EXHIBIT BJJ-19 TO THE

DIRECT TESTIMONY OF

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ON BEHALF OF

INTEGRA TELECOM

MTG

CEMR/MEDIACC Repair System Improvements

Purpose for CEMR/MEDIACC Repair System Improvements

- 9 outages in the last year, totaling over 1200 minutes in end-customer impacting outages

- Servers has become top priority in the life cycle program

- Best effort vendor support for Operating system, Database and Hardware

- Replacement parts must be cannibalized from used equipment purchased from dealers

- 9 months to 1 year lead to life cycle the systems

- **Impact of non-repairable failure would be manual repair communication until new system completed**

System Failure Rate as a Function of Time

$z(t)$

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Time of infant failures

T_I

Useful time

T_W

Time of wear-out failures

E_L

t
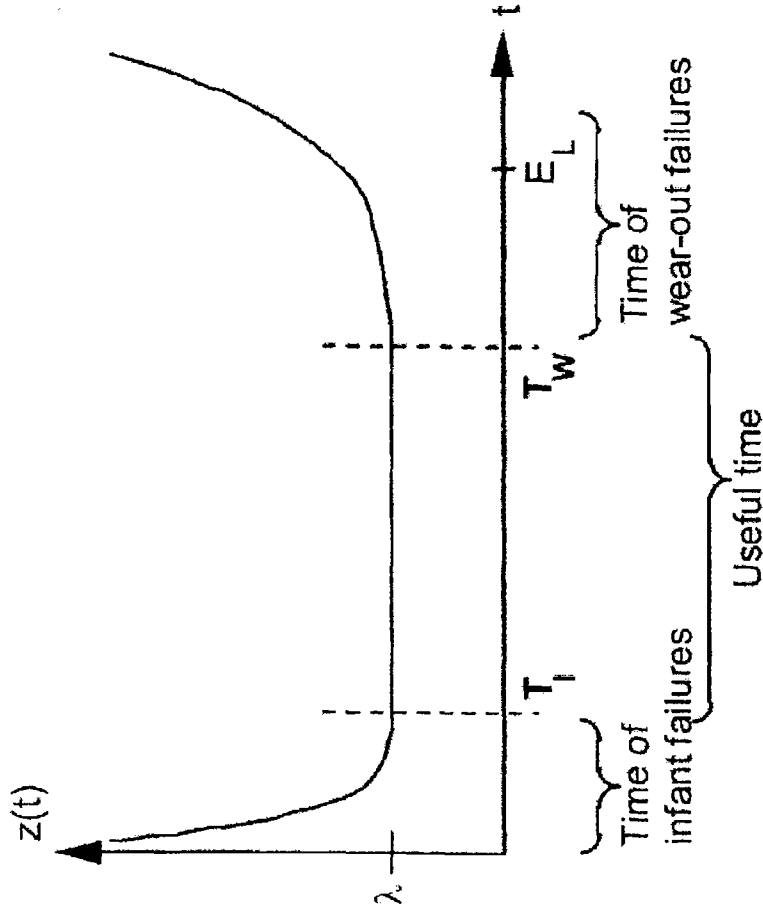
Typical Electronic Component Failure Rate as a Function of Time (age)

