



**June 21, 2018**  
**Wholesale User Forum &**  
**Change Management Meeting**





# Opening Remarks

Doug Clements – Supervisor Wholesale Service Center

## Conference Call Etiquette

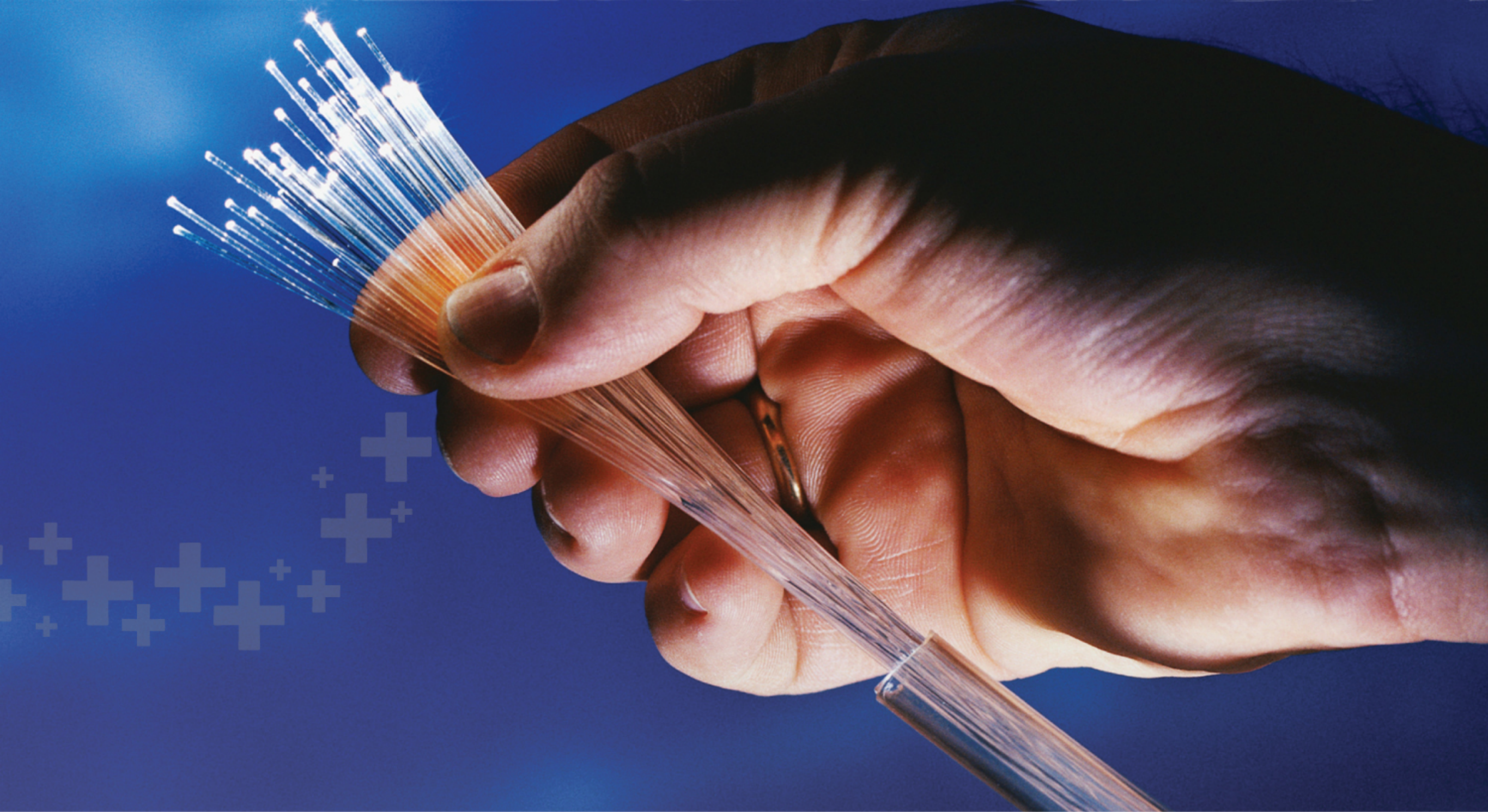
- Mute Phone when not speaking \*6 (\*6 again to unmute)
- Do not put your phone on hold
- Please hold questions until the end
- When asking a question, please state your name and your company name

# Wholesale User Forum and Change Management Process

## Agenda

<b>1:30 – 1:35</b>	<b>Introductions and Agenda</b>
<b>1:35 – 2:10</b>	<b>WUF Topics:</b> <ul style="list-style-type: none"><li>➤ <b>NNE Organizational Updates</b></li><li>➤ <b>Wholesale Website Updates</b></li><li>➤ <b>ASR CFA Grooms</b></li><li>➤ <b>Escalation Reminder</b></li><li>➤ <b>Provisioning Holiday Schedule</b></li></ul>
<b>2:10 – 2:20</b>	<b>CMP Topics:</b> <ul style="list-style-type: none"><li>➤ <b>Type 1 - 5 Change Request (CR) Review</b></li></ul>
<b>2:20 – 2:25</b>	<b>General Notifications</b>
<b>2:25 – 2:30</b>	<b>Wrap up</b>





