

**EXHIBIT BJJ-48 TO THE
DIRECT TESTIMONY OF
BONNIE J. JOHNSON
ON BEHALF OF
INTEGRA TELECOM**

From: Johnson, Bonnie J.

Sent: Thursday, June 09, 2011 12:56 PM

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

On the 6/8 Ad Hoc CMP call regarding repair OSS, Qwest announced that it was no longer going to include CEMR in its MTG plans. We find that we need clarification of exactly what is/is not being withdrawn or changed. Specifically:

1. In the 11/17/10 minutes in the Change Request (CR) Detail for CR #SCR121608-01, Qwest said that Qwest was looking at doing two things: (1) retiring CEMR and replacing it with a front Graphical User Interface (GUI), and (2) retiring MEDIACC and replacing that with an XML B2B ticketing interface (with "B2B" indicating an application-to-application interface). It appears that, after yesterday, Qwest is no longer proceeding with #1 and continuing with #2. (a) Is that correct? (b) If no, please explain.
2. In pending CR #SCR121608-02, the "Description of Change" states that (1) Qwest will "Implement new repair ticketing gateway to provide XML transactions for ticketing functionality currently supported by MEDIACC" and (2) the "New application will . . . also replace CEMR." It appears that, after yesterday, Qwest is proceeding with #1 but no longer continuing with #2. (a) Is that correct? (b) If no, please explain. (c) If yes, will Qwest revise the description of change accordingly?
3. On the 6/8 Ad Hoc CMP call regarding repair OSS, Qwest admitted that, although Qwest does not plan to proceed with its "front-end" GUI replacement plan, Qwest's MTG proposed implementation would still affect the GUI (CEMR) in the "background" because "obviously each goes through MEDIACC." We need a better understanding of what changes are being made in the background and any potential impact of the proposed changes to CEMR users and their customers. Please explain more fully.
4. In the past, Qwest has explained MEDIACC as an application-to-application interface and CEMR as a GUI, with both of them pointing separately to Qwest's back end systems. Recently, Qwest has suggested that, rather than interfacing directly with Qwest's back-end systems, CEMR goes through MEDIACC first and then MEDIACC interfaces with Qwest's back-end systems. (a) Is the latter how it works currently? (b) If so, how long has that been the case? (c) Was a change made (e.g., so that CEMR goes through MEDIACC instead of interfacing with the back-end systems) and, if so, please describe fully. In other words, did CEMR always point to MEDIACC or were CEMR and MEDIACC independent of each other and each interacted with Qwest back-end systems? For example, did CEMR and MEDIACC each access information from Qwest's back-end systems previously but now CEMR connects to MEDIACC and MEDIACC accesses the information from Qwest's back-end systems and in turn feeds it back to CEMR? Please describe any such change. (d) If a change was made, when was it

made? (e) If a change was made, was any aspect of that change associated with or part of the recent Qwest changes to a "stable" platform (see next paragraph).

5. On May 27, Qwest said in a CMP email that "the CEMR online interface was recently upgraded to a stable hardware and software platform that integrates well with current MEDIACC application, and will allow it to interface seamlessly to an MTG B2B application." (a) We asked for more details about this statement on June 1st, and yesterday Qwest indicated it would provide a written response but did not say when. Please respond or provide a date by which Qwest will respond. (b) Were the changes described by Qwest or part of these changes (which Qwest suggested it made to make the system "stable") that Qwest connected CEMR to MEDIACC when CEMR was independent or more independent from MEDIACC before?

6. Please clarify how Qwest defines "MTG" or "Maintenance Ticketing Gateway" (and please use the term consistently going forward). At times, Qwest appears to use MTG in a manner that applies to the front end only or the interface only and at other times Qwest seems to include its back-end systems as well. (a) What is encompassed in the term MTG? (b) Does "MTG," as used by Qwest, include any of the Company's back-end systems, such as Trunks Integrated Record Keeping System (TIRKS), Work Force Administration (WFA), or Loop Maintenance Operating System (LMOS)?

7. (a) Are the Company's back-end systems, including TIRKS, WFA, and LMOS, being replaced or undergoing any changes as part of, or associated with, this effort? (b) If so, please describe.

8. What will happen if Qwest retires MEDIACC in terms of interaction of CEMR with Qwest back-end systems? (a) As Qwest has said that CEMR currently points to MEDIACC, which points to Qwest's back-end systems, will CEMR then point to MTG? (b) If so, when does Qwest estimate that will occur? (c) Will Qwest follow the merger steps before making changes to further this result?

9. Qwest was unclear as to when MEDIACC will be (1) integrated and (2) replaced. As Qwest knows, CLECs have objected to the Company integrating and/or replacing systems without fully complying with the merger conditions and orders, including Qwest moving itself first. (a) Please clarify. (b) Will the timeline that Qwest promised to provide on or before June 15th include details as to when Qwest plans such integration and replacement? (c) Will the information that Qwest indicated it would provide on or before June 15th include a description of any steps Qwest proposes to take to comply with the merger agreements and orders? (d) If not, for both, when will Qwest provide that information? (e) Confirm that the merged company is going to use MTG and describe when any integration for itself will occur and whether any integration is needed earlier than 30 months from the transaction closing date due to any aspect of the merger, including the questions Integra previously asked in its Matrix, Row 2(l), such as whether Embarq's repair system (WebRSS) cannot be used after the billing integration

10. (a) Does Qwest recognize that its plan to integrate MEDIACC and MTG falls within the merger agreements and orders and therefore falls within the 30-month moratorium on such changes? (b) What is Qwest's proposal, if any, for dealing with the 30-month moratorium? (c) If Qwest is requesting a waiver of that 30-month time period, what is Qwest's reason for the request (given that Qwest has recently indicated that the existing repair system is stable)?

11. If Qwest implements MTG as its alternative to or replacement for MEDIACC, doesn't this decide now the eventual replacement system for CEMR? In other words, when the merger agreement steps are eventually taken with respect to replacement of CEMR at a later date, will there be any flexibility as to

what the replacement system will be or how it will be implemented, given that Qwest will already be using and wedded to MTG (before the end of the 30-month time merger time period)?

Bonnie

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