Washington Semi-Annual Report
Retail OSS Integration Status
CenturyLink/Qwest Merger
Docket UT-100820 – Order No. 14, Appendix A to Settlement Agreement, Condition 22
July 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. A summary of integration activity completed since the last report is detailed below.

Network Inventory Systems: CenturyLink has initiated a multi-year local transport network inventory system transformation project. The initial phases of the project will result in the

conversion of the physical network inventory (Layer 1[1]) for the legacy CenturyLink local network to the legacy Qwest Telcordia Trunk Integrated Record Keeping System (TIRKS) system. The legacy CenturyLink network inventory systems for Layer 1 will be replaced. In the later phases of this network inventory project, CenturyLink will also upgrade and consolidate the logical network inventory systems (Layer 2 and above) across the entire local network (legacy CenturyLink and Qwest) via the implementation of the Amdocs Cramer system and integrated workflow. The Amdocs system will replace the existing systems for both legacy companies. Amdocs is a leading provider of operational support systems.

This network inventory integration and transformation project will not impact the existing access network, or local loop, inventory systems. The existing legacy CenturyLink and Qwest inventory systems for local loop plant will be maintained while the systems review and selection process continues.

This project will:

- Support our strategic growth initiatives by enabling automated and scalable local network platforms in the legacy CenturyLink local network. This will support next generation services and future expansion.
- Continue our progress in integrating legacy CenturyLink and legacy Qwest systems, which will result in more efficient capital and operational expenditures.
- Help us achieve faster time to market for new services by streamlining processes.
- Enhance our ability to roll out strategic new products such as high capacity private line service, Prism TV, Voice over IP and various business data services.

The Layer 1 conversion to TIRKS for legacy CenturyLink is currently planned for 2Q2014 and 4Q2014. The Layer 2 and above conversion for legacy CenturyLink to the Amdocs Cramer system is also currently planned for 2Q 2014 and 4Q2014. Finally, the conversion to Amdocs Cramer for legacy Qwest is currently planned for 4Q2015.

Workforce Management: The legacy CenturyLink workforce management system will be enhanced with a newly created forecast, plan and load control module, "CTL Service", that is similar to the existing legacy Qwest systems. This system upgrade will allow customer appointments to be better aligned with the actual technician availability. The upgrade will also introduce a broader range of appointment options and advanced forecasting, planning and intake controls to improve customer responsiveness. Further, this enhancement will facilitate the further integration of the legacy CenturyLink and Qwest workforce management systems at a future date. Phase 1 of the project will entail the development of the new control module and is

[1] Layer 1 refers to the physical transport network facilities and Layer 2 and above refers to the logical network that is derived from the physical network.

anticipated to complete in November 2012. Phase 2, planned for March 2013, will integrate the new "CTL Service" module into the Legacy CenturyLink workforce management system.

Billing and Customer Care: As reported in the previous semi-annual report, CenturyLink has selected Ensemble, the legacy CenturyLink billing and customer care system, to replace the Customer Records and Information System ("CRIS") currently used by legacy Qwest, for billing and ancillary functions. The final conversion schedule has not been established and initial customer conversions are not anticipated until late 2013. The primary focus in 2012 continues to be on finalizing requirements, data mapping and software development to interface the Ensemble system with the legacy Qwest OSS systems. Work efforts during the period since the last report include the following:

- Ongoing meetings continued to review the ordering, provisioning and billing processes utilized by the CRIS platform in order to thoroughly prepare for the conversion from CRIS and other ancillary legacy Qwest customer care systems, to Ensemble.
- Business units continued to work with the integration management team and information technologies department that supports the systems to ensure all requirements are appropriately captured.
- The Data mapping and source data repository identification has also begun. Data mapping and testing are key components of the conversion process.