

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION**

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| IN THE MATTER OF THE CONTINUED |) | |
| COSTING AND PRICING OF |) | DOCKET NO. UT 003013 |
| UNBUNDLED NETWORK ELEMENTS, |) | PART D |
| TRANSPORT AND TERMINATION |) | |
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SUPPLEMENTAL REBUTTAL TESTIMONY OF

ROBERT J. HUBBARD

ON BEHALF OF

QWEST CORPORATION

APRIL 17, 2002

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I. IDENTIFICATION OF WITNESS

Q. PLEASE STATE YOUR NAME, EMPLOYER AND BUSINESS ADDRESS.

A. My name is Robert J. Hubbard. I am employed by Qwest Corporation, as a Director in the Local Network Organization. My business address is 700 West Mineral, Littleton, Colorado 80120.

Q. HAVE YOU PREVIOUSLY FILED DIRECT TESTIMONY IN PART D OF THIS HEARING?

A. Yes, I filed Direct and Rebuttal Testimony in Part D of this cost docket.

II. PURPOSE AND ISSUES OF SUPPLEMENTAL REBUTTAL TESTIMONY

Q. WHAT IS THE PURPOSE OF YOUR SUPPLEMENTAL REBUTTAL TESTIMONY?

A. The purpose of my Supplemental Rebuttal Testimony is to respond to the Second Supplemental Responsive Testimony of Richard Cabe. Mr. Cabe responds to Covad Data Request 60 and includes his analysis of the data that Qwest has provided. My testimony addresses several of the orders that Mr. Cabe identifies in his analysis. Also, I respond to the Reply Testimony and the Surrebuttal Testimony of Roy Lathrop for WorldCom.

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III. TESTIMONY OF MR. CABE

Q. MR. CABE STATES THAT "COOPERATIVE TESTING IS A COLLABORATIVE PROCESS USED TO ENSURE THAT THE INSTALLATION IS DONE CORRECTLY." WILL YOU RESPOND TO THIS STATEMENT?

A. I agree with Mr. Cabe that the testing performed is a collaborative process between two companies. Plainly speaking, the testing that is being performed is the testing of two networks, the "loop" network of Qwest, and the additional network of Covad. When Qwest performs the testing ahead of cooperative testing, Qwest is only testing the "loop" network. The cooperative testing adds the CLEC network and the Qwest network together, thus creating a whole network.

Q. CAN YOU PROVIDE AN EXAMPLE OF THIS?

A. Yes. One of the documents provided in response to Covad's data request No. 60 illustrates this point. This document shows that the loop tests OK with Qwest. But when Covad added its network, the cooperative test showed that the loop was too long with both networks. Qwest then added Total Reach (central office extension technology to extend the loop) to the loop and it was accepted by Covad. This is not a fault of either company, it is just that when both networks are added together there is an increase in the resistance and the total network needed an enhancement (Total Reach) to provide the service (see Exhibit RJH-14

1 – this document is a more complete record of the order and test process shown in
2 Exhibit RC-5). This is not an error in the testing process on Qwest's part, nor
3 does it establish that Qwest missed issues or failed to perform the necessary test.

4

5 **Q. MR. CABE CLAIMS THAT EXHIBIT RC-1 SHOWS THAT QWEST**
6 **DOES NOT TEST THE LOOP THOROUGHLY. WILL YOU PLEASE**
7 **RESPOND TO THIS?**

8 A. Yes. Mr. Cabe is mistaken in his conclusion. Mr. Cabe fails to point out in his
9 reference to Exhibit RC-1 that Qwest performed its original test prior to the
10 cooperative test with Covad. At that time, the Qwest technician found a defective
11 Buried Service Wire (BSW) in the Network. The technician placed the order in
12 jeopardy while the BSW was being replaced. When the cooperative test was
13 performed there were two cross-connects that needed to be placed within the
14 central office. It is hard to tell what happened with the order when the order went
15 into jeopardy, whether the complete order was not worked or the cross-connects
16 were removed awaiting the buried drop to be replaced. What this means is that
17 Qwest does perform pre-test, or the defective BSW would not have been
18 discovered. I am sure that when the BSW was replaced the Qwest technician
19 thought that was the only thing wrong with the loop and ordered the cooperative
20 test with Covad and that is when the cross-connects were found to be missing.
21 This is not a situation where Qwest failed to test the loop.

