BEFORE THE WASHINGTON STATE
UTILITIES AND TRANSPORTATION COMMISSION

In the Matter of the Petition for Arbitration of an Amendment to Interconnection Agreements of	Docket No. UT-043013
VERIZON NORTHWEST, INC.	Volume V Pages 208 to 359
With	
COMPETITIVE LOCAL EXCHANGE CARRIERS AND COMMERCIAL MOBILE RADIO SERVICE PROVIDERS IN WASHINGTON	
Pursuant to 47 U.S.C. Section 252(b) and the Triennial Review Order	

A hearing in the above matter was held on September 9, 2004, from 1:35 p.m to 6:20 p.m., at 1300 South Evergreen Park Drive Southwest, Room 108, Olympia, Washington, before Administrative Law Judge ANN RENDAHL.

The parties were present as follows:

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VERIZON NORTHWEST, INC., by CHARLES H. CARRATHERS III, Attorney at Law, 600 Hidden Ridge, Irving, Texas 75015, Telephone (972) 718-2415, Fax (972) 718-0936, E-mail chuck.carrathers@verizon.com; and by JUDITH A. ENDEJAN, Attorney at Law, Graham & Dunn PC, 2801 Alaskan Way, Suite 300, Seattle, Washington 98121, Telephone (206) 340-9694, Fax (206) 340-9599, E-Mail jendejan@grahamdunn.com.;

Joan E. Kinn, CCR, RPR
Court Reporter

and via bridge line by ANDREW G. MCBRIDE, Attorney at Law, Wiley Rein & Fielding LLP, 1776 K Street Northwest, Washington, D.C. 20006, Telephone (202) 719-7135, Fax (202) 719-7049, E-mail amcbride@wrf.com; and via bridge line by RANDAL S. MILCH, Attorney at Law, 1095 Avenue of the Americas, New York, New York 10036, Telephone (212) 395-1752, Fax (212) 597-2975, E-mail randal.s.milch@verizon.com; and via bridge line by MICHAEL D. LOWE, Attorney at Law, 1550 North Courthouse Road, Arlington, Virginia 22209, Telephone (703) 351-3103, Fax (703) 351-3655, E-mail michael.d.lowe@verizon.com.

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SPRINT COMMUNICATIONS COMPANY, via bridge line by WILLIAM E. HENDRICKS, III, Attorney at Law, Sprint Corporation, 902 Wasco Street, Hood River, Oregon 97031, Telephone (541) 387-9439, Fax (541) 387-9753, E-mail tre.e.hendricks.iii@mail.sprint.com.

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P R O C E E D I N G S

JUDGE RENDAHL: Good afternoon, I'm Ann Rendahl, the Administrative Law Judge and Arbitrator presiding over this proceeding. We're here before the Washington Utilities and Transportation Commission this afternoon, Thursday, September 9th, 2004, for a hearing in Docket Number UT-043013, which is captioned In The Matter of the Petition for Arbitration of an Amendment to Interconnection Agreements of Verizon Northwest, Inc. with Competitive Local Exchange Carriers and Commercial Mobile Radio Service Providers in Washington pursuant to 47 U.S.C., Sections 252(b) and the Triennial Review Order.

So to add confusion for this afternoon we changed bridge lines for this hearing and the Pacificorp rate case hearing. Is there anyone calling in on the bridge line who needs to listen in on the Pacificorp rate case hearing?

Okay, I appreciate that all of you are either here in Olympia or on the bridge line on such short notice. By short notice, yesterday via E-mail and also being sent to you through the regular mail for your records, the Commission convened this hearing in the nature of a preliminary hearing to determine the balance of harms presented by the motion for enforcement filed

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by a number of CLECs on August 31st, 2004.
The focus of this hearing is Verizon's conversion of its circuit switch in Mount Vernon, Washington to a packet switch, which is planned to go forward tomorrow, September 10th, 2004.
Before we go any farther, I would like to take appearances from the parties, beginning with Verizon. If you have already made an appearance in this docket, please state your name and the party or parties you represent. If you are making an initial appearance, you will need to state your full name, the party you represent, your address, telephone number, fax number, and E-mail address. Your E-mail address will allow us to add you to our courtesy E-mail listing for this docket.
So let's begin with Verizon, Mr. Carrathers.
MR. CARRATHERS: Yes, good afternoon, thank you, Your Honor. I'm Charles Carrathers, C-A-R-R-A-T-H-E-R-S, Vice President and General Counsel of Verizon Northwest. My business address is 600 Hidden Ridge, Post Office Box 152092, Irving, Texas 75015-2092. My phone number is (972) 718-2415, my fax (972) 718-0936, and my E-mail address chuck.carrathers, again C-A-R-R-A-T-H-E-R-S, @verizon.com.
And with me today as local counsel is Judy

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Endejan, and she can introduce herself.
MS. ENDEJAN: Thank you.
Yes, appearing today with Mr. Carrathers for Verizon is Judy Endejan with Graham and Dunn PC, Pier 70, 2801 Alaskan Way, Seattle, Washington 98121-1128, telephone number is (206) 340-9694, fax is (206) 340-9599, E-mail is jendejan@grahamdunn.com.
JUDGE RENDAHL: All right.
And on the bridge line, Mr. McBride.
MR. MCBRIDE: Your Honor, that's Andrew McBride, and it's Andrew G. McBride, M-C capital B-R-I-D-E, I'm with the law firm of Wiley, W-I-L-E-Y, Rein, R-E-I-N, and Fielding LLP. My business address is 1776, 1-7-7-6, K Street Northwest, N-.-W-., Washington, D.C. 20006. My work telephone is area code (202) 719-7135, my facsimile number is area code (202) 719-7049, my E-mail address is amcbride@wrf.com, and I am outside counsel representing Verizon Northwest.
JUDGE RENDAHL: Thank you very much.
MR. MCBRIDE: Thank you, Your Honor.
JUDGE RENDAHL: Mr. Milch.
MR. MILCH: Your Honor, my name is Randal R-A-N-D-A-L, S. Milch, M-I-L-C-H. My business address is 1095 Avenue of the Americas, New York, New York 10036. My telephone number is (212) 395-1752, fax is

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(212) 597-2975, and my E-mail address is randal.s.milch@verizon.com.
JUDGE RENDAHL: Thank you, Mr. Milch.
And Mr. Lowe.
MR. LOWE: Your Honor, my name is Michael, M-I-C-H-A-E-L, D. Lowe, L-O-W-E. My business address is Verizon Communications, 1550 North Courthouse Road in Arlington, Virginia 22209, and my phone number is (703) 351-3103, fax is (703) 351-3655, E-mail is michael.d.lowe@verizon.com.
JUDGE RENDAHL: Thank you very much.
Let's begin now with AT&T, Ms. Friesen.
Ms. Friesen, are you there?
MS. FRIESEN: Yes, Your Honor, I'm sorry, can you hear me?
JUDGE RENDAHL: Yes.
MS. FRIESEN: Good afternoon, this is Letty Friesen on behalf of AT&T Communications of the Pacific Northwest, Inc. I have already entered an appearance in this docket, so I will dispense with the E-mail address and address.
JUDGE RENDAHL: Thank you.
For Advanced Telecom.
MR. WIGGER: Your Honor, this is Dan Wigger, W-I-G-G-E-R.

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JUDGE RENDAHL: And, Mr. Wigger, are you an attorney?
MR. WIGGER: No.
JUDGE RENDAHL: Okay, this is just for the attorneys stating an appearance. I'm sorry to create some confusion there.
MS. HENDRICKSON: Your Honor, this is Heather Hendrickson from Kelley, Drye & Warren representing Advanced Telecom, Inc. and UNICOM in this proceeding, I have already made an appearance.
JUDGE RENDAHL: Well, we didn't take that formally on the record, but yes. I mean prior to today, yes, you have stated an appearance.
Anyone else for Advanced Telecom and UNICOM?
MR. HARLOW: Yes, Your Honor, this is Brooks Harlow and David Rice, I have entered our addresses on the record already.
JUDGE RENDAHL: All right, thank you.
And for Covad?
MS. FRAME: Yes, Your Honor, this is Karen, K-A-R-E-N, Frame, F-R-A-M-E, and I believe I have already made an appearance.
JUDGE RENDAHL: Okay, I think you're on a cell phone and you're cutting out, so you have stated an appearance in the record, so is there anything else you

wish to add?
All right, for MCI?
MS. SINGER NELSON: Thank you, Your Honor, Michel Singer Nelson appearing on behalf of MCI.
JUDGE RENDAHL: And for Integra?
MS. JOHNSON: Karen Johnson is here for Integra, and also Harry Malone is on the line for us, Your Honor.
JUDGE RENDAHL: Okay.
And, Mr. Malone, I don't believe you have stated an appearance.
MR. MALONE: No.
JUDGE RENDAHL: So if you could make a full appearance, we would appreciate it.
MR. MALONE: Sure. My name is Harry N. Malone, I'm with Swidler Berlin Shereff Friedman, and that is Swidler, S-W-I-D-L-E-R, Berlin, B-E-R-L-I-N, Shereff, S-H-E-R-R-E-F, Friedman, I'm sorry, that's R-E-F-F, S-H-E-R-E-F-F, Friedman F-R-I-E-D-M-A-N, at 3000 K Street Northwest, Washington, D.C. 20007. My phone number is (202) 424-7705, fax number (202) 424-7645, and my E-mail is hnmalone@swidlaw.com.
JUDGE RENDAHL: Thank you.
MS. FRAME: Your Honor, this is Karen Frame, I think I was dropped from my phone. Were you able to

take my appearance?
JUDGE RENDAHL: Yes, I was.
MS. FRAME: Thank you.
JUDGE RENDAHL: All right, and for Sprint?
MR. HENDRICKS: This is Tre Hendricks on behalf of Sprint, and I have made an appearance prior to this date in this docket.
JUDGE RENDAHL: All right, thank you.
Is there anyone else on the bridge line for the Verizon hearing that I have not taken an appearance for, an attorney who I have not taken an appearance for?
All right, is there anyone on the bridge line for the Pacificorp rate case?
All right, thank you very much for going through that long list of folks who are interested in what's happening today.
I understand from communications from the CLEC community yesterday that the CLECs do not request in this proceeding that the Commission stop or prevent the planned switch conversion from going forward; is that correct?
MS. SINGER NELSON: Your Honor, this is Michel Singer on behalf of MCI, that is correct.
JUDGE RENDAHL: All right. So the Commission is presented with a motion for enforcement that

essentially raises issues of pricing and whether the switch conversion would result in any effect to CLEC customers, and these are the narrow issues that the Commission wishes to pursue and inquire into at this hearing this afternoon.
Now before we go any farther, has there been any discussion of settlement of these issues between the parties in the short period of time since Tuesday?
MS. HENDRICKSON: Your Honor, this is Heather Hendrickson, to my knowledge there has not been.
JUDGE RENDAHL: All right.
In the notice issued yesterday, the Commission notified the parties that it sought testimony from parties who are operating out of the switch and would give priority to testimony from those witnesses, so I would like to move quickly to the testimony phase of this hearing, but we need to do a little bit of organizing before we do that.
I have heard now from MCI that they plan to present one primary witness, Ms. Sherry Lichtenberg, and as possible rebuttal witnesses Mr. Kevin Seivert and I am assuming Mr. Haltom is also a possible rebuttal witness, Ms. Singer Nelson?
MS. SINGER NELSON: Yes, Your Honor, actually if we do present a rebuttal witness, it would be Jeff

Haltom rather than Kevin.
JUDGE RENDAHL: All right, and so Mr. Seivert is here primarily to answer questions if need be?
MS. SINGER NELSON: Yes.
JUDGE RENDAHL: All right.
And that Mr. Daughtry of UNICOM is here as a primary witness and that Mr. Wigger is a possible rebuttal witness; is that correct?
MS. HENDRICKSON: Your Honor, this is Heather Hendrickson, Michael Daughtry is a primary witness for UNICOM, Dan Wigger is a potential rebuttal witness for Advanced Telecom, Inc.
JUDGE RENDAHL: All right, thank you very much.
And I also understand now is Mr. O'Neill also a potential rebuttal witness?
MS. HENDRICKSON: He's a potential witness, Your Honor, yes.
MR. CARRATHERS: For whom?
JUDGE RENDAHL: For Advanced Telecom.
And I understand that Ms. Kathleen McLean is on the line for Verizon.
And who is Mr. Gaigle with?
MR. CARRATHERS: He is with Verizon. He is a potential witness. Again, not really knowing what the

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full scope of the hearing would be, we tried to have people on the line that can address issues, but we will put on Ms. McLean.

JUDGE RENDAHL: All right.

And now, Ms. Friesen, Mr. Coombs is also on the line for AT&T. Is it your intent to offer Mr. Coombs as a witness?

MS. FRIESEN: Yes, Your Honor, he is our primary witness and a rebuttal witness if necessary.

JUDGE RENDAHL: All right. So at this point we have a witness for MCI, a witness for UNICOM, a witness for AT&T, and then a witness for Verizon and then potential witnesses as needed. And I guess I would propose that we go in that order, that we take Ms. Lichtenberg, then we take Mr. Daughtry, then we take Mr. Coombs if necessary.

I understand, Ms. Friesen, that AT&T is not providing service out of the switch; is that correct?

MS. FRIESEN: That's correct, Your Honor, but we do have personal knowledge of this particular issue in another state, it's identical.

JUDGE RENDAHL: All right, well, if necessary we may take Mr. Coombs' testimony and if we have time.

MR. CARRATHERS: Your Honor, Chuck Carrathers for Verizon, I would like an opportunity to object if

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they intend to offer Mr. Coombs. We can address it at the right time, but I did want to let you know I would like that opportunity, thank you.

JUDGE RENDAHL: Okay, and then we'll take Ms. McLean, and then we'll take such rebuttal witnesses as necessary to address any issues that arise.

It's also my intent to try to conclude this hearing by 5:00 today. Again, the issues are narrow, I would like to keep them narrow, and I'm requesting that all parties be efficient in their questioning of their witnesses and in their cross-examination and also that the witnesses be efficient in their responses, in particular to cross, and that you answer the question yes or no and if need be then explain your answer instead of using an extensive amount of time in your answer before you answer the yes or no question.

Is there anything else we need to address before we start hearing from Ms. Lichtenberg?

MR. CARRATHERS: Yes, Your Honor, again Charles Carrathers from Verizon. I would like to make a preliminary statement, I will keep it brief, not more than a minute or two, on Verizon's position on this hearing and perhaps some of the procedural issues that might come up just to make sure everyone has an understanding of Verizon's position before we begin.

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Very briefly, Your Honor, I know that we objected to this proceeding and sought reconsideration in an E-mail to you that was rejected, but let me just reiterate that again for the record, we do object to it. As a threshold matter, the CLECs' motion, as you explained in your opening comments, the purpose is to look at the allegations of harm raised by the CLECs' motion. Well, the CLECs' motion does not even allege irreparable harm, immediate harm, imminent danger to the public health, safety, or welfare, no allegation is made in the CLEC motion. In short, there is no allegation of any type of harm that would require this kind of emergency adjudicative proceeding.

Second, of course we didn't learn who all the witnesses were until just a few minutes ago as they gave their names. There has been no written testimony, there has been no proffer of witness qualification, no opportunity of prehearing discovery, in short a lack of due process, all of which as we explained at the conference I believe on Tuesday is a result of the CLECs' delay in making this particular filing. And again, we understand that we made this objection and Your Honor rejected it, but I did want to preserve that for the record.

But third and most importantly, the question

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really is what is the nature of this hearing, and it appears to be something akin to a potential preliminary injunction TRO type of hearing, and the Commission can't award relief to CLECs unless the CLECs prove in addition to everything else a likelihood of success on the merits of their claim. They filed a motion, we filed today, Your Honor, just minutes ago and about ten days before we believe we're required to file under the procedural rules a response to the CLEC motion that addresses every one of their arguments and explains why we are permitted to do what we're going to do under both our interconnection agreements, the TRO, the FCC Interim Rules, USTA II, and any other legal order. And again, I'm not going to argue those merits here, the point being is that this Commission can not grant any kind of emergency temporary relief without considering the merits of the legal arguments and whether the CLECs have shown a likelihood of success on the merits, and we don't believe they have.

In any event, Your Honor, in any event we think that this hearing since it's going forward should address one issue really, and that is, is there an immediate threat of disconnection because of this transition. Are end users going to lose their telephone service, not be able to call 911 or whatever, when we

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make this conversion. And if the answer to that question is no, then we submit all other issues such as what's the right pricing, how should Verizon provision the service to the CLECs, et cetera, et cetera, all of those issues are inappropriate to be considered in this kind of emergency hearing especially given the due process problems I raised earlier.

And I guess finally on that same point, as I mentioned, AT&T, as it admits, doesn't have any circuits out on the switch. I understand also that there's representatives from Integra and Sprint, other CLECs who are not parties to this motion, my expectation is they're here to listen, but I would like clarification on that, exactly who is going to be cross examining or able to cross examine what witnesses and in what order.

