

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION
DOCKET NO. UT-100820
CENTURYLINK RESPONSES TO
INTEGRA'S FIRST SET OF INFORMATION REQUESTS
NOS. 1 THROUGH 156**

16. Identify all CLEC-facing operations support systems (OSS) that CenturyLink uses for pre-ordering, ordering, provisioning, maintenance and repair. A complete response will include a listing and description of each such system and any documentation in the company's possession regarding those systems.

CenturyLink Objection:

CenturyLink objects to this request because it is vague, ambiguous, overly broad, and imprecise by requesting "any" documentation related to OSS systems without any specificity to establish the relevancy of that documentation to the scope of the inquiry in this docket.

CenturyLink Response:

Subject to and without waiving its objections, CenturyLink responds that it utilizes a system called EASE for pre-ordering and ordering for CLEC customers. EASE is used to process both access service requests (ASRs) and local service requests (LSRs) and was implemented in May 2008 to process ASRs for legacy Embarq customers and in January 2010 for legacy CenturyTel customers. For LSRs, EASE was implemented for legacy Embarq customers in October 2009. The system provides a common industry standard interface and eliminates a significant amount of duplicate order entry. EASE provides wholesale customers with both a web-based GUI (graphical user interface) as well as electronic data interface options to allow flexibility to our customers in placing orders with CenturyLink. In addition, the system utilizes a workflow management platform to provide centralized and automated control of all workflow steps required to complete each provisioning request. At the current time, legacy CenturyTel customers are being converted to use of EASE for LSR order submission and handling. This conversion is expected to be complete in August 2010.

CenturyLink utilizes Access Care for trouble reporting system for circuits. The Wholesale customer will call in to the SSO (Special Service Operations) and CenturyLink will record all the pertinent information on the ticket. If SSO has remote test access, SSO will then do a diagnostic test to isolate the trouble. Once it is determined if it is a central office, cable, or premise issue, the SSO will request dispatch to the proper technician to resolve the issue. Once the field technician has fixed the issue, they will call back into SSO to test the circuit to confirm the repair. CenturyLink will then call the reporting party and do acceptance testing, if circuit is working and they accept it, the ticket is closed.

Sponsor: Melissa Closz, Director Wholesale Operations; Mitch Danforth Manager Revenue Assurance Expense