

CenturyLink

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**FILED WITH
Executive Secretary**

March 29, 2016

IOWA UTILITIES BOARD

SPU-2010-0006

Wayne M. Johnson
State Regulatory Affairs Director

Date: March 29, 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
CenturyLink, Inc. Integration Report for March, 2016

Dear Executive Secretary:

Enclosed please find Qwest Communications, Inc d/b/a CenturyLink QC (CenturyLink) Quarterly Integration Report for March, 2016 filed in compliance with the Board's Order Approving Settlement Agreements, Granting Motions to Withdraw, And Allowing Proposed Reorganization dated November 19, 2010, CenturyLink provides its quarterly integration activity report.

In the settlement with OCA approved by the Board, CenturyLink committed to integration reporting:

Following closing, Company shall submit timely reports to the Board, with copies to OCA, no less frequently than quarterly, showing integration plans when and as developed and describing the scheduling and scoping of major systems conversions that may impact Iowa customers including but not limited to business office and trouble reporting call centers, maintenance systems that monitor central office and transport equipment, engineering systems, outside plant record systems, billing systems, and wholesale OSS.

Consistent with this commitment, the report attached as **Exhibit A** contains a summary of merger-related activity in and impacting Iowa during the past quarter and plans for integration activities during the upcoming quarter.

Very truly yours,

/s/ Wayne M. Johnson

Wayne M. Johnson
State Regulatory Affairs Director

CenturyLink/Qwest Merger

Iowa Integration Status Report

March 31, 2016

Introduction

CenturyLink provides the Iowa Utilities Board (“Board”) with this update regarding the progress of the integration of Qwest Corporation (“Qwest”) and CenturyLink. This report is provided pursuant to the *Settlement Agreement* between Joint Applicants and the OCA that was approved by the Board in Docket NO. SPU-2010-0006 on November 19, 2010. Efforts towards the integration of the companies have continued since the last report, as outlined below. Specifically, this report addresses substantive Integration Activities for the fourth quarter of 2015.

Substantive Integration Activities

Pursuant to CenturyLink’s ongoing system review process, additional system selection decisions have been made regarding the integration or final disposition of customer facing Operational Support Systems (“OSS”) and other substantive systems. A summary of integration activity completed since the last report is detailed below.

Billing and Customer Care: CenturyLink has selected Ensemble, the legacy CenturyLink billing and customer care system, to replace the legacy Qwest Customer Records and Information System (“CRIS”) billing and ancillary systems through a conversion process that initially was anticipated to begin in late 2016. As a result, Ensemble will serve as the billing platform for consumer and small business customers, as well as business and wholesale customers that are currently billed out of CRIS. Wholesale customers and regulatory bodies have been notified in the proper forum of the system migration following our merger commitment procedures and will be engaged through the Change Management Process.

The conversion to Ensemble will enable a standardized system and process for billing the same products and services. A single billing platform will also allow for faster introduction of new products and services. Additionally, the LSR (Local Service Request) order entry system for wholesale customers will be standardized by converting IMA to EASE in the same timeline as the conversion to Ensemble with wholesale customer communication via the CMP. Planning, scheduling, and scoping work has been underway and will proceed throughout 2016. The primary focus will be on finalizing requirements, data mapping and software development for the interfaces of the Ensemble system.

On March 14, 2016, CenturyLink announced as a result of ongoing review of the project and in response to customer requests, the LSR project has been delayed. CenturyLink conducts these reviews to ensure delivery of quality systems to our customers. The announcement was sent to our customers via a CMP

notice, and was discussed at the monthly CMP meeting on March 16th. CenturyLink has committed to provide a status on the new schedule for LSR by April 14th, 2016.

Access Service Request and Access Charge Billing System Integration: As discussed in the previous reports, CenturyLink has made the decision to consolidate the Wholesale Operational Support Systems associated with the Access Service Request (ASR) ordering and billing functions. The conversion has been delayed from its previously scheduled time-line of mid-year 2016. CenturyLink notified its Wholesale customers on December 18, 2015 in the Change Management Process forum of the delay and that a new conversion date of August 1, 2016 had been set for the project.