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Mark S. Reynolds  
Northwest Region Vice President  
Public Policy

January 21, 2014

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Via E-mail and  
Overnight Delivery

Mr. Steven V. King  
Executive Director and Secretary  
Washington Utilities & Transportation Commission  
1300 S. Evergreen Park Drive SW  
P.O. Box 47250  
Olympia, WA 98504-7250

Re: CenturyLink's compliance with Condition No. 22 to the Joint Applicants' agreement with Commission Staff and Public Counsel, Docket UT-100820, Order 14, Appendix A

Dear Mr. King:

Condition No. 22 in the Docket UT-100820 merger settlement agreement between CenturyLink, Commission Staff and Public Counsel, adopted by the Commission in its Order 14 in the docket, requires CenturyLink to submit a semi-annual retail OSS integration status report.

## 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.*

Steven King  
Washington Utilities and Transportation Commission  
January 21, 2014  
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Attachment 1 provides the semi-annual status report which contains the required information on CenturyLink's integration of retail OSS.

If you have any questions regarding this report, please don't hesitate to call me.

Sincerely,

A handwritten signature in black ink that reads "Mark Reynolds". The signature is written in a cursive, slightly slanted style.

Mark Reynolds

MSR/ldj

cc: Jennifer Cameron-Rulkowski  
Lisa Gafken

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**Washington Semi-Annual Report  
Retail OSS Integration Status  
CenturyLink/Qwest Merger**

**Docket UT-100820 – Order No. 14, Appendix A to Settlement Agreement, Condition 22  
January 21, 2014**

**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 and implementation phases of Systems Integration for the Qwest merger. Pursuant to CenturyLink's ongoing system review process, no 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 continues to progress in its preparation for the previously reported transport network inventory consolidation project. The initial phase of the transport network inventory systems conversion encompasses the replacement of the legacy CenturyLink inventory systems with the legacy Qwest TIRKS systems. As previously reported the conversions will be conducted in phases by state or groups of states with the initial

conversion planned for early 2014 and are the remaining phases are planned to be completed in 2015. The conversion for the Washington legacy CenturyLink companies is planned in 2015. As part of the conversions CenturyLink will notify CLECs in advance of the conversion date and of any potential impacts or changes to the current processes associated with the inventory systems.

**Workforce Management:** As previously reported, the legacy CenturyLink workforce management system will be enhanced with a newly created forecast, plan and load control module, “Service Planner<sup>1</sup>”, that is similar to the existing legacy Qwest systems. Phase 1 of the project involved the implementation of the new control module and was completed during this reporting period. Phase 2, planned for 2014, will integrate the Service Planner module into the legacy CenturyLink workforce management system.

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<sup>1</sup> Referred to in previous reports as the “CTL Service” module.