So those are my preliminary statement, thank you for indulging me.

JUDGE RENDAHL: I appreciate that, that does address one of those administrative issues that normally are taken up when we have much more time before a hearing to organize ourselves, so I guess I would go through the list and ask which parties intend to actively participate in the hearing in terms of cross examining witnesses or who is here just to listen.

So I will start, Ms. Friesen, I'm assuming

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you intend to fully participate in the hearing?

MS. FRIESEN: Yes, I do.

JUDGE RENDAHL: Ms. Frame?

MS. FRAME: No, Your Honor, we're not going to be fully participating.

JUDGE RENDAHL: Thank you.

I'm assuming that ATI and UNICOM will be fully participating?

MR. HARLOW: Yes, Your Honor.

JUDGE RENDAHL: Was that Mr. Harlow?

MR. HARLOW: Yes, Your Honor.

JUDGE RENDAHL: All right.

And I'm sorry, I meant to add at the outset, for those of you on the bridge line, if I haven't asked you directly a question identifying who you are, if you can identify yourself for the court reporter.

Ms. Singer Nelson, MCI I'm sure will be fully participating?

MS. SINGER NELSON: Yes, we are.

JUDGE RENDAHL: Ms. Johnson for Integra?

MS. JOHNSON: Integra is listening, Your Honor, no participation.

JUDGE RENDAHL: All right.

And Mr. Malone?

MS. JOHNSON: I believe he will be listening

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also, Your Honor.

JUDGE RENDAHL: All right.

And Mr. Hendricks?

MR. HENDRICKS: We don't plan to participate.

JUDGE RENDAHL: All right.

And who will be taking the primary role for Verizon? I'm assuming, Mr. Carrathers and Ms. Endejan, you will be actively participating and the other attorneys are listening in.

MR. CARRATHERS: That's correct, Your Honor, although I may ask your indulgence if I need to consult with some other attorneys who are very familiar in some of the subject matters. But yes, I will be taking the principal lead.

JUDGE RENDAHL: All right. And so I think that answers your question. I think your only issue may be with Ms. Friesen of AT&T, and we'll address that as the issue arises.

MR. CARRATHERS: Thank you.

JUDGE RENDAHL: Is there anything else we need to address before we start with Ms. Lichtenberg's testimony?

MS. SINGER NELSON: Your Honor, the only other issue, this is Michel Singer Nelson, the only other kind of administrative issue that I wanted to

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address is exhibits. I do intend to introduce one exhibit, and that is simply the letter that was attached to the motion.

JUDGE RENDAHL: All right, and I do have a copy of that with me today, and I can mark that. Let me make sure that what I have is exactly what you wish to offer. What I have attached to the motion as Exhibit A to the motion is a June 8th, 2004, notice of network change from Verizon that is two pages long, but there is also what is called Attachment 1, other UNE-P impacted switch sites. Is that a part of the exhibit that you're referencing?

MS. SINGER NELSON: Yes, it is, Your Honor.

JUDGE RENDAHL: And that was attached to the notice that Verizon issued?

MS. SINGER NELSON: Yes.

JUDGE RENDAHL: All right.

MS. SINGER NELSON: Yes, it's referenced in the letter.

JUDGE RENDAHL: All right, then I have that copy. I'm sure -- Mr. Carrathers and Ms. Endejan, do you have a copy of --

MR. CARRATHERS: Yes, Your Honor, I have a copy of that letter that was attached to the petition. I would ask my witness and potential witness whether

they have a copy of it in front of them. This is the June 8th, 2004, Verizon notice of network change given for Washington, the state of Washington. It consists of two pages plus a one page attachment entitled Attachment 1, other UNE-P impacted switch sites, so it's 3 pages in total. Kathleen, do you have that?

MS. MCLEAN: Yes, I do.

JUDGE RENDAHL: And, Mr. Gaigle, do you have a copy of that?

MR. GAIGLE: We're printing one out right now, thank you.

JUDGE RENDAHL: All right, thank you.

MS. SINGER NELSON: Your Honor, we usually do mark exhibits at the prehearing conference before trial begins, but I wanted --

JUDGE RENDAHL: I think we'll dispense with that today so we can move forward.

MS. SINGER NELSON: Okay, should I just ask it to be marked as MCI Exhibit 1 then since I'm going to be introducing it through Ms. Lichtenberg.

JUDGE RENDAHL: Yes.

MR. CARRATHERS: Your Honor, we too have an exhibit, I don't know if you're going to inquire of every party if they're going to propose an exhibit. Ours is a little trickier.

JUDGE RENDAHL: Well, why don't we go off the record for a moment and spend a few minutes talking through this just to get these out of the way, so we will be off the record.

(Discussion off the record.)

JUDGE RENDAHL: While we were off the record we had some discussion concerning exhibits. MCI marked an exhibit as Exhibit 1 which is Verizon's notice dated June 8th 2004. Verizon offered as Exhibit 5 and it has been marked as such a June 11th, 2004, letter from Mr. Ivan Seidenberg, S-E-I-D-E-N-B-E-R-G, to the FCC's Chairman Powell, as well as what's been marked as Exhibit 6, a confidential exhibit or highly confidential exhibit which describes a number of individual CLEC information concerning the switch and activity in Washington, and that's as far as I'm going to describe it at this point. None of these exhibits have been admitted, they have been marked.

And at this point we're going to start with the testimony of Ms. Sherry Lichtenberg. Please go ahead, Ms. Singer Nelson.

MS. SINGER NELSON: Thank you, Judge, I'm going to call Sherry Lichtenberg to the stand.

Ms. Lichtenberg, state your name, your address, job title for the record, and why don't you

spell your last name.

MS. LICHTENBERG: Yes, this is Sherry Lichtenberg, last name is spelled L-I-C-H-T as in Tom E-N-B as in boy E-R-G. I am the Senior Manager for Operational Support Services Interfaces and Facilities Development for MCI on the U.S. sales and service side of the house.

JUDGE RENDAHL: All right.

MS. LICHTENBERG: My business address is 1133 - 19th Street Northwest, Washington, D.C. 20036.

MS. SINGER NELSON: Thank you. And, Sherry, what are your job responsibilities briefly?

JUDGE RENDAHL: Ms. Singer Nelson, before you go any farther, I think I would like to swear in the witness.

MS. SINGER NELSON: Oh, that's a good idea.

JUDGE RENDAHL: All right, Ms. Lichtenberg.

MS. LICHTENBERG: Yes, Your Honor.

JUDGE RENDAHL: Would you raise your right hand, please.

(Witness Sherry Lichtenberg was sworn.)

JUDGE RENDAHL: Okay, please go ahead, Ms. Singer Nelson.

MS. SINGER NELSON: Thank you.

Whereupon,

SHERRY LICHTENBERG,

having been first duly sworn, was called as a witness herein and was examined and testified as follows:

D I R E C T E X A M I N A T I O N

BY MS. SINGER NELSON:

Q. Ms. Lichtenberg, just briefly describe your job responsibilities.

A. Yes, my responsibilities are primarily the management of MCI local services for the consumer and small business side of the market, including our UNE-P entry across the country and developing the process as necessary to service and support customers on both UNE-P and UNE loop products.

Q. Thank you.

Ms. Lichtenberg, do you have what's been marked as MCI Exhibit 1 in front of you?

A. Yes, I do.

Q. Would you please identify that for the record?

A. Yes, it is a letter from Verizon dated June 8, 2004, notice of network change, replacement of DMS-100 with Nortel Succession platform in Mount Vernon, Washington.

Q. Have you seen that letter before?
A. Yes, I did receive this letter as part of a Verizon change management and industry letter mailer.
Q. Did MCI receive this letter from Verizon directly?
A. The letter was received as part of a standard industry mailing from Verizon to the CLECs that do business in this footprint.
MS. SINGER NELSON: Your Honor, I would like to move for admission of MCI Exhibit Number 1 for the record.
JUDGE RENDAHL: Is there any objection to admitting what's been marked as Exhibit Number 1?
Mr. Carrathers?
MR. CARRATHERS: No objection.
JUDGE RENDAHL: All right, the exhibit will be admitted.
BY MS. SINGER NELSON:
Q. So does this letter, MCI Exhibit 1, notify MCI that Verizon replaced its existing Mount Vernon class 5 Nortel DMS-100 switch, Nortel Succession packet switch?
A. Yes, it does.
Q. Please go to page 2 of the letter.
A. Yes.

Q. Under the heading unbundled switching, I would like you to focus on the third paragraph that begins with, if you have unbundled local circuit switching. Do you see that?
A. Yes, I do.
Q. Are you familiar with that paragraph of the letter?
A. Yes, I have read that paragraph of the letter a number of times.
Q. Briefly could you summarize that for us?
A. Yes, Verizon states that CLECs have actually I guess three options on the date that this provision goes into effect. They are to change our customers to resale by submitting resale local service requests or to disconnect those customers, take away their service and let them go someplace else or simply allow Verizon to make that change to the customer by apparently doing nothing. And I take it that that means that Verizon will leave the lines in service, continue to provide them, and simply start charging us for some sort of an unidentified resale product.
Q. Is that the paragraph in this notice that's the most disconcerting to MCI?
A. Yes, it is disconcerting to MCI because it will have an impact on our existing customers and more

directly on customers who might be considering coming to a competitive carrier.
Q. Does MCI currently have customers served out of the Mount Vernon switch?
A. Yes, MCI does, and MCI is actively marketing in the territory served by the switch.
Q. Being sensitive to the confidential nature of the numbers, could you give an estimate or somehow describe the number of customers that MCI has?
A. Yes, it is a small number, it is a three digit number, somewhere north of 100, and I want to state that MCI only started selling in this specific area of Washington in the Verizon West footprint at the beginning of 2004.
Q. Are these business or residential customers?
A. These are a combination of small business and residential customers, primarily residential.
Q. Does MCI serve those customers by purchasing Verizon's UNE-P product?
A. Yes, MCI sells only UNE-P in the Verizon Washington footprint.
Q. So MCI currently does not provide services to end users using Verizon's total service resale product?
A. That is correct. MCI does not provide any total services resale in the Verizon footprint in

Washington and to my knowledge has not done so in the past.
Q. Would you please describe in detail how MCI and its end user customers will be harmed by Verizon's conversion of UNE-P customers in Mount Vernon?
A. Yes, the primary harm to customers is that clearly given the differential in cost between UNE-P and resale, MCI will have to presumably raise the prices on those customers, we will have to stop selling all together to new customers since we do not -- would not have a way to place the order since our ordering is done via electronic data interchange, EDI. And in addition, because Verizon has not provided details on how those current customers will be -- how we will make changes to their accounts, whether we will have to make those changes using the resale OSS, we do not know how we will be able to manage those customers. I think that the simplest thing to say is that presumably the customers will begin to attrite away, and there will be no additional competition.
Q. Can you explain in a little bit more detail the point about us not being able to add customers through the total services resale product.
A. Yes. MCI as I said uses EDI to address customers, to sell and to manage. We do not have the

capability today to place an EDI order for total services resale. That would require us to build a new OSS interface, and we certainly wouldn't be able to build that interface for a single central office, nor would we be able to really sell to customers by looking at which specific central office they were in and tailoring that product on a central office by central office basis. We sell The Neighborhood today, which is a product that has a standard set of features and functionality. And frankly, I don't know whether we would be able to sell that at all once we were -- if we were ever forced to do resale. We do not have a resale ordering capability.

Q. And would that inability or would that lack of a resale capability also affect our existing customer base?

A. Yes, it's my understanding from my knowledge of operational support systems that we would presumably if we were making any changes to these customers, for instance sending an order to add or delete a feature, that we would need to do that following the resale business rule. Since we do not have a resale business rule operational support engine, we would not be able to make those modifications. We sell and service our customers electronically using EDI, and while we do have

access to what has been referred to as the WISE, W-I-S-E, GUI, G-U-I, system, that is not something that MCI could use in its overall sales process for new customers and the support of existing customers. It would -- it just doesn't work for us. So customers would not -- we would immediately be limiting the ability of a customer to choose a competitive provider.

Q. As a lay person, not as a lawyer, what action would you recommend that the Commission take here to prevent the harm that you described to MCI and its customers?

A. It appears to me from the information that Verizon provided in its letter and from contact that Verizon has apparently made today with MCI to ask -- to query us about what we plan to do with these customers, it appears that Verizon does not have to disconnect them, that the only issue Verizon is talking about is raising the price. We believe that we could work with Verizon to understand why it is that Verizon can not provide UNE loop, UNE platform here, whether this is a technical issue that needs to be worked through in our operational support systems working groups and change management. This is plain old telephone service, so I can't understand if there is some -- I don't see a technical limitation in providing this product.

I think this Commission to the extent that they want to keep competitive telecommunications service active in Washington and in this particular area needs to instruct Verizon to allow us to continue ordering UNE-P, and if Verizon does have some sort of technical issue with providing UNE-P, to work through the standard change management process to work with CLECs to resolve that issue.

Q. Thank you.

Ms. Lichtenberg, is there anything more you would like to add that would be helpful to the Commission in deciding whether to order Verizon to continue to provide UNE-P to CLECs in the central office?

A. I think it's very important that this Commission look at the issue of does it want to have continued competition. MCI will not, as I said, be able to sell any new customers should we be forced to move to resale. We are not prepared to make those changes, and I don't know how long we can support our existing customers.

MS. SINGER NELSON: Thank you.

Your Honor, Ms. Lichtenberg is available for cross.

JUDGE RENDAHL: Okay, thank you.

Mr. Carrathers.

MR. CARRATHERS: Thank you, Your Honor, excuse me a moment.

C R O S S - E X A M I N A T I O N

BY MR. CARRATHERS:

Q. Good afternoon, Ms. Lichtenberg.

A. Good afternoon, Mr. Carrathers.

Q. Is it your testimony that MCI will only offer local telephone service in Washington state if it's through UNE-P?

A. Yes.

Q. So this issue of MCI not wanting to do resale is an issue that exists regardless of this packet switch issue before us today; isn't that true?

A. I'm not sure I understand your question. MCI is in the business of selling UNE platform service and in some states UNE loop service. We do not sell resale; that is correct.

Q. Thank you.

So MCI's inability to provide service via resale is a business decision on MCI's part; is that not true?

A. Yes, and -- wait, and I need to explain that it is not financially sound for a company to provide a

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service for which it can not make enough money to support it, and MCI made the decision some time ago that it will only provide UNE-P service, and where it can it will provide UNE loop service.

Q. Okay, so to be clear, it is technically possible for MCI to provide service via resale, but it has made a business decision not to do so, correct?

A. Not exactly. MCI does not have an interface that would allow us to provide resale service. Therefore, should MCI be forced to do so or should MCI make a different business decision, MCI would need to do system development that would take several months and that would cost a significant amount of money. So MCI technically at this moment is not capable of providing resale service.

Q. Well, Ms. Lichtenberg, has MCI provided resale service in any other state?

A. Prior to the year 2000, MCI provided some resale service in four states in the country, including the Verizon territory in California. That service suffered from significant problems with the then GTE operational support systems interfaces, it created significant problems for customers, and MCI discontinued that service in the year 2000 and discontinued all of our ordering services. It was not EDI, it was a

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different kind of resale platform. We did for a short time man -- allow customers who were on that platform to stay on it. They have now I believe attrited away 100%.

Q. Ms. Lichtenberg, is it your testimony that MCI does not today or has not placed orders in Washington with Verizon using our Web GUI or WISE system?

A. It is my understanding that MCI's USS sales and service, the small business and residential part of MCI, has not placed orders in Washington using your WISE GUI. I am not aware of any, and I have checked with my sales offices to confirm that as late as this morning.

Q. Well, your answer, correct me, says to your knowledge they don't use the WISE system to place small business and retail orders. Do you know whether they use the WISE system to place any other kinds of orders?

A. I am not aware of any --

MS. SINGER NELSON: Just a second, Ms. Lichtenberg, it's hard to object when we're all on the phone, but, Ms. Lichtenberg, if you could pause for a second.

Mr. Carrathers, I think you just misquoted Ms. Lichtenberg. She actually talked about small business and residential customers and not small business and retail customers. I want -- I'm sure --

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that sounded inadvertent, but I wanted to point that out.

MR. CARRATHERS: Okay, well, thank you, let's clarify.

BY MR. CARRATHERS:

Q. As I understand your testimony, Ms. Lichtenberg, you stated that MCI has never used Verizon's WISE system to place orders for small business or residential customers in Washington; is that true?

A. The only -- yes, with one potential exception. Sometimes when the EDI system goes down or a customer is having a specific problem, we may clear a trouble by using -- by doing a GUI order because it will move more rapidly. Our normal sale process where we sell to customers is a fully EDI based system.

Q. I understand. Now my follow-up question that I tried to ask before is, do you know whether MCI has placed orders for services other than small business or residential using Verizon's GUI, Web GUI process?

