**Lumen’s Response to CMP Notice:**

|  |  |
| --- | --- |
| **Comment Response:** | **August 4, 2022** |
| **Announcement Date:** | **July 27, 2022** |
| **Effective Date:** | **August 27, 2022** |
| **Notification Number:** | **CMPR.CMPP.07.27.22.F.19292.Appointment\_Schedule\_Chg** |
| **Notification Category:** | CMP; General |
| **Target Audience:** | **CLEC-Q; DSL-Commercial** |
| **Subject:** | **LQ Region EASE VFO LSR Pre-Order Option D – Appointment Scheduling Changes** |
| **Disposition Level** | **2** |

|  |  |  |
| --- | --- | --- |
|  |  | |
| This communication is to notify you of an upcoming change to EASE VFO LSR Pre-Order function, Option D – Appointment Scheduling.  Lumen will be migrating to a new appointment scheduling platform.  With this enhancement, you will notice the following changes for Pre-Order:   * ARN (Appointment Reservation Number):   + Currently returns a 10-character alpha numeric ARN is returned.   + After migration will return a 9-character numeric ARN is returned.   All in-flight EASE LSRs will be systematically updated to the new 9-character numeric ARN at time of release. There is nothing that you will need to do.  With this enhancement, you will have the following change in relation to your LSR and Pre-Order:   * Any Pre-order ARN created after migration must be used within 48 hours of being received. * If received ARN is entered on an LSR and the LSR is not submitted within 48 hours, both the LSR and the ARN will no longer be valid. A new Pre-Order must be processed and a new LSR will need to be created and submitted. * Guidance: Do not request an ARN until ready to create and submit the LSR.   There is no impact to SUP2 or SUP3 of a pending LSR.  This enhancement will take place in phases within the LQ Region:   * August 27, 2022: Boise, ID dispatch center. See Attachment A for list of wire centers. * September 2022: TBD. Remaining 13 states within LQ Region will be migrated - AZ, CO, IA, ID (remaining wire centers) MN, MT, ND, NE, NM, OR, SD, UT, WA, and WY. Additional notification will be provided upon receipt. | |

|  |  |
| --- | --- |
|  | **Comments:**    Lumen’s Response to Comments on: **LQ Region EASE VFO LSR Pre-Order Option D – Appointment Scheduling Changes**  You can review this notice and the comments at the document Review Site: <http://www.centurylink.com/wholesale/cmp/review.html> |
|  |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **#** | **CLEC Comment** | **Lumen Response** |
|  | 1 | Allstream  July 28, 2022  We are assuming this is for all LQ wire centers, could you confirm? Allstream could not determine if all the LQ wire centers were on the schedule. | August 3, 2022  **This is for ALL LQ wire centers only.  It’s a series of migrations starting with Idaho.  I believe we were going to add the Idaho wire centers already and we should notify with each set of know wire center migrations as the information becomes available.** |
|  | 2 | Allstream  July 28, 2022  There is mention that if an ARN is not used within 48 hours and has been entered on an LSR that is not submitted, then both a new ARN and a new LSR is required. Allstream would like confirmation that 48-hour time limit applies only to LSRs with an ARN. Said another way, it is our expectation that unsubmitted LSRs without ARNs never “expire”. | August 3, 2022    **Allstreams understanding is correct, the issue only exists with LQ LSRs that HAVE and ARN in the newly converted areas (format all numeric).   LSRs that do not have an ARN and LSRs that are with the older service (alpha numeric format) are impacted.** |