**Comment/Response to Document in Review**

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| **Announcement Date:** | **November 14, 2023** |  |
| **Effective Date:** | **December 5, 2023** |  |
| **Notification Number:** | **CMPR.CTLL.11.14.23.F.20748.IMA\_Redline\_updates** |  |
| **Notification Category:** | CMP; General |  |
| **Target Audience:** | **CLEC-Q** |  |
| **Subject:** | **PC080621-1 Redline updates from IMA to EASE** |  |
| **Disposition Level** | **2** |  |

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|  | Lumen recently posted updates regarding the PC080621-1 Redline updates from IMA to EASE.  CLECs were invited to provide comments during a Document Review period from November 14, 2023 through November 21, 2023. The information listed below is Lumen’s response to CLEC comments provided during the review/comment cycle.  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 Lumen’s Change Management Manager at [cmpcomm@centurylink.com](mailto:cmpcomm@centurylink.com).  CenturyLink’s Response to Comments on: PC080621-1 Redline updates from IMA to EASE   |  |  |  | | --- | --- | --- | | **#** | **CLEC Comment** | **Lumen Response** | | 1 | **Zayo**  **November 17, 2023**  **Zayo Comments (excluding the Provisioning and Installation Overview V171.0)**  Zayo submits the following question on CMP Notice: CMPR.CTLL.11.14.23.F.20748.IMA\_Redline\_updates.  Updating all these documents is a daunting task and we appreciate the effort.   I know from personal experience it is easy to lose focus. For future updates I recommend the following:   * Read the entire section and the information around the IMA to EASE change and ask "Is this sentence, paragraph applicable to EASE and the EASE Business Rules. If not, more extensive updates are needed. * Have multiple individuals proofread the redlines - I know resources are an issue but these are public documents that represent Lumen, so perhaps Lumen's marketing, corporate communications team would be willing to proofread. * Check all links to confirm that are no longer pointed to IMA documents   Below are the errors or inconsistencies I noticed - Please correct prior to posting on the Wholesale website.   * Please double check all links to the EASE User Guide and other links before posting to the Lumen Wholesale website.  I found quite a few of the links pointed to IMA User Guide and other IMA supporting documentation | 12/1/23  Lumen has reviewed the documents and made the below changes. | |  | * [CenturyLink Interconnect OSS Electronic Access - V65.0](https://www.centurylink.com/wholesale/downloads/2023/11/CenturyLink%20Interconnect%20OSS%20Electronic%20Access%20-%20V65.0.docx) - See below - Instruction on EASE access is already provided.  Listing EASE (no digital cert required) in the box with the other systems that require digital certificates could waste time and resources.   A screen shot of a computer  Description automatically generated | Changed to: | |  | * [Directory Listing Providers Business Procedures](https://www.centurylink.com/wholesale/downloads/2023/11/Directory%20Listing%20Providers%20Business%20Procedures.docx) - We are assuming that the IMA to EASE updates needed to  [Directory Listing Providers Business Procedures](https://www.centurylink.com/wholesale/downloads/2023/11/Directory%20Listing%20Providers%20Business%20Procedures.docx) will be in a different notice. | Only the word IMA was removed in this document. | |  | * [Geographic Deaveraging - General Information - V31.0](https://www.centurylink.com/wholesale/downloads/2023/11/Geographic%20Deaveraging%20-%20General%20Information%20-%20V31.0.docx) - I don't believe there is a Switch "tab" in EASE so the following statement should be corrected:  "In the ~~IMA~~ EASE Pre-Order Address Validation, check the Switch Info tab to find the In Town or Out Of Town field and data." | Changed to:  You can determine the classification prior to ordering these services by using Address Validation in [~~Interconnect Mediated Access (IMA)~~](https://www.centurylink.com/wholesale/ima/gui/) EASE. ~~In the IMA EASE Pre-Order Address Validation,~~ Check the SWITCH\_INFO\_GRP ~~tab~~ to find the ~~In Town or Out Of Town~~ IN\_TOWN\_OR\_OUT\_OF\_TOWN field and data. | |  | * [Ordering Overview - V174.0](https://www.centurylink.com/wholesale/downloads/2023/11/Ordering%20Overview%20-%20V174.0.docx)  "  Refer to the ~~CenturyLink Commercial Broadband Services PCAT~~ [CenturyLink Wholesale home page](https://www.centurylink.com/wholesale/qwest.html)"   Changing the reference from the PCAT to the main CenturyLink Wholesale home page makes the CLECs job more difficult.  The seasonal suspend information is available at <https://www.centurylink.com/wholesale/pcat/qwb.html> this is the reference Lumen should use. | Changed to:  Specific information regarding Bulk Request for PIC and/or LPIC changes can be located in the [Long Distance Carrier Selection](https://www.centurylink.com/wholesale/preorder/ldselection.html) business procedure.  Bulk Request is not valid for requesting to place a CenturyLink Commercial Broadband Services account on Seasonal Service. Refer to the ~~CenturyLink Commercial Broadband Services PCAT~~  https://www.centurylink.com/wholesale/pcat/qwb.html  for further information. | |  | * [Ordering Overview - V174.0](https://www.centurylink.com/wholesale/downloads/2023/11/Ordering%20Overview%20-%20V174.0.docx)    "~~For IMA Release 18.0 and Higher,~~ In EASE you must populate the DFDT field with "XX" on your LSR. No remarks are necessary."  It is my understanding that the EASE LSR Form DFDT Field Valid Values are numeric only, so the instruction to populate the DFDT with XX is not correct.  If EASE does accept XX in the DFDT, then the [EASE Business Rules](https://ease.lumen.com/searchablerules/en_US/fieldAction) have an error. | Changed to:   * ~~For IMA Release 18.0 and Higher,~~ In EASE you must populate the DFDT field with Military Time "XXXX" on your LSR. No remarks are necessary. | |  | * [Ordering Overview - V174.0](https://www.centurylink.com/wholesale/downloads/2023/11/Ordering%20Overview%20-%20V174.0.docx)         A SUP 1 (Cancel) is not successfully submitted and not received by CenturyLink for processing. ~~Reject if~~ ~~IMA~~ EASE GUI ~~)~~.   I don't understand this change. Could you elaborate further on what will happen in EASE? If nothing happens, it might be clearer to just delete EASE GUI. | This section was removed. | |  | * [Ordering Overview - V174.0](https://www.centurylink.com/wholesale/downloads/2023/11/Ordering%20Overview%20-%20V174.0.docx)I don't recall that EASE provides (or needs to provide) the Queue Status that was in IMA - Please review the below to confirm this functionality is in EASE?  If not, delete it.   **Reviewing**~~IMA~~ EASE**Queue**  When service requests are submitted after normal operating hours, ~~IMA~~ EASE places your service request in a queue until normal operating hours for processing. When normal operating hours are in effect, you can review a list of your service requests in the queue by entering any one of the following:  ·         CCNA - Customer Carrier Name Abbreviation  ·         CC - Company Code  ·         User ID - ~~IMA~~ EASE log-on ID (Creator of original service request, blank for all saved service requests)  ·         PON - Purchase Order Number of service request to be displayed (blank to display all)  ·         LSRID - LSR number  ~~IMA~~ EASE displays:  ·         Queue Status of the service request in the queue  ·         Queue Date service request was placed in the queue  ·         Purge Date service request will be purged from the list  ·         Remove From List to remove a non-accepted service request  ·         Display Errors on service requests that were not accepted  ·         Open Highlighted Opens the service request for editing | This section was removed. | |  | * [Ordering Overview - V174.0](https://www.centurylink.com/wholesale/downloads/2023/11/Ordering%20Overview%20-%20V174.0.docx)Please review the below and confirm it is true for EASE?  