



FairPoint Change Management Process

Agenda & Opening Remarks

John Berard, Director, Wholesale Customer Relations

August 26, 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

August 26, 2009



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

Karen Jones, FairPoint IT

August 26, 2009

IT Agenda - Type 1 Change Requests

- IT Regression results from the 8/20 deployment
- IT Special Topics
- IT Top Priorities and Next Steps

Special Topics (Slide 1 of 4)

- Regression Testing from 8/20 deployment (as of 8/24/09)

Defect #	Transaction Type	Implemented	Defect Description	Analysis (Include PON, REQTYPE,ACT, ERROR message and any other pertinent details to assist in resolving the problem)
8144	Loop Qualification	8/20/2009	Loop Qual Pre Order should indicate whether a line is behind a remote terminal so that the CLEC knows that they cannot offer line share	8.21 GWI Tested 2 numbers through EDI and neither show Remote Terminal/ 207.967.4048 and 207.774.4904 8.24 Confirmed with Cornerstone that the field is displaying in the GUI. Following up with GWI to investigate this field in the EDI as it does appear to be returned.
9316	Address Validation	8/20/2009	When entering an address in the address validation pre-order inquiry, multiple candidates are returned even though an exact match is found in the database	8.21 GWI Tested 93 Foss FL 1 Biddeford, ME 04005 brings up three floors. 8.24 The current address validation logic takes into account FLR values in the LD field but not FL values which is the value configured in the dropdown for LD. We will track this additional enhancement with 9897.

Special Topics (Slide 2 of 4)

- Additional Due Date Verification logic planned for the 9/3 build
 - The new error message will be
 - “The requested due date of the order is not within the standard interval. Please update the desired due date and resubmit your order.”
 - This message will be returned when the following conditions are true:
 - The order has an interval less than the standard interval defined in the backend reference data and the order does not have the expedite field populated with E or M
- If you have any issues, or believe that your reject was in error (DD did conform to the standard interval), please submit those to the WHD for further triaging and resolution.

Special Topics (Slide 3 of 4)

- Service Order Inquiry Enhancements
 - Several key fields are not being displayed due to a Synchronoss defect. Synchronoss is working to provide a Level of Effort and fixed date for this open item.

Special Topics (Slide 4 of 4)

■ **CPM Phase II:**

- A total of 5 CLECs signed up for CPM Phase II but only 4 submitted orders for our team to track through the systems.
- We are in the process of finalizing the results for 2 of the participants and 2 remain in progress with orders still in-flight.
- Our goal is to get all open items closed out and start having close out meetings in the next 2 -3 weeks.
- Only one defect has impacted the CPM orders to date. This defect (9525) was reported for build regression and CPM and was resolved as of the 8/20 build.

Top IT Priorities

- Top IT Priorities for 9/3 Deployment
 - Hunting across multiple accounts
 - Steps to improve provisioning flow through
 - Removal of the manual due date verify task
 - Automation of line class code population
 - Improvements to supplement order flow through
 - Tasks completing without updates to the switch
 - Updates successfully made to the order but revised dates not updated

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?

Change Management Process

- Questions





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

Linda Birchem, Sr Manager – OSS Implementation

August 26, 2009


Type 2 Regulatory per State or Federal Law

Industry Forum	Change Request Summary
AT&T Debbie Knittel/Mary Mullen	CR # - FRP01-05222009 - 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# - FRP01 – 05142009 - 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 # - FRP01 – 04222009 - 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 # - FRP01 – 05012009 - 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
<p>Data Center Migration</p> <p>Synchronoss</p>	<p>CR# - FRP01 – 04202009 - 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</p> <p> Update 08/26/09 – VFO GUI URL - Wholesale End Users need to ensure that the “NEW” URL is being used no later than September 1, 2009.</p> <p>https://vfoprod-fairpoint.activationnow.com</p> <p>The old URL will be disconnected as of September 25, 2009</p> <p>https://vfoprod-fairpoint.wisor.com/</p>
<p>FairPoint</p>	<p>CR# - FRP01 – 04212009 - 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".</p> <p>Pending July implementation</p>


Type 5 Change Request as of July

CLEC	Change Request Summary
Broadview Karen Bracken Verizon Business – Sherry Lichtenberg	CR# - FRP01- 05262009 - 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# - FRP01 – 05202009 - 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 # - FRP01 – 05132009 - 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# - FRP02 – 05222009 - We would like excel 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.  Update 08/17/2009 - Synchronoss 11.5.2 provided the capability of exporting the TA tickets Currently TA responses do include restored, outage duration we do not have a narrative

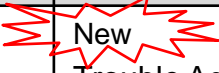
Type 5 Change Request as of July

CLEC	Change Request Summary
<p>Broadview - Karen Bracken Cornerstone – Austin AT&T – Debbie Knittel</p>	<p>CR# - FRP01 – 05042009 - 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 - Update added per Synchronoss 11.5.2 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 i.e., Provisioning and or Billing complete</p>

Type 5 Change Request as of July

CLEC	Change Request Summary
Broadview Karen Bracken	 Update CR has been added to Type 1 defect 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	CR# - FRP01 – 07172009 - VFO GUI – Proposed Changes: 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).

Type 5 Change Request as of July

CLEC	Change Request Summary
One Communications Dan Desmond	 New Trouble Administration (TA) – Chronic Outages functionality via the GUI to be implemented to identify the following: chronic T1 & above chronic circuits. Ability to capture all chronic tickets involved in that chronic case.

Change Management Process

- Questions



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 met?
- Average rating calculations are based on the rating provided by all TCs that participate in the rating process.

Change Management Process

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