Page 1

## DEPOSITION OF JEROME JENSON BEFORE THE OFFICE OF ADMINISTRATIVE HEARINGS OF THE STATE OF MINNESOTA

In the Matter of Qwest Corporation's Application for Commission Review of TELRIC Rates Pursuant to 47 U.S.C. 251

PUC DOCKET NO. P-421/AM-06-713 OAH DOCKET NO. 3-2500-17511-2

## DEPOSITION OF JEROME JENSON,

taken pursuant to Notice, before Janet Shaddix Elling, Registered Professional Reporter and Notary Public, at 1500 Bremer Tower, 445 Minnesota Street, on May 18, 2007, commencing at approximately 8:30 a.m.

\* \* \*

	Page 2		Page 4
1	APPEARANCES:	1	(Whereupon, Minnesota Statute 486.10 was
2	ERIC F. SWANSON, Attorney at Law,	2	complied with.)
3	Winthrop & Weinstine, 225 South Sixth Street, Suite	3	JEROME JENSON,
4	3500, Minneapolis, Minnesota 55402, appeared for	4	after having been first duly sworn, was
5	and on behalf of Qwest Corporation.	5	examined and testified on his oath as follows:
6	DENNIS AHLERS, Attorney at Law,	6	EXAMINATION
7	730 Second Avenue South, Suite 900, Minneapolis,	7	BY MS. JENSEN:
8	Minnesota 55402, appeared for and on behalf of	8	Q Good morning, Mr. Jenson, I'm Linda Jensen, I
9	Eschelon.	9	represent the Department of Commerce. Can we start
10	DAN LIPSCHULTZ, Attorney at Law,	10	with just putting your name on, you know, state your
11	Moss & Barnett, 4800 Wells Fargo Center, 90 South	11	name, your employer, and your job title for us?
12	Seventh Street, Minneapolis, Minnesota 55402,	12	A Okay. My formal name is Jerome Allen Jenson, and
13	appeared for and on behalf of the CLEC Coalition.	13	I'm employed at Qwest Communications.
14	LINDA S. JENSEN, Assistant Attorney	14	Q And what's your job there?
15	General, 1400 Bremer Tower, 445 Minnesota Street,	15	A The title is lead process analyst.
16	St. Paul, Minnesota 55101, appeared for and on	16	Q Okay. I'd like to just briefly go through some of
17	behalf of the Department of Commerce.	17	your background, if I may. How long ago what
18	ALSO PRESENT:	18	year did you start with Qwest?
19	Doug Denney, Sid Morrison,	19	A I started with, actually, Northwestern Bell, in
20	Ed Fagerlund, John Grinager	20	1979.
21	Ed i agentand, john Ormager	21	Q What was your job then?
22		22	A Central office technician.
23	WHEREUPON, the following proceedings were	23	Q What did that involve at that time?
24	duly had and entered of record, to wit:	24	A At that time, many things. Doing wiring on the
25	dury had and entered of record, to wit.	25	frame, wiring orders, shooting trouble in the
23	Doco 2	25	
1	Page 3	1	Page 5
1 2	I N D E X WITNESS PAGE	1	switch, repairing, doing routines, pretty much the
∠ 3	JEROME JENSON	2	typical kinds of things a central office technician
4	Examination By Ms. Jensen 4	3	would do.
-	Examination By Mr. Lipschultz 102	4	Q Okay. How long did you have that job?
5	Examination By Mr. Ahlers 117	5 6	A The first three years well, actually, let's say the first two years, I think it was, I was working
	Further Examination By Ms. Jensen 124	7	downtown Minneapolis, and then I worked on some
6	Examination By Mr. Swanson 124	8	▲ ·
7		9	conversions of switches for a couple of years. And then I worked as a central office technician out of
8		10	what was at that time the south SCC out of
9		11	
10		12	Bloomington, Minnesota, and then in 1987 I took a
11 12		13	job in management, and I was at that time in management, it was called a complex translation
13		14	support.
$14^{13}$		14 15	Q Before you go ahead with that, you said you were
15		15 16	doing conversion of switches for a couple of years.
16		10 17	
17		18	Can you generally tell us what that entailed? A Okay. Back in those days there was a great number
18		10 19	of analog switches, which were step by step and
19		20	crossbar offices, and we had conversions going on at
20		20 21	that time, converting them to electronic switches,
21		22	such as 1 ESS or 1A ESS.
22		23	Q And were you based out of an office here in the Twin
23 24		24	Cities?
24		25	A During the time we were doing conversions?
25		1/2	A During the time we were doing conversions /

2 (Pages 2 to 5)

Exhibit Eschelon 2.28 Page 3 of 13

DEPOSITION OF JEROME JENSON - MAY 18, 2007

	Page 54		Page 56
	Q I'm sorry. Tell me again, DVA is?	1	smaller frames that don't have the low profile.
2	A Design, verify and assign.	2	Q What do you
	Q Is it possible for, for example, step 2 and step 8	3	A Low profile meaning like a COSMIC frame. Telephone
4	to be done as one activity?	4	lingo. A low profile is a COSMIC frame and on a low
	A It is if it's not a basic reuse. If it's a basic	5	profile COSMIC frame we have punchdown terminations.
6	new, if you look across it says NA for the lift and	6	Typically, when we have that, then, we have a
7	lay.	7	secondary or a tie frame or an interconnect frame.
	Q For the basic new?	8	CLECs don't terminate, or we don't place their
	A Um-hum.	9	terminations on a COSMIC frame. So in a smaller
	Q Okay. I'm going to ask you to take a look at	10	office where they don't have the low profile frame,
11	Exhibit 2. You'll notice that on those pages on the	11	they have a ladder, they have, say, a nine-foot
12	left-hand column is a series of numbers, and I'd	12	frame or an 11-foot frame, and we've got the wire
13	like you to turn down to number 3041, which is on	13	wrap terminations, and if there's room on there and
14	page 68 of 516.	14	they don't have the space to add an interconnect
15	You'll notice at page 3015 there's a	15	frame in that central office, then they will place
16		16	the CLEC's CFA terminations on that frame. On those
	caption, loop basic install first - install	17	
17	continued, and at 3034 is subtotal for design, 3036,	18	kinds of frames, you can have one jumper.
18	central office frames, and then line 3041 is	19	Q Can you describe from where exactly to where the IDF jumper goes in any more detail?
19	complete cross-connect. And as you go across the	20	
20	page there's a column for time of four minutes and		A Are you saying the ICDF?
21	then there's a probability number one column with a	21	Q Yeah. An ICDF stands for intermediate connection?
22	value of two. Do you know what that probability of	22	A ICDF stands for interconnect distributing frame,
23	two refers to?	23	which is where CLECs typically terminate their CFAs.
24	MR. SWANSON: Just as foundation,	24	Q Yes, please.
25	Mr. Jenson, have you seen Exhibit 2 before?	25	A Okay. On that frame there is a cross-connect placed
	Page 55		Page 57
1	THE WITNESS: No, I haven't.	1	from the CLEC's CFA to a tie pair.
2	MR. SWANSON: Answer the question, if you	2	Q And when the CLEC termination is to a tie pair, the
3	can.	3	tie pair is from where to where?
4	THE WITNESS: I would say that I believe	4	A Tie pairs are used to connect distributing frames
5	the two stands for the probability of two jumpers.	5	together and that's a hard-wired tie pair. Meaning
	BY MS. JENSEN:	6	it's placed there by vendors or Qwest installers to
7	Q Okay. And why do you say that? Maybe I should say,	7	tie two frames together, and that's an assignable
8	why does that make sense to you?	8	piece of well, that's an assignable tie pair that
9	A That would be one jumper placed on an interconnect	9	comes out of TIRKS on the design. So that's it's
10	distributing frame and one jumper placed on the main	10	there, it doesn't have to be run, it's hard-wired,
11	distributing frame.	11	it's in place.
12	Q Okay, thank you. Is that configuration of an	12	Q And where there's an MDF jumper, where does that go
	intermediate distribution frame connect always used	13	to, from where to where?
13	with CLECs?	11	
	with CLECS?	14	A Okay. The tie pair from the ICDF is hard-wired to
13 14	A I'm sorry, I didn't catch that.	14 15	A Okay. The tie pair from the ICDF is hard-wired to the MDF. Meaning at the other end of that tie pair
13 14 15			
13 14 15	A I'm sorry, I didn't catch that.	15	the MDF. Meaning at the other end of that tie pair
13 14 15 16 17	<ul><li>A I'm sorry, I didn't catch that.</li><li>Q Is that configuration always used with CLECs where</li></ul>	15 16	the MDF. Meaning at the other end of that tie pair will appear on the MDF. So then we place a jumper
13 14 15 16 17	<ul><li>A I'm sorry, I didn't catch that.</li><li>Q Is that configuration always used with CLECs where there's the two jumpers?</li></ul>	15 16 17	the MDF. Meaning at the other end of that tie pair will appear on the MDF. So then we place a jumper from that appearance to the cable and pair.
13 14 15 16 17 18	<ul><li>A I'm sorry, I didn't catch that.</li><li>Q Is that configuration always used with CLECs where there's the two jumpers?</li><li>A Again, I have to go back to the different variations</li></ul>	15 16 17 18	<ul><li>the MDF. Meaning at the other end of that tie pair will appear on the MDF. So then we place a jumper from that appearance to the cable and pair.</li><li>Q I'd like to move to the 2A on the list of</li></ul>
13 14 15 16 17 18 19	<ul><li>A I'm sorry, I didn't catch that.</li><li>Q Is that configuration always used with CLECs where there's the two jumpers?</li><li>A Again, I have to go back to the different variations of central offices and frames and layout. There can</li></ul>	15 16 17 18 19	<ul><li>the MDF. Meaning at the other end of that tie pair will appear on the MDF. So then we place a jumper from that appearance to the cable and pair.</li><li>Q I'd like to move to the 2A on the list of provisioning steps. What is that?</li></ul>
13 14 15 16 17 18 19 20	<ul> <li>A I'm sorry, I didn't catch that.</li> <li>Q Is that configuration always used with CLECs where there's the two jumpers?</li> <li>A Again, I have to go back to the different variations of central offices and frames and layout. There can be some places where they have a shared ICDF and an MDF where it's all on the same frame, in which case</li> </ul>	15 16 17 18 19 20	<ul> <li>the MDF. Meaning at the other end of that tie pair will appear on the MDF. So then we place a jumper from that appearance to the cable and pair.</li> <li>Q I'd like to move to the 2A on the list of provisioning steps. What is that?</li> <li>A 2A is a provisioning step, it's a DVA provisioning step, and we check the CLEC 's CFA for dial tone, we</li> </ul>
13 14 15 16 17 18 19 20 21 22	<ul> <li>A I'm sorry, I didn't catch that.</li> <li>Q Is that configuration always used with CLECs where there's the two jumpers?</li> <li>A Again, I have to go back to the different variations of central offices and frames and layout. There can be some places where they have a shared ICDF and an MDF where it's all on the same frame, in which case there could be one jumper.</li> </ul>	15 16 17 18 19 20 21	<ul><li>the MDF. Meaning at the other end of that tie pair will appear on the MDF. So then we place a jumper from that appearance to the cable and pair.</li><li>Q I'd like to move to the 2A on the list of provisioning steps. What is that?</li><li>A 2A is a provisioning step, it's a DVA provisioning</li></ul>
13 14 15 16 17 18 19 20 21 22	<ul> <li>A I'm sorry, I didn't catch that.</li> <li>Q Is that configuration always used with CLECs where there's the two jumpers?</li> <li>A Again, I have to go back to the different variations of central offices and frames and layout. There can be some places where they have a shared ICDF and an MDF where it's all on the same frame, in which case</li> </ul>	15 16 17 18 19 20 21 22	<ul> <li>the MDF. Meaning at the other end of that tie pair will appear on the MDF. So then we place a jumper from that appearance to the cable and pair.</li> <li>Q I'd like to move to the 2A on the list of provisioning steps. What is that?</li> <li>A 2A is a provisioning step, it's a DVA provisioning step, and we check the CLEC 's CFA for dial tone, we check it to make sure that the telephone number</li> </ul>

15 (Pages 54 to 57)

