

**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**

42. Refer to page 6, lines 11-13 of Exhibit TS-1T, which states: "In each case, the integration efforts have been successful. Billing, financial, and customer care system conversions have been executed smoothly and in accordance with established parameters and time frames."
- a. Provide a detailed description of these conversions.
 - b. Describe how the company determined that the integration efforts "have been successful." A complete response will provide any performance measures, milestones, etc. the company used to gauge the success/failure of integration.
 - c. Explain whether and to what extent these systems conversions impacted systems used for/by wholesale customers. A complete response will describe the information/training provided by the company to familiarize wholesale customers with these changes.
 - d. Describe any adaptations made to legacy Embarq wholesale systems and processes due to the retail system conversions.

CenturyLink Objections:

CenturyLink objects to this request because it is vague, ambiguous, overly broad, imprecise, unduly burdensome and excessively time consuming by requesting "any" information 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.

CenturyLink Response:

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

- a. Please see the response to Integra Request 41.
- b. Please see the response to Integra Request 41.
- c. A communication plan was developed and executed to advise customers of systems conversion and the impact they would expect to see. Please see Attachment Integra-42c for some examples of customer notifications.
- d. Modifications included creation of workflow models for and segregation of Ohio and North Carolina orders, as well as development of data storage.

Sponsor: Melissa Closz, Director Wholesale Operations ; John Felz, Director Regulatory Operations and Policy