# Consolidated WUF & CMP

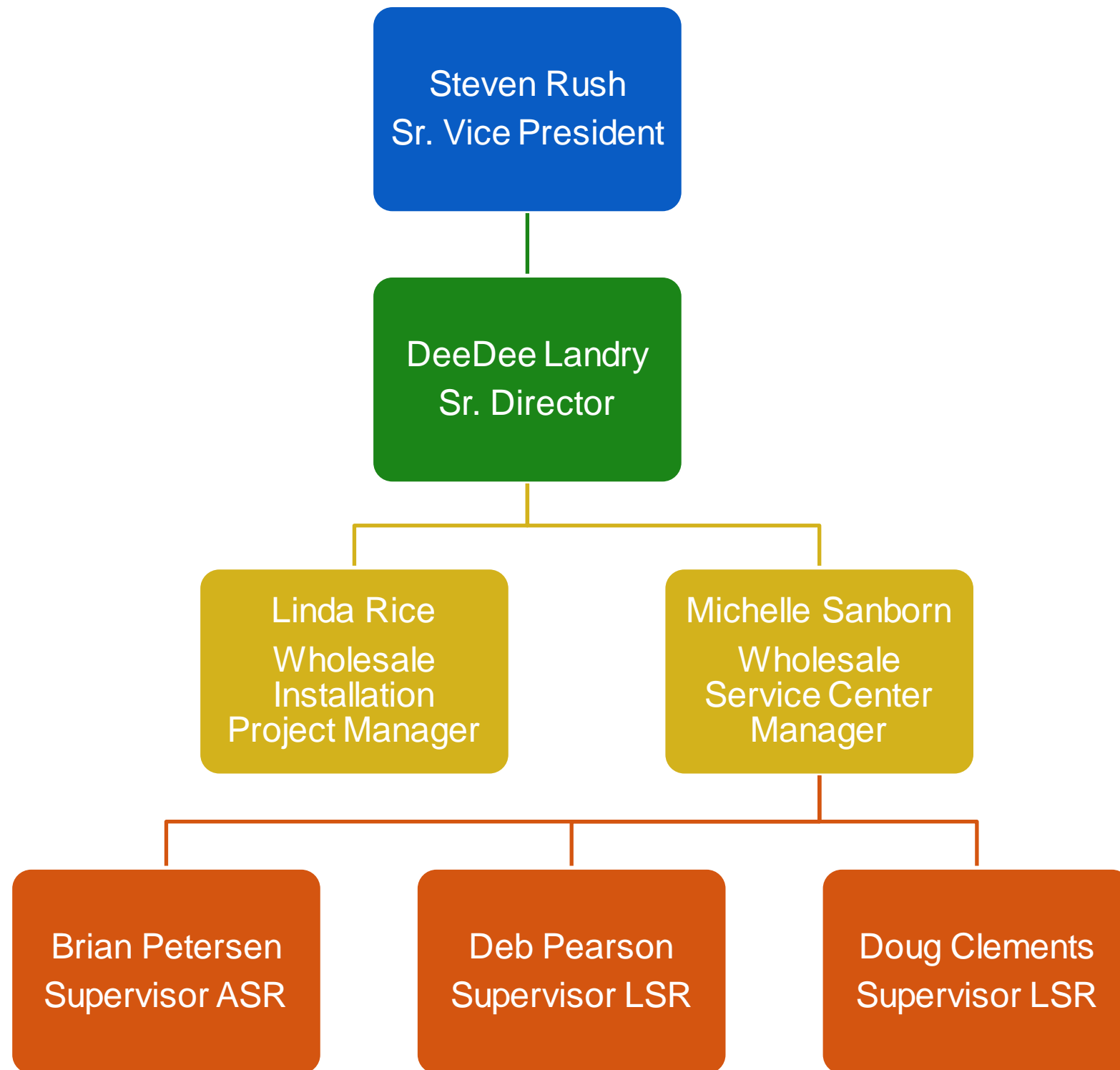
## NNE Organizational Updates

DeeDee Landry – Sr. Director Wholesale Customer Operations

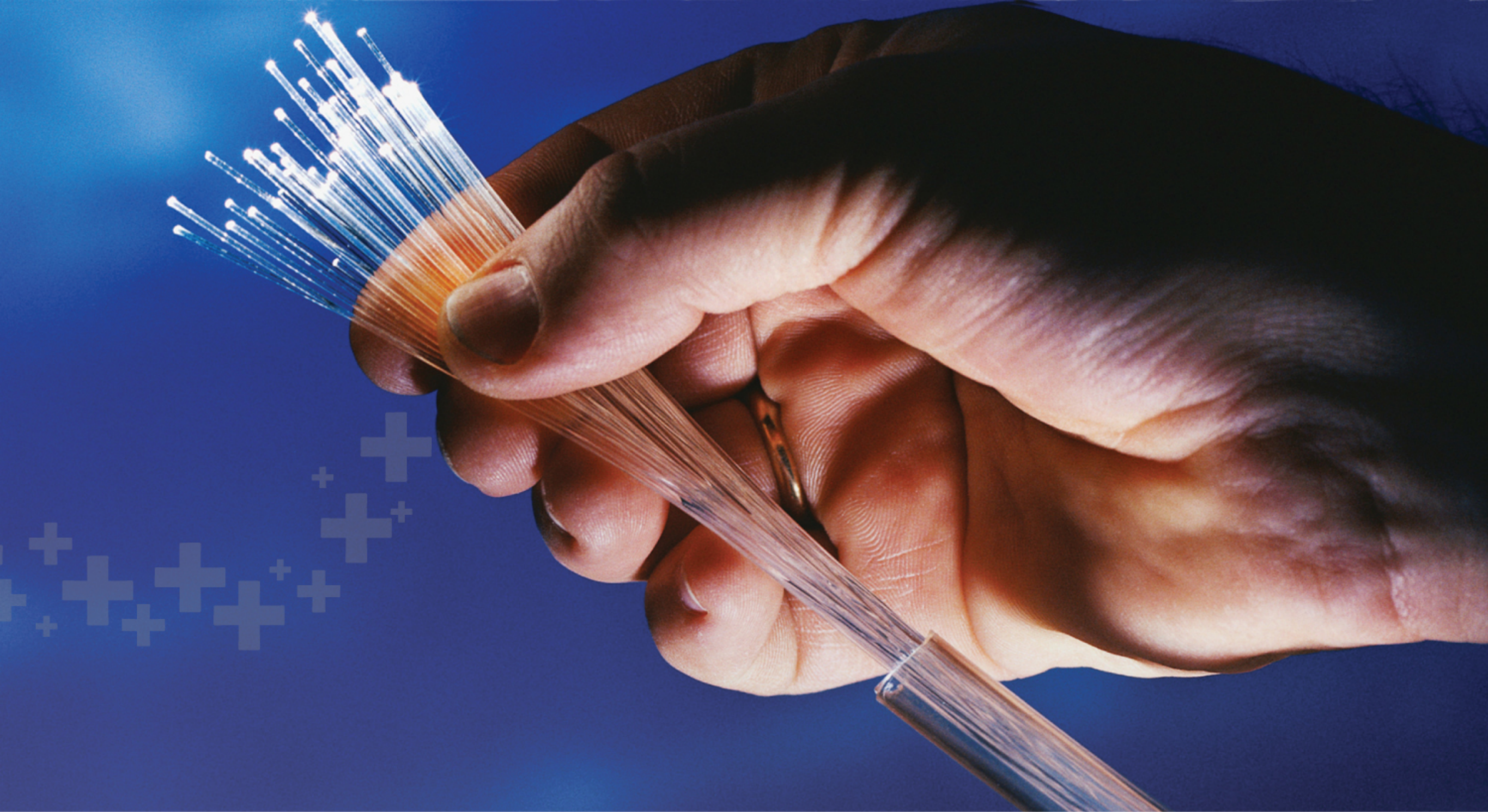




# NNE Organizational Updates







# Consolidated WUF & CMP

## Wholesale Website Changes

DeeDee Landry – Sr. Director Wholesale Customer Operations

Linda Rice – Wholesale Installation Project Manager

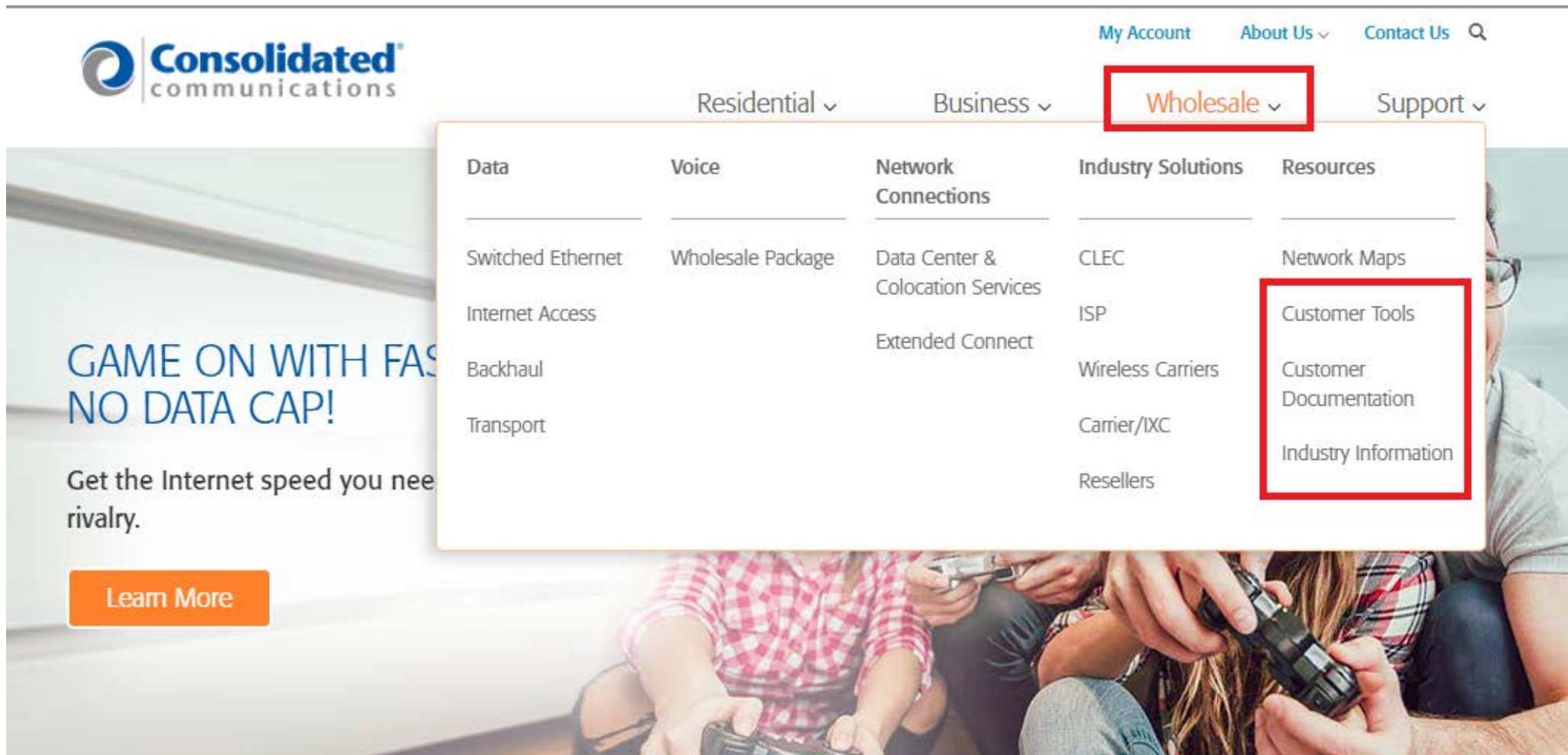


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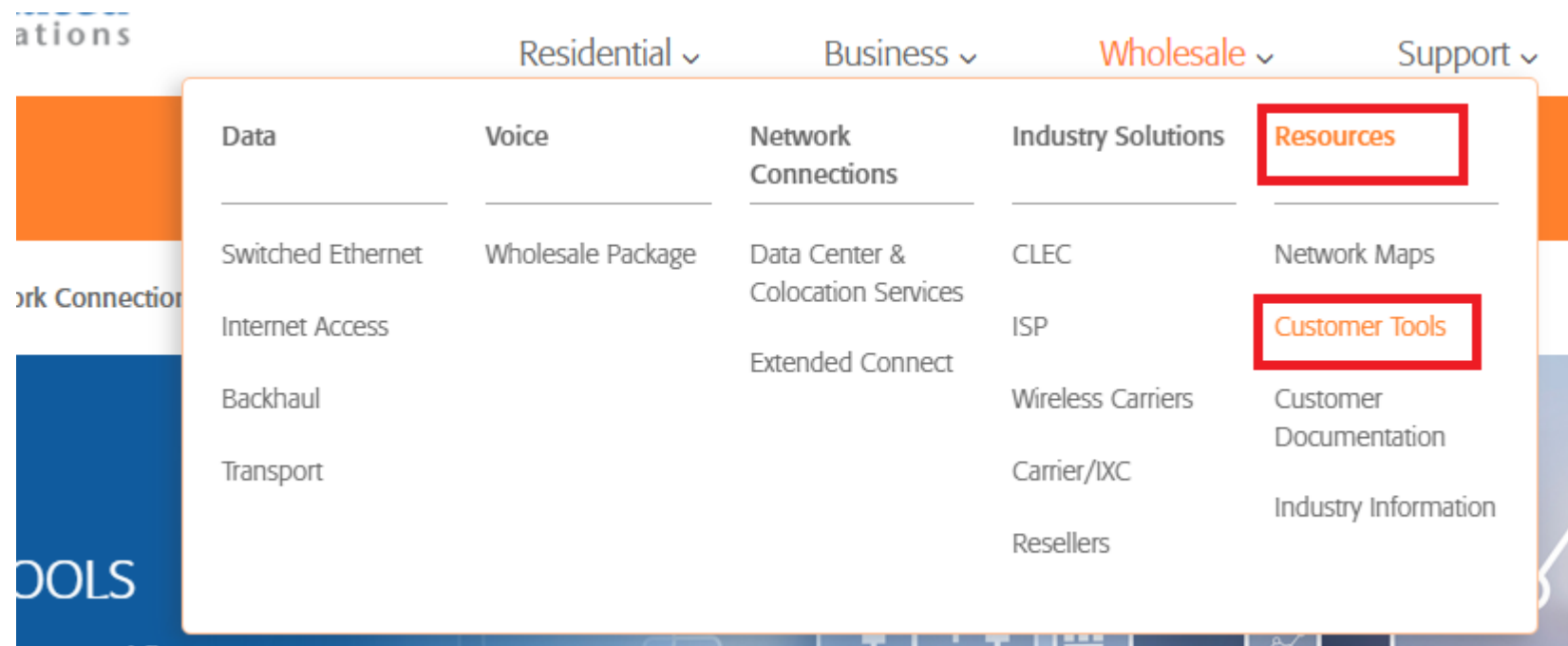