1       technician, and it's an area I wouldn't want to put       1       those factors into account in doing your time         2       Q       Uters number 6. Analyze DD WFA-DI work requests.       A       No. I did not, because there was no difference.         4       First of all, what is bD?       A       No. I did not, because there was no difference.         5       A       DO is due date.       For anisit details - I should say it's a work         7       For anisit details - I should say it's a work       For anisit details - I should say it's a work         9       UNE conversion, and it can be, depending upon the       For borbefore.         11       chosen by the CLEC: to cold be non-time specific,       Porvisioning step?         12       When we do the conversion.       Typically one         13       when we do the conversion.       Typically one         14       O Why does it take two minutes to do that?       A       So doer in ten? Y with the work being doer in         15       Q       Why we do the conversion.       Typically, and it most cases, a CLEC         15       Work it could be, would obid it that WORD       Port tow show we choed of it and we notify         16       work, it could be, would obid with WORD       Port there is more than two         17       or may not be the same technician. They would       Port the			Page 66			Page 68
2       estimates?         3       Q. Item number 6. Analyze DD WFA-DI work requests.       3       A. No. I idd not, because there was no difference.         4       First of all, what is DD?       3       A. No. I idd not, because there was no difference.         5       A. DD is due date.       5       provisioning step?         6       Q. Clay. And what does step 6 entail?       6       A. The next one is a due date pre-service CFA dial tome check. Were checking the CLECs service for dial tome check. Were checking the CLECs service for dial tome check. Were checking the CLECs service for dial tome they per installation option         11       chosen by the CLEC, it could be non-time specific, it what be type of installation option       10       provisioning steps?         12       when we do the conversion.       11       it eroud be time specific, it could be, on file most part, it was and thing.       12       Q. Can you explain the difference.         13       when we do the conversion.       13       item 2A of the provisioning steps?       14         14       when we do the conversion.       14       15       Q. Why is it done on the due date?         14       work, it could be another technician. They would       14       A Secont ally is it ache col is an dwe noify they work, it could be another technician. They would       14       A Well, what we find is that nowed secont is a due date pre-secoris it is, if and were previously, they woul	2		technician, and it's an area I wouldn't want to put	1		those factors into account in doing your time
4       First of all, what is DD?       4       Q       Let's sec. What is the next item? The next provisioning step?         6       Q       Okay. And what does step 6 entail?       6       A       The next one is a due date pre-service CFA dial tone check. We're checking the CLEC service for dial tone they cor installation option         7       A       It entails details - I should say it's a work       7       A       The next one is a due date pre-service CFA dial tone check. We're checking the CLEC service for dial tone check. We're checking the CLEC service for dial tone check. We're checking the CLEC service for dial tone of product and the type of installation option         11       chosen by the CLEC, it could be non-firm specific, it could be you know, it when we do the conversion.       12       C any you caplain the difference between the work beerg?         13       what we'n do the ins specific, it could be you know, it could be another technician. They would       14       A       Essentially, it's the same thing.         14       whe we do the conversion.       14       A       Essentially, it's the same thing.       14         15       Q       Why does it take two minutes to do that?       14       A       Essentially, it's the same thing.         16       A       Okay. When they got a what id the DVA       18       A       Well, what we'find is that normaly on step 2A it is usor that work request that Wo'RD       14       A       Use tone				2		
4       First of all, what is DD?       4       Q       Let's sec. What is the next item? The next provisioning step?         6       Q       Okay. And what does step 6 entail?       6       A       The next one is a due date pre-service CFA dial tone check. We're checking the CLEC service for dial tone they cor installation option         7       A       It entails details - I should say it's a work       7       A       The next one is a due date pre-service CFA dial tone check. We're checking the CLEC service for dial tone check. We're checking the CLEC service for dial tone check. We're checking the CLEC service for dial tone of product and the type of installation option         11       chosen by the CLEC, it could be non-firm specific, it could be you know, it when we do the conversion.       12       C any you caplain the difference between the work beerg?         13       what we'n do the ins specific, it could be you know, it could be another technician. They would       14       A       Essentially, it's the same thing.         14       whe we do the conversion.       14       A       Essentially, it's the same thing.       14         15       Q       Why does it take two minutes to do that?       14       A       Essentially, it's the same thing.         16       A       Okay. When they got a what id the DVA       18       A       Well, what we'find is that normaly on step 2A it is usor that work request that Wo'RD       14       A       Use tone	3	Q	Item number 6. Analyze DD WFA-DI work requests.	3	А	No, I did not, because there was no difference.
6       Q       Okay. And what does step 6 entail?       6       A       The next one is a due date pre-service CFA dial tone check. We're checking the CLEC's service for dial tone, ANI, and polarity. And it's usually done prior to when we do the conversion. Typically one hour before.         9       UNE conversion, and it can be, depending upon the type of installation option to when we do the conversion. Typically one hour before.         11       chosen by the CLEC, it could be non-time specific, it ould be time specific, it ould be, you know, what we do the conversion.       12       Q         13       what ever the CLEC wants us to do, for the most part, or ony not be the same technician that did the DVA.       13       Q       Why is it done on the due date?         14       when we do the conversion.       14       A       Essentially, it's the same thing.       15       Q       Why is it done on the due date?         16       A       Okay. When they get a work request like that it may on to the same technician that did the DVA.       16       A       Well, what we find is that mormally on step 2A it is usally DVA. So step 2 is just a check of it and working on the date and a CLEC C abs yne very checked for dial tone on DVA.         19       get hav work request have their gen ing lie that hab been due date?       16       A       Well, what we find is in a pending lie that hab been due date?       16       CLEC S by exert of the date and a CLEC has subscribed to PTA notification to the cue that in a pending lie that hab been due date?	4	-		4		
6       Q       Okay. And what does step 6 entail?       6       A       The next one is a due dane pre-service CFA dial tone of the CLEC's service CFA dial tone of the CLE's service for dial tone ANL and polarity. And it's susally done of the CLE's service for dial tone ANL and polarity. And it's susally done of the type of installation option to when we do the conversion. Typically one hour before.           9         UNK conversion, and it can be, depending upon the ype of product and the type of installation option to when we do the conversion. Typically, one then work being done in item 7 with the work being done in item 2A of the provisioning steps?           14         when we do the conversion.         12         Q         Why is it done on it and working on 190 work?           19         get that work request, they would look at that WORD         13         Why is it done on it and working on 190 work?           21         WORD document thats in a pending file that hab been 200 work, it could be another technician. They would look at the work request that 200 work work it into they work quoy of thit the cure 100 work work it done that work request that work request that work request they or 190 work?         14         Well, what we find is that work request the cure 190 work work work it anout field the DVA.	5	Α	DD is due date.	5		
7       A       I entails details - 1 should say it's a work       7       check. We're checking the CLEC's service for dial         9       UNE conversion, and it can be, depending upon the       9       protor to when we do the conversion. Typically one         10       type of product and the type of installation option       10       Can you explain the difference between the work         12       it could be time specific, it could be non-time specific,       10       Can you explain the difference between the work         13       where we do the conversion.       14       Q       Can you explain the difference between the work         14       where we do the conversion.       14       A       Essentially, it's the same time?         14       when we do the conversion.       14       A       Essentially, it's the same time?         15       Q       Why is it done on it and working on       15       A       Well, what we find is that normally on step 2A it is         17       or may note be as me technician that did the DVA       17       18       Well, what we find is that normally on step 2A it is         19       get that work request ik that at it may and pine tervice it is,       19       DVA. So step 2 is just a tod working on         21       theo got, whether it was like a all-day cut, meaning       21       thee CLEC by the entrites in more thant two		0	Okay. And what does step 6 entail?	6	А	
8         request coming out of WFA-DI to work a conversion. a         9         UNE conversion, and it can be, depending upon the           10         type of product and the type of installation option         9           11         chosen by the CLEC, it could be non-time specific,         10         Q         Can you explain the difference between the work           13         whatever the CLEC wants us to do, for the most part,         13         time 7 with the work being done in time 7 with the work time 7 with work in the work request like 14 time 7 with work in the work request like 14 time 7 with work in a contribute 14 time 7 with work in the orbit of time 7 with work in a contribute 7 with work in the work request like 14 time 7 with work in a contribute 7 with work 14 and work request like 14 time 7 with work 14 and work request like 14 time 7 with work 14 and work request work there is work request like 20 time 7 with work 14 and work	7	_	• •	7		
9       UNE conversion, and it can be, depending upon the       9       prior to when we do the conversion. Typically one         10       type of product and the type of installation option       10       hour before.         12       it could be time specific, it could be non-time specific,       Q       Can you explain the difference between the work         12       when we do the conversion.       11       Q       Can you explain the difference between the work         13       when we do the conversion.       12       Item 2A of the provisioning steps?         14       when we do the conversion.       12       A       Essentially, it's the same thing.         15       Q       Why does it take two minutes to do that?       15       Q       Why are their dial tom on the due date?         16       A       Okay. When they get a work request like that it may       16       A       Well, what we find is that normally on step 2A it is usually DVA. Typically, and in most cases, a CLEC         19       get that work request, they would cleat that Work       10       DVA. So step 2 is just a check of it and we notify the CLEC to say we've checked for dial tone on DVA.         22       document that in a pending file that had been       23       there yot onlat one. If there is no take work in on take work ing on some notification to the QCC asing we's a call or some notification to the QCC asing we's a call or some notification to the QC	8		•	8		e e
10       type of product and the type of installation option       10       hour before.         11       chosen by the CLEC, if it could be, yoa know, whatever the CLEC wants us to do, for the most part, and whatever the CLEC wants us to do, for the most part, and when we do the conversion.       12       Q       Can you explain the difference between the work being done in item 7 with the work ing and the difference between 1         13       when we do the conversion.       14       A Essentially, if is the same the?         14       A Okay. When they get a work request that dot the 70       24       Welk is dual one on it and working on DVA.         14       More provision done in the or in the work is an ore in item 7 with the work we need the?       24       Welk is an ore in item 7 with the work we not item 7 with the work we need the?         14       More provision done in the work is an ore conversion.       15       16<						
11       Q       Can you explain the difference between the work         12       it could be time specific, it could be non-time specific,       11       Q       Can you explain the difference between the work         12       when we do the conversion.       12       being done in item 2A of the provisioning steps?         14       when we do the conversion.       14       A Essentially, it's the same thing.         16       A Okay. When they get a work request like that it may       16       A Welt, what we find is that normally on step 2A it is         17       or may not be the same technician that did the DVA       17       usually DVA. Typically, and it most cases, a CLEC         18       work, request, they would loke at that WORD       10       DVA. So step 2 is just a check of it and we notify         14       document to find out what kind of service it is,       22       the clEC by the entries in the OSLOG, and I believe         14       details.       24       dots one circuit       23       there sin ot dial tone. If there is no dial tone.       The QCCC also gives a call or some notification to         14       they got, whether it was like a all-day cut, meaning       14       48-hour dial tone check. If that OLEC has       34         25       They would look at the work request that       25       subscribed to PTA notification, we also give them a <td< td=""><td></td><td></td><td></td><td></td><td></td><td></td></td<>						
12       it could be time specific, it could be, you know,       12       being done in term 2 with the work being done in tem 2 with work ing on 2 with weith with work ing on 2 with work work work work work work work work					0	
13       whatever the CLÉC wants us to do, for the most part,       13       item 2A of the provisioning steps?         14       when we do the conversion.       14       A Essentially, it's the same thing.         14       A Okay. When they get a work request like that it may       16       A Okay. When they get a work request like that it may         17       or may not be the same technician. They would       16       A Well, what we find is that rormally on step 2A it is         18       work request, they would either go find the       19       DVA. So step 2 is just a check of it and we notify         19       get that work request hat wold be on the due date?       10       He CLEC to say we've checked for dial tone on DVA,         24       details.       24       there is no dial tone. If there is more than two         24       details.       24       they got, whether it was like a all-day cut, meaning       14         25       They would look at the work request that       25       subscribed to PTA notification, we also give them a         26       requested by the crute was like a all-day cut, meaning       1       48-hour dial tone check. If that CLEC has         26       runer to py 00 in the morning, of 900 in the morning, they would pull a       5       courtesy.         27       Page 67       Page 67       Page 67         28					×	· · ·
14when we do the conversion.14AEssentially, it's the same thing.15QWhy does it take two minutes to do that?15QWhy is it done on the due date?16AOKay. When they get a work request like that it may16AWell, what we find is that mormally on step 2A it is17or may not be the same technician that did the DVA17usually DVA. Typically, and in most cases, a CLEC18work, it could be another technician. They would18does not have their dial tone on it and working on19get that work request they would lock at that WORD21the CLEC by the entries in the OSSLOG, and I believe20document to find out what kind of service it is,22the CLEC to say we've checked for dial tone on DVA,23find some circuit detail, find out some circuit23there is no dial tone. If there is more than two24details.24they got, whether it was like a all-day cut, meaning12they got, whether it was like a all-day cut, meaning148-hour dial tone check. That's not mentioned in2they can of it any time during the day. ori it's333time specific and they want it done at 8:00 in the334courted, what we ready that we do that as a3courtesy.144CLEC has asin. If there's still no dial tone, which is35request by the CLEC.13The Quot with we target their scheduel11or, you know, work it into their work load so that14CCA again. If						-
15       Q       Why is it done on the due date?         16       A       Okay. When they get a work request like that it may       16       A       Well, what we find is that normally on step 2A it is         18       work, it could be another technician. They would       18       usually DVA. Typically, and in most cases, a CLEC         19       get that work request, they would either go find the       19       DVA. So step 2 is just a check of it and we notify         10       work, it could be another technician. They would       18       does not have their dial tone on it and working on         11       WORD document that's in a pending file that had been       used previously, they would look at that WORD       21       the CLEC by the entries in the OSLOG, and I believe         24       details.       22       they click that's not mentioned in       they click that's not mentioned in         24       details.       24       subscribed to PTA notification, we also give them a         25       They would look at the work request that       25       subscribed to PTA notification in them as a courtesy.         26       urrent copy of it up out of WFA to make sure that the one that's in their pending file, that we may       14         26       current copy of it up out of WFA to make sure that       25       call a 48-hour dial tone. On well check that       26         27			-		А	
16       A       Okay. When they get a work request like that it may or may not be the same technician that did the DVA.       16       A       Well, what we find is that normally on step 2A it is usually DVA. Typically, and in most cases, a CLEC         18       work, it could be another technician. They would       16       A       Well, what we find is that normally on step 2A it is usually DVA. Typically, and in most cases, a CLEC         19       get that work request, they would either go find the       19       DVA. So step 2 is just a check of it and we notify the CLEC by the entries in the OSSLOG, and I believe the QCC also gives a call or some notification to         20       document that's in a pending file that had been       20       the CLEC by the entries is mod ia tone. If there is more than two         21       document to find out what kind of service it is,       22       there is no dia tone. If there is more than two         22       document to find out what kind of service it is,       23       there is no dia tone. If there is more than two         23       They would look at the WORD       21       there is no dia tone. If there is more than two         24       details.       25       subscribed to PTA notification, we also give them a         25       They got, whether it was like a all-day cut, meaning       1       48-hour dial tone check. That's not mentioned in         4       morning, or 9:00 in the moring, they would pull a       4 <td></td> <td>0</td> <td></td> <td></td> <td></td> <td></td>		0				
17or may not be the same technician that did the DVA17usually DVA. Typically, and in most cases, a CLEC18work, it could be another technician. They would18does not have their dial tone on it and working on19get that work request, they would either go find the19DVA. So step 2 is just a check of it and we notify20WORD document to find to service it is,20the CLEC by the entries in the OSSLOG, and I believe21used previously, they would look at that WORD21the CLEC to say we've checked for dial tone on DVA.23find some circuit detail, find out some circuit23there is no dial tone. If there is more than two24details.24days between DVA and due date and a CLEC has25They would look at the work request that25subscribed to PTA notification to, we also give them a26Page 67Page 691they can do it any time during the day, or if it's23time specific and they want it done at 8:00 in the34current copy of it up out of WFA to make sure that55subscribed to PTA notification the well check that6current copy of it up out of WFA to make sure that57as the one that's in their pending file, to make78sure that there have been no supps or revisions done89on tha order. And then they would determine1010whether or not they have to arrange their schedule1011or, you know, work it into their work load so that11 <td></td> <td>-</td> <td>•</td> <td></td> <td>-</td> <td></td>		-	•		-	
18       work, it could be another technician. They would       18       does not have their dial tone on it and working on         19       get that work request, they would either go find the       19       DVA. So step 2 is just a check of it and we notify         21       used previously, they would look at that WORD       20       DVA. So step 2 is just a check of it and we notify         22       used previously, they would look at that WORD       21       the CLEC by the entries in the DSLOG, and I believe         23       find some circuit detail, find out some circuit       23       there is no dial tone. If there is more than two         24       details.       24       days between DVA and due date and a CLEC has         25       They would look at the work request that       25       subscribed to PTA notification, we also give them a         26       Page 67       Page 69         1       they got, whether it was like a all-day cut, meaning       1         4       morning, or 9:00 in the morning, they would pull a       4         5       current copy of it up out of WFA to make sure that       6         6       sub core that's in their pending file, to make       7       The QCCC will create a handoff on what we         7       on that order. And then they would determine       9       10       whether or not they have to arrange their schedule<						· · ·
19get that work request, they would either go find the WORD document that's in a pending file that had been 2019DVA. So step 2 is just a check of it and we notify the CLEC by the entries in the OSSLOG, and I believe the CLEC to say we've checked for dial tone on DVA, there is no all tone. If there is more than two days between DVA and due date and a CLEC has subscribed to PTA notification, we also give them a23They would look at the work request that23there is no all tone. If there is more than two days between DVA and due date and a CLEC has subscribed to PTA notification, we also give them a24details.2448-hour dial tone check. That's not mentioned in here, and my understanding is that we do that as a courtery.2current copy of it up out of WFA to make sure that the copy that's on record in TIRKS is the same issue on that order. And then they would determine on that order. And then they would determine on you know, work it into their work load so that they can get that cut done at whatever time is specific?114Q Do you know what percentage of requests are time specific?13curvers yue to it again most of the time to make sure that the CLEC is ready to do the conversion. So we usually do it ne norther, if it's a coordinated doing a conversion of a basic reuse. We do it the CLEC is ready to do the conversion. So we usually do it ney on the time to make an attempt to fix their problem.14Q Do you know what percentage of requests are being done by a tech other than the tech who did the DVA work?19So there 's just a lot of stuff built in we're trying to help them make them successful and we're trying to help them make them successful and do a conversio						
20WORD document that's in a pending file that had been used previously, they would look at that WORD20the CLEC by the entries in the OSSLOG, and I believe the QCCC also gives a call or some notification to the CLEC to say we've checked for dial tone on DVA, there is no dial tone. If there is more than two days between DVA and due date and a CLEC has subscribed to PTA notification, we also give them a23They would look at the work request that 25Page 6724they got, whether it was like a all-day cut, meaning 2 they can do it any time during the day, or if it's 3 time specific and they want it done at 8:00 in the 3 they cond oi it any time during file, to make subscribed to PTA notification then we'll check that 6 548-hour dial tone check. If that CLEC has subscribed to PTA notification then we'll check that 6 67as the one that's in their pending file, to make such that order. And then they would determine 9148-hour dial tone check. If that CLEC has subscribed to PTA notification then we'll check that CFA again. If ther's still no dial tone, which is is requested by the CLEC.10whether or not they have to arrange their schedule 1010The QCCC will create a handoff on what we call a 48-hour dial tone check. If that CLEC has subscribed to PTA notification then we'll check that CFA again. If there's still no dial tone, which is requested by the CLEC.11on thave that information. 1211the CLEC is ready to do the corversion. So we usually do it one hour before, if it's a coordinated cut, and generally we do it prior to when we began doing a conversion of a basic reuse. We do it again, and if there is still no dial tone, we notify the CLEC. and they have t						•
21       used previously, they would look at that WORD       21       the QCCC also gives a call or some notification to         22       document to find out what kind of service it is,       22       the CLEC to say we've checked for dial tone on DVA,         23       find some circuit detail, find out some circuit       23       there is no dial tone. If there is more than two         24       details.       24       days between DVA and due date and a CLEC has         25       They would look at the work request that       25       subscribed to PTA notification, we also give them a         25       They got, whether it was like a all-day cut, meaning       1       48-hour dial tone check. That's not mentioned in         2       there sort do it any time during the day, or if it's       2       as the or hat's in deir pending file, to make       3         3       time specific and they want it doen at 8:00 in the       3       courtesy.       3       time specific and they want it doen at 8:00 in the       3         4       morning, or 9:00 in the morning, they would pull a       5       subscribed to PTA notification then well check that         6       the copy that's on record in TIRKS is the same issue       6       subscribed to PTA notification then well check that         1       or, you know, work it into their work load so that       11       the CLEC is ready to do the conversion. So w						
22document to find out what kind of service it is, find some circuit detail, find out some circuit22the CLEC to say we've checked for dial tone on DVA, there is no dial tone. If there is more than two days between DVA and due date and a CLEC has subscribed to PTA notification, we also give them a24details.24days between DVA and due date and a CLEC has subscribed to PTA notification, we also give them a25They would look at the work request that25subscribed to PTA notification, we also give them a26Page 67Page 691they got, whether it was like a all-day cut, meaning 2148-hour dial tone check. That's not mentioned in here, and my understanding is that we do that as a courtesy.3time specific and they want it done at 8:00 in the 53courtesy.4morning, or 9:00 in the morning, they would pull a 55call a 48-hour dial tone check. If that CLEC has subscribed to PTA notification then we'll check that CFA again. If there's still no dial tone, which is 87as the one that's in their pending file, to make 8888sure that there have been no supps or revisions done 999on that order. And then they would determine 9910whether or not they have to arrange their schedule 111011or, you know, work it into their work load so that 121112they can get that cut done at whatever time 121213requested by the CLEC.1314QDo you know what percentage of requests are time 1414<						•
23find some circuit detail, find out some circuit details.23there is no dial tone. If there is more than two days between DVA and due date and a CLEC has subscribed to PTA notification, we also give them a24Page 67Page 671they got, whether it was like a all-day cut, meaning 2they can do it any time during the day, or if it's 3Page 691they can do it any time during the day, or if it's 3time specific and they want it done at 8:00 in the morning, or 9:00 in the morning, they would pull a 5148-hour dial tone check. That's not mentioned in here, and my understanding is that we do that as a courtesy.4morning, or 9:00 in the morning, they would pull a 5148-hour dial tone check. If that CLEC has subscribed to PTA notification then well check that CFA again. If there's still no dial tone, which is 8 mortification of no dial tone. On due date we have to do it again most of the time to make sure that the CLEC.10whether or not they have to arrange their schedule 101011or, you know, work it into their work load so that requested by the CLEC.13 cut, and generally we do it prior to when we began doing a conversion of a basic reuse. We do it again, and if there is still no dial tone, we notify the CLEC, and they have that information.12QDo you know what percentage of requests are beima done by a tech other than the tech who did the DVA work?18 adine by atech other than the tech who did the DVA ading a conversion of a basic reuse. We do it again, and if there is still no dial tone, we notify the CLEC successful on due date, and we're trying to help them make them successful an						-
24details.24days between DVA and due date and a CLEC has subscribed to PTA notification, we also give them a25They would look at the work request that25subscribed to PTA notification, we also give them a26Page 67Page 691they got, whether it was like a all-day cut, meaning they can do it any time during the day, or if it's a148-hour dial tone check. That's not mentioned in here, and my understanding is that we do that as a courtesy.3time specific and they want it done at 8:00 in the morning, or 9:00 in the morning, they would pull a 5448-hour dial tone check. That's not mentioned in here, and my understanding is that we do that as a courtesy.4morning, or 9:00 in the morning, they would pull a 55Subscribed to PTA notification then we'll check that CFA again. If there's still no dial tone, which is pretty common, we'll give the CLEC another 9The QCCC will create a handoff on what we call a 48-hour dial tone check. If that CLEC has subscribed to PTA notification then we'll check that CFA again. If there's still no dial tone, which is pretty common, we'll give the CLEC another notification of no dial tone. On due date we have to roy they have to arrange their schedule 101011or, you know, work it into their work load so that 111112they can get that cut done at whatever time specific?1213requested by the CLEC.13cut, and generally we do it prior to when we began do in ga conversion of a basic reuse. We do it again, and if there is still no dial tone, we notify the CLEC and they have the option of doing a verbal GFA change if they						•
25They would look at the work request that25subscribed to PTA notification, we also give them aPage 67Page 67Page 691they got, whether it was like a all-day cut, meaning12they can do it any time during the day, or if it's23time specific and they want it done at 8:00 in the34morning, or 9:00 in the morning, they would pull a35current copy of it up out of WFA to make sure that46the copy that's on record in TIRKS is the same issue77as the one that's in their pending file, to make78sure that there have been no supps or revisions done99on that order. And then they would determine910whether or not they have to arrange their schedule1011or, you know, work it into their work load so that1112they can get that cut done at whatever time1213requested by the CLEC.1314QDo you know what percentage of requests are time1415specific?1516AI don't have that information.1617QDo you know what percentage of requests are being1718done by a tech other than the tech who dit the DVA1819No, because essentially the same thing happens2424whether it's the same tech or a different tech.24						
Page 67Page 671they got, whether it was like a all-day cut, meaning12they can do it any time during the day, or if it's13time specific and they want it done at 8:00 in the14morning, or 9:00 in the morning, they would pull a35current copy of it up out of WFA to make sure that56the copy that's on record in TIRKS is the same issue77as the one that's in their pending file, to make78sure that there have been no supps or revisions done99on that order. And then they would determine910whether or not they have to arrange their schedule1011they cang get that cut done at whatever time1212they can get that cut done at whatever time1213requested by the CLEC.1314QDo you know what percentage of requests are time1415specific?1516AI don't have that information.1617QDo you know what percentage of requests are being1718done by a tech other than the tech who did the DVA1819work?19So there's just a lot of stuff built in20AI don't have that information either.2021QDidy ou take those things into account, though, in making your time estimate?2123ANo, because essentially the same thing happens2224Mether it's the same tech or a different tech.						-
1they got, whether it was like a all-day cut, meaning148-hour dial tone check. That's not mentioned in2they can do it any time during the day, or if it's1here, and my understanding is that we do that as a3time specific and they want it done at 8:00 in the3courtesy.4morning, or 9:00 in the morning, they would pull a5Call a 48-hour dial tone check. If that CLEC has5sub cone that's in their pending file, to make5Call a 48-hour dial tone check. If that CLEC has7as the one that's in their pending file, to make7CFA again. If there's still no dial tone, which is8sure that there have been no supps or revisions done9not flat order. And then they would determine99on that order. And then they would determine9notification of no dial tone. On due date we have10whether or not they have to arrange their schedule10to do it again most of the time to make sure that11or, you know, work it into their work load so that11the CLEC.12usually do it one hour before, if it's a coordinated13requested by the CLEC.1314QDo you know what percentage of requests are bing1717QDo you know what percentage of requests are being1718done by a tech other than the tech who did the DVA1819work?19So there's just a lot of stuff built in20AI don't have that information either.2021Q Did you take those things			· · ·			
2they can do it any time during the day, or if it's2here, and my understanding is that we do that as a3time specific and they want it done at 8:00 in the3courtesy.4morning, or 9:00 in the morning, they would pull a4The QCCC will create a handoff on what we5current copy of it up out of WFA to make sure that5call a 48-hour dial tone check. If that CLEC has6the copy that's on record in TIRKS is the same issue6subscribed to PTA notification then we'll check that7as the one that's in their pending file, to make7CFA again. If there's still no dial tone, which is8sure that there have been no supps or revisions done9notification of no dial tone. On due date we have10whether or not they have to arrange their schedule10to do it again most of the time to make sure that11or, you know, work it into their work load so that11the CLEC is ready to do the conversion. So we12usually do it one hour before, if it's a coordinated13cut, and generally we do it prior to when we began14QDo you know what percentage of requests are being17CFA change if they want, or they can try and make an18done by a tech other than the tech who did the DVA18attempt to fix their problem.19work?19So there's just a lot of stuff built in20AI don't have that information either.2023ANo, because essentially the same thing happens2324whether it's the same tech or a	1		they got, whether it was like a all-day cut, meaning	1		48-hour dial tone check. That's not mentioned in
3time specific and they want it done at 8:00 in the morning, or 9:00 in the morning, they would pull a current copy of it up out of WFA to make sure that f3courtesy.4The QCCC will create a handoff on what we call a 48-hour dial tone check. If that CLEC has subscribed to PTA notification then we'll check that subscribed to PTA notification then we'll check that or pot that's on record in TIRKS is the same issue a sthe one that's in their pending file, to make sure that there have been no supps or revisions done 93Courtesy.7as the one that's in their pending file, to make sure that there have been no supps or revisions done 967CFA again. If there's still no dial tone, which is 910whether or not they have to arrange their schedule 11010to do it again most of the time to make sure that 1111or, you know, work it into their work load so that 1211the CLEC is ready to do the conversion. So we 1212they can get that cut done at whatever time specific?12usually do it one hour before, if it's a coordinated 1313court, and generally we do it prior to when we began 1414doing a conversion of a basic reuse. We do it again, and if there is still no dial tone, we notify14QDo you know what percentage of requests are being specific?17CFA change if they want, or they can try and make an attempt to fix their problem.17QDo you know what percentage of requests are being done by a tech other than the tech who did the DVA work?18here to make the CLEC successful on due date, and we're trying to help them m						
