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**SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION**

**BEFORE THE
PUBLIC UTILITIES COMMISSION
STATE OF SOUTH DAKOTA**

**IN THE MATTER OF DETERMINING)
PRICES FOR UNBUNDLED NETWORK)
ELEMENTS (UNEs) IN QWEST)
CORPORATION'S STATEMENT OF)
GENERALLY AVAILABLE TERMS (SGAT))
)**

DOCKET No. TC01-098

QWEST CORPORATION'S

DIRECT TESTIMONY

OF

KATHRYN MALONE

October 15, 2002

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I. EXECUTIVE SUMMARY

My testimony describes various products and services that Qwest provides to Competitive Local Exchange Carriers (CLECs). I will describe Customer Transfer Charge, Physical Remote Collocation, Adjacent Remote Collocation, Virtual Remote Collocation, Local Number Portability, White Page Directory Listings, Directory Assistance, Directory Assistance List Information, Toll and Assistance Operator Services, Daily Usage Record File, and the following Unbundled Network Elements (UNEs): Line Sharing, Unbundled Customer Controlled Rearrangement (UCCRE), Local Tandem Switching, Local Switching (line side ports, vertical features and trunk ports), Customized Routing, Common Channel Signaling (SS7), Advanced Intelligent Network, Line Information Database (LIDB), 8XX Database Query Service, Calling Name (ICNAM), UNE Combinations, Unbundled Packet Switching, and Loop Splitting. The TELRIC cost of each Unbundled Network Element (UNE) is presented in the testimony of Ms. Teresa K. Million. For UNEs, the price that Qwest is proposing is the TELRIC cost for the element.

II. IDENTIFICATION OF WITNESS

Q. PLEASE STATE YOUR NAME, BUSINESS ADDRESS, AND CURRENT POSITION.

A. My name is Kathryn Malone. I am employed by Qwest as a Manager – Product and Market Management. My business address is 1801 California Street, Suite 2440, Denver, Colorado 80202.

1 **Q. PLEASE STATE YOUR WORK EXPERIENCE AND PRESENT**
2 **RESPONSIBILITIES.**

3 A. I began my career with Qwest (formerly U S West) in 1964 in the Denver Operator
4 Services Department. In 1968, I joined the Network Facilities Department as a
5 technical assistant. From 1968 to 1978, I held various positions responsible for
6 coordination and design of Outside Plant Facilities. In 1978, I was promoted to
7 Budget Manager and was responsible for preparation and forecasting of both the
8 construction and maintenance budgets in Arizona, Colorado, Montana and Wyoming.
9 In May 1984, after the divestiture of the Bell System, I accepted a position in the
10 Revenue Requirements Department. In that capacity, I was responsible for cost
11 settlements with local exchange carriers. My responsibilities included analysis of cost
12 separation studies. In January 1990, I was promoted to Senior Access Manager with
13 responsibility for developing and negotiating contractual arrangements for toll access
14 compensation with local exchange carriers. In March 1998, I accepted my current
15 position of Manager - Product and Market Management, and am responsible for
16 certain issues surrounding interconnection and resale of products and services.

17 **Q. HAVE YOU PREVIOUSLY TESTIFIED BEFORE THE SOUTH DAKOTA**
18 **PUBLIC SERVICE COMMISSION?**

19 A. No. However, I have testified before the state Commissions in Arizona, Colorado,
20 Idaho, Minnesota, Nebraska, New Mexico, Utah, and Washington.

1

III. PURPOSE

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

3 A. My testimony describes various services that Qwest provides to Competitive Local
4 Exchange Carriers (CLECs). I will describe Customer Transfer Charge, Physical
5 Remote Collocation, Adjacent Remote Collocation, Virtual Remote Collocation, Local
6 Number Portability, White Page Directory Listings, Directory Assistance, Directory
7 Assistance List Information, Toll and Assistance Operator Services, Daily Usage
8 Record File, and the following Unbundled Network Elements (UNEs): Line Sharing,
9 Unbundled Customer Controlled Rearrangement (UCCRE), Local Tandem Switching,
10 Local Switching (line side ports, vertical features and trunk ports), Customized
11 Routing, Common Channel Signaling (SS7), Advanced Intelligent Network, Line
12 Information Database (LIDB), 8XX Database Query Service, Inter-Network Calling
13 Name (ICNAM), UNE Combinations, Unbundled Packet Switching, and Loop
14 Splitting. I also describe the recurring rates and nonrecurring charges for these
15 products and services. Charges associated with each product addressed in my
16 testimony are included in Exhibit TKM-01 which is attached to the testimony of Ms.
17 Million.

18

IV. CUSTOMER TRANSFER CHARGE (CTC)

19

20 **Q. WHAT IS QWEST'S PROPOSAL FOR APPLICATION OF THE CUSTOMER**
21 **TRANSFER CHARGE?**

1 A. Customer Transfer Charge (“CTC”) applies when an end-user customer’s POTS
2 Service, Private Line Transport Service or Advanced Communication Service is
3 transferred from Qwest to a CLEC. A separate nonrecurring CTC is applicable for
4 each service transferred to a CLEC. The nonrecurring charge applicable to these
5 services is listed in Exhibit TKM-01 of Ms. Million’s testimony.

6 **Q. PLEASE DISTINGUISH THE TERMS “POTS” AND “ADVANCED**
7 **COMMUNICATIONS SERVICES.”**

8 A. POTS (Plain Old Telephone Service) is basic residential and business service.
9 Advanced Communications Services include Frame Relay, ATM Cell Relay and
10 Transparent LAN Service.

11 **V. UNBUNDLED NETWORK ELEMENTS (UNES)**

12 **A. Physical Remote Collocation**

13 **Q. PLEASE DESCRIBE PHYSICAL REMOTE COLLOCATION.**

14 A. Physical Remote Collocation provides space in available remote cabinets on a
15 Standard Mounting Unit (SMU) level. The space includes access to AC/DC power,
16 heat dissipation and access to Feeder Distribution Interface (FDI) terminations.

17 **Q. DOES QWEST PROPOSE A RECURRING RATE FOR PHYSICAL REMOTE**
18 **COLLOCATION?**

1 A. Yes. The recurring rates include maintenance costs associated with the equipment,
2 plus a small portion of the power pedestal. The recurring FDI terminations rate
3 includes the maintenance costs associated with this equipment. The recurring rates are
4 listed in Exhibit TKM-01.

5 **Q. DOES QWEST PROPOSE A NONRECCURING RATE FOR REMOTE**
6 **TERMINAL COLLOCATION?**

7 A. Yes. Qwest proposes a nonrecurring Collocation Space rate for the cost of the cabinet
8 space, the cost of the cabinet and all of the work and materials associated with
9 placement of the cabinet and providing access to power. The nonrecurring Feeder
10 Distribution Interface (FDI) Terminations rate is per 25 pair and includes the costs
11 associated with augmenting the FDI to provide terminations. The nonrecurring rates
12 are listed in Exhibit TKM-01.

