

**Washington**  
**Advanced Notification of the Rearrangement of Major Network Components**  
**CenturyLink/Qwest Merger**  
**Docket UT-100820 – Order No. 14, Appendix A to Settlement Agreement, Condition 24**  
**July 30, 2012**

Condition 24 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 provide advanced notification to the Commission of the rearrangement of major network components, including engineering and outside plant records systems. The full text of the condition is stated below:

**24. Network Integration**

After the Transaction closes, until such time as an AFOR proceeding for the CenturyLink ILECs and Qwest has concluded, CenturyLink will provide Commission Staff and Public Counsel with 90 days' advanced notice of the rearrangement of major network components. The notice will include a rearrangement plan discussing the changes that will be made and the timeframes in which the work will be completed. Major network components include:

- a. Customer call centers
- b. Customer repair centers
- c. E911 systems
- d. Maintenance systems that monitor central office and transport systems
- e. Engineering systems
- f. Outside plant record systems

In compliance with this condition, CenturyLink hereby provides 90 days advanced notification of the planned changes to the workforce management system.

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 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.