brightspeed
Business

IT Transformation

Wholesale Customer Communication Package Phase I : LSR Migration

April 2024 version 2 Update

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What is the Wholesale System Transformation?

Wholesale: Systems Transformation

What is changing?
It has always been a part of our transformation plan to migrate to systems that are purpose-built for Brightspeed to simplify our customer experience, optimize our solution support and modernize our approach to technology.

Why are we changing?
The TSA period with Lumen will be ending and Brightspeed will be moving to new platforms that deliver more features and better performance. Ordering, provisioning and billing will all receive process enhancements.

What should you expect?
This will be a phased migration to the Brightspeed system stack. This system transition will begin in Q1 of 2024 and will now be completed near the end of 1Q2025. Through continued communications we will partner on these updates and implement a plan that leads to a seamless transition.

Wholesale: Systems Transformation
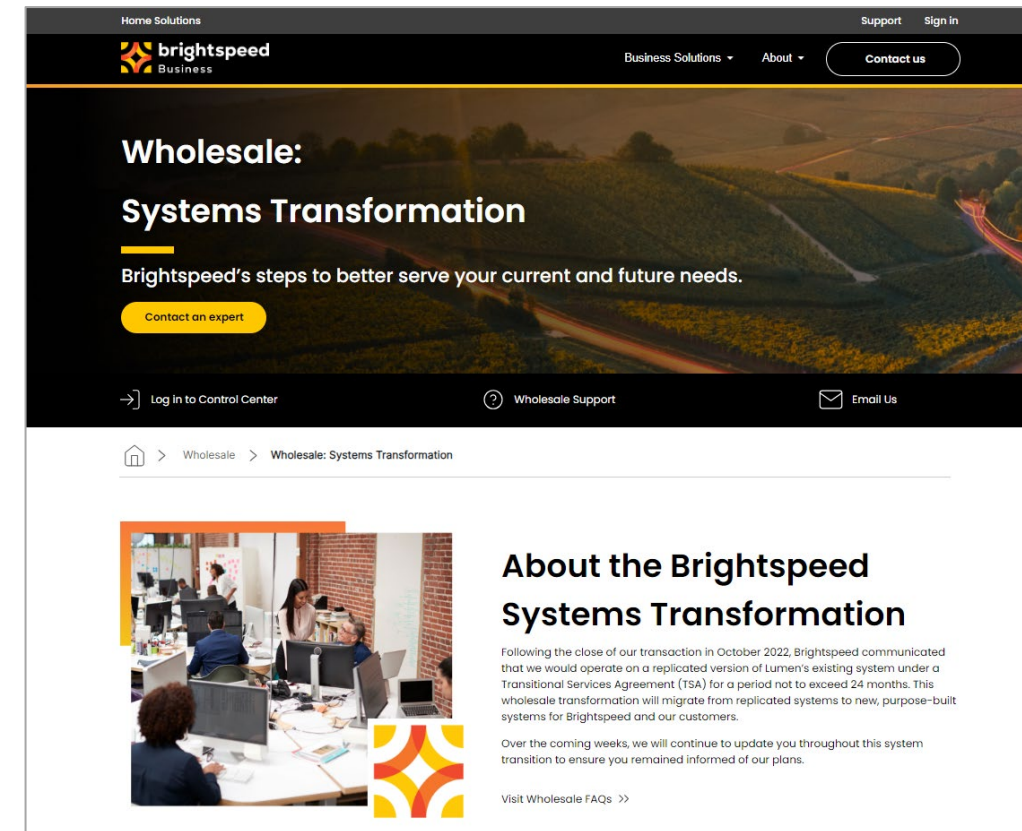https://www.brightspeed.com/ew/wholesale/wholesale-systems-transformation/

Related FAQs – FAQ page will be updated every 2 weeks
https://www.brightspeed.com/ew/wholesale/brightspeed-wholesale-faqs/?selected=system-transformation
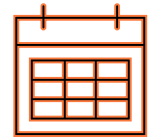
Submit your Questions
wholesaletransformation@brightspeed.com

April 2024 Update Announcements

Brightspeed is committed to providing up to date information related to the Wholesale IT Transformation. In collaboration with our IT organization, we are announcing the following changes to the February Customer Communication Package.

