

**Linda Birchem, Sr Manager – OSS Implementation**

July 22, 2009

# Type 2 Regulatory per State or Federal Law

Industry Forum	Change Request Summary
AT&T  Debbie Knittel/Mary Mullen	CR # - <b>FRP01-05222009</b> - This request is to automate the reports requested by AT&T prior to cutover. These reports are imperative for AT&T to be able to properly report service quality results to the PUCs. This includes both Ordering & Provisioning and Repair & Maintenance. (under review as to valid type 2)
FCC ORDER 09-41  LNPA WG	<p>CR# - <b>FRP01 – 05142009</b> - In this Report and Order (Order), we reduce the porting interval for simple Wireline and simple intermodal port requests. Specifically, we require all entities subject to our local number portability (LNP) rules to complete simple Wireline-to-Wireline and simple intermodal port requests within one business day.</p> <p>As the Commission previously has explained, simple ports are those ports that: (1) do not involve unbundled network elements; (2) involve an account only for a single line; (3) do not include complex switch translations (e.g., Centrex, ISDN, AIN services, remote call forwarding, or multiple services on the loop); and (4) do not include a reseller. See, e.g., <i>Intermodal Porting Order and FNPRM</i>, 18 FCC Rcd at 23715, para. 45 n.112 (citing North American Numbering Council Local Number Portability Administration Working Group Third Report on Wireless Wireline Integration, Sept. 30, 2000, CC Docket No. 95-116 (filed Nov. 29, 2000)).</p>


# Type 3 Industry Guidelines OBF - UOM of July

Industry Forum	Change Request Summary
ATIS - OBF UOM – ASR Committee	CR # - <b>FRP01 – 04222009</b> - Industry change from ASOG ver. 38 to ASOG ver. 39, starting Friday, September 18, 2009 thru Monday, September 21, 2009 FairPoint will performing the implementation of Changes, Deletes, and Updates to our current OSS platforms in support of ASOG ver.
ATIS - OBF UOM – ASR Committee	CR # - <b>FRP01 – 05012009</b> - ASOG 40 Release – Flash Cut March 20, 2010 Effective Date/Implementation – March 20, 2010 Issue Date (Final Posting OBF) – September 25, 2009

# Type 4 FairPoint Change Request as of July

Industry Forum	Change Request Summary
Data Center Migration Synchronoss	CR# - <b>FRP01 – 04202009</b> - Synchronoss will be moving their current Data Center July/August 2009 from Virginia to Pennsylvania please refer to Accessible Letter Number SYS 0106 061009 for specification and details
FairPoint	CR# - <b>FRP01 – 04212009</b> - VFO GUI TA create a more descriptive "STATUS" selection. Currently CLEC seem to have difficulty understanding the state of the ticket and where the issue sits in a "work flow". Pending July implementation

# Type 5 Change Request as of July

CLEC	Change Request Summary
<p>Cornerstone</p> <p>Austin</p>	<p>CR# - <b>FRP01 – 05272009</b> - VFO GUI doesn't allow the Service ID to be corrected/changed once an error occurs CLEC need to re-create another ticket</p> <ul style="list-style-type: none"> <li>•Cornerstone - Austin Change add an “edit” to validate Service ID immediately rather than waiting for the tickets to be completed. If the Service ID is not correct return error and allow for the Service ID field to be re-populated with a new value.</li> </ul> <p> Update - 07202009</p> <p>VFO GUI Release 11.5.2 - Functionality to edit the ECCKT and/or the TRFD value – the functionality will work as below:</p> <p>The user will be able to do a “Create As” from a ticket and edit/modify the ECCKT and TRFD fields.</p> <p>Note: It will work as a copy functionality to create a new ticket so the user doesn't have to re-key all data rather than an actual modify of an existing ticket</p>



# Type 5 Change Request as of July

CLEC	Change Request Summary
Broadview  Karen Bracken Verizon Business – Sherry Lichtenberg	CR# - <b>FRP01- 05262009</b> - Add Drop Down under Pre Order TN Reservation that would allow rep to select RANDOM/GOLD/SEQUENTIAL TNs/specified numbers other than NPA –NXX – XXXX only by line number
Broadview  Karen Bracken	CR# - <b>FRP01 – 05202009</b> - Create a POP UP reminder on all orders that have RPON populated. This way any person that touches the order will be made aware that the order is part of an RPON. This will be to eliminate any of the downstream departments from ignoring the RPON field. They should have to click OK to knock the pop up down and hopefully they will read it.
AT&T  Anna Miro	CR # - <b>FRP01 – 05132009</b> - Verizon has on their GUI a link "Sonet Facility" which is different than their link "CFA Search". The "Sonet Facility" link allows us to look up OC48 facilities by AP name & state or SCID & state. This shows what Verizon has working/spare on each slot/channel. Will we have this same capability with the FairPoint GUI?
AT&T  Debbie Knittel/Mary Mullen	CR# - <b>FRP02 – 05222009</b> - Currently there is no ability to export trouble tickets from TA into an Excel spreadsheet as there is for LSR. We would like to have the functionality added to TA and at the same time add additional fields to Wisor / Synchronoss for Restored time, outage duration, and close out narrative and the trouble found code and disposition code. This should include the numeric value of the trouble found code.  <ul style="list-style-type: none"> <li>•Item closed Disposition codes posted to the website. The list of numeric values used by FairPoint needs to be posted on the FairPoint Wholesale website.</li> </ul>