22

1 **Q. ON PAGE 4, MR. CABE ADDRESSES EXHIBIT RC-2. WILL YOU**
2 **RESPOND TO EXHIBIT RC-2 AND MR. CABE'S OVERVIEW OF THIS**
3 **EXHIBIT?**

4 A. Exhibit RC-2 is a portion of a test record that was provided in discovery. A
5 problem was found during cooperative testing of a "bad heat coil" in the loop and
6 Mr. Cabe states that Qwest overlooked this problem. What Mr. Cabe doesn't
7 realize is how a test is performed on an unbundled loop with no switching
8 associated with it. To test a loop, a central office technician needs to place a
9 testing "shoe" (test cord) in the same place that a heat coil goes. Therefore, the
10 technician has to remove the heat coil to do the test. When the heat coil was
11 replaced and the cooperative test was performed, the defective heat coil was
12 detected and replaced. The Qwest technician would have not known that the heat
13 coil was bad after he replaced it. In a Network, be it Qwest's or Covad's or any
14 provider's that uses equipment, things break or become defective, it is not
15 anyone's fault that these things happen. Even though Qwest has quality control
16 standards for testing, the "bad heat coil" would not have been detected up front.

17

18 **Q. MR. CABE STATES ON PAGE 5 THAT IT IS LESS COSTLY FOR**
19 **QWEST TO USE Covad FOR PRE-TEST RATHER THAN TEST ITSELF.**
20 **WILL YOU RESPOND TO THIS ALLEGATION?**

21 A. First of all, it is ridiculous for Mr. Cabe to state this. When Qwest performs its
22 test with Covad, Qwest has technicians in the field and in the central office to

1 perform the test. Covad only has a test technician sitting at a desk to perform the
2 test. In Exhibit RC-3, a Qwest technician was performing a pre-test and thought
3 his testing showed some bridged tap (BT) on the line. The technician then
4 contacted Covad and asked their technician to verify that they could see service
5 affecting BT on the line. The Covad technician could not see any BT and
6 accepted the loop. It is not quicker to contact Covad, as Mr. Cabe asserts, to have
7 a pre-test done by Covad. Qwest was already testing the line and thought we
8 could see something on the loop that indicated BT, and wanted to know if Covad
9 could see the same thing. This is normal in the technician world to verify that
10 their loop would work.

11

12 **Q. MR. CABE ADDRESSES SEVERAL OTHER EXAMPLES IN HIS**
13 **TESTIMONY. WILL YOU SUMMARIZE THESE EXAMPLES?**

14 A. Mr. Cabe references four other orders in his testimony (Exhibits RC-4, RC-5, RC-
15 6, and RC-7). In all the orders that Covad had in January, Mr. Cabe has found a
16 few that may have been completed out of process or were not documented
17 correctly. Qwest strives to make sure that the technicians work within the
18 process. On Confidential page 23 of my rebuttal testimony (Exhibit RJH-T10), I
19 address the total number of orders completed in January, 2002 and the number of
20 orders that were fixed prior to cooperative testing with Covad. Qwest does
21 perform pre-test on the Covad loop orders, whether it is documented or not.
22 Sometimes within the course of testing Qwest does contact Covad and request

1 that they test a loop prior to the cooperative test date to ensure that the loop would
2 work to their specifications. It is obvious to me that Covad does not want this
3 type of interaction between the two companies. I would like to think that Covad
4 would want to ensure that a loop would work when their Network is added on, to
5 ensure that their customer would be happy with the service that they are
6 providing. In Ms. Million's testimony, she addresses the difference between a
7 cost model and real world experiences and how a cost model is based on averages
8 of work completed and how, sometimes, the real world deviates from a cost
9 model.