If not, delete it.   **How are** ~~IMA~~ EASE **status updates retrieved?**  EASE retrieves status updates by the User ID of the person who submitted the service request. By default, this field contains the User ID of the person logged into ~~IMA~~ EASE. If no User ID is entered, all User IDs for your company are returned. However, only two Statuses can be selected when viewing all User IDs. Status update messages can be displayed for up to 24 hours. | This section was removed. | |  | * [Portin](https://www.centurylink.com/wholesale/downloads/2023/11/Portin.docx) - The following is confusing - I think it is just a punctuation or redlining issue "Simple Port Request (SPR) service requests are submitted via [EASE(XML)](http://lxdenvmap422.qintra.com:50000/wholesale/cmp/ima-ease-issue-log.html) ~~(IMA Version 26 and 27 only) using the SPR Form. In IMA Version 28, the SPR Form is discontinued and requests for Simple Ports will be submitted using LSOG LSR, EU and NP forms. Effective on August 2, 2010,~~ the ~~IMA~~   [EASE GUI](https://ease-lsr.lumen.com/) will be accepting Simple Port using LSOG LSR, EU and NP forms." | Changed to:  Simple Port Request (SPR) service requests are submitted via [EASE (XML)](https://ease-lsr.lumen.com/) ~~(IMA Version 26 and 27 only) using the SPR Form. In IMA Version 28, the SPR Form is discontinued and requests for Simple Ports will be submitted using LSOG LSR, EU and NP forms. Effective on August 2, 2010~~, the ~~IMA~~   [EASE GUI](https://ease-lsr.lumen.com/) ~~will~~ ~~be~~ accepts~~ing~~ Simple Port using LSOG LSR, EU and NP forms. | |  | * [Pre-Ordering Overview - 79.0](https://www.centurylink.com/wholesale/downloads/2023/11/Pre-Ordering%20Overview%20-%2079.0.docx) Please review the below and confirm it is true for EASE? It is my understanding that one must "save" Pre-Order transactions in EASE and that there isn't a limit.   With ~~IMA~~ EASE you can validate up to ten addresses in a work session by using the Service Address or TN. ~~IMA~~ EASE stores the last ten addresses validated: | Changed to:  With ~~IMA~~ EASE you can validate ~~up to ten~~ unlimited addresses in a work session by using the Service Address or TN however storage is limited to 90 days~~:~~. ~~IMA stores the~~ ~~last ten addresses validated~~: | |  | * [​​Pre-Ordering Overview - 79.0](https://www.centurylink.com/wholesale/downloads/2023/11/Pre-Ordering%20Overview%20-%2079.0.docx)**-** The below changes appear to have redlining issues  - please correct.   + NOTE: When entering a new LOC at an existing service address due to a SAG Only match in ~~IMA~~ EASE ~~Addres~~s Validation, an NCON = B entry should be made on the End User form.   + If an exact match is not found, but a similar address or near match is found, ~~IMA~~ will return the appropriate message as described above and you will need to reevaluate whether the address is in CenturyLink’s or another company’s territory.   + "Except for Customer Vanity Number, the Purchase Order Number (PON) is not required when reserving telephone numbers in EASE ~~IMA~~ versions 19.0 and higher."   + **2. What are the hours of operation for the** EASE **~~IMA~~ systems?** EASE ~~IMA~~ systems [hours of operation are](https://www.centurylink.com/wholesale/cmp/ossHours.html) available at URL: | Changed to:  NOTE: When entering a new LOC at an existing service address due to a SAG Only match in ~~IMA~~ EASEAddress Validation, an NCON = B entry should be made on the End User form.  If an exact match is not found, but a similar address or near match is found, ~~IMA~~ EASE will return the appropriate message as described above and you will need to reevaluate whether the address is in CenturyLink’s or another company’s territory.  Except for Customer Vanity Number, the Purchase Order Number (PON) is ~~not~~ required when reserving telephone numbers in EASE ~~IMA~~ ~~versions 19.0 and higher~~.  **2. What are the hours of operation for the** EASE **~~IMA~~ systems?**  ~~IMA~~ ~~system’s~~[~~hours of operation are~~](https://www.centurylink.com/wholesale/cmp/ossHours.html) ~~available at URL:~~ EASE hours of operation are 24/7. | |  | * [Pre-Ordering Overview - 79.0](https://www.centurylink.com/wholesale/downloads/2023/11/Pre-Ordering%20Overview%20-%2079.0.docx)**-** The link below points to an IMA User Guide.  Also, I believe the max TN reservation in EASE is 10 and there aren't limitations listed for Easy Numbers or Consecutive Blocks listed in the EASE User Guide.  Determine what is applicable to EASE and correct.   You cannot return a TN after it has been accepted. Generally, you can reserve up to nine TNs at a time for a given address. Only three Easy Numbers or five Consecutive Blocks of numbers can be reserved at one time. If your needs exceed these limits, contact the CSIE for assistance. For more details on reserving TNs, refer to EASE [~~IMA~~'s User's Guide](https://www.centurylink.com/wholesale/ima/gui/index.html)  ​...You cannot return a TN after it has been accepted. Generally, you can reserve up to nine TNs at a time for a given address. Only three Easy Numbers or five Consecutive Blocks of numbers can be reserved at one time. If your needs exceed these limits, contact the CSIE for assistance. For more details on reserving TNs, refer to EASE [IMA's User's Guide](https://www.centurylink.com/wholesale/ima/gui/index.html) | Changed to:  You cannot return a TN after it has been accepted. ~~Generally,~~ There is no limit to the number of TNs you can reserve ~~up to nine TNs~~ at any ~~time for a~~ given address. Only three Easy Numbers or five Consecutive Blocks of numbers can be reserved at one time. If your needs exceed these limits, contact the CSIE for assistance. For more details on reserving TNs, refer to the [~~IMA~~ EASE User's Guide.](https://www.centurylink.com/wholesale/cmp/ima-ease-issue-log.html) | |  | * [​Pre-Ordering Overview - 79.0](https://www.centurylink.com/wholesale/downloads/2023/11/Pre-Ordering%20Overview%20-%2079.0.docx)**-**The link below points to an IMA User Guide. I don't believe the NC/NCI section as written is applicable to EASE.  Please confirm and update.   ​**NC/NCI Code Validation**  You may access Network Channel (NC), Network Channel Interface (NCI), and Secondary Network Channel Interface (SECNCI) code combinations and descriptions that are supported by EASE ~~IMA~~ flowthrough. Descriptions are taken from CenturyLink Technical Publications and EASE ~~IMA~~ NC/NCI Code Validation database sources. This may diminish the need to refer to technical publications for selected products. For information regarding these codes, valid code combinations, and related products, refer to the chapter entitled “Before Preparing Service Requests” of the EASE [~~IMA~~ User’s Guide](https://www.centurylink.com/wholesale/ima/gui/index.html). | Changed to:  **NC/NCI Code Validation**  You ~~may~~ cannot access Network Channel (NC), Network Channel Interface (NCI), and Secondary Network Channel Interface (SECNCI) code combinations and descriptions ~~that are supported by~~ through EASE ~~IMA~~ ~~flowthrough~~. ~~Descriptions are taken from CenturyLink Technical Publications and IMA NC/NCI Code Validation database sources. This may diminish the need to refer to technical publications for selected products. For information regarding these codes, valid code combinations, and related products, refer to the chapter entitled “Before Preparing Service Requests” of the~~ [~~IMA User's Guide.~~ Please contact your CenturyLink Service Manager for further assistance.](https://www.centurylink.com/wholesale/cmp/ima-ease-issue-log.html) | |  | * [Pre-Ordering Overview - 79.0](https://www.centurylink.com/wholesale/downloads/2023/11/Pre-Ordering%20Overview%20-%2079.0.docx)Is the following applicable to EASE?   ​**3. Are there any CSR restrictions I should be aware of when retrieving a CSR through** EASE **~~IMA~~?