# Website Changes

Wholesale website has a new look  
All resources remain available  
<https://www.consolidated.com/wholesale>



# Website Changes - Customer Tools



## Customer Tools

- NNE
- Other regions

### Access Your Network Information and Resources

Better manage your data and network challenges with tools to help you streamline existing business processes, maximize operational efficiencies and minimize frustrating back-and-forth time.

#### NORTHERN NEW ENGLAND REGION

- [Virtual Front Office](#): submit Local & Access Orders/Pre-Orders and Trouble Tickets via this web application
- [Wholesale Customer Portal](#): Local Service Provider (LSP) access to applications and reports
- [Customer Notification System](#): sign up for the latest information on user agreement changes, up-to-date accessible letters, and more
- [Wholesale Business Rules](#) portal
- [System/E-Bonding](#)

#### OTHER REGIONS

- [Virtual Front Office](#): submit Access Orders via this web application

Please [contact us](#) for additional wholesale customer tools in your region.

VFO access & functionality remains specific to region



# Website Changes – Customer Documentation

Residential ▾	Business ▾	Wholesale ▾	Support ▾
Data	Voice	Network Connections	Industry Solutions
Switched Ethernet	Wholesale Package	Data Center & Colocation Services	CLEC
Internet Access		Extended Connect	ISP
Backhaul			Wireless Carriers
Transport			Carrier/IXC
			Resellers

Resources -  
Each topic has been  
categorized

## Your Resource Library – Any Time You Need It

Access support documents, including, guides, forms and business process documentation – quickly and efficiently via our online resource library.

NORTHERN NEW ENGLAND REGION	OTHER REGIONS
<ul style="list-style-type: none"><li>• <a href="#">Access Resources</a></li><li>• <a href="#">Billing</a></li><li>• <a href="#">Colocation &amp; Licensing</a></li><li>• <a href="#">ISP Resources</a></li><li>• <a href="#">Local Resources</a></li><li>• <a href="#">Support &amp; Escalations</a></li><li>• <a href="#">System/E-Bonding</a></li><li>• <a href="#">Trouble Administration</a></li></ul>	<p>Please <a href="#">contact us</a> for wholesale and industry support documents in your region.</p>

- NNE documentation available on website
- Other regions please use contact us

# Website Changes – Customer Documentation



Customer Documentation

**Access Resources**

Northern New England Markets

+ GETTING STARTED

+ ORDERING

+ ACCESS BUSINESS RULES

+ PRODUCT INTERVAL GUIDES



Customer Documentation

**Local Resources**

Northern New England Markets

+ GETTING STARTED

+ PRODUCT INTERVAL GUIDES

+ LOCAL BUSINESS RULES

+ RESALE USOCs

+ ORDERING

+ WHOLESALE PACKAGE USOCs

+ ORDERING - RELATED DOCUMENTS



# Website Changes – Customer Documentation



Customer Documentation

**Wholesale Support & Escalations**

Northern New England Markets

**All support & escalation tools  
available here**

## + WHOLESALE HELP DESK

## + TROUBLE ADMINISTRATION

## + ORDER MANAGEMENT

## + OTHER SUPPORT

### — WHOLESALE HELP DESK

- Guidelines
- Escalations
- Expedite Process - ASR & LSR

### — TROUBLE ADMINISTRATION

- Local Products
  - Broadband Services Center
  - Customer Service Maintenance – Independent TelCo
  - Customer Service Maintenance - UNE
- Access Products
  - Customer Service Maintenance – Independent TelCo
  - Customer Service Maintenance - UNE
- Systems Help Desk
  - Wholesale Help Desk

### — ORDER MANAGEMENT

- Local Products
  - ISP Designed Services
  - Line Share
  - Local Number Portability & Voice Activation Center
- Access Products
  - Service Delivery Management
  - Special Access
  - UNE
- Contact Us
  - Email Addresses
- Systems Help Desk
  - Wholesale Help Desk

### — OTHER SUPPORT

- Access to Poles
- Billing Support
- Colocation
- E911 Database Issues
- E911 Network Issues
- Interconnection Request
- Unlawful Call Center

# Website Changes – Industry Information

Residential ▾		Business ▾		Wholesale ▾	Support ▾
Data	Voice	Network Connections	Industry Solutions	Resources	
Switched Ethernet	Wholesale Package	Data Center & Colocation Services	CLEC	Network Maps	
Internet Access		Extended Connect	ISP	Customer Tools	
Backhaul			Wireless Carriers	Customer Documentation	
Transport			Carrier/IXC	Industry Information	
			Resellers		

## NNE

- Access & Industry letters
- System availability & outage notices
- Wholesale Forums

## Connecting You to the Information You Need

We keep the lines of communication open. From the latest provisioning schedules to our long-range roadmaps to on-going operational updates, our Wholesale customers are in the know.

### — NORTHERN NEW ENGLAND REGION

- [Accessible & Industry Letters](#)
- [System Availability & Outage Notices](#)
- [Wholesale Forums](#)

### — OTHER REGIONS

- [Wholesale/Carrier Services Terms & Policies](#)

Please [contact us](#) for wholesale and industry information in your region.



# Website Changes – Industry Information

## Wholesale Forums & Much More

### Connecting You to the Information You Need

We keep the lines of communication open. From the latest provisioning schedules to our long-range roadmaps to on-going operational updates, our Wholesale customers are in the know.

#### — NORTHERN NEW ENGLAND REGION

- Accessible & Industry Letters
- System Availability & Outage Notices
- Wholesale Forums

#### — OTHER REGIONS

- Wholesale/Carrier Services Terms & Policies

Please [contact us](#) for wholesale and industry information in your region.

#### — SCHEDULES

- Consolidated Communications Provisioning Availability Schedule - 2018 Holiday Schedule
- Wholesale Meeting Schedule

#### — DOCUMENTATION

- Change Management Process Guide
- Type 5 Change Request Form

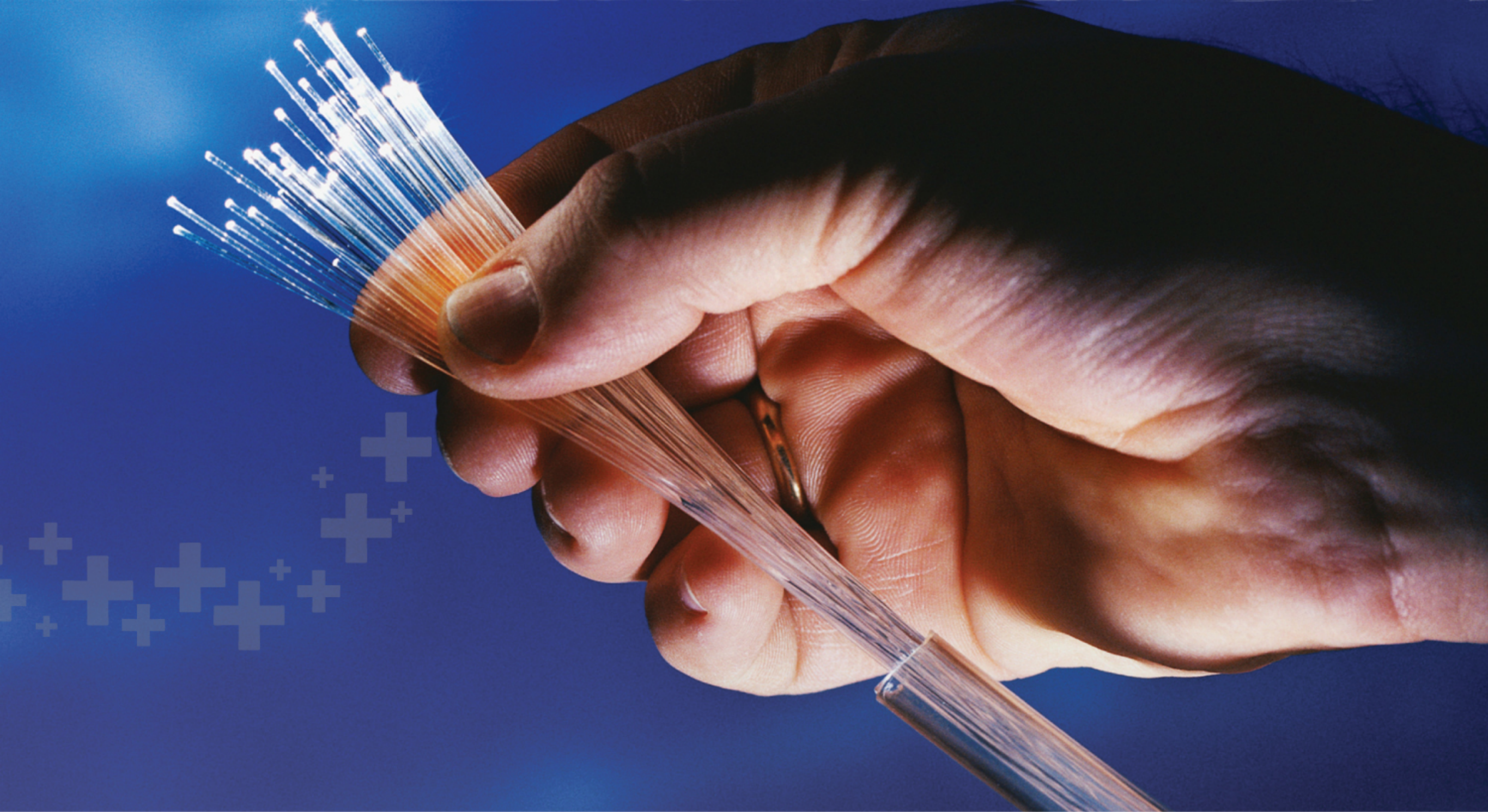
#### — WHOLESALE USER FORUM & MEETING PRESENTATIONS

