G. NONRECURRING COST SUMMARY

MINNESOTA COST DOCKET EXPEDITE CHARGE NONRECURRING COST STUDY 9709

Minnesota
2007

Cost Element	*Direct*	*Marketing*	*Support Assets Expense*	*Uncollectible*	*TELRIC*	*Common*	*TELRIC + Common*	*Detail Page Reference*	*Detail Line Reference*
EXPEDITE CHARGE PER LSR-ASR ORDER PER DAY	$49.16	$2.59	$7.35	$0.61	$59.70	$6.15	$65.85	Pages 1-5	9

Direct - Direct Costs
Marketing - Marketing
Support Assets Expense - Support Assets Expense
Uncollectible - Uncollectible
TELRIC - Total Element Long Run Incremental Costs
Common - Common Costs
TELRIC + Common

NONRECURRING COST DETAIL SUMMARY

Study Name: MINNESOTA COST DOCKET EXPEDITE CHARGE NONRECURRING COST STUDY 9709
Study Year: 2007
Analyst: Deffley

NRC Version: 3.57
Date: 06/29/07

	A	B	C	D	E	F	G	H	I	J
1	State: Minnesota									
2										
3			Time	Prob	Prob	Prob	Prob	Applied Time	Labor	
4		Work Item	Minutes	#1	#2	#3	#4	(Minutes)	/Hour	Cost
5		A	B	C	D	E	F	G	H	I
6								B * (C Thru F)		H * (G/60)
7										
8										
9	***EXPEDITE CHARGE PER LSR-ASR ORDER PER DAY***									
10										
11	***ADD***									
12										
13	**-ORDER PROCESSING WHOLESALE SERVICE DELIVERY COORDINATOR**									
14		***PROB 1: is percent of time activity occurs***								
15		***PROB 2: 1.23 probability is number of circuits per LSR-ASR order.***								
16		***PROB 3: .33 probability is average number of days (3) order is expedited***								
17		***PROB 4: .25 probability is percent of expedite requests denied***								
18		Customer's service order or call, initiate expedite - reasons, expectations, etc	3	1.000	1.230	0.330		1.22	$41.98	$0.85
19		Monitor expedite approval or contact Network SPOC to explain (or plead) the case	8	1.000	1.230	0.330		3.25	$41.98	$2.27
20		Status Customer of on-going efforts & progress	3	1.000	1.230	0.330		1.22	$41.98	$0.85
21		Status Service Manager on Expedite Request	3	0.330	1.230	0.330		0.40	$41.98	$0.28
22		Monitor TIRKS, WFA status & assist to insure order still moving	8	1.000	1.230	0.330		3.25	$41.98	$2.27
23		***MANUAL WORK REQUIRED FOR DENIED EXPEDITE REQUESTS***								
24		Customer's service order or call, initiate expedite - reasons, expectations, etc	3	1.000	1.230	0.330	0.250	0.30	$41.98	$0.21
25		Monitor expedite approval or contact Network SPOC to explain (or plead) the case	8	1.000	1.230	0.330	0.250	0.81	$41.98	$0.57
26		Status Customer of on-going efforts & progress	3	1.000	1.230	0.330	0.250	0.30	$41.98	$0.21
27		Status Service Manager on Expedite Request	3	0.500	1.230	0.330	0.250	0.15	$41.98	$0.11
28		Cancel expedite, supplement due date, status Network	4	1.000	1.230	0.330	0.250	0.41	$41.98	$0.28
29		Monitor TIRKS, WFA status & assist to insure order still moving	8	1.000	1.230	0.330	0.250	0.81	$41.98	$0.57
30										
31	***Subtotal - ORDER PROCESSING WHOLESALE SERVICE DELIVERY COORDINATOR***							**12.12**		**$8.48**
32										
33	**- LOOP PROVISIONING CENTER (LPC)**									
34		***PROB 2: 1.23 probability is number of circuits per LSR-ASR order.***								
35		***PROB 3: .33 probability is average number of days (3) order is expedited***								
36		***PROB 4: .25 probability is percent of expedite requests denied***								
37		Receive notification, query status of order, notify/status appropriate work groups	4	1.000	1.230	0.330		1.62	$40.62	$1.10
38		***MANUAL WORK REQUIRED FOR DENIED EXPEDITE REQUESTS***								
39		Receive notification, query status of order, notify/status appropriate work groups	4	1.000	1.230	0.330	0.250	0.41	$40.62	$0.27
40										
41	***Subtotal - LOOP PROVISIONING CENTER (LPC)***							**2.03**		**$1.37**
42										
43	**-DESIGN**									
44		***PROB 2: 1.23 probability is number of circuits per order.***								

