

**CENTURYLINK**  
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**Mark S. Reynolds**  
VP Regulatory & Legislative Affairs  
Western Region

January 7, 2016

*Via Web Portal  
And Overnight Mail*

Mr. Steven V. King  
Executive Director and Secretary  
Washington Utilities & Transportation Commission  
1300 S. Evergreen Park Drive SW  
P.O. Box 47250  
Olympia, WA 98504-7250

**RE: Docket UT-100820, Order 14, Appendix A  
CenturyLink's compliance with Condition No. 23 (OSS –  
Wholesale) to the Joint Applicants' agreement with  
Commission Staff and Public Counsel**

Dear Mr. King:

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. Most recently, CenturyLink filed a detailed "CenturyLink Local Service Ordering and Billing System Consolidation Plan" on January 4<sup>th</sup> in the CMP forum where CLECs will be able to review the plan and provide comments.

Mr. Steven V. King

January 6, 2016

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Pursuant to the requirements of Condition No. 23<sup>1</sup> (OSS – Wholesale) of the Merger Settlement Agreement between CenturyLink, Commission Staff and Public Counsel, adopted by the Commission in its Order 14 in the above-referenced docket, this letter provides notice to the Commission of CenturyLink's planned Wholesale OSS consolidations. CenturyLink has enclosed with this letter an original and nine (9) copies of the detailed System Consolidation Plan (see Attachment B). The CMP provides all affected carriers the opportunity to provide comments, employs third party testing, and will ultimately lead to implementation in late 2016 after a vote of acceptance. Because of this, there is no need for the Commission to take any action with respect to this change.

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

If you have any questions or concerns, please do not hesitate to contact me.

Sincerely,

Mark Reynolds

MSR/jga

Enclosures

cc: Service List

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<sup>1</sup> See Attachment A for the requirements of Condition 23.