

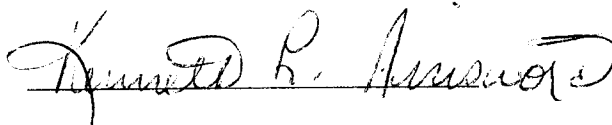
AFFIDAVIT

STATE OF GEORGIA

COUNTY OF FULTON

BEFORE ME, the undersigned authority, duly commissioned and qualified in and for the State and County aforesaid, personally came and appeared Kenneth L. Ainsworth, who, being by me first duly sworn deposed and said that:

He is appearing as a witness before the Kentucky Public Service Commission in Case No. 2003-00379, Review of Federal Communications Commission's Triennial Review Order Regarding Unbundling Requirements for Individual Network Elements, and if present before the Commission and duly sworn, his testimony would be set forth in the annexed testimony consisting of 40 pages and 4 exhibits.



Kenneth L. Ainsworth

SWORN TO AND SUBSCRIBED BEFORE ME

THIS ~~30th~~^{9th} DAY OF FEBRUARY, 2004



Notary Public

MICHEALE F. BIXLER
Notary Public, Douglas County, Georgia
My Commission Expires November 3, 2005

1 BELL SOUTH TELECOMMUNICATIONS, INC.

2 DIRECT TESTIMONY OF KENNETH L. AINSWORTH

3 BEFORE THE KENTUCKY PUBLIC SERVICE COMMISSION

4 DOCKET NO. 2003-00379

5 FEBRUARY 11, 2004

6
7 Q. PLEASE STATE YOUR NAME, YOUR BUSINESS ADDRESS, AND YOUR
8 POSITION WITH BELL SOUTH TELECOMMUNICATIONS, INC.
9 (“BELL SOUTH”).

10
11 A. My name is Ken L. Ainsworth. My business address is 675 West Peachtree
12 Street, Atlanta, Georgia 30375. My title is Director – Interconnection Operations
13 for BellSouth.

14
15 Q. PLEASE SUMMARIZE YOUR BACKGROUND AND EXPERIENCE WITH
16 BELL SOUTH.

17
18 A. I have over thirty-five years experience in the telecommunications industry. My
19 experience covers a wide range of network centers as well as outside plant
20 construction. Specifically, I have managed and/or supported the following
21 network centers: Switching Control Center, Special Service Center, Central
22 Office Operations, Access Customer Advocate Center, Facility Management
23 Administrative Center, Circuit Order Control Center, Network Operations Center,
24 Major Account Center, 911 Center and the Customer Wholesale Interconnection
25 Network Services Center. In addition, I deployed the Work Force Administration

1 ("WFA") system, which is used by these centers to track the status of certain
2 activities performed by BellSouth's Network personnel. I am currently a Director
3 for Interconnection Services directly supporting the Local Carrier Service Center
4 ("LCSC") and Customer Wholesale Interconnection Services ("CWINS") Centers
5 regarding pre-ordering, ordering, provisioning and maintenance activities for the
6 wholesale market. I have participated in and provided technical assistance to
7 numerous Competitive Local Exchange Carrier ("CLEC") workshops on issues
8 dealing with pre-ordering, ordering, provisioning, and maintenance of resold
9 services and unbundled network elements.

10
11 Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?

12
13 A. My testimony will demonstrate two main points: (1) BellSouth has in place a
14 proven, seamless, high quality individual hot cut process to handle Unbundled
15 Network Element Loop ("UNE-L") volumes likely to result if BellSouth obtains full
16 relief from unbundled circuit switching; and (2) BellSouth has in place a batch hot
17 cut process that provides additional ordering efficiencies and the same proven,
18 seamless, quality migrations as individual hot cuts to convert the embedded base
19 of Unbundled Network Element Platform ("UNE-P") arrangements to UNE-L
20 arrangements if BellSouth obtains full relief from unbundled circuit switching.

21
22 Q. BASED ON THE VOLUME OF TESTIMONY FILED ON THE HOT CUT ISSUE,
23 SHOULD THE KENTUCKY PUBLIC SERVICE COMMISSION ("COMMISSION")
24 INFER THAT A "HOT CUT" IS A DIFFICULT OR CUMBERSOME PROCESS?

1 A. Absolutely not. A hot cut, simply defined, is moving a jumper from one location
2 to another. The hot cut itself involves basic network functions and skills that are
3 used repeatedly in BellSouth's network every day. The extensive number of
4 customers being served in Kentucky by a combination of a BellSouth loop and a
5 CLEC switch demonstrates that BellSouth has a hot cut process that works.

6

7 Q. HAS THE COMMISSION REVIEWED BELLSOUTH'S HOT CUT PROCESS
8 BEFORE?

9

10 A. Yes. This portion of the case should be familiar to the Commission. The
11 Commission expended a great deal of time and energy reviewing the ordering
12 and provisioning of hot cuts in BellSouth's 271 case. In that case, the
13 Commission found that BellSouth provides CLECs nondiscriminatory access to
14 UNE loops, provided via a hot cut process.

15

16 Q. WHAT DOES THE TRO OBLIGATE THIS COMMISSION TO DO WITH
17 RESPECT TO HOT CUTS?

18

19 A. The TRO obligates this Commission to establish an incumbent LEC batch hot cut
20 process in this nine-month proceeding. Thus, to comply with the FCC's directive,
21 the Commission must adopt and implement a process by the conclusion of this
22 case.

23

24

25

1 **I. BELLSOUTH'S HOT CUT PROCESSES**

2

3 **A. General Overview of BellSouth's Different Hot Cut Processes**

4

5 Q. GENERALLY, WHAT TYPES OF HOT CUT PROCESSES AND WHAT TYPES
6 OF COORDINATION LEVELS DOES BELLSOUTH OFFER CLECS?

7

8 A. BellSouth provides three (3) different hot cut processes and three (3) different
9 levels of coordination. Despite this variety of service offerings, however, the
10 actual hot cut remains a simple, straightforward task – and a task BellSouth can
11 perform at high volumes with a high degree of accuracy and speed.

12

13 Q. WHAT ARE THE THREE (3) DIFFERENT TYPES OF HOT CUT PROCESSES
14 BELLSOUTH OFFERS?

15

16 A. BellSouth offers CLECs the following types of hot cuts: (1) individual hot cuts; (2)
17 project hot cuts; and (3) batch hot cuts.

18

19 Q. PLEASE BRIEFLY DESCRIBE THE INDIVIDUAL, PROJECT, AND BATCH HOT
20 CUT PROCESSES.

21

22 A. An individual hot cut service request is for a particular end-user account and is
23 available for both residence and business service lines. Service requests for
24 individual accounts may include single or multiple lines. Simply put, the
25 individual account service request will process a single order for a single end-

1 user.

2

3 The project hot cut is for cuts involving 15 or more lines to a single end-user. To
4 ensure an efficient cut, BellSouth involves a Customer Care Project Manager
5 (“CCPM”) to coordinate the different work functions. The criteria for project hot
6 cuts can be found at

7 http://www.interconnection.bellsouth.com/guides/html/other_guides.html

8

9 The batch hot cut service request (which is interchangeably referred to as the
10 “bulk” migration process) provides efficient processing for large volume
11 migrations of UNE-P service to UNE-L service and is particularly suited to the
12 migration of an embedded base of UNE-P circuits to UNE-L circuits. The batch
13 hot cut process applies to migrations of multiple accounts for the same service
14 type within a specific wire center. The batch process combines ordering
15 efficiencies and project management support with a proven hot cut provisioning
16 process. BellSouth’s batch hot cut process can be found at

17 <http://www.interconnection.bellsouth.com/guides/unedocs/BulkManpkg.pdf>

18

19 Q. PLEASE DESCRIBE THE DIFFERENT LEVELS OF COORDINATION
20 BELLSOUTH OFFERS AND THE PROCESSES TO WHICH THEY APPLY.

21

22 A. BellSouth offers CLECs three (3) hot cut coordination levels: (1) coordinated /
23 time specific, (2) coordinated, and (3) non-coordinated.

24

25 COORDINATED / TIME SPECIFIC hot cuts require BellSouth to convert the

1 CLEC account on a specific date and at a specific time designated by the CLEC.

2
3 When the CLEC elects this option, BellSouth contacts the requesting CLEC 24 to
4 48 hours prior to the due date to verify that BellSouth's service order information
5 agrees with the CLEC's request. At that time, BellSouth also confirms no
6 jeopardy situation exists (for either the CLEC or for BellSouth), validates the
7 specific conversion time requested, and provides to the CLEC the status of any
8 dial tone test (that is, BellSouth's test of dial tone provided by the CLEC's
9 switch).

10
11 On the due date, the CWINS Center contacts the CLEC prior to the established
12 conversion time for a final validation that the migration is still a "go". The
13 BellSouth CWINS technician communicates with the BellSouth's Network groups
14 at the specified conversion time and makes the execution request to perform the
15 hot cut. The CWINS technician stays on the call, awaiting Network completion
16 notification. When the technician in BellSouth's Network group completes the hot
17 cut, that technician notifies the CWINS technician who documents the hot cut
18 completion. At this point, the hot cut is complete in BellSouth's network.

19
20 Once the hot cut is complete, the CWINS technician attempts to notify the CLEC
21 for acceptance of the order. "Acceptance" means that the CLEC agrees that the
22 order has been fulfilled successfully and that it is appropriate for BellSouth to
23 close the order as complete. Once BellSouth confirms CLEC acceptance, or
24 default acceptance occurs (e.g., BellSouth never hears back from the CLEC), the
25 pending service orders are completed in BellSouth's systems by the CWINS

1 technician.

2
3 Coordinated/Time Specific is available for individual and project hot cuts.

4
5 COORDINATED hot cuts require BellSouth to convert the CLEC's customer
6 account on a date specified by the CLEC and a best effort time frame negotiated
7 by the parties. For coordinated hot cuts, BellSouth contacts the requesting
8 CLEC 24 to 48 hours prior to the due date to verify that BellSouth's service order
9 information agrees with the CLEC's request. At that time, BellSouth also
10 confirms no jeopardy situation exists (either for the CLEC or for BellSouth) and
11 provides to the CLEC the status of any dial tone test performed (that is,
12 BellSouth's test of dial tone from the CLEC's switch). Finally, during this call,
13 which occurs during the 24 to 48 hours prior to the due date, the parties verify the
14 targeted time frame on the due date that the hot cut will be performed.

15
16 On the due date, CWINS will contact the CLEC prior to the conversion time for a
17 final validation that the migration is still a "go". The BellSouth CWINS technician
18 communicates with BellSouth's Network group prior to the conversion being
19 started. Once all BellSouth personnel are in communication, the CWINS
20 technician will make the execution request to perform the hot cut and stay on the
21 call, awaiting Network completion notification. When the Network technician
22 completes the hot cut, that technician notifies the CWINS technician who
23 documents the completion. At this point, the hot cut is complete within
24 BellSouth's network. The CWINS technician then attempts to notify the CLEC for
25 acceptance. As discussed earlier, acceptance in this sense means that the

1 CLEC agrees that the order has been fulfilled successfully and that is appropriate
2 that BellSouth close the order as complete. Once CLEC acceptance is
3 confirmed or default acceptance occurs, the pending service orders are
4 completed by the CWINS technician.

5
6 Coordinated service is available on individual, project, and batch hot cuts.

