

3648

1 the time we entered into the UNE  
2 conversion situation, it was not made  
3 clear to us what the call recordings  
4 would be, therefore our customers did  
5 experience some unusual billing  
6 presentations.

7 Q. Okay. And what we're talking about here  
8 is on our website we have actually a flow  
9 chart that shows kind of for each  
10 different kind of call where it goes  
11 here, it goes here, it's routed, routed,  
12 and what you're asking for is to identify  
13 on the flow chart everywhere a record --  
14 a billing record would be generated?

15 A. Yes. You currently have 65 flows posted  
16 on your website. Those were made  
17 knowledgeable to us in your workshop  
18 earlier this spring. And at that time we  
19 asked in that workshop that this  
20 information be added to those diagrams.

21 Q. And that was the March 22nd workshop?

22 A. Yes, it was.

23 Q. Okay. And in the May 23rd UNE-P user  
MONTGOMERY REPORTING SERVICE  
(334) 262-3331

1 group workshop we announced that we would  
2 be complying with your request?

3 A. Yes, you did.

4 MR. EDENFIELD: Okay, great. Thank  
5 you very much. I have no  
6 further questions.

7 THE WITNESS: You're quite welcome.

8 MS. MARTIN: I have just a couple of  
9 questions.

10

11 CROSS-EXAMINATION

12 BY MS. MARTIN:

13 Q. On page three, line 15, you say that  
14 "BellSouth refuses to slot all change  
15 requests to committed release schedules"?

16 A. Yes.

17 Q. Is there a document that lists the  
18 requests that do not have a committed  
19 release schedule?

20 A. Yes, there is. BellSouth on their  
21 website under the CCP does have a working  
22 document that currently has, I believe,  
23 109 requests pending and you can review  
MONTGOMERY REPORTING SERVICE  
(334) 262-3331

3650

1 that. They also have a process where  
2 they tell you what will be slotted in the  
3 next releases. I believe they have just  
4 posted an update to that.

5 Q. So how many do not have slots or  
6 committed release dates? How many are  
7 there without committed release dates?

8 A. At this point in time, I believe all of  
9 the 109 have not been committed.

10 Q. Okay. So that entire list that you  
11 mentioned. On the next page of your  
12 testimony you say that when BellSouth --  
13 on line seven, which is page four, line  
14 seven, "When BellSouth retail places  
15 orders for its customers, an indication  
16 of pending activity is provided  
17 electronically." Is that just giving a  
18 status of the order, or where it is, or  
19 what information are you talking about?

20 A. It's my understanding when their retail  
21 operation is taking an order from a  
22 customer, there are two types of displays  
23 presented. One is a flag type. One is

MONTGOMERY REPORTING SERVICE  
(334) 262-3331

3651

1 the actual, I believe, order reference  
2 that their -- or a shortcut key that they  
3 use to access the order and do the  
4 comparison as to the changes. And what  
5 we've asked for is that that same type of  
6 information be sent to us via TAG so that  
7 we would be able to have this same  
8 functionality that the retail system has.

9 Q. So now explain to me how not having this  
10 information adds expense and delay to the  
11 customer order?

12 A. Okay. A very simple illustration would  
13 be we sell to a customer; we go to  
14 convert them from Bell to us. We're not  
15 aware -- for some reason, the customer,  
16 it's a business, he's not fully aware of  
17 all of the activity on his account. We  
18 place the order, the order goes into what  
19 they call clarification status, because  
20 suddenly it doesn't match. We think the  
21 customer has four lines; he had a pending  
22 order at Bell adding a fifth one; we  
23 didn't include it. So in that

MONTGOMERY REPORTING SERVICE  
(334) 262-3331

1 characterization, we have to go back to  
2 our customer; we have to discuss the  
3 information we were missing; we have to  
4 make the necessary corrections in that  
5 case. And usually our customer has added  
6 delays as a result of that.  
7 Q. Do you have any examples of how long the  
8 delays are on an average basis?

9 A. Not with me.

10 MS. MARTIN: I have no further  
11 questions.

12 JUDGE GARNER: Redirect?

13 MS. EDWARDS: Yes, Your Honor.

14

15 REDIRECT EXAMINATION

16 BY MS. EDWARDS:

17 Q. Mr. Edenfield asked you a series of  
18 questions regarding how long it takes  
19 DeltaCom to put an order through, I  
20 believe, or key an order or send an order  
21 over. Basically how many representatives  
22 does ITC^DeltaCom have entering its order  
23 volume each day?

MONTGOMERY REPORTING SERVICE  
(334) 262-3331

3653

1 A. Currently using my systems, I have around  
2 200 user IDs assigned. On any given day,  
3 at any given time, I would not have an  
4 accurate knowledge of how many were in  
5 there.

