

**BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

In the matter of,

Joint Application of Qwest Communications  
International Inc. and CenturyTel, Inc. for  
Approval of Indirect Transfer of Control of  
Qwest Corporation, Qwest Communications  
Company LLC, and Qwest LD Corp.

Docket No. UT-100820

**EXHIBIT\_\_TJG-6**

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**Before the  
Federal Communications Commission  
Washington, D.C. 20554**

In the Matter of )  
 )  
Applications Filed by Qwest Communications ) WC Dkt. No. 10-110  
International Inc. and CenturyTel, Inc., d/b/a/ )  
CenturyLink for Consent to Transfer of Control )

**COMMENTS OF  
CBEYOND, INTEGRA TELECOM, SOCKET TELECOM, AND TW TELECOM**

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difficult to complete the CenturyTel-Embarq integration. CenturyLink has warned its investors that the CenturyLink-Qwest integration will likely begin before the CenturyTel-Embarq integration is finished, thereby compounding potential integration risks.<sup>98</sup> As CenturyLink stated in a recent SEC filing,

[CenturyLink-Qwest] integration initiatives are expected to be initiated before CenturyLink has completed a similar integration of its business with the business of Embarq, acquired in 2009, which could cause both of these integration initiatives to be delayed or rendered more costly or disruptive than would otherwise be the case.<sup>99</sup>

Third-party observers have highlighted this risk. For instance, Standard & Poor's has observed that "integration efforts will be difficult given the size of the combined company and [that] CenturyTel's integration of previously acquired Embarq will likely not be complete until the end of 2011."<sup>100</sup>

Furthermore, CenturyLink's transition of wholesale customers in the legacy Embarq territory from one ordering system to another in late 2009 raises questions about CenturyLink's OSS integration abilities. Following CenturyLink's cutover from the Integrated Request Entry System ("IRES") GUI for LSR ordering to the successor EASE system in the legacy Embarq territory in December 2009, tw telecom began to experience numerous problems, including

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<sup>98</sup> CenturyLink Form S-4 at 16.

<sup>99</sup> *Id.*

<sup>100</sup> Direct Testimony of Jeff Glover, ACC Dkt. No. T-01051B-10-0194 *et al.* (filed May 24, 2010), Exhibit JG-4, "Standard & Poor's Research Update: CenturyTel 'BBB-' Rating On Watch Negative On Deal To Acquire Qwest Communications; Qwest 'BB' Rating On Watch Positive," at 3 (Apr. 22, 2010), *available at* <http://images.edocket.azcc.gov/docketpdf/0000111908.pdf>. *See also id.*, Exhibit JG-3, "Moody's Investor Service Rating Action: Moody's changes CenturyTel's outlook to negative; reviews Qwest's ratings for upgrade," at 1 (Apr. 22, 2010) ("The negative rating outlook for CenturyTel reflects the considerable execution risks in integrating a sizeable company so soon after another large acquisition (Embarq in July 2009) while confronting the challenges of a secular decline in the wireline industry.").

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system outages, with the EASE system. More specifically, since the beginning of 2010, tw telecom has received numerous “Interface Outage Bulletins” from CenturyLink because EASE users could not submit LSRs, could not complete pre-ordering, were experiencing slow response times, or were denied access entirely because the EASE system was being taken out of service for maintenance. Socket Telecom has experienced similar problems with the EASE system. These delays in the LSR ordering process ultimately result in delays in the delivery of service by tw telecom and Socket Telecom to their end-user customers.

Socket Telecom has also found that the EASE system offers less functionality than the legacy Embarq IRES system. In particular, IRES populated a CLEC’s LSR with information (e.g., the end-user customer’s address) from the pre-order validation form.<sup>101</sup> EASE does not provide this option. In addition, unlike Embarq’s legacy interface for directory listings (“eSUDS”), EASE, which CLECs such as Socket Telecom are currently required to use for directory listings, does not provide CLECs with access to full directory listing information for a customer. In fact, in Socket Telecom’s experience, EASE sometimes lists only the customer’s address and omits such basic information as the customer’s name.<sup>102</sup>

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<sup>101</sup> Similarly, Qwest’s IMA GUI populates a CLEC’s LSR with information from the pre-order validation form. Change requests in Qwest’s CMP contributed to the development of this capability. *See, e.g.*, Change Request to “Provide CSR recap functionality in IMA when a request type of ‘P’ is selected,” *available at* [http://www.qwest.com/wholesale/cmp/archive/CR\\_SCR032602-1.html](http://www.qwest.com/wholesale/cmp/archive/CR_SCR032602-1.html).

<sup>102</sup> In contrast, Qwest’s Directory Listing Inquiry System (“DLIS”) provides CLECs with access to full directory listing information for a customer. Improvements to Qwest’s DLIS were made through Qwest’s CMP. *See, e.g.*, Change Request to obtain “Changes to the DLIS System to enhance the customer experience,” *available at* [http://www.qwest.com/wholesale/cmp/archive/CR\\_SCR011205-01.html](http://www.qwest.com/wholesale/cmp/archive/CR_SCR011205-01.html); Change Request to obtain “IMA LSTR (Listing Reconciliation) Enhancement,” *available at* [http://www.qwest.com/wholesale/cmp/archive/CR\\_SCR010709-3.html](http://www.qwest.com/wholesale/cmp/archive/CR_SCR010709-3.html). CLECs that have expended time and resources to work through issues via the CMP and to train their own personnel in use of these systems should not have to go backward in terms of functionality, as Socket has had to do, as a result of a merger.

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Socket Telecom, which has a substantial presence in both the legacy CenturyTel and legacy Embarq territories has also found that the merged CenturyTel-Embarq notification process has been poor. For example, Socket Telecom did not receive notice that CenturyLink was switching from the legacy CenturyTel Local Number Portability (“LNP”) system to the legacy Embarq LNP system until the day the change took place. In the absence of sufficient notice, Socket Telecom submitted LNP requests in the wrong format, thereby causing prospective customers to have a delayed and unsatisfactory changeover process.

As the foregoing discussion demonstrates, CenturyLink has failed to show that it will be able to manage the wholesale OSS of Qwest or make other changes without causing substantial harm to wholesale customers and their end-user customers. This is particularly true because CenturyLink has not shown that its EASE system (before or after any integration) provides at least the equivalent functionalities of Qwest’s systems or that its EASE system has handled commercial volumes of wholesale orders that equal or even approach the volumes of wholesale orders processed by Qwest’s systems.

For all of the reasons discussed above, regardless of whether the Merged Company makes changes to its OSS months or even years after closing, such changes will impact CLECs and their opportunity to meaningfully compete in the Merged Company’s territory. Such changes may also impact CLECs’ end-user customers. Therefore, procedures must be established before closing of the proposed transaction regarding how such changes will occur, whenever they occur. For example, for any Qwest system that was subject to third-party testing (e.g., as part of the Section 271 process), robust, transparent third-party testing should be conducted for any CenturyLink replacement system to ensure that it provides the needed