13 **B. Adjacent Remote Collocation**

14 **Q. PLEASE DESCRIBE ADJACENT REMOTE COLLOCATION.**

15 A. Adjacent Remote Collocation allows for collocation in those instances where space is
16 legitimately exhausted in a particular Qwest Premises to accommodate Physical
17 Collocation. Qwest shall make space available in adjacent controlled environmental
18 vaults, controlled environmental huts, or similar structures to the extent it is
19 Technically Feasible.

20 **Q. WHAT CHARGES APPLY TO ADJACENT REMOTE COLLOCATION?**

1 A. Adjacent Remote Collocation is priced on an Individual Case Basis (ICB).

2 **C. Virtual Remote Collocation**

3 **Q. PLEASE DESCRIBE VIRTUAL REMOTE TERMINAL COLLOCATION.**

4 A. Virtual remote terminal collocation allows CLECs to purchase and deliver to Qwest
5 their own equipment for Qwest to install, repair, and maintain in a Qwest remote
6 premises. In a virtual collocation arrangement, customers do not have physical access
7 to their virtually collocated equipment in the Qwest remote premises.

8 **Q. WHAT CHARGES APPLY TO VIRTUAL REMOTE TERMINAL**
9 **COLLOCATION?**

10 A. In addition to the charges for Remote Collocation, a flat charge, which is a
11 nonrecurring charge, includes the cost for processing a trouble ticket and dispatching a
12 technician to the remote collocation site will apply. The virtual remote collocation
13 maintenance nonrecurring charge will apply. Also, per half hour charges for
14 engineering, training, maintenance and installation may apply. The charges are listed
15 in Exhibit TKM-01.

16 **D. Line Sharing**

17 **Q. PLEASE DESCRIBE LINE SHARING.**

18 A. Line Sharing provides CLECs with the opportunity to offer advanced data services
19 simultaneously with an existing end user's analog voice-grade (POTS) service
20 provided by Qwest on a single copper loop referred to herein as the "Shared Loop" or

1 “Line Sharing”, by using the frequency range above the voice band on the copper
2 loop. This frequency range will be referred to herein as the High Frequency Spectrum
3 Unbundled Network Element (“HUNE”). A POTS splitter separates the voice and
4 data traffic and allows the copper loop to be used for simultaneous data transmission
5 and POTS service. In a line sharing situation, Qwest is the provider of the POTS
6 service to the end user. Qwest will provide CLECs with access to the HUNE through
7 POTS splitters installed in Qwest wire centers. At the discretion of the CLEC, the
8 POTS splitters can be installed either in the CLEC’s collocation area or in the common
9 area. A detailed discussion of the line sharing equipment, splitter areas and associated
10 engineering is included in the testimony of Qwest technical witness Georganne
11 Weidenbach.

12 **Q. WHAT RECURRING CHARGES APPLY TO LINE SHARING?**

13 A. The recurring charges for line sharing include:

- 14 Shared Loop, per loop
- 15 OSS, per line, per month
- 16 Splitter Shelf
- 17 Splitter Tie Cable Options
 - 18 1. Common Area
 - 19 2. IDF (Intermediate Distribution Frame)
 - 20 3. MDF (Main Distribution Frame)

21 The recurring charges are listed in Exhibit TKM-01 and Ms. Albersheim will address
22 the OSS per-line charge for line sharing. Qwest technical witness, Georganne

1 Weidenbach, will discuss the technical aspects of line sharing such as engineering,
2 reclassification, and splitter location.

3 **Q. WHAT RECURRING CHARGE DOES QWEST PROPOSE FOR THE**
4 **SHARED LOOP?**

5 A. Qwest proposes a charge of \$5.00 which is listed in Exhibit TKM-01. Qwest believes
6 that \$5.00 is a reasonable charge for the shared loop.

7 **Q. WHY DOES QWEST BELIEVE \$5.00 IS A REASONABLE PRICE FOR THE**
8 **SHARED LOOP?**

9 A. Qwest has a productive asset that is being used by another telecommunications carrier
10 (a CLEC) to provide a service. In addition, our experience in negotiating with carriers
11 is that they agree that we should receive some compensation for that productive asset.
12 Finally, based on Ms. Million's testimony, it passes the FCC's criteria and is lawful.

13 **Q. WHAT NONRECURRING CHARGES APPLY TO LINE SHARING?**

14 A. The nonrecurring charges for line sharing include:

1 Basic Installation (for the shared loop)
2 Reclassification
3 Splitter Shelf
4 Splitter Tie Cable Options
5 1. Common Area
6 2. IDF
7 3. MDF
8 Engineering
9 The nonrecurring charges are listed in Exhibit TKM-01.

10 **Q. ARE THERE OTHER NONRECURRING CHARGES THAT MAY BE**
11 **APPLICABLE TO LINE SHARING?**

12 A. Yes. Other nonrecurring charges that may be applicable to line sharing are as follows:
13 conditioning, additional testing and trouble isolation charges (TIC). However, they
14 are not specific to line sharing. Each of these stand-alone items is discussed in the
15 testimony of Mr. William Easton.

16 **Q. WHO PROVIDES THE SPLITTER?**

17 A. The CLEC provides the splitter, at no cost to Qwest, whether the splitter is located in a
18 common area on the splitter bay, the IDF, or the MDF.

19 **Q. DO THE CLECS/DLECS HAVE OPTIONS FOR PLACEMENT OF POTS**
20 **SPLITTERS WITHIN THE QWEST CENTRAL OFFICE?**

21 A. Yes. There are generally three alternatives: placement of the splitter in a Qwest
22 common area, placement of a splitter on an IDF, or placement of the splitter on a

1 MDF. A CLEC/DLEC may also opt for placement of the splitter within its collocation
2 area rather than a Qwest area.

3 **Q. DO POTS SPLITTER LOCATION OPTIONS HAVE NONRECURRING**
4 **CHARGES?**

5 A. Yes. All of the options have unique nonrecurring charges. However, when the
6 CLEC/DLEC chooses the option of placing its splitter in its collocation area, the
7 charges it will incur are not specific to line sharing, e.g., use of one of its existing
8 terminations for the return of the voice, and re-stenciling of that termination. These
9 charges apply whenever that activity takes place for any reason, they are not specific
10 to line sharing. The testimony of Georganne Weidenbach describes each option's
11 network structure. The rates for each option are listed in Exhibit TKM-01.

12 **E. Shared Transport**

13 **Q. PLEASE DESCRIBE SHARED INTEROFFICE TRANSPORT.**

14 A. Shared Interoffice Transport is defined as interoffice transmission facilities shared by
15 more than one carrier, including Qwest, between Qwest end offices and tandem
16 switches within a local calling area. Shared Interoffice Transport is only provided in
17 two cases; (1) When a CLEC purchases Unbundled Local Switch Ports; or (2) when it
18 purchases the Unbundled Network Element-Platform (UNE-P). The existing routing
19 tables that reside in the switch will direct both Qwest and CLEC traffic over Qwest's
20 interoffice message trunk network. CLECs use the same routing tables and interoffice

1 message trunk network to deliver an end user call from one central office to another.