**  The following are some limitations/restrictions associated with CSR retrieval:  ·         When the CSR "AGAUTH" field is "N", un-owned (i.e., accounts not owned by you), CSRs are not retrieved.  ·         Up to 30 different TNs could be retrieved at a time when you pull partial CSRs by Working Telephone Number (WTN).  ·         Only one is retrieved when you pull a CSR by ECCKT.  ·         A small CSR is considered up to 50 pages for EASE ~~IMA~~ GUI and up to 75 pages for EASE ~~IMA~~ XML. A large CSR is considered up to 300 pages for ~~IMA~~ GUI and up to 450 pages for EASE ~~IMA~~ XML.  ·         The maximum number of pages returned at one time for a CSR is 300 pages in EASE ~~IMA~~ GUI and 450 pages in EASE ~~IMA~~ XML.  ·         When a CSR has more than 300 pages in EASE ~~IMA~~ GUI and 450 pages in EASE ~~IMA~~ XML, you will need to transmit the CSR using FTP.  ·         Entire CSRs cannot be retrieved for Centrex accounts you do not own. This does NOT include Centrex 21 (class of service (C21XX)).  ·         Independent Payphone Providers can only view accounts they own.  ·         You cannot retrieve CSRs for Summary Billed Accounts you do not own.  ·         You cannot retrieve CSRs in EASE ~~IMA~~ Pre-Ordering for the following services:  o    Stand Alone Listings  o    Resale Frame Relay  o    Unbundled Feeder Loop | Changed to:  **3. Are there any CSR restrictions I should be aware of when retrieving a CSR through** EASE **~~IMA~~?** The following are some limitations/restrictions associated with CSR retrieval:   * When the CSR "AGAUTH" field is "N", un-owned (i.e., accounts not owned by you), CSRs are not retrieved. * ~~Up to 30 different TNs could be retrieved at a time when you pull partial CSRs by Working Telephone Number (WTN).~~ * ~~Only one is retrieved when you pull a CSR by ECCKT.~~ * ~~A small CSR is considered up to 50 pages for IMA GUI and up to 75 pages for IMA XML. A large CSR is considered up to 300 pages for IMA GUI and up to 450 pages for IMA XML.~~ * ~~The maximum number of pages returned at one time for a CSR is 300 pages in IMA GUI and 450 pages in IMA XML.~~ * ~~When a CSR has more than 300 pages in IMA GUI and 450 pages in IMA XML, you will need to transmit the CSR using FTP.~~ * ~~Entire CSRs cannot be retrieved for Centrex accounts you do not own. This does NOT include Centrex 21 (class of service (C21XX)).~~ * ~~Independent Payphone Providers can only view accounts they own.~~ * ~~You cannot retrieve CSRs for Summary Billed Accounts you do not own.~~ * ~~You cannot retrieve CSRs in IMA Pre-Ordering for the following services:~~   + ~~Stand Alone Listings~~   + ~~Resale Frame Relay~~   + ~~Unbundled Feeder Loop~~ | |  | * [Proof Of Authorization\_Letter Of Agency\_Agency Partner Agreement V13.0](https://www.centurylink.com/wholesale/downloads/2023/11/Proof%20Of%20Authorization_Letter%20Of%20Agency_Agency%20Partner%20Agreement%20V13.0.docx)**​  -** The process for adding and deleting Partners to EASE and CEMR is different for EASE.  Please update the section with the process to use now that we are unable to add and remove partners using EASE.   **​Agency Partner Agreement (APA)**  CenturyLink will allow Agency Partner Agreements. The systems administrator for the owner CLEC must establish the partnership within the ~~IMA~~  EASE system. You can add or remove agents who process LSRs or trouble reports on your behalf. When you add an agent, you authorize them to use ~~IMA~~ EASE, CEMR-MTG, or MTG.  When you remove an agent, you can redirect the LSRs that were originally submitted by that agent. CLECs may add or delete agency partners with an eight day waiting period before the change is effective. | Changed to:  **Agency Partner Agreement (APA)**  CenturyLink will allow Agency Partner Agreements, business as usual. The systems administrator for the owner CLEC must establish the partnership within the ~~IMA~~ EASE system. You can add or remove agents who process LSRs or trouble reports on your own behalf. When you add an agent, you authorize them to use ~~IMA~~ EASE, CEMR-MTG, or MTG.  