6 Q. Okay. What is ITC^DeltaCom's typical  
7 order volume?

8 A. Are you asking me on a monthly --

9 Q. On a daily basis?

10 A. Again, the daily basis don't average,  
11 because we have two periods or three  
12 periods, I guess, now that are called  
13 closeout, which our volumes peak, other  
14 days it's much slower. I would probably  
15 be more accurate in telling you that I  
16 file forecasts with BellSouth and  
17 typically I forecast around 1,600 orders  
18 a month.

19 Q. A month?

20 A. Uh-huh. (Positive response.)

21 Q. Okay.

22 A. Recently I've had to request, I guess,  
23 special exception to those forecasts

MONTGOMERY REPORTING SERVICE  
(334) 262-3331

3654

1 because of conversion activity.  
2 Q. What do you mean by that?  
3 A. The volume of UNE-P conversion orders  
4 that I would be dropping exceeded my  
5 forecast and so I had to go to the  
6 BellSouth account team and ask permission  
7 to add additional order volume.  
8 Q. Mr. Edenfield also asked you a question  
9 about KPMG and whether ITC^DeltaCom would  
10 be satisfied with an independent  
11 auditor. Is there -- is KPMG currently  
12 doing an audit of Alabama data?  
13 A. No, they are not. Or at least not to my  
14 knowledge.  
15 MS. EDWARDS: That's all. Thank  
16 you.  
17 JUDGE GARNER: All right. Thank  
18 you, Ms. Conquest, you are  
19 excused, we appreciate your  
20 testimony. Ms. Conquest's  
21 prefiled will be entered into  
22 the record.  
23 Ms. Edwards, before you  
MONTGOMERY REPORTING SERVICE  
(334) 262-3331

423307

1                   STATE OF ALABAMA  
2           ALABAMA PUBLIC SERVICE COMMISSION  
3                   MONTGOMERY, ALABAMA  
4

5   IN RE: Petition for Approval of a  
6   Statement of Generally Available Terms  
7   and Conditions pursuant to Section 252(f)  
8   of the Telecommunications Act of 1996 and  
9   Notification of Intention to File a  
10   Petition for In-Region InterLATA  
11   Authority with the FCC pursuant to  
12   Section 271 of the Telecommunications Act  
13   of 1996.

14                   DOCKET NO. 25835

15                   VOLUME V  
16           CONTINUATION OF THE PROCEEDINGS

17   taken before the Alabama Public Service  
18   Commission in the above-referenced matter  
19   on Friday, June 29, 2001, commencing at  
20   9:45 a.m. in the hearing room of the  
21   Alabama Public Service Commission, the  
22   RSA Union Building, 100 North Union  
23   Street, Room 904, Montgomery, Alabama,  
  before Amy L. Maddox, Certified Shorthand  
  Reporter and Notary Public in and for the  
  State of Alabama at Large.

                  MONTGOMERY REPORTING SERVICE  
                  (334) 262-3331  
                  FAX (334) 834-6048

	INDEX	PAGE
1		
2	MARY CONQUEST	
	DIRECT EXAM BY MS. EDWARDS:.....	3618
3	PREFILED TESTIMONY:.....	3627
	CROSS-EXAM BY MR. EDENFIELD:.....	3632
4	CROSS-EXAM BY MS. MARTIN:.....	3649
	REDIRECT EXAM BY MS. EDWARDS:.....	3652
5		
6	MICHAEL L. SMALLEY	
	DIRECT EXAM BY MR. KLEIN:.....	3662
7	PREFILED TESTIMONY:.....	3666
	CROSS-EXAM BY MS. MARTIN:.....	3670
8		
9	DAN WEBER	
	DIRECT EXAM BY MR. KLEIN:.....	3673
10	PREFILED TESTIMONY:.....	3677
	CROSS-EXAM BY MR. EDENFIELD:.....	3681
11	CROSS-EXAM BY MS. MARTIN: .....	3689
12		
	COLLETTE DAVIS	
13	DIRECT EXAM BY MR. GENTLE:.....	3701
	PREFILED TESTIMONY:.....	3713
14	CROSS-EXAM BY MR. EDENFIELD:.....	3735
	CROSS-EXAM BY MS. MARTIN: .....	3783
15		
16	EXHIBITS	
17	AT&T 123 - 134:.....	3259
18		
	BELLSOUTH 303:.....	3328
19	BELLSOUTH 304:.....	3405
	BELLSOUTH 305:.....	3412
20	BELLSOUTH 306:.....	3776
21	COVAD 1 - 3:.....	3703
22	ITC^DELTACOM 21:.....	3613
23	MCI 25:.....	3570
	MONTGOMERY REPORTING SERVICE	
	(334) 262-3331	
	FAX (334) 834-6048	