NONRECURRING COST DETAIL SUMMARY

Study Name: MINNESOTA COST DOCKET EXPEDITE CHARGE NONRECURRING COST STUDY 9709
Study Year: 2007
Analyst: Deffley

NRC Version: 3.57
Date: 06/29/07

	A	B	C	D	E	F	G	H	I	J
1	State: Minnesota									
2										
3			Time	Prob	Prob	Prob	Prob	Applied Time	Labor	
4		Work Item	Minutes	#1	#2	#3	#4	(Minutes)	/Hour	Cost
5		A	B	C	D	E	F	G	H	I
6								B * (C Thru F)		H * (G/60)
7										
45		***EXPEDITE CHARGE PER LSR-ASR ORDER PER DAY (con't)***								
46										
47		***PROB 3: .33 probability is average number of days (3) order is expedited***								
48		***PROB 4: .25 probability is percent of expedite requests denied***								
49		Receive request, query status of order including removing from flow-through to determine if des	15	1.000	1.230	0.330		6.09	$44.92	$4.56
50		***MANUAL WORK REQUIRED FOR DENIED EXPEDITE REQUESTS***								
51		Receive request, query status of order including removing from flow-through to determine if des	15	1.000	1.230	0.330	0.250	1.52	$44.92	$1.14
52										
53		***Subtotal - DESIGN***						**7.61**		**$5.70**
54										
55		**-CENTRAL OFFICE RESOURCE ADMINISTRATION CENTER/CORAC**								
56		***PROB 2: 1.23 probability is number of circuits per LSR-ASR order.***								
57		***PROB 3: .33 probability is average number of days (3) order is expedited***								
58		***PROB 4: .25 probability is percent of expedite requests denied***								
59		Receive request, manually assign tech and page as necessary, handle escalation	5	1.000	1.230	0.330		2.03	$40.62	$1.37
60		***MANUAL WORK REQUIRED FOR DENIED EXPEDITE REQUESTS***								
61		Receive request, manually assign tech and page as necessary, handle escalation	5	1.000	1.230	0.330	0.250	0.51	$40.62	$0.34
62										
63		***Subtotal - CENTRAL OFFICE RESOURCE ADMINISTRATION CENTER/CORAC***						**2.54**		**$1.72**
64										
65		**-CO**								
66		***PROB 2: 1.23 probability is number of circuits per LSR-ASR order.***								
67		***PROB 3: .33 probability is average number of days (3) order is expedited***								
68		***PROB 4: .25 probability is percent of expedite requests denied***								
69		Receive request, check for PICS, determine feasibility of meeting request, notify Proj. Coord., c	10	1.000	1.230	0.330		4.06	$48.80	$3.30
70		***MANUAL WORK REQUIRED FOR DENIED EXPEDITE REQUESTS***								
71		Receive request, check for PICS, determine feasibility of meeting request, notify Proj. Coord., c	8	1.000	1.230	0.330	0.250	0.81	$48.80	$0.66
72										
73		***Subtotal - CO***						**4.87**		**$3.96**
74										
75		**-LOAD RESOURCE ADMINISTRATION CENTER/LRAC**								
76		***PROB 2: 1.23 probability is number of circuits per LSR-ASR order.***								
77		***PROB 3: .33 probability is average number of days (3) order is expedited***								
78		***PROB 4: .25 probability is percent of expedite requests denied***								
79		Receive request, validate resource availability, manually assign tech and page as necessar	7	1.000	1.230	0.330		2.84	$40.62	$1.92
80		***MANUAL WORK REQUIRED FOR DENIED EXPEDITE REQUESTS***								
81		Receive request, validate resource availability, inform of other options	5	1.000	1.230	0.330	0.250	0.51	$40.62	$0.34
82										
83		***Subtotal - LOAD RESOURCE ADMINISTRATION CENTER/LRAC***						**3.35**		**$2.27**
84										
85		**-INSTALL**								
86		***PROB 2: 1.23 probability is number of circuits per LSR-ASR order.***								
87		***PROB 3: .33 probability is average number of days (3) order is expedited***								
88		***PROB 4: .25 probability is percent of expedite requests denied***								
89		Receive page, pull order, obtain PICS/coordinate equipment requirements, determine feasibility	10	1.000	1.230	0.330		4.06	$57.18	$3.87