Conversion 1 move to August

- The February Update announced our target date of Conversion 1 for June 2024

- In this updated communication we are announcing a revised date for Conversion 1 for August 21, 2024
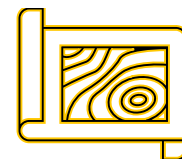
Conversion 1 Scope Change

- The February Update announced our scope of Conversion 1 to include Georgia, Alabama and Michigan

- Effective as of this update we are revising the scope to include Georgia and Michigan. Alabama will be moved to a later conversion phase
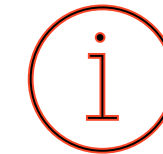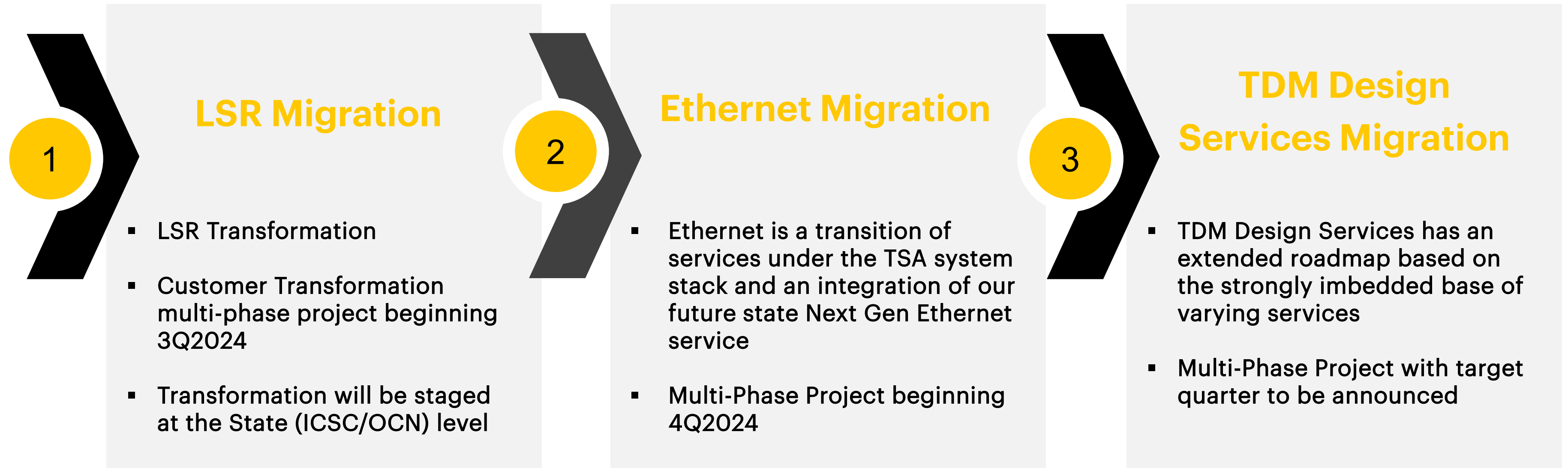
Updated Tech Specs

- The API information for LSR PreOrder, Order and LNP have been added to the UOC resource page on the Transformation Website

- Additionally for any customer not using Neustar today the customer connectivity forms are accessible on the resource page as well

Wholesale System Transformation Approach

1

LSR Migration

- LSR Transformation

- Customer Transformation multi-phase project beginning 3Q2024

- Transformation will be staged at the State (ICSC/OCN) level

2

Ethernet Migration

- Ethernet is a transition of services under the TSA system stack and an integration of our future state Next Gen Ethernet service

- Multi-Phase Project beginning 4Q2024

3

TDM Design Services Migration

- TDM Design Services has an extended roadmap based on the strongly imbedded base of varying services

