

Washington Semi-Annual Report
Retail OSS Integration Status
CenturyLink/Qwest Merger
Docket UT100820 – Order No. 14, Appendix A to Settlement Agreement, Condition 22
January 30, 2012

Background

The first paragraph of Condition 22 of the settlement agreement between CenturyLink/Qwest, the WUTC Staff and the Public Counsel, approved by the Commission in Order 14 in Docket UT100820, requires CenturyLink to submit a semi-annual retail OSS integration status report. The full text of the condition is stated below:

22. OSS – Retail

CenturyLink agrees to submit to Commission Staff and Public Counsel semi-annual integration status reports following the close of the Transaction. The initial report will be submitted within 90 days after the Transaction closes and will continue semi-annually for four years (reports will be provided within 30 days following the end of each semi-annual period). At a minimum, the reports will include a summary of integration-related activity completed since the last filed report and key milestones, deliverables and implementation timelines, and major risks and contingency plans for the upcoming quarter and beyond, if available, for all substantial integration team efforts.

In compliance with this condition, CenturyLink hereby provides its semi-annual status report concerning integration of retail OSS.

Retail OSS Integration Status

CenturyLink’s Integration Management Office is leading the analysis phase of Systems Integration for the Qwest merger. Pursuant to CenturyLink’s disciplined system review process, additional system selection decisions were made during this reporting period regarding the integration or final disposition of customer facing Operational Support Systems (“OSS”) and other substantive systems, as detailed below.¹

First, CenturyLink has selected Ensemble, the legacy CenturyLink billing and customer care system, to eventually replace the Customer Records and Information System (“CRIS”) currently used by legacy Qwest, for billing and ancillary functions. The company anticipates a two- to three-year conversion process that is anticipated to begin in late 2013, and that will comply with

¹ Attachment 2 to the June 30, 2011 Integration Report included an overview and a flowchart describing CenturyLink’s system analysis process.

the provisions of the settlement agreements that address wholesale OSS. Ensemble will serve as the billing platform for all legacy Qwest consumer and small business customers, as well as the legacy Qwest business and wholesale customers that are currently billed out of CRIS.

The conversion to Ensemble as a single billing platform will provide many benefits. Specifically, Ensemble enables all services to be billed on a single bill. A single billing platform will also allow for faster introduction of new products and services to Washington consumers. Ensemble also provides a more flexible billing platform to meet the demands of a changing market. Ensemble is already used with legacy CenturyLink back-office systems and will be configured to interface with existing legacy Qwest OSS, or back-office, systems. When these interface configurations and conversions are completed, a new service order entered in Ensemble will trigger related customer care functions such as inventory management, provisioning and customer communications through legacy Qwest OSS systems.

While the initial customer conversion is not anticipated until late 2013, planning, scheduling and scoping work will proceed in 2012. The primary focus in 2012 will be on finalizing requirements, data mapping and software development to interface the Ensemble system with the legacy Qwest OSS systems. A timeline for these activities is not yet available. However, as specific conversion activities are identified and scheduled, CenturyLink will provide such additional detail and notice pursuant to the Settlement Agreement.

Second, CenturyLink has made final system selections regarding two applications that support network planning and engineering processes. The legacy Qwest JDS system which provides a common document management solution to create, maintain and archive work order documentation for capital and expense projects has been selected over other existing legacy Qwest and legacy CenturyLink systems that currently provide similar functions. The selection of JDS will allow the consolidation of multiple current systems and streamlined document management. CenturyLink has also selected the legacy Qwest FiberBase system, rather than the legacy CenturyLink system, as the future fiber management tool. The selection of FiberBase will serve to minimize business impacts and training costs due to the larger level of legacy Qwest information that currently resides in the system. While both systems selections have been made, a deliverable timeline has not yet been established.

Finally, since the last report, the integration of Qwest's financial accounting and human resource systems platforms to the SAP system has been successfully completed as of January 3, 2012. As described in the June 30, 2011 report satisfying this merger condition, the conversion to SAP has no direct impact on customer affecting OSS systems, but it does involve engineering and outside plant records systems. Additional information on the system functions, key milestones, deliverables and implementation timelines associated with the SAP conversion were provided in CenturyLink's June 30, 2011 report satisfying this condition as well as the company's October 3, 2011 filing related to condition 24.