A. I am -- I do not believe that we have used the WISE GUI to place orders for local services for any of our entities.

Q. Thank you.

Now at the top of your direct testimony you were discussing the letter that's been marked as Exhibit

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1.

A. Yes.

Q. And you were focusing on Paragraph 3 explaining the choices you believe Verizon gave you and said that MCI was very concerned and indeed you read that paragraph a number of times, remember that?

A. Yes.

Q. When MCI got that notice dated June 8th, did it contact Verizon?

A. I can not speak for our carrier management team to answer that. I believe that we did ask questions in some -- in one of the forums, but I must tell you that I don't have that answer.

Q. Do you know whether MCI, anyone at MCI looked at that and thought of whether they could provide services in a resale environment and at least analyze the issues associated with that?

A. We certainly did do that. Indeed I did that specifically and met with a number of folks about that.

Q. And when did you do that?

A. We did that upon receipt of the letter.

Q. And so you did that analysis and I guess concluded that there was no way you could support resale in that circumstance, but you didn't notify Verizon of that or the Commission, correct?

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A. I believe we had some general -- that there have been general discussions with Verizon from the CLECs organization, the CLEC group that is represented here today.
Q. Well, do you know for sure?
A. No, I can't answer that for sure.
MR. CARRATHERS: Bear with me just a moment, Your Honor, I need to check my notes here.
JUDGE RENDAHL: That's all right.
BY MR. CARRATHERS:
Q. Ms. Lichtenberg, you said the primary harm is the cost differential between UNE-P and resale; is that true?
A. No, the primary harm is that we will not be able to sell to new customers and that there will be a duress of competition in this area of Washington.
Q. And you will not be able to sell to new customers because you don't want to provide service on a resale basis?
A. Because MCI is not technically able to use our current EDI interface, which we use throughout the state of Washington and throughout the entire Verizon GTE territory where we sell to place orders. We don't have special ordering groups that can focus on one central office at a time. So the harm to customers is

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primarily that there will be no new customers coming to MCI or able to come to MCI once -- if this were to go into effect.
Q. You also mentioned I believe that you're willing to talk to Verizon and work on potential technical issues involving UNE-P in a packet switch environment. Did I remember that correctly?
A. Yes, it's my understanding from my technical experience and talking with my own technical folks that in a soft switch environment such as the one that Verizon is proposing, there is no problem -- that customers are still provided plain old telephone service and are provided that telephone service in exactly the same way.
Q. Well, Ms. Lichtenberg, do you have independent knowledge of that, are you testifying as to a fact that UNE-P can be provided over a packet switch?
A. My understanding from reading the packet switch specifications and from my knowledge of telecommunications, I have 22 years in the business and was on the switch development, on several switch development teams at AT&T, is that the packet switch allows the connections of lines to trunks to provide switching, plain old narrow band telephone service. So clearly -- and Verizon has not explained in this letter

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any technical implications, I am not aware that there are any limitations.
Q. Ms. Lichtenberg, you mentioned that MCI uses EDI today for UNE-P, correct?
A. That is correct.
Q. And it's your testimony that that EDI platform can not be used for resale out of the Mount Vernon switch?
A. Today MCI can not send the service pages required under the OBF, ordering and billing forum, requirement to order resale. In addition, MCI has not analyzed the product that we would have to develop to provide a resale offering that would be equivalent to what our customers -- what we sell our customers today.
Q. Thank you.
The last --
A. So that is the complete answer.
Q. Thank you.
Last question, Ms. Lichtenberg, do you know how many user ID's MCI currently has for Verizon for using our WISE or Web GUI system?
A. I understand we have a significant number. I don't have the number. It should be noted that the WISE system is used for us to look at customer service records, to in some cases report trouble, and to do

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various other tasks that do not involve the ordering of service.
MR. CARRATHERS: Thank you.
Your Honor, if I can just consult with my colleague for a moment, Ms. Endejan.
JUDGE RENDAHL: Please go ahead.
MR. CARRATHERS: Thank you.
JUDGE RENDAHL: Let's be off the record for a moment.
(Discussion off the record.)
JUDGE RENDAHL: So you don't have any further questions, Mr. Carrathers?
MR. CARRATHERS: No, Your Honor.
JUDGE RENDAHL: All right.
Ms. Lichtenberg, I do have a few questions for you.
THE WITNESS: Yes, Your Honor.

E X A M I N A T I O N

BY JUDGE RENDAHL:
Q. In response to questions from Ms. Singer Nelson, you stated that MCI doesn't use total service resale in the Washington, in the Verizon Washington footprint. Am I characterizing your testimony correctly?

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A. Yes, you are.
Q. Does Verizon use any resale product in the Verizon Washington footprint?
A. When I say -- the answer is no, Your Honor. I believe total services resale is the proper name for the resale offering that Verizon makes.
Q. All right, thank you.
In discussing what's been referred to as the WISE GUI system, can you explain to me why this system would not work for MCI in ordering new customers for the total resale product?
A. Yes, I would be glad to. One of the tenets, if you will, of competition is that the competitive carrier be able to place orders with the same rapidity and ease that the incumbent carrier can do so. A GUI is equivalent to dialing up to the Internet. It is not connected to either MCI's billing system or MCI's customer records system. So we would need to place an order, filling out forms that take quite a bit of time to complete, maybe 15 minutes for each order. We would then need to reenter all of that information into our own system. We would have to track that information through the GUI and then again reenter it into our own system.
We use EDI because we can -- our sales

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representatives sit at a sales console where they talk to the customer in real time, in real time create an order for that customer, which is then formatted and edited and tested to make sure that it will meet all of Verizon's edits and sent electronically to Verizon in real time. In addition, we receive notification back, the firm order confirmation, the provisioning completion notification, through that same EDI interface. And it automatically uploads our billing systems and our customer record keeping systems. So it keeps everything in sync, and it means that customers are not double billed and that we know where they are in each step of the provisioning process.
In addition, we use the same process across the United States, across Verizon's footprint, we sell in Verizon's entire footprint, and so we don't have to do special training or special identification to try to figure out if a customer would be in this one Verizon switch in Washington.
Q. Okay. So just so that I'm sure as to MCI's situation at this switch, what particular products are affected by this conversion?
A. MCI sells in this switch a small business product and a residential product called The Neighborhood. The business product has a slightly

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different name. It provides a combination of local and long distance services and a set of features including voice mail and other features to customers. So it is our key product offering, and we sell it here in this specific switch.
Q. And it's a UNE-P based, U-N-E-P, based product?
A. That is correct.
Q. So it doesn't involve unbundled switching, but you provide the UNE-L loop?
A. No, it does provide -- the neighborhood is unbundled local switching from Verizon. It is the UNE-P based product.
Q. All right, but you're also leasing the loop from Verizon?
A. Yes, UNE-P is a combination of unbundled switching, the loop, the features of the switch, and shared transport.
Q. I understand that, I'm just trying to determine whether you are providing your own loop or just leasing the switching, and I think you have answered that question.
A. We are not providing our own loop.
Q. Thank you.
Does MCI use any line sharing or line

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splitting product out of this switch?
A. I did not have a chance to talk to my folks to see whether we have line splitting or line sharing. We can certainly respond to that shortly.
Q. All right. And what would be the difference in cost per line to MCI due to the conversion? In a sense, what is the cost differential between the UNE-P per line and the resale option per line?
A. I am actually MCI's technical and operational support systems person, so I do not -- I can not tell you in detail what that is. I have talked to my business analysis folks today, and our price that -- the cost to MCI would be increased in upwards of $10 given what we think is the resale discount, but we have not looked at what resale product one could buy to replace what we offer customers today. And Verizon, interestingly enough, has not told us what new pricing they intend to charge, how that pricing will be shown on our bill, and what resale product they would be charging us for.
Q. All right, thank you.
Do you know if the resale option that Verizon is offering allows you to provide the exact same service to your customers as you currently provide?
A. I do not know.

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Q. Do you know or does MCI believe that there will be any loss of service to their customers simply because of the switch conversion itself? And I don't mean because of the ordering issues you have identified or the management issues you have identified, but simply because of the conversion itself. Are you aware if there is any effect of the customers tomorrow because of the conversion?

A. I have looked at Verizon's letters, both the one we have just received today and the initial letter, I have a number of questions from Verizon that I was to have responded to in order to be certain that these existing customers would not lose service because of the actual conversion. I know that Verizon has changed out central offices in the past, so I know they have a process for doing that. The major problem is there will be no new MCI customers.

(Recess taken.)

JUDGE RENDAHL: We took a ten minute break, and I still have a couple of questions for Ms. Lichtenberg, and then I will be done.

BY JUDGE RENDAHL:

Q. Ms. Lichtenberg, you have discussed in your testimony and in cross-examination a fair amount about what MCI would need to do with its EDI system for the

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purpose of ordering. I have some questions about the billing process.

A. Yes, Your Honor.

Q. Are you familiar with MCI's billing process for local service?

A. Yes, I am.

Q. All right. So, and I'm just going to use hypothetically, if MCI were to use the WISE GUI system, and I'm not, you know, discussing the merits pro and con of using it, but if MCI were to use the WISE GUI system to order the resale product that Verizon is proposing due to the conversion, what changes to MCI's billing system would be required to accommodate this change in product?

A. That's an excellent question, Your Honor. The first we would have to do is to create a special team, if you will, that would take the information that came back from the WISE GUI and would create internal MCI orders that would upload to our billing and customer support systems. I'm not even sure how that would be done, we would have to create a new internal software interface. We would need to develop and probably tariff a new product for customers, and that would require us to change our billing system to bill those customers properly. In addition, we would have a great deal of

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manual work to do to track the status of customers to assure that if a customer left us that that customer would not be double billed, that we would manually go back in and make changes to the billing system. My concern also, because Verizon has not told us how they will bill us for resale, is that resale billing, that is the wholesale billing, will not come across in the current format which is referred to as CABS, C-A-B-S, billing. It could very well be billed out of a different system.

Q. All right, I'm going to interrupt you, did you say C as in cat, A as in airplane, B as in boy, and then S as in Sam?

A. Yes, I did, as in taxi.

Yes, that system --

Q. I think we missed something, so the last letter is T as in taxi or --

A. No, I'm sorry, I was making a joke, albeit a poor joke.

It's C as in cat, A as in apple, B as in Boy, S as in sharing. That is the carrier access billing system.

Q. Thank you, I missed your joke.

A. It wasn't a very good one. It's late in the day here in Washington.

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That is the system that is used today to bill UNEs. I am not sure what system we would receive our wholesale bills from Verizon in. Again, in Verizon's latest letter, they don't appear to explain that. And we will -- would have to therefore look at a new process to audit the bill to make sure that we were billed correctly. So there would be a great deal of work.

Q. All right.

Does MCI have any local interconnection trunking to the Mount Vernon switch?

A. I am not a -- expert, and I did not --

Q. I'm sorry, Ms. Lichtenberg, can you repeat your answer and maybe speak directly into the handset.

A. I'm sorry.

I believe we do have some direct trunking, and I believe that we either had issued the order as necessary to change that trunking or installed additional trunks, but I have not received confirmation on that from our trunking folks.

Q. Okay. So am I understanding you that the most immediate concerns that MCI has at this point is both the increase in price that it believes it might be faced with and the fact that its systems can not efficiently process orders and billing for the new product?

A. We have -- I would rearrange the priorities. We are concerned that we will not be able to support our customers, we will need to presumably raise the prices on those customers, and we will not be able to win any new customers.

JUDGE RENDAHL: Okay, thank you, I have no further questions.

Is there any redirect, Ms. Singer Nelson?

MS. SINGER NELSON: Your Honor, just one question.

R E D I R E C T E X A M I N A T I O N

BY MS. SINGER NELSON:

Q. Ms. Lichtenberg, when Judge Rendahl was asking you about the trunking.

A. Yes.

Q. Were you referring to, going back to the June 8th letter, Exhibit 1, were you referring to the trunk rearrangements that are described on page 1 of that letter under the heading trunk rearrangements?

A. Yes, those are the interconnection trunks to interconnect this switch to our other switching platforms to carry like long distance traffic and things like that.

Q. So that doesn't have anything to do with the

unbundled switching portion of Verizon's letter?

A. That is correct, it has nothing to do with the current local arrangement that we have to serve local customers. It is how this switch fits in to the overall switching network.

MS. SINGER NELSON: All right, thank you, I have nothing further.

JUDGE RENDAHL: Mr. Carrathers, any recross?

MR. CARRATHERS: No, Your Honor.

JUDGE RENDAHL: All right, well, thank you, Ms. Lichtenberg, I very much appreciate your staying late. You can stay on the line if you wish.

I believe our next witness is Mr. Daughtry with UNICOM.

MR. HARLOW: That's correct, Your Honor, this is Brooks Harlow.

JUDGE RENDAHL: Would you like to ask the witness his name and address, please.

MR. HARLOW: Certainly.

Good afternoon, Mr. Daughtry, would you please state your name and address for the record.

MR. DAUGHTRY: Michael Edward Daughtry, 389 Southwest Scalehouse Court, Suite 100, Bend, Oregon 97702, phone number (541) 388-8711, fax number (541) 322-1811, E-mail address mike@uci.net.

MR. HARLOW: The witness is ready to be sworn, Your Honor.

JUDGE RENDAHL: Thank you.

Mr. Daughtry, would you raise your right hand, please.

(Witness Michael E. Daughtry was sworn.)

JUDGE RENDAHL: Okay, please go ahead, Mr. Harlow.

MR. HARLOW: Thank you, Your Honor.

Whereupon,

MICHAEL E. DAUGHTRY,

having been first duly sworn, was called as a witness herein and was examined and testified as follows:

D I R E C T E X A M I N A T I O N

BY MR. HARLOW:

Q. Mr. Daughtry, would you please state your job title and a brief description of your responsibilities.

A. I am Vice President of Operations for UNICOM I am responsible for the network, the switches, and feature groups, contracting with long haul carriers.

Q. Mr. Daughtry, do you have any advanced degrees?

A. I am a non-practicing CPA, I have an MBA from

the University of Oregon, and I am certified to work on plats for Siemen Stromberg-Carlson DCO-CS.

JUDGE RENDAHL: That's Siemen what?

THE WITNESS: Siemen Stromberg-Carlson DCO-CS.

BY MR. HARLOW:

Q. Is that a switch, Mr. Daughtry?

A. That is a switch.

Q. Thank you.

Did you hear the testimony of Ms. Lichtenberg on behalf of MCI?

A. I did.

Q. Are you familiar with the issues that she discussed regarding Verizon and Mount Vernon?

A. I am.

Q. Did UNICOM get a similar notice from Verizon as MCI did?

A. We did.

Q. Does UNICOM have any customers that it serves using UNE-P out of Verizon's Mount Vernon DMS-100 switch?

A. We do.

Q. Does UNICOM have a physical presence in Mount Vernon?

A. We have an office and employees.

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Q. Would you please describe briefly your office and its function and the function of your employees there?
A. It's a sales and customer service office. We have sales people and customer service.
Q. What is your understanding of what's going to happen to your Verizon UNE-P lines in the Mount Vernon area after Verizon completes its switch conversion?
A. They will be converted to resale automatically.
Q. Has Verizon's switch conversion had any impact on your company to date?
A. It has. We submitted a UNE-P LSR, local service request, I think it was day before yesterday, and it was rejected.
Q. And did Verizon say why it was rejected?
A. It was rejected because they're no longer providing UNE-P in the Mount Vernon area.
Q. With regard to the customer for whom UNICOM placed the order with Verizon, do you plan to serve that customer?
A. No.
Q. Why not?
A. It would create a loss.
Q. Could you elaborate on the financial aspects

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of serving that customer in a resale environment compared to a UNE-P environment?
A. Certainly. Our revenue per line in a UNE-P environment is roughly $39 a line, our cost in a UNE-P environment is roughly $18 for a gross profit of $21. In a resale environment our gross revenue per line is roughly $26, our cost is roughly $27, for a net loss of $1.
Q. Is UNICOM willing or able to sustain losses --
A. No.
Q. -- for taking on new customers in Mount Vernon?
A. Absolutely not.
Q. Let's focus now on your existing customers, UNICOM's existing customers in Mount Vernon, what will happen to them if Verizon moves ahead with switching you to resale?
A. The customers that are not on term plans, we'll increase the price to them. The customers that are on term plans, once the term plans expire, we will increase the cost to them. I would anticipate that a good number of those customers, if not all, would depart our platform.
Q. Why is it you would expect them to depart

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your platform as you increased the prices?
A. Because we would be roughly at -- we would no longer be able to have customer service or sales up there, we would have to service those customers out of either our Portland office or our Bend office. And without customer service, without a local presence and with higher pricing, I don't believe we would be an attractive alternative to Verizon.
Q. You kind of hinted at this but please clarify, would anything happen with your office if Verizon imposed these pricing increases by converting you to resale?
A. We would close it, because we could no longer afford it, lay off the people that work there.
Q. I want you to assume hypothetically that the Commission would allow Verizon to proceed with its proposal to discontinue UNE-P in Mount Vernon, but at some point down the road through Commission order or federal action the situation changed and you were again allowed to purchase UNE-P services in Mount Vernon, what would happen with regard to your presumably closed Mount Vernon office?
A. We would not open it, because there's a significant cost to open up a new territory, and once you have abandoned that territory and abandoned the

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people that worked for you and abandoned the office in an area like Mount Vernon, rural areas, when businesses leave that area, you are not looked upon as being dedicated to that area, so the customer base, it's almost impossible to develop a customer base in any short term.
Q. Could you please summarize for the Judge and for the record the immediate and short-term impact that you perceive to customers in Mount Vernon?
A. Could you say that again, because somebody came on the line.
Q. I will start over.
Could you please summarize for the record and the Administrative Law Judge what you perceive as the immediate and short-term impacts on UNICOM, your customers, and competition generally in Mount Vernon if the Commission does not order Verizon to continue to provide UNE-P in the interim while this Commission concludes this docket?
A. We would cease taking new customers, we would increase prices on our customer base, and as time went by the people that are under term plans we would increase the price to them, there would be -- in essence we would abandon the area.
MR. HARLOW: Your Honor, I have no further

questions for Mr. Daughtry, he's available for cross.
JUDGE RENDAHL: Thank you.
Mr. Carrathers.
MR. CARRATHERS: Thank you.