2 Therefore, existing routing tables are not a separate network element.

3 **Q. WHY IS SHARED INTEROFFICE TRANSPORT ONLY AVAILABLE TO**
4 **CLECS THAT PURCHASE UNBUNDLED SWITCHING?**

5 A. Shared Interoffice Transport is offered in combination with unbundled switching
6 because Qwest permits a CLEC to use the same routing tables that reside in the Qwest
7 switch, as well as, the same interoffice facilities that carry Qwest's traffic.

8 **Q. WHAT CHARGES APPLY TO SHARED INTEROFFICE TRANSPORT**
9 **SERVICE?**

10 A. Shared Interoffice is billed on a per minute of use basis in accordance with the rates
11 described in Exhibit TKM-01.

12 **F. Unbundled Customer Controlled Rearrangement (UCCRE)**

13 **Q. PLEASE DESCRIBE UCCRE.**

14 A. Unbundled Customer Controlled Rearrangement Element (UCCRE) provides the
15 means by which a CLEC controls the configuration of UNEs or ancillary services on a
16 near real-time basis through a digital cross connect device. UCCRE utilizes the
17 Digital Cross-Connect System (DCS). UCCRE is available in Qwest wire centers that
18 contain a DCS that is UCCRE-compatible.

1 **Q. DOES QWEST PROPOSE BOTH RECURRING AND NONRECURRING**
2 **RATES FOR UCCRE?**

3 A. While the product does have recurring and nonrecurring charges, they are not
4 standardized. The charges that apply to UCCRE are based on the number of ports
5 used for each DS1, DS3, or virtual (end-user to end-user) port ordered by the CLEC.
6 As a result, the charges are determined on an individual case basis (ICB) as shown in
7 Exhibit TKM-01.

8 **G. Unbundled Local Tandem Switching**

9 **Q. PLEASE DESCRIBE LOCAL TANDEM SWITCHING.**

10 A. The unbundled local tandem switching element includes the facilities connecting the
11 trunk distribution frames to the tandem switch and all functions of the switch itself,
12 including those facilities that establish a temporary transmission path between two
13 other switches. The local tandem switching elements also include the functions that
14 are centralized in local tandem switches rather than end office switches, such as call
15 recording, the routing of calls to operator services, and signaling conversion features.

16 **Q. WHAT RECURRING CHARGES APPLY TO UNBUNDLED LOCAL**
17 **TANDEM SWITCHING?**

18 A. A monthly recurring charge applies to the use of trunk ports on the local tandem
19 switch. In addition, unbundled use of Qwest's local tandem switch is billed on an
20 originating per minute of use basis. Please see Exhibit TKM-01 for the rate.

1 **Q. WHAT NONRECURRING CHARGES APPLY TO UNBUNDLED LOCAL**
2 **TANDEM SWITCHING?**

3 A. If the CLEC chooses to purchase use of a DS1 trunk port, terminating at a DS1
4 demarcation point on a local tandem switch, the CLEC incurs a nonrecurring charge.
5 Each DS1 tandem trunk port includes a subset of 24 DS0 channels capable of
6 supporting local message type traffic and incurs a nonrecurring charge to establish
7 both the first and each additional trunk group member. Please see Exhibit TKM-01 for
8 those rates.

9 **H. Unbundled Local Switching**

10 **Q. PLEASE DESCRIBE UNBUNDLED LOCAL SWITCHING.**

11 A. Access to unbundled local switching encompasses line-side and trunk-side facilities,
12 plus the features, functions and capabilities of the switch. The features, functions, and
13 capabilities of the switch include the basic switching function, as well as the same
14 basic capabilities that are available to Qwest's end-user customers. Unbundled local
15 switching also includes access to vertical features that the switch is capable of
16 providing, as well as any technically feasible customized routing functions.

17 **Q. PLEASE DESCRIBE AN ANALOG LINE PORT.**

18 A. There are two types of analog line ports, a basic analog line port and a premium analog
19 line port. The basic analog line port includes vertical switch features listed in Exhibit
20 TKM-01. In addition to the basic vertical switched features, the premium analog line

1 port provides Centrex Management System (CMS), Conference Call - Meet Me,
2 Conference Calling Preset, and Conference Calling Station Dial.

3 **Q. PLEASE DESCRIBE A DIGITAL LINE PORT (SUPPORTING BRI ISDN).**

4 A. Basic Rate Interface Integrated Services Digital Network (BRI-ISDN) is a digital
5 architecture that provides integrated voice and data capability (2-wire). A BRI ISDN
6 Port is a Digital 2B+D (2 Bearer Channels for voice or data and 1 Delta Channel for
7 signaling and D Channel Packet) line-side switch connection with BRI ISDN voice
8 and data basic elements. A BRI ISDN Port does not offer B Channel Packet service
9 capabilities. Similar to the analog line port, the digital line port includes vertical
10 switch features listed in Exhibit TKM-01. In addition to the basic vertical switched
11 features, the premium digital line port provides Centrex Management System,
12 Conference Calling - Meet Me, Conference Calling - Preset, and Conference Calling -
13 Station Dial.

14 **Q. PLEASE DESCRIBE CENTREX MANAGEMENT SYSTEM.**

15 A. Centrex Management System (CSM) is a computer software program that provides the
16 customer access to their Centrex database for the purpose of general database inquiry,
17 move, add, delete, and change of station lines and generate Basic Management Reports
18 without having service orders issued.

19 **Q. PLEASE DESCRIBE CONFERENCE CALLING - MEET ME.**

1 A. Conference Calling - Meet Me provides the ability to establish, at a predetermined
2 time, a conference of up to 30 members. The conferees can be internal or external to
3 the Customer/Business Group, but one conference member must always be a Centrex
4 Plus Station or a trunk group in the same group.

5 **Q. PLEASE DESCRIBE CONFERENCE CALLING - PRESET.**

6 A. Conference Calling - Preset establishes a Preset Conference when a Centrex Plus
7 station user dials the directory number associated with the conference circuit. It can
8 also be established by a POTS line or an incoming trunk if the customer desires. Up to
9 25 pre-selected stations are rung simultaneously. The member may be internal,
10 external or a combination of both.

11 **Q. PLEASE DESCRIBE CONFERENCE CALLING - STATION DIAL.**

12 A. Conference Calling - Station Dial allows a customer to establish a conference call with
13 up to six conferees, including the originator. Conferees may be inside or outside the
14 system.

15 **Q. DOES QWEST PROPOSE A RECURRING RATE FOR A DIGITAL LINE**
16 **PORT?**

17 A. Yes. The recurring rate is listed in Exhibit TKM-01.

18 **Q. DOES QWEST PROPOSE NONRECURRING CHARGES FOR A DIGITAL**
19 **LINE-SIDE PORT?**

1 A. Yes. Qwest proposes nonrecurring charges for the first port and each additional port.
2 The nonrecurring charges are included in Exhibit TKM-01.