When you remove an agent, you can redirect the LSRs that were originally submitted by that agent. CLECs may add or delete agency partners with an eight day waiting period before the change is effective. | |  | * [Provisioning and Installation Overview - V171.0](https://www.centurylink.com/wholesale/downloads/2023/11/ProvisioningandInstallationOverview-V171.0.docx) Possible redlining errors –   FOCs are returned via the method used to submit your service requests. If you used a mechanized tool, (e.g.,[~~Interconnect Mediated Acces~~s (IMA)](https://www.centurylink.com/wholesale/ima/xml/index.html) Enhanced Automated Service Order Entry ( EASE)) | Changed to:  FOCs are returned via the method used to submit your service requests. If you used a mechanized tool, (e.g., [Enhanced Automated Service Order Entry](https://ease-lsr.lumen.com/)[~~Interconnect Mediated Acces~~s ~~(IMA)~~](https://www.centurylink.com/wholesale/ima/xml/index.html) [EASE](https://ease-lsr.lumen.com/))) | |  | * [Provisioning and Installation Overview - V171.0](https://www.centurylink.com/wholesale/downloads/2023/11/ProvisioningandInstallationOverview-V171.0.docx) – Link to IMA User Guide Errors   **Retrieving and Viewing Design Layout Records (DLR)** Using either Customer Electronic Maintenance and Repair-Maintenance Ticketing Gateway (CEMR-MTG) or ~~IMA~~ EASEyou can view, retrieve and print Design Layout Records at your desktop by inputting the Circuit ID (e.g., Serial Number, Telephone Number, CFA, 2/6 code) and submitting your request. Viewing the DLR, you can then e-mail it to yourself, or print the report on your local printer. For details on accessing Design Layout Records in ~~IMA~~ EASE, refer to the [~~IMA~~ EASEUser Guide](https://www.centurylink.com/wholesale/ima/gui/imauser.html) | Link Fixed | |  | * [Provisioning and Installation Overview - V171.0](https://www.centurylink.com/wholesale/downloads/2023/11/ProvisioningandInstallationOverview-V171.0.docx) – Need to confirm EASE Functionality or current process   You have the ability to query the service order dispatch "estimated start time" through the ~~IMA~~ EASEPost Order Status functionality. The functionality will eliminate the need for calling into the CenturyLink Center to obtain real time data for dispatches on the due date. General ~~IMA~~ EASEactivities are described in the [~~Interconnect Mediated Access (IMA)~~](https://www.centurylink.com/wholesale/ima/gui/) Enhanced Automated Service Order Entry (EASE).  ~~IMA~~ EASEGUI users will automatically receive a fax and/or e-mail   * + - You must subscribe to this type of LN via the CenturyLink IT Help Desk at 888-796-9102.     - LNs will be provided at a WTN Level.   **Completion Notification**  The CenturyLink Completion Notice (CN), also referred to as "Completion Response" is a Post-Order function and is available for [~~IMA~~ EASEGUI](https://www.centurylink.com/wholesale/ima/gui/imauser.html) and ~~IMA~~ EASEXML users. For detailed information contained in the CN, refer to [LSOG](https://www.centurylink.com/wholesale/clecs/lsog.html).  **Billing Completion Notification**  When all the service orders associated with a LSR have posted to the CenturyLink billing system, we will send you a Billing Completion Notification (BCN). This notification will be sent automatically via ~~IMA~~ EASEfor all service order records contained in ~~IMA~~ EASE.  The BCN will contain the LSR PON, order numbers, the updated Account Number (AN) (including Customer (CUS) code), and the billing completion date. You may request that a duplicate BCN be faxed and/or e-mailed to you by calling CenturyLink at 1-888-796-9087.  