NONRECURRING COST DETAIL SUMMARY

Study Name: MINNESOTA COST DOCKET EXPEDITE CHARGE NONRECURRING COST STUDY 9709
Study Year: 2007
Analyst: Deffley

NRC Version: 3.57
Date: 06/29/07

	A	B	C	D	E	F	G	H	I	J
1	State: Minnesota									
2										
3			Time	Prob	Prob	Prob	Prob	Applied Time	Labor	
4		Work Item	Minutes	#1	#2	#3	#4	(Minutes)	/Hour	Cost
5		A	B	C	D	E	F	G	H	I
6								B * (C Thru F)		H * (G/60)
7										
90	***EXPEDITE CHARGE PER LSR-ASR ORDER PER DAY (con't)***									
91										
92		***MANUAL WORK REQUIRED FOR DENIED EXPEDITE REQUESTS***								
93		Receive page, pull order, obtain PICS, check equipment requirements, determine feasibility of r	10	1.000	1.230	0.330	0.250	1.01	$57.18	$0.97
94										
95		***Subtotal - INSTALL***						**5.07**		**$4.84**
96										
97		**-IMPLEMENTOR/PROJECT COORDINATOR**								
98		***PROB 2: 1.23 probability is number of circuits per LSR-ASR order.***								
99		***PROB 3: .33 probability is average number of days (3) order is expedited***								
100		***PROB 4: .25probability is percent of expedite requests denied***								
101		Receive request, check with other depts for resource and PICS availability to determine feasibil	15	1.000	1.230	0.330		6.09	$44.92	$4.56
102		***MANUAL WORK REQUIRED FOR DENIED EXPEDITE REQUESTS***								
103		Receive request, check with other depts for resource and PICS availability to determine feasibil	8	1.000	1.230	0.330	0.250	0.81	$44.92	$0.61
104										
105		***Subtotal - IMPLEMENTOR/PROJECT COORDINATOR***						**6.90**		**$5.17**
106										
107		**-SERVICE MANAGER**								
108		***PROB 2: 1.23 probability is number of circuits per LSR-ASR order.***								
109		***PROB 3: .33 probability is average number of days (3) order is expedited***								
110		***PROB 4: .25probability is percent of expedite requests denied***								
111		Overall coordination with departments to monitor success of expedited reques	30	0.330	1.230	0.330		4.02	$59.78	$4.00
112		***MANUAL WORK REQUIRED FOR DENIED EXPEDITE REQUESTS***								
113		Overall coordination with departments to monitor success of expedited reques	30	0.500	1.230	0.330	0.250	1.52	$59.78	$1.52
114										
115		***Subtotal - SERVICE MANAGER***						**5.54**		**$5.52**
116										
117		**-PROCESS MANAGEMENT - MARKET UNITS**								
118		***PROB 2: 1.23 probability is number of circuits per LSR-ASR order.***								
119		***PROB 3: .33 probability is average number of days (3) order is expedited***								
120		***PROB 4: .25probability is percent of expedite requests denied***								
121		Overall coordination with departments to monitor success of expedited reques	15	1.000	1.230	0.330		6.09	$59.78	$6.07
122		***MANUAL WORK REQUIRED FOR DENIED EXPEDITE REQUESTS***								
123		Overall coordination with departments to monitor success of expedited reques	15	1.000	1.230	0.330	0.250	1.52	$59.78	$1.52
124										
125		***Subtotal - PROCESS MANAGEMENT - MARKET UNITS***						**7.61**		**$7.58**
126										
127		**-PROCESS MANAGEMENT - DESIGN SERVICES**								
128		***PROB 2: 1.23 probability is number of circuits per LSR-ASR order.***								
129		***PROB 3: .33 probability is average number of days (3) order is expedited***								
130		***PROB 4: .25probability is percent of expedite requests denied***								
131		Overall coordination with departments to monitor success of expedited reques	30	0.150	1.230	0.330		1.83	$59.78	$1.82
132		***MANUAL WORK REQUIRED FOR DENIED EXPEDITE REQUESTS***								
133		Overall coordination with departments to monitor success of expedited reques	30	0.150	1.230	0.330	0.250	0.46	$59.78	$0.45
134										

