**Open System CR SCR041923-3 Detail**

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| **Title:**  | Retire CRIS for Wholesale billing |
| **CR Number** | **Date** **Current Status** | **Area Impacted** | **Products Impacted** |
| SCR041923-3(Replacing SCR110415-3) | 8/25/24Completed | Billing | Centrex, Private Line, Resale, UDIT, Unbundled Loop, UNE – All types, Directory Listings |

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| Originator: | Satish Thomas |
| Originating Company: | Lumen |
| CR PM: | Ronald Leighton |
| CR SMEs: | Shawn Simpson, Zach Joyce, Jill Martain, Joey Farris, Mark Enbysk, Chuck Anderson, Miranda Razo |

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| **Description of Change** |
| Retire the existing Customer Records Information System (CRIS) application which is being replaced by Ensemble.With the retirement of CRIS, references to the application will be removed from the Lumen external documentation and various Operations Support System (OSS) pages.Existing services being billed in CRIS will be converted and all bills from that point forward will be generated from Ensemble.Lumen will implement Ensemble in a phased process based upon bill cycles, which has a planned effective date in May 2024. |

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| **Status History** |
| **Date** | **Action** | **Description** |
| 4/19/23 | CR Submitted | CR Submitted |
| 5/17/23 | CMP Meeting | Present on CMP meeting |
| 5/17/23 | Changed Status | Changed Status to Presented |
| 7/12/23 | Meeting | Walk-Through meeting with CLECs |
| 9/20/23 | Meeting | Discussed open CRs |
| 11/15/23 | Meeting | Discussed open CRs |
| 1/18/24 | Meeting | Discussed open CRs |
| 3/21/24 | Meeting | Discussed open CRs |
| 5/16/24 | Meeting | Discussed open CRs |
| 7/17/24 | Meeting | Discussed open CRs |
| 7/25/24 | Implemented  |  |
| 8/25/24 | Completed |  |

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