

January 21, 2016

IOWA UTILITIES BOARD

CenturyLink

925 High Street, 9S9
Des Moines, IA 50309
515 286 2462
wayne.johnson3@centurylink.com



Wayne M. Johnson
State Regulatory Affairs Director

Date: January 21, 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:

As was announced in December, 2014, CenturyLink is consolidating its Access Service ordering and billing systems to streamline processes and systems across CenturyLink's markets. The planned implementation date for the consolidation project was May 30th, 2016.

CenturyLink engaged in a year-end review of the project, and it became clear that some functionality would not be available when user testing was scheduled to begin on January 18th, 2016. In the interest of providing a quality product to our customers, CenturyLink has decided to delay the implementation of the ASR consolidation project. The new implementation date for this project is now August 1, 2016.

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 Commission and providing a copy of the revised CenturyLink Access Service Ordering and Billing System Consolidation Plan.. The revised plan contains a new timeline reflecting the new implementation date and includes an update on the 3rd Party Facilitator (Section 3.2) and an update to Customer Testing (section 3.3.3). This plan was distributed to the members of the Change Management Process (CMP) on January 15th, 2016. The CMP provides all affected CLECs the opportunity to provide comments, includes testing, and ultimately will lead to implementation in August, 2016 after a vote of acceptance. The filing of this plan with the Commission is for informational purposes only. Therefore no Commission action is required at this time.

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

Wayne M. Johnson
State Regulatory Affairs Director