NONRECURRING COST DETAIL SUMMARY

Study Name: MINNESOTA COST DOCKET EXPEDITE CHARGE NONRECURRING COST STUDY 9709
Study Year: 2007
Analyst: Deffley

NRC Version: 3.57
Date: 06/29/07

	A	B	C	D	E	F	G	H	I	J
1	State: Minnesota									
2										
3			Time	Prob	Prob	Prob	Prob	Applied Time	Labor	
4		Work Item	Minutes	#1	#2	#3	#4	(Minutes)	/Hour	Cost
5		A	B	C	D	E	F	G	H	I
6								B * (C Thru F)		H * (G/60)
7										
135	***EXPEDITE CHARGE PER LSR-ASR ORDER PER DAY (con't)***									
136										
137	***Subtotal - PROCESS MANAGEMENT - DESIGN SERVICES***							**2.28**		**$2.27**
138										
139	**-ADDITIONAL SHIPPING EXPENSE**									
140		***Shipping expense assumptions/calculation: overnight - $12.10; regular ground - $3.80; probability for need to overnight ship - 10%; average number of days expedited - 3. [12.10 - 3.80 x .10 / 3 = $.28***								
141		NEXT DAY AIR SHIPPING OF EQUIPMENT TO COMPLETE ORDER								$0.28
142										
143	***Subtotal - ADDITIONAL SHIPPING EXPENSE***							**0.00**		**$0.28**
144										
145	***Total For Service:***							**59.93**		**$49.16**
146										
147										
148										
149										
150										
151										
152										
153										
154										
155										
156										
157										
158										
159										
160										
161										
162										
163										
164										
165										
166										
167										
168										
169										
170										
171										
172										
173										
174										
175										
176										
177										
178										
179										

NONRECURRING COST DETAIL SUMMARY

Study Name: MINNESOTA COST DOCKET EXPEDITE CHARGE NONRECURRING COST STUDY 9709
Study Year: 2007
Analyst: Deffley

NRC Version: 3.57
Date: 06/29/07

	A	B	C	D	E	F	G	H	I	J
1	State: Minnesota									
2										
3			Time	Prob	Prob	Prob	Prob	Applied Time	Labor	
4		**Work Item**	**Minutes**	**#1**	**#2**	**#3**	**#4**	**(Minutes)**	**/Hour**	**Cost**
5		A	B	C	D	E	F	G	H	I
6								B * (C Thru F)		H * (G/60)
7										
180		***EXPEDITE CHARGE PER LSR-ASR ORDER PER DAY (con't)***								
181										
182	182	**Direct Cost**				$49.16				
183	183									
184	184		**Cost**		**Cost**					
185	185		**Calculation**		**Factor**	**Cost**				
186	186		**B**	**C**	**D**	**E**				
187	187									
188	188	***Marketing***								
189	189	Product Management, Sales & Product Advertising Expenses	**D189*E182**		0.052722	$2.59				
190	190									
191	191									
192	192									
193	193	***Subtotal***	**E189**			$51.75				
194	194									
195	195	**Support Assets Expense**	**D195*SUM(E189,E182)**		0.141966	$7.35				
196	196									
197	197	**Uncollectible**	**D197*SUM(E189,E182,E195,E201)**		0.009277	$0.61				
198	198									
199	199	***TELRIC***	**SUM(E189,E195,E197,E182)**			$59.70				
200	200									
201	201	Common	**D201*SUM(E189,E182,E195)**		0.104000	$6.15				
202	202									
203	203	***TELRIC + Common***	**SUM(E189,E182,E195,E197,E201)**			$65.85				

Qwest

EXECUTIVE SUMMARY

MINNESOTA INTERCONNECTION COST DOCKET

NONRECURRING EXPEDITE CHARGE

Study ID 9709

2007
Nonrecurring Cost Study

JUNE 2007

Table of Contents

A. PURPOSE, SCOPE, AND APPLICATION

This study estimates forward-looking nonrecurring Total Element Long Run Incremental Costs (TELRIC) Qwest will incur to provide an Expedite Request. Nonrecurring costs represent the one-time costs that are incurred in order to expedite the service. The study identifies the costs for various work activities involved in expediting the service. The study results represent fully allocated 2007 costs and may be used for pricing and other management decisions.

