###### CenturyLink Response to Document in Review

|  |  |
| --- | --- |
| **Comment Response Date:** | **September 2, 2021** |
| **Document Subject:** | **BVMS Website Being Decommissioned** |
| **Initial Notification Date:** | **August 24, 2021** |
| **Initial Notification Number:** | **CMPR.CMPP.08.16.21.F.18252.BVMS\_WEBSITE\_DECOMMISSED** |
| **Category of Change:** | **Level 2** |

CenturyLink recently posted proposed updates regarding Decommissioning of the BVMS Website.

CLECs were invited to provide comments during a Document Review period from August 25, 2021 through September 1, 2021 The information listed below is CenturyLink’s Response to CLEC comments provided during the review/comment cycle.

**Resources**:

Document Review Site: <http://www.centurylink.com/wholesale/cmp/review.html>

If you have any questions on this subject or there are further details required, please contact CenturyLink’s Change Management Manager at [cmpcomm@centurylink.com](mailto:cmpcomm@centurylink.com).

CenturyLink’s Response to Comments on: Decommissioning of the BVMS Website.

|  |  |  |
| --- | --- | --- |
| **#** | **CLEC Comment** | **CenturyLink Response** |
| 1 | **vCom Solutions**  **August 16, 2021**  We received the attached notification regarding the Business Voice Messaging Service website decommissioning. Going forward for orders that have voice messaging (voicemail) service, can you please let us know what will be replacing it after November 2021?  **InfoStructure**  **August 24, 2021**  So how are we supposed to know the call forwarding numbers for voicemail boxes going forward.  That is the only website you can look up numbers and find out the number for that Central office  **Allstream**  **August 25, 2021**  Allstream has existing customers on Lumen QC Voice Mail -  The BVMS Lookup website provides CLECs with the ability to obtain the following information at the TN, NPA/NXX level to support the end users and ensure the ordered the voice mail service works correctly.  BVMS Lookup Provides:  1. End User Customer Retrieval Number  2. Call Forwarding Number (The TN needs to be forwarded to the correct Lumen QC VM Platform for the service to work).  3. The FIDs required on the LSR  for the Call Forwarding and Message Waiting USOCs.  (FIDs are needed for the translations so these feature work correctly).  If the BVMS Website is being decommissioned - How will Lumen QC provide this information to the CLECs? Allstream's opinion is that the BVMS tool is more efficient that calling the CSIE or contacting our Service/Account Manager.  Thank you. | **August 25, 2021**  **CenturyLink’s response to your question:**  Can you tell me if you use this site and how often?  Here is what I’m being told by my IT department:  The site gets *very little* traffic per month. Since January 2020, the month with the highest usage averaged 2.8 visitors per day in May 2021 (87 users total). Typically, it is a lot less. June 2021 only had 9 users all month.  If we need to keep it around, we should bring it up with the decom team and ask how this site was added to the list of sites to be decommission.  **August 27, 2021**  **CenturyLink’s response to your concern:**  An internal meeting was held to discuss the origination of the decision to decommission the website. The “Decomm” team determines a decommission of a website if it meets certain parameters which this one did. However because of the responses from various CLECs it was determined that our SME would go back to our DeComm team and inform them that if there is no alternative solution for number look-up that the decommissioning of this website should not happen.  **August 30, 2021**  **CenturyLink’s response to everyone’s concern:**  This website is still in use by at least 3 companies. There is no replacement application. Therefore the BVMS website will NOT be decommissioned. |