

**EXHIBIT BJJ-46 TO THE
DIRECT TESTIMONY OF
BONNIE J. JOHNSON
ON BEHALF OF
INTEGRA TELECOM**

From: Johnson, Bonnie J.

Sent: Tuesday, June 07, 2011 5:00 PM

To: Johnson, Bonnie J.; 'New Cr, Cmp'; Isaacs, Kimberly D.; 'cmpcr@qwest.com'

Cc: 'Lynn.Notarianni@dora.state.co.us'; 'Barbara.Anders@dora.state.co.us'; 'mitch.moore@state.or.us'; 'julia.redman-carter@paetec.com'; 'Haas, William'; 'Hansen, Christopher (Chris)'; 'Eisenhart, Joan'; 'OBrien, Larry'; 'Lemke, Don'; 'Bilow, Joyce'; 'Brenda_Bloemke@comcast.com'; 'jeanne.kulesa@synchronoss.com'; 'JNelson@popp.com'; 'Shelly.Pedersen@twtelecom.com'; 'Liz Tierney'; 'rgarth@libertybelltelecom.com'; 'mary_lohnes@mimi.net'; 'jeanne.kulesa@synchronoss.com'; 'Shelly.Pedersen@twtelecom.com'; 'jeff.sonnier@sprint.com'; Clauson, Karen L.; Strombotne, Tracy; 'Michael E Mccarthy (Michael.Mccarthy@state.mn.us)'; Denney, Douglas K.; Johnson, Bonnie J.

Subject: Integra's Questions: SYST:MEDI: Follow-up Response to Additional Comment Cycle
Maintenance Ticketing Gateway: Eff 12-12-11

Enclosed is a list of examples of questions regarding functionality for discussion on tomorrow's ad hoc call.

Thanks,

Bonnie

Bonnie Johnson | Director Carrier Relations
direct 763 745 6454 | fax 763 745 8459
Integra Telecom | 6160 Golden Hills Drive | Golden Valley, MN 55416-1020
bjjohnson@integratelecom.com



JC000333

QPortal Functionality

Examples of Questions (for discussion on 6/8/11 Qwest Ad Hoc Call)

Integra has asked a number of questions regarding functionality of Qwest's proposed new system, which Qwest is currently proceeding to implement over CLEC objection.¹ In Integra's 2/2/11 comments (copied in first column of Integra's 3/18/11 Matrix, Row 3c), for example, Integra asked: "For each function listed in the Qwest CEMR User Guide, provide a status on whether MTG will have the function upon implementation and whether there are any changes to the manner and timing in which the CLEC performs the function or receives information. For example, under the section Prevalidation in the CEMR User Guide, there is a function titled "Viewing Facility Information." Compare CEMR to MTG as to this functionality, address:

- Will MTG allow CLEC to view facility information?
- Will the CLEC input the same information to obtain this data as it does today with CEMR?
- Will the information that MTG provides for this function be the same data, presented in the same manner?
- Will the response time be the same or better than the response time in CEMR?
- Will MTG change existing field auto-population?
- Will MTG change the availability of existing pull down menus?
- Will MTG change existing query options?"

Qwest has not yet answered these questions, which are ongoing. For purposes of the ad hoc call tomorrow, following are additional examples of the types of questions about functionality to which CLECs would need answers if Qwest is proceeds with its plans. Please respond to these questions on the ad hoc call or, if not prepared to answer them, let us know when Qwest will respond.

Confirm QPortal will provide the following CEMR functionality and what, if any, differences there are between the CEMR functionality and QPortal. Address, for example:

1. Create Trouble Reports for Special Access, UNE Loops, Design, Non-Design (Resale and QLSP) and Qwest Broadband
 - a. Provides a template for trouble reporting to ensure Qwest has the necessary information to resolve the trouble report
 - b. CEMR currently has services and trouble ticket creation broken down by "Design", "Non-Design" and "Broadband"; will QPortal follow this familiar pattern?
2. "Circuit History"
 - a. CLEC queries a Qwest Circuit ID or Resale/QLSP Telephone Number and CEMR returns a Circuit History which includes the following data:
 - Circuit ID – (Design Information)

¹ Integra has objected to Qwest proceeding with its pending CR and requested compliance with the merger agreements and orders. Nothing in this document or in Integra's participation in CMP waives those objections. By proceeding over CLEC objection, Qwest has placed CLECs in a position of having to expend resources monitoring and commenting on Qwest's activity, even though Qwest should not be proceeding in this manner.