- November 16, 2017 Forum Presentation
- August 3, 2017 Forum Presentation
- March 16, 2017 Forum Presentation
- November 17, 2016 Forum Presentation
- April 14, 2016 Forum Presentation
- January 14, 2016 Forum Presentation

#### — WHOLESALE PERFORMANCE MEASURES

- Maintenance/Repair/Provisioning - Trouble Tickets
- Maintenance/Repair - TTL Lines in Service
- Ordering - ASR
- Ordering - LSR
- Provisioning - Billing Complete
- Wholesale Performance Plan (WPP)
- WPP CLEC Specific Sample Report





# Consolidated WUF & CMP

## ASR CFA Grooms

Brian Petersen – Supervisor Wholesale Service Center





**What is a CFA Groom?** Customer Facility Assignment (CFA) Groom is moving an ECCKT from one facility to another.

➤ **ECCKT for a Facility Circuit ID:**

**EXAMPLE: 101/ T1ZF/ PTLEMDFOK01/ PTLDMEFOW99**

Facility Circuits: The facility number may change in addition to the ACTL.

➤ **ECCKT for a Trunk ID:**

**EXAMPLE: 148/AF-3TFKEBOTN/MNCHNHCOXXX/77/MNCHNHCO04T**

Trunk IDs: The trunk number may change in addition to the carrier switch CLLI in the Trunk ID.

➤ **ECCKT for a Serial Circuit ID:**

**EXAMPLE: 81/HCGS/123456//NE**

Serial Circuits: On serial circuits the circuit ID **does not** and **should not be** changed on the new connect ASR. The ACTL CLLI is not embedded within the circuit ID; therefore, the serial circuit does not need to be retagged with a new circuit ID.

# ASR CFA Grooms (continued)

1. The CFA Groom Project Spreadsheet must be completed before any orders are submitted.
2. The customer's initiator is to submit the completed CFA Groom Project Spreadsheet to the email address [WSCASR@Consolidated.com](mailto:WSCASR@Consolidated.com).
3. The Wholesale Service Center (WSC) will review the information provided. If further information is required the WSC will contact the initiator listed within the CFA Groom Project Spreadsheet.
4. Once the groom date has been approved the WSC representative will contact the initiator via email and provide an approved date and time. The initiator will be required to submit the ASRs with a Due Date of 5 business days after the scheduled groom date.  
*(Note: An alternate date to what was originally requested may be granted)*
5. The WSC representative will confirm the ASRs once facilities have been assigned.
6. On the scheduled groom date and time, the bridge provided by the initiator must be open and manned by your technician.  
*(Note: If either of these conditions are not met, the groom will need to be rescheduled and charges may apply)*



# ASR CFA Grooms (continued)

## Example CFA Groom Spreadsheet

### Project Rules

- After hours billing charges apply
  - ALBR field must be populated
- Limit 10 circuits per day
- RPON required for Ds and Ns
- Riders must be disconnected or moved
- Signed metric waiver

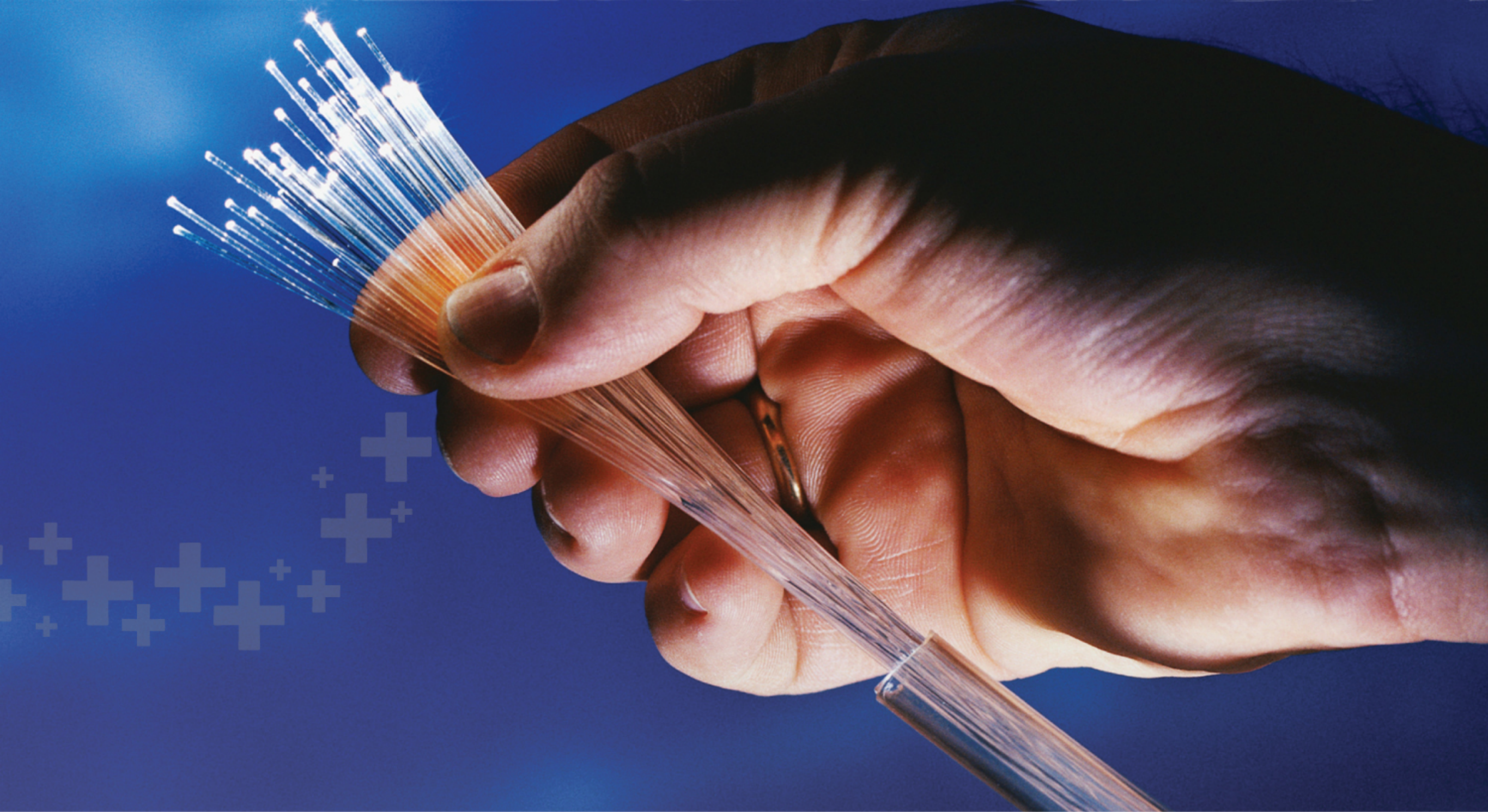
- Project ID - must be provided on the ASRs
- CCNA
- Initiator Contact Phone and Email
- Implementation Tech Contact Phone
- Pretest date and time (if needed)
- Groom date, time and bridge log in information
- Remarks if needed
- Disconnect PON (if changing ACTLs D and N required)
- New PON
- CKR (if needed)
- Existing CKTID
- Existing CFA
- Timeslot (if needed)
- New CFA

<b>Project ID:</b>		
<b>CCNA:</b>		
<b>Initiator Contact :</b>	Phone:	Email:
<b>Implementation Tech Contact:</b>	Phone:	Email:
<b>Pre-Testing:</b>	Date:	
	Time	
<b>Roll Timeframe:</b>	Date:	
	Time	
	Bridge:	

### Remarks:

Disco PON	New PON	CKR	Existing CKT ID	EXISTING CFA	TS	NEW CFA	TS
Example							
Disconnect PON	New Connect PON		84.HCGS.99991..NH	4530/T3/8/PTMNKPOK32/MNCHNHCOV2L		4501/T3Z/23/TEXRNHCEK31/PTMONH08W01	





# Consolidated WUF & CMP

## Escalation Process Reminder

Doug Clements – Supervisor Wholesale Service Center





# Escalation Process Reminder

When contacting Consolidated Communications Wholesale Service Center for an escalation during business hours, please provide the representative with the following information: Your valid LSR/ASR Purchase Order Number (PON), Order Number, and sufficient information such as urgency level and expectation.