- Multi-Phase Project with target quarter to be announced
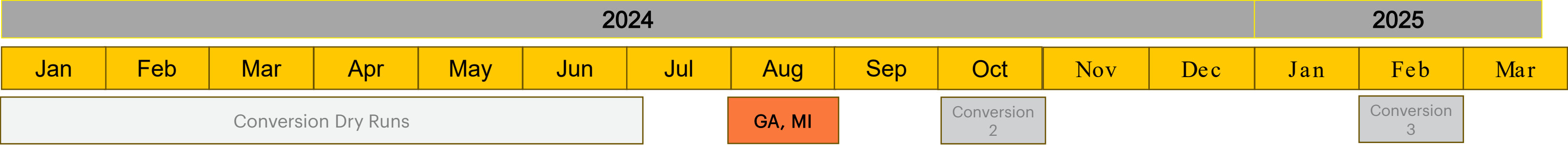
Transformation is a multi-year Journey beginning 1Q2024 with plans to conclude 4Q2025

Phase I : Local Service Request (LSR) Migration

	2024											2025	
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar

Conversion Dry Runs — GA, MI — Conversion 2 — Conversion 3

REQUEST TYPE	Description
AB	Loop
BB	Loop w/ Number Portability
CB	Number Portability
EB	Resale
FB	Unbundled Local Switching (ISP, only)
JB	Directory Listings & Assistance
KB	Resale Private Line
MB	Loop & Unbundled Local Switching (Port)
NB	DID/DOD/PBX
PB	Centrex
QB	ISDN

	LSOG FORM
CRS	Centrex Resale Services
DDPS	DID-DOD-PBX Services
DL	Directory Listing
EU	End User Information
HGI	Hunt Group Information
IBPS/IS	ISDN BRI-PRI Services
LS	Loop Service
LSNP	Loop Service with Number Portability
LSR	Local Service Request
NP	Number Portability
PS	Port Service
RPL	Resale Private Line
RS	Resale Service

Key Information

Brightspeed will begin IT Transformation with the Local Service Request Products

- Customer Transition will begin at the end of 3Q2024 with Target Plans to complete LSR migration by end of 1Q2025**

- Each Phase of the LSR migration will be conducted at the State or Grouping of State Level

- **Conversion 1** of the LSR Migration is focused on
  - GEORGIA (ICSC CU01; OCN 0356); MICHIGAN (ICSC CT22, IB40, IB53, PC10; OCN 0702, 0671, 0705, 0689)

- Customer Testing will be announced within the Conversion Dry Run

- Brightspeed will announce moratorium windows ahead of each Conversion Phase

- ASR Migration will not begin until late 2024

Operations Support System (OSS)

- Brightspeed will introduce New OSS system stacks supporting the Wholesale Community across the 20 States

- Bonded (UOM) Customers for ordering systems will be introduced to new connections in advance of each Conversion Phase

- VFO GUI Users will receive instructions to access the new Brightspeed ordering instance

Wholesale Billing

- Services presently billing in Ensemble will be migrated to Brightspeed Billing System

**IT schedule subject to change, updates will be communicated on the Wholesale System Transformation page

What is Changing in Phase I?

Beginning on or around June 19, 2024, Brightspeed will begin transitioning Local Service Request systems by grouping of states. As states migrate the following changes will go into effect on the Monday following the production cutover

Customers can access:

- Ordering will move from Ease VFO to Universal Order Connect (UOC)

- LNP will migrate to Hosted Order Manager (HOM)

- Ensemble Billing will transition to the Brightspeed Billing System

- New Billing Account Numbers may be issued in specific scenarios

- New EDI Billing Arrangements will be provided

- The Wholesale Repair Tool will be moved to a new platform

- ControlCenter users will migrate to the Brightspeed Business Hub

Calendar of Events

2024 Calendar of Events

AUGUST 2024

SUN	MON	TUE	WED	THU	FRI	SAT
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
Embargo Dates			Cutover Migration			
25	26	27	28	29	30	31
Cutover Migration						

LSR Conversion 1 Migration

- GEORGIA (ICSC CU01; OCN 0356)

- MICHIGAN (ICSC CT22, IB40, IB53, PC10; OCN 0702, 0671, 0705, 0689)

- An **Order Embargo Window** will be in effect leading into cutover and for a period thereafter launching open for sale in the new systems

