Washington
UT-033044
WUTC 1 - Bench Requests-001

INTERVENOR: Washington Utilities and Transportation Commission

REQUEST NO: 001

Please confirm that the list of interconnection agreements located on the Telecommunications page of Commission's web site <www.wutc.wa.gov> accurately reflects the currently effective Qwest interconnection agreements in Washington State.

RESPONSE:

Qwest has reviewed the list of interconnection agreements at the Commission's website as of October 29, 2003, and compared it with Qwest's records of currently effective interconnection agreements. The Commission's list appears to be generally accurate. However, Qwest does not currently have an effective interconnection agreement under the following names which appear on the Commission's list: Citizens, Dakota, I-Link, JATO, Metstream, MJD Telechoice, Momentum Telecom, Net-tel and Pathnet.

Respondent: Sue Henson, Qwest Manager

Washington
UT-033044
WUTC 1 - Bench Requests-002

INTERVENOR: Washington Utilities and Transportation Commission

REQUEST NO: 002

Please provide, in an electronic format, and on a monthly basis beginning on January 1, 2003, for every Qwest wire center in Washington State, the number of UNE-P lines in service at the beginning of the month, added during the month, disconnected during the month, and in service at the end of the month.

RESPONSE:

Please see Highly Confidential Attachment "A" for the requested information.

Respondent: Maryann Klasinski, Qwest Manager

Washington
UT-033044
WUTC 1 - Bench Requests-003

INTERVENOR: Washington Utilities and Transportation Commission

REQUEST NO: 003

Please provide, in an electronic format, and on a monthly basis beginning on January 1, 2003, for every Qwest wire center in Washington State, the number of UNE-L lines in service at the beginning of the month, added during the month, disconnected during the month, and in service at the end of the month.

RESPONSE:

Please see Highly Confidential Attachment "A" for the requested information.

Respondent: Maryann Klasinski, Qwest Manager

Washington
UT-033044
WUTC 1 - Bench Requests-004

INTERVENOR: Washington Utilities and Transportation Commission

REQUEST NO: 004

Please describe and provide documentation showing the hot cut process Qwest currently uses to transfer lines from Qwest switches to CLEC facilities, i.e., to convert a loop provided under a UNE-P arrangement (served by Qwest's unbundled switch) to UNE-L (served by a CLEC switch).

RESPONSE:

Please see Attachment "A" which contains documentation for both the basic and coordinated hot cut processes Qwest currently uses to transfer lines from Qwest switches to CLEC facilities.

Respondent: Maryann Klasinski, Qwest Manager

Washington
UT-033044
WUTC 1 - Bench Requests-005

INTERVENOR: Washington Utilities and Transportation Commission

REQUEST NO: 005

Please list each task that is part of Qwest's current hot cut process. For each task, please provide the following information:

(a) the average time it takes to complete the task;

(b) the typical occurrence of the task during the process;

(c) the labor rate for the task; and

(d) the common overhead loading associated with the labor rate.

Please identify the sources of the data supporting your answers, including, but not limited to, time/motion studies and SME analysis.

RESPONSE:

Attachment "A" contains the information requested. A hot cut is a request for an unbundled loop of an existing customer. Attachment "A" contains the tasks for a "basic" hot cut, with no performance or cooperative testing and no coordination. The time frames and probabilities included in this response do not consider "batch" or "bulk" hot cut processes.

Respondent: Maryann Klasinski, Qwest Manager

Washington
UT-033044
WUTC 1 - Bench Requests-006

INTERVENOR: Washington Utilities and Transportation Commission

REQUEST NO: 006

Please describe a batch cut process that Qwest would implement to meet the FCC's requirement to establish a batch hot cut process. Please include an estimate of the number of lines that Qwest proposes to process in each batch, as well as the date by which Qwest could implement such a process.

RESPONSE:

Qwest is in the process of preparing a detailed overview of the new Batch Hot Cut Process ("BHCP") in anticipation of a collaborative meeting with the CLECs. The overview was provided to the Commission Staff and the CLEC community on November 12th, with the forum taking place on December 1st - 3rd. Qwest would propose that the information provided at that time, as well as the information that will be developed during the forum process, will address the questions posed in this series of interrogatories.

Respondent: Maryann Klasinski, Qwest Manager

INTERVENOR: Washington Utilities and Transportation Commission

REQUEST NO: 007

Please list each task that is part of the batch cut process described in your response to Bench Request No. 6, above. For each task, please provide the following information:

(a) the average time it takes to complete the task;

(b) the typical occurrence of the task during the process;

(c) the labor rate for the task; and

(d) the common overhead loading associated with the labor rate.

Please identify the sources of the data supporting your answers, including, but not limited to, time/motion studies and SME analysis.

