

VERIZON SERVICES CORP

Moderator: Frank Malecki

December 10, 2013

1:00 pm CT

Coordinator: Welcome and thank you for standing by. Today's conference call is being recorded. If you have any objections, you may disconnect at this time.

Now, I will turn the meeting over to Mr. Frank Malecki. Sir, you may begin.

Frank Malecki: Thank you. Good afternoon, everyone, and welcome to December's Change Management Call. We have a short agenda for today. I'd like to start with one department update and that would (Mary Reynolds) with the Test Environment team. (Mary).

(Mary Reynolds): Good afternoon, everybody. I'd like to give you an update on our CTE December and our February releases. For those of you that did send your intent to test in for the December release, I just want to remind you that those testing dates will be this Thursday and Friday, December 12 and December 14, and then the code will go into production over the weekend and be available on Monday.

For the February 2014 release, our first communication was sent out on Thursday, December 5, and that was the regression proposal and feedback will be due on that to us by Thursday, December 12. We also sent out our intent to test the February release yesterday which was Monday, December 9. The February intents are due back on Monday, December 23 with your test plans being due on Monday, January 6.

CTE will then be dealt for the installer this February release on Friday, January 17 with CTE's testing to be starting on Monday, January 20. The testing end date will be Thursday, February 13 for CTE and then code will be loaded in over the weekend and available for February on Monday which is the 17th.

All these dates are located on the CTE Web site under the release schedule. If you have a need, you can take a look further for the dates and they're all listed there and that's all I have. Does anybody have any questions? Okay. Thank you.

Frank Malecki: Thank you, (Mary). I don't have anything else for the day. I don't have the budget update. I do want to let everybody know there is a schedule first to the Change Management Web site for 2014 so right now, I'd like to go round table if anybody has any issues or questions.

(Sherry San): Hey, Frank. This is (Sherry San) with (New Star), how are you?

Frank Malecki: All right. How are you doing?

(Sherry San): Good. Frank I sent you an email that just to responding to my question for the Web site issues.

Frank Malecki: Yes.

(Sherry San): I still just like to just bring it up just to want to see whether a select community also experienced the same issue. I think that this issue has been ongoing for the past few probably during the entire - this year the order releases and the proper (unintelligible) release last year like every time not just the change lock and then some times some of the form (unintelligible) when we try to download it, it constantly gave us the error messages.

So it would be really nice if Verizon can take a look at those and maybe before the posting of the notification, just make sure it works.

Frank Malecki: Yes. I've spoken with the business center and she's looking into that. She confirmed that the instances where upon release that there were some issues. So hopefully, we can figure out exactly the root cause and keep it from happening again.

(Sherry San): Okay.

Frank Malecki: And I'll report back to the team as far as what we find.

(Sherry San): Okay. That will be great. I also have one more request or one more suggestion. I don't know where (unintelligible) go through the normal Change Management process just on the Web site, it still give us one option for the (L-Sock) and I have to select down (unintelligible) before I go to the version - for the current version or the future version. However, right now, Verizon is only support one (L-Sock). I just don't see the benefit or the purpose to have that field there on the Web site, for the business or Web site.

Frank Malecki: You mean the two different version, the (L-Sock) version?

(Sherry San): Used to be two, so we have to select whether it's (L-Sock) 6 or (L-Sock) 9. Right now, Verizon only have one (L-Sock) version which is 9 but if I want to go to any of the business suite documentation, I have to select first categories order, second category, I have to go through the (L-Sock) 9. I have to select that one even Verizon only support one version.

Then I go to the current release version or to schedule the future release version. I'll just...

((Crosstalk))

(Sherry San): ...Verizon probably can take that (L-Sock) field out from the business Web site if you're going to only support one (L-Sock) version.

Frank Malecki: Can you do me a favor, and send me a quick email with that information?

(Sherry San): Okay.

((Crosstalk))

(Sherry San): Sure. I will do that. Okay.

Frank Malecki: Thanks. Anyone else? All right, thanks, everyone for attending. Have a Merry Christmas and Happy New Year and see you next year.

Woman: Thank you.

Woman: Thank you.

Woman: Thanks.

Woman: Thank you.

END