**I. INTRODUCTION**

**Q. PLEASE STATE YOUR NAME AND BUSINESS ADDRESS.**

A. My name is Justina (Tina) Blanchard. My business address is 1 Martha’s Way, Hiawatha, Iowa 52233.

**Q. BY WHOM ARE YOU EMPLOYED AND IN WHAT CAPACITY?**

A. I am employed by PAETEC Communications, Inc., as a Project Manager II. My job duties include planning, managing, and executing IT strategic projects. PAETEC Communications, Inc. is the direct parent company of McLeodUSA Telecommunications Services, L.L.C. d/b/a PAETEC Business Services (“PAETEC Business Services” or “PAETEC”). PAETEC is now part of Windstream.

**Q. HOW LONG HAVE YOU BEEN INVOLVED IN TELECOMMUNICATIONS AND IN WHAT CAPACITIES?**

A. I began my career in the telecommunications industry in March 1990 and have held a variety of positions related to IT and Network Repair operations. Before starting at PAETEC/McLeodUSA in 1997, I worked for MCI as a Senior LAN Specialist and a Lead Customer Service Professional. I began my career with PAETEC/McLeodUSA in November 1997 as a Technical Support Scheduler. I transitioned to Lead Dispatcher in May 1998 and moved into the role of Dispatch Manager in August 1999. I transitioned to a Network Operations Center Manager in October 2006 and later became a Senior Manager in May 2010. In July 2011 I transitioned to a Project Manager II role due to responsibilities of the Network Operations Center being moved to Rochester, New York.

**Q. PLEASE DESCRIBE PAETEC BUSINESS SERVICES.**

A. PAETEC provides a wide range of competitive broadband and broadband-related services primarily to business customers, and in some states such as Washington, residential customers. PAETEC operates in 86 of the top 100 MSAs, but in many states, such as Washington, PAETEC operates in many exchanges in addition to the top 100 MSAs. Thus, in addition, to competing in the Seattle MSA, PAETEC offers services in the Battleground, Longview, and Vancouver ate centers.

**Q. HAVE YOU EVER TESTIFIED PREVIOUSLY before the WASHINGTON public utilities commission?**

A. No.

**Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?**

A. My testimony will discuss PAETEC’s internal automation that would be at risk if CenturyLink/Qwest makes changes to its CEMR/MEDIACC system that do not support the current functionalities that our system has in place with CenturyLink/Qwest by virtue of the e-bonding that exists today.

**II. discussion**

**Q. WHY IS PAETEC PARTICIPATING IN THIS PROCEEDING?**

A. PAETEC is participating in this proceeding because it is concerned that CenturyLink/Qwest has announced plans to replace a legacy Qwest OSS that PAETEC relies on to provide repair services to its customers, in a time frame that would be well before when PAETEC had understood that it would have to be prepared to migrate from a Qwest system. The change to a new system to support trouble tickets could have significant impacts on our operations if the new system