10

11 **Q. MR. CABE MAKES REFERENCE ON PAGE 9 TO QWEST HAVING A**
12 **SPECIAL 271 TEAM. WILL YOU RESPOND TO THIS ASSERTION?**

13 A. Yes. Mr. Cabe suggests that this "special 271 team" is wholly responsible for
14 ensuring proper escalations and service delivery, and that the level of service will
15 disappear when Qwest 271 application is granted. Mr. Cabe is incorrect. The
16 Qwest CLEC Coordination Center (QCCC) is the Overall Control Office (OCO)
17 for all unbundled loop coordinated installations. Therefore, the QCCC has the
18 responsibility for monitoring each installation until its completion. Critical to
19 insuring that all installations are completed within the acceptable time frame, are
20 proper escalations to Qwest departments. Sometimes during a coordinated
21 installation, some breakdown will occur which will endanger the order. In such a
22 case, it is necessary to resolve the breakdown as expeditiously as possible. In this

1 case, some immediate positive action is needed on behalf of Qwest. At that point,
2 an escalation to achieve positive resolution is necessary. All QCCC Coordinators
3 have the authority to escalate to the Executive Vice-President (EVP) level.

4
5 This is the standard escalation process that is in place and will remain in place
6 after Qwest is granted 271 relief. Qwest will still have performance standards to
7 meet after 271, and the escalation process will remain in place to ensure that
8 Qwest meets performance standards or commitments. No matter what Qwest
9 calls the state escalation leads, whether it is 271 State Lead, or something else, the
10 escalation process will remain in tact and will function in the same manner.

11

12 **IV. TESTIMONY OF ROY LATHROP**

13 **Q. WILL YOU PROVIDE AN OVERVIEW OF MR. LATHROP'S**
14 **FEBRUARY 14, 2002 REPLY TESTIMONY?**

15 A. Mr. Lathrop addresses Qwest's cost study as it relates to Poles, Ducts, Conduits
16 and Rights-of-Way in his reply testimony. Just as in his Direct Testimony, Mr.
17 Lathrop attempts to reduce the time for certain functions that Qwest performs. He
18 provides no information to back up his claims - only that he "thinks" Qwest has
19 overstated the times. In the following testimony, I will provide the steps that go
20 into each function as it relates to Poles, Ducts, Conduit and Rights-of-Way.

21

1 **Q. PLEASE BRIEFLY EXPLAIN WHAT THE POLES, DUCTS AND ROW**
2 **PRODUCT IS.**

3 A. Access to Poles, Ducts and Right of Way (“ROW”) provides CLECs the ability to
4 attach facilities to Qwest-owned or controlled poles, ducts, and ROW in order to
5 provide telecommunications services. Access is available on a first-come, first-
6 served basis to existing facilities that are not allocated for repair, emergency or
7 projects in progress.

8

9 **Q. PLEASE EXPLAIN THE CONFIGURATIONS ASSOCIATED WITH THE**
10 **POLES, DUCTS AND ROW PRODUCT.**

11 A. Access is offered in the following configurations:

- 12 • Pole Attachments provide CLECs access to available pole space to
13 place aerial facilities that transmit telecommunications services.
- 14 • Qwest provides CLECs space in innerduct for the purpose of placing fiber
15 facilities to transmit telecommunications services. Access to duct or conduit can
16 also be arranged for copper facilities.
- 17 • Duct or conduit provides a single, enclosed raceway used for conductors, cable,
18 and/or wire, including riser conduit between floors in a building. The duct or
19 conduit may be in the ground, following streets, bridges, public or private ROW,
20 or may be located in a portion of a multi-unit building. Within a multi-unit
21 building, the duct/conduit may traverse the building entrance facilities, building

1 entrance links, equipment rooms, remote terminals, cable vaults, telephone closets
2 or building riser.

3 • Innerduct is a pipe that fits inside the duct or conduit. Three innerducts are pulled
4 into a duct/conduit so the duct may typically carry three fiber cables. Usually,
5 one 4-inch duct accepts three 1-1/4" innerducts. CLECs have the option of either
6 placing the innerduct in an empty duct or conduit, or having Qwest place it.

7 • For construction of transport facilities, Qwest also provides access to land that
8 Qwest owns or controls. CLECs are responsible for obtaining the necessary legal
9 authority to occupy poles, duct/innerduct and ROW on municipal, governmental,
10 Federal, Native American, and private ROW Qwest owns or controls. A ROW
11 may run under, on, above, across, along, or through public or private property,
12 including multi-unit buildings.