7
8 NON-COORDINATED hot cut requests are converted by BellSouth's Network
9 personnel during normal business hours (8 a.m. – 5 p.m.) at various times on the
10 due date based on the Network technicians' work load activity and schedule.
11 Once BellSouth network personnel complete the non-coordinated hot cut, the
12 technician completes the work order that, in turn, generates a notification (either
13 by facsimile or by e-mail) to the CLEC that the conversion is complete. In
14 addition to the facsimile or e-mail option, BellSouth is currently developing a web-
15 based notification tool for batch hot cuts as another alternative for CLEC
16 notification. This application is currently targeted to be made available to the
17 CLECs in June 2004.

18
19 Non-coordinated service is available on individual, project, and batch hot cuts.

20
21 Q. PLEASE EXPLAIN THE BENEFITS OF EACH COORDINATION LEVEL.

22
23 A. COORDINATED/TIME SPECIFIC hot cuts allow CLECs to schedule conversions
24 at a CLEC-requested time on the due date. This gives the CLEC an opportunity
25 to schedule a specific conversion time with certain end-user customers based on

1 the business needs of the CLEC or the end-user. The coordinated / time specific
2 hot cut is the most detailed of the three (3) types of conversions and, as the FCC
3 held, is not something BellSouth is required to “provide at no charge.”

4 *Georgia/Louisiana Order*, ¶ 222.

5
6 COORDINATED hot cuts assure the highest level of monitoring and interaction
7 by BellSouth with the CLEC during the provisioning process culminating in direct
8 completion notification at the completion of the conversion activity. The
9 coordinated hot cut allows CLECs the added value of the coordination functions
10 and direct notification and acceptance activities at the conclusion of the
11 conversion. When CLECs desire coordination assurances, direct notification and
12 acceptance opportunities, the coordinated conversion would be a good choice.

13
14 NON-COORDINATED hot cuts, as suggested by the name, provide basic hot cut
15 conversion processing without coordination functionality. This is not meant to
16 suggest that BellSouth’s provisioning activities are not internally coordinated for
17 this type hot cut, because they are. However, BellSouth does not coordinate its
18 conversion activities with the CLEC at the time of the hot cut. This type of hot cut
19 allows a CLEC to convert its end-user from BellSouth’s switch to the CLEC’s
20 switch over an unbundled loop (that is, the UNE-L) at the lowest possible cost to
21 the CLEC. Network non-coordinated provisioning functions are still performed by
22 BellSouth’s Network personnel to assure a quality conversion. Completion
23 notification is triggered by service order activity completion by Network
24 personnel, which propagates either a facsimile or e-mail conversion, and starting
25 in June 2004, as stated above for batch hot cuts, a web-based completion

1 notification (as specified by the CLEC) to the CLEC.

2
3 **B. BellSouth's Individual Hot Cut Process**

4
5 Q. HAS THE COMMISSION REVIEWED BELLSOUTH'S INDIVIDUAL HOT CUT
6 PROCESS BEFORE?

7
8 A. Absolutely. As I mentioned briefly at the outset, this Commission, as well as the
9 FCC, reviewed BellSouth's hot cut process during BellSouth's 271 applications
10 and determined that BellSouth's hot cut process provided CLECs with
11 nondiscriminatory access to unbundled loops. The provisioning process I
12 discuss here is the same process reviewed during the 271 case.

13
14 Q. PLEASE EXPLAIN BELLSOUTH'S INDIVIDUAL HOT CUT PROCESS.

15
16 A. BellSouth has a seamless individual hot cut process that ensures minimal end-
17 user service outage. A flow-chart of the individual hot cut process is attached to
18 my testimony as Exhibit KLA-1. BellSouth's process provides for the following:

- 19
20 1. Pre-wiring and pre-testing of all wiring prior to the due date
21 2. Verification of dial tone from the CLEC's switch
22 3. Verification of correct telephone number from the BellSouth and CLEC
23 switch using a capability referred to as Automatic Number Announcement
24 ("ANAC")
25 4. Monitoring of the line prior to actual wire transfer to ensure end-user

1 service is not interrupted

2 5. Notification to the CLEC that the transfer has completed

3
4 In addition to the activities listed above, coordinated hot cuts (including
5 coordinated/time specific hot cuts) also include:

- 6
7 1. Notification to the CLEC of CLEC wiring errors, dial tone, or ANI problems
8 2. Verification of end-user information with the CLEC prior to the conversion
9 3. Verification with the CLEC of cut date and or time 24 – 48 hours prior to
10 the conversion date
11 4. Joint acceptance testing, if requested by the CLEC.

12
13 Q. DOES BELLSOUTH CHECK FOR DIAL TONE PRIOR TO A HOT CUT?

14
15 A. Yes. BellSouth's processes require that a dial tone check be performed prior to a
16 hot cut. Hot cuts involving designed loops are tested for CLEC dial tone 24-48
17 hours before due date. If no dial tone is found, the CWINS Center technician
18 notifies the CLEC of the problem in order for the CLEC to have time to correct
19 the problem prior to the due date and not jeopardize the hot cut. Coordinated hot
20 cuts involving non-designed loops are tested for CLEC dial tone by the central
21 office ("CO") technician when they perform the pre-wiring for the hot cut. If no
22 dial tone is found, the CO technician places the order in jeopardy and the CWINS
23 technician notifies the CLEC of the problem in order for the CLEC to have time to
24 correct the problem prior to the due date and not jeopardize the hot cut.

1 For non-coordinated hot cuts, BellSouth checks for dial tone before the due date
2 but does not require CLEC notification of a no dial tone problem. BellSouth's CO
3 personnel check for CLEC dial tone when they perform pre-due date wiring
4 functions. The CO technician places the order in jeopardy if no CLEC dial tone is
5 present. The BellSouth CO technician checks again for CLEC dial tone on due
6 date and if dial tone is present, the CO technician performs the hot cut. If on the
7 due date, there is no CLEC dial tone, the hot cut does not go forward and the
8 BellSouth technician codes the order as a Missed Appointment ("MA") due to
9 CLEC problems. The CLEC is then notified, (either electronically, if the CLEC
10 placed its Local Service Request ("LSR") electronically, or by fax if the CLEC
11 placed its LSR manually), that the order is in MA status and that the CLEC must
12 either supplement its order for a new due date or cancel its order. Even in non-
13 coordinated cuts, the customer is not taken out of service if there is no dial tone
14 on the receiving end of the cut.

15
16 Regardless of which type of hot cut is ordered by the CLEC, BellSouth also
17 performs a check for CLEC dial tone immediately prior to the hot cut to ensure
18 that dial tone is present.

19
20 Q. DOES THE HOT CUT PROCESS CAUSE SERVICE DISRUPTIONS? IF SO,
21 DOES THAT MEAN THAT BELLSOUTH'S PROCESS IS NOT SEAMLESS?

22
23 A. The very nature of a hot cut is that there is a physical transfer of the loop facility
24 serving the end-user from the existing central office switch (that is, BellSouth's
25 switch) to the CLEC's switch. This physical transfer interrupts dial tone and the

1 end-user's ability to place or receive calls during this process only during the time
2 the loop is disconnected from BellSouth's switch but is not yet connected to the
3 CLEC's switch. Due to the pre-conversion work that BellSouth performs before
4 the actual transfer from switch to switch, the average conversion time to make
5 this physical transfer from November 2002 to October 2003 has only averaged
6 10:30 minutes in Kentucky according to BellSouth Service Quality Measurements
7 ("SQM") reports. This indicates the end-user would be without calling capability
8 for only 10:30 minutes. The CLEC performs required number porting activities
9 once the transfer from BellSouth's switch to the CLEC's switch is effectuated.
10 BellSouth witness Mr. Varner will discuss the specifics of performance data.

11
12 Q. PLEASE ADDRESS HOW THE PROCESS CHANGES WHEN COSMIC
13 FRAMES OR MULTIPLE FRAMES ARE INVOLVED IN THE CUT.

14
15 A. First, let me explain that the so-called "COSMIC" frame is a newer style modular
16 Main Distributing Frame ("MDF") whose assignment records are housed in a
17 system called SWITCH/FOMS ("Frame Order Management System"). Using a
18 "punch down tool" on this style frame, temporary connections referred to as
19 "jumpers" are made by punching the jumper wire onto special terminals that strip
20 the insulation and cut off any excess jumper wire in one stroke. This takes less
21 time than for older style frames that required soldered connections or so-called
22 "wire wrapped" connections. Wire wrapped connections required a special tool
23 that wound the jumper wire around a metal terminal once the technician had
24 removed the plastic insulation from the jumper wire. SWITCH/FOMS also
25 contains assignment algorithms meant to minimize the length of jumpers

1 connecting loops and switch ports thereby reducing work times required to place
2 jumpers. Thus, work times to complete required activities for an unbundled loop
3 order and the number of wiring connections that have to be made in the CO vary
4 depending on the frame type and/or the location of the demarcation point in a
5 particular CO between BellSouth's network and the CLEC's collocation
6 arrangement. The location of the demarcation influences work times because
7 the placement of the demarcation affects the total quantity of jumpers that
8 BellSouth's technicians must place to effectuate the transfer of an unbundled
9 loop. Non-designed loops can require from 1 to 3 jumpers to make the
10 connection from the CLEC demarcation point to the loops appearance on the
11 MDF while designed loops can require from 2 to 6 jumpers to make this
12 connection. Regardless of the arrangement, all of the jumpers are installed prior
13 to the actual hot cut occurring.

14
15 Q. HOW IS A CLEC NOTIFIED THAT BELLSOUTH HAS COMPLETED ITS
16 PORTION OF THE HOT CUT AND THAT THE CLEC SHOULD COMMENCE
17 ACTIVITIES TO PORT THE TELEPHONE NUMBER FROM BELLSOUTH'S
18 NETWORK TO THE CLEC'S NETWORK?

19
20 A. For coordinated hot cut conversions, the CLEC is directly notified by a telephone
21 call from CWINS Center personnel. This notification occurs after the conversion
22 is complete and has actually taken place. For the BellSouth region from October
23 2002 to September 2003, BellSouth averaged 1:43 minutes to notify the CLEC to
24 port the number after the conversions were completed. Exhibit KLA-2 sets forth
25 the notification times for the past year.

1 For non-coordinated conversions, BellSouth notifies the CLEC via facsimile or e-
2 mail (whichever the CLEC requests) at the completion of BellSouth's Network
3 technician's work activity. Remember, however, that non-coordinated hot cuts
4 only are an option for the CLEC for whom economics are of the utmost
5 importance. For CLECs who want virtually real-time notification, BellSouth
6 provides that option as well.

7
8 Q. WHEN DOES CLEC ACCEPTANCE OCCUR IN THE HOT CUT PROCESS?

9
10 A. Once BellSouth confirms CLEC acceptance, the BellSouth CWINS technician
11 completes the pending service orders in BellSouth's systems. The service order
12 also is completed in BellSouth's system if a default acceptance condition occurs.
13 Specifically, if the CLEC is notified before 3:00 p.m. that the hot cut is complete,
14 the CLEC has until 6:00 P.M. to accept. If the CLEC is notified of completion
15 after 3:00 P.M., the CLEC has until 12:00 P.M. of the next business day to accept
16 the hot-cut. If the hot-cut is not accepted within these timeframes, the orders are
17 closed by default acceptance.

18
19 Q. DOES THE HOT CUT PROCESS HAVE ANY NEGATIVE IMPACT ON E911,
20 NUMBER PORTABILITY ADMINISTRATION CENTER ("NPAC"),
21 PROVISIONING, REPAIR, BILLING, OR OTHER DATABASES?