B. DESCRIPTION OF SERVICE

EXPEDITE CHARGE PER LSR/ASR PER DAY
A new service date may be established that is prior to the original standard or negotiated interval service date if the Company determines it can accommodate the customer's request without delaying service dates or orders of other customers. The Expedite Charge is charged per day improvement over the standard interval (i.e., the order has a standard interval of 3 business days but is installed in 1 business day, expedite charge - 2 business days).

C. STUDY METHODOLOGY

The Nonrecurring Cost Program (NRC) performs mechanized cost calculations associated with the one time labor expense resulting from a customer request for service. Inputs to the calculations include: labor time, probability of occurrence, labor rate, and expense factors. Formatting commands performed by the program generate Total Element Long Run Increment Cost (TELRIC) results.

Following is a description of the required data inputs:

Time Estimates:
The time estimate is the average amount of time required to perform a particular work function. Time estimates are obtained from subject matter experts who represent the groups doing the work.

Probabilities:
A probability is the percentage of time Qwest performs a particular work function in the provision of a particular service offering. Probabilities are developed from reports and from the input of Subject Matter Experts.

Labor Rates:
Labor rates are based on incurred expense data from the general ledger journal file. The labor rates consist of costs that can be attributed to the function being performed and are forward looking based on the wage/salary index and the consumer price index. Components that make up labor rates include: basic wages, management/supervision/clerical support, benefits, other miscellaneous costs and as appropriate, motor vehicle and general purpose tools.

C. STUDY METHODOLOGY (Cont.)

Expense Factors:
The program applies expense factors to the direct cost. The factors include Marketing Expense, Support Assets Expense, Uncollectibles and Common.

Once the service provisioning process has been identified, the appropriate times, Probabilities, and labor rate/work group identifies are formatted into NRC Program input data sheets. The process specific input files are then inserted into the NRC Program. The program user selects run options on a menu, and the NRC program then accesses the appropriate input from the NRC program workbook spreadsheets to calculate cost results.

D. DESCRIPTION OF TOTAL ELEMENT LONG RUN INCREMENTAL COSTS

Qwest performs Total Element Long Run Incremental Cost (TELRIC) studies to estimate the economic cost of providing network elements.[1] The Qwest TELRIC studies identify the forward-looking costs associated with the provision of the total quantity of a network element in the long run. The *forward-looking* Qwest TELRIC studies identify the costs that are likely to be incurred in the future, and consider the latest forward-looking technologies and methods of operation that are currently available. These studies are *not* embedded or historical, and do not measure the impact of prior investment decisions by the corporation. The Qwest TELRIC studies also identify the *long run* costs associated with providing a network element—reflecting a time period over which all inputs (including changes in the size of facilities, levels of investment, etc.) can be adjusted.

Qwest classifies costs on the basis of occurrence. *Start-up costs* are costs incurred only once—these costs will not be incurred over the life of a UNE or Local Interconnection Service. One time start-up costs may occur when a service capability is established (e.g., when operational support systems are modified to enable unbundled access). These costs will not be incurred over the life of a UNE or Local Interconnection Service, even when service orders are processed. *Nonrecurring costs* are incurred on an ongoing basis over a service's life. These costs normally result from a customer order, and are predominantly labor-related. Nonrecurring costs are typically recovered through a nonrecurring rate element. *Recurring costs* are the ongoing costs associated with providing a network element. Recurring costs are generally investment-related and include both capital costs and operating expenses. These costs are often presented as a cost per month or per unit of usage (e.g., minute of use) and are incurred throughout the time period the network element is provided to a customer.

The Qwest cost study format disaggregates the cost results, on a unitized basis, into the following components:

D. DESCRIPTION OF TOTAL ELEMENT LONG RUN INCREMENTAL COSTS (continued)

Direct Network Costs are direct product group costs. They include network related investment based costs and Direct Product/Service Expenses. Investment Based Costs are associated with recurring cost elements and include the capital costs (e.g., depreciation, return, and taxes) and maintenance costs associated with the investment required for provisioning a network element. Direct Product/Service Expenses are other product related costs associated with the provision of a product/service element such as the labor-related expenses for non-recurring costs.

Direct Expenses are those expenses that vary directly with the provision of the product or service. This includes Other Operating Taxes and Billing & Collection. Other Operating Taxes consists of property taxes, gross receipts taxes, licenses & fees from Account 7240.