13

14 **Q. PLEASE DEFINE THE NON-RECURRING ELEMENTS ASSOCIATED**
15 **WITH POLES, DUCTS AND ROW.**

16 A. The non-recurring elements associated with the poles, ducts and ROW products
17 are:

- 18 • Pole Inquiry Fee, per mile;
- 19 • Innerduct Inquiry Fee, per mile;
- 20 • ROW Inquiry Fee;
- 21 • ROW Document Preparation Fee;
- 22 • Field Verification Fee, per Pole;

- 1 • Field Verification Fee, per Manhole;
- 2 • Planner Verification, per Manhole;
- 3 • Manhole Verification Inspector, per Manhole;
- 4 • Manhole Make-Ready Inspector, per Manhole; and
- 5 • Access Agreement Consideration.

6

7 **Q. PLEASE EXPLAIN WHY THE POLE INQUIRY FEE IS A NON-**
8 **RECURRING COST ELEMENT ASSOCIATED WITH THE POLES,**
9 **DUCTS AND ROW PRODUCT.**

10 A. The Pole Inquiry process involves the necessary step of having Qwest's CPMC
11 review the CLEC's request for completeness. During this task, Qwest prints all
12 associated e-mails and forms from the CLEC to start a working file. The CPMC
13 searches the database for the appropriate CLLI code. The information will be
14 entered into a database and a new job will be created. The new job includes all
15 Billing Account Number ("BAN") information, CLEC information, and due
16 dates. The Qwest CPMC will also provide the wholesale account team with the
17 name and the contact number for the appropriate local field engineer for joint
18 validation of the poles and route

19

20 The entire bulk of information is then sent to the design engineer, who works in
21 the field. Once the design engineer receives the package from the CPMC, the

1 engineer reviews the package and coordinates with the CLEC to set up a joint
2 meeting.

3
4 The project management center also makes a telephone call to the appropriate
5 design engineer to make sure the engineer has received the work package. The
6 project management center acts as the liaison between not only the design
7 engineers, but also the wholesale account team members for status, answering
8 questions, escalating, and solving any issues that may arise.

9
10 **Q. PLEASE EXPLAIN THE FIELD VERIFICATION FEE PER POLE AS AN**
11 **ELEMENT OF POLES, DUCTS AND ROW.**

12 A. The Field Verification Fee is a non-refundable pre-paid charge that recovers the
13 estimated actual cost for a field survey verification required to determine the
14 availability and scope of any required make-ready work.

15
16 The field verification element involves identification of the pole number, street
17 code, ownership of pole, and determining space availability on the pole. This
18 verification provides and describes the necessary work required, cable
19 rearrangement, anchoring (steel anchor that runs approximately 6 feet into the
20 ground), guying (wire, sized appropriately, from the pole to the anchor), pole
21 replacement, and documenting the results of the pole field inspection.

22

1 The CLEC may elect to do the field verification itself by indicating that
2 preference on the forms submitted to the CPMC.

3

4 **Q. PLEASE EXPLAIN WHY THE INNERDUCT INQUIRY FEE IS A NON-**
5 **RECURRING COST ELEMENT ASSOCIATED WITH THE POLES,**
6 **DUCTS AND ROW PRODUCT.**

7 A. The innerduct inquiry fee is a non-refundable pre-paid charge used to recover the
8 costs associated with performing an internal record review to determine if a
9 requested route and/or facility is available. Qwest's CPMC will complete the
10 database inquiry and prepare a duct/conduit structure diagram (flatline) that shows
11 distances and access points (such as manholes).

12

13 Qwest's CPMC will print out all e-mails and forms associated with the request.
14 Qwest is not provided with the CLLI for the wire center on the request; therefore,
15 we must search our OSP FM records, using the CLEC's attached map, to find the
16 CLLI and to insure that all of the information is correct. The information is
17 entered into a data-base and a new job is created. The new job is assigned a data-
18 base number; this includes all BAN information, CLEC information, and due
19 dates.