# Type 5 Change Request as of July

CLEC	Change Request Summary
Broadview - Karen Bracken Cornerstone – Austin AT&T – Debbie Knittel	<p>CR# - <b>FRP01 – 05042009</b> - VFO GUI – Proposed Changes:</p> <ul style="list-style-type: none"> <li>Add FOC Date (confirmed date)</li> <li>Provisioning Complete date and Billing Complete date</li> <li>Add Cancel view only</li> <li>Add “sup” field</li> <li>Add FairPoint Order Number</li> <li>Add the ability to manipulate the fields as they appear on the work list by each login</li> </ul> <p>Pending Releases</p> <p>Synchronoss Release 11.5.2 pending for July: Field Headers being abbreviated            Version to read “Ver”; Desired Due Date to read “DDD”; and Service Type to read “Svctyp”. Adding the following to the Column “ACT” to the right of SVCTYP and “Sup” to the right of Ver. ASR/LSR the Date Sent/Received Column will be populated with the date and time for each supplement received.</p> <p>Note: Currently via the VFO GUI selecting the “filter” you may select status you want to see</p>

# Type 5 Change Request as of July

CLEC	Change Request Summary
Broadview  Karen Bracken	 <b>NEW</b> Provider Line Loss Report – Would like to have column headers on the Loss of Line report like we had with the Verizon reports. Currently there is just raw data and columns are not identified. Would also like to have all ACNA/CCNA's on 1 report
Cornerstone Communications  Austin Brower	 <b>NEW</b> VFO GUI - For all pop-up selections, please provide the meaning of each value /within/ the pop up, as well as in a tool tip at the bottom of the form. This is also inclusive for Sup “Other” – Pop-up selector should include the meaning of each value (1 through N).

# Change Management Process

- Questions



# FairPoint Wholesale User Forum



## On Afternoon Break



# FairPoint Wholesale User Forum

## Synchronoss Data Center Move Process Update

**Joel Noble, Program Manager**  
**Synchronoss Technologies, Inc.**

July 22, 2009

# Data Center Move Plan

- Data Center move plan designed to have a minimal impact to the customers
- Synchronoss has established connectivity from the new facility to the existing facility for routing traffic
  - As each customer is migrated to the new URL or VPN Tunnel, Synchronoss will route the transactions to the existing facility until final cutover weekend
- Synchronoss will be keeping the Databases in the new facility in sync with the existing Database
- There will be two services interruptions associated with the move (weekend outages)
  - Final Database backup – 8/21-22/09
  - Final Cutover weekend – 8/28-29/09
- No ASR, LSR, or TA transactions will be processed during the outages

# Data Center Move Schedule

- Network setup and readiness In Progress
- Customer VPN Connectivity Form Distributed Complete
- New hardware installation readiness In Progress
- FairPoint Backend Connectivity 7/27- 7/30/09
- Migration of Customers Accessing VFO via Internet 8/5- 8/30/09

# Data Center Move Schedule

- Migration of VPN Tunnel Customers
  - DSET 7/29/09
  - Comcast 8/3/09
  - GWI 8/5/09
  - MetTel 8/7/09
  - Sprint 8/10/09
  - NeuStar 8/14/09
  - Verizon Business 8/17/09
  
- Production Stress Testing of New Environment 8/1- 8/15/09
  
- Pre-cutover Preparation 8/18 - 8/23/09
  
- Final Cutover 8/28 – 8/30/09

# Data Center Move

- Questions



## Prioritization Process

- Allows Telecommunication Companies (TC) to prioritize Type 4 and Type 5 Change Requests
  - The initiating TC must participate at Prioritization Work Group (PWG) meetings to review new Change Request(s). If the initiating TC is not represented at two consecutive PWG meetings the request will be cancelled and removed from the list unless another TC champions the Change Request.
  - Note: No LSOG Release planned prior to 1<sup>st</sup> Quarter of 2010. Currently planning on 1<sup>st</sup> prioritization vote in the September 2009 CMP Meeting.

## Prioritization Process

Voting - Each TC is allowed one vote and should have one representative designated for providing a rating.

- TC's should send an e-mail to FairPoint identifying the Primary and a Secondary as back-up of who will be responsible for voting on Change Request. (E-mail address [Fairpoint.CMP@fairpoint.com](mailto:Fairpoint.CMP@fairpoint.com) )
- Note Accessible Letter: SYS 0120 07172009 sent out requesting Primary and Secondary Contacts for voting.
- Voting is done during the PWG meeting and will not be accepted outside of the PWG meeting. (e.g., no voting via e-mail, etc.) TC(s) not present at the meeting may not submit ratings at the subsequent meeting.

# Change Management Process

- Questions