C R O S S - E X A M I N A T I O N

BY MR. CARRATHERS:

Q. Good afternoon, Mr. Daughtry.
A. Good afternoon.
Q. Couple of questions. First, you explained that your company UNICOM does have UNE-P lines currently out of the Mount Vernon switch, correct?
A. Yes.
Q. Following up on MCI's lead, could you give us, give an indication of the number of UNE-P lines without stating that number specifically?
MR. HARLOW: Subject to, this is Mr. Harlow, subject to Mr. Daughtry's confirming, I don't believe we consider that a confidential number.
MR. CARRATHERS: All right, thank you.

BY MR. CARRATHERS:

Q. Mr. Daughtry, if that's true, how many UNE-P lines does your company have served out of Mount Vernon?
A. Out of all the offices that home off of Mount Vernon, we have in excess of 200 as last fiber.

Q. I'm sorry, when you say all of the offices that home out, are you saying you have 200, you yourself have 200 UNE-P lines in Mount Vernon?
A. Out of all the offices that home off of Mount Vernon, Burlington, Sedro Woolley, Mount Vernon.
Q. And how many of those UNE-P lines would be converted to resale?
A. I believe all of them.
Q. And, Mr. Daughtry, do you have lines now out of the Mount Vernon switch that you purchased via resale, not UNE-P?
A. Yes, we do.
Q. And in making those orders for resale, do you use Verizon's Web GUI interface?
A. That is the interface that we use.
Q. Thank you.
As I understand your testimony, you explain that basically you make money with UNE-P, but if you're forced to go to resale you'll lose money, is that about right?
A. I think that's concise.
Q. So is your testimony, setting aside the packet switch issue, you just don't see resale as a viable competitive option in Washington for your company?

A. That is correct.
Q. Do you know that the Washington Commission sets the resale avoided cost discount rate?
A. Yes.
Q. Has your company ever participated in a avoided cost discount proceeding before the Commission?
A. No.
Q. Has your company ever sought recently, asked the Commission to look at or change the resale rate?
A. No.
Q. When you got Verizon's notice in June dated June 8th, did you contact Verizon?
A. No.
Q. Did Verizon send you another notice dated July 20th that reminded you and other carriers of the June 8th notice and the need to act?
A. I do not know. It's certainly possible. They did send me one dated June 7th.
Q. Okay, thank you.
Mr. Daughtry, is it technically possible for you, for your company to serve those UNE-P lines in a resale capacity if they are converted?
A. Yes.
MR. CARRATHERS: Thank you.
Those are all the questions I have, Your

Honor.
JUDGE RENDAHL: Thank you.

E X A M I N A T I O N

BY JUDGE RENDAHL:

Q. Mr. Daughtry, I have a few questions for you like I did for Ms. Lichtenberg. Again, what products that UNICOM provides out of the Mount Vernon switch are affected by the conversion?
A. The unbundled network element platform.
Q. So UNE-P?
A. Yes.
Q. Does UNICOM provide any line sharing or line splitting products out of the switch?
A. No.
Q. So in a sense, the cost differential to the company as you have stated is a difference between a profit of $21 a line for UNE-P versus a loss of $1 for resale?
A. Yes.
Q. On a technological basis, just technically, does the resale option that Verizon is offering, would that provide your customers with the same service as they currently provide to you, in a sense are the customers going to see any difference in that service

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aside from the cost to you and the billing and the ordering process issues?
A. If you're asking technically does the customer see any difference between UNE-P and resale, the answer is no.
Q. All right. So does UNICOM believe that as a result of the conversion it will lose any customers just as a result of the physical switch conversion?
A. No.
Q. So the issue would be the loss of customers due to pricing?
A. Yes.
Q. And so having heard the testimony of Ms. Lichtenberg, for UNICOM, do you have any of the same ordering and billing software issues?
A. No, we use the Web WISE GUI. It costs a great deal of money to develop an EDI interface, I have heard in the millions of dollars. We're a small company and do not have the order volume the EDI interface is necessary for.
Q. So for UNICOM this is purely a pricing issue?
A. It is a financial issue.
JUDGE RENDAHL: Okay, thank you, I have nothing further.
Mr. Harlow, do you have any redirect?

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MR. HARLOW: Just briefly, Your Honor.

REDIRECT EXAMINATION

BY MR. HARLOW:
Q. Mr. Daughtry, you indicated on the response to Mr. Carrathers that UNICOM does have some resold lines in the Mount Vernon area. Could you explain why that is and quantify it?
A. There's a number of reasons. Foremost is Verizon in a UNE-P environment does not allow you to provide UNE-P if a customer has voice mail or what they call advanced intelligent network services. So if the customer requires those or demands those, the only way you can provide that is in a resale environment, you can not provide them UNE-P. And then sometimes sales people are stupid.
Q. Thank you.
At the end of the Judge's questions, you agreed that this was purely a pricing issue for UNICOM; do you recall that?
A. Yes.
Q. Although it may be purely a pricing issue -- well, let me ask it this way.
Are you seeking to prevent Verizon from ever converting, in this motion I should say, are you seeking

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to prevent Verizon indefinitely from converting your UNE-P to resale or simply until the Commission makes a final determination in this docket on UNE-P generally as well as on whether the Verizon packet switch from providing UNE-P in Mount Vernon specifically?
MR. CARRATHERS: Objection, Your Honor, that goes beyond the scope of cross-examination, and I'm not sure it's relevant either.
JUDGE RENDAHL: I will have to ask you to repeat your question, Mr. Harlow.
MR. HARLOW: Perhaps the court reporter can read it back because I'm not sure I can recapture it exactly.
(Record read as requested.)
JUDGE RENDAHL: Well, I will agree it doesn't build on the cross, and I think it's an issue, Mr. Harlow, that I'm going to be asking the attorneys to summarize very briefly when we're done, and I think it's an issue you can argue.
MR. HARLOW: If we do have an opportunity for a brief closing, I think that would be a good opportune time to cover it then.
JUDGE RENDAHL: All right.
MR. HARLOW: I will withdraw the question.
JUDGE RENDAHL: Thank you.

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MR. HARLOW: Thank you, Mr. Daughtry.
THE WITNESS: Thank you.
JUDGE RENDAHL: Mr. Daughtry, I just have a couple more quick questions.
THE WITNESS: Certainly.

EXAMINATION

BY JUDGE RENDAHL:
Q. Has Verizon informed you of the level of resale discount it will offer?
A. Say that again?
Q. Has Verizon told you or informed you of the level of resale discount it will offer? In other words, has Verizon been clear as to what the resale charge it will -- as to what it will charge for the resale?
A. I believe that's set by the Commission, it's retail less the and I think it's 10.1% or something like that, their retail, tariff retail rate less the discount that the Commission has ordered.
Q. All right. But have you received any communications from Verizon other than the June 8th letter indicating the charges to you for the resale option?
A. I do not believe they have specified the percentage. I believe they have specified that it will

go from UNE-P to resale.
Q. All right. And has Verizon stated to UNICOM or in any letter to CLECs any costs in support of its resale proposal?
A. No.
JUDGE RENDAHL: All right, thank you, that's all I have.
THE WITNESS: Thank you.
JUDGE RENDAHL: Mr. Harlow or Mr. Carrathers, do you have anything further for this witness?
MR. CARRATHERS: Just one follow-up question based on your most recent questions, Judge Rendahl.

R E C R O S S - E X A M I N A T I O N

BY MR. CARRATHERS:
Q. Mr. Daughtry, as you would acknowledge, you're purchasing resale today from Verizon, right?
A. That is correct.
Q. And that is subject to the Commission approved resale rate that Verizon is required to charge through its interconnection agreement and Commission order; is that correct?
A. That is correct.
Q. And it's your understanding that that is the resale rate that would obviously apply here?

A. Absolutely.
MR. CARRATHERS: Thank you.
No questions, Your Honor.
MR. HARLOW: Nothing further, Your Honor.
JUDGE RENDAHL: All right, well, thank you, Mr. Daughtry for appearing. As I stated to Ms. Lichtenberg, you may stay on the line and continue listening, or you may -- you are done, and you are released if you wish to be released.
Let's move on to our next witness, who I believe at this point the next primary witness we have is Mr. Coombs from AT&T. So, Ms. Friesen, at this point I guess we would need to have you make an offer of why Mr. Coombs' testimony is necessary in this proceeding.
MS. FRIESEN: Actually, Your Honor, after hearing the other witnesses and in the interests of preserving time, AT&T will not offer Mr. Coombs as I think his testimony would be largely repetitive of much of what you have heard.
Now while I understand that this hearing is focused primarily on the impact of customers, AT&T would like to remind everyone that we believe and we shouldn't lose sight of the fact that Verizon's discontinuance of UNE-P in the Mount Vernon central office is a violation of our interconnection agreement and the Commission's

Order Number 5 to maintain the status quo.
JUDGE RENDAHL: All right, well, I --
MS. FRIESEN: So with that, I will not offer Mr. Coombs, and thank you for giving me the opportunity to argue it anyway.
JUDGE RENDAHL: All right, well, I will give parties an opportunity to make some brief closing statements, and so if you wish to renew your arguments at the end, you may do so.
At this time, I think our next witness would be Ms. McLean for Verizon unless I'm missing something from my list.
MS. MCLEAN: Thank you, Your Honor.
JUDGE RENDAHL: Mr. Carrathers, if you would like to go through the preliminaries with Ms. McLean, and then I will swear in the witness.
MR. CARRATHERS: Certainly, thank you.
Ms. McLean, can you hear me?
MS. MCLEAN: Yes, I can.
MR. CARRATHERS: Can you please state your name, business address, and position.
MS. MCLEAN: My name is Kathleen McLean, my business address is 1095 Avenue of the Americas, New York, New York 10036. I am the Senior Vice President of Customer Relationships and Systems Management for the

wholesale markets group at Verizon.
MR. CARRATHERS: Would you care to swear in the witness at this time, Your Honor?
JUDGE RENDAHL: I would.
Ms. McLean, would you raise your right hand, please.
(Witness Kathleen McLean was sworn.)
JUDGE RENDAHL: Okay, please go ahead, Mr. Carrathers.
MR. CARRATHERS: Thank you.

Whereupon,
KATHLEEN MCLEAN,
having been first duly sworn, was called as a witness herein and was examined and testified as follows:

D I R E C T E X A M I N A T I O N

BY MR. CARRATHERS:
Q. Mc. McLean, please describe your education, work experience, and current job responsibilities.
A. I have an undergraduate degree from Georgetown University, I do graduate work at George Washington University. I have over 22 years of experience as an information technology professional. Before joining Verizon, I was vice president for an

international software consulting firm. Before assuming my current position, I was Senior Vice President in Verizon's Information Technology Group responsible for the development of wholesale systems. I was the principal OSS witness in the various state and federal proceedings concerning Verizon's 271 application. And in my current responsibilities, I have customer education, documentation, communication, exception handling as it relates to the wholesale interfaces we provide for our carrier customers as well as system administration, system requirements to IT for wholesale system requirements.

Q. Thank you. And have you testified in other regulatory proceedings?

A. Yes, I have.

Q. Please briefly summarize those.

A. I testified in the 271 proceedings in each of Verizon's former Bell Atlantic states except for New York, so that's Maine to Virginia except for New York.

Q. Thank you.

Could you please summarize the major points of your testimony this afternoon.

A. Sure, I would love to. The main points of my testimony are first that Verizon has taken proactive steps to preserve the service of the approximately 350

UNE-P accounts served in the Mount Vernon switch during the conversion from the circuit switch to the packet switch. The customers will be served using resale services after the conversion. There are currently approximately the same number of resale and UNE-P accounts served out of the Mount Vernon switch, and there are thousands of lines on both resale and UNE-P in Verizon's territories throughout Washington state. Resale has been available to carriers since before introduction of the Telecom Act and certainly is a mature product line well supported in our wholesale systems processes and customer documentation.

We provide two electronic interfaces as you have heard here for ordering, a Web based tool called WISE and electronic data interchange also known as EDI. Both of these interfaces can be used and are used to support both resale and UNE-P ordering. For the carriers present here today and serving customers using Verizon's wholesale services, two have resale lines in service in Mount Vernon and all five use both of the electronic interfaces common to both resale and UNE-P.

Q. Thank you for that summary, Ms. McLean. Now let's turn to the specific issues raised today.

First, if a CLEC who has a UNE-P arrangement in Mount Vernon fails to take any action in response to

our notice, what will happen to those lines and the end user customers?

A. Verizon has undertaken to write the conversion orders as indicated in the letter to migrate the customers from UNE-P to the equivalent resale service.

Q. So will any CLEC customer be disconnected as a result of this conversion?

A. It is our intention that they will not be disconnected, and this is part, as you heard Ms. Lichtenberg testify, Verizon does switch conversions and switchouts, and these orders are part of the overall process that will be cared for similar to the resale customers that are being moved from the circuit switch to the packet switch and the retail customers that are being moved from the circuit switch to the packet switch.

Q. Thank you.

Now turning to MCI's testimony, did you hear Ms. Lichtenberg talk about the fact that her company can not place orders for resale because it does not have the proper systems in place; do you recall that discussion?

A. Yes, I do recall that.

Q. And she discussed in some detail the fact that MCI currently uses EDI, electronic data

interchange, for UNE-P orders and that MCI does not use our WISE GUI interface, if you will, in Washington or elsewhere. Do you recall that?

A. I do recall that.

Q. Could you please comment on that testimony?

A. Well, yes. While it is true that the predominant interface that MCI uses in Washington state to place platform orders is EDI, they actually have submitted north of 700 LSRs using the WISE interface in Washington. Currently the same interfaces, the WISE and EDI interfaces, that serve Washington serve the other former GTE territories, and MCI does use WISE in other west states to place resale orders.

Q. And can you please describe the relationship or commonality between EDI system for UNE-P and say EDI for resale?

A. It is the same set of systems and interfaces. What Ms. Lichtenberg did indicate is the one difference between an LSR, local service request, for platform and a local service request for resale is one form. Both have the local service request form, both have the end user form, both have the direct releasing form. But when you're completing an order for a platform customer, you complete a port service form, and when you complete an LSR for resale, you complete a resale service form.