22
23 A. No. Updates to the E911 database are triggered by disconnect orders closed in
24 Service Order Communication System ("SOCS"). These same disconnect
25 completions, along with the completion of all related orders, update all customer

1 service records in the downstream systems including the provisioning, repair and
2 billing information databases. BellSouth's process has no negative impact on the
3 NPAC database. Once the conversion orders are issued, BellSouth places a
4 concur message in the Local Number Portability ("LNP") gateway awaiting the
5 CLECs' subscription to create the port. Once the gateway receives the create
6 message from the CLEC, BellSouth will return the concur message that is
7 already pending in the gateway. This process allows the CLEC to activate the
8 port on the agreed upon date.

9
10 Q. IS BELLSOUTH'S INDIVIDUAL HOT CUT PROCESS EFFECTIVE?

11
12 A. Yes. This Commission and the FCC confirmed the effectiveness of BellSouth's
13 hot cut process during BellSouth's Section 271 Application approval process.
14 This Commission, eight other state commissions, and the FCC all found
15 BellSouth's hot cut process nondiscriminatory, timely, accurate, and effective.
16 Further, BellSouth's hot cut process was reviewed as part of the third party
17 testing performed by KPMG. That testing confirmed that BellSouth adhered to its
18 process.

19
20 Q. HAS THE HOT CUT PROVISIONING PROCESS BEEN REVIEWED
21 RECENTLY?

22
23 A. Yes. The most recent review of the hot cut provisioning process was done
24 during the Florida Operational Support System ("OSS") Third Party Test.
25 BearingPoint, formerly KPMG Consulting, did review the hot cut provisioning

1 process during the Florida Test. They assessed it from a process standpoint in
2 the PPR-9 Test Report Section which can be found beginning on page 423 of the
3 Florida Test Final Report. Additionally, they observed live hot cuts both from a
4 BellSouth and a CLEC perspective in the TVV-4 Test Report which can be found
5 beginning on page 448 of the Florida Test Final Report. The evaluation criteria
6 or test points for the hot cut observations can be found beginning on page 458 of
7 the report.

8
9 Q. WHAT WERE THE FINDINGS OF THE FLORIDA TEST FINAL REPORT?

10
11 A. BearingPoint determined that BellSouth had an adequate and effective loop
12 conversion or hot cut process. They found and reported on page 448 that:

13
14 “Loop Conversions (also referred to as Loop Migrations or Hot Cuts) – Existing
15 BellSouth lines are migrated to the ALEC collocation facility inside a BellSouth
16 central office. BellSouth frame technicians migrate the lines at the main
17 distribution frame (MDF) on the due date. The conversion is expected to occur
18 on the Frame Due Date for non-coordinated conversions. During coordinated
19 conversions, the cut occurs on the Frame Due Date and starts at the Frame Due
20 Time (FDT) as indicated on the LSR. Cases involving Integrated Loop Carrier
21 (IDLC) migrations require outside technicians to perform field work on the due
22 date and time.”

23
24 To establish that this process was adequate to migrate CLEC customers,
25 BearingPoint observed live hot cuts. For many of hot cut observations, CLECs

1 conducting business in Florida allowed BearingPoint to observe commercial
2 installations of their orders. Data was also gathered during field inspections of
3 hot cut activities in BellSouth central offices and from the CWINS Center. This
4 data was logged and analyzed to determine if BellSouth's hot cut process along
5 with its methods and procedures were adequate for the migration of customers
6 from a BellSouth switch to a CLEC switch.

7
8 Beginning on page 458 of the Florida Test Final Report, BearingPoint listed their
9 specific test points or evaluation criteria. First, they assessed whether the
10 BellSouth technicians provisioned hot cuts in accordance with documented
11 methods and procedures. BearingPoint observed live hot cuts and determined
12 that the BellSouth technicians satisfactorily provisioned the hot cuts in
13 accordance with BellSouth documented methods and procedures. Second,
14 BearingPoint assessed BellSouth's performance from an SQM perspective. To
15 achieve this, BearingPoint evaluated Bellsouth's ability to meet the coordinated
16 customer conversion interval performance benchmark which is the P-7 SQM.
17 Additionally, BearingPoint assessed the P-7A SQM metric for Coordinated
18 Customer Conversions, the P-3 SQM metric for Percent Missed Installation
19 Appointments, the P-9 SQM metric for Percentage Troubles received within 30
20 Days of Service Order Completion, and the P-7C SQM metric for Percent
21 Provisioning Troubles Received Within Seven Days of a Completed Service
22 Order. For each measure, BearingPoint found that BellSouth indeed exceeded
23 the benchmark or parity standard for the observations that they assessed during
24 the test period. At the end of the testing, BearingPoint was able to confirm the
25 adequacy and effectiveness of BellSouth's hot cut process by rating each of the

1 test points or evaluation criteria as satisfied. This satisfactory rating provides an
2 endorsement for BellSouth's hot cut process.

3
4 Q. IS THERE COMMERCIAL USAGE OF BELLSOUTH'S INDIVIDUAL HOT CUT
5 PROCESS?

6
7 A. Certainly. As the FCC has repeatedly held, the most probative evidence of the
8 availability of a functionality is actual commercial usage. *Bell Atlantic New York*
9 *Order*, at ¶ 89. BellSouth performed over 300,000 hot cuts between November
10 2000 and September 2003. Recently, in Florida, BellSouth converted over 260
11 lines for a single CLEC in one (1) central office on a single day. On the same
12 day, BellSouth converted a total of over 975 lines in ten (10) central offices in the
13 same general area for the same CLEC. This level of commercial usage alone
14 demonstrates BellSouth's ability to perform hot cuts at existing and foreseeable
15 volumes.

16
17 Q. HOW IS BELLSOUTH'S PERFORMANCE ON COORDINATED HOT CUTS?

18
19 A. Superior. BellSouth witness Alphonso Varner discusses BellSouth's
20 performance in detail, but I can tell you that BellSouth has performed at a very
21 high level of consistency and quality in regards to hot cuts. For the period
22 November 2002 through October 2003, BellSouth performed six (6) coordinated
23 hot cuts in Kentucky. Of these, 100% of the hot cuts were completed within 15
24 minutes.

25

1 Q. THE FCC INDICATED THAT NEITHER THE STATE'S NOR FCC'S 271
2 APPROVAL IS APPLICABLE TO A SITUATION IN WHICH CLECS WILL NOT
3 HAVE UNBUNDLED CIRCUIT SWITCHING OR UNE-P. DO YOU AGREE?
4

5 A. No. This Commission reviewed BellSouth's hot cut process and determined that
6 it provided CLECs non-discriminatory access to UNE loops. The fact that
7 volumes of UNE loops may increase does not change the fact that BellSouth's
8 process is nondiscriminatory and complies with all of BellSouth's obligations
9 under the Act as this Commission and the FCC confirmed. The Commission
10 does not need to revisit the process -- rather, if the Commission confirms that, as
11 BellSouth witness Mr. Heartley and I demonstrate, BellSouth's process is fully
12 scalable to meet forecasted demands, then the process is compliant.
13

14 **C. BellSouth's Project Hot Cut Process**
15

16 Q. PLEASE DESCRIBE BELLSOUTH'S PROJECT HOT CUT PROCESS.
17

18 A. Project conversions are available when the CLEC seeks to convert 15 or more
19 lines to the same end-user. When the CLEC requests a project conversion for
20 fifteen or more loops to be provisioned on a single individual order, a CWINS
21 Center technician and a CCPM are assigned to the order and the order is
22 identified in the WFA system for Due Date tracking. The CWINS Center
23 technician or CCPM reviews the order for accuracy and queries associated
24 systems for order status. The CWINS Center technician or CCPM contacts the
25 CLEC prior to the due date to confirm or negotiate the actual due date

1 conversion time. The CWINS Center technician or CCPM then contacts any
2 associated work group to schedule the conversion.

3
4 On the Due Date, the CWINS technician verifies that the required personnel are
5 scheduled for the conversion time. The CWINS Center technician sets up
6 communications with required conversion personnel to begin service cutover to
7 the CLEC. Upon completion of the cutover activity, the CLEC is notified. With
8 CLEC concurrence, the service order is completed.

9
10 The CWINS Center technician completes the order in BellSouth's systems after
11 concurrence of the CLEC. Any trouble conditions, made known by the CLEC,
12 related to the conversion are resolved with the CLEC before the order is closed.

13
14 Q. IS THE PROVISIONING PROCESS FOR PROJECT HOT CUTS THE SAME AS
15 FOR INDIVIDUAL HOT CUTS?

16
17 A. Yes. The "*Project Manager Implementation Guidelines*" posted on the Guides
18 website http://www.interconnection.bellsouth.com/guides/html/other_guides.html,
19 provides product-specific information.

20
21 **D. BellSouth's Batch Hot Cut Process**

22
23 Q. PLEASE DESCRIBE BELLSOUTH'S BATCH HOT CUT PROCESS.

24
25 A. BellSouth's "UNE-P to UNE-L Bulk Migration" is a batch hot cut process that

1 CLECs may use when migrating existing multiple non-complex UNE-P services
2 to a UNE-L offering. This the process the Commission should adopt in this nine-
3 month proceeding. The batch hot cut process offers electronic ordering
4 capability and adds project-management services to the basic proven hot cut
5 provisioning process.

6
7 With respect to electronic ordering, CLECs can submit the Bulk Migration
8 Request electronically, which allows the migration of multiple UNE-Ps to a UNE-L
9 offering without submitting individual LSRs. BellSouth witness Mr. Pate
10 describes this ordering mechanism in his direct testimony. I will address the
11 project management services that are included in BellSouth's batch hot cut
12 process in greater detail below.

13
14 Q. HOW DOES THE BATCH MIGRATION PROCESS WORK?

15
16 A. During the pre-ordering process, the CLEC submits a Notification Form to
17 BellSouth's CCPM for UNE-P accounts to be converted to UNE-L within a single
18 wire center. The CCPM reviews the Notification Form for errors and assigns a
19 Bulk Order Project Identifier ("BOPI") and forwards the Notification Form to the
20 Network Single Point of Contact ("SPOC") who assigns due dates to accounts
21 and returns the Notification Form to the CCPM, who then returns the Notification
22 Form to the CLEC.

23
24 Additionally, BellSouth is currently developing a web-based scheduling tool that
25 will allow the CLECs to schedule the due dates for their orders prior to submitting

1 their bulk request. This will remove the involvement of the CCPM and the
2 Notification Form from the pre-ordering process. This application is currently
3 targeted to be made available to the CLECs in October 2004.

4
5 Q. DURING THE PRE-ORDERING PROCESS, ARE THERE SPECIFIC
6 INTERVALS FOR THE RETURN OF THE NOTIFICATION FORM TO THE
7 CLEC?

8
9 A. Yes. Those intervals are as follows:

- 10 • Up to 99 Telephone Numbers, 7 business days
- 11 • 100 – 199 Telephone Numbers, 10 business days
- 12 • 200 or more Telephone Numbers, the CCPM will negotiate with SPOC
- 13 • Multiple Batch Requests from multiple CLECs may be submitted
14 simultaneously
- 15 • Maximum Telephone Numbers per Batch Request is $99 \times 25 = 2475$

16
17 As I stated previously, the implementation of the web-based scheduler will
18 remove this part of the process and the associated intervals.

19
20 Q. WHEN IS THE FIRST DUE DATE ASSIGNED?

