

**EXHIBIT BJJ-14 TO THE
DIRECT TESTIMONY OF
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ON BEHALF OF
INTEGRA TELECOM**

Maintenance Ticketing Gateway (MTG)

CEMR/MEDIAACC Replacement



Preliminary Implementation Plan Review Agenda

- Background
 - History
 - Initial Release Notification, Comments and Qwest Response
- Functional Overview
- Technical Overview
 - GUI
 - B2B
- Benefits
- Timeline
- Questions



History

Maintenance Ticketing Gateway (MTG) is the CEMR/MEDIACC Replacement project that migrates CLEC trouble ticketing functions (Local Designed Services, POTS, DSL) into an enhanced set of ticket bonding and management systems that would benefit both Qwest and our customers.

Qwest Change Request SCR121608-02 was originally introduced in late 2008 to implement CTG - Common Ticketing Gateway with a proposed effective date of September 28, 2009. The CR was placed in Deferred status in April 2009 due to lack of funding.

Qwest reintroduced SCR121608-02 in the November 2010 CMP meeting and changed the name to MTG – Maintenance Ticketing Gateway.

MTG is being implemented to ensure business continuity and service quality for automation of repair functionality. MEDIACC/CEMR hardware, database and operating systems are at end of life. Qwest needs to replace these systems.



Initial Release Notification

- Initial Release Notification sent December 17, 2010
- CLEC Comments were received
- Initial Qwest Response notification sent January 13, 2011
- Comments response posted to Document Review System Archive site at URL http://www.qwest.com/wholesale/cmp/review_archivesystemdec10.html
- Additional two week comment cycle is being provided



MTG Functionality

- Current functionality of CEMR/MEDIACC will be included in MTG, as well as the planned enhancement to CEMR for Client Self Test.
- MTG provides an effective mechanism to automate communication and the processing of trouble ticket information.
- MTG provides electronic trouble ticketing capabilities with Qwest for the exchange of Trouble Ticket information for various Qwest products and services purchased by the customer.
- MTG provides an electronic bonding facility that enables Qwest customers to use their own repair/ticketing system to manage troubles on their Qwest products and services.



Current System Functionality

- Create and manage trouble reports for designed and non-designed services
- View circuit history
- Verify features for non-designed services
- View Line record for non-designed services
- Run MLT (mechanized loop test) or request tone on line for non-designed services
- Maintain reports
- View transaction history
- View DMARC (demarcation point) information
- Search and verify CFAs (carrier facility assignments) and cabling
- View DLRs (Design Layout Reports)
- View order status
- Validate service addresses
- Perform client self tests



Technology - GUI

Web Based Testing/Ticketing

- Replace CEMR for Local network with an enhancement to QPortal to support
 - Local Designed Services
 - Broadband
 - POTS
- Creates one web portal for local and national transport repair.

NOTE: QCC National Transport repair tickets are currently submitted through the QPortal.

Technology – B2B

Bonded Ticketing

- Replace MEDIACC for Local network with an XML ticketing functionality by enhancing the national eBonding Gateway to cover Local Products. This project would include turning down the MEDIACC interface after a migration period.
- Instead of interfacing with MEDIACC-EBTA using CMIP (Common Management Information Protocol), IXC and CLEC customers will need to modify their external interface to Qwest using ATIS tML (Telecommunications Markup Language) standard protocol. Alliance for Telecommunications Industry (ATIS) information can be found at <http://www.atis.org>.

The B2B Gateway will use:

- ATIS “XML Schema Interface for FM (Trouble Administration)” – ATIS-030003.2005
- ATIS “tML Transport Profile” – ATIS-PP-0300079
- The B2B Gateway does not support network testing transactions currently. Specification for test functions is TBD.



Benefits

- Maintains and stabilizes electronic trouble ticket bonding functionality and service level quality for application to application interface with external users
- Provides increased reliability
- Implements a supported operating environment and technology
- Allows Qwest and Wholesale customers to use a more advanced type of technical communication based on
 - Internet standard protocols and web services
 - Telecommunications industry standard markup languages.
- Allows alignment of Qwest Local and Qwest National repair into a common set of ticket bonding and management systems.



2011 Timeline

- Additional CLEC comment cycle – January 19 - February 2
- Qwest response to additional comments – February 9
- Draft Interface Technical Specifications Issued and comment cycle – May 20 - June 7
- Planned Technical Walkthrough – June 2
- Final Technical Specifications Issued – June 11
- Initial GUI Release Notification – August 5
- Application to Application Testing Available – August 20
- Draft GUI Release Notes Issued and comment cycle – August 22 - August 25
- GUI Overview Conducted – August 23
- Final GUI Release Notes – August 29
- Targeted Production Date – September 19
- Targeted Retirement Date for MEDIACC/CEMR – TBD



Questions

- Questions??
- Next steps

