



# FairPoint Wholesale User Forum

## Agenda & Opening Remarks

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

May 27, 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 - 02:00PM to 4:00PM Change Management

Change Management Meeting	
02:00PM to 02:10PM	Introductions and Agenda
02:10PM to 02:20PM	Overview of the FairPoint Change Management Process
02:20PM to 03:15PM	Type 1 Change Requests (CR) Review <ul style="list-style-type: none"><li>- Weekend Release Update</li><li>- Top Type 1 CR's Scheduled for release</li></ul>
03:15PM to 03:45PM	Type 5 Change Requests (CR) Review <ul style="list-style-type: none"><li>- Review of Type 5 Requests received this month</li></ul>
03:45PM to 04:00PM	Wrap Up



# FairPoint Change Management Process

**John Berard, Director Wholesale Services**

# 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

# FairPoint Change Management

- 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

# FairPoint Change Management

- 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

# FairPoint Change Management

## 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

# Change Management Process

- Questions





# FairPoint Wholesale Change Management Forum - Type 1 Change Requests

**Brandon Gullett, FairPoint IT - Atlanta**

May 27, 2009

# Agenda

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

# Summary of Deployments

- **27 Defects Deployed on Friday**
  - 2 ASR Defects
    - SALI Errors Resolved
    - ASR DDD updated to reflect the system due date
  - 22 LSR Order Defects
    - 5 LSR error handling message updates
    - 2 LSR rejected order defects resolved
    - 15 LSR Order flow-through defects resolved
  - 3 LSR Preorder Defects
    - Schema Validations resolved for Loop Makeup, Address Validation and CSI/CSR
- Please see the 'Deployed – To be confirmed' tab in the excel sheet for details on each of the deployed defects

# Top Type 1 CR Priorities

- **Top Priorities**
  - Improvement of Error Handling Messages
  - AB/V orders where FairPoint currently owns data
  - WCN field on Address Validation response
  - DID/DOD order flow through
  - ASR Jeopardy Code Automation
  
- See the 'Active Items' tab of the excel sheet for a list of items planned for this Friday's deployment.

- 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](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
  - The best time to re-push these orders
  - A preferred time during which you would like us to resend the orders

# Change Management Process

- Questions



# FairPoint Wholesale Change Management Forum - Type 5 Change Requests

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

May 27, 2009

# Type 5 Change Request as of May

CLEC	Change Request Summary
Per Trouble Ticket	VFO GUI doesn't allow the Service ID to be corrected/changed once an error occurs CLEC need to re-create another ticket
Per Trouble Ticket	VFO GUI 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".
Broadview Karen Bracken	Add FOC Date (DD) to VFO GUI List
Broadview Karen Bracken	LSR cancel and FOC'd are in the same bucket so when we look at a list of CONFIRMED LSRs we can not tell which were cancelled and which were FOC'd. Can a SUP field be added to VFO list so we can filter out all SUP 1 orders and just see our FOC'd orders.
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 the ability to export exist in Wisor / Synchronoss for Order. This functionality along with the fields displayed need to be updated to include the following fields: Confirmed date, Provisioning complete date and Billing Complete date.
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. The list of numeric values used by FairPoint needs to be posted on the FairPoint Wholesale website.

# Type 5 Change Request as of May

CLEC	Change Request Summary
AT&T Debbie Knittel/Mary Mullen	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.
Broadview Karen Bracken	VFO GUI 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".
Broadview Karen Bracken	Currently we are required to cancel and reissue a PON when ACT needs to be changed. Would like to be able to change ACT field without cancelling the PON. This functionality was availability with Verizon system.
Broadview Karen Bracken	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 depts from ignoring the RPON field. They should have to click OK to knock the pop up down and hopefully they will read it.