

Washington Docket No. UT 100820
Response to Integra Data Request No. 168
Response Date: October 1, 2010

Integra Data Request No. 168:

CenturyLink has indicated that it uses the EASE system to process LSRs and ASRs, provides access to WebRRS for maintenance and repair or provides the option to use "800" access numbers to reach the appropriate repair center. Please answer the following:

- a. Please provide the name of the software company who developed these systems and the systems integrator who deployed EASE and WebRRS both for legacy Embarq and legacy CenturyLink.
- b. Were either of these systems developed, in whole or part, by Wisor Telecom Corp. (a firm acquired by Synchronoss Technologies, Inc.)? If so, please describe the role of Wisor Telecom Corp.
- c. What role, if any, will Wisor or Synchronoss have after the Closing Date? For example, is Wisor or Synchronoss a selected vendor for LSRs? For ASRs? Have proposals relating to activities that will occur or be completed after the Closing Date been exchanged, or have agreements been entered into that apply to time periods after the closing date? If so, provide any documents evidencing, referring or relating to any such proposal or agreement.

CenturyLink Objections:

CenturyLink objects to the request to the extent that it calls for information that is third-party proprietary information which is subject to a confidentiality agreement.

CenturyLink Response:

Subject to and without waiving its objections, CenturyLink provides the following response:

- a. EASE was developed using a software framework developed by a company named Wisor, subsequently purchased by Synchronoss. Back office integration and business rule development was performed by CenturyLink internal IT development. WebRRS is an application internally developed by CenturyLink.
- b. Yes, the underlying software framework was purchased from Wisor. Wisor's role was a support role: mentoring our developers, installing and configuring the software and providing consulting support. All back office integration, business rule development and customization of the application were performed by the CenturyLink internal IT development team. Wisor/Synchronoss did not act as a systems integrator for CenturyLink.
- c. Synchronoss will continue to provide maintenance support for their components of

EASE and will support any enhancement requests to those components as long as CenturyLink continues to utilize EASE. At this time, no decisions have been made with regard to which systems the combined company will use after closing. Further, CenturyLink has not had any discussions with Wisor/Synchronoss regarding post-closing activities, therefore no proposals have been exchanged nor do any documents exist.

Sponsor: Melissa Cloz, Director Wholesale Operations