4morning, or 9:00 in the morning, they would pull a4The QCCC will create a handoff on what we5current copy of it up out of WFA to make sure that5call a 48-hour dial tone check. If that CLEC has6the copy that's on record in TIRKS is the same issue6subscribed to PTA notification then we'll check that7as the one that's in their pending file, to make7CFA again. If there's still no dial tone, which is8sure that there have been no supps or revisions done8pretty common, we'll give the CLEC another9on that order. And then they would determine9notification of no dial tone. On due date we have10whether or not they have to arrange their schedule10to do it again most of the time to make sure that11or, you know, work it into their work load so that11the CLEC is ready to do the conversion. So we12they can get that cut done at whatever time12usually do it one hour before, if it's a coordinated13requested by the CLEC.13cut, and generally we do it prior to when we began14QDo you know what percentage of requests are time14doing a conversion of a basic reuse. We do it15specific?15again, and if there is still no dial tone, we notify16A I don't have that information.16the CLEC, and they have the option of doing a verbal17QDo you know what percentage of requests are being1718done by a tech other than the tech who did the DVA1818done by a tech oth			they can do it any time during the day, of it it's	2		
5current copy of it up out of WFA to make sure that the copy that's on record in TIRKS is the same issue a sthe one that's in their pending file, to make5call a 48-hour dial tone check. If that CLEC has subscribed to PTA notification then we'll check that CFA again. If there's still no dial tone, which is pretty common, we'll give the CLEC another notification of no dial tone. On due date we have to do it again most of the time to make sure that the cy anget that cut done at whatever time they can get that cut done at whatever time requested by the CLEC.5call a 48-hour dial tone check. If that CLEC has subscribed to PTA notification then we'll check that CFA again. If there's still no dial tone, which is pretty common, we'll give the CLEC another notification of no dial tone. On due date we have to do it again most of the time to make sure that the CLEC is ready to do the conversion. So we usually do it one hour before, if it's a coordinated cut, and generally we do it prior to when we began doing a conversion of a basic reuse. We do it again, and if there is still no dial tone, we notify16A I don't have that information.16the CLEC, and they have the option of doing a verbal doing a verbal the CLEC, and they have the option of doing a verbal doing a verbal doing a tech other than the tech who did the DVA work?1819Work?19So there's just a lot of stiff built in here to make them Successful and we're trying to help them make them successful and to a conversion that's, you know, problem free. We give them every opportunity to be successful, and it seems like we end up doing thes	3					here, and my understanding is that we do that as a
6the copy hat's on record in TIRKS is the same issue as the one that's in their pending file, to make sure that there have been no supps or revisions done 96subscribed to PTA notification then we'll check that CFA again. If there's still no dial tone, which is 87as the one that's in their pending file, to make 87CFA again. If there's still no dial tone, which is 99on that order. And then they would determine 99not that order. And then they would determine 9910whether or not they have to arrange their schedule 1110to do it again most of the time to make sure that 1111or, you know, work it into their work load so that 1211the CLEC is ready to do the conversion. So we 1212they can get that cut done at whatever time 1312usually do it one hour before, if it's a coordinated 1413requested by the CLEC.13cut, and generally we do it prior to when we began 1414Q Do you know what percentage of requests are time specific?14doing a conversion of a basic reuse. We do it again, and if there is still no dial tone, we notify16A I don't have that information.16the CLEC, and they have the option of doing a verbal17Q Do you know what percentage of requests are being done by a tech other than the tech who did the DVA work?18attempt to fix their problem.19work?19So there's just a lot of stuff built in here to make the CLEC successful on due date, and we're trying to help them make them successful and do a conversion that's, you know, problem free. We<			time specific and they want it done at 8:00 in the	3		here, and my understanding is that we do that as a courtesy.
7as the one that's in their pending file, to make sure that there have been no supps or revisions done 97CFA again. If there's still no dial tone, which is 8 pretty common, we'll give the CLEC another 99on that order. And then they would determine 99notification of no dial tone. On due date we have 1010whether or not they have to arrange their schedule 1110to do it again most of the time to make sure that 1111or, you know, work it into their work load so that 1211the CLEC is ready to do the conversion. So we usually do it one hour before, if it's a coordinated 1313requested by the CLEC. 1313cut, and generally we do it prior to when we began 1414Q Do you know what percentage of requests are time specific?14doing a conversion of a basic reuse. We do it again, and if there is still no dial tone, we notify16A I don't have that information.16the CLEC, and they have the option of doing a verbal 1717Q Do you know what percentage of requests are being done by a tech other than the tech who did the DVA work?18attempt to fix their problem.19work?19So there's just a lot of stuff built in20A I don't have that information either.20here to make the CLEC successful and do a conversion that's, you know, problem free. We 2323A No, because essentially the same thing happens 2423give them every opportunity to be successful, and it seems like we end up doing these checks for dial	4		time specific and they want it done at 8:00 in the morning, or 9:00 in the morning, they would pull a	3 4		here, and my understanding is that we do that as a courtesy. The QCCC will create a handoff on what we
8sure that there have been no supps or revisions done 98pretty common, we'll give the CLEC another notification of no dial tone. On due date we have to do it again most of the time to make sure that10whether or not they have to arrange their schedule 1110to do it again most of the time to make sure that11or, you know, work it into their work load so that 1211the CLEC is ready to do the conversion. So we12they can get that cut done at whatever time requested by the CLEC.13cut, and generally we do it prior to when we began14QDo you know what percentage of requests are time 	4 5		time specific and they want it done at 8:00 in the morning, or 9:00 in the morning, they would pull a current copy of it up out of WFA to make sure that	3 4 5		here, and my understanding is that we do that as a courtesy. The QCCC will create a handoff on what we call a 48-hour dial tone check. If that CLEC has
9on that order. And then they would determine9notification of no dial tone. On due date we have10whether or not they have to arrange their schedule10to do it again most of the time to make sure that11or, you know, work it into their work load so that11the CLEC is ready to do the conversion. So we12they can get that cut done at whatever time12usually do it one hour before, if it's a coordinated13requested by the CLEC.13cut, and generally we do it prior to when we began14QDo you know what percentage of requests are time14doing a conversion of a basic reuse. We do it15specific?15again, and if there is still no dial tone, we notify16AI don't have that information.16the CLEC, and they have the option of doing a verbal17QDo you know what percentage of requests are being done by a tech other than the tech who did the DVA work?19So there's just a lot of stuff built in19work?19So there's just a lot of stuff built in20AI don't have that information either.2021QDid you take those things into account, though, in making your time estimate?2123ANo, because essentially the same thing happens whether it's the same tech or a different tech.2324whether it's the same tech or a different tech.24	4 5 6		time specific and they want it done at 8:00 in the morning, or 9:00 in the morning, they would pull a current copy of it up out of WFA to make sure that the copy that's on record in TIRKS is the same issue	3 4 5 6		here, and my understanding is that we do that as a courtesy. The QCCC will create a handoff on what we call a 48-hour dial tone check. If that CLEC has subscribed to PTA notification then we'll check that
10whether or not they have to arrange their schedule10to do it again most of the time to make sure that11or, you know, work it into their work load so that11the CLEC is ready to do the conversion. So we12they can get that cut done at whatever time12usually do it one hour before, if it's a coordinated13requested by the CLEC.13cut, and generally we do it prior to when we began14QDo you know what percentage of requests are time14doing a conversion of a basic reuse. We do it15specific?15again, and if there is still no dial tone, we notify16AI don't have that information.16the CLEC, and they have the option of doing a verbal17QDo you know what percentage of requests are being17CFA change if they want, or they can try and make an18done by a tech other than the tech who did the DVA18attempt to fix their problem.19work?19So there's just a lot of stuff built in20AI don't have that information either.20here to make the CLEC successful on due date, and21QDid you take those things into account, though, in21we're trying to help them make them successful and22ANo, because essentially the same thing happens23give them every opportunity to be successful, and it24whether it's the same tech or a different tech.24seems like we end up doing these checks for dial	4 5 6 7		time specific and they want it done at 8:00 in the morning, or 9:00 in the morning, they would pull a current copy of it up out of WFA to make sure that the copy that's on record in TIRKS is the same issue as the one that's in their pending file, to make	3 4 5 6 7		here, and my understanding is that we do that as a courtesy. The QCCC will create a handoff on what we call a 48-hour dial tone check. If that CLEC has subscribed to PTA notification then we'll check that CFA again. If there's still no dial tone, which is
11or, you know, work it into their work load so that11the CLEC is ready to do the conversion. So we12they can get that cut done at whatever time12usually do it one hour before, if it's a coordinated13requested by the CLEC.13cut, and generally we do it prior to when we began14Q Do you know what percentage of requests are time14doing a conversion of a basic reuse. We do it15specific?15again, and if there is still no dial tone, we notify16A I don't have that information.16the CLEC, and they have the option of doing a verbal17Q Do you know what percentage of requests are being done by a tech other than the tech who did the DVA work?19So there's just a lot of stuff built in20A I don't have that information either.20here to make the CLEC successful on due date, and21Q Did you take those things into account, though, in making your time estimate?22do a conversion that's, you know, problem free. We23A No, because essentially the same thing happens whether it's the same tech or a different tech.23give them every opportunity to be successful, and it seems like we end up doing these checks for dial	4 5 6 7 8		time specific and they want it done at 8:00 in the morning, or 9:00 in the morning, they would pull a current copy of it up out of WFA to make sure that the copy that's on record in TIRKS is the same issue as the one that's in their pending file, to make sure that there have been no supps or revisions done	3 4 5 6 7 8		here, and my understanding is that we do that as a courtesy. The QCCC will create a handoff on what we call a 48-hour dial tone check. If that CLEC has subscribed to PTA notification then we'll check that CFA again. If there's still no dial tone, which is pretty common, we'll give the CLEC another
12they can get that cut done at whatever time12usually do it one hour before, if it's a coordinated13requested by the CLEC.13cut, and generally we do it prior to when we began14QDo you know what percentage of requests are time14doing a conversion of a basic reuse. We do it15specific?15again, and if there is still no dial tone, we notify16AI don't have that information.16the CLEC, and they have the option of doing a verbal17QDo you know what percentage of requests are being17CFA change if they want, or they can try and make an18done by a tech other than the tech who did the DVA18attempt to fix their problem.19work?19So there's just a lot of stuff built in20AI don't have that information either.20here to make the CLEC successful on due date, and21QDid you take those things into account, though, in21we're trying to help them make them successful and23ANo, because essentially the same thing happens23give them every opportunity to be successful, and it24whether it's the same tech or a different tech.24seems like we end up doing these checks for dial	4 5 7 8 9		time specific and they want it done at 8:00 in the morning, or 9:00 in the morning, they would pull a current copy of it up out of WFA to make sure that the copy that's on record in TIRKS is the same issue as the one that's in their pending file, to make sure that there have been no supps or revisions done on that order. And then they would determine	3 4 5 6 7 8 9		here, and my understanding is that we do that as a courtesy. The QCCC will create a handoff on what we call a 48-hour dial tone check. If that CLEC has subscribed to PTA notification then we'll check that CFA again. If there's still no dial tone, which is pretty common, we'll give the CLEC another notification of no dial tone. On due date we have
13requested by the CLEC.13cut, and generally we do it prior to when we began14QDo you know what percentage of requests are time14doing a conversion of a basic reuse. We do it15specific?15again, and if there is still no dial tone, we notify16AI don't have that information.16the CLEC, and they have the option of doing a verbal17QDo you know what percentage of requests are being done by a tech other than the tech who did the DVA1818done by a tech other than the tech who did the DVA1819So there's just a lot of stuff built in20AI don't have that information either.21QDid you take those things into account, though, in making your time estimate?2123ANo, because essentially the same thing happens whether it's the same tech or a different tech.2324We ther it's the same tech or a different tech.24	4 5 7 8 9 10		time specific and they want it done at 8:00 in the morning, or 9:00 in the morning, they would pull a current copy of it up out of WFA to make sure that the copy that's on record in TIRKS is the same issue as the one that's in their pending file, to make sure that there have been no supps or revisions done on that order. And then they would determine whether or not they have to arrange their schedule	3 4 5 6 7 8 9 10		here, and my understanding is that we do that as a courtesy. The QCCC will create a handoff on what we call a 48-hour dial tone check. If that CLEC has subscribed to PTA notification then we'll check that CFA again. If there's still no dial tone, which is pretty common, we'll give the CLEC another notification of no dial tone. On due date we have to do it again most of the time to make sure that
14QDo you know what percentage of requests are time specific?14doing a conversion of a basic reuse. We do it again, and if there is still no dial tone, we notify16AI don't have that information.16the CLEC, and they have the option of doing a verbal17QDo you know what percentage of requests are being done by a tech other than the tech who did the DVA16the CLEC, and they have the option of doing a verbal18done by a tech other than the tech who did the DVA work?18attempt to fix their problem.19So there's just a lot of stuff built in20AI don't have that information either.2021QDid you take those things into account, though, in making your time estimate?21we're trying to help them make them successful and ue're trying to help them make them successful, and it seems like we end up doing these checks for dial	4 5 7 8 9 10 11		time specific and they want it done at 8:00 in the morning, or 9:00 in the morning, they would pull a current copy of it up out of WFA to make sure that the copy that's on record in TIRKS is the same issue as the one that's in their pending file, to make sure that there have been no supps or revisions done on that order. And then they would determine whether or not they have to arrange their schedule or, you know, work it into their work load so that	3 4 5 6 7 8 9 10 11		here, and my understanding is that we do that as a courtesy. The QCCC will create a handoff on what we call a 48-hour dial tone check. If that CLEC has subscribed to PTA notification then we'll check that CFA again. If there's still no dial tone, which is pretty common, we'll give the CLEC another notification of no dial tone. On due date we have to do it again most of the time to make sure that the CLEC is ready to do the conversion. So we
15specific?15again, and if there is still no dial tone, we notify16A I don't have that information.16the CLEC, and they have the option of doing a verbal17Q Do you know what percentage of requests are being done by a tech other than the tech who did the DVA17CFA change if they want, or they can try and make an attempt to fix their problem.19work?19So there's just a lot of stuff built in20A I don't have that information either.20here to make the CLEC successful on due date, and we're trying to help them make them successful and do a conversion that's, you know, problem free. We23A No, because essentially the same thing happens whether it's the same tech or a different tech.23give them every opportunity to be successful, and it seems like we end up doing these checks for dial	4 5 7 8 9 10 11 12		time specific and they want it done at 8:00 in the morning, or 9:00 in the morning, they would pull a current copy of it up out of WFA to make sure that the copy that's on record in TIRKS is the same issue as the one that's in their pending file, to make sure that there have been no supps or revisions done on that order. And then they would determine whether or not they have to arrange their schedule or, you know, work it into their work load so that they can get that cut done at whatever time	3 4 5 6 7 8 9 10 11 12		here, and my understanding is that we do that as a courtesy. The QCCC will create a handoff on what we call a 48-hour dial tone check. If that CLEC has subscribed to PTA notification then we'll check that CFA again. If there's still no dial tone, which is pretty common, we'll give the CLEC another notification of no dial tone. On due date we have to do it again most of the time to make sure that the CLEC is ready to do the conversion. So we usually do it one hour before, if it's a coordinated
16AI don't have that information.16the CLEC, and they have the option of doing a verbal17QDo you know what percentage of requests are being done by a tech other than the tech who did the DVA work?17CFA change if they want, or they can try and make an attempt to fix their problem.19work?19So there's just a lot of stuff built in20AI don't have that information either.2021QDid you take those things into account, though, in making your time estimate?21We're trying to help them make them successful and do a conversion that's, you know, problem free. We give them every opportunity to be successful, and it seems like we end up doing these checks for dial	4 5 7 8 9 10 11 12 13	0	time specific and they want it done at 8:00 in the morning, or 9:00 in the morning, they would pull a current copy of it up out of WFA to make sure that the copy that's on record in TIRKS is the same issue as the one that's in their pending file, to make sure that there have been no supps or revisions done on that order. And then they would determine whether or not they have to arrange their schedule or, you know, work it into their work load so that they can get that cut done at whatever time requested by the CLEC.	3 4 5 6 7 8 9 10 11 12 13		here, and my understanding is that we do that as a courtesy. The QCCC will create a handoff on what we call a 48-hour dial tone check. If that CLEC has subscribed to PTA notification then we'll check that CFA again. If there's still no dial tone, which is pretty common, we'll give the CLEC another notification of no dial tone. On due date we have to do it again most of the time to make sure that the CLEC is ready to do the conversion. So we usually do it one hour before, if it's a coordinated cut, and generally we do it prior to when we began
17QDo you know what percentage of requests are being done by a tech other than the tech who did the DVA work?17CFA change if they want, or they can try and make an attempt to fix their problem.19work?19So there's just a lot of stuff built in20AI don't have that information either.2021QDid you take those things into account, though, in making your time estimate?21We're trying to help them make them successful and do a conversion that's, you know, problem free. We give them every opportunity to be successful, and it seems like we end up doing these checks for dial	4 5 6 7 8 9 10 11 12 13 14	Q	time specific and they want it done at 8:00 in the morning, or 9:00 in the morning, they would pull a current copy of it up out of WFA to make sure that the copy that's on record in TIRKS is the same issue as the one that's in their pending file, to make sure that there have been no supps or revisions done on that order. And then they would determine whether or not they have to arrange their schedule or, you know, work it into their work load so that they can get that cut done at whatever time requested by the CLEC. Do you know what percentage of requests are time	3 4 5 6 7 8 9 10 11 12 13 14		here, and my understanding is that we do that as a courtesy. The QCCC will create a handoff on what we call a 48-hour dial tone check. If that CLEC has subscribed to PTA notification then we'll check that CFA again. If there's still no dial tone, which is pretty common, we'll give the CLEC another notification of no dial tone. On due date we have to do it again most of the time to make sure that the CLEC is ready to do the conversion. So we usually do it one hour before, if it's a coordinated cut, and generally we do it prior to when we began doing a conversion of a basic reuse. We do it
18done by a tech other than the tech who did the DVA work?18attempt to fix their problem.19work?19So there's just a lot of stuff built in20AI don't have that information either.20here to make the CLEC successful on due date, and21QDid you take those things into account, though, in making your time estimate?21we're trying to help them make them successful and do a conversion that's, you know, problem free. We23ANo, because essentially the same thing happens whether it's the same tech or a different tech.23give them every opportunity to be successful, and it seems like we end up doing these checks for dial	4 5 6 7 8 9 10 11 12 13 14 15		time specific and they want it done at 8:00 in the morning, or 9:00 in the morning, they would pull a current copy of it up out of WFA to make sure that the copy that's on record in TIRKS is the same issue as the one that's in their pending file, to make sure that there have been no supps or revisions done on that order. And then they would determine whether or not they have to arrange their schedule or, you know, work it into their work load so that they can get that cut done at whatever time requested by the CLEC. Do you know what percentage of requests are time specific?	3 4 5 6 7 8 9 10 11 12 13 14 15		here, and my understanding is that we do that as a courtesy. The QCCC will create a handoff on what we call a 48-hour dial tone check. If that CLEC has subscribed to PTA notification then we'll check that CFA again. If there's still no dial tone, which is pretty common, we'll give the CLEC another notification of no dial tone. On due date we have to do it again most of the time to make sure that the CLEC is ready to do the conversion. So we usually do it one hour before, if it's a coordinated cut, and generally we do it prior to when we began doing a conversion of a basic reuse. We do it again, and if there is still no dial tone, we notify
19work?19So there's just a lot of stuff built in20A I don't have that information either.20here to make the CLEC successful on due date, and21Q Did you take those things into account, though, in making your time estimate?21we're trying to help them make them successful and do a conversion that's, you know, problem free. We23A No, because essentially the same thing happens whether it's the same tech or a different tech.23give them every opportunity to be successful, and it seems like we end up doing these checks for dial	4 5 7 8 9 10 11 12 13 14 15 16	A	time specific and they want it done at 8:00 in the morning, or 9:00 in the morning, they would pull a current copy of it up out of WFA to make sure that the copy that's on record in TIRKS is the same issue as the one that's in their pending file, to make sure that there have been no supps or revisions done on that order. And then they would determine whether or not they have to arrange their schedule or, you know, work it into their work load so that they can get that cut done at whatever time requested by the CLEC. Do you know what percentage of requests are time specific? I don't have that information.	3 4 5 6 7 8 9 10 11 12 13 14 15 16		here, and my understanding is that we do that as a courtesy. The QCCC will create a handoff on what we call a 48-hour dial tone check. If that CLEC has subscribed to PTA notification then we'll check that CFA again. If there's still no dial tone, which is pretty common, we'll give the CLEC another notification of no dial tone. On due date we have to do it again most of the time to make sure that the CLEC is ready to do the conversion. So we usually do it one hour before, if it's a coordinated cut, and generally we do it prior to when we began doing a conversion of a basic reuse. We do it again, and if there is still no dial tone, we notify the CLEC, and they have the option of doing a verbal
20AI don't have that information either.20here to make the CLEC successful on due date, and21QDid you take those things into account, though, in21we're trying to help them make them successful and22making your time estimate?22do a conversion that's, you know, problem free. We23ANo, because essentially the same thing happens2324whether it's the same tech or a different tech.24seems like we end up doing these checks for dial	4 5 6 7 8 9 10 11 12 13 14 15 16 17	A	time specific and they want it done at 8:00 in the morning, or 9:00 in the morning, they would pull a current copy of it up out of WFA to make sure that the copy that's on record in TIRKS is the same issue as the one that's in their pending file, to make sure that there have been no supps or revisions done on that order. And then they would determine whether or not they have to arrange their schedule or, you know, work it into their work load so that they can get that cut done at whatever time requested by the CLEC. Do you know what percentage of requests are time specific? I don't have that information. Do you know what percentage of requests are being	3 4 5 6 7 8 9 10 11 12 13 14 15 16 17		here, and my understanding is that we do that as a courtesy. The QCCC will create a handoff on what we call a 48-hour dial tone check. If that CLEC has subscribed to PTA notification then we'll check that CFA again. If there's still no dial tone, which is pretty common, we'll give the CLEC another notification of no dial tone. On due date we have to do it again most of the time to make sure that the CLEC is ready to do the conversion. So we usually do it one hour before, if it's a coordinated cut, and generally we do it prior to when we began doing a conversion of a basic reuse. We do it again, and if there is still no dial tone, we notify the CLEC, and they have the option of doing a verbal CFA change if they want, or they can try and make an
21QDid you take those things into account, though, in making your time estimate?21we're trying to help them make them successful and do a conversion that's, you know, problem free. We give them every opportunity to be successful, and it seems like we end up doing these checks for dial21QDid you take those things into account, though, in a conversion that's, you know, problem free. We give them every opportunity to be successful, and it seems like we end up doing these checks for dial	4 5 6 7 8 9 10 11 12 13 14 15 16 17 18	A	time specific and they want it done at 8:00 in the morning, or 9:00 in the morning, they would pull a current copy of it up out of WFA to make sure that the copy that's on record in TIRKS is the same issue as the one that's in their pending file, to make sure that there have been no supps or revisions done on that order. And then they would determine whether or not they have to arrange their schedule or, you know, work it into their work load so that they can get that cut done at whatever time requested by the CLEC. Do you know what percentage of requests are time specific? I don't have that information. Do you know what percentage of requests are being done by a tech other than the tech who did the DVA	3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18		here, and my understanding is that we do that as a courtesy. The QCCC will create a handoff on what we call a 48-hour dial tone check. If that CLEC has subscribed to PTA notification then we'll check that CFA again. If there's still no dial tone, which is pretty common, we'll give the CLEC another notification of no dial tone. On due date we have to do it again most of the time to make sure that the CLEC is ready to do the conversion. So we usually do it one hour before, if it's a coordinated cut, and generally we do it prior to when we began doing a conversion of a basic reuse. We do it again, and if there is still no dial tone, we notify the CLEC, and they have the option of doing a verbal CFA change if they want, or they can try and make an attempt to fix their problem.
22making your time estimate?22do a conversion that's, you know, problem free. We23ANo, because essentially the same thing happens23give them every opportunity to be successful, and it24whether it's the same tech or a different tech.24seems like we end up doing these checks for dial	4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19	A Q	time specific and they want it done at 8:00 in the morning, or 9:00 in the morning, they would pull a current copy of it up out of WFA to make sure that the copy that's on record in TIRKS is the same issue as the one that's in their pending file, to make sure that there have been no supps or revisions done on that order. And then they would determine whether or not they have to arrange their schedule or, you know, work it into their work load so that they can get that cut done at whatever time requested by the CLEC. Do you know what percentage of requests are time specific? I don't have that information. Do you know what percentage of requests are being done by a tech other than the tech who did the DVA work?	3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19		here, and my understanding is that we do that as a courtesy. The QCCC will create a handoff on what we call a 48-hour dial tone check. If that CLEC has subscribed to PTA notification then we'll check that CFA again. If there's still no dial tone, which is pretty common, we'll give the CLEC another notification of no dial tone. On due date we have to do it again most of the time to make sure that the CLEC is ready to do the conversion. So we usually do it one hour before, if it's a coordinated cut, and generally we do it prior to when we began doing a conversion of a basic reuse. We do it again, and if there is still no dial tone, we notify the CLEC, and they have the option of doing a verbal CFA change if they want, or they can try and make an attempt to fix their problem. So there's just a lot of stuff built in
23A No, because essentially the same thing happens23give them every opportunity to be successful, and it24whether it's the same tech or a different tech.24seems like we end up doing these checks for dial	4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20	A Q A	time specific and they want it done at 8:00 in the morning, or 9:00 in the morning, they would pull a current copy of it up out of WFA to make sure that the copy that's on record in TIRKS is the same issue as the one that's in their pending file, to make sure that there have been no supps or revisions done on that order. And then they would determine whether or not they have to arrange their schedule or, you know, work it into their work load so that they can get that cut done at whatever time requested by the CLEC. Do you know what percentage of requests are time specific? I don't have that information. Do you know what percentage of requests are being done by a tech other than the tech who did the DVA work? I don't have that information either.	3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20		here, and my understanding is that we do that as a courtesy. The QCCC will create a handoff on what we call a 48-hour dial tone check. If that CLEC has subscribed to PTA notification then we'll check that CFA again. If there's still no dial tone, which is pretty common, we'll give the CLEC another notification of no dial tone. On due date we have to do it again most of the time to make sure that the CLEC is ready to do the conversion. So we usually do it one hour before, if it's a coordinated cut, and generally we do it prior to when we began doing a conversion of a basic reuse. We do it again, and if there is still no dial tone, we notify the CLEC, and they have the option of doing a verbal CFA change if they want, or they can try and make an attempt to fix their problem. So there's just a lot of stuff built in here to make the CLEC successful on due date, and
24 whether it's the same tech or a different tech. 24 seems like we end up doing these checks for dial	4 5 6 7 9 10 11 12 13 14 15 16 17 18 19 20 21	A Q A	time specific and they want it done at 8:00 in the morning, or 9:00 in the morning, they would pull a current copy of it up out of WFA to make sure that the copy that's on record in TIRKS is the same issue as the one that's in their pending file, to make sure that there have been no supps or revisions done on that order. And then they would determine whether or not they have to arrange their schedule or, you know, work it into their work load so that they can get that cut done at whatever time requested by the CLEC. Do you know what percentage of requests are time specific? I don't have that information. Do you know what percentage of requests are being done by a tech other than the tech who did the DVA work? I don't have that information either. Did you take those things into account, though, in	3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21		here, and my understanding is that we do that as a courtesy. The QCCC will create a handoff on what we call a 48-hour dial tone check. If that CLEC has subscribed to PTA notification then we'll check that CFA again. If there's still no dial tone, which is pretty common, we'll give the CLEC another notification of no dial tone. On due date we have to do it again most of the time to make sure that the CLEC is ready to do the conversion. So we usually do it one hour before, if it's a coordinated cut, and generally we do it prior to when we began doing a conversion of a basic reuse. We do it again, and if there is still no dial tone, we notify the CLEC, and they have the option of doing a verbal CFA change if they want, or they can try and make an attempt to fix their problem. So there's just a lot of stuff built in here to make the CLEC successful on due date, and we're trying to help them make them successful and
1 0	4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22	A Q A Q	time specific and they want it done at 8:00 in the morning, or 9:00 in the morning, they would pull a current copy of it up out of WFA to make sure that the copy that's on record in TIRKS is the same issue as the one that's in their pending file, to make sure that there have been no supps or revisions done on that order. And then they would determine whether or not they have to arrange their schedule or, you know, work it into their work load so that they can get that cut done at whatever time requested by the CLEC. Do you know what percentage of requests are time specific? I don't have that information. Do you know what percentage of requests are being done by a tech other than the tech who did the DVA work? I don't have that information either. Did you take those things into account, though, in making your time estimate?	3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22		here, and my understanding is that we do that as a courtesy. The QCCC will create a handoff on what we call a 48-hour dial tone check. If that CLEC has subscribed to PTA notification then we'll check that CFA again. If there's still no dial tone, which is pretty common, we'll give the CLEC another notification of no dial tone. On due date we have to do it again most of the time to make sure that the CLEC is ready to do the conversion. So we usually do it one hour before, if it's a coordinated cut, and generally we do it prior to when we began doing a conversion of a basic reuse. We do it again, and if there is still no dial tone, we notify the CLEC, and they have the option of doing a verbal CFA change if they want, or they can try and make an attempt to fix their problem. So there's just a lot of stuff built in here to make the CLEC successful on due date, and we're trying to help them make them successful and do a conversion that's, you know, problem free. We
	4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23	A Q A Q	time specific and they want it done at 8:00 in the morning, or 9:00 in the morning, they would pull a current copy of it up out of WFA to make sure that the copy that's on record in TIRKS is the same issue as the one that's in their pending file, to make sure that there have been no supps or revisions done on that order. And then they would determine whether or not they have to arrange their schedule or, you know, work it into their work load so that they can get that cut done at whatever time requested by the CLEC. Do you know what percentage of requests are time specific? I don't have that information. Do you know what percentage of requests are being done by a tech other than the tech who did the DVA work? I don't have that information either. Did you take those things into account, though, in making your time estimate? No, because essentially the same thing happens	3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23		here, and my understanding is that we do that as a courtesy. The QCCC will create a handoff on what we call a 48-hour dial tone check. If that CLEC has subscribed to PTA notification then we'll check that CFA again. If there's still no dial tone, which is pretty common, we'll give the CLEC another notification of no dial tone. On due date we have to do it again most of the time to make sure that the CLEC is ready to do the conversion. So we usually do it one hour before, if it's a coordinated cut, and generally we do it prior to when we began doing a conversion of a basic reuse. We do it again, and if there is still no dial tone, we notify the CLEC, and they have the option of doing a verbal CFA change if they want, or they can try and make an attempt to fix their problem. So there's just a lot of stuff built in here to make the CLEC successful on due date, and we're trying to help them make them successful and do a conversion that's, you know, problem free. We give them every opportunity to be successful, and it