21
22 A. The first due date to be assigned by the SPOC will be a minimum of 17 business
23 days after the Notification Form is returned to the CLEC. In other words, there
24 are three (3) days for the CLEC to submit a clean bulk LSR into their electronic
25 system and then there is a minimum of 14 days after the LSR is submitted to the

1 first service order due date. Further, BellSouth has agreed to shorten the 14-
2 business day minimum to 8 days in a future systems release. This, in addition to
3 removing the pre-ordering intervals, will significantly reduce the overall interval
4 for batch hot cuts.

5
6 The ordering activity is such that the LCSC will use its normal process to handle
7 orders that fall out for manual or partial handling.

8
9 Q. PLEASE DESCRIBE THE ROLE THE CCPM PLAYS IN THE BATCH
10 MIGRATION PROCESS AND THE EFFICIENCIES GAINED FROM PROJECT-
11 MANAGEMENT.

12
13 A. The role of the CCPM in the batch migration process is to be the SPOC as the
14 liaison between the CLEC and network operations. They coordinate due dates,
15 advise of potential delays or problems, and advise of completion of the project.
16 In the batch hot cut provisioning process, the BellSouth CCPM provides CWINS
17 and the network operations group with notification of planned bulk activity,
18 monitors status of the order(s), interfaces with the CLEC and BellSouth groups
19 during the process, and tracks orders and the project until it is complete.
20 The CCPM is the party responsible in the first instance for ensuring successful
21 completion of the process.

22
23 Q. PLEASE DESCRIBE THE PROVISIONING PROCESS IN THE BATCH
24 MIGRATION PROCESS.

1 A. The batch hot cut provisioning process is the same as the individual hot cut
2 provisioning process. The benefits of this are obvious – the CLEC is afforded
3 access to the same nondiscriminatory, 271-compliant process that this
4 Commission approved only last summer.

5

6 Q. WILL BELLSOUTH PROVIDE THE CLEC A WINDOW OF TIME WITHIN
7 WHICH BATCH HOT CUTS WILL BE COMPLETED?

8

9 A. Yes. BellSouth has recently enhanced the batch process to guarantee a four (4)
10 hour time window for coordinated cuts in the batch process.

11

12 BellSouth will also include after hours and Saturday cuts in the batch process.
13 As with all special projects, this work would be subject to overtime billing as
14 specified in the parties' interconnection agreement.

15

16 Q. IS THE BATCH HOT CUT PROCESS MORE EFFICIENT FOR THE
17 CONVERSION OF AN EMBEDDED BASE OF UNE-P ORDERS TO UNE-L
18 ORDERS?

19

20 A. Yes, because it was designed specifically to handle large conversions of UNE-P
21 to UNE-L such as will be accomplished in the conversion of the embedded base.

22

23 Q. IS THERE COMMERCIAL USAGE OF BELLSOUTH'S BATCH HOT CUT
24 PROCESS?

25

1 A. Yes. Since bulk migration has been made available, there has been limited
2 activity requested by the CLECs. However, at the time of this filing, four (4) bulk
3 migration requests have been successfully ordered and completed and 13 bulk
4 requests are currently pending.

5

6 Q. IN ADDITION TO OPERATIONAL EFFICIENCIES, ARE THERE RATE
7 ADVANTAGES TO THE BATCH PROCESS?

8

9 A. Yes. The rate for the batch hot cut is discussed in the testimony of BellSouth
10 witness John Ruscilli.

11

12 Q. DOES BELLSOUTH'S BATCH HOT CUT PROCESS INCLUDE LOOPS
13 SERVED BY INTEGRATED DIGITAL LOOP CARRIER ("IDLC")?

14

15 A. Yes. IDLC is a special version of DLC that does not require a host terminal in the
16 central office, sometimes referred to as the COT, but instead terminates the
17 digital transmission facilities directly into the central office switch. In its Texas
18 271 Decision, the FCC found that "the BOC must provide competitors with
19 access to unbundled loops regardless of whether the BOC uses integrated digital
20 loop carrier (IDLC) technology or similar remote concentration devices for the
21 particular loops sought by the competitor." Memorandum Opinion and Order,
22 *Application by SBC Communications Inc., et al., Pursuant to Section 271 of*
23 *Telecommunications Act of 1996 to Provide In-Region, InterLATA Services in*
24 *Texas*, 15 FCC Rcd 18354, ¶ 248 (2000) ("*Texas Order*"). BellSouth provides
25 access to such IDLC loops via the following methods:

- 1 • Alternative 1: If sufficient physical copper pairs are available, BellSouth
2 will reassign the loop from the IDLC system to a physical copper pair.
- 3 • Alternative 2: Where the loops are served by Next Generation Digital Loop
4 Carrier (“NGDLC”) systems, BellSouth will “groom” the integrated loops to
5 form a virtual Remote Terminal (“RT”) arranged for universal service (that
6 is, a terminal which can accommodate both switched and private line
7 circuits). “Grooming” is the process of arranging certain loops (in the input
8 stage of the NGDLC) in such a way that discrete groups of multiplexed
9 loops may be assigned to transmission facilities (in the output stage of the
10 NGDLC). Both of the NGDLC systems currently approved for use in
11 BellSouth’s network have “grooming” capabilities.
- 12 • Alternative 3: BellSouth will remove the loop distribution pair from the
13 IDLC and re-terminate the pair to either a spare metallic loop feeder pair
14 (copper pair) or to spare universal digital loop carrier equipment in the
15 loop feeder route or Carrier Serving Area (“CSA”). For two-wire Integrated
16 Services Digital Network (“ISDN”) loops, the Universal Digital Loop Carrier
17 (“UDLC”) facilities will be made available through the use of Conklin
18 BRITEmux or Fitel-PMX 8uMux equipment.
- 19 • Alternative 4: BellSouth will remove the loop distribution pair from the
20 IDLC and re-terminate the pair to utilize spare capacity of existing
21 Integrated Network Access (“INA”) systems or other existing IDLC that
22 terminates on Digital Cross-connect System (“DCS”) equipment.
23 BellSouth will thereby route the requested unbundled loop channel to a
24 channel bank where it can be de-multiplexed for delivery to the requesting
25 CLEC or for termination in a DLC channel bank in the central office for

1 concentration and subsequent delivery to the requesting CLEC.

- 2 • Alternative 5: When IDLC terminates at a switch peripheral that is capable
3 of serving “side-door/hairpin” capabilities, BellSouth will utilize this switch
4 functionality. The loop will remain terminated directly into the switch while
5 the “side-door/hairpin” capabilities allow the loop to be provided
6 individually to the requesting CLEC.
- 7 • Alternative 6: If a given IDLC system is not served by a switch peripheral
8 that is capable of side-door/hairpin functionality, BellSouth will move the
9 IDLC system to switch peripheral equipment that is side-door capable.
- 10 • Alternative 7: BellSouth will install and activate new UDLC facilities or
11 NGDLC facilities and then move the requested loop from the IDLC to
12 these new facilities. In the case of UDLC, if growth will trigger activation of
13 additional capacity within two years, BellSouth will activate new UDLC
14 capacity to the distribution area. In the case of NGDLC, if channel banks
15 are available for growth in the CSA, BellSouth will activate NGDLC unless
16 the DLC enclosure is a cabinet already wired for older vintage DLC
17 systems.
- 18 • Alternative 8: When it is expected that growth will not create the need for
19 additional capacity within the next two years, BellSouth will convert some
20 existing IDLC capacity to UDLC.

21
22 The eight (8) alternatives for giving a CLEC access to loops served by IDLC
23 listed above are listed in order of complexity, time, and cost to implement. The
24 simplest is listed first and the most complex, lengthy, and costly to implement
25 listed last. Also, Alternative 1 and the copper loop solution of Alternative 3 do not

1 add additional Analog to Digital conversions. When a CLEC orders a loop,
2 BellSouth delivers that loop to the specifications ordered by the CLEC. Thus,
3 ordinarily BellSouth chooses the method for delivering the loop meeting the
4 ordered specification without involving the CLEC.

5
6 Q. WHAT HAPPENS IF ONLY ALTERNATIVES 7 OR 8 ARE AVAILABLE?

7
8 A. In that scenario, which BellSouth anticipates occurring very infrequently,
9 BellSouth will provide the CLEC two (2) choices – the CLEC may pay special
10 construction charges to build the necessary facilities, or BellSouth will provide the
11 CLEC a UNE-P at the Total Element Long-Run Incremental Cost (“TELRIC”)
12 rate. BellSouth only will make the second of these options available in those
13 areas in which it receives relief from unbundled switching.

14
15 Q. HAS THIS COMMISSION REVIEWED THESE EIGHT (8) ALTERNATIVES
16 PREVIOUSLY?

17
18 A. Yes. All nine of BellSouth’s states and the FCC considered and approved these
19 eight (8) alternatives for providing unbundled loops served via IDLC during
20 BellSouth’s Section 271 applications.

21
22 **II. SCALABILITY OF BELLSOUTH’S HOT CUT PROCESSES**

23
24 Q. IS BELLSOUTH’S INDIVIDUAL AND/OR BATCH HOT CUT PROCESS
25 SCALABLE TO MEET LOAD DEMAND THAT MIGHT RESULT IF BELLSOUTH

1 RECEIVES UNBUNDLED SWITCHING RELIEF?

2
3 A. Absolutely. BellSouth's systems and processes are scalable and the capacity of
4 those systems and processes may be readily increased as demand warrants. I
5 will address the scalability of the centers involved in the hot cut process, while
6 BellSouth witnesses Pate and Heartley address the scalability of the OSS and
7 network forces, respectively.

8
9 BellSouth's performance measurements demonstrate that BellSouth's LCSC and
10 CWINS organizations are staffed sufficiently to handle the current volumes of
11 unbundled loop orders. They also establish that BellSouth has scaled its
12 resources as necessary to handle changes in volumes of such orders over the
13 years. More fundamentally, the outstanding performance of the LCSC and
14 CWINS in handling both steady growth and spikes in demand makes clear that
15 BellSouth will continue to staff its LCSC and CWINS organizations sufficiently to
16 handle any reasonably foreseeable demand for hot cut conversions.

17
18 Finally, BellSouth has a strong incentive to ensure that the LCSC and CWINS
19 are adequately staffed to meet demand for all order types, including hot cut loops
20 in that BellSouth remains subject to penalties and voluntary payments under its
21 Self Effectuating Enforcement Measurements ("SEEMs") plan for performance
22 failures.

23
24 Q. FOR WHAT VOLUME LEVELS ARE THE CENTERS CURRENTLY STAFFED?

25

1 A. Current staffing of the LCSC and CWINS were predicated on expectation of
2 higher UNE loop conversion volumes than currently exist. There are three (3)
3 dedicated LCSCs (located in Atlanta, Georgia, Birmingham, Alabama and
4 Fleming Island, Florida) serving the CLEC community for preordering and
5 ordering. Further, there are two (2) dedicated CWINS operational centers
6 (located in Birmingham and Fleming Island) to perform hot cut coordination,
7 when required. These operational groups have currently redirected resources
8 due to lower than expected UNE conversion volumes. That means these
9 operational groups have the available capacity to reallocate these personnel at
10 such time that the UNE conversion volumes increase.

