

CenturyLink

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Wayne M. Johnson
State Regulatory Affairs Director

**FILED WITH
Executive Secretary**

March 09, 2016

IOWA UTILITIES BOARD

Date: March 9, 2016

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

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 Local 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 Local 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 Local Service Request (LSR) ordering to Electronic Administration & Service Order Exchange (EASE) and the associated billing to Ensemble. This consolidation will move properties off the Interconnect Mediated Access (IMA) and Customer Records Information System (CRIS). The first phase of the Consolidation is planned for no earlier than December 2016. Phases two and three are planned for no earlier than mid and late 2017.

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. CenturyLink has received responses to that notification and has made adjustments to its plan accordingly. CenturyLink is providing an updated copy of that plan with the adjustments highlighted.

In compliance with CenturyLink's commitments made in the FCC's proceeding regarding the transfer of control of Qwest Communications International Inc. to CenturyLink, and 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 modified OSS Integration Plan.

The CMP provides all affected CLECs the opportunity to provide comments, includes testing, and ultimately will lead to implementation in late 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 Commission can participate or track the progress of this consolidation.

Very truly yours,

/s/ Wayne M. Johnson

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