RESPONSE:

The information requested in this Bench Request is still under development and is not available at this time. Qwest will supplement this response as this information becomes available. However, this request essentially asks for a cost study for Qwest's proposed batch hot cut process. Although Qwest is currently working on that cost information, it may be that the process will be modified or refined during the multi-state forum. Qwest's cost study must ultimately be prepared based on the actual process that will be implemented. Thus, until such process is finally determined, a cost study cannot be finalized.

Respondent: Maryann Klasinski, Qwest Manager

Washington
UT-033044
WUTC 1 - Bench Requests-008

INTERVENOR: Washington Utilities and Transportation Commission

REQUEST NO: 008

Based on your responses to Bench Request Nos. 4 through 7, please list each task that is part of Qwest’s proposed batch hot cut process that is not included in Qwest’s current hot cut process.

RESPONSE:

Please see Qwest's Response to WUTC Set 1, Bench Request No. 6. The attachment provided in the response to WUTC Set 1, Bench Request No. 4 includes the existing hot cut provisioning tasks; Exhibit 6 provided of the November 12 filing contains the proposed Batch Hot Cut Process provisioning tasks. Tasks in the proposed batch hot cut process that are not part of Qwest’s current hot cut process include, but are not limited to, the following:

a. QCCC project manager will create the batch hot cut spreadsheet. Spreadsheet will include: PON #, order #, TN, DT validation, order completion validation.

b. COT does Bulk completion, voice mails the QCCC, and emails the Batch spreadsheet to QCCC.

Respondent: Maryann Klasinski, Qwest Manager

Washington
UT-033044
WUTC 1 - Bench Requests-009

INTERVENOR: Washington Utilities and Transportation Commission

REQUEST NO: 009

Based on your responses to Bench Request Nos. 4 through 7, please list each task that is part of Qwest's current hot cut process that is not included in Qwest's proposed batch hot cut process.

RESPONSE:

Please see Qwest's Response to WUTC Set 1, Bench Request No. 6. Tasks in Qwest's current hot cut process but not in Qwest's proposed batch hot cut process include, but are not limited to, the following:

a. The COT performs the central office wiring and appropriate tests on Design, Verify, and Assign date. The COT documents the start time of the "lift" and the end of the "lay" process;

b. The COT notifies the QCCC that the work is complete and provides, the QCCC with: the "lift" and "lay" time and the test results;

c. The QCCC documents the stop time of the cut and phones the CLEC that the work is complete providing test results. If the CLEC has purchased Cooperative or Performance Testing, the test results are also forwarded to the CLEC via email within two business days of order completion; and

d. CLEC does not accept the loop, the QCCC enters a jeopardy code on the order and notifies the Service Delivery Coordinator (SDC) and the RCMAC that the order will not be completed due to customer reasons.

Respondent: Maryann Klasinski, Qwest Manager

Washington
UT-033044
WUTC 1 - Bench Requests-010

INTERVENOR: Washington Utilities and Transportation Commission

REQUEST NO: 010

Please provide, in an electronic format, and on a monthly basis beginning on January 1, 2003, for every Qwest wire center in Washington State, the total number of residential lines served and the total number of residential lines served using integrated digital line carrier. Please provide separately, on a monthly basis for every wire center, the number of Qwest residential lines, UNE served residential lines, and wholesale served residential lines served.

RESPONSE:

Please see HIGHLY CONFIDENTIAL ATTACHMENT "A" for the number of residential lines served by Qwest in Washingon and the percent of these residential lines using integrated digital line carrier, HIGHLY CONFIDENTIAL ATTACHMENT "B" for the total number of CLEC residential resold lines (characterized in the request as "wholesale" served residential lines), and HIGHLY CONFIDENTIAL ATTACHMENT "C" for the number of UNE-P lines Qwest believes are being used by CLECs to serve residential customers. Neither UNE-P nor UNE-L are identified in Qwest systems as being used for residential or business purposes - these services are generic, wholesale services provide by Qwest to CLECs. To estimate the number of residential UNE-P lines in service, Qwest compared the telephone numbers associated with UNE-P lines in service against the current White Pages listings database, and identified the quantity of UNE-P telephone numbers shown in the residential section of that database. This is the only means Qwest has of approximating the number of UNE-P residential lines in service, and the results of this analysis are reflected in HIGHLY CONFIDENTIAL ATTACHMENT "C." Since UNE-L has no associated telephone number in Qwest switches (the telephone numbers associated with UNE-L lines are provisioned from CLEC switches) Qwest is unable to compare UNE-L telephone numbers to the Qwest White Pages database. In the Washington Section 271 proceedings, as well as the Washington Business Competitive Classification proceedings, Qwest attributed 100% of UNE-L lines in service to business. For consistency, the same approach will be applied in this proceeding in developing Qwest's response to this discovery question. To the extent CLECs provide information in their discovery responses showing some proportion of their UNE-L lines are now being used to serve residential customers, Qwest will reflect that information in its direct testimony.