- **September 1, 2024 Targeted Open for Sale**

- **In-flight Orders** will move to UOC as part of the migration cutover

**IT schedule subject to change, updates will be communicated on the Wholesale System Transformation page

Ordering

Brightspeed Announces System Partnership

EASE VFO is migrating to Universal Order Connect

- Enhanced Business Intelligence

- Real-time Order Status visibility

- Improved Service Levels through simplification and automation

- Elimination of errors and delays stemming from outdated technology

TransUnion Universal Order Connect Chosen as Enhanced Serviceability and Order Processing Automation Solution for Brightspeed Wholesale Customers

TransUnion is proud to announce that Brightspeed, the nation's fifth largest incumbent local exchange carrier (ILEC) focused on empowering more homes and businesses with ultrafast, reliable internet, plans to implement TransUnion TruContact™ Universal Order Connect (UOC), powered by Neustar® and UOC Marketplace. These solutions are part of Brightspeed's ongoing effort to transform and automate operational processes and systems for its wholesale customers. The UOC solutions will enhance serviceability and streamline order processing, enabling wholesale buyers and sellers to automate processes, speed order delivery, and provide a superior customer experience.

The two UOC solutions serve as a bridge between wholesale buyers and sellers and Brightspeed, offering a seamless and automated solution for Ethernet and internet broadband serviceability, order placement, tracking, and reporting. Wholesale customers will be able to interact directly with Brightspeed through the platform, eliminating the need for manual ordering and updates.

For more information about Brightspeed Wholesale, visit brightspeed.com/wholesale.

New Wholesale Resource Page
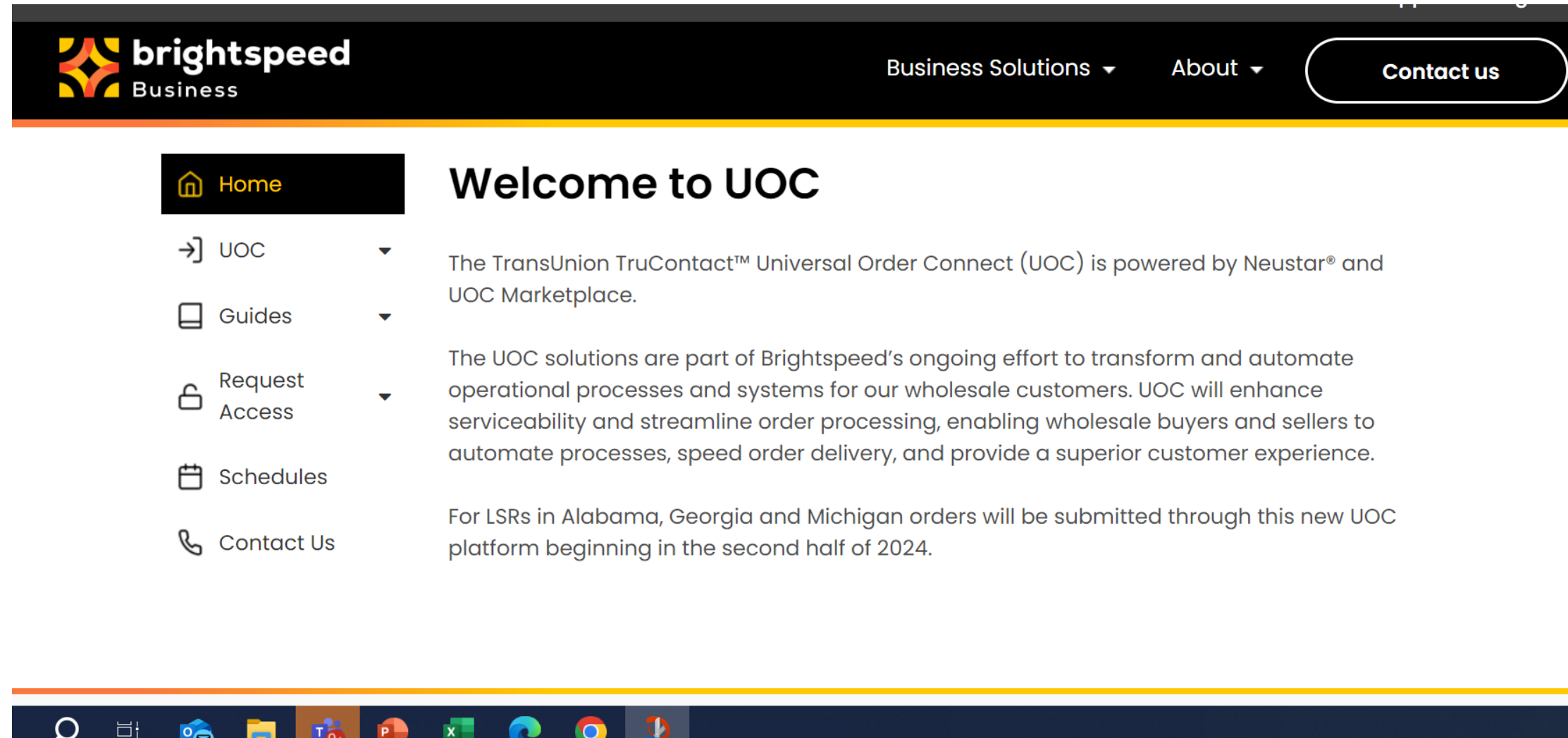
- **The NEW API Resource Documents are now LIVE**
  https://uoc.Brightspeed.com