11

12 Q. CAN CENTERS PERSONNEL BE REALLOCATED AS PRODUCT DEMAND
13 CHANGES WITHOUT ADDITIONAL STAFFING?

14

15 A. Yes. The LCSC and CWINS personnel provide support across the entire range
16 of wholesale products and services BellSouth makes available. Any increase in
17 hot cut volumes resulting from the absence of UNE switching presumably would
18 be accompanied by a decrease in order types that rely on UNE switching (i.e.,
19 UNE-P), such that the resources currently dedicated to one could then be
20 devoted to the other. Initially, LCSC service reps are hired and trained in a single
21 product type, for example, residential resale or simple business resale or UNE-P.
22 As service representatives become more proficient with their initial discipline,
23 additional training to handle other types of order requests is provided. With this
24 cross training, many LCSC service representatives are able to handle multiple
25 types of service order requests thus enabling the LCSC organization to move

1 service representatives from one function to another. CWINS employees
2 complete various levels of technical classroom training, in addition to receiving
3 CWINS-specific training on the CLEC products or functions they are assigned to
4 support. CWINS employees therefore are capable of handling provisioning,
5 maintenance, and repair functions for a variety of wholesale products with
6 minimal additional on-the-job training. The CWINS reallocates its employees
7 among products as necessary to handle shift in demand.
8

9 Q. IF UNBUNDLED CIRCUIT SWITCHING IS ELIMINATED IN CERAIN AREAS,
10 HOW WILL BELLSOUTH MEET THE DEMAND?
11

12 A. The LCSC and CWINS organizations use sophisticated force models to ensure
13 that their operations are adequately staffed to meet anticipated CLEC demand.
14 BellSouth's sustained level of performance for both UNE loops and hot cuts
15 validates that the current force models have been successful in meeting CLEC
16 service order demand with quality and reliability.
17

18 Q. DID BELLSOUTH DO A FORCE MODEL TO ANTICIPATE STAFFING NEEDS
19 ASSUMING THE ELIMINATION OF UNBUNDLED CIRCUIT SWITCHING?
20

21 A. Yes. Using an estimated volume of UNE-L orders that I will discuss later,
22 BellSouth ran the center's force model to determine anticipated staffing needs
23 assuming a worst case scenario. See Proprietary Exhibit KLA-4, attached to this
24 testimony, for model details.
25

1 Q. DOES BELLSOUTH OBTAIN CLEC FORECASTS TO ASSIST IN SCALING ITS
2 WORK FORCE?

3

4 A. BellSouth attempts to obtain such forecasts. Accurate and timely CLEC
5 forecasts help BellSouth plan for future hot cut volumes, but are not required for
6 the operation of its force models. CLECs are requested to provide a forecasted
7 number of unbundled loops a minimum of 30 days prior to submitting their first
8 unbundled loop order. After CLECs order their first unbundled loop, BellSouth
9 requests six-month interval forecasts by unbundled loop type and wire center.
10 Accurate and timely forecast information is helpful in assisting BellSouth meet
11 projected hot cut volumes; however, BellSouth force models are not dependent
12 upon receipt of such forecasts because CLECs generally do not provide such
13 forecasts.

14

15 Rather, as noted above, the force models automatically factor demand
16 projections based on historical trends into LCSC/CWINS staffing requirements.
17 BellSouth makes adjustments, as necessary, to handle sudden increases in
18 volume – and undertakes hiring initiatives as soon as it becomes apparent that
19 additional resources will be necessary to handle anticipated future demand.
20 Nonetheless, CLECs could help BellSouth anticipate and fulfill future staffing
21 needs by providing timely and accurate forecasts, especially for substantial
22 increases in volumes.

23

24 Q. WHAT DO YOU MEAN BY “WORST CASE” SCENARIO?

25

1 A. I am not using the term “worst case” in a negative or judgmental manner.
2 Rather, I am using it simply to refer to the maximum amount of hot cuts that the
3 LCSCs and CWINS Centers would reasonably be expected to handle if the
4 following were to occur:

- 5 1. This Commission finds that CLECs are not impaired without unbundled
6 switching (and thus, UNE-Ps) in any market in BellSouth’s nine-state region.
- 7 2. CLECs decide to convert the totality of their UNE-P base to unbundled loops
8 attached to the CLECs’ switches rather than BellSouth’s switches.
- 9 3. UNE-P growth and UNE-L growth is maintained throughout the relevant
10 period for the absolute highest volumes of each that has occurred at any time
11 in the last 33 months that BellSouth has maintained records.

12

13 Q. WHAT MONTHLY VOLUME OF UNE-P TO UNE-L CONVERSIONS RESULTS
14 FROM YOUR ASSUMPTIONS?

15

16 A. The “worst case” monthly volume of hot cuts (except for adjustments to that
17 volume that I will discuss later in this testimony) is 317,998 across the entirety of
18 BellSouth’s nine-state region. The following explains how I arrived at that value:

19

20 The highest single-month volume of UNE-Ps added (116,295) occurred in June
21 2002. The highest single-month volume of UNE-L inward movement added
22 (19,029) occurred in January 2001. These “highest ever” volumes were
23 assumed as monthly growth going forward. The pictorial in Exhibit KLA-3, which
24 is attached to this testimony, depicts how those volumes grow over time.

25

1 Following is a brief explanation:

2 In October 2003, there were about 2.21million UNE-Ps in service region-wide.
3 Projecting forward for nine (9) months to July 2004 (the earliest expected
4 decision by a Public Service Commission in BellSouth's region), there would be
5 3.26 million UNE-Ps in service ($2.21M + (9 * 116,295)$). However, because the
6 conversion of a BellSouth retail account to a UNE-P arrangement does not
7 require a hot cut, the monthly volume expected in July 2004 is equal to the
8 quantity of "stand-alone" unbundled loops requested (19,029).

9
10 Assuming that in July 2004, all nine Commissions in BellSouth's region decided
11 that CLECs are not impaired without unbundled switching and that CLECs may
12 continue to request UNE-Ps for an additional five (5) months, the expected
13 quantity of UNE-Ps in service in December 2004 would be 3.84 million. This
14 level of UNE-Ps becomes the "embedded base" which later will be converted to
15 stand-alone unbundled loops via the hot cut process. For the next eight (8)
16 months, the monthly volume of hot cuts would rise to 135,324. This is the sum of
17 the "worst case" unbundled loop volume (19,029) plus the "worst case" monthly
18 growth for UNE-Ps (116,295).

19
20 Beginning in August 2005, BellSouth would begin the transition of the embedded
21 base of UNE-Ps (3.84 million) plus handle the "worst case" monthly unbundled
22 loop volume (19,029) and the "worst case" monthly UNE-P growth volume
23 (116,295). During each of the subsequent seven-month intervals, BellSouth
24 would migrate one third of the embedded base. Thus, the "worst case" monthly
25 hot cut volume at the region level would be 317,998 (that is, $19,029 + 116,295 +$

1 ((3.84M * 0.333)/7)

2
3 Because on average there are 22.3 business days per month, the daily volume
4 becomes 14,260 (that is, 317,998 / 22.3) at the regional level.
5

6 Q. WHAT OTHER ADJUSTMENTS TO ANTICIPATED VOLUMES HAVE YOU
7 ASSUMED?

8
9 A. During CLEC workshops, CLECs have suggested that two adjustments should
10 be made to increase the anticipated volume of hot cuts by including: (1) some
11 level of “churn” from one local carrier to another; and (2) increased trouble
12 reports for unbundled loops compared to UNE-P arrangements. While I do not
13 necessarily agree with the CLECs’ suggestions, I have included those
14 adjustments to prove my point that BellSouth can expand its LCSC and CWINS
15 groups to handle hot cut volumes even when these additional factors are taken
16 into account. . Accordingly, I made an upward adjustment of 4% churn per
17 month (48%) per year and an upward adjustment of 5% increased trouble report
18 rate. I treated these adjustments as if they resulted in additional hot cuts (again,
19 a “worst case” assumption) and the resultant monthly volume for hot cuts rose to
20 347,254 per month (15,572 per business day).
21

22 Q. WHAT ARE THE CENTERS’ INPUTS TO THE FORCE MODEL?

23
24 A. In order to ensure adequate staffing of the centers supporting CLECs, BellSouth
25 utilizes a work force model to anticipate staffing needs based on historical trends,

1 time and motion studies, internal forecasts and targeted benchmarks. The work
2 force model provides a means to assure adequate staffing of BellSouth's LCSC
3 and CWINS operations. The models utilize a forward-looking view of activity by
4 product type, which allows BellSouth sufficient time to hire and train personnel in
5 anticipation of any increase in activity. The force model has proved reliable. It
6 allowed BellSouth staff to meet tighter benchmarks for Firm Order Confirmations
7 ("FOCs") and rejects for partially mechanized orders. BellSouth has clearly
8 demonstrated, through its performance data, that the infrastructure to handle
9 increasing levels of orders is in place and functioning at a very high level.

10
11 Q. WHAT ARE THE CENTERS' STAFFING REQUIREMENTS FROM THE
12 MODEL?

13
14 A. Using daily volumes for Kentucky (5% of all the UNE-Ps in BellSouth's region)
15 means that BellSouth would have to hire and train 73 technicians in the CWINS
16 Centers and 18 service representatives in the LCSCs. Again, we have assumed
17 a worst-case scenario for the CWINS Centers that 50% of the migrations would
18 be coordinated and thus would require CWINS involvement. BellSouth expects
19 the number of coordinated migrations to be much less than this.

20
21 Q. HOW CAN THE CENTERS MEET THESE PROJECTED STAFFING LEVELS?

22
23 A. Force and load management is something BellSouth has been doing for
24 decades. BellSouth would hire the additional force by engaging its Human
25 Resources Department. Human Resources would advertise the jobs in local

1 media and conduct job fairs and testing events to screen applicants. Human
2 Resources would require 90 days from notification to employees being added to
3 the payroll.

4
5 Q. HAS BELLSOUTH EVER HIRED CENTER PERSONNEL IN SUCH VOLUMES
6 BEFORE?

7
8 A. Yes. During the time period 1998-2001, BellSouth hired and trained
9 approximately 2,000 service representatives and technicians for its Wholesale
10 operations.

11
12 Q. DOES BELLSOUTH HAVE TO HIRE ALL OF THESE PEOPLE AT ONCE?

13
14 A. No. The transition period for the embedded base of UNE-Ps in the Order is
15 almost two years away (August 2005) as shown in Exhibit KLA-3, so BellSouth
16 has an extended period of over which to add force if needed.

17
18 Q. ARE THESE FORECASTED VOLUMES REALISTIC?

19
20 A. No. First, as other BellSouth witnesses describe, BellSouth only is seeking
21 elimination of unbundled circuit switching in certain areas of the state. Thus,
22 BellSouth's assumption of UNE-L orders is high in that unbundled UNE-P will
23 continue to be available in some areas of the state. Second, whenever it had a
24 choice, BellSouth used the highest volume value available – highest UNE-Ps in a
25 month etc. The point, however, is that if BellSouth can scale its forces to meet

1 the most unrealistic demand, it certainly can scale its forces to meet a more
2 realistic demand.

3
4 **III. REGIONALITY OF BELL SOUTH'S PROCESSES**

5
6 Q. ARE BELL SOUTH'S HOT CUT PROCESSES REGIONAL?