In the unlikely event we have missed a commitment, please follow the process below:

**Level I – WSC (866) 925-8971 LSR Option 3, ASR Option 4**

**WSC Rep will call back within 1 hour if no response escalate to Level II**

**Level II – Wholesale ASR/LSR Team Leads\***

Send email, include Level I contact name, Team Lead will callback/email within 2 hours, if no response escalate to Level III

**Level III – Wholesale Center Manager\***

Send email, include Level II contact name, Center Manager will callback/email within 2 hours, if no response escalate to Level IV

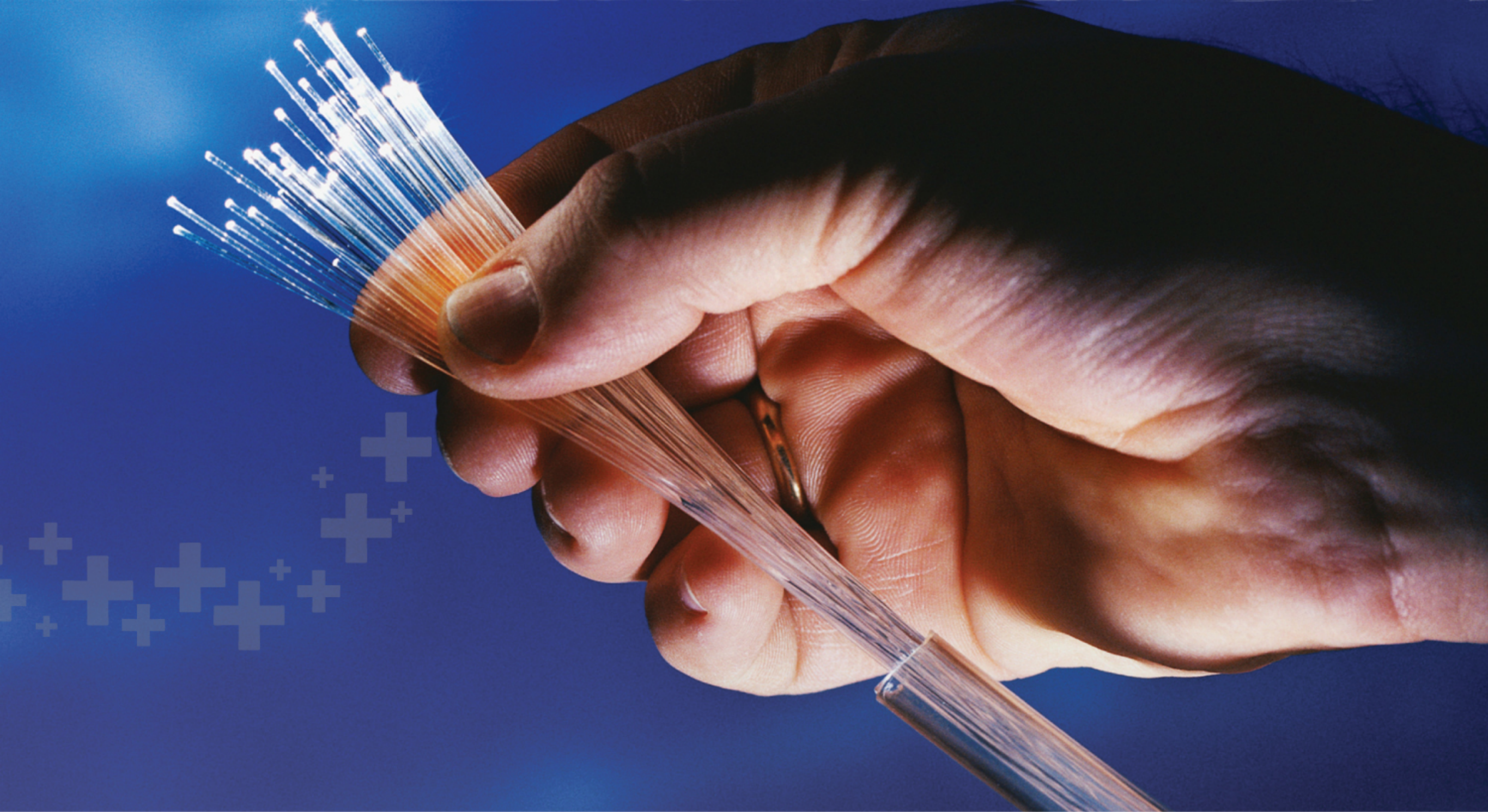
**Level IV – Sr. Director Wholesale Customer Operations\***

Send email, include Level III contact name, will respond within 2 hours

\*Telephone numbers and emails are provided on the Wholesale website:

<https://www.consolidated.com/wholesale/resources/customer-documentation/support>





# Consolidated WUF & CMP

## 2018 Provisioning Holiday Schedule

Doug Clements – Supervisor Wholesale Service Center



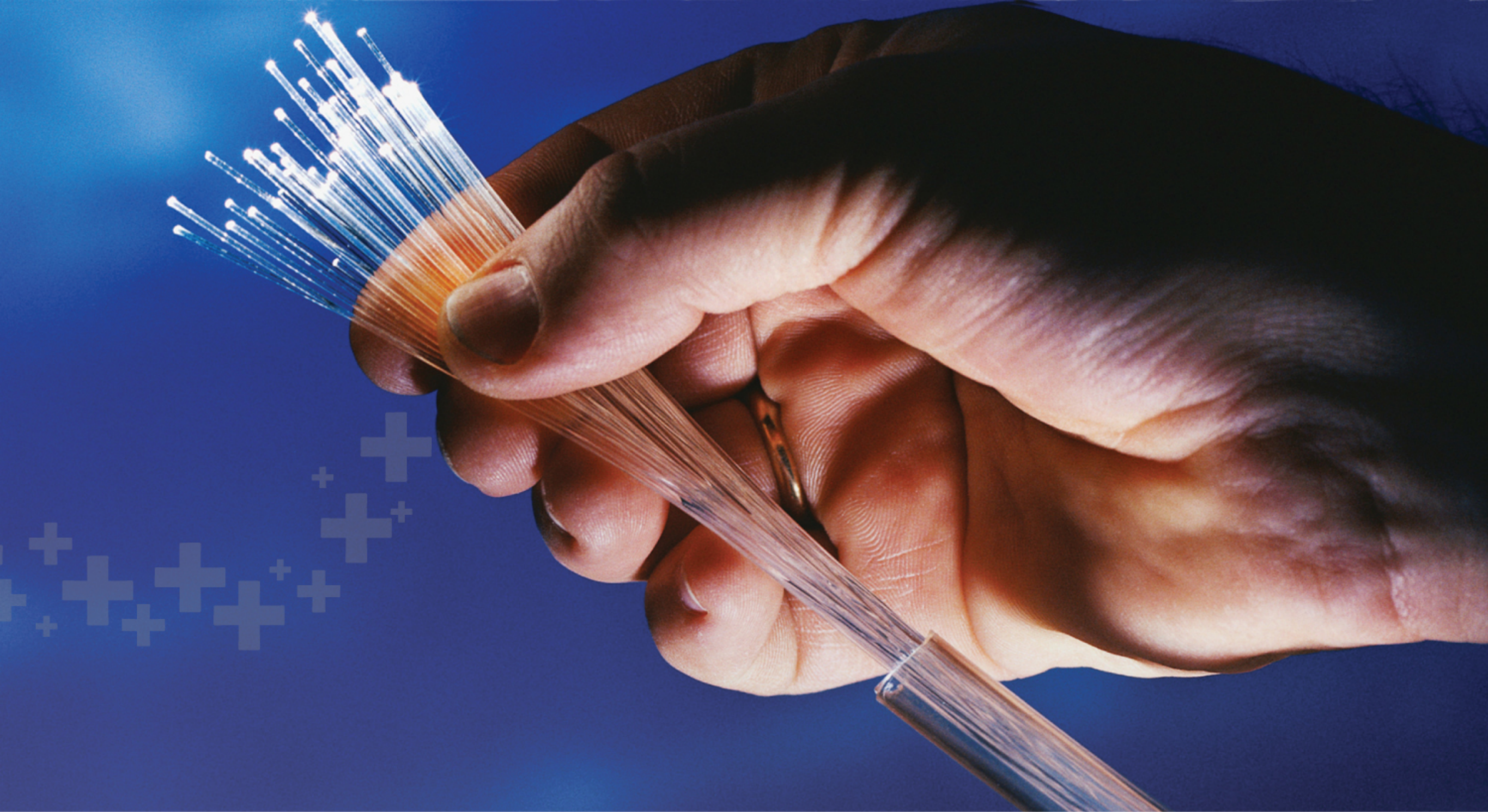


# 2018 Provisioning Holiday Schedule

## 2018 Provisioning Holiday Schedule Maine, New Hampshire and Vermont

Holiday	Observed
New Years Day	Monday, January 1
Martin Luther King Day	Monday, January 15
Presidents Day	Monday, February 19
Memorial Day	Monday, May 28
Independence Day	Wednesday, July 4
Labor Day	Monday, September 3
Veterans Day	Monday, November 12
Thanksgiving Day	Thursday, November 22
Day after Thanksgiving	Friday, November 23
Christmas Day	Tuesday, December 25