3 **1) Vertical Switch Features**

4 **Q. PLEASE DESCRIBE VERTICAL SWITCH FEATURES.**

5 A. Vertical switch features are software attributes of end office switches.

6 **Q. IS QWEST INCLUDING VERTICAL SWITCH FEATURES IN THIS**
7 **DOCKET?**

8 A. Yes. Qwest is proposing a list of vertical features that are available to CLECs that
9 purchase a line side port.

10 **Q. DO THE INDIVIDUAL VERTICAL SWITCH FEATURES PROPOSED BY**
11 **QWEST HAVE A RECURRING CHARGE?**

12 A. The unbundled line port recurring cost includes all the vertical switch features listed in
13 Exhibit TKM-01 with the exception of Call Trace. I will address Call Trace
14 separately.

15 **Q. DO THE INDIVIDUAL VERTICAL SWITCH FEATURES PROPOSED BY**
16 **QWEST HAVE NONRECURRING CHARGES?**

17 A. Certain vertical switch features have a specific nonrecurring charge. Please see
18 Exhibit TKM-01 for the features list and corresponding nonrecurring charges. These

1 nonrecurring charges recover the cost of additional work necessary to activate specific
2 vertical switch features.

3 **Q. PLEASE DESCRIBE THE NONRECURRING VERTICAL SWITCH**
4 **FEATURE SUBSEQUENT ORDER CHARGE.**

5 A. A nonrecurring subsequent order charge applies when a CLEC orders additional
6 vertical switch features to an existing port. The charge is listed in Exhibit TKM-01.

7 **Q. WHY IS CALL TRACE TREATED DIFFERENTLY THAN THE OTHER**
8 **VERTICAL FEATURES?**

9 A. Call Trace incurs costs that are not attributable to switching. It requires manual
10 intervention to provide the service.

11 **Q. PLEASE DESCRIBE CALL TRACE.**

12 A. Call Trace is a calling feature that allows a customer to trace the last incoming call.
13 After the Call Trace is successful, the information is forwarded to the Qwest Call
14 Identification Center. The customer is then notified to call the Call Identification
15 Center for further assistance. The calling information is not provided directly to the
16 customer requesting the call trace.

17 **Q. WHAT CHARGES DOES QWEST PROPOSE FOR CALL TRACE?**

18 A. Qwest is proposing a recurring charge for Call Trace. The recurring rate is listed in
19 Exhibit TKM-01

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2) Trunk Ports

Q. WHAT TYPES OF TRUNK PORTS DOES QWEST OFFER?

A. Qwest offers the following types of trunk ports:

DS1 Local Message Trunk Port A DS1 trunk port is a DS1 trunk side switch port that is extended to the trunk main distributing frame and is connected to the demarcation point through an ITP. Each DS1 trunk port includes a subset of 24 DS0 channels capable of supporting local message type traffic.

Unbundled DS1 PRI ISDN Trunk Port (Supporting DID/DOD/PBX) A DS1 Trunk Port is a DS1 trunk-side switch port terminated at a DSX1 or equivalent. Each DS1 trunk Port includes a subset of 24 DS0 channels capable of supporting DID/DOD/PBX type traffic.

DS0 Analog Trunk Port This port can be configured as Direct Inward Dial (DID), Direct Outward Dial (DOD), and two-way and is available on an individual case basis (ICB).

DS3 and OCN Trunk Ports may be ordered via the Special Request Process (SRP).

Q. DOES QWEST PROPOSE RECURRING CHARGES FOR TRUNK PORTS?

A. Yes. Qwest recurring charges for trunk ports were addressed in Phase II of this proceeding.

Q. DOES QWEST PROPOSE NONRECURRING CHARGES FOR TRUNK PORTS?

1 A. Yes. Qwest proposes the nonrecurring charges for trunk ports as listed in Exhibit
2 TKM-01. There is a nonrecurring charge for the digital trunk port, as well as
3 nonrecurring charges for the establishment of the first and each additional message
4 trunk group member associated with the digital trunk port.

5 **I. Customized Routing**

6 **Q. PLEASE DESCRIBE CUSTOMIZED ROUTING.**

7 A. Customized routing enables the CLEC to direct particular classes of calls to specific
8 outgoing trunks that will permit the CLEC to provide its own interoffice facilities or
9 select among other providers of interoffice facilities, operator services and directory
10 assistance. Customized routing is a software function of a switch. Customized routing
11 may be ordered as an application with Resale, or Unbundled Local Switching and
12 UNE-P combination services.

13 **Q. WHAT CHARGES DOES QWEST PROPOSE FOR CUSTOMIZED**
14 **ROUTING?**

15 A. Customized Routing applications are unique to each CLEC, however, Qwest proposes
16 that it assess nonrecurring charges based on the elements listed below.

- 1 • Development of Custom Line Class Code – Directory Assistance or Operator
2 Services Routing Only, per Line Class Code,
3 • Line Class Code(LCC) Installation per Switch – Directory Assistance or
4 Operator Services Routing Only and
5 • All Other Custom Routing is charged on an individual case basis..
6 References to the three Customized Routing nonrecurring charges are included in
7 Exhibit TKM-01.

8 **J. Access to Common Channel Signaling (SS7)**

9 **Q. PLEASE DESCRIBE COMMON CHANNEL SIGNALING/SIGNALING**
10 **SYSTEM 7 (CCS/SS7).**

11 A. Common Channel Signaling/Signaling System 7 (SS7) provides multiple pieces of
12 signaling information via the SS7 network. This signaling information includes, but is
13 not limited to, specific information regarding calls made on associated Feature Group
14 D trunks and/or LIS trunks, Line Information Database (LIDB) data, Local Number
15 Portability (LNP), Custom Local Area Signaling Services (CLASS), 8XX set up
16 information, call set up information and transient messages.

17 **Q. WHAT RECURRING CHARGES APPLY TO SIGNALING?**

18 A. Recurring rates include:

19 **CCSAC STP Port** - a monthly recurring charge, per connection into the STP.

20 **ISUP (ISDN User Part) Signal Formulation Charge** - a per terminating call set up
21 charge to formulate the ISUP message at a SS7 Service Point or Signaling Service
22 Point (SP/SSP).

1 **ISUP Signal Transport Charge** – a per terminating call set up charge to transmit
2 signaling data between the local STP and an end office SP/SSP.

3 **ISUP Signal Switching Charge** – a per terminating call set up request charge to
4 switch an SS7 message at the local STP.

5 **TCAP (Transaction Capabilities Application Part) Signal Transport Charge** – a
6 per terminating call set charge to transmit signaling data between the local STP and
7 the regional STP.

8 **TCAP Signal Switching Charge** – a per terminating call set-up charge to switch an
9 SS7 message at the local STP.