18 (Pages 66 to 69)

	Page 70	Page 72
1	Q You said that on step 2A for most CLECs there isn't	1 it in just as long as it can be understood by the
2	dial tone; is that right?	2 QCCC and by anybody else that wants to go into
3	A That's what we seem to find.	3 OSSLOG and look at that.
4	Q What's the value of that check at that point	4 Q So OSSLOG just allows the tech to make
5	A Well	5 handwritten or not handwritten, typed-in
б	Q if you know going in that most times you're not	6 narrative descriptions of things, there's no special
7	going to find dial tone?	7 field for recording the results of a dial tone
8	A DVA, again, stands for design, verify and assign.	8 check?
9	We want to make sure we've got a circuit that's	9 A There's not like a box or anything you would check,
10		10 no.
11		11 Q Just so I understand, is OSSLOG literally just a log
12		12 of running events?
13		13 A OSSLOG is associated to the order in WFA-C. And
14	, , , , , , , , , , , , , , , , , , ,	14 OSSLOG starts as soon as the order hits WFA. And
15		there's a record of everything that happens.
16		16 Handoffs, if somebody does something, notes are put
17		17 in there, comments, if something is is going to
18	e	18 be jeoped for some reason that is put in there.
19		19 That way there's history. If somebody picks it up
20		at some point down the road then they can go back
21		and read the OSSLOG to know what has or hasn't
22		happened, what the tests were, what the results
23	5 5	23 were, does action need to be taken.
24		24 Q But my question is it's just a running log of events
25	dial the CLEC's ANI number, and they'll ANI the	25 that's not preformatted in some fashion?
	Page 71	Page 73
1	number to make sure that it matches up to the number	1 A No. Some of the interactions between WFA-C and
2	that's on the WORD document, and then they also test	2 WFA-DI, those internal things in the operating
3	for polarity, tip and ring polarity, from the CLEC	3 system happen automatically, but any human
4	at the CFA.	4 interface, you'd have to access it and manually put
5	Q So the CFA dial tone check is the tech dials the ANI	5 it in.
6	of the CLEC using the test set?	6 Q Is there anything else done besides what you've
7	A Using a test set or a handset, correct.	7 already described of dialing the ANI to see if
8	Q Anything else that's done at that point to complete	8 there's dial tone and then making an entry in OSSLOG
9	the CFA dial tone check?	9 that's part of step 7 of the provisioning steps?
10	5 1	10 A I can you repeat that question?
11	6	11 Q You've said that the tech dials ANI in order to
12	•	12 complete the CFA dial tone check, and then records
13		13 the results of that in the OSSLOG. Is there
14		14 anything else that's part of step 7 of the
15		15 provisioning steps?
16		16 A On step 7, because it's due date, they will make a
17		17 call in to the QCCC and let the implementor in the
18		18 QCCC know that there is no dial tone on the CLEC's
19		19 CFA. And if that's the case, usually with the
20	· · · · ·	20 CLEC with a COT on the line with the implementor,
21		21 they'll call the CLEC, and if the CLEC wants to do a
22	5 1	22 verbal CFA change, or I guess it's up to them what
23	1	23 they want to do, they would stay on the line, if it
24		<ul><li>was a verbal CFA, they would give us a new CFA, and</li><li>we would rewire it to a new CFA and hopefully that</li></ul>
25		$\mathbf{v}_{A,D}$ we would rewre it to a new UEA and hopetilly that