Respondents: Elaine Garley, Qwest Manager
Maryann Klasinski, Qwest Manager

Washington
UT-033044
WUTC 1 - Bench Requests-011

INTERVENOR: Washington Utilities and Transportation Commission

REQUEST NO: 011

(a) Please provide, in an electronic format, and on a monthly basis beginning on January 1, 2003, for every Qwest wire center in Washington State, the total number of business mass-market lines served and the total number of business mass-market lines served using integrated digital line carrier. Please provide separately, on a monthly basis for every such wire center, the number of Qwest business mass-market lines, UNE served business mass-market lines, and wholesale served business mass-market lines served.

(b) Please explain how you determined which business lines were mass-market lines and which were enterprise lines.

RESPONSE:

a. Please see HIGHLY CONFIDENTIAL ATTACHMENT "A" for a report of all business access lines served on a DS0 level in each wire center in Washington, and the percent of these business lines served using integrated digital carrier.

Please see HIGHLY CONFIDENTIAL ATTACHMENT "B" for the number of resold DS0-level business lines in service (characterized in the above request as "wholesale" served business lines).

Please see HIGHLY CONFIDENTIAL ATTACHMENT "C" for the estimated number of DS0-level business UNE-P lines in service by wire center. Since Qwest cannot directly track the number of UNE-P lines CLECs are using to serve business customers, Qwest has identified the quantity of UNE-P telephone numbers appearing in the residential section of the Qwest White Pages database, and subtracted those quantities from the total UNE-P quantities in service. The remainder is identified for this purpose as being business UNE-P lines in service. Since only a fraction of all business lines in service actually appear in the White Pages, a simple reporting of UNE-P business listings understates the actual number of UNE-P lines being used for business purposes.

Finally, please see HIGHLY CONFIDENTIAL ATTACHMENT "D" for a report by wire center of all DS0-level UNE-L lines in service. At this time, Qwest has no way to differentiate whether UNE-L lines are used by CLECs to serve residential or business customers, and represents for purposes of this response that all UNE-L lines are being used to serve business customers. However, as CLECs provide discovery responses in this proceeding identifying the proportion of UNE-L lines actually used to serve business customers, Qwest will reflect that information in its direct testimony to be filed in December.

b. For purposes of this response, Qwest has defined all business lines served at the DS0 level as "mass market" business lines. In fact, the FCC has directed the state Commissions to determine the point at which CLECs can efficiently and reasonably serve multi-line business customers with DS1 loops, and the Commission will base its findings in this regard on all evidence supplied by the parties through discovery responses and direct testimony. Qwest does not yet know where this "break" point is, but will submit its recommendation to the Commission as to where it recommends the break point to be in its direct testimony to be filed in December.

Respondents: Elaine Garley, Qwest Manager
Maryann Klasinski, Qwest Manager

Washington
UT-033044
WUTC 1 - Bench Requests-012

INTERVENOR: Washington Utilities and Transportation Commission

REQUEST NO: 012

If the tasks related to Qwest's current hot cut process for lines served using integrated digital line carrier differ from the process used for other lines, please discuss how the process is different and list the tasks that must be added specifically for the lines served using integrated digital line carrier. Please include the time required to accomplish those tasks.

RESPONSE:

If a UNE-P loop is currently provided over IDLC and the CLEC requests conversion to an Unbundled Loop, Qwest will first look for an alternative which could include, but is not limited to, metallic facilities (copper pair) or a Universal Pair Gain. If neither of these alternatives is available as a temporary solution, Qwest will hairpin the circuit and issue a job to provision a Central Office Terminal (COT) and will convert the hairpin onto the COT when it becomes available. Hairpins are dedicated time slots between two DS0 ports in the same Integrated Digital Carrier Unit (IDCU).

If a UNE-P line provided over IDLC is converted to a UNE-Loop using a hot cut process, a new jumper must be run on the DSO distributing frames where the OSP pair appears. The OSP pair is connected by jumpers to the CLEC switching equipment. It may be necessary to place voltage protection coils or continuity coils at the OSP pair appearance or UDLC pair appearance. The IDLC channel formerly used is modified by translations and then becomes available for reuse. The time needed to accomplish these tasks will vary, based on the size of the office (number of floors, etc.) and the number and location of distributing frames involved.

Respondent: Maryann Klasinski, Qwest Manager

Washington
UT-033044
WUTC 1 - Bench Requests-013

INTERVENOR: Washington Utilities and Transportation Commission

REQUEST NO: 013

Please provide, on a monthly basis beginning on January 1, 2003, the average time a customer's service was disconnected due to Qwest's current hot cut process.

