

January 13, 2011

QWEST CORPORATION

STATE: Washington
DOCKET NO: UT-100820
CASE DESCRIPTION: Qwest - CenturyTel Merger
INTERVENOR: Washington Utilities and Transportation Commission
REQUEST NO: WUTC 7-1

REQUEST:

Provide Regional Oversight Committee (ROC) Operations Support System (OSS) Third Party Testing (3PT) vendor costs including year incurred, task performed and entity paid.

RESPONSE:

Attachment A contains the annual costs incurred from the ROC OSS 3PT by each of the vendors/consultants involved in the test. The ROC test costs totaled \$121,515,520.78. In addition to costs included in Attachment A, an additional \$70,075,897.40 was incurred for the AZ OSS 3PT vendors.

The entities involved in the ROC OSS 3PT include:

Maxim Telecom Group (MTG)

MTG was hired by the ROC as the overall project consultant and engagement manager. MTG facilitated the development by the ROC, with significant input from the Technical Advisory Group (TAG), developed the Test Requirements Document (TRD) to define the scope and specific approaches to testing. MTG also led and facilitated the ROC TAG meetings and provided overall project management throughout the engagement.

KPMG Consulting (KPMG)

KPMG was awarded the role of Testing Administrator (TA). After selection as TA, KPMG worked with the ROC TAG to develop a Master Test Plan that outlined the scope of testing described in the TRD.

KPMG and the Pseudo CLEC (P-CLEC) combined efforts to accomplish the transaction-based tests. KPMG's roles were those of a CLEC's marketing, billing, and facilities management groups. KPMG:

- Supplied the P-CLEC Ordering group with information about customer requirements;
- Managed the inventory of test accounts and facilities;
- Monitored Qwest's performance; and
- Evaluated carrier-to-carrier bills.

In addition to the transaction-based tests, KPMG performed operational-analysis tests. These tests were used to evaluate Qwest's day-to-day operations and operational management practices, including procedural development and procedural change management. KPMG also authored the ROC OSS 3PT Final Report and appeared before multiple state commissions regarding the ROC OSS 3PT.

Hewlett-Packard Consulting (HPC)

HPC was awarded the role of P-CLEC. As the P-CLEC, HPC's primary involvement was in conducting the transaction-based tests in conjunction with KPMG. HPC's roles were those of a CLEC's Order Operations and Information Technology groups. HPC:

- Established electronic bonding with Qwest;
- Created and tracked orders;
- Translated back and forth between business rule and electronic interface rule formats;
- Resolved problems with missing orders and responses;

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- Received DUF and customer bills; and
- Entered trouble tickets.

HPC also prepared report materials for inclusion in the ROC OSS 3PT Final Report.

Liberty Consulting (Liberty)

Liberty was awarded the role of the Performance Measures Auditor (PMA). As the PMA, Liberty Consulting developed and performed an audit to insure that all aspects of Qwest's wholesale performance measures and retail parity standards are sound and in compliance with the collaboratively developed ROC Performance Indicator Definitions (PIDs). Liberty also was a participant of the transaction testing in that when Liberty concluded that an individual PID was accurate, the PID would be released so that KPMG and HPC could begin testing the functional area relied upon by the PID.

Qwest does not have a breakdown of the specific tasks performed by the individual vendors or consultants in a given year.

Respondent: Chris Viveros

Witness: Chris Viveros