19 (Pages 70 to 73)

Exhibit Eschelon 2.28 Page 6 of 13

		Page 74			Page 76
1		new CFA would have dial tone on it.	1	۸	I forget what that stands for, but it's a test and
2	0		2	п	turnup implementor in the QCCC.
3	Q	is dial tone, is there anything else that's part of	3	0	And what does it mean to complete the due date work
4		step 7 that you have mentioned already?	4	Q	status?
5	٨	They would enter that into the results of their dial	5	۸	We're giving them a verbal that it has been the
	A			A	
6	0	tone checks into OSSLOG again.	6		cutover or the turnup or whatever it is that we're
7	Q	6	7		working on has been complete and then they notify
8		Let me rephrase the question. Other than what	8		the CLEC so the CLEC can go ahead and do their
9		you've already described, is there anything else	9	~	tests.
10		that's part of step 7?	10	Q	5
11	А	Oh, boy. I'm kind of having a blank right here, I	11		according to the columns. So a new install with
12	_	can't recall right now.	12		performance testing, a new install with cooperative
13	Q		13		testing, and a new coordinated install with
14		now?	14		cooperative testing, and not otherwise. Why is
15		No.	15		that? I take that back. Also the new coordinated
16	Q	Okay. Step 8 we talked a little bit about before, I	16		without cooperative testing. So it's not done on
17		think you indicated that this is where the tech	17		the reuse; right? Let me rephrase that.
18		completes the lift and lay process. Step 9, setup	18		This is only done in some circumstances,
19		of DD test with I&M tech. What is that again? What	19		what are those circumstances?
20		does step 9 entail?	20	А	I'm trying to remember what the responsibilities are
21	Α	Step 9?	21		with performance testing and it's just not coming to
22	Q	Yes.	22		mind here, I'm drawing a blank. But there are
23	А	Setup of due date test with I&M tech?	23		certain things that are required for each one of
24	Q	-	24		these, like performance testing, cooperative
25	A	Okay. That is on a if the installation happens	25		testing, and there's feedback that has to be given
		Page 75			Page 77
1		to be a basic new, for example, it's a new cable	1		to the CLEC and the QCCC does that at the time that
2		pair, and we will test with the outside technician	2		we finish the due date work. So on these that
3		to make sure that they're getting dial tone out	3		require feedback and whether the cutover is
4		there, everything is working good. They'll do some	4		successful, it may be test results, it may be, yeah,
5		transmission tests on it to make sure that the	5		we finished the cut, we did the cut at 10:30 a.m.,
6		parameters are within standards.	6		we were done at 10:35, these things require some
7	0	-	7		kind of feedback to the CLEC.
8	×	the setup of the due date test, what do you mean by	8	Q	And you think it's related to the performance
9		that?	9	×	testing or cooperative testing?
10	А	We'll do what's referred to as head-to-head tests	10	А	Yeah, without having the product catalog in front of
11		with the outside tech, meaning we have a test set,	11	••	me I'm just kind of drawing a blank right now on
12		they have a test set, and we send tests back and	12		what the requirements are in each one of these.
13		forth.	13	0	
$14^{13}$	Q		14	X	work complete in WFA-DI, what does that entail?
$15^{14}$	~	We'll usually we'll usually do one test. Well,	15	А	-
16	А	it's going to depend. It depends on if there's any	16	А	a work request for that due date work and that will
10		special equipment on it, like an FMT or loop	17		be a handoff, like a SPLI-5, SPLI-B, something on
18		extender. Those require some more transmission	18		that order, that tells them what the requirements
10 19			19		are for that particular order. And once they've
20		tests. If it's just a bare cable pair, then we just	20		· · ·
		generally just do I may not name them all, but			done the conversion and made the whatever, then they would as into WEA. DL and they would assumpt to thet
21		we'll do like a thousand and four, and I think we do	21		would go into WFA-DI and they would complete that
22		like a C notch message, test it for noise, and there	22	0	work item, that work request.
23	~	may be another one or two, I just can't recall.	23	Q	And, I'm sorry, tell me again, why is this only done
24	Q	1	24		on reuse where there's a conversion?
25		with CCTI. What is CCTI again?	25	Α	Okay. It's done on a reuse and it's done on a

20 (Pages 74 to 77)

	Page 114		Page 116
1	a process and build a system and build a we had	1	technician to look to make sure it wasn't blocking
2	to put efficiencies in to trying to do batch cuts,	2	egress, doorways, or fire escape routes. We asked
3	which could be a minimum of 25 per day and a maximum	3	them to measure the floor out to make sure that the
4	of 100 per day per CO for all CLECs. In order to do	4	space that they were requesting was available and it
5	that many a day, to do, you know, do all the lift	5	would work there, and if there were any obstructions
6	and lays and try to get wiring done and everything	6	•
7	else, we had to try to add some efficiencies.	7	or reasons why something wouldn't work in that
	•		location, and then they would go back to the
8	And we asked IT to develop the batch	8	planning engineer, collocation planning engineer,
9	status tool, which is the tool that the CLECs can	9	and get back what they found.
10	interface to find out the status of orders, and then	10	Q Did any of that work involve issues related to
11	our techs, our central office techs would status	11	collocation power?
12	their work in there, whether to jeop something or	12	A Yeah, there was, now that you say that. There was
13	complete something or start something, whatever the	13	also another job aid, or process, if you will, that
14	case might be. That eliminated having to go into	14	asked them to check the availability of vacant fuse
15	WFA, to enter things into OSSLOG. However, they	15	positions on power boards, or BF boy, BF gosh
16	still had work steps that they had to complete in	16	darn it.
17	DI. So it took away some of the WFA work, but not	17	Q I can't remember that third letter either, but I
18	all of it.	18	know exactly what you're talking about.
19	Q Can you think of and give us any other examples in	19	A BDFBs, there you go, which are distribution bays for
20	your long experience at Qwest where you or someone	20	power feeds. And then they would say, yeah, there's
21	you know has brought that to someone's attention and	21	a vacant spot here to put a 20 amp or 50 amp or 100
22	then achieved a change or enhancement in the	22	amp, whatever the request was. And basically we
23	process?	23	were just providing them their eyes, is all we were
24	A No.	24	doing.
25	Q I'm almost done, so bear with me. I wrote a note	25	Q So you did not have any input into the collocation
	Page 115		Page 117
1	here, I think you referred earlier to some work you	1	cost study in this case, did you?
2	did at some point in your long career at Qwest	2	A On the placement of
3	dealing with collocations. And can you tell me,	3	Q Well, let me ask you this. Did you have any input
4	very briefly, what collocation work you did?	4	into the collocation cost study that's at issue in
5	A You're talking about the physical collocation work	5	this case that you're aware of?
6	or	6	A I'm sorry, I still don't understand.
7	Q I'm talking about	7	Q And you may have just answered my question. So
8	A Okay.	8	that's fine. There's another study in this case and
9	Q I don't have my notes here. The time period at	9	it's called a collocation cost study and I was just
10	Qwest where I think you said as one of your	10	wondering if you provided any inputs into that study
11	assignments you were doing collocation work, that's	11	and I think your answer is no.
12	at least what I wrote down, so I'm wondering what	12	A No.
13	collocation work you did, and that's the best I can	13	MR. LIPSCHULTZ: That's all I have,
14	do to frame the question for you.	14	thanks.
15	A That goes back a long ways. Some of the things I	15	EXAMINATION
16	did was write some processes on how to do job	16	BY MR. AHLERS:
17	surveys on site for collocation requests. We asked	17	Q Hi, Mr. Jenson, I'm Dennis Ahlers with Eschelon
18	our central office techs to do some of that work	18	Telecom, and I have a few questions for you.
19	instead of having to fly an engineer in from	19	Referring to page 105 of Exhibit 1, and
20	wherever, and we asked the central office tech to do	20	step 7, there was some discussion earlier about
21	a little bit of engineering, almost, to look at an	21	that, and as I understand it you do a dial tone
22	area in the central office where the engineer	22	check in step 2A and then you do another one in step
23	thought they could place a collocation.	23	7; is that right?
24	We asked the technician to look at the	24	A Yes.
25	overhead racking, in the process we asked the	25	Q And briefly what is the reason that you do the
	, in the process we used the		

30 (Pages 114 to 117)

Exhibit Eschelon 2.28 Page 8 of 13

<b></b>		Page 118			Pogo 120
					Page 120
1		econd dial tone check?	1		I don't have the data on that.
2		Well, first of all, we want to make sure we don't	2		What would be when that happens, what additional
3		ave any problems on due date, when we actually do	3		steps do you have to go through?
4		he conversion, that the CLEC is ready, they have	4		Well, we would get on the central office
5		ial tone on their CFA, and that way we don't have	5		technician, if there was no dial tone on the due
б		o delay the conversion or change the due date or	6		date, the central office technician would get on the
7	-	ush it out or supp the order.	7		phone and call the QCCC and get the implementor, and
8	-	And do you do that second dial tone check even if	8		then they would add on the CLEC and tell them, you
9		here is dial tone the first time?	9		know, we got this cut, there's no dial tone, what do
10		In our process we do, yes.	10		you want to do. I mean, it's up to the CLEC to
11	-	And why is that?	11		decide.
12		Things can change. I can say from experience with	12		And at that point, when they tell you what they want
13		ne CLEC that things would change sometimes from DVA	13		to do, what happens next?
14		o due date, on DVA they'd be working and on due	14		Well, it depends on what they tell us to do.
15		ate they wouldn't. Well, they were having switch	15	Q	
16		rouble, part of their switch was not working and	16		make a change on the spot, what happens then?
17		here was no dial tone. So we'd catch things like	17		For example, they give us a new CFA to wire to?
18		hat. Or I've seen situations where stuff has been	18	Q	Correct.
19	•	yped out, and suddenly it was working one day and	19	А	Okay. We would take that verbally and we would go
20		ot the next. I assume it got typed out, 'cause	20		to the wherever the CFA was terminated, most of
21		othing really changed as far as the wiring, but	21		the time on the ICDF, and we would move the jumper.
22		here's just no dial tone at the CFA.	22		Sometimes you have to run a new jumper. But in any
23		What does the term typed out mean?	23		case, we would rewire it to the new CFA that they
24		I use it in somebody, or some system, most likely	24		gave us on a verbal, and then there's some other
25	a	person, types in the order into a switch, and says	25		things that happen as far as the CLEC resubmitting
		Page 119			Page 121
1	tł	his CFA is going to have this phone number with	1		or supping the order, but I'm not familiar with how
2	tł	hese features, et cetera, et cetera, so the person	2		that works upfront because we do require that the
3	tł	hat would actually be doing the we call them	3		order be redesigned to reflect the new CFA on it.
4		ine recent changes.	4	Q	8
5		Would that person be a Qwest person?	5		included in step 7?
6		It would be a CLEC.	6	А	I haven't included that.
7		A CLEC person?	7	Q	Okay. So would it be included in one of the other
8		Um-hum.	8		steps?
9		Is there anything that could happen in between the	9	А	I have not included it anyplace.
10		irst dial tone and the second dial tone test on the	10	Q	So earlier I thought you said you had taken that
11		Qwest side of things?	11		it was one of the things you had taken into account
12		It's possible a jumper might get removed	12		in including it in your times.
13		ccidentally or somebody was placing a jumper and	13	Α	A defective CFA?
14		omething broke. I mean, it's not it's not	14	Q	Yeah.
15		omething we like to see but, I mean, it's possible.	15	A	No, I don't believe I said that.
16	-	I think you said in step 7 that one of the things	16	Q	Okay. If I could have you turn to 135. And this is
17		you'd take into account and commit with times is	17		just a question so that I can understand the
18		hat CLECs would sometimes make a verbal change to a	18		entire or make sure I understand the entire
19		CFA; is that correct?	19		chart. The very last column on the right side, what
20		On due date, we give the if there's no dial tone	20		does that column represent?
21		on the CFA and it's something they can't fix on the	21	Α	J 11 1 J C
22 23		pot over the phone, such as a defective CFA, we	22		level description of these provisioning activities.
23 24		vive them the we give them the opportunity to do verbal CFA.	23		I noticed on 136 there is a list of definitions,
24 25			24 25		however, I never supplied that, and I don't know who
20	Q	And how often does that happen?	40		put that in there, but those definitions don't

31 (Pages 118 to 121)

Page 1

## DEPOSITION OF MARY MADILL BEFORE THE OFFICE OF ADMINISTRATIVE HEARINGS OF THE STATE OF MINNESOTA

In the Matter of Qwest Corporation's Application for Commission Review of TELRIC Rates Pursuant to 47 U.S.C. 251

PUC DOCKET NO. P-421/AM-06-713 OAH DOCKET NO. 3-2500-17511-2

## DEPOSITION OF MARY MADILL,

taken pursuant to Notice, before Janet Shaddix Elling, Registered Professional Reporter and Notary Public, at 1500 Bremer Tower, 445 Minnesota Street, St. Paul, Minnesota, on May 17, 2007, commencing at approximately 9:00 a.m.