# Consolidated WUF & CMP

## Change Management Process

Linda Rice – Wholesale Installation Project Manager





## **ASOG Release Schedule:**

- September 17 – ASOG v57

# Type 3 Industry Guidelines

Industry Forum	Change Request Summary
ATIS: OBF Ordering Solutions -ASO	CR # 6518 - <b>ASOG v57 Release</b> <ul style="list-style-type: none"><li>• Flash Cut Weekend starting Friday, September 14, 2018</li></ul>
ASOG CTE	Customer Testing - August 27 - September 7
Dates	<p>73 days: Draft Business Rules</p> <ul style="list-style-type: none"><li>• week of July 2, 2018</li></ul> <p>66 days: Draft Technical Specifications - TC's have 15 days from publication of draft documents to provide comments</p> <ul style="list-style-type: none"><li>• week of July 9, 2018</li></ul> <p>45 days: Final Business Rules and Technical Specifications and error message documentation</p> <ul style="list-style-type: none"><li>• week of August 1, 2018</li></ul> <p>Effective Date/Implementation - Monday, September 17, 2018</p>

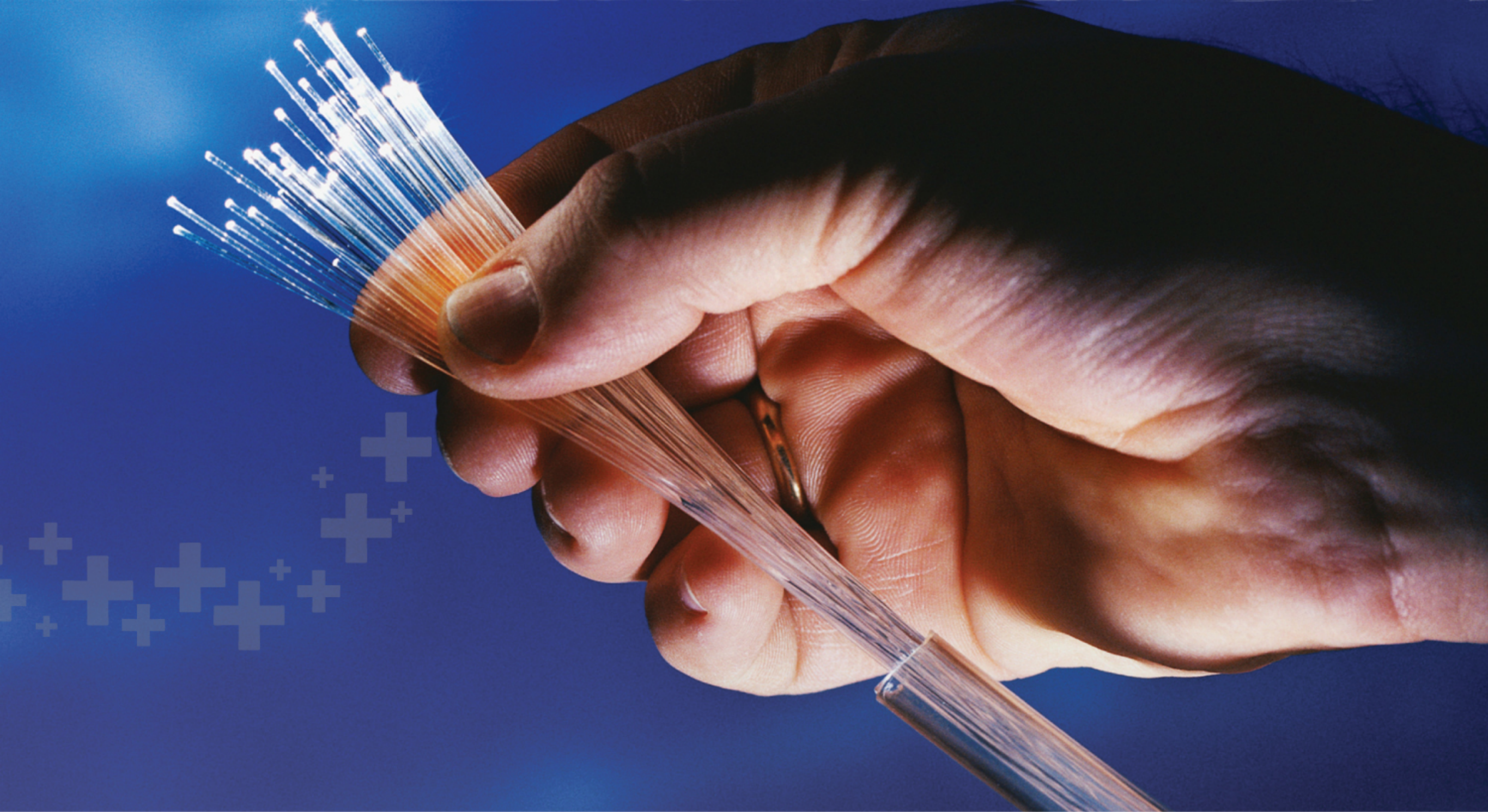


VFO and UOM changes; we will support v57 upgrade with the following exceptions:

1. If ASR:ADMIN:RTR = P or T, then error "Consolidated Wholesale NNE does not support Provider Test Acceptance Response."
2. If SALI:Latitude is populated then error "Consolidated Wholesale NNE does not support the population of Latitude field."
3. If SALI:Longitude is populated then error "Consolidated Wholesale NNE does not support the population of Longitude field."
4. If SALI:AFT value is "F" then error "Consolidated Wholesale NNE does not support the use of Latitude and Longitude fields."

**NOTE: NEW PTA FORM will not be supported at this time**





# Updates to CMP Guide



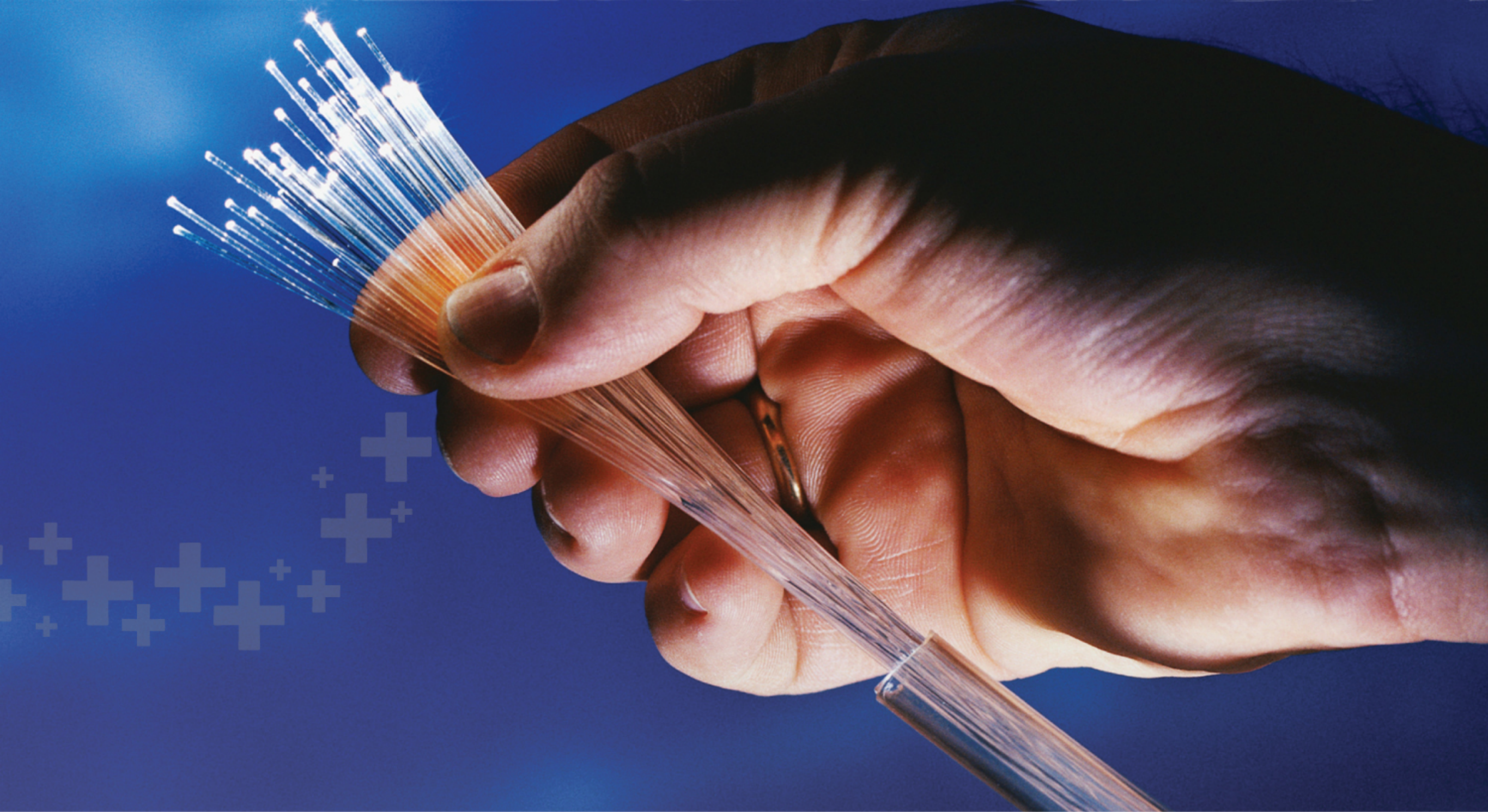


# CMP Guide updates

- Updates to the Change Management Process Guide including new branding, corrections to any wording, etc. are targeted for completion by the next CMP meeting
- CMP Guide will not change other than clean up
- TYPE 5 Change Request form will be updated with the new Consolidated logo

<https://www.consolidated.com/wholesale/resources/industry-information/wholesale-forums>