10 The recurring charges are listed in Exhibit TKM-01.

11 **Q. WHAT NONRECURRING CHARGES APPLY TO SIGNALING?**

12 A. Nonrecurring charges for CCS/SS7, listed in Exhibit TKM-01, include:

- 13 • **CCSAC Options Activation charge for Basic translations:** (first activation and
14 each additional activation, per order (nonrecurring); and
15 • **CCSAC Options Activation charge for Database translations:** (first activation
16 and each additional activation, per order (nonrecurring)

17 **K. Advanced Intelligent Network (AIN)**

18 **Q. PLEASE DESCRIBE ADVANCED INTELLIGENT NETWORK (AIN).**

19 A. Advanced Intelligent Network (AIN) is a call-related database platform that enables
20 telecommunication companies to provide customized incoming and out-going call
21 management services. AIN is deployed, using SS7 architecture, to provide the

1 framework to create and deploy new network services. AIN service is offered and
2 available as an enhancement to a CLEC's SS7-capable network structure and
3 operation of AIN Version 0.1-capable switches to offer new network-wide switching
4 services without the need to deploy new capabilities within each end office switch.

5 **Q. WHAT AIN SERVICES ARE AVAILABLE TO CLECS?**

6 A. The following AIN services are offered and available as an enhancement to a CLEC's
7 SS7 capable network structure and operation of AIN Version 0.1 capable switches.

8 **AIN Customized Services (ACS)** permits a CLEC to use Qwest's AIN service
9 application development process to develop new AIN services or features. Services
10 developed through the ACS process can either be implemented in Qwest's network or
11 provided to the CLEC for installation in its own network.

12 **AIN Platform Access (APA)** permits a CLEC to provide to its end-users any AIN
13 service that is deployed by that CLEC using the ACS process in a Qwest Service
14 Connection Point (SCP).

15 **AIN Query Processing (AQP)** TCAP queries are used to collect information from the
16 AIN database for use in call processing of the AIN based services above. The CLEC
17 launches a query from an AIN-capable switch over the SS7 network to the Qwest
18 Signal Transfer Point (STP). This query is directed to Qwest's SCP to collect data for
19 the response to the originating switch.

20 **Q. WHAT RECURRING CHARGES APPLY TO AIN SERVICES?**

1 A. There are two recurring charges that apply to AIN services.
2 AIN Platform Access this recurring charge is assessed on a monthly individual case
3 basis.

4 AIN Query Processing recurring charge is developed on an individual case base and is
5 assessed on a per query basis.

6 Reference to the AIN ICB recurring charges are included in Exhibit TKM-01.

7 **Q. WHAT NONRECURRING CHARGES APPLY TO AIN SERVICES?**

8 A. The nonrecurring rates for AIN Customized Services (ACS) and AIN Platform Access
9 (APA) will be determined on an ICB basis. Charges will be assessed in accordance
10 with the specific service requested by the CLEC. Reference to the AIN ICB
11 nonrecurring charges are included in Exhibit TKM-01.

12 **L. Line Information Data Base**

13 **Q. PLEASE DESCRIBE LIDB QUERY SERVICE.**

14 A. LIDB Query service provides information to query originators for use in processing
15 Alternately Billed Services (ABS) calls. ABS call types include calling card, billed to
16 third number, and collect calls. On behalf of CLEC, Qwest will process LIDB queries
17 from query originators (i.e., Telecommunications Carriers) requesting CLEC
18 telephone line number data. Qwest allows LIDB query access through Qwest regional
19 STPs.

1 **Q. DOES QWEST PROPOSE A NONRECURRING CHARGE FOR LIDB QUERY**
2 **SERVICE?**

3 A. Yes. The nonrecurring charge is listed in Exhibit TKM-01. The LIDB Query service
4 requires a CCSAC activation charge.

5 **M. 8XX Database Query Service**

6 **Q. PLEASE DESCRIBE 8XX DATABASE QUERY SERVICE.**

7 A. 8XX Database Query service is an originating service that provides the Carrier
8 Identification Code (CIC) and/or the vertical features associated with a specific 8XX
9 number. Call routing information in the SMS/800 database reflects the characteristics
10 of the 8XX number as entered in the database by the organization responsible for the
11 number.

12 **Q. WHAT NONRECURRING CHARGES APPLY TO 8XX DATABASE QUERY**
13 **SERVICE?**

14 A. The nonrecurring CCSAC Options Activation Database Charge for CCSAC/SS7 will
15 apply. Exhibit TKM-01 lists the nonrecurring charge.

16 **N. Calling Name (ICNAM)**

17 **Q. PLEASE DESCRIBE CALLING NAME (ICNAM) SERVICE.**

18 A. Calling Name (ICNAM) Service is a Qwest service that allows a CLEC to query
19 Qwest's ICNAM database in order to secure the listed name information associated

1 with the requested telephone number in order to deliver that information to the
2 CLEC's end users. ICNAM contains current listed name data by working telephone
3 number served, or administered, by Qwest. Included are listed name data provided by
4 other telecommunications carriers participating in the calling name delivery service
5 arrangement.

6 **Q. WHAT RECURRING CHARGES APPLY TO ICNAM SERVICE?**

7 A. The recurring charges for ICNAM are billed on a per-query basis. The recurring query
8 charges are listed in Exhibit TKM-01.

9 **Q. WHAT NONRECURRING CHARGES APPLY TO ICNAM SERVICE?**

10 A. If the initial load of ICNAM records is provided with the initial load of LIDB records,
11 a single LIDB/ICNAM charge as described in Exhibit TKM-01 applies. If initial
12 ICNAM records are not provided by CLEC for loading together with the initial LIDB
13 record load, a LIDB/ICNAM charge applies to the ICNAM load.

14 **Q. WHAT NONRECURRING CHARGES APPLY TO ICNAM QUERY**
15 **SERVICE?**

16 A. The nonrecurring CCSAC Options Database Activation Charge for CCSAC/SS7 will
17 apply. The nonrecurring charges are listed in Exhibit TKM-01.

18 **O. UNE Combinations**

19 **Q. WILL QWEST PROVIDE ACCESS TO UNE COMBINATIONS?**

1 A. Yes.

2 **Q. PLEASE DEFINE UNBUNDLED NETWORK ELEMENT (UNE)**
3 **COMBINATIONS.**

4 A. A “UNE Combination” is a combination of unbundled network elements provided to
5 CLECs in a combined state. UNE combinations include UNE-Platform (UNE-P) and
6 Enhanced Extended Loops (EEL). Mr. William Easton will discuss Private Line
7 Combinations and EEL.

8 **Q. WHAT RECURRING CHARGES DOES QWEST PROPOSE FOR UNE-P**
9 **COMBINATIONS?**

10 A. Recurring monthly charges for each of the unbundled network elements that combine
11 to form the UNE-P shall apply when a UNE-P Combination is ordered. These are
12 listed in Exhibit TKM-01.

13 **Q. WHAT NONRECURRING CHARGES DOES QWEST PROPOSE FOR UNE-P**
14 **COMBINATIONS?**

15 A. Nonrecurring charges are based upon the type of UNE-P combination ordered and on
16 whether provisioning requires conversion, or new connection, to occur. In many
17 cases, the nonrecurring charges are also broken out by whether additional
18 combinations are ordered at one time. The nonrecurring charges are listed in Exhibit
19 TKM-01.

