

CenturyLink
Major System Conversion Advance Notice
In Compliance with CenturyTel/Embarq Merger Condition 11

Background

Condition 11 of the settlement agreement between CenturyTel/Embarq, the WUTC Staff and the Public Counsel, approved by the Commission in Order 05 in Docket 08-2119, requires advance notification to the Commission Staff and Public Counsel of major system conversions impacting Washington customers. The full text of the condition is stated below:

11. Milestone Reporting

CenturyTel and Embarq agree to provide the Staff and Public Counsel with advance written notice of major system conversions impacting Washington customers and will work with Staff to identify these major conversions. Those major systems will include, but not necessarily be limited to, business office and trouble reporting call centers, maintenance systems that monitor central office and transport equipment, engineering systems, outside plant record systems, and billing systems.

In compliance with this condition, CenturyLink hereby provides written advance notification of upcoming system conversions impacting the company's Washington operations.

Retail System Conversions

CenturyLink will soon convert certain billing, customer care, work force management and provisioning systems currently used in the company's former Embarq service area in Washington (United Telephone Company of the Northwest) to the equivalent legacy CenturyTel systems. The conversion is currently planned for mid-July 2011.

The specific systems involved in the conversion are identified below. These systems are in place and functioning for the legacy CenturyTel operations in the state of Washington. The planned conversion for Washington is part of a multi-state effort which represents the fifth and final conversion of the former Embarq systems to the legacy CenturyTel systems.

Ensemble – Customer Ordering and Billing System
MARTENS – Service Provisioning/Circuit Inventory
TRACS – Trouble Ticketing
Advantex Work Force Management – Repair Dispatch/Preventative Maintenance