\* \* \*

	Page 2		Page 4
1	APPEARANCES:	1	(Whereupon, Minnesota Statute 486.10 was
2	DAVID AAFEDT, Attorney at Law,	2	complied with.)
3	Winthrop & Weinstine, 225 South Sixth Street, Suite	3	MARY MADILL,
4	3500, Minneapolis, Minnesota 55402, and JOAN C.	4	after having been first duly sworn, was
5	PETERSON, Attorney at Law, 200 South Fifth Street,	5	examined and testified on her oath as follows:
6	Room 2200, Minneapolis, Minnesota 55402, appeared	6	EXAMINATION
7	for and on behalf of Qwest Corporation.	7	BY MS. JENSEN:
8	DENNIS AHLERS, Attorney at Law,	8	Q Good morning.
9	730 Second Avenue South, Suite 900, Minneapolis,	9	A Good morning.
10	Minnesota 55402, appeared for and on behalf of	10	Q I'm Linda Jensen and I represent the Department of
11	Eschelon.	11	Commerce. I have a number of questions that I'd
12	DAN LIPSCHULTZ, Attorney at Law,	12	like to ask you, but why don't we start with you
13	Moss & Barnett, 4800 Wells Fargo Center, 90 South	13	just identifying yourself for the record, your name,
14	Seventh Street, Minneapolis, Minnesota 55402,	14	your employer, your position?
15	appeared for and on behalf of the CLEC Coalition.	15	A Okay. I'm Mary Madill, I work for Qwest
16	LINDA S. JENSEN, Assistant Attorney	16	Communications. I have been there for almost 36
17	General, 1400 Bremer Tower, 445 Minnesota Street,	17	years, the last nine of which have been in the
18	St. Paul, Minnesota 55101, appeared for and on	18	wholesale department. Prior to that it was the
19	behalf of the Department of Commerce.	19	consumer retail side of the house, residence,
20	ALSO PRESENT:	20	business, billing, sales, so that's kind of my
21	Doug Denney, Sid Morrison, Terri Million	21	background. I manage the Duluth center that
22	Ed Fagerlund, John Grinager	22	processes the unbundled loop orders, as well as EEL
23		23	orders, some private line orders. Other things,
24	WHEREUPON, the following proceedings were	24	too, but they're not covered in what you're looking
25	duly had and entered of record, to wit:	25	at at this point in time.
	Page 3		Page 5
1	I N D E X	1	Q All right. Why don't we back up. Tell me, when did
2	WITNESS PAGE	2	you start with Qwest?
3	MARY MADILL	3	A Oh, gosh, I think it was 1971. I've been there 36
4	Examination By Ms. Jensen 4	4	years, actually this past January would have been 36
	Examination By Mr. Ahlers 137	5	years.
5	Examination By Mr. Lipschultz 147	6	Q And had you worked for any telephone company prior
6	J III J	7	to that?
7		8	A No.
8		9	Q What was your educational background prior to coming
9		10	to Qwest?
10		11	A High school and I had started college and then got
11		12	married and went with my husband in the service, and
12		13	didn't go back to school, came back, and started
13		14	with Qwest when my husband went overseas.
14		15	Q And when you were with Qwest initially, was that in
15		16	Duluth?
16		17	A Yes.
17		18	
18		18 19	Q Have you been employed at the Duluth location ever since?
19		20	
20		20 21	A No, I've been surplus a few times, I've worked in St. Poul in a building not far from here for
21		21	St. Paul in a building not far from here for
22			two-and-a-half years.
23		23	Q All right. Let's step through chronologically then.
24		24	When you first started with Qwest in 1971, what was
25		25	your first position?

2 (Pages 2 to 5)

		Page 74			Page 76
1		information, the same information for all centers is	1	Q	And who where is Paula out of?
2		populated on that report.	2	Ā	She's located in Denver.
3	Q		3	Q	And do you know if she oversees both national
4	Ā	Des Moines, Minneapolis, Duluth, and then Aegis has	4	-	centers?
5		their Sierra Vista location, they also have an	5	Α	Yes, she does.
6		offshore location in Bangalore, India, and those are	6	Q	The Duluth center, do you know whether you handle a
7		the centers that would be processing the wholesale.	7	-	loop MUX combination?
8		We also have national wholesale work that's	8	А	Yes, we do.
9		processed in Thornton, Colorado, and Dublin, Ohio.	9	Q	And can you explain your understanding of what that
10	Q	National wholesale products, did you say?	10		is?
11	Α	Yes.	11	А	I cannot give you an explanation of what that is.
12	Q	And how is that different from the wholesale	12	Q	Tell me why.
13		products that you process in the other centers?	13	А	Because I don't process those specific type of
14	А	The Des Moines, Minneapolis, Duluth, and the two	14		orders.
15		Aegis centers are primarily processing orders that	15	Q	Do you have even a colloquial understanding of what
16		are within our region, our 14-state region, and the	16		that is?
17		national group is processing wholesale locations	17		MS. PETERSON: Can I ask for a
18		outside of those 14 states.	18		clarification? Are you asking for the function of
19	Q	Do you know if any differences let me back up.	19		the product?
20		You indicated that Aegis is using essentially the	20	BY	MS. JENSEN:
21		same systems and taking making the same steps to	21	Q	I'm asking her for her understanding of what she
22		process orders as you use in Duluth. Do you know if	22		knows about this, what it is, whatever that might
23		that's true of the national centers as well?	23		be.
24		Understanding that they're different products.	24	А	No, I don't have an explanation for that product.
25	А	I know just enough about national that I know they	25	Q	Do you know that it's handled manually or is it
		Page 75			Page 77
1		use different systems than we have.	1		automated?
2	Q	Can you describe generally what you understand about	2	А	That is handled manually.
3		that?	3	Q	And is it handled manually by the same group of
4	А	I do not know anything about their systems other	4		by some subset of the 72 SDCs?
5		than I know they don't use IMA, which is the	5	А	Yes.
6		electronic route that carriers send their requests	6	Q	Is that subset of people distinguished in any way?
7		in to us for LSRs. They have a different system	7	À	No. Is your question is there a separate group that
8		that they type in to process an order, they're not	8		handles loop MUX?
9		using the same systems that we have.	9	Q	Yeah, or a separate group that handles that type of
10	Q	And you don't really know anything about the	10	`	thing, and that type of thing includes the loop MUX,
11	-	differences?	11		is there some distinction that's relevant to you?
12	А	I don't.	12		If those are EELs, then yes, they would be
13	Q	Do you know what they use instead of IMA?	13		there's a separate group of people that handles EEL
14	Α		14		orders. Not all of the SDCs are trained on EELs.
15	Q	Do you get reports on them?	15		And that's a piece of the work that would not be
16	Α	I don't recall that they're on the report that I get	16		handled in Sierra Vista, that is not handled in
17		on a monthly basis. I do believe it's just our	17		Sierra Vista. EELs are not done at contract
18		in-region centers that are on that report that I	18		locations.
19		get.	19	Q	Earlier I think you said you did some training of
20	Q	How many national centers are there? There's two,	20	-	the SDCs; is that correct?
21		did you say, Ohio	21	А	I myself didn't, no, have not done training of SDCs.
22	Α	And in Thornton, Colorado.	22	Q	You develop training plans?
0.0	Q	Do you know who would have do you know who your	23	A	Correct.
23	_			-	
23 24 25		counterpart would be in the national centers? Paula Rozzi, R-O-Z-Z-I.	24 25	Q	Okay. Can you tell me if the Duluth center handles ASRs as well as LSRs?

20 (Pages 74 to 77)

		Page 78			Page 80
1 .	A	Yes, some types of ASRs.	1		typing.
2	Q	Do you know what types?	2	Q	So, for example, all of the EELs are manual?
3	Α	Private line.	3		EEL is all manual, there's no flow through, but EEL
4	Q	Anything else?	4		is actually an LSR product, it comes in on an LSR,
5	А	No.	5		it does not come in on an ASR.
6	Q	Do you know whether the Duluth center handles	6	Q	I'm sorry. Private line is the example you used,
7		commingled EELs, or commingled LMC, loop MUX combo?	7		those are all handled manually?
8.	А	The Duluth center would handle any type of EEL that	8	А	Yes.
9		could be ordered.	9	Q	Do you know what EXACT stands for?
		Including commingled ones?	10	А	I don't.
		If that's a type of EEL that could be requested,	11	Q	Or IABS?
12		then yes, we would be able to process that order.	12	А	I don't.
		You say if that's a type that is ordered. You're	13	Q	You said that when the SDC goes in to look for the
14		not certain if it is?	14		oldest orders, are you describing a screen that
		Correct.	15		they're looking at?
		And why do you say that you handle it if it's a type	16		Yes.
17		of EEL? Is that because you handle all types you	17	Q	And in order to look at the ASRs and the LSRs, are
18 19		know that you handle all types of EELs? Yes.	18		they looking at two different screens?
	-	Do you know what the term commingle refers to?	19 20	А	Yes. Those two products come in via two different
	Q A		20 21		electronic interfaces to the company. So I'm either looking at one or the other, there's no place that
	Q	Do you have I used the term ASR earlier and you	22		they're combined.
23		described that one of the ASRs you handle is a	23	Q	
24		private line. What does the term ASR mean to you?	24	Q A	
		ASR is access service request, versus LSR being	25	0	SDCs who handle both?
		Page 79	23	<u>v</u>	Page 81
1		local service request.	1	А	Yes.
_	Q	Do you have an understanding of how ASRs and LSRs	2	0	And how do they choose what's the oldest order to
3	Q	may be handled differently in your center?	3	•	take when they have the two different systems that
	Δ	Yes, there are different systems that are used to	4		they're working on?
5	11	process the orders.	5		We would normally have them assigned to a specific
	0	Can you describe that in a little more detail,	6		product, to the ASR product. We would have a
7		please?	7		manager looking at the two lists to see where we
8		Are you looking for the types of systems that	8		need help, and if we need if one has greater
	Q	Yeah. You tell me there are different systems used,	9		volume than the other we would then move some of
10		what do you mean by that?	10		those head count resources over and have them start
11	А	Okay. In the LSR world the request from the	11		working LSR work, rather than ASR work, or vice
12		carriers come to us in IMA, and in the ASR side of	12		versa.
13		wholesale those requests come in via EXACT, it's	13	Q	, ,
14		another acronym, E-X-A-C-T. So the work lists are	14		might occur? Is that something you monitor
15		presented differently. As the SDCs go in to select	15		continuously and at 3:00 you might change something
16		their work it looks a little bit different in how	16		over?
17		you select your work to make sure that we're pulling	17	Α	I have a manager who monitors that pretty much
18		the oldest work first. They also issue the orders	18		throughout the day. We pull a report up three times
19		into a different system. The order is created in an	19 20		a day and it's sent to all of the managers in the
20		IABS, I-A-B-S system, versus on the other side of	20		center, should we not have the screens up ourselves
21		the world we're typing into WEBSOP, which is	21		and have the chance to be checking, we can see a
			22		report that's in front of us as for as the volumes
22 23		creating that order for us. The ASR side of the	22 23		report that's in front of us as far as the volumes and the current currency of the work that's out
22 23 24			22 23 24		report that's in front of us as far as the volumes and the current currency of the work that's out there.

21 (Pages 78 to 81)