1 **Q. WHAT UNE COMBINATIONS ARE AVAILABLE FROM QWEST?**

2 A. UNE Combinations are available in the following standard products:

3 UNE-P in the following forms: 1) 1FR/1FB Plain Old telephone Service (POTS); 2)
4 ISDN either Basic or Primary rate; 3) Digital Switched Service (DSS); 4) PBX
5 Trunks; 5) Centrex; 6) PAL (available 9-1-01) and 7) other combinations, such as;
6 Loop MUX Combination (LMC) Mux. Mr. William Easton will address Private Line
7 and EEL.

8 If a CLEC desires access to a UNE Combination that Qwest does not currently
9 combine, CLEC may request access through the BFR process that is also discussed by
10 Mr. William Easton.

11 **P. Unbundled Packet Switching**

12 **Q. PLEASE DESCRIBE UNBUNDLED PACKET SWITCHING ("UPS").**

13 A. Unbundled Packet Switching provides the functionality of delivering packet data units
14 via a virtual channel between a CLEC demarcation point and the Remote Terminal
15 Digital Subscriber Line Access Multiplexer (DSLAM). Unbundled Packet Switching
16 includes transport facilities between the DSLAM and the Qwest central office,
17 DSLAM functionality and the ATM electronics necessary to generate a virtual
18 channel.¹

¹ In the UNE Remand Order, the FCC defined the functionality of the packet switching unbundled network element. *In the Matter of Implementation of the Local Competition Provision of the Telecommunications Act of 1996; Third Report and Order and Fourth Further Notice of Proposed Rulemaking*, CC 96-98, FCC 99-238 ¶302 (rel. Nov. 5, 1999) (UNE Remand Order). The FCC stated:

1 **Q. PLEASE EXPLAIN WHAT A VIRTUAL CHANNEL AND DSLAM**
2 **FUNCTIONALITY ARE.**

3 A. A virtual channel is a non-permanent channel that is set up to route data from one
4 location to another (rather than a dedicated permanent channel that can be used by
5 only one entity). In the case of packet switching, the channel is set up in advance of
6 the routing of the packets and is in place throughout the transmission of the packets.
7 This creates the virtual path over which all packets for this particular transmission will
8 go. Once the packets are transmitted, the path is released.² DSLAM functionality
9 provides the capability and programming that allows for both up-stream and down-
10 stream data feeds and is responsible for routing the virtual channel to the appropriate
11 place.

12 **Q. DOES UNBUNDLED PACKET SWITCHING PROVIDE A CLEC WITH**
13 **ACCESS TO THE DISTRIBUTION PORTION OF THE LOOP?**

14 A. No. UPS only covers the feeder portion of the loop - from the CLEC demarcation
15 point in the central office out through, and including, the Feeder Distribution Interface
16 (FDI).

...In packet-switched networks, messages between network users are divided into units, commonly referred to as packets, frames, or cells. These individual units are then routed between network users. The switches that provide this routing function are "packet switches," and the function of routing individual units based on address or other routing information contained in the units is "packet switching."

² In footnote 592 of the *UNE Remand Order*, the FCC noted that:

With packet switching, the packet switches place data units on inter-switch trunks only when there are active communications between network users. When users are not sending each other messages or packets, no bandwidth is used on the trunks between the packet switches.

1 **Q. WHAT OPTIONS DOES A CLEC HAVE FOR PURCHASING ACCESS TO**
2 **THE DISTRIBUTION PORTION OF THE LOOP?**

3 A. A CLEC may choose from the following three distribution loop options when
4 requesting unbundled packet switching:

- 5 • A CLEC can purchase the distribution subloop and is able to provide both voice and
6 data services to the end-user customer.
- 7 • Another CLEC (CLEC2) can purchase the entire UNE loop via UNE-P, and the
8 CLEC purchasing UPS (CLEC1) can purchase distribution from CLEC2.
- 9 • For loops over which Qwest provides voice service, a CLEC can line-share, but only
10 over the distribution subloop.

11 **Q. DOES QWEST HAVE AN OBLIGATION TO OFFER UNBUNDLED PACKET**
12 **SWITCHING?**

13 A. Yes, but only in a limited circumstance.

14 **Q. PLEASE DESCRIBE THE CIRCUMSTANCE IN WHICH QWEST HAS AN**
15 **OBLIGATION TO OFFER UNBUNDLED PACKET SWITCHING.**

16 A. Qwest is obligated to offer unbundled packet switching when the following four
17 conditions exist:

- 18 • Qwest has deployed digital loop carrier systems ("DLC");
- 19 • There are no spare copper loops available capable of supporting xDSL services;
- 20 • Qwest has placed a DSLAM for its own use in a remote Qwest premises but has not
21 permitted the CLEC to collocate its own DSLAM at the same remote Qwest

1 premises; and

2 • Qwest has deployed packet switching capability for its own use.

3 **Q. WHAT AUTHORITY DOES QWEST RELY UPON FOR ITS ASSERTION**
4 **THAT ACCESS TO UNBUNDLED PACKET SWITCHING IS REQUIRED**
5 **ONLY IN A LIMITED CIRCUMSTANCE?**

6 A. In its UNE Remand Order, the FCC found "one limited exception to [its] decision to
7 decline to unbundle packet switching."³ The FCC then laid out its criteria: where the
8 ILEC has deployed digital loop carrier (DLC) systems, no spare copper facilities are
9 available, and the incumbent has placed its DSLAM in a remote terminal. The FCC
10 went on to find that the ILEC will not be required to offer access to unbundled packet
11 switching "if it permits a requesting carrier to collocate its DSLAM in the incumbent's
12 remote terminal, on the same terms and conditions that apply to its own DSLAM."⁴

13 **Q. PLEASE DESCRIBE THE RATE ELEMENTS AND ASSOCIATED CHARGES**
14 **THAT QWEST PROPOSES FOR PACKET SWITCHING.**

15 A. Qwest proposes a recurring rate for the following rate elements:

16 (1) Unbundled Packet Switch Customer Channel. This rate element provides the costs
17 of the remotely deployed DSLAM and the virtual channel from the DSLAM to the
18 CLEC demarcation point in the central office containing the Qwest ATM switch at
19 an uncommitted bit rate. The CLEC demarcation point is between the

3 *UNE Remand Order* ¶313.

4 *Id.*

1 Intermediate Connecting Distribution Frame (ICDF) and the Digital Cross Connect
2 (DSX).

3 (2) Remote DSLAM functionality at the remote terminal. In order to utilize this
4 element, the CLEC would need to provide its own feeder plant via its own
5 facilities or an unbundled sub-loop feeder element.

6 (3) Unbundled Packet Switch Interface Port at DS1 or DS3 level. This element
7 provides the port that the CLEC utilizes to connect to its own ATM switching
8 network to its customers who are served via the UPS customer channels.