- Ebonding/API Customers not currently utilizing Neustar will need to complete a **Customer Connectivity Form** (located under Request Access) to be able to initiate access to the API environment

- **GUI Access Request** are now available for submission by customers

- Existing Neustar Customers will only need to add Brightspeed as Trading Partner at point of migration

- Brightspeed will execute a **Phased Migration** beginning with Georgia and Michigan on or around August 21, 2024

As additional information becomes available, we will provide updates on the Wholesale Transformation Page
https://www.brightspeed.com/ew/wholesale/wholesale-systems-transformation/

New Access URL Link Information

01
LSR
Universal Order Connect (UOC)

New API Instructions (Ebonded)
- LSR PreOrder API: https://genlsruocadp.neustar.com/uom/preOrder

- LSR Order API: https://genlsruocadp.neustar.com/uom/order

New GUI Interface (URL)
- https://exchange.neustar.com/

02
LNP
Hosted Order Manager (HOM)

New API Instructions (Ebonded)
- https://chsoapapi.neustar.com/axis/services/SOAPRequestHandler

New GUI Interface (URL)
- https://brightspeed-portout.neustar.com/gateway/

As additional information becomes available, we will provide updates on the Wholesale Transformation Page
https://www.brightspeed.com/ew/wholesale/wholesale-systems-transformation/

Billing

Brightspeed Announces New Billing Platform

Ensemble >>>>> Brightspeed Billing System

- Comprehensive Customer Portfolios

- Tailored invoice reporting and management

- Seamless integration across digital environment

- Enhanced Analytics in Usage based reporting

FAQs

What billing conversion is taking place with Ensemble Accounts?
Answer: Ensemble is moving to Brightspeed Billing System

Will our Bill Cycles Change?
Answer: Bill Cycles will remain as is

Will we receive more than one invoice during the transition?
Answer: Yes, LSR Customers will receive a new Brightspeed Billing System invoice for those sites/services converted to the new Brightspeed systems and will continue to receive an Ensemble invoice for services scheduled to convert later within the project. At this time, ASR service migration is planned for later in 2024 through 2025 and will continue to be billed in CABS.

Will my billing account number (BAN) change in the transition?
Answer: Billing Account Number (BAN) changes will take in a specific set of scenarios where a customer today has multiple states on a single Ensemble invoice where the states are scheduled for different conversion timelines between the Brightspeed Billing System and those remaining in Ensemble.

Will Electronic Billing Options (EDI) have a new ISA number and EDI IDs ?
Answer: Details will be forthcoming on EDI invoice distribution as Brightspeed introduces new ISA numbers and EDI IDs

How will we be able to access CDRs as states begin to transition?
Answer: A new CDR access process will be provided at a later date as we prepare for transition

What should be expected as far as general billing changes?
Answer: Invoice formatting will have a very similar look and feel as the Ensemble Invoice today

Billing & Account Management

Mail payment – No Change

Address for payment if you pay via bank pay or by sending in a check.