RESPONSE:

Qwest does not track the exact data point identified in Bench Request No. 13; however, Qwest does track "the time actually involved in disconnecting the loop from Qwest network and connecting/testing the loop." See Purpose of Measure OP-7. The audited data under PID OP-7 shows that the amount of out of service time plus testing time is three minutes. However, the amount of time a customer is out of service is only the time it takes Qwest to disconnect the loop from its frame and reconnect it to the CLEC. While testing occurs thereafter, the customer is almost always in service during the testing phase. While Qwest does not track the true out of service time, Qwest estimates that this time is almost always less than 30 seconds, and would average approximately 15 seconds.

Respondent: Maryann Klasinski, Qwest Manager

Washington
UT-033044
WUTC 1 - Bench Requests-014

INTERVENOR: Washington Utilities and Transportation Commission

REQUEST NO: 014

Please describe in detail any process Qwest has to restore service if an end-user experiences problems resulting in loss of service during a hot cut.

RESPONSE:

Qwest's hot cut process has the following steps to avoid and restore any CLEC outage during the hot cut process in the Central Office ("CO"):

1. The CLEC Connecting Facility Assignment ("CFA") is tested 48 hours (ALL) and 1 hour (Coordinated) prior to the scheduled hot cut time. If the CFA has NO Dial Tone, this is reported to the QCCC for CLEC referral for fix prior to the cut release.

2. The CO tests for Dial Tone and Automatic Number Identification ("ANI") as part of the hot cut as well as testing the QWEST service to insure the service facilities have not changes between Record Issue Date ("RID") and Due Date ("DD").

3. The CO leaves the POTS circuit wired, except for tie down at the facility, until the CLEC accepts the circuit. The CO delays Frame Operation Management System ("FOMS") order completion, until CLEC acceptance, to leave the POTS order active in the service order process in case it has to be canceled or rescheduled.

4. The CLEC can choose installation options that would allow the CLEC to test the line prior to acceptance of the circuit. However, if the end-user experiences problems after the circuit has been accepted, the following process as outlined in the PCAT (Product Catalog) applies:

Submitting Trouble Reports

The maintenance and repair process begins with the discovery that a service is not functioning properly. This can occur when your end-user realizes they are experiencing poor sound quality, no dial tone or another trouble condition with their telephone service and contacts your customer service organization for assistance or, utilizing your own network testing, monitoring and surveillance tools, you discover a trouble condition.

Recent Service Request Activity

If your service request was completed within the past 72 business hours contact Qwest's Interconnect Service Center (ISC) at 888-796-9087 for assistance. After researching the issue, the Customer Service Inquiry and Education Center (CSIE) will contact you regarding resolution of your issue.

For UNEs, you may call the Qwest CLEC Coordination Center (QCCC) Warranty Group within 30 calendar days of service order completion to report trouble. For Resale Design Services, the technician who provisioned the circuit will provide their name, direct call back number, and normal work schedule. You may call this technician directly within 30 calendar days of service order completion to report trouble. During this 30 day timeframe, you may also report trouble via CEMR or to the AMSC as described below.

If you determine that the service problem is in Qwest's network as described above, submit a trouble report as follows:

- If your service request for any service delivery platform (except UNEs and Resale Design Services as noted below) was completed more than 72 business hours ago, you should use one of the following two methods to submit a trouble report.

- If your service request for UNEs or Resale Design Services was completed more than 30 calendar days ago, you should use one of the following methods to submit a trouble report.

- If your service request for UNEs or Resale Design Services was completed within 30 calendar days, you have the option of using one of the following methods to submit a trouble report via CEMR or to the AMSC or you may contact the QCCC (for UNEs) or the technician (for Resale Design Services).

1. For maximum efficiency, use our online CEMR System that connects you to our internal support systems. CEMR requires security certification. Contact your Qwest Service Manager if you need information related to this application. Step-by-step details on using CEMR can be found in the CEMR User Guide. In the event CEMR is off line or you encounter difficulty, contact the appropriate Center and our RSAs will take your report manually should it be necessary.

2. Contact the AMSC for Design Products and Services or the RCHC for Non-Design Products and Services and our RSAs will receive and create your trouble report as well as provide you updates on your existing trouble reports.

o **Design** - UNEs and Complex Wholesale Products and Services
o **Non-Design** - POTS and Non-Complex Wholesale Products and Services

When submitting multiple trouble tickets for telephone numbers in multiple locations, you may choose to fax your reports to our centers for operational efficiencies. There is no limit as to the number of faxes you are allowed to send.