9 Qwest proposes a non-recurring charge for the three distribution loop options I
10 described earlier in my testimony. The proposed recurring rates and non-recurring
11 charges may be found in Exhibit TKM-01, which is attached to Ms. Million's direct
12 testimony.

13 **Q. Loop Splitting**

14 **Q. PLEASE DESCRIBE LOOP SPLITTING.**

15 A. Loop Splitting provides CLEC/DLEC with the opportunity to offer advanced data
16 service simultaneously with an existing unbundled loop by using the frequency range
17 above the voice band on the copper loop. The advanced data service may be provided
18 by the customer of record or another data service provider chosen by the customer of
19 record.

20 **Q. WHAT ARE THE RECURRING RATES FOR LOOP SPLITTING?**

1 A. The recurring rates for Loop Splitting are:

- 2 • Interconnection Tie Pairs (ITPs).
- 3 • OSS, and
- 4 • CLEC-to-CLEC Connection

5 The OSS charges are addressed in the testimony of Ms. Albersheim and the
6 testimony of Mr. Easton describes ITP and CLEC-to-CLEC connections. The
7 recurring rates are listed in Exhibit TKM-01.

8 **Q. WHAT ARE THE NONRECURRING RATES FOR LOOP SPLITTING?**

9 A. The nonrecurring rates for Loop Splitting are:

- 10 • Basic Installation
- 11 • Reclassification
- 12 • Splitter Shelf
- 13 • Splitter Tie Cable Options
 - 14 1. Common Area
 - 15 2. Intermediate Distribution Frame (IDF)
 - 16 3. Main Distribution Frame (MDF)
- 17 • Engineering
- 18 • CLEC-to-CLEC Connection

1 The nonrecurring charges are listed in Exhibit TKM-01.

2 **Q. ARE THE RATES FOR LINE SHARING APPLICABLE TO THE RATES FOR**
3 **LOOP SPLITTING?**

4 A. Yes. Identical OSS and network functions are performed for both Line Sharing and
5 Loop Splitting. The only difference between Line Sharing and Loop Splitting is the
6 owner of the loop.

7 **VI. NUMBER PORTABILITY**

8 **Q. PLEASE DESCRIBE QWEST'S LOCAL NUMBER PORTABILITY SERVICE.**

9 A. Qwest's Local Number Portability Service allows an end user to retain the same
10 telephone number, at the same location, without impairment of quality, reliability, or
11 convenience when switching from Qwest to a CLEC.

12 **Q. WHAT CHARGES APPLY FOR LOCAL NUMBER PORTABILITY?**

13 A. The charge for Local Number Portability is the charge Qwest has filed with the FCC in
14 its Tariff FCC No. 1, Section 20.3.1 and 20.3.3.

15 **Q. PLEASE DESCRIBE A LOCAL NUMBER PORTABILITY (LNP) MANAGED**
16 **CUT.**

17 A. A Managed Cut permits a CLEC to designate a specific date and time for a local
18 number portability cut to take place. Managed Cuts are offered on a 24 hour, 7 day

1 basis. The date and time for a managed cut requires up-front planning and may need
2 to be coordinated between Qwest and the CLEC.

3 **Q. WHAT NONRECURRING CHARGES DOES QWEST PROPOSE FOR**
4 **MANAGED CUTS?**

5 A. The nonrecurring charges for Managed Cuts is based upon whether the request is
6 within Qwest's normal business hours or out of hours are listed in Exhibit TKM-01.

7 **VII. WHITE PAGES DIRECTORY LISTINGS**

8 **Q. PLEASE DESCRIBE QWEST'S WHITE PAGES DIRECTORY LISTINGS**
9 **SERVICE.**

10 A. Qwest's places the names, addresses, and telephone numbers of CLEC end users in
11 Qwest's listing database, based on end user information provided to Qwest by the
12 CLEC. Such listings are provided to Qwest's directory publishers, as directed by the
13 CLEC, for purposes of including the listings in white pages directories. Qwest
14 provides primary, premium, and private listings to CLECs as defined in its South
15 Dakota Exchange and Network Services Catalog.

16 **Q. WHAT CHARGES APPLY FOR QWEST'S WHITE PAGES DIRECTORY**
17 **LISTINGS?**

18 A. Qwest will provide primary listings at no charge to the CLEC. However, if the
19 CLEC's end user requests a premium or private listing, e.g., additional, foreign, cross

1 reference, non-list or nonpublished, the CLEC is assessed the rate contained in the
2 South Dakota Exchange and Network Service Catalog less the wholesale discount.

3 **VIII. DIRECTORY ASSISTANCE**

4 **Q. PLEASE DESCRIBE QWEST'S DIRECTORY ASSISTANCE SERVICE.**

5 A. Qwest's Directory Assistance service is a telephone number, voice information service
6 that Qwest provides to its own end users and to other telecommunications carriers.
7 Qwest provides CLECs non-discriminatory access to Qwest's directory assistance
8 centers, services, and directory assistance databases.

9 **Q. WHAT CHARGES APPLY FOR QWEST'S DIRECTORY ASSISTANCE**
10 **SERVICE?**

11 A. There are five distinct charges for Directory Assistance Service. The first is the local
12 directory assistance charge. This is a per call to the directory assistance center charge.
13 The second is the national directory assistance charge. This also is a per call charge.
14 The third is the Call Branding, Set-up and Recording charge to announce the CLEC's
15 name to the CLEC's end user at the start and completion of the call. This is a
16 nonrecurring charge to load the CLEC's branding message in each switch. The fourth
17 is the Loading Brand charge. This is the per switch nonrecurring charge to load the
18 CLEC branding messages in each switch. The fifth is the Call Completion Link
19 charge. This is a per call charge to allow, where available, the CLEC end user to be

1 returned to the CLEC for completion on the CLEC's network. The charges applicable
2 to these services are listed in Exhibit TKM-01.

3 **Q. PLEASE BRIEFLY DESCRIBE BOTH LOCAL AND NATIONAL**
4 **DIRECTORY ASSISTANCE.**

5 A. Local Directory Assistance Service allows CLEC's end users to receive published and
6 nonlisted telephone numbers within the caller's NPA/LATA geographic areas,
7 whichever is greater.

8 National Directory Assistance Service allows CLEC's end users to receive listings
9 from Qwest's Local Directory Assistance database and from the database of the
10 National Directory Assistance services vendor selected by Qwest. National Directory
11 Assistance Service includes Local Directory Assistance Service.

12 **Q. HOW ARE THE PRICES FOR DIRECTORY ASSISTANCE ESTABLISHED?**

13 A. The prices for these products are market-based.

14 **Q. WHY IS MARKET-BASED PRICING APPROPRIATE FOR DIRECTORY**
15 **ASSISTANCE SERVICES FOR FACILITIES-BASED CLECS?**

16 A. Directory assistance service is a competitive service that CLECs can purchase from
17 numerous sources. There are large directory assistance service providers, other than
18 Qwest, such as InfoNXX and MetroOne.

