

DEPARTMENT OF PUBLIC SERVICE REGULATION
BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MONTANA

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IN THE MATTER OF CenturyLink QC's) REGULATORY DIVISION
Service Quality and Its Response to Notice of)
Commission Action in Docket N2014.3.38,) DOCKET NO. D2014.11.91
Including Petition for Waiver of Admin. R.)
Mont. 38.5.337197)(b))

IN THE MATTER OF the Request of Staff of) REGULATORY DIVISION
the Montana Public Service Commission for)
CenturyLink Service Quality Information) DOCKET NO. N2014.4.38

**DATA REQUESTS OF THE MONTANA CONSUMER COUNSEL
TO CENTURYLINK**

MCC-015

Regarding: Technicians
Witness: Unknown/any

As of December 31, 2012, 2013 and 2014, please provide the number of full-time equivalent network ("FTE") technicians employed in providing repair activities for CenturyLink QC in Montana.

MCC-016

Regarding: Technicians
Witness: Unknown/any

As of December 31, 2012, 2013 and 2014, please provide the number of FTE network technicians employed in providing outside plant repair activities for Century Link QC in Montana.

MCC-017

Regarding: Technicians
Witness: Unknown/any

As of December 31, 2012, 2013 and 2014, please provide the number of FTE network technicians employed in providing central office repair activities for Century Link QC in Montana.

MCC-018

Regarding: Technicians
Witness: Unknown/any

As of December 31, 2012, 2013 and 2014, please provide the number of FTE network technicians employed in providing outside plant repair activities for Century Link QC in Montana by wire center. If a technician provides outside repair activities in more than one wire center, include the technician in the count for the wire center where the technician is employed for the largest percentage of time and note that the technician also provides services in other wire centers and list those wire centers.

MCC-019

Regarding: Technicians
Witness: Unknown/any

As of December 31, 2012, 2013 and 2014, please provide the number of FTE network technicians employed in providing central office repair activities for Century Link QC in Montana by wire center. If a technician provides central office repair activities in more than one wire center, include the technician in the count for the wire center where the technician is employed for the largest percentage of time and note that the technician also provides services in other wire centers and list those other wire centers.

MCC-020

Regarding: Areas of repair service
Witness: Unknown/any

Is the Century Link QC in Montana service territory divided into areas for the purpose of providing repair service? If so, please specify the wire centers included in each area, and provide the number of repair supervisory personnel employed in each area as of December 31, 2012, 2013 and 2014. With respect to the repair

supervisory personnel identified, please provide their hire and start dates and years of service with CenturyLink QC or its predecessor in interest.

MCC-021

Regarding: Repair personnel
Witness: Unknown/any

Please provide the number of repair supervisory personnel employed by Century Link Montana as of December 31, 2012, 2013 and 2014. With respect to the repair supervisory personnel identified, please provide their hire and start dates and years of service with CenturyLink QC or its predecessor in interest.

MCC-022

Regarding: OOS Report
Witness: Unknown/any

Regarding the CenturyLink QC Montana OOS Miss Detail Report, please provide a glossary of terms, abbreviations and acronyms that appear in the “type of trouble reported” column.

MCC-023

Regarding: OOS Report
Witness: Unknown/any

Regarding the CenturyLink QC Montana OOS Miss Detail Report, please provide a glossary of terms, abbreviations and acronyms that appear in the “action taken to clear trouble” column.

MCC-024

Regarding: PSC 003(e) follow up
Witness: Unknown/any

Please provide a copy of CenturyLink QC’s response to PSC –003(e) Confidential Attachment (A) to include the following additional columns along with the original data:

- a. Action Taken to Clear Trouble
- b. OSP indicator [Y/N]

- c. Carrier system indicator [Y/N]
- d. Carrier system type/manufacturer
- e. Estimated date of install

Please provide the updated response in either in Access data base or in Excel spreadsheet format.

MCC-025

Regarding: PSC 004(a) follow up
Witness: Unknown/any

Regarding CenturyLink QC's response to PSC-004 (a), please provide the following information:

- a. A list of wire centers with a switch that is not integrated;
- b. The manufacturer and model of switch that would need to be replaced in order to allow the replacement technology to work;
- c. Define the term "integrated switch" and explain why some switches are considered integrated and other switches are not integrated;
- d. Explain why rate center consolidation is necessary to the backhaul of traffic to an integrated host switch;
- e. Describe the replacement technology that would be used to replace the analog carrier systems; and
- f. The work papers that show the calculation of the \$157 million cost of replacing the analog carrier systems.

MCC-026

Regarding: Technicians
Witness: Unknown/any

Please provide any memoranda, documents or studies that support your recommendation to transfer three network technicians from construction to repair activities as a possible solution to out of service greater than 24 hours issue.

MCC-027

Regarding: Form 481
Witness: Unknown/any

Please provide a copy of any Form 481 submitted to the FCC for CenturyLink QC of Montana.

MCC-028

Regarding: Form 477
Witness: Unknown/any

Please provide a copy of Form 477 submitted to the FCC for CenturyLink QC of Montana for data as of December 31, 2012, June 30, 2013, December 31, 2013, June 30, 2014 and December 31, 2014.

MCC-029

Regarding: PSC 002(b) follow up
Witness: Unknown/any

Regarding CenturyLink QC's supplemental response to PSC-002 (b), please provide the census blocks where the customers served by open wire are located.

MCC-030

Regarding: Trouble reports
Witness: Unknown/any

Please describe CenturyLink QC's procedures for responding to and resolving trouble reports. As part of your response, please provide the following information:

- a. When the customer calls the company regarding a trouble is the customer routed to a call center in Montana or in a call center in another state or other location? If the call center is in another state or other location, provide that location, including the city and state where the call center is located.
- b. How are the trouble tickets assigned to the technicians? Does the call center assign the tickets? Does a regional load control supervisor make the assignments? If so, where is the regional load control supervisor located and define the region that the load control

supervisor is in charge of? Alternatively are the assignments made by a local Montana based supervisor?

- c. When the technician completes the assignment who does the technician report that fact to?
- d. Are there any metrics that would shift a job from a repair issue to an engineering issue? By way of example only, such metrics may be if the cost of the repair is above a certain dollar amount or requires more than a certain amount of cable to be replaced. If such a metric exists or is used, please specify the metric(s).
- e. Provide a sample of a completed form that an outside plant technician would file when he completes a repair.

MCC-031

Regarding: Trouble reports
Witness: Unknown/any

For each calendar year 2012, 2013 and 2014, inclusive, please provide:

- a. The number of trouble reports that were transferred to a state engineering manager; and
- b. The number of trouble reports that were solved by the state engineering manager.

MCC-032

Regarding: Repair reports/tracking
Witness: Unknown/any

Does CenturyLink QC track outside plant problems such as multiple repairs to the same cable bundle? If so, please provide the reports that track those problems.

MCC-033

Regarding: Analog replacement
Witness: Unknown/any

Since January 1, 2012, has CenturyLink QC replaced any analog carrier systems?
If so, for each system replaced provide the following information:

- a. The date the analog system was replaced;
- b. The number of customers served by the analog system;
- c. The precise location of the analog system and the wire center the system is connected to;
- d. The type of equipment used to replace the analog system;
- e. The cost of the equipment used to replace the analog system; and
- f. The total cost associated with the replacement of the analog system.