Required Information

When submitting a trouble report, the results and analysis of your fact-finding, testing and trouble isolation efforts determine the information you provide. Your trouble report must be accurate and complete to enable Qwest to undertake the actions necessary to isolate and resolve the trouble. The following information is required when a trouble report is submitted:

- Telephone number, Qwest circuit identification, or 2/6 code of service in trouble
- Location or address of service, including suite, room, floor, apartment, or unit number
- Detailed fault condition and trouble description, including test results
- Your reporting contact name and telephone number
- Your trouble report or tracking number
- Your local contact names and telephone numbers for premises access
- Hours of access to the end-user premises
- Authorization to test (See note below)
- Authorization to dispatch (See note below)
- Identification of a life threatening situation
- Identification of chronic service problem (as defined in the Chronic Service Problems Section of this Web page)

With the exception of major outage restoration, cable rearrangements, Multi Tenant Environment (MTE) terminal maintenance/replacement, and post-order/post-repair preventive maintenance, Qwest will not dispatch to the end-user premises without your authorization. The Company Initiated Activity Customer Notifications matrix contains a list of processes, activities, responsibilities, timeframes, and notifications related to Qwest initiated activities. For information regarding when you may be notified of Qwest initiated activity, click on the Customer Notification matrix.

Note: For Non-Design Services, acceptance of TIC indicates authorization to dispatch. For Designed Services, electronically submitted trouble reports automatically authorize dispatch and intrusive testing. For Designed Services manually submitted trouble reports, authorization to test shall include authorization to dispatch. Should you wish to provide such permission, Qwest will require the following information for the trouble report:

- Name and telephone number of the end-user premises contact
- Hours of access at the end-user premises .

Respondent: Maryann Klasinski, Qwest Manager

Washington
UT-033044
WUTC 1 - Bench Requests-015

INTERVENOR: Washington Utilities and Transportation Commission

REQUEST NO: 015

Please provide on a monthly basis beginning on January 1, 2003, for each Qwest wire center in Washington State, the number of loop cutovers that resulted in the loop being swung back to Qwest's switch, the number of such swing backs occurring within 10 days of the provisioning due date and the number occurring beyond 10 days of the provisioning due date.

RESPONSE:

Qwest does not track this information.

Respondent: Maryann Klasinski, Qwest Manager

Washington
UT-033044
WUTC 1 - Bench Requests-016

INTERVENOR: Washington Utilities and Transportation Commission

REQUEST NO: 016

Please provide, on a monthly basis beginning on January 1, 2003, by Qwest wire center in Washington State, the number of and the total charges assessed for unbundled loop cutovers when the "CHC" field on Qwest's LSR form is populated with a "Y" for existing customers, separated between each type or classification of cutover provided by Qwest, including, but not limited to, "coordinated installation with cooperative testing," "coordinated installation without cooperative testing," "frame due time," or "project coordinated installation" cutovers.

RESPONSE:

Qwest does not track this data.

Respondent: Susan Van Putten, Qwest Manager
Dave Phillips, Qwest Manager

Washington
UT-033044
WUTC 1 - Bench Requests-017

INTERVENOR: Washington Utilities and Transportation Commission

REQUEST NO: 017

Beginning on January 1, 2003, please state the highest number of unbundled loop cutovers Qwest has ever performed in a single day for each Qwest wire center in Washington State based upon LSRs submitted when the "CHC" field on the LSR form is populated with a "Y." If there are differences in the maximum number of cutovers that can be performed in a wire center or geographic area, please explain the reasons for the differences.

RESPONSE:

Highly Confidential Attachment "A" contains the highest number of unbundled loop cutovers performed in a single day in each Qwest Washington wire center in 2003. While the volumes of orders varies by central office, that variance is governed by CLEC demand, not Qwest capability. Qwest's current hot cut process, and proposed batch hot cut process are scaleable. Thus, as CLEC demand changes for unbundled loops, Qwest will ensure personnel is available at the required central offices to meet CLEC demand. There should be no differences in the maximum number of hot cuts that Qwest can perform in each wire center in Washington.

Respondent: Maryann Klasinski, Qwest Manager
Dave Philips, Qwest Manager

Washington
UT-033044
WUTC 1 - Bench Requests-018

INTERVENOR: Washington Utilities and Transportation Commission

REQUEST NO: 018

Please provide, on a monthly basis beginning on January 1, 2003, by Qwest wire center in Washington State, the average number of lines Qwest processed on an order when the "CHC" field on the LSR form was populated with a "Y." Please state the number of observations used to develop the average.

RESPONSE:

Qwest does not track this data.

Respondent: Susan Van Putten, Qwest Manager
Dave Phillips, Qwest Manager

Washington
UT-033044
WUTC 1 - Bench Requests-019

INTERVENOR: Washington Utilities and Transportation Commission

REQUEST NO: 019

Please provide, on a monthly basis, beginning on January 1, 2003, the number of Qwest technicians in Qwest's service territory in Washington State trained and capable of transferring a line from a Qwest switch to a CLEC facility as part of Qwest's current hot cut process. Please count only those employees who can perform the manual process. Please do not include management or supervisory personnel who can perform these tasks but do not do so as part of their regular work effort.