Preliminary Milestones/Timeline

Date	Milestone	Status	
11/01/10	Review Project Scope and High Level Functionality	Complete	12/16/2010
12/17/10	Send System Notification of MTG Project to CLEC through CMP Process	Complete	12/17/2010
01/10/11	Start Detailed Business Requirements	Complete	02/11/2011
02/14/11	Start IT Design – System Engineering	In Progress	
02/21/11	Begin Migration Planning	Not Started	
03/11/11	Begin High Level Application Design	Not Started	
04/15/11	Complete 20% LOE	Not Started	
04/15/11	Begin Low Level Application Design	Not Started	
04/16/11	Begin Working on Draft Tech Specs for CLECs	Not Started	
05/02/11	Begin Development	Not Started	
05/20/11	Publish Draft Tech Specs with CLEC Community via CMP	Not Started	
06/02/11	Preliminary Walk-Through with CLEC Community via CMP	Not Started	
06/11/11	Publish Final Tech Specs to CLEC Community via CMP	Not Started	
08/05/11	Initial GUI Release Notification	Not Started	
08/20/11	Application to Application Testing Available to CLECs	Not Started	
08/22/11	Draft GUI Release Notes	Not Started	
08/23/11	GUI Overview	Not Started	
08/29/11	Final Release Notice with Training Information	Not Started	
09/10/11	Begin Deployment Process	Not Started	
09/19/11	System Improvements Available to CLECs	Not Started	
09/20/11	Begin Scheduling Migration Dates	Not Started	

4

Web Based GUI

Provide POTS Feature Verification and Correction	X	X
Provide POTS Diagnostic Support	X	X
Provide Escalation Function	X	X
• Support escalation of trouble report		
Provide Online Help	X	X
Provide Access Control	X	X
• Restrict access to resources owned by customer		
Provide a Means of Entering a POTS Trouble Report	X	X
Provide POTS Line Records	X	X
Provide A Means Of Viewing POTS Circuit Trouble History	X	
• Abbreviated		X
• Extended		
• Long Extended		
Provide Ability to MLT Test POTS Services	X	X
• FULL (FX)		
• CO (COX)		
• QUICK (QX)		
• LOOP (LX)		
• TONE (TONEX)		

5

Web Based GUI

Provide Ability to Maintain Current Trouble Reports		
• Viewing Ticket Events		
• Viewing Status History		
• Checking Transactions Status	X	X
Including:		
• POTS		
• Voicemail		
• Broadband		
Provide Transaction History		
• Query to see transactions a user submitted over a period of time	X	X
Provide DMARC Information For POTS Services	X	X
Provide Status History For POTS Users	X	X
Search and Verify Carrier Facility Assignment	X	X
Search and Verify Cabling	X	X
Provide A View Of DLR	X	X
Provide View Order Status	X	X
Provide Service Address Validation	X	X
Provide User Activity Report	X	X

Web Based GUI

Provide A Transaction History For Design Service Users	X	X
Provide DMARC Information For Design Service Users	X	X
Provide Client Self Test Support • On demand circuit testing	X	X
Provide A Help Guide For Users	X	X

Application to Application Interface

- Current system (MEDIACC) is based on the T1.227/228 data model using the CMIP protocol.

- System improvements are based on the ATIS tML Standard which is based on a trouble administration XML data model using the SOAP protocol. XML data model is derived from T1.227/228 standard.

	MEDIACS	tML
Validate Circuit ID	X	X
Customer Create Trouble Ticket (Request/Response) • Validation and confirmation of ticket/create request. • The system generates and sends a response when the information entered by the customer does not successfully create a trouble ticket. o This behavior is applicable to any customer initiated request.	X	X

Application to Application Interface

Requirement		
Acknowledge Receipt of Customer Transaction • The system sends acknowledgement of successful receipt of any customer submitted transaction (this occurs prior to the actual transaction result/response being sent).	X	X
Customer Update Existing Ticket (Request/Response)	X	X
Customer Escalation (Request/Response) • Provide ability to escalate trouble report	X	X
Customer Close Ticket (Request/Response) • Customer can confirm ticket close out, dispute ticket close out and deny ticket close out.	X	X
Customer Cancel Ticket (Request/Response) • Customer has the ability to request that an existing ticket is disregarded.	X	X
Customer Retrieve Ticket (Request/Response)	X	X

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Application to Application Interface

Pro-Active Notification Of Ticket Status		X	X
Late Bonding • Allows manually created ticket to be handled electronically post creation • For Design Trouble Tickets Only		X	X
MLT Test (Request/Response) • FULL (FX) • CO (COX) • QUICK (QX) • LOOP (LX) • TONE (TONEX)	X	X	X

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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.

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