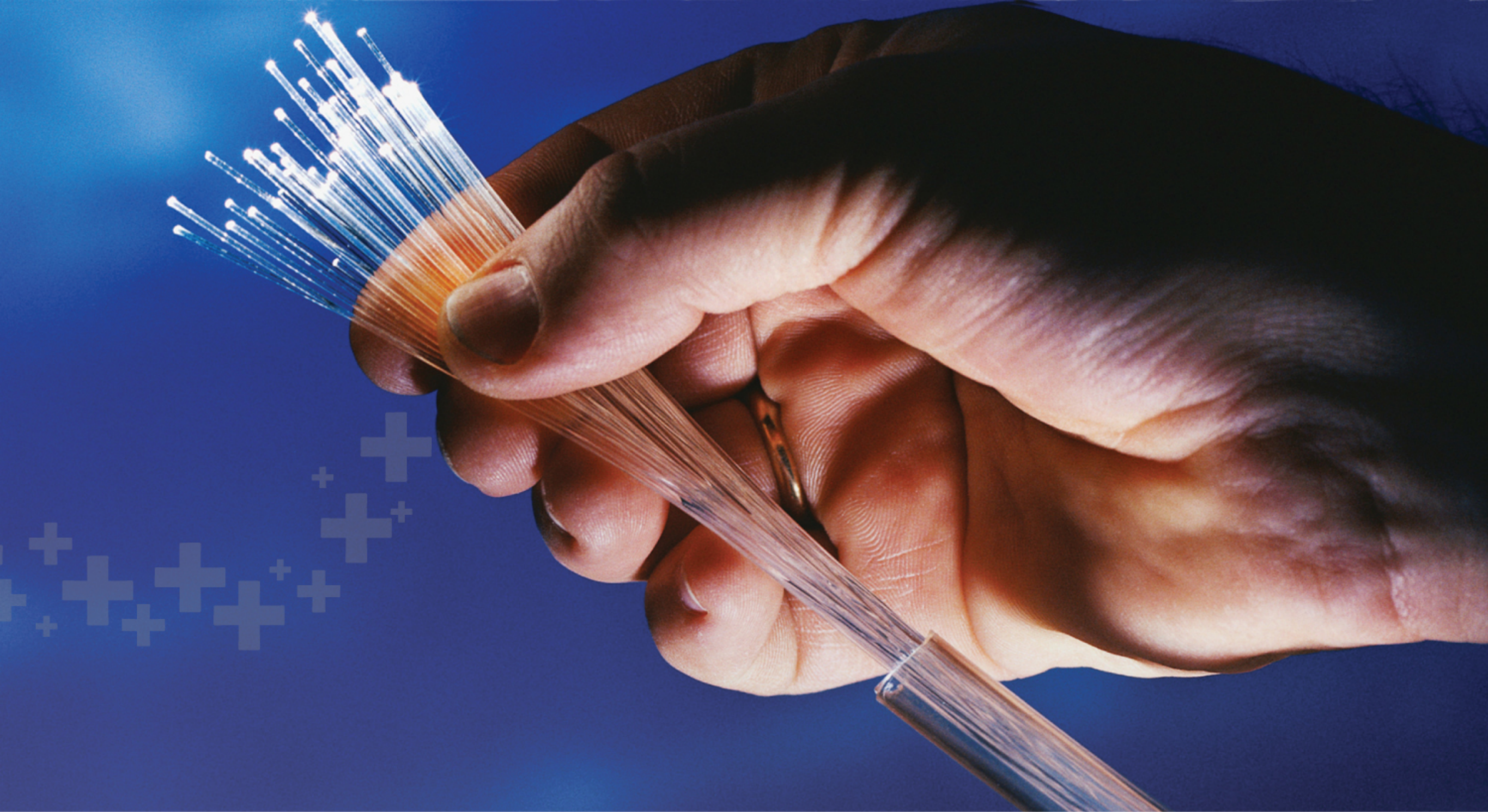
## New Change Requests: TYPE 4 and 5





**No new Change Requests**





**Change Requests Pending:  
Ranked and Balloted**

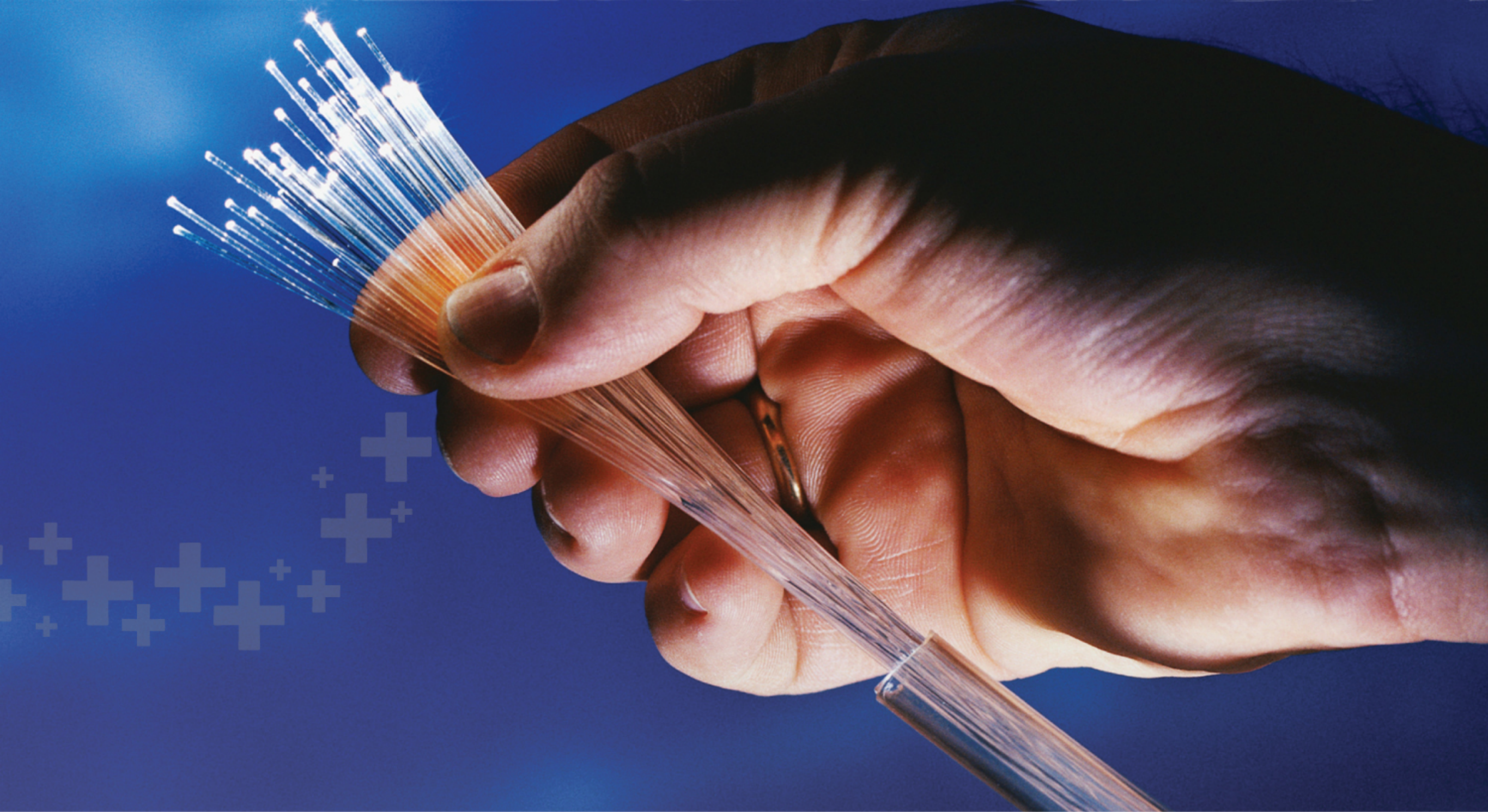




# Type 5 Change Request

CLEC	Change Request Summary
EarthLink Business Christina Barrett Lisa DelMonache	CR# - <b>FRP01- 06052014</b> - VFO CSI Request to include listing AECN owner By adding the AECN code of the listing owner to the CSI Pull in the VFO we will be able to avoid unnecessary manual efforts for EarthLink and FairPoint. In the other ILEC companies where the VFO is the CLEC Interface there is a AECN code provided in the CSI Pull.
CR Second by	<i>Linda Birchem – Comcast</i>
Level of Effort  <b>TBD</b>	<i>This change will impact internal systems</i>
Ranking	Pending
Current Status	Pending
Draft Notes	We recently met with FairPoint to put together a process to assist my team in locating the AECN code for listing we have housed with FairPoint, this process includes sending over Manual CSR requests specifically requesting the AECN code, this is a completely manual effort for my Directory Listing team. FairPoint advised the response time would be 24 hours. This adds 1 full day to my teams response time to the customers request. Also we are adding undo work to FairPoint's manual CSR team by having to request this information and a FairPoint rep manually work the request.