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So there is one form, if you will, in the deck that's different between the two.
Q. In your opinion, what would a CLEC have to do in order to handle resale orders out of our Mount Vernon switch?
A. I should add that the fields populated on the two forms are essentially the same fields between the port form and the resale service form. There are a few additional fields that are required on the UNE-P forms that are not required on the resale forms.
So what would be required would be to through customer end user representative education on using the WISE, which is a graphical user interface that we provide, and as the UNICOM witness testified, that's the interface they use, they would have to train their representatives to fill out the resale service forms instead of the port service form. But for all intents and purposes, all the other features that she described of entering and statusing are the same between platform and resale.
Now if they wanted to do mass market high volume using EDI, they would have to amend their EDI interface to handle that form.
Q. Okay. Now MCI indicated that Verizon can easily or should be required to in essence offer UNE-P

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from the Mount Vernon packet switch as it has done with circuit switches. Do you believe that can be done easily?
A. It's not a circumstance that Verizon has prepared for, so in order to determine whether we could do that and when we could do that and how we would do that, we would have to undertake in a similar software development and process development process that Ms. Lichtenberg described would happen in her organization, we would have to do the same things. We would have to assemble the SME teams to do the analysis for each of the impacted operational support systems, do the design development, testing, implementation for those changes, and we have not begun, even begun that process.
Q. Well, give us a feel for what kind of process that is, how many people are affected, how long does it take, any experience on guesstimates on what it might cost financially to do that?
A. Well, Verizon runs a continuous software development --
MR. HARLOW: Excuse me, Your Honor.
A. We do a major --
JUDGE RENDAHL: Excuse me, Ms. McLean.
MR. HARLOW: Your Honor, I would object to

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giving any guesstimates. Sounds like the question calls for speculation.
JUDGE RENDAHL: Can you rephrase your question, Mr. Carrathers.
MR. CARRATHERS: Certainly.
BY MR. CARRATHERS:
Q. Any idea on the cost associated with that kind of process and conversion?
A. Based on similar experience for similar projects, it would be many months and six figures to millions depending on when we did the analysis which systems were impacted in which manner.
Now, you know, I would candle that against the fact that in place today existing today are interfaces and processes and procedures that are well documented, the information is available on our Web site, product descriptions and pricing in our tariffs, and on the Web site we have trainings, we have order samples, et cetera for resale. So the infrastructure is already there in place for carriers to order resale today.
Q. Ms. McLean, do CLECs today order resale service from us in Washington state?
A. Yes, they do.
Q. And without identifying how many carriers or

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the numbers specifically, do you have an idea on just generally the number of resold lines in service?
A. It's my understanding is there's approximately 6,000 resale lines in service in the Verizon territories in Washington state.
Q. And carriers generally use either our EDI system as you described or our Web based interfaces or a combination of both?
A. That's correct, in Washington state principally using the WISE interface with the exception of MCI.
Q. And to be clear --
A. Who uses WISE, but their principal interface is EDI.
Q. Okay. So MCI does use the WISE interface in Washington, and do you know whether MCI uses that interface in other states?
A. They do.
Q. Okay.
A. And I could add I know Ms. Lichtenberg was not certain of the status of their resale lines in other states, but they do still have resale lines that they are serving in other states using the WISE interface.
Q. Now turning to that, I believe Ms. Lichtenberg made a comment about some possible

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disconnects in California. Could you please clarify what has happened or not happened in California?
A. California is a state where MCI does have resale lines in service.
MS. SINGER NELSON: Your Honor, this is Michel Singer Nelson on behalf of MCI. I object to the witness testifying as to what MCI does and doesn't have. This witness does not have the foundation necessary to make those statements and representations. MCI has a witness on the phone who has testified about the facts relating to MCI's provision of services throughout the country including Washington, and I would ask the Commission prohibit the witness from testifying relating to MCI's business.
THE WITNESS: I could restate my answer in terms of the local service requests received from Verizon.
JUDGE RENDAHL: Well, I think we need a rephrasing of the question maybe to begin with.
THE WITNESS: Okay.
JUDGE RENDAHL: To establish some foundation maybe as to knowledge, if, in fact, this witness does have the knowledge.
BY MR. CARRATHERS:
Q. Ms. McLean, what do Verizon's records show

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with respect to resold lines provided to MCI in California and whether any such lines have been disconnected?
A. I am aware of local service requests that Verizon has received from MCI in California over the WISE interface to perform changes to existing accounts, to actually migrate a few new accounts, to suspend service, to restore service, and to disconnect service.
Q. Thank you.
And do you know, if this conversion takes place in Mount Vernon, to your knowledge will any services provided to end users including features be affected?
A. No. As a matter of fact, in writing the service orders on behalf of the CLECs, what we did was map the features and services they receive on UNE-P to their resale equivalent and write the service orders to do that migration on their behalf. And so there is a ISOC to ISOC mapping, if you will, from UNE-P to resale, ISOC being the service order code representing the products and services, the individual products and services on an account.
Q. Now you have discussed why Verizon can not provide UNE-P in the packet switch environment, let me ask you this. Can Verizon provide resold lines but

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somehow change its billing system so that those lines are billed as UNE-P lines?
A. When the lines are converted to resale, they will be converted in the billing and provisioning systems. So they will appear in the systems and be treated as resale lines after that conversion. We don't currently have the capability to treat them in some hybrid state or one off state for, you know, that they used to be UNE-P and now they're resale. Once the conversion is done, they will appear in the billing system as resale lines and will be billed as such.
Q. Thank you.
Now a handful of remaining questions based on other witnesses' statements this morning. The MCI witness, Ms. Lichtenberg, talked about Verizon's June 8th notice. Do you recall that?
A. Yes, I do.
Q. Do you know whether Verizon sent out another notice reminding CLECs of what was taking place and the need to take action?
A. Yes, we did, we sent a follow-up letter on July 20th basically again reminding them of the letter that we had sent and asking them if they wanted to do the conversion, to submit the LSRs for completion before August 27th.

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MR. CARRATHERS: Thank you.
Your Honor, what I would like at this time is if we can just have this late filed exhibit, we can fax that letter. All the CLECs got it, but we would like to make it a part of the record.
JUDGE RENDAHL: That's fine with me. It would be marked as Exhibit 4, and that's a July 20th letter.
MR. CARRATHERS: That's correct.
JUDGE RENDAHL: From Verizon to CLECs regarding the Mount Vernon switch conversion.
MR. CARRATHERS: Correct, sort of a follow up to the June notice that the CLECs have marked as Exhibit 1.
JUDGE RENDAHL: Thank you.
MR. CARRATHERS: Or MCI rather.
BY MR. CARRATHERS:
Q. Ms. McLean, do you recall a UNICOM witness was describing how many UNE-P lines they have on the Mount Vernon switch?
A. Yes.
Q. And I believe the number was 200?
A. Or so.
Q. Or so. Do you remember that?
A. Yes.

Q. How many UNE-P circuits does UNICOM actually have? And again, my understanding is UNICOM agrees to treat this as non-confidential, so unless I'm asking my witness to state that for the record.

A. Well, when we wrote the conversion orders, we actually counted the number of what we call billing telephone numbers, which is synonymous with an account, and there are say it's a double digit south of 50 UNE-P for UNICOM in Mount Vernon and about half that many resale UNICOM BTNs or accounts served out of the Mount Vernon switch.

Q. Thank you.

A. So I believe the UNICOM witness was speaking about working telephone numbers or WTNs, and I don't have the crosswalk of the BTNs to WTNs.

MR. CARRATHERS: Thank you very much.

Your Honor, if I may ask your indulgence, could we take just a 15 minute break. I've got to go through my notes and make sure I'm done with all of my direct examination, but I would like to take a little break if I could and go through my notes on everything the CLECs have said just in case I may have missed something.

JUDGE RENDAHL: I think that's fine.

MR. CARRATHERS: Thank you.

JUDGE RENDAHL: We will be back on the record at 10 after 4:00, let's be off the record.

(Recess taken.)

JUDGE RENDAHL: Mr. Carrathers, you were reviewing your notes, is there anything further you have?

MR. CARRATHERS: Thank you, yes, just a couple final questions.

First, I will make sure my witness is on the line.

THE WITNESS: Yes, I'm here.

MR. CARRATHERS: Thank you.

BY MR. CARRATHERS:

Q. Ms. McLean, the MCI witness, Ms. Lichtenberg, made statements about the amount of work to MCI's billing systems that would be needed to accommodate resale. Do you recall that discussion?

A. Yes, I do.

Q. Could you please respond?

A. I just wanted to point out again that the billing system that produces Washington bills from Verizon to MCI is the same billing system that produces bills in other former GTE states, including California --

JUDGE RENDAHL: I'm sorry, I think your

answer after California was probably cut off.

THE WITNESS: Okay.

A. And given that in our records WorldCom has resale lines and service in California, we generate resale bills to them in California. So whatever systems, processes, and people review those resale bills in California would be the same process, format, et cetera that we would provide to them for Washington resale bills.

BY MR. CARRATHERS:

Q. Thank you.

Next, there's been a lot of discussion about our ordering systems, including the WISE system or GUI system, and I think it might be helpful, just take a moment and explain to the Judge really what that system is, the WISE system, how it operates, how it can be used, accessed through the Internet, et cetera.

A. Okay. The CLECs choose the way they connect to Verizon. So they can choose to lease a direct connect line to Verizon, they can choose to come through the Internet, and they can choose to come through the Internet on a dedicated line. Essentially what the rep, their customer service reps are doing is they're sitting at a PC at their location accessing Verizon's OSS, Verizon's data center directly.

And WISE is a series of graphical forms. It is an application that you log on to, and you indicate to the system that you want to place a new order. It will ask you the type of order, and it will present you with a form. You type in the information into the form, and you submit that. It does return you edit messages if you have completed fields incorrectly, so you get feedback from the system. And when you have properly formed an order, that order is submitted to Verizon's downstream OSS.

In WISE you can also status those orders. So you would get your confirmation, you heard about confirmations. Once the order has been accepted into the service order processors, we generate a notifier called a confirmation. That notifier is also a form containing information, and it's presented back to the customer on the WISE interface as is the provisioning completion notice once the customer is put in service. So it has tabs, it has navigation, just like any Internet site that you would use or any kind of on line form that you may be accustomed to entering.

Q. Ms. McLean, how long does training take to understand that system, the CLEC training take so they can understand the system and use it?

MS. FRIESEN: Your Honor, this is Letty

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Friesen, I would like to object to this line of questioning. The issue is not what the GUI interface does in its capabilities. The issue is that transferring us to a GUI interface when we're on an EDI system causes problems downstream for the CLECs in their systems. That's the issue. This testimony is going really far afield and probably burning more time than we have for this hearing, so I object to it.

MR. CARRATHERS: Your Honor, if I may respond, I think it goes to the issue in the case. MCI -- well, first of all, that was an objection raised by AT&T, and I will raise my objection that this isn't AT&T's witness, AT&T admittedly doesn't have any circuits on the Mount Vernon switch, so I object to its participation. As a threshold matter, I don't believe she's got standing to raise an objection to my question.

MS. FRIESEN: Your Honor, as far as I understand, I have not been precluded from being a party in this docket nor a party to the motion.

JUDGE RENDAHL: No, you haven't, and I'm going to allow the question because it goes to an issue I was inquiring about as well for other witnesses. So I think we may burn more time arguing about it, so I'm going to allow the witness to answer.

A. Okay, so we have training courses that are

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several hours in duration, and materials are provided on the Web site. So even after the instruction has completed, the customer service reps can rerun that training session, if you will, from their own PC at any time. We call that technology WebX technology. So they have the ability to rerun any aspect of that training that they would like.

We also provide on line ordering examples, which are the forms prepopulated, if you will, with sample information based on different order scenarios, whether for example it's migration, a new connect, a change of feature, a PIC change, a disconnect, et cetera, we provide those examples. So really the information to get familiar with the tool is I would say would be a few hours. And by the way, MCI has several thousand already trained WISE users, as does AT&T.

MS. SINGER NELSON: Your Honor, once again this witness continues to make representations about what MCI has and doesn't have, and I object to her making those statements. She has no foundation to --

THE WITNESS: I do have the foundation because --

JUDGE RENDAHL: Excuse me, Ms. McLean, the objection is being made. You will get an opportunity after counsel responds and if I allow a response.

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THE WITNESS: I understand.

MS. SINGER NELSON: And, Your Honor, again, this witness has no foundation for her testimony, and I ask that her testimony be stricken.

JUDGE RENDAHL: Mr. Carrathers.

MR. CARRATHERS: Your Honor, I can simply ask the witness what her foundation is for explaining what MCI and AT&T do and do not have based on her experience in working with these carriers and overseeing the wholesale markets group whose responsibility it is to work with them.

MS. FRIESEN: Your Honor, for the record, AT&T objects to Verizon testifying about any wholesale information. It's garnered from AT&T, it's a business-to-business relationship that it has not previously cleared for testimony in a public forum.

MR. CARRATHERS: Your Honor, may I respond to that?

JUDGE RENDAHL: Very briefly, and I think we'll just move on after this, but I will hear your response.

MR. CARRATHERS: The MCI witness testified of all the problems associated with using Verizon's WISE system. I think we're entitled to rebut that and explain (a) there's no problem with using our WISE

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system, and (b) they know how or should know how to use it. I think that's directly relevant.

JUDGE RENDAHL: Okay, I think there's been sufficient testimony in the record that MCI does use the system for certain circumstances, and I don't know that we need to beat that horse anymore, and so I will allow you to inquire as to the nature of the GUI system versus EDI, but let's refrain from referencing any more to the specific CLECs.

MR. CARRATHERS: Thank you, Your Honor, I appreciate that.

BY MR. CARRATHERS:

Q. Ms. McLean, with that instruction in mind, could you please complete your discussion of our WISE GUI system, if you have it.

A. So for an individual customer service rep to be able to use the system, they do have to be an authorized user to the system, so they have to obtain a user ID, they set their own password, and they obtain a digital certificate. And I can say because Verizon has to provide that secure access that several thousand customer service reps in our customer communities have that access.

Q. Thank you, Ms. McLean.

And finally, if you could please compare

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based on your experience and knowledge with what CLECs would have to do to support our resale product with what Verizon would have to do to provide UNE-P over packet switching, assuming that were feasible.

A. Yes, it would be my opinion that they are substantially orders of magnitude different efforts. So, for example, we heard the UNICOM witness say they already use the WISE GUI, and they use it to order both resale and UNE-P. We heard WorldCom represent that they in some circumstances use the WISE GUI, but they would have to do some development to their EDI system, which consists of adding a form which contains fields that are a subset actually of the fields that are contained in the form they already use.

So that would be in my opinion a small incremental software development effort contrasted to the software development that Verizon would have to undertake, which is to build a capability end to end from preordering through ordering, provisioning, maintenance, and repair and billing, to provide a capability that we have not provided in our OSS, which I would estimate would take us of the magnitude of several months, hundreds of people involved, and would cost us hundreds of thousands to millions of dollars.

MR. CARRATHERS: Thank you, Ms. McLean.

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I will proffer the witness for cross-examination, Your Honor.

JUDGE RENDAHL: All right.

First, Ms. Singer Nelson.

MS. SINGER NELSON: Thank you, Judge.

C R O S S - E X A M I N A T I O N

BY MS. SINGER NELSON:

Q. Would you please testify as to how many access lines are served out of the Mount Vernon switch?

A. Both a combination of Verizon retails and CLEC lines is approximately 50,000 lines, of which approximately 700 working telephone numbers are CLECs UNE-P type WTNs.

Q. And how many of those lines are Verizon end user customers?

A. The overwhelmingly vast majority, thousands, approximately 50,000 minus 732 UNE-P and several hundred resale, so approximately 49,000 of the 50,000.

Q. Will Verizon continue to provide voice services to those 49,000 customers out of the new Mount Vernon packet switch?

A. Verizon will continue to provide voice services to all 50,000 of those customers out of the packet switch.

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Q. Will Verizon provide voice only service to its own customers out of that switch?

MR. CARRATHERS: Objection, Your Honor, what's the relevance of this question?

JUDGE RENDAHL: Ms. Singer Nelson.

MS. SINGER NELSON: The relevance of the question, it goes to the issue of discrimination.

MR. CARRATHERS: Your Honor, I thought the issues that were -- the issues in this proceeding had to do with the immediate harm for CLEC disconnect and the pricing issue. I'm not quite sure how this general discrimination issue raised by MCI fits in here, it doesn't.

MS. SINGER NELSON: The immediate harm is that the CLEC customers will be discriminated against in the conversion of the CLEC customers from UNE-P to resale to the extent that Verizon end user customers are not affected in the same way.

JUDGE RENDAHL: I'm going to sustain the objection, because we are looking at the immediate, the focus that I addressed at the beginning, which is, is there any customer affecting issue for CLECs and what is the pricing effect.

MS. SINGER NELSON: Your Honor, this is a customer affecting issue. The harm to the CLECs is the

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harm that's been described by Ms. Lichtenberg and UNICOM's witness, and my question is basically asking whether or not Verizon's customers will experience those same harms. So it does go directly to the issue of the harm that will be experienced by CLECs, because as the witnesses have testified, we will lose customers as a result of this change if prices go up and they are not able to obtain the same kinds of features that they were able to obtain as UNE-P customers.

JUDGE RENDAHL: Well, maybe you can rephrase your question to address those issues as opposed to the way you phrased the question.

MR. CARRATHERS: May I briefly respond though, Your Honor. First, the rationale given for the question is unrelated to the question. The characterization that their witnesses claim, well, you might not have all the features available, no witness has stated that the features won't be available, they said they don't know. So if counsel for the CLEC is trying to put on their direct case in cross-examination, I think that's inappropriate.

