

CenturyLink

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Wayne M. Johnson
State Regulatory Affairs Director

Date: April 30, 2015

Executive Secretary
Iowa Utilities Board
1375 East Court Avenue, RM 69
Des Moines, IA 50319-0069

**FILED WITH
Executive Secretary**

April 30, 2015

IOWA UTILITIES BOARD

RE: Qwest Communications, Inc d/b/a CenturyLink QC
Docket No. SPU-2010-0006
Informational Filing – Change Management Process

Dear Executive Secretary:

CenturyLink is consolidating its Access Service ordering and billing systems to streamline processes and systems across CenturyLink's markets. Due to acquisitions, CenturyLink currently operates two different ordering and billing systems for Access Services. As a result, customers that are in multiple locations within CenturyLink's network could be using both systems, making this inefficient for customers and for CenturyLink.

During consolidation, CenturyLink will move all Access Service Request (ASR) ordering to Electronic Administration & Service Order Exchange (EASE) and the associated billing to Communications Data Group (CDG) Carrier Access Billing System (CABS). This consolidation will move some properties off the CenturyLink Online Request Application (CORA) system and the Integrated Access Billing System (IABS). The consolidation is anticipated to be complete by May 30, 2016.

CenturyLink has notified affected Wholesale customers and has begun meeting the requirements of the Change Management Process (CMP) detailed in CenturyLink's Interconnection Agreements as well as merger-related settlement agreements. Most recently, CenturyLink filed a detailed "CenturyLink Access Service Ordering and Billing System Consolidation Plan" on April 29th in the CMP forum where CLECs will be able to review the plan and provide comments.

In compliance with CenturyLink's commitments made in Section 2a of its Amended Joint Motion for Approval of Settlement Agreement And CLEC Intervenors' Motion to Withdraw as filed in Docket SPU-2010-0006, CenturyLink is notifying the Iowa Utilities Board ("Board") and providing a copy of the detailed OSS Integration Plan. The CMP provides all affected CLECs the opportunity to provide comments, includes testing, and ultimately will lead to implementation in mid-2016 after a vote of acceptance. Because of this, there is no specific requirement of the Board regarding this change.

I would be happy to provide additional information about the CMP forum and how the Board can participate or track the progress of this consolidation.

Very truly yours,

/s/ Wayne M. Johnson

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