Change Management Plan

A. CenturyLink's Change Management (CM) Group proactively notifies customers of scheduled network maintenance that will impact service with a greater than 50 millisecond switch hit. Notification of standard maintenance will be sent via e-mail to the customer 10 days prior to the maintenance occurring. CenturyLink's standard maintenance window is 12:00 a.m. to 6:00 a.m. local time to the site the maintenance is taking place. Century Link will exercise reasonable efforts to provide DIR the notice of completion of any change or maintenance activity electronically within 4 hours of each closed event.

   Occasionally, maintenance requests are received by the CM that do not fall within the standard notification guidelines:

   - Jeopardy/Demand maintenance which is required to ensure the integrity of the service.
   - Emergency Maintenance which is required to restore the integrity of the service.
   - Carrier Maintenance which is requested by outside service providers.

   In each of these instances the CM will work on a case by case basis in providing the prompt notification to our customers and will be accompanied by a valid reason for the short notice.

   All notification sent via e-mail by the account team on the Request for Change Report to the affected customer will include the following information at a minimum:

   - Vendor Name
   - Change Requestor
   - Proposed Change
   - Reason for the proposed change
   - Change Priority
   - Change Category
   - Affected Circuits
   - Affected Sites
   - Implementation methodology and the Requirements (if any) of other entities including other Vendors, DIR, DIR customers
   - Expected Change result
   - Proposed Change date
   - Proposed Change time
   - Duration
   - Back-out Procedures
   - Contact Name
   - Contact Phone
   - Contact Email
   - CenturyLink Referencing Ticket #
   - Date and time of the work in GMT
   - CenturyLink Circuit ID(s) affected

- Name of Customer affected
- Expected Impact to the customer as a result of the activity being performed
- Brief Description of the Maintenance being performed
- CM contact number.

B. Your CenturyLink Account Team will work closely with DIR to ensure clear and concise information is provided to DIR when ongoing change management could impact DIR or its customers. The Account Team shall provide DIR with montly reports regarding all change management utilizing the format per Appendix B-7. The Account Team will maintain an ongoing history of change management actions performed.

C. CenturyLink Change Management and Account Team will ensure the appropriate resources are available for montoring, testing and implementation.

D. CenturyLink change management process includes roll back action should the scheduled action not be completed successfully during the maintenance window. Should the action fail, the CenturyLink Account Team will provide DIR with an After Action Report (AAR) to include the cause of the failed maintenance change and the corrective course of action should a scheduled maintenance action have an unexpected impact to DIR or its customers. The format for this AAR will follow the format of Appendix B-10.

Should maintenance be required over a period of time in stages, CenturyLink Change Management and the Account Team will work closely with DIR to determine the least disruptive times for DIR and its customers and ensure appropriate resources are available during the scheduled maintenance.

Should emergency changes need to be made without the normal notification window to DIR prior to the change, the CenturyLink Account Team will provide DIR with a RFC to document the change in the Management Report while providing an After Action Report (AAR) in the event of a failed maintenance. In our reporting to DIR, CenturyLink will provide equivalent system mapping for change priority and change category as defined in the requirements for 4.3.2.4 and 4.3.2.5.

CenturyLink understands that changes sometimes must be made outside the standard maintenance windows. The Account Team will work with DIR to accommodate these requests on an individual case basis. Changes requested outside the standard window have to be approved and scheduled within CenturyLink Change Management to assure adequate resources are available to complete the change.