Marketing are direct product group costs. Marketing costs include product management and sales expenses that Qwest's accounting records typically allow tracking down to a particular product or service group.

Support Assets and **Uncollectibles** are not directly associated with a specific network element. These costs vary with the provision of all network elements, and are not common to the entire firm. Support Assets are comprised of the investment related costs and maintenance expenses associated with the Network Support Assets, General Support Assets, and General Purpose Computers. Uncollectibles are uncollectible revenues associated with wholesale LIS/UNE/Resale revenues.

Total Element Long Run Incremental Costs (TELRIC) represents the sum of Direct Network Costs (Investment Based Costs and Direct Product/Service Expenses), Direct Expenses (Other Operating Taxes and Billing & Collection), Marketing, Network Operations, Support Assets and Uncollectibles. This measure of costs includes the forward-looking costs incurred in the provision of a network element. This measure of costs is consistent with TELRIC as defined by the FCC.

Common Costs are associated with the enterprise as a whole. These costs do vary based on the total size of the firm, but may not vary with the provisioning of individual network elements. These costs are avoidable only with the elimination of the entire firm, and are sometimes referred to as *general overhead costs.*

Fully Allocated Costs represent the sum of Total Element Long Run Incremental Cost plus Common Costs (TELRIC + CC).

E. STUDY ASSUMPTIONS

The cost factors used in this study are based on Prescribed Lives.

F. **STUDY SUMMARY**

Study Summary

Study Name	Minnesota Interconnection Cost Docket		
Study Requester	*Terri Million*		
Type of Study	*Total Element Long Run Incremental Costs (TELRIC)*		
Study ID	#9709		
Study Applications	*Pricing Decisions and Tariff Support*		
Completion Date	*June 2007*		
Cost Analyst	*Dan Deffley*		
Cost Models Used	**Model**	**Version/Release Date**	
	NRC 357	*4-06*	
Cost Factors Used	**Factor**	**Effective Date**	
2004MNV3TEP	*Marketing*		*4/06*
	Support Assets Expense		*4/06*
	Uncollectible		*4/06*
	Common		*4/06*
Cost of Money			*9.6%*
Major Cost Drivers	*Labor Times, Labor Rates and associated weightings.*		

G. NONRECURRING COST SUMMARY

MINNESOTA COST DOCKET EXPEDITE CHARGE NONRECURRING COST STUDY 9709

Minnesota
2007

Cost Element	*Direct*	*Marketing*	*Support Assets Expense*	*Uncollectible*	*TELRIC*	*Common*	*TELRIC + Common*
EXPEDITE CHARGE PER LSR-ASR ORDER PER DAY	$49.16	$2.59	$7.35	$0.61	$59.70	$6.15	$65.85

Direct - Direct Costs
Marketing - Marketing
Support Assets Expense - Support Assets Expense
Uncollectible - Uncollectible
TELRIC - Total Element Long Run Incremental Costs
Common - Common Costs
TELRIC + Common

SUBJECT MATTER EXPERT TIME ESTIMATES

Nonrecurring cost studies are developed to include work activity time estimates and probabilities of occurrence as determined by Subject Matter Experts (SME) that represent a work center or work group identified in the processing and provisioning of a service. The SME is a recognized expert in regard to the processes and has experience with the work activities being estimated and in addition will consult with other subject matter experts that either manage or currently perform the work activities being studied.

SME INSTRUCTIONS FOR PROVIDING PROCESS TIME ESTIMATES

Instructions provided to the SME's for the determination of time estimates and probability of occurrence include the following key assumptions:

The time estimates and probabilty of occurrence should be forward-looking. If possible, a 18 month time horizon should be considered. Planned process efficiencies and/or mechanization are examples of forward-looking assumptions the estimates are to include.

The time estimates and probabiities are based on an average that excludes major problems, i.e., system down time, time spent resolving internal order flow procedures.

The average should be based on efficient processes performed by experienced personnel.

Supplement activitiy for processing an order is included for CLEC related changes. Supplemental activity that should be excluded includes supps caused by internal errors or where chargeable elements exist, i.e., Additional Dispatch Charge, Date Change, etc.

The time estimates should not include maintenance or repair time.

