VERIZON SERVICES CORP

Moderator: Frank Malecki
May 13, 2014
1:00 pm CT

Coordinator: Welcome and thank you all for standing by. At this time, all lines will be open
and interactive for today's call. To minimize any background noise please
utilize your mute feature or press Star 6 to mute and unmute your line.
Today's conference is being recorded. If you have any objections, you may
disconnect at this time.

And now, I'll turn today's meeting over to Frank Malecki. Thank you. You
may begin.

Frank Malecki: Thank you very much. Welcome, everybody to the Change Management call
for May 2014. I have a short agenda for today. So I'd like to start with the
department update from (Mary Reynolds) for the (silac) environment. (Mary).

(Mary Reynolds): Thank you, Frank. Good afternoon, everyone. For the CT update today, I
would just like to go over some important updates for the upcoming June CTE
release. For those that have elected to test CTE for June, your test plans were
due yesterday, Monday, May 12th.

It's not too late to still submit them if you have not already done so. The CTE environment will be down on Friday, May 23 for the June code install. Due to the Memorial Day holiday on Monday, May 26, testing will begin on Tuesday, May 27. Testing will then end on Thursday, June 19 and production will be updated on Monday, June 3 with that code.

These dates can also be found on the CTE East and West home pages by selecting the release schedule length on the right-hand side of the page. That's all I have for today. Are there any questions?

Okay. Thank you. Frank.

Frank Malecki: Thank you, (Mary).

(Mary Reynolds): You're welcome.

Frank Malecki: The next bullet I have on here is a carryover from the last month. It's the connect-direct (NDM) enterprise department bulletin. I know (Nikki) is not on here today. She was on here last month I talked about this. I left it on here just in case there were any issues and questions about it and of course I can still direct you to the bottom of that bulletin to the email that you can send questions and you can send questions to me as well. And I can direct you into the right place. If anybody has any questions, let me know. If not, we can move on.

All right. I'll next move on to the next bullet which is the update for the priotization work group. This concerns basically the history for all the change request and trying to clean this up to get more information too (so) - still work in progress although I have made progress internally with the business owners

between 10 and 15 of the exchange request as far as getting update information.

I don't have a format yet to provide it to you and have a good discussion probably a couple of days of way, what I'll do is I'll put it in a format and send it out. I'm going to read it and we'll have something to discuss at the next meeting or if you have questions, you can always email me and we can talk. Does anybody have questions about that?

All right. I'll move on the round table if anybody has any other issues or questions they'd like to talk about.

Woman: Frank, this is (unintelligible). I just forwarded you another notification from Verizon West with the incorrect ending time again. I think I mentioned it last month too so if you can help to follow up with the group that sent out the notification.

Frank Malecki: I escalated it. I'll just - we'll just have to (make up) the escalation change.

Woman: Okay.

Frank Malecki: And make sure they understand that it's got to be right.

Woman: Okay. Thanks.

Frank Malecki: All right. Thank you. I haven't seen the email yet but I will look at it now with the group.

((Crosstalk))

Frank Malecki: I apologize for that.

Woman: That's okay. It just causes confusion sometimes.

Frank Malecki: Yes. I know. It could be a simple thing to do, right? Thanks. Anyone else with questions or issues? All right. Well, thanks everyone for attending. Have a good day and a good week.

Woman: Thank you, Frank.

Coordinator: Thank you for your participation. That does conclude today's conference. You may disconnect at this time.

END