RESPONSE:

Confidential Attachment "A" contains the number of technicians trained and capable of transferring a line from a Qwest switch to CLEC facility as part of Qwest's current hot cut process currently working in Washington.

Respondent: Maryann Klasinski, Qwest Manager

Washington
UT-033044
WUTC 1 - Bench Requests-020

INTERVENOR: Washington Utilities and Transportation Commission

REQUEST NO: 020

Please provide, on a monthly basis, beginning on January 1, 2003, the number of Qwest technicians in Qwest's service territory in Washington State during each month who have transferred a line from a Qwest switch to a CLEC facility as a part of Qwest's current hot cut process. Please count only those employees who perform the manual process.

RESPONSE:

Qwest does not track this information.

Respondent: Maryann Klasinski, Qwest Manager

INTERVENOR: Washington Utilities and Transportation Commission

REQUEST NO: 021

Please provide the average Qwest personnel time in Qwest's service territory in Washington State attributable to a single cutover on a single order, separated between each type or classification of cutover provided by Qwest, including, but not limited to, "coordinated installation with cooperative testing," "coordinated testing without cooperative testing," "frame due time" or "project coordinated installation" cutovers.

RESPONSE:

Attachment "A" contains the Qwest personnel times and probabilities of occurrence for the five unbundled loop installation options, each of which is considered a cutover. Times and probabilities are provided for first and each additional loop. The loop install "first" option covers the first loop on an order and the "each additional" option covers each additional loop on a single order, at the same service location.

A hot cut is assumed to be the cutover of an existing customer to a CLEC. Any of the loop options ordered for an existing customer may qualify as a hot cut. The timeframes and probabilities included in this response do not necessarily consider "batch" or "bulk" hot cut processes.

Respondent: Maryann Klasinski, Qwest Manager

Washington
UT-033044
WUTC 1 - Bench Requests-022

INTERVENOR: Washington Utilities and Transportation Commission

REQUEST NO: 022

Please provide the average Qwest personnel time in Qwest's service territory in Washington State attributable to multiple cutovers contained on a single order, separated between each type or classification of cutover provided by Qwest, including, but not limited to, "coordinated installation with cooperative testing," "coordinated installation without cooperative testing," "frame due time" or "project coordinated installation" cutovers.

RESPONSE:

See Qwest's Response to WUTC Set 1, Bench Request No. 21.

Respondent: Maryann Klasinski, Qwest Manager

Washington
UT-033044
WUTC 1 - Bench Requests-023

INTERVENOR: Washington Utilities and Transportation Commission

REQUEST NO: 023

Please provide a list of Qwest wire centers in Washington State with indicators that identify whether the office is unstaffed, has a technician on duty but the technician can not perform hot cuts, or has a technician on duty and the technician can perform hot cuts. For unstaffed offices and offices where a technician can not perform hot cuts, please specify the number of miles that the technician who can perform hot cuts must drive and the driving time to reach that office from the closest office where the technician who can perform hot cuts is normally on duty.

RESPONSE:

Please see Highly Confidential Attachment "A" which lists the Qwest wire centers in Washington, whether there are technicians in the office who can perform hot cuts, and, if the office is unstaffed, the nearest wire center with staff and the distance from that wire center. Qwest did not provide the time between offices due to factors like weather, traffic, workload that could influence travel time.

See Qwest's Response to WUCT Set 1, Bench Request No. 17.

Respondent: Maryann Klasinski, Qwest Manager

Washington
UT-033044
WUTC 1 - Bench Requests-024

INTERVENOR: Washington Utilities and Transportation Commission

REQUEST NO: 024

Please identify whether Qwest has a "project-based" hot cut process for moving UNE-P customers to UNE-L? If so, please describe the process in detail, produce all documents describing the process, identify the standard intervals and indicate the per unbundled loop charges for the process.

RESPONSE:

Project Coordinated Installation is scheduled on an Individual Case Basis (ICB); the rates for this are based on the current SGAT rates or negotiated in individual contracts. The following language from the SGAT describes the process:

9.2.2.9.7 Project Coordinated Installation: A Project Coordinated Installation permits CLEC to obtain a coordinated installation for Unbundled Loops with or without LNP, where CLEC orders Unbundled DS1 Capable, Unbundled DS3 Capable or twenty-five (25) or more DS0 Unbundled Loops.