SOURCE/SUBJECT MATTER EXPERT PROVIDING COST STUDY INPUT DATA	SOURCE/SME PROFILE
WHOLESALE SDC - JOAN WELLS	Currently a Lead Process Analyst for Qwest Wholesale, responsibilities include documentation, development and training on Expedite precedures. I have over 30 years of experience in the telecommunications industry with 8 of those years being in process management and supervisory roles.
LPC - GARY STACEY	Currently the Lead Process Analyst for all product assignments that the LPC processes. I have been in this position for 9 years and considered as a LFACS SME. 8 years as a course developer and Instructor for the LPC training curriculum. 6 years experience in the LPC processing service orders.
CCT DESIGN - LORI BURCHETT	Currently Sr. Process Analyst for Design Services Design for Switched and DS0. I have been in this position 7 years. I was a designer for 5 years prior for switched services.
CCT IMPLEMENTOR - KATHY OCKEN	Currently the Senior Process Analyst for Designed Services (DS) Implementation supporting all DS Test Centers. I have been in this position for 5 years and considered a DS Implementation SME. 4 years DS Provisioning Tester, 18 years total Network provisioning experience.
CORAC - JIM BARGANSKI	Headed up a CORAC as a supervisor and later as the area manager. I write processes as needed for CORAC. I performed time studies for this type of manual loading in CORACS.
CO - JERRY JENSON	Currently Lead Process Analyst for CO Staff / Designed Services process and repair. I have been on CO Staff for 7 years. Other work history includes - 7 years as a central office technician, 3 years on complex translations staff, and 10 years as a CO Supervisor.
LRAC - DARONNA LANDON	Currently working the LRAC Assessment Project and the lead on process changes. I have been the LRAC process SME (pots) for 15 years. Recently our team picked up process support for Design Services LRAC and DSL for LRAC.
FIELD TECHNICIAN - STEVE ZOOLAKIS	Currently Manager - Process Management for field technicians. I have been in this position for approximately 6 months. The previous 4 years I was Lead Program Manager responsible for processes and programs for POTS technicians.

SERVICE MANAGER - JOAN WELLS	Currently a Lead Process Analyst for Qwest Wholesale, responsibilities include documentation, development and training on Expedite precedures. I have over 30 years of experience in the telecommunications industry with 8 of those years being in process management and supervisory roles.
PROCESS MANAGER MARKET UNITS - JOAN WELLS	Currently a Lead Process Analyst for Qwest Wholesale, responsibilities include documentation, development and training on Expedite precedures. I have over 30 years of experience in the telecommunications industry with 8 of those years being in process management and supervisory roles.
PROCESS MANAGER DESIGN SERVICES - KATHY OCKEN	Currently the Senior Process Analyst for Designed Services (DS) Implementation supporting all DS Test Centers. I have been in this position for 5 years and considered a DS Implementation SME. 4 years DS Provisioning Tester, 18 years total Network provisioning experience.
EQUIPMENT SHIPPING EXPENSE - JERRY JENSON	Information obtained from Liz (Elizabeth) Weber Sr. Logistics Coordinator - Finance. Per Jerry Jenson

NONRECURRING COST STUDY SUPPORT DOCUMENTATION

PRODUCT:	**Expedite Charge Per LSR/ASR Per Day**			
WORK CENTER:	All			
DATE:	6/29/2007			
SOURCE:	Refer to SME column listed by workcenter			
ASSUMPTIONS	The work activities associated with an expedited request for service are in addition to the normal work activities for circuit order processing and provisioning of the service ordered. It is assumed that the average due date requested for an expedite will be 3 days, 1.23 is the number of circuits per LSR/ASR, and 25% of requested expedites will be denied.			
	INSTALL			
WORK ITEM	**WORK ACTIVITY DESCRIPTION / DETAIL**	**TIME ESTIMATE PER CIRCUIT (MINUTES)**	**PROBABILITY OF OCCURRENCE (%)**	**SUBJECT MATTER EXPERT PROVIDING TIME ESTIMATE AND PROBABILITIES**
Wholesale Monitoring SDC	**APPROVED EXPEDITE**			
	Customer's service order or call, initiate expedite - reasons, expectations, etc.	3	100	Joan Wells - Senior Process Analyst
	Monitor expedite or contact Network SPOC to explain (or plead) the case.	8	100	
	Status Customer of on-going efforts & progress	3	100	
	Status Service Manager on Expedite Request	3	33	
	Monitor TIRKS, WFA status & assist to insure order still moving	8	100	
	DENIED EXPEDITE			
	Customer's service order or call, initiate expedite - reasons, expectations, etc.	3	100	Joan Wells - Senior Process Analyst
	Monitor expedite or contact Network SPOC to explain (or plead) the case.	8	100	
	Status Customer of on-going efforts & progress	3	100	
	Status Service Manager on Expedite Request	3	50	
	Cancel expedite, supplement due date, status Network	4	100	
	Monitor TIRKS, WFA status & assist to insure order still moving	8	100	
LPC	Receives notification, queries status of order, notifies/statuses appropriate work groups	4	100	Gary Stacy - Lead Process Analyst Network Services
LPC	Expedite request denied - Receives notification, queries status of order, notifies/statuses appropriate work groups	4	100	Gary Stacy - Lead Process Analyst Network Services