- i. Installation and Repair Center assigned to circuit
 - ii. Installation Order Number and date circuit was delivered
 - iii. All past trouble tickets opened on the circuit listing the Ticket Number, Ticket Type, Cause & Disposition Codes (or Status of Opened tickets), Date/Time Ticket Received, Ticket Resolution or Closure Date/Time, Closing Tech Notes
 - iv. Pending disconnect or change orders
Telephone Number
 - i. All past trouble ticket opened on the telephone number with Qwest trouble report narrative
- 3. "Report History"
 - a. CLEC queries a Qwest Circuit ID and Qwest Trouble Report ID CEMR returns the WFA OSSLOG. The WFA OSSLOG outlines the actions Qwest takes on a trouble report (for example Testing, Dispatch In or Out, Technicians Notes/Findings and Action Taken...
- 4. "Demarc" Information
 - a. CLEC queries by a Qwest Circuit ID or Resale/QLSP Telephone Number and CEMR returns demarcation location, binding post and for xDSL circuit the Actual Measured Loss at 196 khz as measured by the Qwest Technician at installation.
- 5. "Client Self Test"
 - a. CLEC has the ability to run a variety of tests on DS1 Level Circuits and obtain the results in CEMR prior to opening a trouble ticket.
- 6. "Broadband" Trouble Reporting
 - a. Provides the CLEC with the ability to open trouble reports on Qwest Broadband for Resale service.
- 7. "Maintain Reports"
 - a. CLEC is able to maintain or view ticket events by Qwest Trouble ID, Internal CLEC Trouble Report ID, or by Date Range and Status
 - i. Allows CLEC to provide additional information to Qwest
 - ii. Allows CLEC to approve or deny closure of a trouble report
 - iii. Allows CLEC to cancel trouble report
- 8. Status Change Notification
 - a. CEMR sends an email to the Trouble Report initiator when the status of the trouble ticket has changed.
- 9. "Feature Verification"
 - a. CLEC queries by Resale or QLSP telephone number (TN) and CEMR returns the CSR Features on the Customer Service Record (CSR) and the features loaded into the Qwest switch.
- 10. "MLT"
 - a. CLEC can request a Mechanized Line Test (MLT) on a telephone number to check for trouble prior to opening a Qwest trouble report.
- 11. "EDVR"
 - a. Comparison feature enables CLEC to verify that the USOCs on a customer's CSR are correctly programmed within the switch and/or space, and, if not, to submit a

correction to ensure that what is programmed in the switch/space matches what is on the customer's CSR.

12. "Search and Verify CFA"

- a. CLEC can obtain status of CFA channels on T1 – OC192 circuits by entering the Channel Group Number, Facility Type, A CLLI and Z CLLI. CEMR responds with a list of individual assignments, listing the current status of the CFA (in use or spare), if working the Qwest circuit ID assigned to the CFA and any pending changes to the CFA assignment with the due date of the change

13. "Search and Verify Cabling"

- a. CLEC can obtain status of Cabling Assignments (Qwest refers to these as CFA as well) by entering the A CLLI and Z CLLI and Cable Name. CEMR responds with a list of individual assignments, listing the current status of the cable assignment (in use or spare), if working the Qwest circuit ID assigned to the cable assignment and any pending changes to the assignment with the due date of the change.

14. "View DLR"

- a. CLEC can request a Design Layout Record on an completed or pending order by querying the Circuit ID and on pending order the Pending Order number.

15. "View Order Status"

- a. CLEC can query by Circuit ID, Order Number, CLO, Project ID, or Two/6 Code and state to obtain information on a pending order.

16. "Reports"

- a. CEMR provides reports User Activity Reports by User ID or User Name

17. "Where's my Tech"

- a. CLEC can query by Trouble Report ID and State and obtain that status of the technician dispatch on the trouble report.