20

21 Once the information has been validated and deemed correct, Qwest searches
22 OSP FM, CIMAGE, or paper records for the route in question. If Qwest

1 determines that the customer's specified route is available, Qwest creates a rough
2 draft of the requested route and a spreadsheet showing all manhole numbers, the
3 distance between each manhole, and the location of the manhole as it sits on the
4 route according to the street intersections. This information, the rough draft and
5 the spreadsheet, will then be created electronically.

6

7 **Q. PLEASE ILLUSTRATE THE FIELD VERIFICATION AND PLANNER**
8 **VERIFICATION FEE, PER MANHOLE, AS ELEMENTS OF POLES,**
9 **DUCTS AND ROW.**

10 A. Qwest's CPMC will return the results of the innerduct inquiry to the CLEC via
11 the wholesale account team. The CLEC has 30 days to proceed to the next step,
12 field verifications of manholes. In order to initiate that step, the CLEC must
13 submit the appropriate fee and form. This form is forwarded from the account
14 team to the CPMC. The CPMC will review the form for accuracy and
15 completeness; they will update the database records, and make copies of all of the
16 documents for the file. Then, the CPMC will create a work package for the OSP
17 tactical planner. This package consists of a copy of the Field Verification request,
18 a copy of the original flat-line diagram created in the inquiry process, a copy of
19 the original CLEC map, and blank templates used to display the duct structure of
20 the manholes.

21

1 Then, the OSP tactical planner reviews all contents of this package and forwards
2 the package to the appropriate field engineer. At this point, it has already been
3 predetermined if the CLEC wants Qwest to do the verification, or if the CLEC
4 wants perform this task itself. If the CLEC requests that Qwest perform the Field
5 Verification, the Qwest field engineer will perform the task.

6
7 The engineer and technician will take steps to open each manhole. This includes
8 pumping the manhole free of water, purging it of gases, setting up equipment and
9 work area protection including establishing traffic controls, placement of cones
10 and traffic control signs, etc.

11
12 The technician will remove the manhole lid and ventilate the manhole with a
13 blower. The technician will then test for explosive gases with a gas meter. If the
14 manhole is filled with water, it will be pumped clear.

15
16 Then, the field engineer will take the blank template, or butterfly drawing, to
17 sketch the duct structure on each manhole wall. This is the process that is
18 repeated for each manhole within the specified route.

19
20 Once the sketches are completed, the engineer will return to the office and convert
21 all butterfly sketches to permanent drawings and return these drawings to the OSP
22 tactical planner. The OSP tactical planner will review each drawing. The planner

1 is looking for innerduct availability or/and conduit availability; the planner also
2 researches an available path associated with the CLECs original requested route.
3 The planner will look at the butterfly drawings; these drawings will indicate
4 vacant and occupied innerduct, conduits, and knockouts. Then, the planner will
5 evaluate any outstanding jobs that could be utilized using spare innerducts
6 throughout the entire CLEC requested route.

7
8 The results of this research are forwarded to the CPMC. The CPMC receives the
9 package and assesses for innerduct and conduit availability by reviewing the
10 information provided by the Tactical Planner. The CPMC creates a Field
11 Verification report that portrays the results of the Field Verification. This report
12 includes: sections where innerduct is and is not available; where a conduit is or is
13 not available; where innerduct placement would be required; or a section where
14 conduit and innerduct is not available, referring to a blocked section. This report
15 also includes the distance between manholes, and the number of core drills
16 required. The CPMC then forwards this report to the customer via the account
17 team.

18

19 **Q. PLEASE EXPLAIN HOW THE MANHOLE VERIFICATION**
20 **INSPECTOR TASK IS AN ELEMENT OF THE POLES, DUCTS AND**
21 **ROW PRODUCT.**

1 A. If a CLEC elects to do the work itself, Qwest will send a contract inspector to
2 inspect the work of the CLEC. In other words, the contract inspector will make
3 sure the manhole is opened and closed properly using appropriate safety
4 standards.

5

6 **Q. PLEASE DEFINE THE ROW INQUIRY FEE AS AN ELEMENT OF**
7 **POLES, DUCTS AND ROW.**

8 A. The ROW inquiry process involves Qwest's review of a request for completeness
9 and resolution of any discrepancies in the request. The CPMC will print all e-
10 mails and forms associated with the request.

