

FairPoint Change Management Process

Agenda & Opening Remarks

John Berard, Director, Wholesale Customer Relations

June 24, 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 <ul style="list-style-type: none">- 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

June 24, 2009



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

Karen Jones, FairPoint IT - Atlanta

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IT Agenda - Type 1 Change Requests

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

Summary of Deployments

- 20 defects were deployed on 6/18 and 6/22
 - 1 ASR, 16 LSR, 3 Pre-order
 - Key resolutions include:
 - 6591 – CB/V Add orders not creating with error message “Unexpected error occurred in the system” causing loss of dial tone if the disconnect is processed
 - 3667 – Logic needed to support Transfer of Call Options in Order Management system
 - 6537 – Migrate add orders were failing because the product could not be retrieved from the product catalog.
 - 7099 – Work instructions are not creating for Line Share orders
 - 7273 – Multiple disconnect details sent to the switch causing loss of dial tone on migrate orders

Top IT Priorities for this Week

- Top short-term IT Priorities
 - New DEMARC and Cut Through enhancements
 - Migration defects
 - PLN defects
 - Supporting MS=L on CSI for listings on ported TNs
 - Defects blocking reject replay

- 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 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.

Change Management Process

- Questions





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

Linda Birchem, Sr Manager – OSS Implementation

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Type 2 Regulatory per State or Federal Law

Industry Forum	Change Request Summary
AT&T Debbie Knittel/Mary Mullen	<p>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)</p>
FCC ORDER 09-41 LNPA WG	<p>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 June

Industry Forum	Change Request Summary
ATIS - OBF UOM – ASR Committee	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	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 June

Industry Forum	Change Request Summary
Data Center Migration Synchronoss	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	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 June

CLEC	Change Request Summary
Cornerstone Austin	<p>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"> •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.
Broadview - Karen Bracken Cornerstone – Austin AT&T – Debbie Knittel	<p>VFO GUI – Proposed Changes:</p> <ul style="list-style-type: none"> Add FOC Date (confirmed date) Provisioning Complete date and Billing Complete date Add Cancel view only Add “sup” field Add FairPoint Order Number Add the ability to manipulate the fields as they appear on the work list by each login <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 May

CLEC	Change Request Summary
Broadview Karen Bracken Verizon Business – Sherry Lichtenberg	Add Drop Down under Pre Order TN Reservation that would allow rep to select RANDOM/GOLD/SEQUENTIAL TNs
Broadview Karen Bracken	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	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	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"> •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.

Change Management Process

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FairPoint Wholesale User Forum



On Afternoon Break

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.

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)
 - 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.

Prioritization Process

- Rating – Each participating TC ranks each Type 4 or Type 5 Change Request by providing a rank from 1 (low) to 5 (high) or choose to defer/pass on voting based on the following criteria:
 - Interface Usability – to what extent will the Change Request improve the usability of the interface.
 - Benefit to TCs – how will TCs benefit from the implementation of the Change Request.

Prioritization Process

- Productivity Impact – what extent will the Change Request streamline TC processes and increase TC productivity
- Cost/Expense to Develop and Operate – what will be the cost/developmental time for the request? Note: High costs may jeopardize schedule of lower cost, high impact Change Request
- LSOG or other Industry Guideline Conformity – does the Change Request aim to satisfy LSOG or Industry guidelines that are not being meet?
- Average rating calculations are based on the rating provided by all TCs that participate in the rating process.

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