JUDGE RENDAHL: Well, I'm going to sustain the objection to the question that was asked. And, Ms. Singer Nelson, if you would like to ask the question that you explained in your support for the question, I

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think that's a fair question to ask.
MS. SINGER NELSON: Thank you.
BY MS. SINGER NELSON:
Q. Will Verizon end user customers that are served out of the Mount Vernon switch experience a price increase because of the switch replacement?
A. Well, I'm not a pricing witness, but I don't believe Verizon has an intention of changing its pricing, but I don't have firsthand knowledge of that. I will say that the process of moving the resale UNE-P and retail customers off the circuit switch to the packet switch is one process, and they're all handled together. So as it goes to the service they had before and the service they had after, from the end customers' perspective of service it will look the same.
Q. Are you aware of any price increases that would affect Verizon end user customers because of the switch from a circuit switch to a packet switch?
A. It's outside of my area of responsibility to know anything frankly about retail pricing, and so I can't testify to that.
Q. Will there be any billing changes that will affect Verizon end user customers because of the switch replacement?
A. I don't represent the retail line of

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business.
Q. So is that a no?
A. I don't know.
Q. Are you saying you don't know?
Excuse me?
JUDGE RENDAHL: I heard her say she did not know.
MS. SINGER NELSON: Oh, I didn't hear that.
A. Yes, I said I did not know. I don't represent the retail line of business. I have no knowledge of what they're doing with billing and pricing to retail customers.
BY MS. SINGER NELSON:
Q. Will the availability of features be affected by the switch replacement, the availability of features to Verizon's own end user customers be affected by the switch replacement to your knowledge?
A. They will be the same for both.
Q. What do you mean both?
A. The wholesale and retail customers that were served with a feature set on the circuit switch will be served with the same feature set on the packet switch. And as I described, we offered in those letters for CLECs to do that crosswalk from UNE-P to resale if they wanted to, and failing that, Verizon did it on their

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behalf. So we have walked the same switch features available under UNE-P to the same switch features available under resale. So again, from an end customer perspective, they will not see any service difference after the conversion.
Q. Now to the extent that new customers are added by CLECs through a resale product in this switch, will the same features and functionalities of the switch be available to the resale customers as are currently available to UNE-P customers served out of that switch?
A. For the customers in service at the Mount Vernon switch, we have done that cross mapping. We found no features currently used by UNE-P customers in Mount Vernon that we could not map to resale features. So I don't expect there would be any difference if the new customers in look like the existing customers. But it's a hypothetical, and that's the extent to which I can answer that question.
Q. Does Verizon offer to CLECs the same features in its resale product as it offered to CLECs through the UNE-P product?
A. The features that are available on resale are enumerated on our Web site and in our tariffs, and actually we have a nice application that we call SCORE where you could go in and enter in your CLEC ID and the

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NPA-NXX for the switch, and it will pull up for you a nice enumeration of all the features, both UNE and resale, that are available for you at that switch.
Q. Ma'am, excuse me, but you're not answering my question.
A. I'm trying to answer it.
Q. Are they the same?
A. I can answer for the ones that we looked at to effect the conversion, and I answered that.
Q. That's not my question.
JUDGE RENDAHL: Okay, can you restate your question.
Q. My question is, are the same features available through the resale product as are currently available through the UNE-P product? Simple question.
A. Yes, and I have said yes. So, for example, features such as call forwarding, call waiting, three-way calling, caller ID, those are features that are available on UNE-P that are also available on resale.
Q. And the list of features available on each product is exactly the same, that's what you're saying?
A. That's not what I said. I said for the ones that I looked at, we were able to map every UNE-P feature to every resale feature.

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JUDGE RENDAHL: But I think that was not the question that was asked.
MS. SINGER NELSON: Exactly.
A. There are thousands of features available, thousands of products offered, and I have not done the analysis on a side by side of every conceivable UNE-P feature to see if there is a retail corollary. I looked at these customers, and we did find them.
BY MS. SINGER NELSON:
Q. So then it is possible that there are UNE-P features that will not be available to resale customers?
A. I don't know that.
MS. SINGER NELSON: I'm just looking through my notes.
BY MS. SINGER NELSON:
Q. I'm going to turn to the subject of Verizon's rejection of UNE-P orders out of the Mount Vernon switch. Is it true that Verizon has rejected UNE-P orders that its received since August 27th from CLECs relating to the Mount Vernon switch?
A. Yes, a very small number.
Q. And what is the explanation for that?
A. We're in a quiesce period as we indicated in the letter where we basically attempt to quiesce the change to the accounts in service so that we can ensure

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that the service they have on the circuit switch is the same service they have when we cut over to the packet switch, so there comes a point in time when you have to stop making changes to those lines. We have a similar quiesce period on the retail ordering side.
Q. What does your reject notice actually say to the CLEC customer who orders UNE-P out of that switch today?
A. I don't have it in front of me, but I believe it says something to the effect of product not available.
Q. Did you provide CLECs with detailed information on your reject process through the change management program, and specifically I'm asking about the rejects of the UNE-P orders out of the Mount Vernon switch?
A. The information about the conversion of the Mount Vernon switch was provided through what we call our industry letter notification process and through the interconnection agreement contact process, so there were two paths. Change management is a term of art generally referred to OSS change management when we're making changes to the interfaces, not product related changes. And the only change to the interface is an error code for product not available, and that was communicated

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through change management.
Q. Why has Verizon chosen to start rejecting UNE-P orders now before the actual switch replacement has taken place?
A. As I just testified, Verizon actually had to take an inventory of the UNE-P accounts in service, and Verizon had to do the mapping of the services from UNE-P to resale and prepare those service orders, and those service orders now are waiting to be processed and will be processed as part of the conversion. Similarly, the retail lines need to be taken down from the circuit switch and brought up on the packet switch, so it's a very similar process that's being conducted for both the wholesale customers and the retail customers.
Q. Is Verizon technically incapable right now of processing the UNE-P orders out of that -- in the Mount Vernon area?
A. There's basically a, once the LSR is submitted, there's a due date associated with the provision of that service, and as we expressed in the letter, we asked that the LSR's be submitted by such a time that whatever the service they were requesting could be provisioned before 8-27, which is when Verizon began its process of writing the conversion orders.
Q. Okay, again, that didn't answer my --

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A. If we had let them in, it would have jeopardized our ability to keep the wholesale records in sync between what is in place in the current circuit switch and what would be provisioned in the packet switch and for example could cause call routing confusion.
Q. All right.
A. So in the interests of preserving --
Q. Excuse me, but my --
JUDGE RENDAHL: Ms. McLean, if you can first answer yes or no to the question and then explain it, that will also move things along. I understand it's late in the day for all of us, but that would be very helpful.
Q. So could you answer yes or no to my question, is Verizon today technically incapable of processing UNE-P orders for the Mount Vernon service area?
A. As of this moment, yes, because the cutover is set for tomorrow.
Q. You're technically incapable of doing it, or is that an OSS issue?
A. I don't know how to answer that.
Q. Is there a difference between being able to provide a service from a technical standpoint versus through OSS systems?

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MR. CARRATHERS: Your Honor, I need to object at this point. The witness has answered the question several times and has explained I think quite clearly that they had to put this quiescence period in place, if you will, to ensure that the transition went smoothly. I think she's answered that question a couple of times.

JUDGE RENDAHL: Well, Ms. Singer Nelson, if you can be clear as to whether you're talking about the quiescence period or the going forward after conversion, I think if you clarify your question in that way it might help.

MS. SINGER NELSON: Well, the question is really directed to the fact that they're rejecting orders today, and I was just trying to understand whether or not they could technically provide the service to the CLEC customers today.

JUDGE RENDAHL: I think that question -- well, why don't you try asking that question, but I think it's been answered.

MS. SINGER NELSON: I thought that's the question that I answered, or that I asked.

JUDGE RENDAHL: Well, let's try it again.

MS. SINGER NELSON: All right.

BY MS. SINGER NELSON:

Q. To be clear, I understand you have testified

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that Verizon has stopped processing UNE-P orders from CLECs as of August 27th; isn't that correct?

A. That's correct.

Q. Is it true that Verizon can not technically provide UNE-P services to CLECs today?

A. We are providing UNE-P service to CLECs today off that circuit switch. What we are doing is rejecting orders for new service to be provisioned, because we are in the process of converting from one to the other in a method to preserve the service of the in-service customers.

Q. Can Verizon technically provide service to new UNE-P customers in the Mount Vernon area today?

A. No.

Q. And why is that?

A. Because we have to accept the order, we have to schedule the order, we have to assign facilities, and all of that process would not be completed before the switch was converted, so you would be doing an advance work against a switch that will not be in service when the order is set to be due. So essentially if we had taken that order, that order would jep back, it would be in jeopardy, meaning it could not be completed, so it would have given you a false confirmation that the service would be provisioned.

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Q. Now let's go back to your testimony relating to the MCI vision of or use of the Verizon WISE system; do you recall that testimony?

A. Yes, I do.

Q. MCI is not ordering services through the WISE system today; isn't that right?

A. That's not right. I have several hundred local service requests received from MCI via the Web GUI in Washington state so far in 2004.

Q. Are those related to local number portability?

A. No, they're not, they're related to migrations, new connects, disconnects, and change activity.

Q. But those are not orders for --

A. For UNE platform.

Q. -- UNE platform?

A. Yes, they are.

MS. SINGER NELSON: Your Honor, I would like to issue a records request to get the PONs for all of those orders that the witness is referring to in her testimony.

JUDGE RENDAHL: That's Record Requisition Number 1, and your request is for the PONs, P-O-N-S?

MS. SINGER NELSON: P-O-N-S.

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JUDGE RENDAHL: For each of the WISE GUI orders, UNE-P orders, that Ms. McLean mentioned; is that your request?

MS. SINGER NELSON: Yes.

JUDGE RENDAHL: All right, that would be Record Requisition Number 1.

BY MS. SINGER NELSON:

Q. With regard to your testimony concerning the billing system --

JUDGE RENDAHL: I'm sorry, let's be off the record for a moment.

(Discussion off the record.)

(Recess taken.)

JUDGE RENDAHL: Ms. Singer Nelson, I believe you had just made a records requisition, and did you have any further cross for the witness?

MS. SINGER NELSON: Yes, I just have a couple more questions about three different areas, Judge, but I will be brief.

BY MS. SINGER NELSON:

Q. Now are the -- going back to the 700 orders that you have been referring to in your testimony, just to be clear you say those relate to UNE-P customers; isn't that right?

A. Yes.

Q. And so those 700 orders are not for resale?
A. That's right, in Washington state the 700 local service requests that I referred to are for UNE platform.
Q. And that really goes to the next question I was going to ask, that 700 orders also is not specific to this switch but instead is across the whole state of Washington?
A. Yes.
Q. Isn't it true that the WISE system can not be directly interfaced to the MCI system like the EDI system can?
A. That's a hypothetical question about whether or not MCI could choose to do a desktop migration of information from one of their OSS, from information that's actually displayed on a PC in one of their business offices, you could do that. Once the information is returned on the WISE screen, technically a programmer could capture the fields off that application and act upon them.
Q. What are the differences between the WISE system and the EDI system that MCI has currently and interfaces with Verizon with currently?
A. Well, broadly speaking, EDI is what we call an application to application interface where we --

there's an industry standard specification. You heard Ms. Lichtenberg refer to OBF, the ordering and billing forum, which sets the general form field specifications. And then each carrier trading partner takes those industry standard rules and adopts them for use with respect to their OSS.

So both MCI and Verizon have built to that industry standard specification, and I will comment further MCI has further built to Verizon's specific business rules on that interface. The rules about the fields that are populated and the rules for populating those fields are the same whether they're populated on EDI or Web GUI. What is different is that EDI is a file exchange without a human interface. It's just a file exchange between two computers. So on your end of the interface on EDI, you have a system, you have an application that's populating that file, and then that file is being transmitted to Verizon, whereas with WISE a human being is typing the information into a message, if you will, and that message is being transmitted to Verizon's OSS.

Q. Thank you.

Now I will move to my second to last area of questioning, and that has to do with billing. Will the bill generated by Verizon to CLECs for the resale

product be processed through CRIS billing or CABS billing?
A. Well, actually in the former GTE region, the retail billing system is called CBSS, not CRIS. CRIS is the former Bell Atlantic billing system that people may be familiar with. And as it relates to CABS, what Ms. Lichtenberg referred to is a billing output specification, which again as a term of art is called CABS BOS BDT, BOS output -- billing output specification bill data tape. So independent of the underlying billing system that Verizon actually processes the charges in, it provides the output, the bill output, in that BOS BDT format, so regardless of whether it comes from the CBSS system or the CABS system.
Q. Will the resale bill to the CLECs be the same as the UNE-P bills currently are? Will they look the same, will they have the same format, will they contain the same kind of information?
A. Generally speaking, yes. There are obviously some differences, but generally speaking, yes.
Q. Explain the differences, please.
A. Well, the differences are obviously in the type of records that are populated in the specification and the actual products and services that are populated on them. But as I mentioned, they both can be provided

in the BOS BDT format, which again is an industry standard format. It's a file specification, it's a very complex file specification but a file specification for the exchange of billing information between carriers electronically. Carriers can also elect to receive a paper bill.
Q. But in summary, the bills aren't identical, they're not the same?
A. They're not identical, that is true.
Q. And then finally, I know we went round and round on this and I want the record to be clear about the context of your response.
A. I'm sorry, I can't hear if a question is being asked.
Q. Isn't it true that the switch lines for your new Mount Vernon switch can technically support UNE-P because the lines, the hardware, et cetera, are the same as in resale?
A. I'm not the switch witness, so I can't testify to what the capability of the switch is.
Q. So your testimony this afternoon has not gone to the issue of whether or not the Mount Vernon packet switch can technically provide UNE-P?
A. It's gone to the issue of all of the OSS processing that begins with accepting an order and

processing that order through the service order processors, the provisioning systems, and the billing systems.

Q. Okay, so --

A. So it has not been about any technical configuration of the packet switch. But when we talk about technically being able to do something, it assumes and it encompasses both the methods, procedures, people, and processes that put a service into service and then maintain it once it's in service.

Q. So your testimony does not go to the actual capability of the packet switch, just to be clear?

A. That's correct.

Q. So isn't it true then that Verizon has made an operational support systems choice to support your UNE-P position? And when I refer to a UNE-P position, I'm referring to your decision to discontinue the offering of UNE-P to CLECs in the Mount Vernon switch.

A. I'm sorry, I didn't understand what the question was.

Q. To your knowledge, Verizon's decision to discontinue the offering of UNE-P through the Mount Vernon packet switch was an OSS choice?

A. Actually, I think Verizon's decision about offering unbundled switching is articulated in the

series of letters that we distributed as industry notification and through the ICA contact list that we previously referenced.

Q. Do you have Exhibit 1 in front of you?

A. I'm getting it.

Yes, I do.

Q. Under the unbundled switching section, it looks like Verizon is using the Triennial Review Order for its reasoning for discontinuing the provisioning of unbundled switching out of Mount Vernon.

A. I'm reading the letter, if you could give me a moment, please.

You know, short of reading it into the record, although it does mention the TRO, it also says:

Under the rules adopted in the Triennial Review Order as under prior FCC rules, et cetera.

MS. SINGER NELSON: Thank you.

Your Honor, I have no further questions.

JUDGE RENDAHL: All right.

I will ask at this time if there is any other attorney who is wishing to cross examine this witness.

MR. HARLOW: This is Mr. Harlow, Your Honor, and yes, I do plan some cross.

JUDGE RENDAHL: And about how much cross do

you have?

MR. HARLOW: Boy, it's hard to say, because I'm getting into an area that I just don't know exactly what the witness is going to say, maybe 15 to 30 minutes.

JUDGE RENDAHL: Well, let's get going, and let's see if we can finish up.

Before you get going, I will ask if anybody has planned to call any of their rebuttal witnesses.

MR. HARLOW: Your Honor, this is Mr. Harlow, and it depends in part on the cross I'm about to do.

MS. FRIESEN: Your Honor, this is Letty Friesen, to the extent we have time, I too would like to ask a few questions of this witness.

JUDGE RENDAHL: Okay, well, we will address that in a minute.

Ms. Singer Nelson, do you plan to call any of your rebuttal witnesses?

MS. SINGER NELSON: I wouldn't call either Kevin or Jeff at this point, but I may recall Ms. Lichtenberg, but that's real tentative.

JUDGE RENDAHL: All right, I'm just trying to get a sense of how much longer we're going to go for all of you in different time zones and those of us here as well as the court reporter.

All right, well, let's go ahead with you, Mr. Harlow, and see if you can make it short.

MR. HARLOW: Okay.

JUDGE RENDAHL: And I guess before you go forward, Ms. McLean, if you can answer yes or no and then state your answer, that might move things along as well.

Go ahead, Mr. Harlow.

MR. HARLOW: That helps a lot, the questions are only half the equation.

C R O S S - E X A M I N A T I O N

BY MR. HARLOW:

Q. Ms. McLean, my name is Brooks Harlow, I'm representing UNICOM and Advanced Telecom or ATI, and I want to follow up, and this is related very closely to the last few questions by Ms. Singer Nelson with regard to the issue you raised again at the end of your testimony on direct, which is how the bills get generated in today's environment for UNE-P and how they would get generated at least in Mount Vernon after the switch conversion. So are you with me so far?

A. Yes.

Q. Okay. Let's just take a -- just kind of stay in today's environment, let's look at your existing

UNE-P CLEC customers in Mount Vernon. You indicated that the billing system to bill the CLECs for those customers is shared among several states; is that correct?