1         SDC is doing to reflect the type of work coming in at that point?         1         private line and they're going to an they're going to turn it into an LFL or an unbundled loop, that are one into us as an LSR. But we're actually susting a disconnect order on the LSR side for either ASR work and LSR work. There's a lot of movement between the different pointers within the LSR systems that we're using.         1         private line and they're going to an they're going to turn it into an LFL or an unbundled loop, and LSR work. There's a lot of movement between the different pointers within the LSR systems that we're using.         1         Private line and they're going to an they're and a connection order on the LSR side for either the new tEIL or the unbundled loop, So it comes in to us as on element, it's coming in to us as an system stat we're using.           1         Q for the day or the beginning - Tm just urying to get some sense. Is it a change you would they well, at the beginning of a day, the beginning of a day of the day or the beginning of a day of the unsy out a saying.         1         Q for a days. So about how commigled EEL sense mandled, unless you know.           17         A Because volumes aren't predictable it could happen at any of the unsy out a saying.         15         A No, I don't.           18         Q including during the couse of a work shift?         16         Q are you aware of any circumstances where an order would would include an order for a what Tm going to call a commingled product, but is the orders that we day the the LSRs or ASRs in general, one the orders, were still looking for a day of the ther you couse of a work shift?         17         Non ta ware.			Page 82			Page 84
2       at that point?       2       going to turn it into an EEL or an unbundled loop,         3       A Yess.       3       that comes in to us as an LSR. But vere actually         4       Q       Okay.       4       issuing a disconnect order on the private line side and a connection order on the LSR side for either         7       between the different products within the LSR       7       to us as one element, it's coming in to us as an ISR. But vere actually processing an order as an ISR. I'm not sure if that's what you were asking.         9       Q       And I guess my question is would you make a change middly for a given SDC?       10       were asking.         11       A We could.       11       Q       I had asked you earlier if you hew what the term commingled EEL sure handled, unlexy out adout how commingled EEL sure handled, unlexy you adout how commingled EEL sure handled, unlexy you adout how.         12       Q is it more tryical that it would be done like at the beginning of a day, the beginning of a day. the beginning of a more rest method be and think you asaid no, you didn't. And so I'm not going to call a commingled EEL sure handled, unlexy you about how commingled EEL sure handled, unlexy you about how commingled EEL sure handled.         14       M recouse of a work shift?       16       Q are you aware of any circumstances where an order work with the term complicate?         14       A rest sumplexity to boh. I think there are are some of a work shift?       16       A There's complexity to boh. I think	1		SDC is doing to reflect the type of work coming in	1		private line and they're going to an they're
3       A       Yes.       3       That comes in to us as an LSR. But we're actually         4       Q       Okay.       issuing a disconnect order on the private line side and a connection order on the LSR side for either the new EEL or the unbundled loop. So it comes in to us as one element, it's coming in to us as an an ASR more using.         9       Q       Add pues my question is would you make a change midday for a given SDC?       8         10       midday for a given SDC?       10       10         11       A       We could.       11       Q         12       Q       Is it more typical that it would he done like at the comming of a day, the beginning of a day, the beginning of a morth?       13       10       Ind acked you carlier if you knew what the term comminged EEL meant and 1 think you said no, you didn't. And so I'm not going to ask you about how comminged EEL as the heigening of a morth?         14       week, at the beginning of a morth?       14       A       Ne could.       15       A No, I don't.         15       week, at the beginning of a morth?       14       A No, I don't.       16       Q. Are you aware of any circumstances where an order would - would include an order for a - what I'm going to call a commingled EEL are the would and the fore?       17         16       Q. Are 'se.       Q. Including during the course of a work shift?       19       10       10       11       10 <t< td=""><td></td><td></td><td></td><td></td><td></td><td></td></t<>						
4       Q       Okay.       4       issuing a disconnect order on the private line side or either         6       A Normally we are not moving very frequently between       5       and a connection order on the LSR side for either         7       Between the different products within the LSR       7       the new EEL or the unbundled loop. So it comes in to us as an essent sing an disconnect order on the LSR side for either         7       Q       And I guess my question is would you make a change middly for a given SDC?       9       ASR and as an LSR. I'm not sure if that's what you were asking.         11       A We could.       11       Q       Is more typical that it would be done like at the       12       O sit none typical that it would be done like at the       12       O sit none typical that it would be done like at the       12       O sit none typical that it would be done like at the       12       O sit none typical that it would be done like at the       12       O sit none typical that it would be done like at the       12       O sit none typical that it would be done like at the       12       13       A sit a stam of the typical sit a change you would       14       14       It hat as a the beginning of a morth?       15       A No, I don't.         18       at any of the times you're saying.       18       D syntamize as the say on the sit a change you would       14       It more saying.       19       Proteclues both an ASR and an LS		А	-			
5       A Normally we are not moving very frequently between       5       and a connection order on the LSR side for either         7       between the different products within the LSR       7       to as so and element, it's coming in to us as an         8       systems that we're using.       9       Q And I guess my question is would you make a change you would you arbier if you knew what the term mingled ELs are handled, unless you about how commingled ELs. are handled, unless you about how commingled ELs are handled. Indix A no that the you ever heard of that before?         17       A Because volumes aren't predictable it could happen       17         18       going to call a commingled Product, but it's a product that includes both an ASR and an LSR         19       Q Including during the course of a work shif?       19         20       Do you know whether the LSRs or ASRs in general.on       21         21       Q Do you know whether the USR or a supervisor could low either the SDC or a supervisor oranyone elas in the						
6       ASR work and LSR work. There's a lot of movement between the different products within the LSR systems that we're using.       6       the new EEL or the unbounded loop. So it comes in to us as one element, it's coming in to us as an LSR, but we're actually processing an order as an ASR and as an LSR. I'm not sure if that's what you were asking.         9       Q And I guess my question is would you make a change middy for a given SDC?       10       Vere asking.         11       A We could.       11       Q Indusked you earlier if you knew what the term trying to get some sense. Is it a change you would       10       Vere asking.         12       Q Is it more typical that it would be done like at the trying to get some sense. Is it a change you would       11       Q Indusing of a day, the beginning of a week, at the beginning of a day, the beginning of a any of the times you're saying.       15       A No, I don't.         13       Q Including during the course of a work shift?       10       Vere actually processing an order as a yould - would include an order for a - what I'm would - would includes both an ASR and an LSR element. Have you ever heard of that before?         14       Yes.       10       Is there any - are you aware of any system tools or resources that would allowe ther the SDC or a supervisor rayonce else in the manual processing of an ASR and an LSR         15       M There's complexita to boking for a corders that we see too. I's still utilizing a lot orders that we see too. I's still utilizing a lot orders that we see too. I's still utilizing a lot supervisor oral single resource?       <		_				• ·
7       between the different products within the LSR       7       to us as one element, it's coming in to us as an         8       systems that we're using.       7       to us as one element, it's coming in to us as an         10       midday for a given SDC?       10       SR and as an LSR. The not sure if that's what you         12       Q       Is it more typical that it would be done like at the       12       11       Q       I had asked you earlier if you knew what the term         13       beginning of the day or the beginning of a       14       commingled EEL sare handled, unless you know.         14       trying to get some sense. Is it a change you would       14       commingled PELs are handled, unless you know.         15       make at the beginning of a morth?       16       Q. Are you aware of any circumstances where an order         17       A Because volumes aren't predictable it could happen       17       going to call a commingled Product, but it's a         18       q. Including during the course of a work shift?       19       product that includes both an ASR and an LSR         20       Q. No know whether the LSRs or ASRs in genent.one       21       A       The not taware.         21       Q. Including during the course of a work shift?       29       resources that would allow eave of any system tools or         23       A There's compl						
8       systems that we're using.       8       LSR, but we're achally processing an order as a a an order as an order as an order as an order as a an o	7					
9       Q. And I guess my question is would you make a change midday for a given SDC?       9       A Re could.       10       were asking.         10       A We could.       11       Q I had asked you earlier if you knew what the term commingled EEL meant and I think you said no, you didn't. And so I'm not going to ask you about how commingled EELs are handled, unless you know.         14       trying to get some sense. Is it a change you would       14       14       C I had asked you earlier if you knew what the term commingled EELs are handled, unless you know.         15       make at the beginning of a day, the beginning of a       16       Q Are you aware of any circumstances where an order would - would include an order for a - what I'm going to call a commingled product, but it's a product that includes both an ASR and an LSR         16       Q Including during the course of a work shift?       19       Q Including during the course of a work shift?       19       Porduct that includes both an ASR and an LSR         20       A Yes.       18       going to call a commingled product, but it's a product that includes both an ASR and an LSR       18       Page 80         21       Q Do you know whether the LSRs or ASRs in general, one you aware of any system tools or a supervisor or anyone else in the manual processing to an ASR and an LSR       20       I'm not aware.       22       Q Is there any - are you aware of any ASR and an LSR         22       O you know whether we scoon. It's still utilizing a lot       3<	8					•
10       midday for a given SDC?       10       were asking.         11       A We could.       11       Q       Ish in more typical that it would be done like at the teginning of the day or the beginning - I'm just       11       Q       Ish in more typical that it would be done like at the teginning of a day, the beginning - I'm just       11       Q       Ish in more typical that it would be done like at the teginning of a day, the beginning of a month?       13       Charles are handled, unless you about how commigled EEL meant and I think you said on the systems to would - would include an order for a - what I'm going to call a commingled product, but it's a going to call a commingled product, but it's a going to call a commingled product, but it's a product that includes both an ASR and an LSR         12       Q       Do you know whether the LSRs or ASRs in general, one other, is more complicated?       21       A       A There's complexity to both. I think there are some 23       21       A There's complexity to both. I think there are some 23       21       A There's complexity to both. I think there are some 23       22       Is there any - are you aware of any system tools or resources that would allow either the SDC or a supervisor or anyone else in the manual processing of a ASR and an LSR         12       that are just as complex as some of the private line 2       0 Is there any fing for day or a single resource?       23         13       that are gives as ome of the private line 3       1       that were part of a single order or were going to be used by the customer as a single re	9	Q	• •			
11       A       We could.       11       Q       I had asked you earlier if you knew what the term         12       Q       Is it more typical that it would be done like at the terming of the day or the beginning of Image.       11       Commingled EEL meant and I think you said no, you didn't. And so I'm not going to asky ou about how commingled EELs are handled, unless you know.         14       make at the beginning of a day, the beginning of a       15       A       No, I don't.         16       week, at the beginning of a day, the beginning of a       16       Q       Are you aware of any circumstances where an order would would include an order for a what I'm going to call a commingled product, but it's a         19       Q       Including during the course of a work shif?       19       going to call a commingled product, but it's a         21       Q       Do you know whether the LSRs or ASRs in general, one       21       A       A I'm not aware.         22       Q       Is there are y - are you aware of any system tools or resources that would allow either the SDC or a       supervisor or anyone else in the manual processing         23       But I think there are also unbundled loops and EELs       25       to coordinate the processing of an ASR and an LSR         24       unbundled loops the system. Tool adjate those orders come in to us       3       A And you queestion as a single resource?         3       A there	10	-		10		
12       Q       Is it more typical that it would be done like at the beginning of the day or the beginning of T must       13       commingled EEL meant and I think you said no, you didn't. And so Tm not going to ask you about how commingled EELs are handled, unless you know.         15       make at the beginning of a day, the beginning of a       15       A       No, I don't.         16       week, at the beginning of a day, the beginning of a       15       A       No, I don't.         17       A Because volumes aren't predictable it could happen       15       A       No, I don't.         18       going to call a commingled EEL ware handled, unless you know.       product that includes both an ASR and an LSR         20       A Yes.       20       It more twould include an order for a what I'm going to call a commingled EEL ware handled, unless you know.         21       Q Do you know whether the LSRs or ASRs in general, ore       21       A       Tm not aware.         20       A Yes.       20       Is there any are you aware of any system tools or a supervisor or anyone else in the manual processing to a supervisor or anyone else in the manual processing to a supervisor or anyone else in the manual processing to a supervisor or anyone else in the manual processing to be used by the customer as a single resource?         23       A There's complexity to both. I think there are also unbundled loops and EELs       1       that are just as complex as some of the private line       1	11	А		11	Q	
14       trying to get some sense. Is it a change you would       14       commingled EELs are handled, unless you know.         15       make at the beginning of a day, the beginning of a       15       A No, 1 dont.         15       week, at the beginning of a day, the beginning of a       15       A No, 1 dont.         16       week, at the beginning of a day, the beginning of a       15       A No, 1 dont.         17       A Because volumes aren't predictable it could happen       17       going to call a commingled product, but it's a         18       going to call a commingled product, but it's a       product that includes both an ASR and an LSR         20       A Yes.       20       Is three are - ary - are you aware of any system tools or resources that would allow either the SDC or a         21       Q Droyou know whether the LSRs or ASRs in general, one       23       A There's complexity to both. 1 think there are aso unbundled loops.       24         23       A There's complexity to both. 1 think there are aso unbundled loops and EELs       25       but it hink there are also unbundled loops.       24         24       unbundled loops that are easier unbundled loops.       24       supervisor or anyone else in the manual processing of an ASR and an LSR         25       of the same Qweet systems. The orders come in to us       4       A And your question was is there a tool?         4	12	Q	Is it more typical that it would be done like at the	12	-	
15       A No, I don't.         16       week, at the beginning of a month?       16       Q Are you aware of any circumstances where an order         17       A Because volumes aren't predictable it could happen       16       Q Are you aware of any circumstances where an order         18       at any of the times you're saying.       18       going to call a commingled product, but it's a         19       Q Including during the course of a work shif?       19       product that includes both an ASR and an LSR         20       or the other, is more complicated?       20       Is there any are you aware of any system tools or         21       Q Do you know whether the LSRs or ASRs in general, one       21       A There's complexity to boh. I think there are some         23       A There's complexity to boh. I think there are some       23       to coordinate the processing of an ASR and an LSR         24       unbundled loops that are easier unbundled loops.       24       supervisor or anyone else in the manual processing         25       but I think there are also unbundled loops and ELS       25       to coordinate the processing of an ASR and an LSR         26       orders that we secto. It's still utilizing a lot       3       A And your question was is there a too?         3       of the same Qwest systems. The orders come in to us       3       A And your question was is there a too?	13		beginning of the day or the beginning I'm just	13		didn't. And so I'm not going to ask you about how
16       week, at the beginning of a month?       16       Q       Are you aware of any circumstances where an order would – would – would include an order for a - what I'm going to call a commingled product, but it's a product that includes both an ASR and an LSR         17       A Yes.       19       Q       Including during the course of a work shift?       19       product that includes both an ASR and an LSR         20       A Yes.       20       a transpace of any ork shift?       19       product that includes both an ASR and an LSR         21       Q       Do you know whether the LSRs or ASRs in general, one or the other, is more complicated?       22       Q       Is there any are you aware of any system tools or resources that would allow either the SDC or a supervisor or anyone else in the manual processing         22       or the other, is more complex ansome of the private line       11       that are just as complex as some of the private line       12         2       or the same Qweest systems. The orders come in to us differently, but internally were still looking for       1       4       A And your question was is there a tool?         3       A The orders when they flow out of our center after       10       Q       Yeal. Is there anyrhing like ether the CSR or a supervisor could do to allow the provisoring of that to occur essentially simultaneously?         7       can process them.       7       A No, because they're buil'in two different systems.      <	14		trying to get some sense. Is it a change you would	14		commingled EELs are handled, unless you know.
17       A Because volumes aren't predictable it could happen at any of the times you're saying.       17       would would include an order for a what I'm at any of the times you're saying.         18       going to call a commingled product, but it's a product that includes both an ASR and an LSR         20       A Yes.       20         21       Q Do you know whether the LSRs or ASRs in general, one or the other, is more complicated?       21         23       A There's complexity to both. I think there are some unbundled loops that are easier unbundled loops.       24         24       unbundled loops that are easier unbundled loops.       24         25       But I think there are also unbundled loops.       24         26       of the same Qwest systems. The orders come in to us differently, but internally we're still looking for can process them.       1       that were part of a single order or were going to be used by the customer as a single resource?         3       A The orders when they flow out of our center after they've been provisioned to go to the design order, what do you mean by that?       3       A And your question was is there a tool?         4       Q Files       Q Is there anything thic WEBSOP that allows those systems to talk to one another that translates information?       3         10       A The orders when they flow out of our center after they've been provisioned to go to the design center they've been provisioned to go to the design center they're different billing systems, to ta	15		make at the beginning of a day, the beginning of a	15	А	No, I don't.
18       at any of the times you're saying.       18       going to call a commingled product, but it's a         19       Q       Including during the course of a work shift?       19       product that includes both an ASR and an LSR         21       Q       Do you know whether the LSRs or ASRs in general, one       celement. Have you ever heard of that before?         21       Q       Do you know whether the LSRs or ASRs in general, one       celement. Have you ever heard of that before?         22       or the other, is more complicated?       22       Q       Is there any - are you aware of any system tools or         23       A       Three's complexity to both. I think there are one       24       supervisor or anyone else in the manual processing         24       unbundled loops that are easier unbundled loops and EELs       25       that are just as complex as some of the private line       1         2       of the same Qwest systems. The orders come in to us       4       that were part of a single order, or were going to be       2       used by the customer as a single resource?         3       of the same Qwest systems. The orders before we       1       that were part of a single order, were still looking for       4       Q       Yeah. Is there anything that either the CSR or a         4       differently, but internally we're still looking for       4       Q       Yeah. Is there any	16			16	Q	Are you aware of any circumstances where an order
19       Q       Including during the course of a work shift?       19       product that includes both an ASR and an LSR       element. Have you ever heard of that before?         20       A       Yes.       20       a time tave you ever heard of that before?       21         21       Q       Do you know whether the LSRs or ASRs in general, one       22       Q       Is there any are you aware of any system tools or resources that would allow either the SDC or a         22       Q       Is there any are you aware of any system tools or resources that would allow either the SDC or a         23       A       There's complexity to both. I think there are some       23         24       unbundled loops and EELs       24       Supervisor or anyone else in the manual processing of an ASR and an LSR         25       But I think there are also unbundled loops.       24       supervisor or anyone else in the manual processing of an ASR and an LSR         26       orders that we see too. It's still utilizing a lot       1       that are just as complex as some of the private line       1         27       of the same Qwest systems. The orders come in to us       3       A       And your question was is there a tool?       4       Q       Yeach. Is there anything that either the CSR or a       supervisor could do to allow the provisioning of       that we cesentially simultaneously?       7       A       No, bec	17	А	Because volumes aren't predictable it could happen	17		would would include an order for a what I'm
20       A       Yes.       20       element. Have you ever heard of that before?         21       Q       Do you know whether the LSRs or ASRs in general, one       21       A       Tm not aware.         20       or the other, is more complicated?       22       Q       Is there any are you aware of any system tools or resources that would allow either the SDC or a         23       A       There's complexity to both. I think there are some       23       resources that would allow either the SDC or a         24       unbundled loops that are easier unbundled loops.       24       supervisior or anyone else in the manual processing         25       But I think there are also unbundled loops.       24       supervisior or anyone else in the manual processing         26       orders that we see too. It's still utilizing a lot       25       to coordinate the processing of an ASR and an LSR         2       of the same Qwest systems. The orders come in to us       3       A       And your question was is there a tool?         3       of the same furger still looking at some of the       5       supervisor could do to allow the provisioning of         4       differently, but internally were still looking at some of the       5       supervisor could do to allow the provisioning of         6       same information to validate those orders before were       6       that to occure sest				18		
21       Q       Do you know whether the LSRs or ASRs in general, one or the other, is more complicated?       21       A       The not aware.         22       Q       Is there any are you aware of any system tools or resources that would allow either the SDC or a supervisor or anyone else in the manual processing         23       A       There's complexity to both. I think there are some       23         24       unbundled loops that are easier unbundled loops.       24         25       But I think there are also unbundled loops and EELs       25         26       reage 83       Page 85         7       that are just as complex as some of the private line       1       that were part of a single order or were going to be         2       orders that we see too. It's still utilizing a lot       3       A       And your question was is there a tool?         3       4       differently, but internally we're still looking for       4       Q       Yeah. Is there anything that either the CSR or a supervisor could do to allow the provisioning of         6       same information to validate those orders before we       7       A       No, because they're built in two different systems.         9       mean by that?       9       14       A Ves.       10       Q       Is there anything like WEBSOP that allows those         12       within the network gro	19	Q	Including during the course of a work shift?	19		product that includes both an ASR and an LSR