Mail in payments to lockbox:
Brightspeed
PO Box 6102
Carol Stream, IL 60197-6102

ACH Acct Number Change

If you pay via ACH Transfer Information

BANK OF AMERICA
ACH ROUTING # 111000012

NEW ACCOUNT # 004451794314

SEND IN CTX, EDI820 or CCD+ format

Wholesale Billing Disputes

Updated email address for any Wholesale Billing Disputes
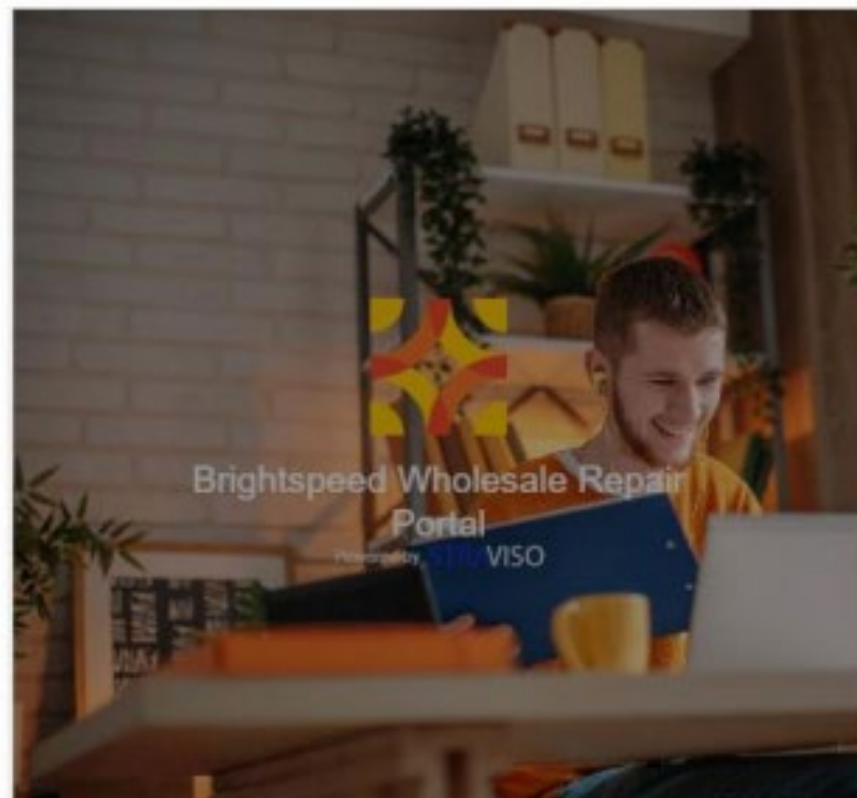
BRIGHTSPEED_WHOLESALE.DISPUTE@Brightspeed.com

Wholesale Repair Portal

Introducing The New Wholesale Repair Portal

The Wholesale Repair Portal is moving to a New Platform

- A new location for the Wholesale Repair Portal will be launched on or around August 21, 2024

- https://wholesale-repair.brightspeed.com

- Wholesale Partners will receive an enhanced experience in supporting their resell customer base

- Brightspeed will introduce a new Pre-Login Screen on Brightspeed.com to access both the Wholesale Repair Tool

- All Current Users will be mirrored in the new portal. Users will need to accept Terms and Conditions and Reset their Password for access

- New Users will register for access via The New Wholesale Repair Portal

Customer Portal

Introducing The Brightspeed Business Hub

ControlCenter is Moving to The Brightspeed Business Hub

- Available to all Billing Account Numbers migrated from Ensemble to Brightspeed Billing

- Conversion to The Brightspeed Business Hub will follow the State-by-State conversion schedule

- Brightspeed will introduce a new Pre-Login Screen on Brightspeed.com to access both ControlCenter and The Brightspeed Business Hub during transition

- All Current ControlCenter Users will be mirrored in The Brightspeed Business Hub for access. Users will need to accept Terms and Conditions and Reset their Password for access

Brightspeed
Business Hub

Welcome to Brightspeed Business Hub

A better way to manage your business account services

Learn More

brightspeed

Thank you.