11

12 The CPMC will create a log in the database and create a new job. The new job is
13 assigned a data base number and dates are established in the computer as well.

14 The entire bulk of information is then sent out to the ROW agent for the particular
15 area in question.

16

17 The ROW agent accesses available job-files in the document retention database.

18 If the ROW agent locates any records, he or she makes copies, and those copies
19 are sent back to the CPMC. The records that could appear in the retention data-

20 base are records such as: private ROW; Bureau of Land Management; Bureau of
21 Reclamation; Forest Service documents, etc.

22

1 Regular permits via state and local agencies are public record; therefore, Qwest
2 does not keep them on file.

3
4 The CPMC also makes a telephone call to the appropriate ROW agent to make
5 sure the engineer has received the work package. The CPMC acts as the liaison
6 between not only the ROW agents, but also the wholesale account teams. The
7 labor associated with the liaison position requires, as stated above, phone calls to
8 ROW agents and account team members for status, answering questions,
9 escalating, and solving issues that arise in general.

10

11 **Q. PLEASE CLARIFY THE ROW DOCUMENT PREPARATION FEE AS**
12 **AN ELEMENT OF POLES, DUCTS AND ROW.**

13 A. The task requires that Qwest prepare a Quit claim deed when requested by the
14 CLEC. Typically, the CLEC provides this to Qwest.

15

16 **Q. PLEASE SUMMARIZE YOUR TESTIMONY ON POLES, DUCTS AND**
17 **ROW.**

18 A. Qwest provides access to Poles, Ducts and ROW to CLECs with workable and
19 reasonable methods of accomplishing interconnection with Qwest's network. The
20 Qwest architectures provide CLECs access in a nondiscriminatory manner.

21

1 Moreover, based on my review of the poles, ducts and ROW network element
2 inputs to the cost study, and my background in providing access to poles, ducts
3 and ROW, the assumptions and network elements used in the cost study are
4 consistent with, and reflect, the efficient, real-world tasks that engineers and other
5 personnel must perform to provide poles, ducts and ROW.
6

7 **V. SURREBUTTAL TESTIMONY OF MR. LATHROP**

8 **Q. WILL YOU LIST THE ISSUES THAT MR. LATHROP PROVIDED**
9 **SURREBUTTAL TESTIMONY ON, FILED APRIL 5, 2002?**

10 A. Mr. Lathrop filed Surrebuttal Testimony on the CLEC to CLEC Interconnection
11 Direct Connection cost study and to the inputs to the Space Option cost study. He
12 reduced the cost associated with each study. In the following, I will address his
13 review of Qwest's cost studies.
14

15 **Q. MR. LATHROP ASSERTS ON PAGES 2 AND 3 OF HIS TESTIMONY**
16 **THAT THE "BAN" NUMBER IDENTIFIED IN YOUR TESTIMONY AND**
17 **THE COST SUMMARY IS LISTED IN TWO PLACES. WILL YOU**
18 **RESPOND TO THIS?**

19 A. In my Rebuttal Testimony (Exhibit RJH-T10), I stated the BAN number is pulled
20 by the CPMC and the cost study lists the function under the CSPEC costing
21 element. The CPMC pulls the BAN number for a particular job, and the CSPEC
22 will pull the CPD number and BVAP numbers and list the material required and

1 the pricing associated with the job under these numbers which will be referenced
2 and tracked by the BAN number. Because this function is basically being handled
3 by two groups the cost study listed the function under one group so as to not
4 double recover the cost.

5

6 **Q. MR. LATHROP ADDRESSES THE ENGINEERING TIME ASSOCIATED**
7 **WITH CLEC TO CLEC INTERCONNECTION ON PAGE 4 OF HIS**
8 **TESTIMONY. WILL YOU COMMENT ON HIS CONCERNS?**

9 A. Mr. Lathrop lists the functions that I described in my rebuttal testimony and he
10 attempts to assign times to each element, without providing any backup
11 information to his time estimates. He assigns 20 minutes to open/create CPD, and
12 doesn't provide any information on why he didn't consider the times that were
13 supplied in response to a WorldCom discovery request (see Exhibit RJH-15 for
14 WorldCom 05-437). According to Mr. Lathrop the CLEC to CLEC Product is at
15 the simple end of the complexity scale and shouldn't require a substantial amount
16 of time to complete. What he fails to consider is the fact that the CLECs involved
17 could reside on different floors within a Central Office or in different locations on
18 the same floor, and a complex route would have to be constructed, which would
19 result in a much greater time. What this Commission needs to remember is that
20 the times in Qwest's cost study reflect the average time associated with each
21 function, taking worst case and best case. What Mr. Lathrop tries to represent is
22 the best case scenario and state that every job is best case.