9.2.2.9.7.1 The date and time for the Project Coordinated Installation requires up-front planning and may need to be negotiated between Qwest and CLEC. All requests will be processed on a first come, first served basis and are subject to Qwest's ability to meet a reasonable demand. Considerations such as system down time, Switch upgrades, Switch maintenance, and the possibility of other CLECs requesting the same FDT in the same Switch (Switch contention) must be reviewed. In the event that any of these situations would occur, Qwest will negotiate with CLEC for an agreed upon FDT, prior to issuing the Firm Order Confirmation (FOC). In special cases where CLEC is ordering Unbundled Loop with LNP, the FDT must be agreed upon, the interval to reach agreement will not exceed two (2) Days from receipt of an accurate LSR. In addition, standard intervals will apply.

9.2.2.9.7.2 CLEC shall request a Project Coordinated Installation by submitting a Local Service Request (LSR) and designating this order as a Project Coordinated Installation in the remarks section of the LSR form.

9.2.2.9.7.3 CLEC will incur additional charges for the Project Coordinated Installation dependent upon the coordinated time. The rates are based upon whether the request is within Qwest's normal business hours or Out Of Hours. Qwest normal business hours for Unbundled Loops are 8:00 a.m. to 5:00 p.m., Monday through Friday. The rates for coordinated installations are set forth in Exhibit A. Where LNP is included, see Section 10.2.5.4 for rate elements.

9.2.2.9.7.4 Qwest will schedule the appropriate number of employees prior to the cut, normally not to exceed four employees, based upon information provided by CLEC. If the Project Coordinated Installation includes LNP, CLEC will also have appropriate personnel scheduled for the negotiated FDT. If CLEC's information is modified during the installation, and, as a result, non-scheduled employees are required, CLEC shall be charged a three (3) hour minimum callout charge per each additional non-scheduled employee. If the installation is either cancelled, or supplemented (supp) to change the Due Date, within twenty-four (24) hours of the negotiated FDT, CLEC will be charged a one person three (3) hour minimum charge. For Project Coordinated Installations with LNP, if the Coordinated Installation is cancelled due to a Qwest error or a new Due Date is requested by Qwest, within twenty-four (24) hours of the negotiated FDT, Qwest may be charged by CLEC one person three (3) hour minimum charge as set forth in Exhibit A of the SGAT.

9.2.2.9.7.5 If CLEC orders Project Coordinated Installation with LNP and in the event the LNP conversion is not successful, CLEC and Qwest agree to isolate and fix the problem in a timeframe acceptable to CLEC or the Customer. If the problem cannot be corrected within an acceptable timeframe to CLEC or the Customer, CLEC may request the restoral of Qwest service for the ported Customer. Such restoration shall begin immediately upon request. If CLEC is in error then a supplemental order shall be provided to Qwest. If Qwest is in error, no supplemental order or additional order will be required of CLEC.

9.2.2.9.7.6 If CLEC orders Project Coordinated Installation with LNP, Qwest shall ensure that any LNP order activity requested in conjunction with a Project Coordinated Installation shall be implemented in a manner that avoids interrupting service to the end user.

See also Qwest's Response to WUTC Set 1, Bench Request No. 17.

Respondent: Maryann Klasinski, Qwest Manager

Washington
UT-033044
WUTC 1 - Bench Requests-025

INTERVENOR: Washington Utilities and Transportation Commission

REQUEST NO: 025

If the response to Bench Request No. 24 states that Qwest has a "project-based" hot cut process for moving UNE-P customers to UNE-L, please identify whether the "project-based" process been subjected to testing, third party or otherwise. If so, please provide the detailed results of such testing, including all documentation of the methodology that substantiates the statistical and operational validity of such testing.

RESPONSE:

No, the project based cut over process has not been subjected to testing by a third party.

Respondent: Maryann Klasinski, Qwest Manager

INTERVENOR: Washington Utilities and Transportation Commission

REQUEST NO: 026

If the response to Bench Request No. 24 states that Qwest has a "project-based" hot cut process for moving UNE-P customers to UNE-L, please identify whether it is possible to increase the current capacity of the UNE-P to UNE-L "project-based" process. If so, please describe how the capacity may be increased. Please describe any current plans Qwest has to increase the current capacity.

RESPONSE:

The "project-based" hot cut process is handled on an Individual Case Basis. Because scheduling of the lines to be moved is negotiated with the provider, any capacity issues are resolved by Qwest prior to the date(s) of the move.

Respondent: Maryann Klasinski, Qwest Manager

Washington
UT-033044
WUTC 1 - Bench Requests-027

INTERVENOR: Washington Utilities and Transportation Commission

REQUEST NO: 027

Please identify whether Qwest has in place a single LSR process to migrate UNE loops from Qwest to CLEC, CLEC to Qwest, and CLEC to CLEC for each of the following?

(a) Voice service.

(b) Data service.