You must sign up to receive the BCN by contacting the ~~IMA~~ EASEHelp Desk. After you subscribe, you will begin receiving the notices the next business day. | Changed to:  ~~You have the ability to query the service order dispatch "estimated start time" through the IMA EASE Post Order Status functionality. The functionality will eliminate the need for calling into the CenturyLink Center to obtain real time data for dispatches on the due date. General IMA EASE activities are described in the~~[~~Interconnect Mediated Access (IMA)~~](https://www.centurylink.com/wholesale/ima/gui/) ~~Enhanced Automated Service Order Entry (EASE).~~  The process for estimated start time or end time for dispatch services is during normal business hours 8am to 5pm.   1. ~~IMA~~ EASEGUI users will automatically receive a fax and/or e-mail according to your preference.    * You must subscribe to this type of LN via the CenturyLink IT Help Desk at 888-796-9102.    * LNs will be provided at a WTN Level.   **Completion Notification**  The CenturyLink Completion Notice (CN), also referred to as "Completion Response" is a Post-Order function and is available for [~~IMA~~ EASEGUI](https://ease-lsr.lumen.com/) and ~~IMA~~ EASEXML users, business as usual through the EASE system. For detailed information contained in the CN, refer to [LSOG](https://www.centurylink.com/wholesale/clecs/lsog.html). | | 2 | **Zayo**  **December 13, 2023**  [Ordering Overview - V174.0](https://www.centurylink.com/wholesale/downloads/2023/11/Ordering%20Overview%20-%20V174.0.docx)  For full moves (ACT = T) of certain products, you have the option of requesting that the service at the old address not be disconnected until the service at the new address is working. If you wish to exercise this option, you must set the Manual Indicator to "Y" on your LSR and add information in the Remarks section stating that the service at the old address is not to be disconnected until the service at the new address is working.  ·         ~~For IMA Release 18.0 and Higher,~~ In EASE you must populate the DFDT field with Military Time "XX[[PC1]](" \l "_msocom_1) XX" on your LSR. No remarks are necessary.  Fixed XX issue to Military Time XXXX [[PC1]](#_msoanchor_1)  In IMA the XX in the DFDT was required to ensure that during a move the old address was not disconnected before the new address was working. Please confirm that if a CLEC submits ACT = T with  XXXX in the EASE LSR DFDT field,  Lumen will leave the service up at the old location until the new address is working.  Also, confirm that EASE accepts XXXX in the LSR DFDT field because your business rules appears to say only numeric values are accepted  Screenshot of DFDT VV | December 14, 2023  Lumen Response:  We have changed this so it reads:  For full moves (ACT = T) of certain products, you have the option of requesting that the service at the old address not be disconnected until the service at the new address is working. If you wish to exercise this option, you must set the Manual Indicator to "Y" on your LSR and add information in the Remarks section stating that the service at the old address is not to be disconnected until the service at the new address is working.   * ~~For IMA Release 18.0 and Higher,~~ In EASE you must populate the **DFDT field with Military Time, e.g. ~~“XX "~~ "1300",** on your LSR. No remarks are necessary | | 3 | **Zayo**  **December 18, 2023**  Did you run my request for confirmation and suggestions by the subject matter expert?  I still have a suspicion that they do not understand the significance of the DFDT of XXXX on ACT T LSRs.  The DFDT XXXX on ACT T is a signal Lumen is to keep the service at the old location active until the new service is working.  How do CLEC communicate this message to Lumen in EASE? | December 19, 2024  Lumen Response:  Changing to:  For full moves (ACT = T) of certain products, you have the option of requesting that the service at the old address not be disconnected until the service at the new address is working. If you wish to exercise this option, you must set the Manual Indicator to "Y" on your LSR and populate the DFDT with Military Time, e.g. "1300".       The rest of the paragraph and the bullet will be removed. | |  |