22       or the other, is more complicated?       22       Q       Is there any are you aware of any system tools or resources that would allow either the SDC or a supervisor or anyone else in the manual processing         23       A       There's complexity to both. I think there are ason unbundled loops.       23       supervisor or anyone else in the manual processing         24       unbundled loops that are easier unbundled loops and EELs.       24       supervisor or anyone else in the manual processing of an ASR and an LSR         25       But I think there are also unbundled loops and EELs.       25       to coordinate the processing of an ASR and an LSR         26       orders that we see too. It's still utilizing a lot       2       used by the customer as a single resource?         3       of the same Qwest systems. The orders come in to us       3       A       And your question was is there a tool?         4       differently, but internally we're still looking at some of the       5       supervisor could do to allow the provisioning of         6       same information to validate those orders before we       7       A       No, because they're built in two different systems, and the orders         9       mean by that?       9       are input into entirely different systems.       10         10       A       The orders when they flow out of our center after       10       Q       Is there anything like WEBS		А				•
23       A       There's complexity to both. I think there are some unbundled loops that are easier unbundled loops.       23       resources that would allow either the SDC or a supervisor or anyone else in the manual processing to coordinate the processing of an ASR and an LSR         24       But I think there are also unbundled loops.       24       supervisor or anyone else in the manual processing to coordinate the processing of an ASR and an LSR         25       I       that are just as complex as some of the private line orders that we see too. It's still utilizing a lot       1       that we part of a single order or were going to be used by the customer as a single resource?       2         3       of the same Qwest systems. The orders come in to us differently, but internally we're still looking for to any products free.       3       A       And your question was is there a tool?       4       Q       Yeah. Is there anything that either the CSR or a supervisor could do to allow the provisioning of that to occur essentially simultaneously?       7       A       No, because they're built in two different systems, they're different billing systems, and the orders are input into entirely different systems.         10       A       The orders when they flow out of our center after they've been provisioned to go to the design center       10       Q       Is there anything like WEBSOP that allows those systems.       11       Systems to talk to one another that translates       12       information?       12       14       Yes.       13       A		Q			А	
24unbundled loops that are easier unbundled loops.24supervisor or anyone else in the manual processing to coordinate the processing of an ASR and an LSR25But I think there are also unbundled loops and EELs25but i the manual processing to coordinate the processing of an ASR and an LSR26Page 83Page 851that are just as complex as some of the private line orders that we see too. It's still utilizing a lot of the same Qwest systems. The orders come in to us differently, but internally we're still looking for to and formation to validate those orders before we can process them.1that were part of a single order or were going to be used by the customer as a single resource?8QTreah. Still utilizing alot differently, but internally we're still looking for to and formation to validate those orders before we can process them.7ANo, because they're built in two different systems, they're different systems, and the orders are input into entirely different systems.10AThe orders when they flow out of our center after they're been provisioned to go to the design center they're been provisioned to go to the design center13ANot that I'm aware of.13QAll of them?13ANot that Tim aware of.14AYes.14QOkay. And I think you said on the ASR side, the billing system is IABS?16ASR and an LSR element?16AYes.17QAnd what was the billing system on the LSR side?18From a private line, they're disconnecting a private line and turning it into an unbundled			*		Q	
25       But I think there are also unbundled loops and EELs       25       to coordinate the processing of an ASR and an LSR         Page 83       Page 85         1       that are just as complex as some of the private line       1       that were part of a single order or were going to be         2       orders that we see too. It's still utilizing a lot       2       used by the customer as a single resource?         3       of the same Qwest systems. The orders come in to us       4       A And your question was is there a tool?         4       differently, but internally we're still looking at some of the       5       supervisor could do to allow the provisioning of         6       same information to validate those orders before we       6       that to occur essentially simultaneously?         7       can process them.       7       A No, because they're built in two different systems,         8       Q I'm sorry. When you say design order, what doy ou       9       are input into entirely different systems.         10       A The orders when they flow out of our center after       10       Q Is there anything like WEBSOP that allows those         11       they're been provisioned to go to the design center       11       systems to talk to one another that translates         12       within the network group.       12       information?       13       A Not that I'm aware o		А				
Page 83Page 851that are just as complex as some of the private line1that were part of a single order or were going to be2orders that we see too. It's still utilizing a lot1that were part of a single order or were going to be3of the same Qwest systems. The orders come in to us4A And your question was is there a tool?4differently, but internally were still looking for4Q Yeah. Is there anything that either the CSR or a5same information to validate those orders before we5supervisor could do to allow the provisioning of6same information to validate those orders before we7A No, because they're built in two different systems,8Q I'm sorry. When you say design order, what do you8they're different billing systems, and the orders9mean by that?9are input into entirely different systems.10A The orders when they flow out of our center after10Q11they're been provisioned to go to the design center10a Not that I'm aware of.12within the network group.13A Not that I'm aware of.14A Yes.14Q Ves.15Q Are you aware of any products that entail both an1516ASR and an LSR element?16A Yes.17A We have customers who would be moving from an ASR,1718from a private line, they're inormally a2020EEL, but it's not simultaneous, they're normally a2021conversion from private line to						
1that are just as complex as some of the private line1that were part of a single order or were going to be2orders that we see too. It's still utilizing a lot2used by the customer as a single resource?3of the same Qwest systems. The orders come in to us4A And your question was is there a tool?4differently, but internally we're still looking for4Q5design orders, we're still looking at some of the5supervisor could do to allow the provisioning of6same information to validate those orders before we6that to occur essentially simultaneously?7A No, because they're built in two different systems,8P Im sorry. When you say design order, what do you9mean by that?9are input into entirely different systems.10A The orders when they flow out of our center after10Q11they've been provisioned to go to the design center11information?13Q All of them?13A Not that I'm aware of.14A Yes.14QOkay. And I think you said on the ASR side, the15Q Are you aware of any products that entail both an15billing system is IABS?16ASR and an LSR element?16A Yes.17A We have customers who would be moving from an ASR,7Q And what was the billing system on the LSR side?18from a private line, they're disconnecting a private18A CRIS.19line and turning it into an unbundled loop or an19Q Do the CSRs, or	25		But I think there are also unbundled loops and EELs	25		to coordinate the processing of an ASR and an LSR
2orders that we see too. It's still utilizing a lot2used by the customer as a single resource?3of the same Qwest systems. The orders come in to us4A And your question was is there a tool?4differently, but internally we're still looking for4Q5design orders, we're still looking at some of the56same information to validate those orders before we67can process them.78QI'm sorry. When you say design order, what do you89mean by that?710AThe orders when they flow out of our center after1011they've been provisioned to go to the design center1112within the network group.1213QAll of them?1314AYes.15QAre you aware of any products that entail both an16ASR and an LSR element?1617AWe have customers who would be moving from an ASR,18from a private line, they're disconnecting a private19line and turning it into an unbundled loop or an21conversion from private line to EEL or unbundled.22QQAnd do you know whether Qwest provisions any23products for CLECs that involve both an ASR and an24LSR element?24LSR element?25LSR element?26And do you know whether Qwest provisions any27G28A cCRLS. <tr< td=""><td></td><td></td><td>Page 83</td><td></td><td></td><td>Page 85</td></tr<>			Page 83			Page 85
3of the same Qwest systems. The orders come in to us differently, but internally we're still looking for design orders, we're still looking at some of the same information to validate those orders before we can process them.3AAnd your question was is there a tool?6same information to validate those orders before we mean by that?6supervisor could do to allow the provisioning of that to occur essentially simultaneously?7can process them.7ANo, because they're built in two different systems, are input into entirely different systems.10AThe orders when they flow out of our center after they've been provisioned to go to the design center10QIs there anything like WEBSOP that allows those systems to talk to one another that translates information?13QAll of them?13ANot that I'm aware of.14AYes.14QOkay. And I think you said on the ASR side, the billing system is IABS?16ASR and an LSR element?16AYes.17AWe have customers who would be moving from an ASR, from a private line, they're disconnecting a private line and turning it into an unbundled loop or an conversion from private line to EEL or unbundled.19QDo the CSRs, or any of the other employees supervising or training the CSRs, depend on the productify measures?22QAnd do you know whether Qwest provisions any products for CLECs that involve both an ASR and an LSR element?23CSRs? Are you meaning MS. JENSEN: I'm sorry. Am I using the	1		that are just as complex as some of the private line	1		that were part of a single order or were going to be
4differently, but internally we're still looking for design orders, we're still looking at some of the same information to validate those orders before we can process them.4QYeah. Is there anything that either the CSR or a supervisor could do to allow the provisioning of that to occur essentially simultaneously?7can process them.7ANo, because they're built in two different systems, they're different billing systems, and the orders are input into entirely different systems.8QI'm sorry. When you say design order, what do you mean by that?8they're different billing systems, and the orders are input into entirely different systems.10AThe orders when they flow out of our center after they've been provisioned to go to the design center10QIs there anything like WEBSOP that allows those systems to talk to one another that translates information?13QAll of them?13ANo that I'm aware of.14AYes.14QOkay. And I think you said on the ASR side, the billing system is IABS?16A SR and an LSR element?16AYes.17AWe have customers who would be moving from an ASR, from a private line, they're disconnecting a private line and turning it into an unbundled loop or an conversion from private line to EEL or unbundled.19QDo the CSRs, or any of the other employees supervising or training the CSRs, depend on the productivity measures?22QAnd do you know whether Qwest provisions any products for CLECs that involve both an ASR and an LSR element?23CSRs? Are	2			2		used by the customer as a single resource?
5design orders, we're still looking at some of the same information to validate those orders before we can process them.5supervisor could do to allow the provisioning of that to occur essentially simultaneously?7can process them.7ANo, because they're built in two different systems, they're different billing systems, and the orders are input into entirely different systems.8QI'm sorry. When you say design order, what do you mean by tha?8they're different billing systems, and the orders are input into entirely different systems.10AThe orders when they flow out of our center after they've been provisioned to go to the design center10QIs there anything like WEBSOP that allows those11they've been provisioned to go to the design center11systems to talk to one another that translates information?13QAll of them?13ANot that I'm aware of.14AYes.14QOkay. And I think you said on the ASR side, the billing system is IABS?16A SR and an LSR element?16AYes.17AWe have customers who would be moving from an ASR, line and turning it into an unbundled loop or an line and turning it into an unbundled loop or an line and turning it into an unbundled loop or an line and turning it into an unbundled loop or an line and turning it the EEL or unbundled.21productivity measures?22QAnd do you know whether Qwest provisions any products for CLECs that involve both an ASR and an line and turning the the EEL or unbundled.21SIEYSENS: Can I ask	3		- ·	3		
6same information to validate those orders before we can process them.6that to occur essentially simultaneously?7can process them.7ANo, because they're built in two different systems,8QI'm sorry. When you say design order, what do you mean by that?8they're different billing systems, and the orders9mean by that?9are input into entirely different systems.10AThe orders when they flow out of our center after they've been provisioned to go to the design center10QIs there anything like WEBSOP that allows those11they've been provisioned to go to the design center within the network group.12information?13QAll of them?13ANot that I'm aware of.14AYes.14QOkay. And I think you said on the ASR side, the15QAre you aware of any products that entail both an from a private line, they're disconnecting a private18ACRIS.19line and turning it into an unbundled loop or an enversion from private line to EEL or unbundled.20supervising or training the CSRs, depend on the productivity measures?22QAnd do you know whether Qwest provisions any products for CLECs that involve both an ASR and an supervising or training the CSRs? Are you meaning LSR element?24MS. JENSEN: I'm sorry. Am I using the	4				-	
7can process them.7ANo, because they're built in two different systems,8QI'm sorry. When you say design order, what do you8they're different billing systems, and the orders9mean by that?9are input into entirely different systems.10AThe orders when they flow out of our center after10QIs there anything like WEBSOP that allows those11they've been provisioned to go to the design center11systems to talk to one another that translates12within the network group.12information?13QAll of them?13A14A Yes.14QOkay. And I think you said on the ASR side, the15QAre you aware of any products that entail both an15billing system on the LSR side?16A SR and an LSR element?16A Yes.17AWe have customers who would be moving from an ASR, from a private line, they're disconnecting a private18A CRIS.19line and turning it into an unbundled loop or an conversion from private line to EEL or unbundled.21productivity measures?22QAnd do you know whether Qwest provisions any products for CLECs that involve both an ASR and an23CSRs? Are you meaning24LSR element?24MS. JENSEN: I'm sorry. Am I using the	5		÷ •			
8QI'm sorry. When you say design order, what do you mean by that?8they're different billing systems, and the orders are input into entirely different systems.10AThe orders when they flow out of our center after they've been provisioned to go to the design center10QIs there anything like WEBSOP that allows those11they've been provisioned to go to the design center11systems to talk to one another that translates12within the network group.12information?13QAll of them?13A14AYes.14QOkay. And I think you said on the ASR side, the billing system is IABS?16ASR and an LSR element?16AYes.17AWe have customers who would be moving from an ASR, from a private line, they're disconnecting a private18ACRIS.19line and turning it into an unbundled loop or an conversion from private line to EEL or unbundled.21productivity measures?20EEL, but it's not simultaneous, they're normally a conversion from private line to EEL or unbundled.21productivity measures?22QAnd do you know whether Qwest provisions any products for CLECs that involve both an ASR and an cSR?23CSRs? Are you meaning24LSR element?24MS. JENSEN: I'm sorry. Am I using the						
9mean by that?9are input into entirely different systems.10AThe orders when they flow out of our center after10QIs there anything like WEBSOP that allows those11they've been provisioned to go to the design center11systems to talk to one another that translates12within the network group.12information?13QAll of them?13A14AYes.14QOkay. And I think you said on the ASR side, the15QAre you aware of any products that entail both an15billing system is IABS?16ASR and an LSR element?16AYes.17AWe have customers who would be moving from an ASR, from a private line, they're disconnecting a private18ACRIS.19line and turning it into an unbundled loop or an EEL, but it's not simultaneous, they're normally a conversion from private line to EEL or unbundled.21productivity measures?22QAnd do you know whether Qwest provisions any products for CLECs that involve both an ASR and an LSR element?23CSRs? Are you meaning MS. JENSEN: I'm sorry. Am I using the			•			
10AThe orders when they flow out of our center after they've been provisioned to go to the design center within the network group.10QIs there anything like WEBSOP that allows those systems to talk to one another that translates12within the network group.12information?13QAll of them?13ANot that I'm aware of.14AYes.14QOkay. And I think you said on the ASR side, the billing system is IABS?16ASR and an LSR element?16AYes.17AWe have customers who would be moving from an ASR, from a private line, they're disconnecting a private18ACRIS.19line and turning it into an unbundled loop or an conversion from private line to EEL or unbundled.20supervising or training the CSRs, depend on the productivity measures?22QAnd do you know whether Qwest provisions any products for CLECs that involve both an ASR and an LSR element?23CSRs? Are you meaning MS. JENSEN: I'm sorry. Am I using the		Q		-		
11they've been provisioned to go to the design center11systems to talk to one another that translates12within the network group.12information?13QAll of them?13ANot that I'm aware of.14AYes.14QOkay. And I think you said on the ASR side, the15QAre you aware of any products that entail both an15billing system is IABS?16ASR and an LSR element?16AYes.17AWe have customers who would be moving from an ASR,17QAnd what was the billing system on the LSR side?18from a private line, they're disconnecting a private18ACRIS.19line and turning it into an unbundled loop or an19QDo the CSRs, or any of the other employees20EEL, but it's not simultaneous, they're normally a20supervising or training the CSRs, depend on the21conversion from private line to EEL or unbundled.21productivity measures?22QAnd do you know whether Qwest provisions any22MS. PETERSON: Can I ask what you mean by23products for CLECs that involve both an ASR and an23CSRs? Are you meaning24LSR element?24MS. JENSEN: I'm sorry. Am I using the			•		~	
12within the network group.12information?13QAll of them?13ANot that I'm aware of.14AYes.14QOkay. And I think you said on the ASR side, the15QAre you aware of any products that entail both an15billing system is IABS?16ASR and an LSR element?16AYes.17AWe have customers who would be moving from an ASR,17QAnd what was the billing system on the LSR side?18from a private line, they're disconnecting a private18ACRIS.19line and turning it into an unbundled loop or an19QDo the CSRs, or any of the other employees20EEL, but it's not simultaneous, they're normally a20supervising or training the CSRs, depend on the21conversion from private line to EEL or unbundled.21productivity measures?22QAnd do you know whether Qwest provisions any22MS. PETERSON: Can I ask what you mean by23products for CLECs that involve both an ASR and an23CSRs? Are you meaning24LSR element?24MS. JENSEN: I'm sorry. Am I using the		А	•			
13QAll of them?13ANot that I'm aware of.14AYes.14QOkay. And I think you said on the ASR side, the15QAre you aware of any products that entail both an15billing system is IABS?16ASR and an LSR element?16AYes.17AWe have customers who would be moving from an ASR,17QAnd what was the billing system on the LSR side?18from a private line, they're disconnecting a private18ACRIS.19line and turning it into an unbundled loop or an19QDo the CSRs, or any of the other employees20EEL, but it's not simultaneous, they're normally a20supervising or training the CSRs, depend on the21conversion from private line to EEL or unbundled.21productivity measures?22QAnd do you know whether Qwest provisions any22MS. PETERSON: Can I ask what you mean by23products for CLECs that involve both an ASR and an23CSRs? Are you meaning24LSR element?24MS. JENSEN: I'm sorry. Am I using the						•
14AYes.14QOkay. And I think you said on the ASR side, the15QAre you aware of any products that entail both an15billing system is IABS?16ASR and an LSR element?16AYes.17AWe have customers who would be moving from an ASR,17QAnd what was the billing system on the LSR side?18from a private line, they're disconnecting a private18ACRIS.19line and turning it into an unbundled loop or an19QDo the CSRs, or any of the other employees20EEL, but it's not simultaneous, they're normally a20supervising or training the CSRs, depend on the21conversion from private line to EEL or unbundled.21productivity measures?22QAnd do you know whether Qwest provisions any22MS. PETERSON: Can I ask what you mean by23products for CLECs that involve both an ASR and an23CSRs? Are you meaning24LSR element?24MS. JENSEN: I'm sorry. Am I using the		0	÷ .			
15QAre you aware of any products that entail both an ASR and an LSR element?15billing system is IABS?16A SR and an LSR element?16A Yes.17AWe have customers who would be moving from an ASR, from a private line, they're disconnecting a private16A Yes.18from a private line, they're disconnecting a private18A CRIS.19line and turning it into an unbundled loop or an EEL, but it's not simultaneous, they're normally a conversion from private line to EEL or unbundled.19QDo the CSRs, or any of the other employees supervising or training the CSRs, depend on the productivity measures?22QAnd do you know whether Qwest provisions any products for CLECs that involve both an ASR and an LSR element?23CSRs? Are you meaning MS. JENSEN: I'm sorry. Am I using the		-				
16ASR and an LSR element?16AYes.17AWe have customers who would be moving from an ASR, from a private line, they're disconnecting a private16AYes.18from a private line, they're disconnecting a private18ACRIS.19line and turning it into an unbundled loop or an19QDo the CSRs, or any of the other employees20EEL, but it's not simultaneous, they're normally a conversion from private line to EEL or unbundled.20supervising or training the CSRs, depend on the productivity measures?22QAnd do you know whether Qwest provisions any products for CLECs that involve both an ASR and an LSR element?23CSRs? Are you meaning MS. JENSEN: I'm sorry. Am I using the					~	
17AWe have customers who would be moving from an ASR, from a private line, they're disconnecting a private17QAnd what was the billing system on the LSR side?18from a private line, they're disconnecting a private18ACRIS.19line and turning it into an unbundled loop or an19QDo the CSRs, or any of the other employees20EEL, but it's not simultaneous, they're normally a20supervising or training the CSRs, depend on the21conversion from private line to EEL or unbundled.21productivity measures?22QAnd do you know whether Qwest provisions any22MS. PETERSON: Can I ask what you mean by23products for CLECs that involve both an ASR and an23CSRs? Are you meaning24LSR element?24MS. JENSEN: I'm sorry. Am I using the		Q				
18from a private line, they're disconnecting a private18ACRIS.19line and turning it into an unbundled loop or an19QDo the CSRs, or any of the other employees20EEL, but it's not simultaneous, they're normally a20supervising or training the CSRs, depend on the21conversion from private line to EEL or unbundled.21productivity measures?22QAnd do you know whether Qwest provisions any22MS. PETERSON: Can I ask what you mean by23products for CLECs that involve both an ASR and an23CSRs? Are you meaning24LSR element?24MS. JENSEN: I'm sorry. Am I using the		Δ				
<ul> <li>line and turning it into an unbundled loop or an</li> <li>EEL, but it's not simultaneous, they're normally a</li> <li>conversion from private line to EEL or unbundled.</li> <li>Q And do you know whether Qwest provisions any</li> <li>products for CLECs that involve both an ASR and an</li> <li>LSR element?</li> <li>Q Do the CSRs, or any of the other employees</li> <li>supervising or training the CSRs, depend on the</li> <li>productivity measures?</li> <li>MS. PETERSON: Can I ask what you mean by</li> <li>CSRs? Are you meaning</li> <li>MS. JENSEN: I'm sorry. Am I using the</li> </ul>		п			-	
<ul> <li>EEL, but it's not simultaneous, they're normally a</li> <li>conversion from private line to EEL or unbundled.</li> <li>Q And do you know whether Qwest provisions any</li> <li>products for CLECs that involve both an ASR and an</li> <li>LSR element?</li> <li>LSR element?</li> <li>Supervising or training the CSRs, depend on the</li> <li>productivity measures?</li> <li>MS. PETERSON: Can I ask what you mean by</li> <li>CSRs? Are you meaning</li> <li>MS. JENSEN: I'm sorry. Am I using the</li> </ul>						
21conversion from private line to EEL or unbundled.21productivity measures?22QAnd do you know whether Qwest provisions any22MS. PETERSON: Can I ask what you mean by23products for CLECs that involve both an ASR and an23CSRs? Are you meaning24LSR element?24MS. JENSEN: I'm sorry. Am I using the					X	· · · ·
22QAnd do you know whether Qwest provisions any products for CLECs that involve both an ASR and an LSR element?22MS. PETERSON: Can I ask what you mean by CSRs? Are you meaning MS. JENSEN: I'm sorry. Am I using the						
23products for CLECs that involve both an ASR and an LSR element?23CSRs? Are you meaning MS. JENSEN: I'm sorry. Am I using the	1	0	÷			
24   LSR element?     24   MS. JENSEN: I'm sorry. Am I using the	22	Ų				
		Q	products for CLECs that involve both an ASR and an	23		CSRs? Are you meaning
	23	Q	-			

22 (Pages 82 to 85)