A. Yes.

Q. Physically where is that billing system located?

A. We have data centers in Tampa, Dallas, and California.

Q. And when you say --

A. We also have centers on the East Coast that house the former Bell Atlantic OSS, but as it goes to the former GTE OSS.

Q. Are all of these data centers involved in generating a single bill?

A. The bills are jurisdictionalized, the work is divided amongst the data centers. I don't know exactly which data center would produce the Washington bills.

Q. And is this billing system strictly a wholesale billing system, or does it also bill retail customers?

A. CBSS is a retail and wholesale billing system. CABS is a carrier access billing system, it bills special access, high cap, and UNE high cap.

Q. And I assume that to generate a bill, let's

just take a hypothetical number of 360-555-1234, assume that's a CLEC line, okay, and to generate a bill in a given month for that, to generate a bill for that line if it were resale, I assume that the data processing system would look at the services on that line and do a comparison against a rate table for that particular central office in this particular state. Is that kind of how it works?

A. The wholesale bills are not generated on a line by line basis. They're generated on a carrier basis by class of service. So you would get a resale bill with all your resale lines and charges on that bill.

Q. Okay, so there would be a -- every time an order would be entered for a new resale line, you would add 1 to the tally of resold lines?

A. We actually keep an inventory of our billing records, customer service records we call them, in the billing system, and there's a service and equipment section on that record which is reflective of the products and services that have been ordered for that line.

Q. And how does the billing database get updated for say resold lines?

A. The process is generally the same process for

retail, resale, and UNE-P, which is a service order is processed, and the service order processor edits are performed there, service order is distributed downstream to provisioning systems. Once the provisioning is completed, there's a trigger, if you will, tabbed to the billing system, and the billing system records are updated with the information on the service order.

Q. So in other words, when the service goes in, that's when the billing information is entered?

A. It's actually a two step process. You have the service goes in when provisioning is completed, and then there's a subsequent step to update the billing records.

Q. Okay. And does all this take place outside of the particular end office switch that's providing the service?

A. It all takes place in the billing system.

Q. Which is -- and that's a system outside of the switching system; is that correct?

A. That's correct.

Q. Okay. Similarly for a UNE-P line, does it work basically the same way --

A. Yes.

Q. -- except for different elements that are entered into the billing system?

A. Yes, and if I could just clarify, the switch itself has software in it, but the OSS that I'm describing surround the switch.

Q. Okay, we're going to get to that.

A. Okay.

Q. Okay. And in the case of Mount Vernon now, kind of moving forward, well, first of all, how does -- in the case of something that's a flat rated charge like a loop or a line in the case of resale, what would cause a change in the billing system? I assume it would be like a termination of service, a line is canceled or removed.

A. What would cause a change to the billing record?

Q. Yes.

A. Any kind of service order activity that has a billing consequence. So if you added a feature, the billing records would be updated. If you removed a feature, the billing records would be updated. If you disconnected a line, the billing records would be updated. If you added an additional line to an existing account --

JUDGE RENDAHL: You will need to slow down, please.

THE WITNESS: Sorry.

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A. Any type of service order activity against the account.
BY MR. HARLOW:
Q. Okay, so if you left a line in place for 12 months and you never changed it, there wouldn't be a monthly update to the billing system; is that right?
A. That's right.
Q. So then moving forward to the Mount Vernon situation, okay. You indicated that Verizon has made changes to the billing system or is about to make changes to the billing system as a result of the switch conversion. Am I understanding that right?
A. We are changing the billing records for these accounts when we migrate them from UNE-P to resale. They will now be billed under your resaler operating company number and appear on your resale bill as opposed to on your UNE-P bill.
Q. Was that done by a manual intervention, by people entering new data into the billing system?
A. Verizon people wrote service orders, and then the service orders mechanically update the billing system.
Q. Okay. And again, this all took place outside of both the old switch and the new switch in Mount Vernon; is that correct?

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A. The service orders have been written, they're cued to execute, so they have not yet executed, the records have not yet been changed. That's part of the cutover process.
Q. All right. Well, hypothetically speaking, if those orders were never executed, wouldn't your CLEC billing system continue to generate a UNE-P bill to the CLECs for those --
A. The customers --
Q. -- Mount Vernon lines?
A. -- would be disconnected.
JUDGE RENDAHL: Excuse me, Ms. McLean, please don't interrupt the question. And likewise, Mr. Harlow, please don't interrupt an answer.
Can you finish your question, Mr. Harlow.
MR. HARLOW: I guess I better start again.
BY MR. HARLOW:
Q. Hypothetically speaking, if those orders were never executed, in other words never entered into the billing system, wouldn't the billing system continue to generate a bill to the CLECs at UNE-P rates for those Mount Vernon UNE-P lines?
A. Some lines would be disconnected if we didn't process those service orders, so the service orders affect the movement of the service from the old switch

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over to the new switch and update the billing records.
Q. All right, well, how does a line get disconnected, doesn't somebody have to enter an order, service order, to disconnect the line?
A. All of the lines in service on the circuit switch are effectively disconnected when we do the cutover, retail, resale, UNE-P, so they all have to be moved from one location to another. The difference for these UNE-P customers is they're also changing a type of service from UNE-P to resale.
Q. All right. So are two orders required then to facilitate the cut? Is there a service order required to migrate the service to the new switch as well as a billing order that Verizon is doing?
A. There are two orders, but one order disconnects the service, and the other new connects the new service to the new switch.
Q. All right, well, let me see if I understand it then. So what you're saying is that the orders are being processed, they're all being processed as a disconnect and a reconnect, in other words, tear it all down and rebuild it from scratch; is that the way Verizon is processing these?
A. Yes.
Q. Is Verizon processing its retail orders the

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same way?
A. In the orders that are in flight, that is what will happen. But for the -- to your earlier scenario where the orders are -- the lines are static, for both the resale and retail lines they will be done in a mass record update, because there is no billing change in both scenarios.
Q. Okay. Now I apologize for not knowing more about how your systems work, but I -- so I'm kind of asking you for a tutorial here. And I think we touched on it earlier, but when you put in an order for new service, you enter the service order and that gets processed to generate the actual provision of service. Is that part of the process?
A. Yes.
Q. And what about the billing entry, is that automated, or is that a separate part of the process that's done either at the same time or subsequent to the provision of the service?
A. It's automated, and it's triggered by the service order and actually by notification from the provisioning systems that the service has been put into service.
Q. All right, and the --
A. Billing records are updated after

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provisioning is completed.
Q. And the provisioning system again is separate and apart from the switch itself; is that right?
A. Yes, and it's also separate and apart from the billing system.
Q. Okay. Now the provisioning system that you're going to be using after the conversion, is that the same provisioning system that Verizon used before the conversion?
A. It's actually a family of systems, and they are the same systems, and the necessary records for the new switch have been billed in those systems. So there's actually information about the services on that line in at least three locations that we have just discussed, in the switch itself, in the provisioning systems and the same family of systems used to maintain those lines, and then also in the billing systems.
Q. Now is the provisioning done by ISOC?
A. I don't know.
Q. Is the billing entry done, is the billing done by ISOC?
A. Could you tell me the acronym you're using?
Q. Well, you said you could map all the ISOCs from one to another.
A. Okay.

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Q. Am I giving the wrong acronym for that?
A. Yes, that's a service order code. That's basically the individual ID that's associated with a feature. And the ISOCs are written onto the service order, and the ISOCs are used to update all the systems I just described, including the switch.
Q. Okay. Now since your provisioning system is the same one as you used before and it's serving other switches, I assume that now your provisioning system has to handle both packet switch provisioning as well as circuit switch provisioning; is that right?
A. Yes.
Q. And so the provisioning system then has to trigger both UNE-P billing and resale billing; is that correct?
A. And retail billing, they send a trigger back to the billing systems that provisioning has been completed.
Q. So then I assume Verizon must have somehow reprogrammed its provisioning system to now issue a different kind of billing?
A. Well, we have changed the provisioning system --
Q. For Mount Vernon lines than it does for other central offices?

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A. We have updated the provisioning systems to reflect the presence of the packet switch and the capabilities of the packet switch and the feature set that's being supported by the packet switch. And the trigger from provisioning back to billing to update billing records is not changed, and that's based on the information that's on the service order. So once provisioning has been completed, it will trigger billing, and billing reads the service order and updates its records based on the information on the service order.
Q. And there has been a change by Verizon to the provisioning system to reflect no UNE-P in the Mount Vernon switch; is that right?
A. It's actually the absence of change, right, it's not proactive change. So the packet switch has not been -- the OSS around the packet switch has not been prepared to provision UNE-P on that packet switch.
Q. And that was again a corporate or policy decision by Verizon as to how to set up the system for the new packet switch?
A. Yes.
MR. HARLOW: Okay, Your Honor, I think that's all I have.
JUDGE RENDAHL: All right.

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Ms. Friesen, how much do you have?
MS. FRIESEN: In light of Mr. Harlow's cross-examination, I don't have much at all, just a few questions.
JUDGE RENDAHL: Okay.
MR. CARRATHERS: Your Honor, Mr. Carrathers from Verizon, again we would object to AT&T's participation given the fact that they admittedly have no --
MS. FRIESEN: Mr. Carrathers, I can't hear you.
MR. CARRATHERS: Sorry, Ms. Friesen.
Verizon objects to AT&T's participation in cross-examination and in this particular proceeding given that AT&T admittedly has no circuits in the Mount Vernon exchange, and given that AT&T on its own decided not to proffer a witness, we think it's inappropriate that AT&T be permitted to participate through cross-examination.
JUDGE RENDAHL: In other proceedings where parties have not offered witnesses, they have been allowed to cross examine witnesses, so I think it would be contrary to Commission policy at this point to prevent Ms. Friesen from asking questions.
So let's be brief, Ms. Friesen, and let's go

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forward.
MS. FRIESEN: Thank you, Your Honor.

C R O S S - E X A M I N A T I O N
BY MS. FRIESEN:
Q. Ms. McLean, good afternoon. Now I recognize you said you're not the switching witness, but you are familiar with the fact that Verizon has in the Mount Vernon central office something called a Nortel DMS-100 switch; isn't that correct?
A. I'm familiar with that because the notice we sent out said that, but I have no firsthand knowledge of the switches in the office.
Q. Okay. Are you familiar at all with the fact that Nortel currently sells DMS-100 switches?
A. No, I'm not familiar with that.
Q. So if I were to ask you today why Verizon feels compelled to essentially decommission part of the DMS-100 in the Mount Vernon office, you wouldn't know the answer to that, would you?
A. That's correct.
Q. And is Verizon going to be providing a witness today that will have an answer to that question?
A. I think that's a question for Verizon counsel.

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MR. CARRATHERS: Your Honor, Charles Carrathers for Verizon, my understanding is that's not part of the issue in this case.
JUDGE RENDAHL: That is not an issue in this case, so I think in terms of the narrow issues that we're presented with this afternoon and this evening, I think that's not an issue we will be covering.
MS. FRIESEN: Your Honor, one of the questions that the CLECs have been asking is whether or not Verizon can continue to provision UNE-P in the Mount Vernon central office, and I think that's germane to that particular question.
JUDGE RENDAHL: Well, I --
MS. FRIESEN: So might I ask for just a records requisition request? I think we heard yesterday or the day before their attorney attempting to explain some kind of an exhaust situation, could we get information on alleged exhaust?
JUDGE RENDAHL: You know, at this point I'm going to deny the records requisition request for this afternoon's proceeding. The issues I'm looking at today are quite narrow. I think there's been enough on the record at least for now that Verizon apparently, and if it's not completely clear I intend to ask a few questions myself to see if this is clear, that Verizon

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has at least not prepared the operating systems to allow UNE-P to be provided as a service. So at least for now the way the conversion is set to go forward tomorrow, it does not sound as if UNE-P is an option. Now whether the switch is capable of providing UNE-P and a later change can be made is an issue for a more full evaluation of the merits of the motion.
MS. FRIESEN: Okay, thank you, Your Honor.
BY MS. FRIESEN:
Q. I just need to confirm, Ms. McLean, that Verizon's UNE-P or resale products today can be ordered by CLECs using either the EDI interface or your GUI interface; isn't that correct?
A. That's correct.
Q. And you testified earlier today in regard to sort of the wonders of Verizon's WISE GUI and what it does and how the order flows from a CLEC entering its order on the PC and sending it over to Verizon; isn't that correct?
A. Yes.
Q. And I think even the MCI witness agreed that it could, in fact, send an order over the GUI to Verizon; isn't that correct?
A. Yes.
Q. Okay. So the real issue here for the CLEC

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community is really on our end, that is to say to the extent that we can no longer use our EDI interface, the issue for us is a systems change that requires either some kind of modification to the EDI system or a dual entry problem or solution created by the CLEC; isn't that correct?
A. Well, in fact, that's how MCI has constructed their process, and there are some carriers who exclusively use WISE.
Q. I'm sorry, I don't understand that answer. The issue for the CLEC community, whether it's MCI or another CLEC that does not currently use the GUI system or in fact does use the GUI system, the issue in this proceeding is the issue on the CLECs' side of the equation, that is the CLECs' OSS systems, the CLEC has either got to modify its EDI systems somehow to accomplish moving all its customers to a resale platform in the Mount Vernon central office, or it's got to adopt a dual entry process if it uses your GUI. And by dual entry process, I mean it has to not only enter the order on the GUI and shoot it to Verizon, but it's got to now enter another order manually on its systems; isn't that correct?
MR. CARRATHERS: Your Honor, let me object to the way the question was presented. Ms. Friesen

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mentioned a couple of times the choices the CLEC community has is to do A or B. My understanding is that she represents AT&T and that as the evidence in this record indicates, there are plenty of members in the CLEC community that use either GUI or EDI or both, so if she could rephrase her question.

MS. FRIESEN: Your Honor, I respectfully disagree with counsel. His witness has testified ad nauseam what the different CLECs can do and how they can do it, and all I'm trying to establish is that the real issue in this proceeding is not that the GUI interface works to order resale but rather that the CLECs have to do certain things on their side of the equation. That's all I'm asking her. She has testified about what the CLECs have to do.

JUDGE RENDAHL: Okay, well, I guess I would ask you to rephrase it in the form of a question as opposed to a statement from the CLECs' perspective.

MS. FRIESEN: Okay.

BY MS. FRIESEN:

Q. You agreed with me that MCI said that it could use your GUI system to send an order to Verizon; am I correct?

A. Yes.

Q. For MCI or any other CLEC to do something

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with that order in the Mount Vernon switch or in the Mount Vernon CO now, they have one of two options. If the CLEC uses an EDI system, it will have to now modify its EDI system; isn't that correct?

A. There is no CLEC in the Mount Vernon switch that exclusively uses EDI.

Q. That wasn't my question.

If they use the EDI system --

A. So the answer is no, that's not correct.

Q. Why is that not correct?

A. Because they could use WISE.

Q. If they wanted to use their EDI system, would they have to modify it?

A. I don't know. I don't know what capabilities they have in their EDI system. The EDI --

Q. So is it --

A. -- specification data interface Verizon provides support both resale and UNE-P.

Q. So is it fair to say that you don't know what it would cost the CLECs or what kind of modification the CLEC would have to make if it chose to use its EDI system in the Mount Vernon central office once Verizon moves to the packet switch; isn't that correct?

A. I know on an order of magnitude, but I don't know precisely, that's correct.

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Q. When you say you know on an order of magnitude, are you suggesting that you do know?

A. No, I'm saying that from a data processing point of view, to make a system change to add a form to an existing interface is a change that's a smaller change than to change all OSS through all the domains that I described to be able to handle a new product or service. So just as two examples of the types of OSS changes we have discussed today, which one is relatively smaller and which one is relatively larger.

Q. Okay, when you say change a form, then you're telling this Commission that all that is required of a CLEC wishing to employ its EDI interface in the Mount Vernon field once the packet switch is in place is a form change; is that correct?

A. I am testifying -- I'm trying to be responsive to the question you asked me, which was what was my understanding of the changes to the EDI interface, and yes, to add a form. They may already have the form, however, I don't know if they already have the form.

Q. Okay, could you explain --

A. They may have to do nothing, I don't know.

Q. Could you explain that -- all right, explain what form it is that you're referencing.

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A. As I testified earlier, the differences between UNE-P and resale boil down to essentially from a record format point of view a resale services form and a port services form. So when they are completing their EDI transaction to ship over to us, they would fill out the same information less a few fields in a resale service form that they currently put on a port service form.

Q. Okay. So you're simply saying that one local service request for resale is different than a local service request for UNE-P, and that's your limited understanding of the changes necessary to an EDI system; is that correct?

A. It's my understanding that the change is limited to that form.

Q. Okay, that's the only change that you're aware of then; is that correct?

A. Yes.

Q. Okay. Now do you have any sense for what the CLECs would have to do in their systems to the extent that Verizon's resale retail product didn't match the CLECs' retail product in its systems once Verizon has made the conversion; do you have any idea what would be required on the CLEC end?