7
8 A. Yes. In the 271 cases, state commissions and the FCC held that BellSouth's
9 OSS (pre-ordering, ordering, provisioning, maintenance and repair, and billing)
10 are regional. For example, in the FCC's Five-state Order, (WC Docket No. 02-
11 260, ¶130) the FCC held "We find that BellSouth, through the Pricewaterhouse
12 Coopers (PwC) report, provides evidence that its OSS in Georgia are
13 substantially the same as the OSS in each of the five states."
14 Further, in CC Docket No. 02-35 (GA/LA Order) at ¶1111, the FCC held that "[t]he
15 record indicates ... BellSouth has provided detailed information regarding the
16 "sameness" of BellSouth's systems in Georgia and Louisiana, including their
17 manual systems and the way in which BellSouth personnel do their jobs.
18 Accordingly, we find that BellSouth, through the PwC audit and its attestation
19 examination, provides evidence that its OSS in Georgia are substantially the
20 same as the OSS in Louisiana. We shall consider BellSouth's commercial OSS
21 performance in Georgia and the Georgia third-party test to support the Louisiana
22 application and rely on Louisiana performance to support the Georgia
23 application."

24
25 Q. DOES BELL SOUTH PERFORM ITS HOT CUT PROCESSES THE SAME WAY

1 IN ALL NINE OF ITS STATES?

2

3 A. Yes it does.

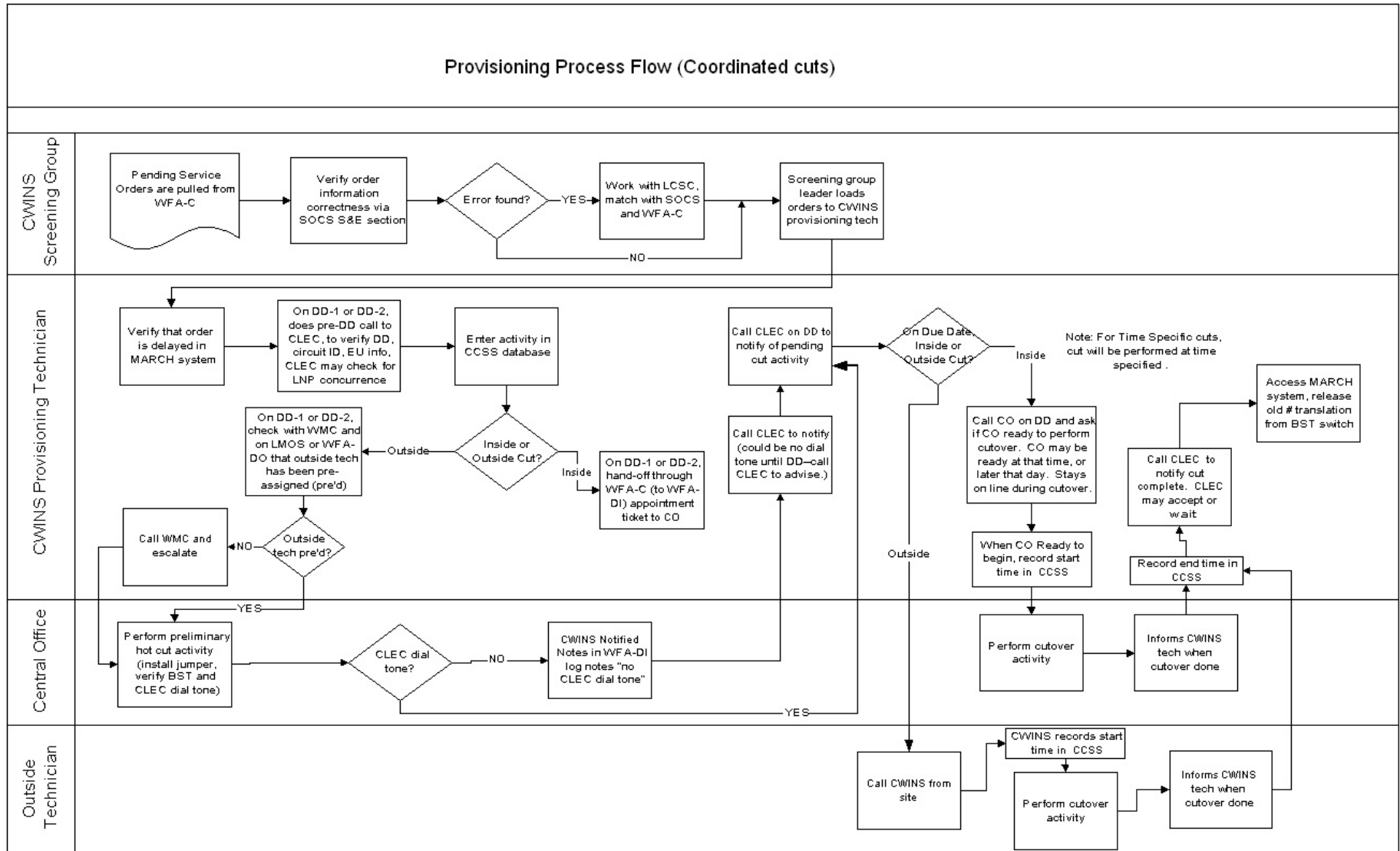
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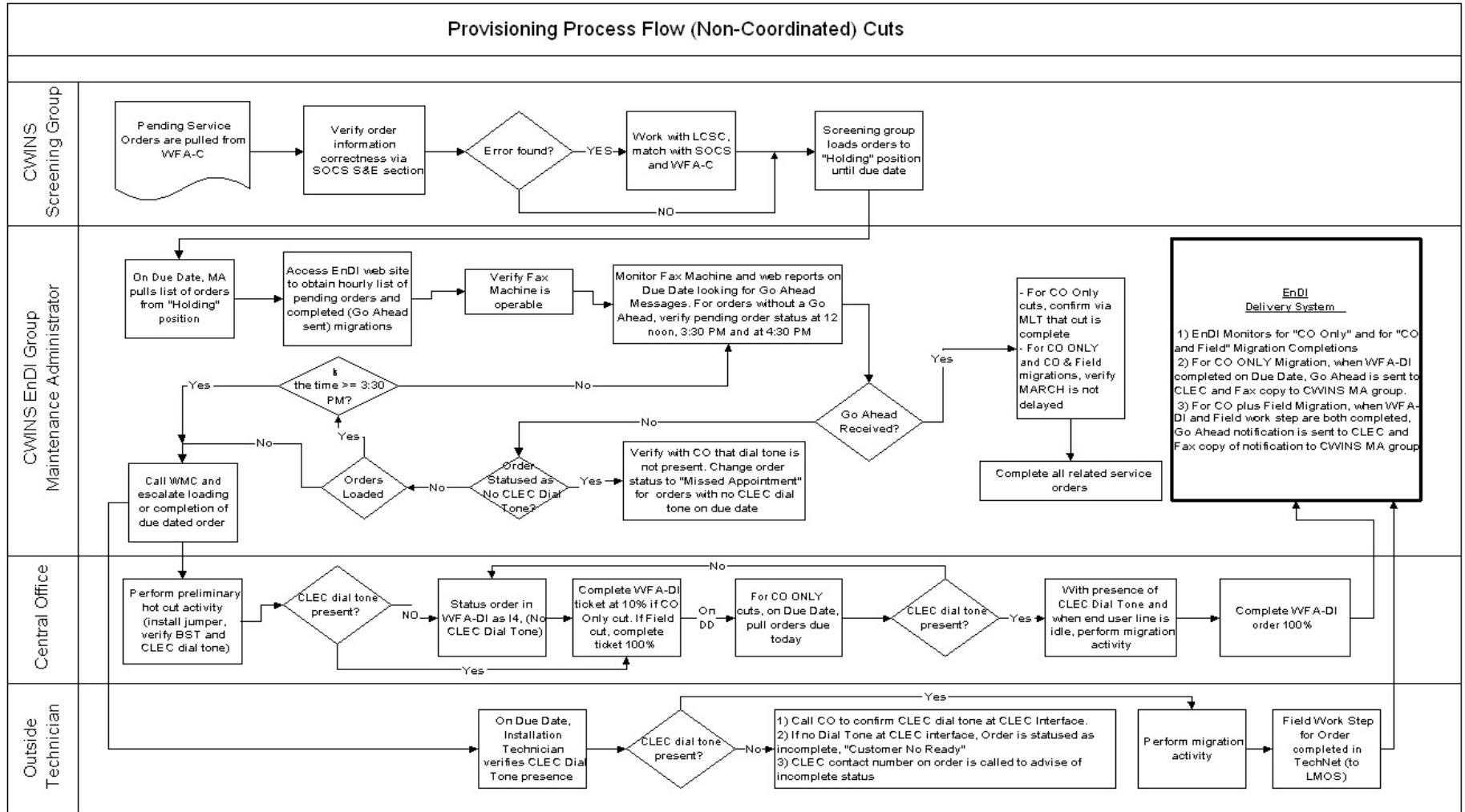
5 Q. DOES THIS CONCLUDE YOUR TESTIMONY?

6

7 A. Yes.

Provisioning Process Flow (Coordinated cuts)





Hot Cut Report Notification Summary

Average time from Cut Completion to CLEC Notification (HRS:MIN:SEC)													
State	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	12 Mo Avg
AL		0:01:00	0:02:00	0:00:30	0:01:00		0:00:20	0:00:00	0:00:00	0:01:00			0:00:35
FL	0:01:57	0:01:29	0:01:18	0:01:13	0:01:10	0:01:06*	0:01:11	0:01:15	0:02:59	0:01:02	0:03:25	0:00:59	0:01:35
GA	0:01:47	0:02:06	0:01:23	0:13:56	0:11:41	0:01:11	0:01:22	0:01:08	0:01:56	0:01:47	0:01:03	0:00:59	0:02:16
KY				0:02:00				0:02:00				0:01:00	0:01:40
LA	0:01:08	0:01:32	0:02:20	0:01:31	0:01:30	0:01:34	0:01:37	0:01:19	0:01:41	0:02:03	0:02:05	0:02:05	0:01:41
MS	0:17:00	0:01:20	0:01:06	0:01:27	0:01:20	0:01:47	0:00:38	0:01:40	0:02:33	0:01:24	0:01:26	0:01:25	0:03:09
NC/SC	0:01:22	0:01:31	0:01:04	0:01:42	0:02:00	0:01:15	0:02:05	0:01:26	0:01:33	0:01:30	0:02:04	0:01:03	0:01:35
TN	0:01:37	0:01:55	0:02:33	0:01:35	0:01:35	0:01:47	0:02:02	0:01:32	0:01:14	0:01:45	0:01:43	0:01:14	0:01:44
Grand Total	0:01:57	0:01:33	0:01:25	0:02:25	0:02:33	0:01:14	0:01:28	0:01:18	0:02:22	0:01:25	0:02:19	0:01:03	0:01:43
Percent Notifications in 5 minutes or less													
State	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	12 Mo Avg
AL		100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%			100.0%
FL	92.3%	97.4%	99.0%	98.8%	99.2%	99.1%	99.5%	99.0%	99.4%	99.5%	99.2%	98.8%	98.2%
GA	96.7%	97.9%	98.9%	97.8%	99.2%	99.2%	97.7%	99.5%	99.2%	98.0%	99.2%	99.6%	98.7%
KY				100.0%				100.0%				100.0%	100.0%
LA	100.0%	97.0%	96.8%	100.0%	97.6%	97.0%	97.4%	99.2%	94.7%	94.9%	94.0%	90.8%	96.6%
MS	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	77.8%	100.0%	100.0%	100.0%	96.9%
NC/SC	97.9%	97.5%	100.0%	94.4%	92.3%	98.9%	97.1%	98.9%	98.5%	97.6%	94.6%	99.4%	97.2%
TN	98.9%	93.9%	91.9%	98.7%	98.0%	97.5%	93.5%	95.3%	100.0%	98.2%	97.7%	100.0%	96.6%
Grand Total	94.0%	97.3%	98.5%	98.1%	98.0%	98.8%	98.1%	98.8%	98.7%	98.5%	98.2%	98.8%	98.0%

* One order was removed from the Florida data for March 2003. There was a systems anomaly on this order that caused the results to be skewed.