(c) Voice and data service

RESPONSE:

a. Yes.
b. Yes.
c. Yes, there is a single LSR process to migrate UNE loops for UBL. No, there is not a single LSR process to migrate UNE loops for Line Sharing, Line Splitting or Loop Splitting.

Respondent: Susan Van Putten, Qwest Manager
Lori Langston, Qwest Manager
Russ Urevig, Qwest Manager

Washington
UT-033044
WUTC 1 - Bench Requests-028

INTERVENOR: Washington Utilities and Transportation Commission

REQUEST NO: 028

If your response to Bench Request No. 27 states that Qwest has a single LSR process to migrate UNE loops, please state whether the process provides flow through capability, and provide:

(a) The capacity of each process in terms of number of UNE loops per day that can be migrated.

(b) The percentage of the service orders that flow through to completion.

RESPONSE:

The process provides flow through capability.

(a) There is no set capacity.

(b) The percent of flow-through is measured at a Local Service Order ("LSR") level and not at the Service Order level. Additional disaggregation is provided at Product specific levels. The results for electronic flow-through of LSRs received via IMA to the Service Order Processor (SOP) (271 Performance Measure P02B PID) for the most recent month available (September 2003) are as follows:

Washington:

96.65% flow-through for the Resale Aggregate without UNE-P POTS
95.21% flow-through for Unbundled Loop Aggregate
93.41% flow-through for LNP
96.47% flow-through for UNE-P (POTS)

Respondent: Susan Van Putten, Qwest Manager
Cindi Houston, Qwest Manager

INTERVENOR: Washington Utilities and Transportation Commission

REQUEST NO: 029

If your response to Bench Request No. 27 states that Qwest has a single LSR process to migrate UNE loops, please identify whether Qwest has plans to increase its capacity to perform single LSR migrations. If so, please provide the planned capacity for each type of migration and service.

RESPONSE:

See Qwest's Response to WUTC Set 1, Bench Request No. 4.

In addition, Qwest currently has no plans to increase its capacity to perform single LSR migrations. The Regional Oversight Committee Third Party Test proved Qwest's existing capacity to perform single LSR migrations was well equipped to handle existing and forecasted increases in order volumes. (See Section 2.4 and Table 15-6, KPMG Qwest Communications OSS Evaluation Final Report, attached as Attachment "A", provided on a CD disk.)

Respondent: Maryann Klasinski, Qwest Manager

Washington
UT-033044
WUTC 1 - Bench Requests-030

INTERVENOR: Washington Utilities and Transportation Commission

REQUEST NO: 030

If a batch cut process is developed, does that make it more or less likely that an electronic loop provisioning process will be implemented?

RESPONSE:

Qwest does not intend to implement an electronic loop provisioning ("ELP") process.
The FCC recogonized in the TRO that an electronic loop provisioning proposal would cost by one estimate "more than 100 billion dollars", TRO at paragraph 491.

Respondent: Maryann Klasinski, Qwest Manager

Washington
UT-033044
WUTC 1 - Bench Requests-031

INTERVENOR: Washington Utilities and Transportation Commission

REQUEST NO: 031

Please identify and provide documentation of any process or performance complaints from CLECs regarding Qwest’s hot cut procedures and any internal analysis of potential improvements to Qwest’s current hot cut process, including any description of planned improvements to the process, and the dates by which such improvements are to be implemented.

CLARIFICATION: On October 21 2003, the Commission issued a set of bench requests to the parties requesting information about Qwest Corporation's (Qwest’s) hot cut processes and proposals for a batch hot cut migration process. Bench Request No. 31 requests information from Qwest concerning complaints from competitive local exchange companies (CLECs) about Qwest’s current hot cut process. The bench request does not, however, provide a date from which Qwest should provide information. Bench Request No. 31 is modified as follows:

REVISED - BENCH REQUEST NO. 31:

Please identify and provide documentation of any process or performance complaints from CLECs since January 1, 2003, regarding Qwest’s hot cut procedures and any internal analysis of potential improvements to Qwest’s current hot cut process, including any description of planned improvements to the process, and the dates by which such improvements are to be implemented.

RESPONSE:

Qwest has not received any complaints from CLECs since January 1, 2003, regarding Qwest's hot cut procedures.

While Qwest has no current plans to modify the existing hot cut process, Qwest has incorporated improvements to the hot cut process since its conception. Some of these are:

1. Notification to the CLEC when dial tone is not detected on DVA or DD;

2. ANI (Automatic Number Identification) the line; and

3. Qwest emails the test results to the CLEC if the appropriate installation option is selected and the CLEC has requested to receive the test results via email.

Respondent: Susan Van Putten, Qwest Manager
Michelle Thacker, Qwest Manager

Maryann Klasinski, Qwest Manager