1 **Q. DO INTEREXCHANGE PROVIDERS PROVIDE DIRECTORY**
2 **ASSISTANCE?**

3 A. Yes. Many Interexchange carriers provide their own directory assistance service as
4 well. They purchase directory listings from local exchange carriers and/or listing
5 services, such as LSSI, to provide directory services. With this capability,
6 interexchange carriers have mass-market advertising to promote use of its directory
7 assistance service. Many of these interexchange carriers also provide this service to
8 their CLEC subsidiary such as AT&T and MCI/WorldCom.

9 **IX. DIRECTORY ASSISTANCE LIST INFORMATION**

10 **Q. PLEASE DESCRIBE QWEST'S DIRECTORY ASSISTANCE LIST**
11 **INFORMATION.**

12 A. Qwest's Directory Assistance List Information consists of name, address, and
13 telephone number information for all end users of Qwest and other LECs that are
14 contained in Qwest's directory assistance database and, where available, related
15 elements required in the provision of Directory Assistance service to CLEC end users.
16 In the case of end users with nonpublished listings, Qwest shall provide the end user's
17 local numbering area ("NPA"), address, and an indicator to identify the nonpublished
18 status of the listing to the CLEC; however, Qwest does not provide the nonpublished
19 telephone number.

1 **Q. WHAT CHARGES APPLY FOR QWEST'S DIRECTORY ASSISTANCE LIST**
2 **INFORMATION?**

3 A. There are five distinct charges for Directory Assistance List Service.

4 (1) Initial Database Load. This is a per listing charge for the initial loading of the
5 directory listing data at the time the request is received.

6 (2) Reload of Database charge. This is a per listing charge to update the directory
7 listing database.

8 (3) Daily Update charge. This is a per listing charge to update the directory listing
9 database on a daily basis.

10 (4) One-Time Set-up Fee. This is a per hour charge for special database loads
11 requested by the CLEC.

12 (5) Media Charges for File Delivery. These consist of either a per listing or per tape
13 charge to provide the Directory Assistance List Information electronically or via a
14 tape. The tape output has additional shipping charges for tape delivery.

15 The charges applicable to these services are listed in Exhibit TKM-01.

16 **X. TOLL AND OPERATOR ASSISTANCE SERVICES**

17 **Q. PLEASE DESCRIBE QWEST'S TOLL AND OPERATOR ASSISTANCE**
18 **SERVICES.**

19 A. Qwest's Toll and Operator Assistance Services is a family of five offerings that assist
20 end users in completing EAS/local and intraLATA long distance calls.

1 (1) Local Assistance provides CLEC end users the necessary help or information on
2 placing or completing EAS/local calls, connects CLEC end users to home NPA
3 directory assistance, and provides other information and guidance, including referral to
4 the business office and repair.

5 (2) IntraLATA Toll Assistance assists end users with completion of intraLATA calls
6 and directs an end user to contact its provider to complete intaLATA toll calls.

7 (3) Emergency Assistance provides CLEC end users the necessary help to complete
8 EAS/local and IntraLATA toll calls to emergency agencies, including but not limited
9 to, police, sheriff, highway patrol and fire departments.

10 (4) Busy Line Verification (BLV) allows a calling party, with the assistance from the
11 operator bureau, to determine if the called line is in use.

12 (5) Busy Line Interrupt (BLI) allows the operator to interrupt a telephone call in
13 progress to inform the called party that there is a call waiting. The operator will not
14 connect the calling and called parties.

15 In addition, there are four surcharge rate elements also applicable. A surcharge applies
16 to (1) a Operator Handled Calling Card – per Message; (2) a Machine Handled Calling
17 Card – per Message; (3) a Station Call; (4) and a Person to Person Call.

18 **Q. WHAT CHARGES APPLY FOR QWEST'S TOLL AND OPERATOR**
19 **ASSISTANCE SERVICES?**

20 A. Qwest Toll and Operator assistance Services are offered under two pricing options.

1 Option A offers a per message rate structure.

2 Option A rate elements assess a per message charge for Operator Handled Calling
3 Card, Machine Handled Calling Card, Station Call (e.g., 0- calls, third number billing,
4 and collect calls), Person Call, Connect to Directory Assistance, Busy Line
5 Verification, Busy Line Interrupt, and Operator Assistance.

6 Option B offers a work second and a per call structure.

7 Option B rate elements assess a per work second charge for Operator Handled calls,
8 and a per call charge for Machine Handled calls.

9 In addition there are nonrecurring charges for Call Branding, Set-up and Recording,
10 and Loading Brand-per switch.

11 The charges are listed in Exhibit TKM-01.

12 **Q. HOW ARE THE PRICES FOR OPERATOR SERVICES ESTABLISHED?**

13 A. The Operator Services prices are market-based priced.

14 **Q. WHY IS MARKET-BASED PRICING APPROPRIATE FOR OPERATOR**
15 **SERVICES PROVIDED TO FACILITIES BASED CLECS?**

16 A. Operator service is a competitive service. Just as other telecommunication providers
17 have entered into the directory assistance market, some have also entered into operator
18 services (i.e. ASC Telcom, Inc., Network Operator Services, Inc., and T-NETIX
19 Telecommunications Services, Inc.).

1 **Q. DO INTEREXCHANGE PROVIDERS PROVIDE OPERATOR SERVICES TO**
2 **OTHERS?**

3 A. Yes. Virtually all interexchange carriers provide their own operator service, either
4 directly or by contracting for the service, through a competitive operator service
5 company to provide operator services to other carriers.

6 **XI. DAILY USAGE RECORD FILE**

7 **Q. PLEASE DESCRIBE THE DAILY USAGE RECORD FILE.**

8 A. The daily usage record file provides the accumulated set of call information for a
9 given day as captured or recorded by the network switches. The file will be
10 transmitted Monday through Friday, excluding Qwest holidays. This information is a
11 file of un-rated Qwest-originated usage messages and rated CLEC-originated usage
12 messages. It is provided in Alliance for Telecommunication Industry Solution (ATIS)
13 standard (Electronic Message Interface) EMI format. The daily usage record file
14 contains multi-state data for the data processing center generating this information.
15 Individual state identification information is contained with the message detail. This
16 file will be provided to CLECs that order either resold services or unbundled switch
17 ports from Qwest.

18 **Q. WHAT RECURRING CHARGES APPLY TO THE DAILY USAGE RECORD**
19 **FILE?**

1 A. A recurring charge for the daily usage file is assessed on a per-record basis and is
2 reflected in Exhibit TKM-01.

3 **Q. DOES THIS CONCLUDE YOUR TESTIMONY?**

4 A. Yes.

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that on this 14th day of October, 2002, the foregoing **Direct Testimony of Kathy Malone** was filed and served upon the following parties as follows:

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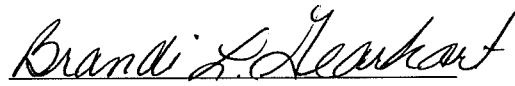
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