# Ranked and Balloted: Type 4 & 5 Change Requests





# Type 5 Change Request

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
Level of Effort  <b>High</b>	<i>This change will impact internal systems</i>
Final Ranking - 4.5	
Current Status  Date to Production	Pending  Production - not scheduled
Draft Notes	<p><i>N- Random - no changes currently supported</i></p> <p><i>G - Gold - Easy number to remember Line number only - 4 numbers the same (1111, 2222, 3333), 2 number pattern (2211, 3322, 4411), 3 and 1 number (3331, 1113, 2224,), or 1 and 3 numbers (1333, 4111, 3222)</i></p> <p><i>S - Sequential - Line numbers that are sequence ( 1001, 1002, 1003)</i></p>

# Type 4 Change Request

CLEC	Change Request Summary
FairPoint Gwen Hammond	<p>CR # - <b>FRP01 - 02102010</b> - LSR Forms LSNP and LS - This is change to build the validation and requirements around the "TNT" field. The purpose of this change is to allow Wholesale Customer to request a "Test" and "Tag" on a "cut through" order.</p> <p><i>Note: When the Pre-Order responses indicates the address is "cut-through" and the End Users uses this field as described below the Service Provider will be billed for this service.</i></p> <p>TNT values are 1 alpha character as follows: A - Test B - Tag D - Test &amp; Tag</p>
CR Second by	<i>Jeanette Toledo - BCN</i>
Level of Effort	
Final Ranking - 3.9	Aug 2010 Ballot
Status	Pending
Date to Production	Production - not scheduled



# TNT (continued)

TNT	<b>Test and Tag Requested-</b> Identifies the customer is requesting additional testing and tagging beyond that which is included with the product ordered.	Drop Down: (1 alpha) A – Test B – Tag D – Test & Tag	This field is applicable to migration Requests only.		
			CHC = Y without TNT field will designate a Hot Cut.		
			CHC = Y with the TNT field will designate a Hot Coordinate Conversion		
			If populated with a “D”, enter the following in “REMARKS” field on the LSR form: “Test and Tag at demark Call Test Center at NPA-NXX-XXXX”		
			If populated with “A” enter the following in “REMARKS” field on the LSR form: “Test at demark Call Test Center at NPA-NXX-XXXX”		
			If populated with “B” enter the following in “REMARKS” field on the LSR form: “Tag at demark Call Test Center at NPA-NXX-XXXX”		

# Type 4 Change Request

CLEC	Change Request Summary
<p>FairPoint</p> <p>Gwen Hammond</p>	<p>CR # - <b>FRP01 – 04152010</b> –LSR Order – Business Rule Change - LSR FORM field “REMARKS” conditional when the IMPCON – Implementation Contact is also required. FairPoint is requesting that when the IMPCOM field is required that the Wholesale Customer send the E-Mail address for a Implementation Contact so issues and or concerns may be sent via email for feedback about the PON.</p> <ul style="list-style-type: none"> <li>•IMPCON - Identifies the customer's representative or office responsible for control of installation and completion. <ul style="list-style-type: none"> <li>• Required when the CHC field = “A”, “B”, or “Y”. Required when the first position of the REQ TYP field = “A” and the LNA field on the LS Form = “N”. Required when the first position of the REQ TYP field = “A” and the CI. field on the LS Form = “E”. Required when the first position of the REQ TYP field = “D” and the LNA field on the PS Form = “N” or “T”. Required when the first position of the REQ TYP field = “F” or “M” and the LNA field on the PS Form = “N”. Required when the first position of the REQ TYP field = “K” and the LNA field on the RPL Form = “N”. Required when the first position of the REQ TYP field = “L” and the LNA field on the RFR Form = “N”. Required when the first position of the REQ TYP field = “N” and the TNA field on the DDPS Form = “N”. Required when the first position of the REQ TYP field = “P” and the LNA field on the CRS Form = “N”. Required when the first position of the REQ TYP field = “Q” and the LNA field on the IS Form = “N”.</li> </ul> </li> </ul>
CR Second by	Jennifer – One Communications
Level of Effort	
Final Ranking - 3.7	Aug 2010 Ballot
Status	Pending
Date to Production	Production – not scheduled



# Type 5 Change Request

CLEC	Change Request Summary
Cornerstone  Austin Brower	<p>CR # - <b>FRP01 – 01262010</b> – TA Module – This is a request to return the FairPoint “tester’s” extension and name</p> <p>Please configure Remedy/VFO TA to return the FairPoint Tester's extension and name (via an Attribute Value Change Notification) when the tester picks up the ticket. This will provide a more efficient communication channel if the CLEC needs to call in to inquire on the ticket.</p>
CR Second by	<i>SegTel – Kath Mullholand</i>
Level of Effort	
Final Ranking - 3.6	Aug 2010 Ballot
Status  Date to Production	<p>Pending</p> <p>Production – not scheduled</p>

# Type 5 Change Request

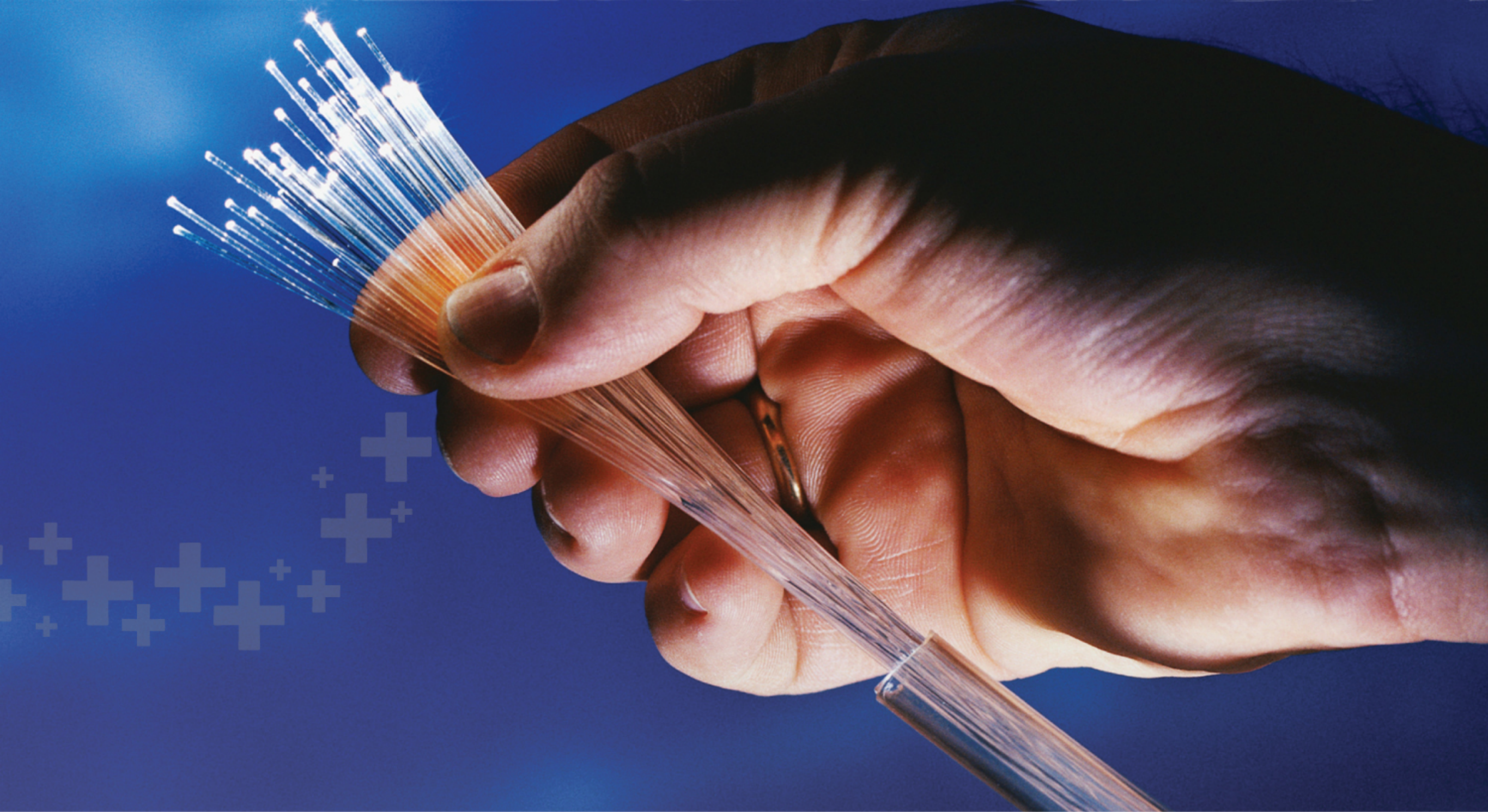
CLEC	Change Request Summary
BCN Telecom- Jeanette Toledo/Janet Rodriguez	CR# - <b>FRP01 – 04212011</b> – LSR Reqtyp DB and EB/ Act V and W Need to create a process that will allow us to migrate Local lines that have Fairpoint DSL in place. Line would be migrated and the DSL service would remain active with FairPoint and the DSL would be direct billed to the customer. We would be responsible for the voice services on the line and FairPoint would maintain the DSL services.
CR Second by	<i>Austin Brower - Cornerstone</i>
Level of Effort	High
Ranking - 3.6	Feb 2012 ballot
Current Status	Pending
Date to Production	Production – not scheduled



# Type 5 Change Request

CLEC	Change Request Summary
Cornerstone Communications  Austin Brower	CR# - <b>FRP01 – 07172009</b> - 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).
Level of Effort  <b>High</b>	This request will require new development to apply FairPoint Business Rules to each REQ TYP/ACT and allow for changes/updates to VFO GUI as new versions of the LSOG are placed into production.
Final Ranking – 3.4	
Current Status  Date to Production	Pending initiative FairPoint has yet to complete all requirements  Production – not scheduled





# Consolidated WUF & CMP

## Wrap up

DeeDee Landry – Sr. Director Wholesale Customer Operations



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# 2018 WUF/CMP Meeting Schedule

- November 15, 2018
- Schedule was distributed via Accessible Letter
  - Consolidated accessible letter PRC 0236-01092018 – Consolidated Wholesale User Forum 2018 Schedule
- WUF/CMP Feedback and future topics
  - Send to ConsolidatedCMP@consolidated.com

# Wholesale User Forum and Change Management Process



Any questions?  
Thank you all for attending!