A. I'm sorry, I don't understand how that

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question is different from the question I just answered.
Q. I'm talking about retail products to end users; do you understand that?
A. Oh, okay.
Q. Okay.
A. So the CLEC's retail products that it's selling to its end users?
Q. Correct.
A. I have no knowledge of what systems the CLECs have in place to support that.
Q. So you have no knowledge of what's necessary or if there is anything necessary for a CLEC to try and match whatever retail product Verizon has established for resale to the CLEC customer, actually through the CLEC to the CLEC customer, what would be required on the other end of the CLEC side, right?
Do you understand --
A. Right.
Q. -- my question? Okay.
JUDGE RENDAHL: I believe the answer was yes, you understand the question?
THE WITNESS: I understand the question, and I concurred that I don't know, not knowing what retail systems they're using, what changes would be required to those retail systems, if in fact any changes would be

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required if they're already supporting resales.
JUDGE RENDAHL: Okay.
THE WITNESS: Getting products and services from Verizon on a resale basis.
JUDGE RENDAHL: Thank you.
THE WITNESS: I don't know how their systems are configured.
BY MS. FRIESEN:
Q. So let me just ask you this one last question. If a company, for example MCI, decides that -- MCI simply does not communicate with Verizon. Tomorrow Verizon will have already attempted I guess to match up those MCI customers' current service on UNE-P with something that MCI sells on a retail basis for resale to MCI. Is that correct, it will just do it on its own without consult with MCI?
A. No, that's not correct. We have no visibility to what products and services they have actually sold to their own customer. We only know the products and services they have purchased from us on a UNE-P basis, and those are the products and services that we have mapped to a resale equivalent.
Q. So then is it fair to say that those customers tomorrow may lose some features and functions that you're not aware of; isn't that correct?

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A. I am not aware of that. I don't expect that to happen, and that's what we're trying to avoid.
Q. Is it possible that that can happen?
A. It is possible, and I think that if MCI had a concern about that or other carriers, that's why we gave them three months advance notice so they could do the mapping themselves. So they could have sent in those migration LSRs as described in the letter. But we have made best efforts, and we believe that we have done a good job there and that that's not going to happen.
Q. And when you say you believe you have made best efforts, are you personally involved in negotiating with MCI or any of the CLECs in preparing for this switch swap?
A. The people who have communicated to the carriers on the ICA communication work in my organization. The people who have done the product communication do not work in my organization. But the people who are outreaching to the CLECs now on a customer support basis do work in my organization. So I personally have not outreached, but the people who have work in my organization.
Q. Well, let me make sure I understand that. If AT&T sent a letter to Verizon attempting to work with Verizon on this proposed switch swap, would it be one of

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your people that responded to AT&T, or would it be somebody else?
A. To the best of my knowledge, we have not received a letter.
Q. Okay. Have you received a letter from any of the carriers attempting to negotiate and work with you?
A. No.
Q. Would another entity, would another department or another organization have received those letters to your knowledge?
A. Not to my knowledge. They could have contacted their account representative. Some account representatives are in my organization, some are in the sales and marketing organization, but those people would have brought those requests to my organization to effect the transition.
MS. FRIESEN: Okay, thank you, Ms. McLean. Your Honor, I have nothing further.
JUDGE RENDAHL: Thank you, Ms. Friesen. Let's be off the record for a moment.
(Discussion off the record.)
JUDGE RENDAHL: While we were off the record, I was confirming with other parties as to whether they planned on calling any rebuttal witnesses. It does not appear at this point that MCI, UNICOM, ATI, or Verizon

plans to call rebuttal witnesses, although we are waiting to hear definitively from Mr. Harlow.

So, Ms. McLean, thank you, I realize it's now 9:00 your time, and I appreciate your bearing with us as well.

E X A M I N A T I O N

BY JUDGE RENDAHL:

Q. So based on the discussion you have had both with Mr. Carrathers and Ms. Singer Nelson, Mr. Harlow, and Ms. Friesen, am I correct in understanding that after the conversion Verizon would not accept UNE-P orders at the Mount Vernon switch?

A. Yes.

Q. And that's because the OSS systems that surround the switch have not been programmed to accept such orders; is that correct?

A. Yes.

Q. And that you're not aware as to whether the switch is capable of providing UNE-P service; is that correct?

A. That's correct.

Q. Now is the infrastructure in place in other switches in Verizon's territory in Washington to place orders for UNE-P?

A. Circuit switches, yes.

Q. Okay, bear with me, I'm looking through my notes to see what other questions I have here.

Along the lines of the questions that Mr. Harlow asked about the billing system, and I will not go into the same detail that he did, but I'm going to pick up from what he asked, for the Mount Vernon switch, a CLEC would place an order for resale, that service order once it is processed and a confirmation is given -- let me just -- let me start over again.

Does the billing -- does the -- I understand that the -- okay.

Is it once the service order is provisioned or once the service order is processed and a confirmation is given that the billing change is made?

A. Once the service is provisioned. So the process is the order is accepted, and that's when you get the confirmation, meaning it's passed all of the edits and the service order processor. And then on the due date it's distributed downstream to the provisioning systems, the order is provisioned, and that same service order then travels to the billing system and the billing system is updated.

Q. Thank you.

So is it correct to say that UNE-P lines need

to be changed to resale in the billing OSS or the billing process at the switch conversion or that the lines will be disconnected?

A. They need to be actually changed in all three locations, in the switch itself, in the provisioning systems, and in the billing systems. We attempt to keep all those records in sync.

Q. Can changes to the billing system be made later to reflect a different rate?

A. Yes.

Q. All right, I have a few questions about the Mount Vernon area and ordering. Do you know how many UNE-P orders are completed in an average month in the Mount Vernon switch?

A. I don't have that information readily available. I only have the current in service, so over the period of time that the carriers have been competing in Washington what it's accumulated to.

Q. Do you know how many wholesale bills are produced per month for the Mount Vernon region, is it one per CLEC, or is it --

A. One per CLEC per type of service, so each CLEC would get a resale bill and a UNE-P bill.

Q. And is that by switch?

A. No.

Q. So it's by CLEC, period?

A. I believe it's by CLEC by state by type of service, subject to check. Now, of course, when I say that, CLECs can have former legal entities, which is why I hesitate when we say a CLEC. So, for example, MCI could get a WorldCom bill, an MCI bill, I'm not certain.

Q. Can CLEC bills be manually updated to change the pricing?

A. No, they -- I mean let me clarify that. The bill itself, the rendering of the bill is an electronic process. There is a process, a well established process between Verizon and carriers, where carriers can dispute charges that appear on the bill or claim, they put in a claim to our billing organization, and there may be a subsequent credit to the bill that is processed manually so to speak to offset an incorrect charge that may have occurred on the bill. So the base line billing, the month in, month out billing, is an electronic process, but there can be manual adjustments made after the fact which would appear on a subsequent bill but not to that bill itself.

JUDGE RENDAHL: All right, I don't believe I have any other questions.

Mr. Carrathers, do you have any redirect?

MR. CARRATHERS: No, Your Honor.

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JUDGE RENDAHL: All right. As I said, I very much appreciate all of you coming today in person as well as calling and staying here for, let's see if my math is correct, four and a half hours to do this. I believe the information is critical for the Commission in determining the issues raised in the motion and understanding that the CLECs don't seek to prevent the switch conversion from going forward.

Now the Commission is faced with the fact that it has entered a status quo order in this case, and there are interconnection agreements in effect, and at this time I'm not attempting to determine the legal determination, but to, given the motion, determine on the balance of harms what to do before a full examination of the law and the merits in this case.

And given the fact that the Commission has entered a status quo order and the fact that it looks like at least as far as the pricing and financial impact to the CLECs is significant and then therefore can be customer affecting, in the short term until a separate proceeding is established, the Commission will in a sense interpret the motion to be a petition for enforcement and will establish a separate proceeding under the Commission's Rules, WAC 480-07 I believe it's 650, where a petition for enforcement is filed whereby

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this issue and the merits can be resolved in a short period of time.

But given the status quo order, Verizon should not increase the price for the service it's providing to the CLECs. So in a sense, it may call this service resale, it does not sound like that seamlessly to the consumer it's anything different than what they are receiving. So Verizon must somehow find a way to charge the CLECs the UNE rate at least in the short term. And I don't believe -- I believe the Commission's Rules provide for a very short-term process, and I'm going to look them up right now. It is 480-07-650.

What I would like the CLECs to do is to within a week from today revise the motion in the form of a petition for enforcement that follows the terms of the rule, and then allow Verizon to respond to that petition as required. And the Commission will endeavor to hold a hearing, it says a notice of prehearing within five business days after the petition is filed, and --

MR. HARLOW: Your Honor, this is Mr. Harlow.

JUDGE RENDAHL: Yes.

MR. HARLOW: Would you waive the ten day notice requirement that would otherwise apply under Rule 650?

JUDGE RENDAHL: The ten day notice meaning

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the party has to provide ten days notice of the petition?

MR. HARLOW: Yes, to the other party.

MS. SINGER NELSON: Prior to filing the petition.

JUDGE RENDAHL: Yes.

And then I believe the Commission has to serve a decision within 75 days of the date the petition was filed. The Commission would endeavor to conduct this proceeding quickly to determine the merits, because the merits involve not only the status quo order but the interconnection agreements and the Triennial Review Order. I understand the CLECs have also raised the issue of the Interim Order, but again as I stated at the prehearing conference, I'm not sure this Commission has the authority to enforce the FCC's order in that respect, but that is also an issue to be determined.

So at this point I will issue a written order reflecting what I have stated on the record today. If CLECs order service, new service through the Mount Vernon switch, while it may appear as a resale order in order to be processed, the pricing is at the UNE pricing under the interconnection agreements until this matter has been resolved in the next proceeding. And I understand the difficulties on both sides in the billing

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and ordering system, but I think if the parties can also work to work that out in the most feasible manner, it may involve billing and as Ms. McLean stated objections by the CLECs and then having a manual bill being reordered, that may be the way to do it in the short term.

But again, this is short term, and the issue of access to mass market switching is also at issue across this country, and no one knows at this point what the resolution of that will be. So again, I believe this is a short-term issue, and I appreciate all of you coming and appearing to help this Commission get through this I believe very difficult issue between the parties.

MR. CARRATHERS: Your Honor, Mr. Carrathers for Verizon. I'm in the unenviable position of asking you to reconsider a decision you just rendered, but may I have not more than five minutes to give you Verizon's position? And the reason for it is, I know this is a difficult time and it's been a difficult day, but you start out saying, look, I understand CLECs have filed this petition or motion rather setting forth all their arguments, I know we have not looked at the merits of the case, and then but the Commission has a stand still order, and so because of that stand still order, that's part of the reason why you're ordering as you do now.

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I just want to know, we address the stand still order in the paper that we filed today, and just let me take a minute on that order. You will recall when the Commission issued its stand still order, Verizon asked it to reconsider, asked the full Commission after you entered the order, right? And a couple of CLECs filed a clarification -- sought a clarification in response to our request for recon on this very issue. They said, well, wait a minute, you know, clarify that your order says Verizon can't do what it said it's going to do in the packet switch at Mount Vernon pursuant to its June 8th notice. And the Commission said no, the Commission said, you're raising a new issue, and if it is, you've got to go file a separate petition.

So quite simply, Your Honor, I think the Commission itself has already recognized that Order Number 5 which addressed the UNEs that were subject to the USTA II order didn't address packet switching, and therefore that stand still order is completely inapplicable to this situation, and so for that reason I would urge Your Honor, and I realize again it's a silly position for me to seek recall on an order you just issued, but if you could just read our pleading on the merits, not just for the reason I just described, but as

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I indicated at the top of this meeting today, I think as a matter of law the Commission and the finder of fact and you have to consider the merits before awarding what is in essence a TRO.

I mean what's interesting about this proceeding, and I understand, you know, it's been forced upon us by, at least Verizon's position, the CLECs' late filing, what exactly is the law we're applying to this hearing. If it is a request for injunctive relief, where's the likelihood of success on the merits, an essential component that's not been addressed. If it's a request for emergency adjudicative relief under a statute or rule, where is the imminent harm to the public health, safety, and welfare?

I think what would come out of this today, and as Your Honor hit it right on the head, it's a money issue. Money issues, I mean if there's anything that's settled in the law of injunctive relief, it's that money is not a reason for granting this kind of injunctive relief in this kind of emergency hearing.

So again, I will get off my horse now, I have explained just, you know, one of the fundamental points we would like to make, and Verizon will be filing an appropriate pleading addressing those issues and others. But again, I ask you if you could please, and I

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understand we're all in a difficult position and you in particular, if you can please consider what I have said and will say in a subsequent filing.

Thank you.

JUDGE RENDAHL: All right. As to your interpretation that the Commission has already ruled on this on the merits in its order, I would state that what the Commission said was that the CLECs did not bring this forward properly procedurally and was not ruling on the issue of whether packet switching is a UNE or whatever you were discussing because my brain is now full of cotton, and I think it was purely a procedural decision on that point.

And I will take into consideration, I didn't mean to say that I wasn't going to consider before I prepared the order tomorrow, the pleading that Verizon has filed in conjunction with the motion for enforcement, and I will take into consideration your off the cuff motion for reconsideration as I'm writing my order.

But even with the late filing that the CLECs have made, the Commission has issued its status quo order, and Verizon had committed not to make changes to UNE-P before at least November 11th, and that was in the Exhibit 5, which I don't know whether that's been

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offered or not, but it's been prevalent across the universe these days along with other RBOC letters. And without ruling on the issue of interpretation of the TRO and that packet switching issue, which I believe should be resolved in the proceeding that I -- the next proceeding that I have discussed, at least in terms of how Verizon has presented itself and what the Commission has requested at least in this proceeding, I believe that it's important to go forward as I have stated orally.

But I will review what Verizon has filed, and I will consider what you have just stated in your petition for reconsideration.

MR. CARRATHERS: Thank you, Your Honor. And at the risk of incurring sanctions, when you read our brief, we attached the letter that Mr. Seidenberg sent to Chairman Powell, and something the CLECs neglected to point out, look at the very last paragraph where we explain that we're going to deploy these new technologies including these kind of packet switchings because the Commission has held them subject to unbundling. And again, we discuss this in our papers as to why that commitment, contrary to what the CLECs state, specifically excludes precisely the kind of things we're talking about here. And again, that

underscores I think our need to carefully look at the pleadings. So again, I will, at the risk of sanctions, shut up now. Thank you.

JUDGE RENDAHL: All right.

And in terms of wrapping up the proceeding, you had offered as a late filed exhibit, Exhibit 4. Did you intend to offer that?

MR. CARRATHERS: Yes. That is the July 20th letter, correct, and we will get that filed as soon as possible.

JUDGE RENDAHL: Is there any objection to admitting the July 20th follow-up letter?

MR. HARLOW: No, Your Honor.

MS. FRIESEN: As long as I get a copy, no, Your Honor.

JUDGE RENDAHL: All right, I assume that Verizon will be providing copies to parties in this proceeding.

MR. CARRATHERS: Correct.

JUDGE RENDAHL: All right.

And did you intend to offer what's been marked as Exhibit 5, which is the July 11th letter from Mr. Seidenberg?

MR. CARRATHERS: Yes, Your Honor.

JUDGE RENDAHL: And is there any objection to

admitting that?

MR. HARLOW: No, Your Honor.

MS. FRIESEN: No, Your Honor.

JUDGE RENDAHL: All right.

And as far as the confidential or highly confidential Exhibit 6, do you see any need to offer that exhibit?

MR. CARRATHERS: No, Your Honor.

JUDGE RENDAHL: All right, then that exhibit will be withdrawn.

With that, I think we are done today unless there's anything further anyone has.

The only remaining question is if any party wishes to order a copy of the transcript of this afternoon's proceeding.

MS. FRIESEN: Yes, AT&T does.

MS. SINGER NELSON: Your Honor, MCI would like to also.

But I do have one more question, just a clarification, and your written order will probably explain this a little bit, but what we're concerned about immediately is the rejection of the UNE-P orders that is already occurring. So I know you already addressed the pricing issue, but is there a part of your order that goes to Verizon's rejection of the UNE-P

orders?

JUDGE RENDAHL: Well, at this point understanding that the packet switch is only programmed to accept resale orders, in the interim I would suggest that the parties order resale in a sense with the features that they would request with UNE-P, and my understanding is it's very likely that would be processed with no problem in the sense the end user customer is not going to notice the difference and that the price will be the UNE-P price.

MS. SINGER NELSON: Thank you, Your Honor.

JUDGE RENDAHL: Does that work?

MS. SINGER NELSON: Yes, that makes sense.

JUDGE RENDAHL: All right.

So with that, I think we are adjourned, and thank you very much, and I understand it's a lot of effort on everyone's part, so we will be adjourned for the day, thank you very much.

(Hearing adjourned at 6:20 p.m.)

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