Hot cut work load calculation

UNE-P growth per month = 116,295

UNE-L growth per month = 19,029

October 2003

UNE-Ps in service = 2.21M.

Continue UNE-P growth

For 9 months

Hot cuts per month = 19,029

(Note 1)

July 2004

UNE-Ps in service = 3.26M

PSC Decision

Continue UNE-P growth

For 5 months

Hot cuts per month = 19,029

(Note 1)

December 2004

UNE-Ps in service = 3.84M

No new UNE-Ps. All growth

Becomes UNE-L

For 8 months

Hot cuts per month = 135,324

(Note 2)

August 2005

UNE-Ps in service = 3.84M

Convert 1/3 of UNE-Ps to UNEL.

Handle UNE-L growth

For 7 months

Hot cuts per month =

317,998

(Note 3)

March 2006

UNE-Ps in service = 2.22M

Convert 1/3 of UNE-Ps to UNE-L.

Handle UNE-L growth

For 7 months

Hot cuts per month =

317,998

(Note 3)

October 2006

UNE-Ps in service = 1.11M

Convert 1/3 of UNE-Ps to UNE-L.

Handle UNE-L growth

For 7 months

Hot cuts per month=

317,998

(Note 3)

May 2007

UNE-Ps in service = 0

Handle UNE-L growth

Going forward

Hot cuts per month = 135,234

(Note 4)

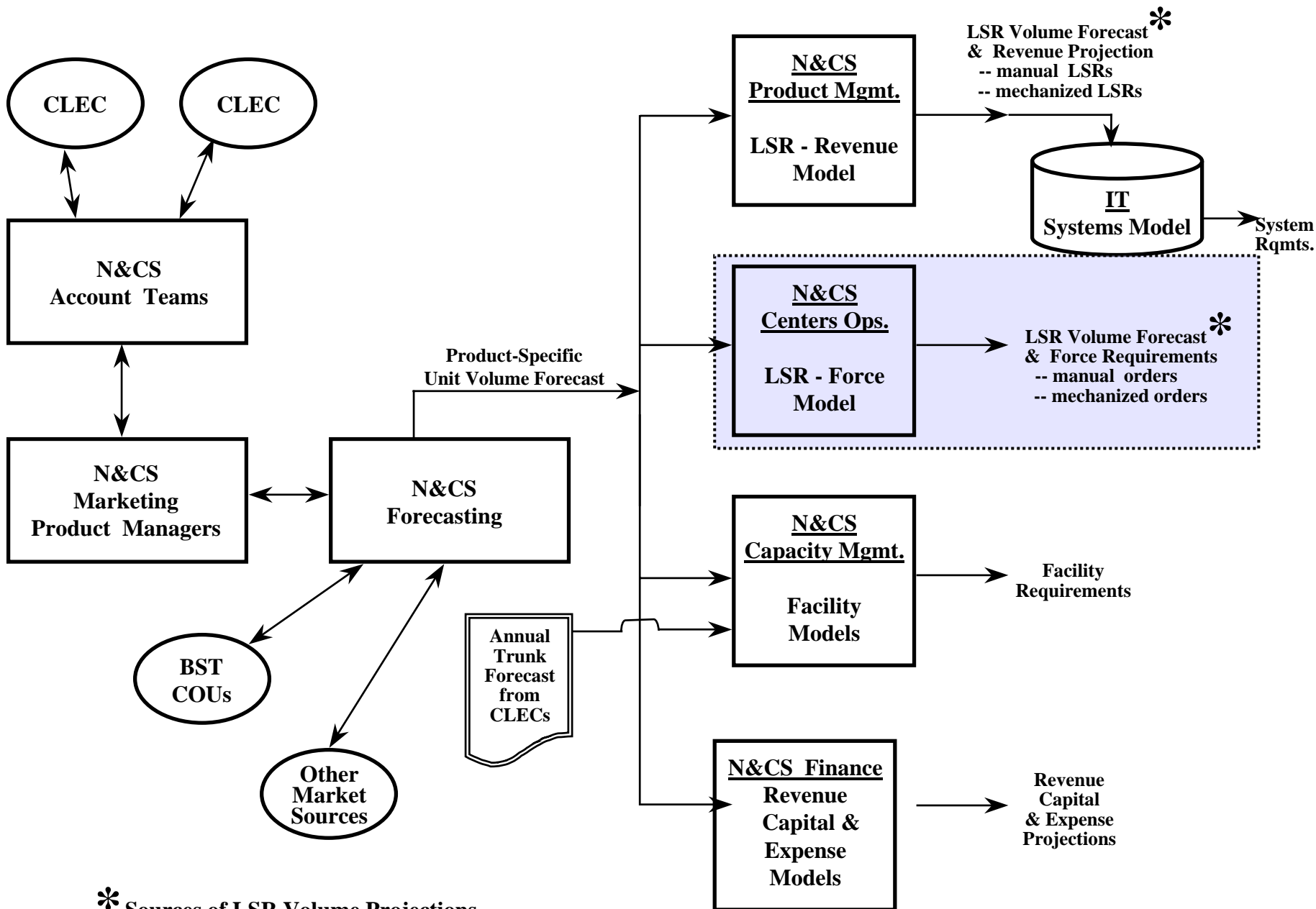
Note 1: Only stand-alone UNE-L requests require a hot cut. (19,029)

Note 2: Sum of stand-alone UNE-L requests plus UNE-P growth requires a hot cut. (19,029 + 116,295 = 135,324)

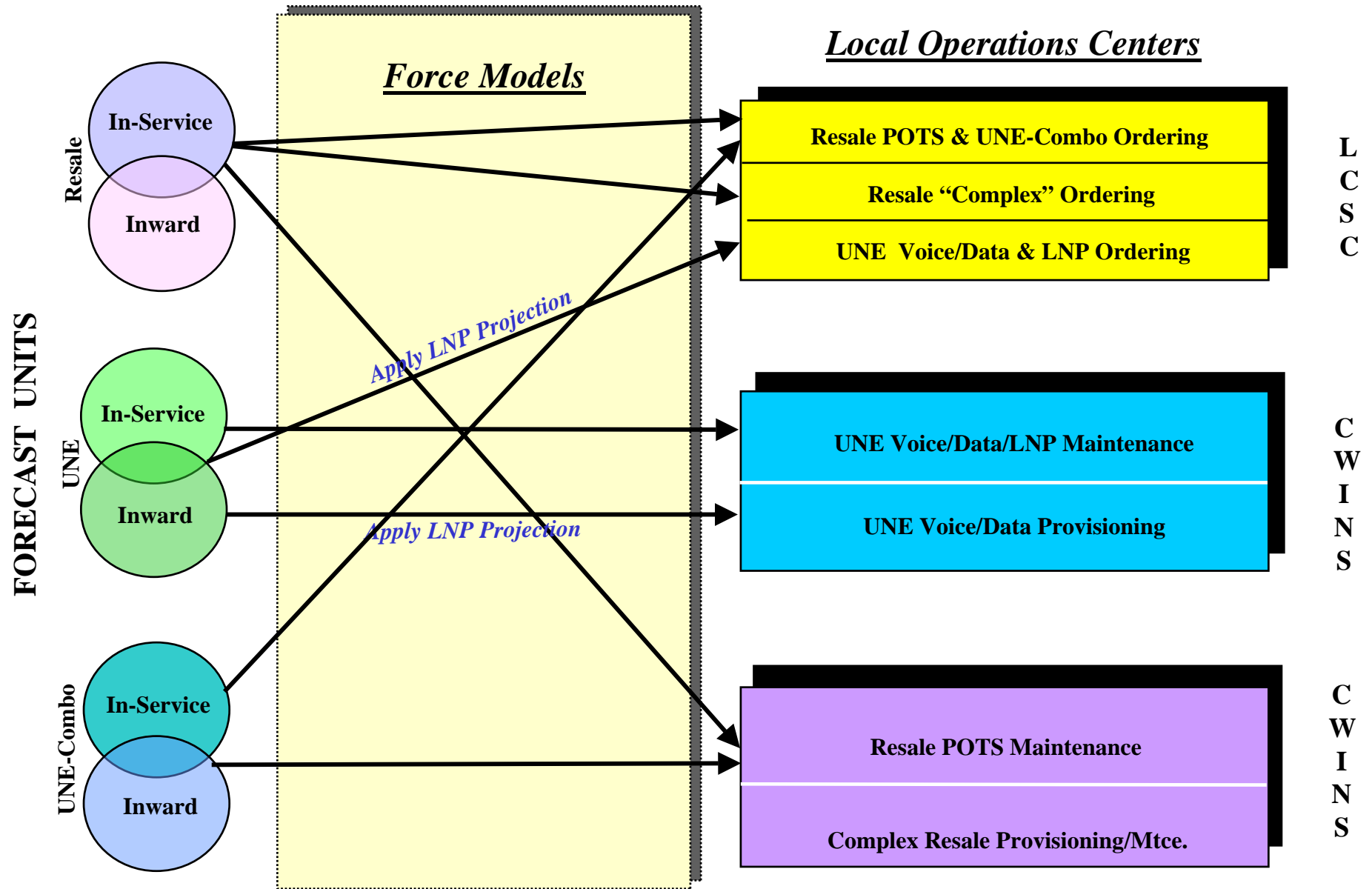
Note 3: Sum of stand-alone UNE-L requests plus UNE-P growth plus attrition of UNE-P embedded base requires a hot cut. (19,029 + 116,295 + ((3.84M * 0.333)/7) = 317,998.

