

**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**

41. Refer to pages 5-6 of Exhibit TS-1T. Describe in detail the integration efforts undertaken by the company for CenturyTel's acquisition of Embarq. A complete response will include the following:
- a. List of all integration initiatives
 - b. Written integration plans
 - c. Targeted timelines
 - d. Status of each initiative
 - e. The original expected completion date and actual completion date
 - f. Listing of any initiatives that were not complete as of the announcement of the Qwest/CenturyLink merger
 - g. Metrics to measure performance
 - h. Performance metrics results for integration efforts
 - i. Identification of the various systems/platforms/processes integrated
 - j. Description of problems the company experienced (or is experiencing) during integration
 - k. Description of the plan employed by the Company for accountability and commitment from its employees to complete integration
 - l. Description of any budget overruns
 - m. Description of how synergy savings were (or will be) distributed to CenturyLink's operating companies
 - n. Provide any contingency plans CenturyLink has to ensure integration of Qwest is not delayed, and rendered more costly or disruptive due to ongoing integration of Embarq.

CenturyLink Objections:

CenturyLink objects to this request because it is vague, ambiguous, overly broad, imprecise, unduly burdensome and excessively time consuming by requesting "all" initiatives and "any" plans related to the integration without any specificity to establish the relevancy of that documentation to the scope of the Commission's inquiry in this docket.

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CenturyLink Response:

Subject to and without waiving its objections, CenturyLink responds as follows:

Embarq and CenturyTel systems, including accounting, human resources, end user billing, engineering, customer service, work force management, and wholesale operational support systems, were identified for integration post-merger. The integrations of these systems have been proceeding as planned:

As of May 2010, 25% of the former Embarq retail customers have been converted to CenturyLink's retail end user billing system. By year end 2010, 50% of former Embarq customers will be converted and the remaining customers will be converted by the end of third quarter 2011. The conversion process continues to proceed as planned without customer disruption. Customer care systems are integrated with the billing platform, and the migration is proceeding on the same schedule as the billing migration. The legacy Embarq technician dispatch systems are also being converted to legacy CenturyTel's Work Force Management systems as the markets are converted to the retail billing platform. Legacy CenturyTel wholesale customers are being converted to the Embarq automated OSS systems as planned by mid-2010.

Embarq's financial systems were converted to legacy CenturyTel's systems as planned in October 2009. The conversion was conducted as planned in a manner that was transparent to customers and operations.

All legacy CenturyTel orders will process through the automated legacy Embarq EASE ordering platform by September 2010. In addition, legacy CenturyTel porting orders now systematically interface with industry porting systems (NPAC). CenturyLink does not limit the number of service requests (including number ports) a given CLEC can make.

Sponsor: John Felz, Director Regulatory Operations and Policy