1

2 **Q. ON PAGE 8, MR. LATHROP ADDRESSES CLEC TO CLEC**
3 **INTERCONNECTION: CROSS CONNECTION. WILL YOU PROVIDE**
4 **COMMENTS ON THIS TESTIMONY?**

5 A. The cross connection can be in any circuit level (DS0, DS1, DS3) and the original
6 job to install the cabling has to be put into Qwest systems (TIRKS) as a design
7 service. Mr. Lathrop is correct that when an order (ASR) is generated by the
8 CLEC to place a cross connect, this is a simple operation of running the cross
9 connects. A CLEC has the option of running the cross connect themselves or
10 having Qwest perform the cross connect for them.

11

12 **Q. ON PAGE 9, LINES 3 THROUGH PAGE 10, LINE 20 MR. LATHROP**
13 **ADDRESSES QWEST'S VERIFICATION PROCESS AND UPDATING OF**
14 **QWEST RECORDS. WILL YOU ADDRESS THIS ISSUE?**

15 A. Mr. Lathrop does not understand why records and field verifications are
16 necessary. Qwest's records about the availability of space and facilities are
17 accurate and reliable, but that does not eliminate the need for field verifications.
18 As with the records of any company that maintains large inventories of a product,
19 there inevitably will be occasions where the records do not completely reflect
20 conditions in the field. No industry that I am aware of that has large inventories
21 of products has an infallible record keeping system; human intervention and
22 human inspection is an essential part of inventory-based businesses. For example,

1 take the simple, everyday transactions most of us have in places like movie rental
2 stores. The store's database may show that a movie is available but “field” or
3 “shelf” review by a person sometimes reveals that, for some reason, the movie
4 doesn't exist on the shelf. We also see this same real-life occurrence in
5 department stores, lumber yards, and grocery stores.

6
7 A telephone network is far more complex than most of these businesses and the
8 challenges of tracking inventory in this environment are substantial. That is why
9 Qwest itself has used field verifications for years for its own needs and jobs. The
10 field verification provides a reliable method for verifying records and qualifying
11 actual inside and outside plant facilities. The field verification also ensures that
12 the facilities in question for use are not damaged. If Qwest were to simply rely on
13 its unverified records, the potential negative impacts on a CLEC would be
14 substantial. Assume, for example, that a CLEC desires space within a central
15 office and asks Qwest to make it available on a specific date in the future.

16 Assume also that the CLEC makes business plans that will be harmed if the date
17 is not met. If the Qwest records show that the space exists, but no verification is
18 made, the CLEC could be seriously damaged if they found that the records were
19 in error or that the actual space was not suitable for collocation. In sum, relying
20 on records does not replace verification by a qualified person to “go see.” Field
21 verifications clearly add information to the provisioning process that records
22 alone often do not provide.

1

2 **Q. ON PAGE 11, MR. LATHROP ADDRESSES SPACE OPTIONING AND**
3 **SUGGESTS THAT IF A CLEC CHOSE TO MOVE FROM SPACE**
4 **OPTION TO ACTUAL COLLOCATION, THEN THEY SHOULD BE**
5 **CREDITED FOR ENGINEERING TIME. WILL YOU RESPOND?**

6 A. In space optioning, actual engineering is required to determine if space is
7 available within the central office, but, this space is not a specified space. When a
8 CLEC elects to collocate, then actual design of the job starts and the space is
9 determined and all of the elements associated with collocation are engineered.
10 For Mr. Lathrop to suggest that a CLEC be credited for engineering associated
11 with space optioning is completely incorrect. It is comparing apples and oranges.

12

13 **Q. DOES THIS CONCLUDE YOUR TESTIMONY?**

14 A. Yes, at this time.