CCT-DESIGN	Receives notification, queries status of order including removing from flowthrough to determine if design requirements are met (e.g. IOF, Switch, Local Loop, NIU), notifies/statuses appropriate work groups	15	100	Lori Burchett - Sr Process Analyst Network Services
CCT-DESIGN	Expedite request denied - Receives notification, queries status of order including removing from flowthrough to determine if design requirements are met (e.g. IOF, Switch, Local Loop, NIU), notifies/statuses appropriate work groups	15	100	Lori Burchett - Sr Process Analyst Network Services
CCT-IMPLEMENTOR	Receives notification, check resource and PICS availability to determine if requested date can be met, responds to market unit, monitors WFA, escalates to CORAC, LRAC	15	100	Kathy Ocken - Sr Process Analyst Network Services
	Expedite request ***denied*** - Receive request, check with other departments for resource and PICS availability to determine if requested date can be met, respond to market unit	8	100	
CORAC	Manually assigns tech and page as necessary, handle escalations	5	100	Jerry Jenson - Lead Process Analyst Network Services
	Expedite request ***denied*** - Receive request, manually assign tech and page as necessary, handle escalations	5	100	
CO	Receives notification, Obtains PICS, coordinates with other departments to complete order	10	100	Jerry Jenson - Lead Process Analyst Network Services
	Expedite request ***denied*** - Receive request, check for PICS, determine feasibility of meeting request, notify Project Coordinator	8	100	
LRAC	Manually assigns tech and pages as necessary	7	100	Daronna Landon - Lead Process Analyst Network Services
	Expedite request ***denied*** - receive request, validate resource availability, inform of other options.	5	100	Brian Penrose - Manager Network Operations
FIELD TECH	Receive page, pull order, obtain PICS/coordinate equipment requirements	10	100	Steve Zoolakis - Lead Process Analyst Network Services
	Expedite request ***denied*** - Receive page, pull order, check for PICS, check equipment requirements, determine feasibility of meeting request, notify Project Coordinator	10	100	
SERVICE MANAGER	Overall coordination with departments to monitor success of approved expedited request	30	33	Joan Wells - Sr Process Analyst Wholesale Markets
SERVICE MANAGER	Denied Request - Escalation effort on denied expedite requests	30	50	Joan Wells - Sr Process Analyst Wholesale Markets
PROCESS MANAGER - MARKET UNITS	Assist in and respond to status inquiries, escalations, process interpretations and assist market units where needed.	15	100	Joan Wells - Sr Process Analyst Wholesale Markets

PROCESS MANAGER - MARKET UNITS	Denied Request - Assist in and respond to status inquiries, escalations, process interpretations and assist market units where needed.	15	100	Joan Wells - Sr Process Analyst Wholesale Markets
PROCESS MANAGER - DESIGN SERVICES	Assist in and respond to status inquiries, escalations, process interpretations and assist network where needed.	30	15	Kathy Ocken - Sr Process Analyst Network Services
PROCESS MANAGER - DESIGN SERVICES	Denied Request - Assist in and respond to status inquiries, escalations, process interpretations and assist network where needed.	30	15	Kathy Ocken - Sr Process Analyst Network Services
EQUIPMENT SHIPPING EXPENSE	NEXT DAY AIR SHIPPING OF EQUIPMENT TO COMPLETE ORDER $.28 PER DAY	NA	10	Jerry Jenson - Lead Process Analyst Network Services
	Shipping expense assumptions/calculation: overnight - $12.10; regular ground - $3.80; probability for need to overnight ship - 10%; average number of days expedited - 3. [12.10 - 3.80 x .10 / 3 = $.28]			