Note 4: Sum of UNE-L growth and UNE-P growth requires a hot cut. (19,029 + 116,295 = 135,324)

N&CS Forecasting Process



Local Centers: Force & Capacity Planning



9/15/2003			
		LCSC SR Ordering	Notes
2004 LCSC SR Ordering Force Model Average Monthly Requirements	+		Major Assumptions on "091503 LCSC Ordering Model" Worksheet
EOM August 2003 LCSC SR Ordering Actuals	-		See "2003 LCSC Force Actuals" Worksheet
WLNP Risk Estimate for LCSC SRs	+		07/14/2003 WLNP Work Briefs from David Avera
SORT Phase 1 Savings Estimate	-		09/03/2003 e-mail reply from Allan Tarr
Other Identified Risks and/or Assumption Changes	+		For LCSC Line OAVP and Staff OAVP Review
Net 2004 LCSC SR Ordering Requirements vs. EOM August 2003 LCSC SR Ordering Actuals	=		Minus equals Overstaffed
PRELIMINARY - For Internal BellSouth Discussion Purposes Only			

9/11/2003	LCSC SR Force Actuals							
	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals
LCSC SRs	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03
Atlanta								
Ordering								
Totals								
Birmingham								
Ordering								
Service Order Accuracy								
Totals								
Fleming Island								
Call Receipt								
Totals								
LCSCs								
Ordering								
Service Order Accuracy								
Call Receipt								
Totals								
LCSC NM OT Hours Percentage (Used Clerical Paytype OT for Organization)								
Strickland								
Thrasher								
Butterworth								
Totals								

	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Projected	Projected	Projected	Projected	Projected
	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03
UNE												
Inservice												
Ratio of LSR's to Inservice												
Count of LSR's												
FlowThrough %												
Count of manual LSR's												
Average STI (hours) for LSR												
Total Hours for production												
Overtime												
Undistributed												
Training												
Breaks, etc.												
Headcount before productivity improvement												
Productivity Improvement												
Required Headcount												

	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Projected	Projected	Projected	Projected	Projected
	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03
Resale												
Inservice												
Ratio of LSR's to Inservice												
Count of LSR's												
FlowThrough %												
Count of manual LSR's												
Average STI (hours) for LSR												
Total Hours for production												
Overtime												
Undistributed												
Training												
Breaks, etc.												
Headcount before productivity improvement												
Productivity Improvement												
Required Headcount												

	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Projected	Projected	Projected	Projected	Projected
	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03
UNE Combos												
Inservice												
Ratio of LSR's to Inservice												
Count of LSR's												
FlowThrough %												
Count of manual LSR's												
Average STI (hours) for LSR												
Total Hours for production												
Overtime												
Undistributed												
Training												
Breaks, etc.												
Headcount before productivity improvement												
Productivity Improvement												
Required Headcount												

Total Required Headcount												
---------------------------------	--	--	--	--	--	--	--	--	--	--	--	--

	Projected Jan-04	Projected Feb-04	Projected Mar-04	Projected Apr-04	Projected May-04	Projected Jun-04	Projected Jul-04	Projected Aug-04	Projected Sep-04	Projected Oct-04	Projected Nov-04	Projected Dec-04
UNE												
Inservice												
Ratio of LSR's to Inservice												
Count of LSR's												
FlowThrough %												
Count of manual LSR's												
Average STI (hours) for LSR												
Total Hours for production												
Overtime												
Undistributed												
Training												
Breaks, etc.												
Headcount before productivity improvement												
Productivity Improvement												
Required Headcount												

	Projected Jan-04	Projected Feb-04	Projected Mar-04	Projected Apr-04	Projected May-04	Projected Jun-04	Projected Jul-04	Projected Aug-04	Projected Sep-04	Projected Oct-04	Projected Nov-04	Projected Dec-04
Resale												
Inservice												
Ratio of LSR's to Inservice												
Count of LSR's												
FlowThrough %												
Count of manual LSR's												
Average STI (hours) for LSR												
Total Hours for production												
Overtime												
Undistributed												
Training												
Breaks, etc.												
Headcount before productivity improvement												
Productivity Improvement												
Required Headcount												

	Projected Jan-04	Projected Feb-04	Projected Mar-04	Projected Apr-04	Projected May-04	Projected Jun-04	Projected Jul-04	Projected Aug-04	Projected Sep-04	Projected Oct-04	Projected Nov-04	Projected Dec-04
UNE Combos												
Inservice												
Ratio of LSR's to Inservice												
Count of LSR's												
FlowThrough %												
Count of manual LSR's												
Average STI (hours) for LSR												
Total Hours for production												
Overtime												
Undistributed												
Training												
Breaks, etc.												
Headcount before productivity improvement												
Productivity Improvement												
Required Headcount												

Total Required Headcount

9/19/2003	A	C = A - B	B = D + E	D	E	Notes
	2004 Avg Monthly Force Require from Models	Difference	Current Force	EOM June 2003 Fleming Island	EOM August 2003 Birmingham	
2004 CWINS WS32 Force Model Average Monthly Requirements						
+ UNE Maintenance						Column A from "091903 CWINS Models" Worksheet Columns D & E from "2003 CWINS Force Actuals" Worksheet
+ Resale Maintenance						
+ UNE Provisioning						
Total CWINS Modeled WS32 Force						
		(Minus Equals Overstaffed)				
Non-Modeled CWINS WS32 Force	CWINS Staff (Ken Ainsworth) To Determine Non-Modeled Requirements					
Provisioning						
+ UNE Screening						
+ UNE SEEMS						
+ Resale Production						
+ UNE LSR Review						
+ UNE Mtce Ticket Scrubbing						
Maintenance						
+ UNE Chronics						
+ UNE PPRT						
+ UNE Folddown						
+ UNE Pre-QUAG						
+ UNE Scrubbing						
+ UNE ONEAC						
Totals Non-Modeled CWINS Force						
						Current % Non-Modeled CWINS Force
Total CWINS Modeled & Non-Modeled WS32 Force						
PRELIMINARY - For Internal BellSouth Use Only						

Chart From September 10, 2003 Conference Call
Force Numbers Reported By Line Organizations

Headcount Actuals 2003 (WS 32)

Provisioning

			Jan	Feb	Mar	Apr	May	Jun	Average	Jul	Aug
Birmingham	UNE	Production								*** STIs Addressed	
	UNE	Screening									
	UNE	SEEMS									
	Resale	Production									
Fleming Island	UNE	Production								*** STIs Addressed	
	UNE	Screening									
	UNE	LSR Review									
	UNE	Maintenance Ticket Scrubbing									

Actual WS32 Force Utilization
Numbers Are Reported By
Line Organizations

Maintenance

			Jan	Feb	Mar	Apr	May	Jun	Average	Jul	Aug
Birmingham	UNE	Production								*** STIs Addressed	
	UNE	Chronics									
	UNE	PPRT									
	UNE	Folddown									
	UNE	Pre-QUAG									
Birmingham	Resale	Production								*** STIs Addressed	
Fleming Island	UNE	Production								*** STIs Addressed	
	UNE	Chronics									
	UNE	Scrubbing									
	UNE	ONEAC									

Birmingham Total WS 32
Fleming Island Total WS 32
Total CWINS Total WS 32



Matches Payroll WS32
Force Numbers

	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals
	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
UNE Maintenance												
Inservice - UNE Loops												
Inservice - Non-Switch Combo Units												
Inservice - Total												
Ratio of total tickets to Inservice												
Total tickets												
DS0-LX tickets												
DS0-LY tickets												
DS1+ tickets												
DS0-LX tickets as % of total												
DS0-LY tickets as % of total												
DS1+ tickets as % of total												
DS0-LX STI (hours)												
DS0-LY STI (hours)												
DS1+ STI (hours)												
Total Hours for production												
Overtime												
Undistributed												
Training												
Breaks, etc.												
Headcount before productivity improvement												
Productivity Improvement												
Required Headcount												

	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Projected	Projected	Projected	Projected
	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03
UNE Maintenance												
Inservice - UNE Loops												
Inservice - Non-Switch Combo Units												
Inservice - Total												
Ratio of total tickets to Inservice												
Total tickets												
DS0-LX tickets												
DS0-LY tickets												
DS1+ tickets												
DS0-LX tickets as % of total												
DS0-LY tickets as % of total												
DS1+ tickets as % of total												
DS0-LX STI (hours)												
DS0-LY STI (hours)												
DS1+ STI (hours)												
Total Hours for production												
Overtime												
Undistributed												
Training												
Breaks, etc.												
Headcount before productivity improvement												
Productivity Improvement												
Required Headcount												

	Projected Jan-04	Projected Feb-04	Projected Mar-04	Projected Apr-04	Projected May-04	Projected Jun-04	Projected Jul-04	Projected Aug-04	Projected Sep-04	Projected Oct-04	Projected Nov-04	Projected Dec-04	Average 2004
UNE Maintenance													
Inservice - UNE Loops													
Inservice - Non-Switch Combo Units													
Inservice - Total													
Ratio of total tickets to Inservice													
Total tickets													
DS0-LX tickets													
DS0-LY tickets													
DS1+ tickets													
DS0-LX tickets as % of total													
DS0-LY tickets as % of total													
DS1+ tickets as % of total													
DS0-LX STI (hours)													
DS0-LY STI (hours)													
DS1+ STI (hours)													
Total Hours for production													
Overtime													
Undistributed													
Training													
Breaks, etc.													
Headcount before productivity improvement													
Productivity Improvement													
Required Headcount													

	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals
	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
Resale Maintenance												
Inservice - Resale												
Ratio of total tickets to Inservice												
Total tickets												
DS1+ STI (hours)												
Total Hours for production												
Overtime												
Undistributed												
Training												
Breaks, etc.												
Headcount before productivity improvement												
Productivity Improvement												
Required Headcount												

EDITED

	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Projected	Projected	Projected	Projected
	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03
Resale Maintenance												
Inservice - Resale												
Ratio of total tickets to Inservice												
Total tickets												
DS1+ STI (hours)												
Total Hours for production												
Overtime												
Undistributed												
Training												
Breaks, etc.												
Headcount before productivity improvement												
Productivity Improvement												
Required Headcount												

EDITED

	Projected Jan-04	Projected Feb-04	Projected Mar-04	Projected Apr-04	Projected May-04	Projected Jun-04	Projected Jul-04	Projected Aug-04	Projected Sep-04	Projected Oct-04	Projected Nov-04	Projected Dec-04	Average 2004
Resale Maintenance													
Inservice - Resale													
Ratio of total tickets to Inservice													
Total tickets													
DS1+ STI (hours)													
Total Hours for production													
Overtime													
Undistributed													
Training													
Breaks, etc.													
Headcount before productivity improvement													
Productivity Improvement													
Required Headcount													

EDITED

	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals
	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
UNE Provisioning												
Inward - UNE Loops												
Inward - Non-Switch Combo Units												
Inward - Total												
Inservice - Total												
Ratio of Add orders to Inward												
Total A, C, R orders												
SL1 A, C, R orders												
SL2 A, C, R orders												
DS0-xDSL A, C, R orders												
DS1+ A, C, R orders												
SL1 A, C, R orders as % of total												
SL2 A, C, R orders as % of total												
DS0-xDSL A, C, R orders as % of total												
DS1+ A, C, R orders as % of total												
Total Disconnect orders												
Inward - change in Inservice												
Ratio of D orders to Inw-change in Insv												
SL1 A, C, R orders STI (hours)												
SL2 A, C, R orders STI (hours)												
DS0-xDSL A, C, R orders STI (hours)												
DS1+ A, C, R orders STI (hours)												
All Disconnect orders STI (hours)												
Total Hours for production												
Overtime												
Undistributed												
Training												
Breaks, etc.												
Headcount before productivity improvement												
Productivity Improvement												
Required Headcount												

EDITED

	Projected Jan-04	Projected Feb-04	Projected Mar-04	Projected Apr-04	Projected May-04	Projected Jun-04	Projected Jul-04	Projected Aug-04	Projected Sep-04	Projected Oct-04	Projected Nov-04	Projected Dec-04	Average 2004
UNE Provisioning													
Inward - UNE Loops													
Inward - Non-Switch Combo Units													
Inward - Total													
Inservice - Total													
Ratio of Add orders to Inward													
Total A, C, R orders													
SL1 A, C, R orders													
SL2 A, C, R orders													
DS0-xDSL A, C, R orders													
DS1+ A, C, R orders													
SL1 A, C, R orders as % of total													
SL2 A, C, R orders as % of total													
DS0-xDSL A, C, R orders as % of total													
DS1+ A, C, R orders as % of total													
Total Disconnect orders													
Inward - change in Inservice													
Ratio of D orders to Inw-change in Insv													
SL1 A, C, R orders STI (hours)													
SL2 A, C, R orders STI (hours)													
DS0-xDSL A, C, R orders STI (hours)													
DS1+ A, C, R orders STI (hours)													
All Disconnect orders STI (hours)													
Total Hours for production													
Overtime													
Undistributed													
Training													
Breaks, etc.													
Headcount before productivity improvement													
Productivity Improvement													
Required Headcount													

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