16 MARY CONQUEST, of lawful age, having  
17 first been duly sworn, testified as  
18 follows:

19

20 DIRECT EXAMINATION

21 BY MS. EDWARDS:

22 Q. Please state your name for the record?

23 A. My name is Mary Conquest.

MONTGOMERY REPORTING SERVICE

(334) 262-3331

3619

1 Q. By whom are you employed and in what  
2 capacity?

3 A. I am a self-employed consultant currently  
4 under contract to ITC^DeltaCom.

5 Q. Did you cause to be prefiled testimony in  
6 this docket consisting of five pages?

7 A. Yes, I did.

8 Q. Okay. Do you have any changes or  
9 corrections to your testimony?

10 A. No, I do not.

11 Q. Okay. If I asked the same questions,  
12 would your answers be the same?

13 A. Yes, they would.

14 Q. Okay. Have you prepared a summary?

15 A. Yes, I have.

16 Q. Please provide that summary at this  
17 time.

18 A. Thank you. Your Honor, the purpose of my  
19 testimony was to describe three areas in  
20 which BellSouth had failed to provide  
21 either accurate data reporting or had  
22 nondiscriminatory support of their OSS  
23 systems. In my testimony I describe an  
MONTGOMERY REPORTING SERVICE  
(334) 262-3331

3620

1 audit or actually a sample of the  
2 BellSouth Performance Measure and  
3 Analysis Platform, the raw data commonly  
4 referred to as the PMAP data. I describe  
5 ITC^DeltaCom's concerns regarding the  
6 change management process at BellSouth.  
7 And I also talk about the disparity of  
8 the OSS support systems or back office  
9 systems.

10 I would like to start by  
11 briefly recapping each of these items if  
12 I may. In Alabama we were attempting to  
13 look at some repair measures. The reason  
14 these measures were chosen was because  
15 there is more similarity in our back  
16 office systems and we can better  
17 correspond to the Bell measures in that  
18 particular area.

19 The two areas that we looked at  
20 were maintenance average duration for UNE  
21 loops and customer trouble report rate  
22 for UNE loops. The manner in which we  
23 approached this was to take our own

MONTGOMERY REPORTING SERVICE  
(334) 262-3331

3621

1 internal tickets. From these tickets  
2 then we began to look at the raw data  
3 contained in the PMAP information. As  
4 stated in my testimony, there were  
5 tickets which were not contained in this  
6 data source.

7 As a result of this, on behalf  
8 of ITC^DeltaCom, I recommend that the  
9 Commission establish measures and appoint  
10 an independent third-party to audit Bell  
11 reporting and to administer corrective  
12 action plans. Data collection for the  
13 small CLEC is a very cumbersome and a  
14 very difficult process to manage.  
15 Differences in the back office systems  
16 and the internal service measures that  
17 make it very difficult for us to do an  
18 adequate job in auditing the measures  
19 that's being applied.

20 Mr. Varner, in rebuttal to my  
21 testimony, stated that inaccuracies in  
22 BellSouth's metric reporting would not in  
23 and of themselves have a materially

MONTGOMERY REPORTING SERVICE  
(334) 262-3331

1 adverse impact on competition. I would  
2 have to disagree with that. I believe  
3 that the metrics serve as a tool by which  
4 all Alabama customers can benefit. I  
5 believe that the CLEC can benefit as well  
6 as BellSouth. If we have a benchmark  
7 with which to measure by, then we can  
8 certainly all work to improve.

9 Second, BellSouth's change  
10 control process is the process by which  
11 the CLECs and supposedly BellSouth  
12 request interface changes. Yesterday, in  
13 Mr. Bradbury's testimony, he addressed  
14 the same issues. Today the change log  
15 currently is growing. The issues with  
16 the growth in this arena are that the  
17 number of releases available to make  
18 enhancements and changes to enable the  
19 CLECs to better do their business are  
20 very, very limited.

21 In 19 -- well, excuse me, in  
22 2000 there were roughly 79 items that  
23 were delivered that the CLECs had asked

MONTGOMERY REPORTING SERVICE  
(334) 262-3331

1 or requested for. These included both  
2 the manual items and the electronic  
3 items. It appears that we will receive  
4 approximately the same number this year.  
5 And I learned this week, and I hope it's  
6 okay to go there, Nanette, that BellSouth  
7 is proposing that for 2002 there will  
8 only be five releases. So if we follow  
9 that schedule and they adopt that  
10 particular schedule, it in essence means  
11 that any major changes that the CLECs  
12 hope to apply will not be delivered  
13 before August of 2002.

14         Minor changes defined by  
15 BellSouth in their process are things  
16 which in theory do not cause back office  
17 changes to the CLECs' operating systems.  
18 In other words, they typically relate  
19 more to things internally to BellSouth.  
20 BellSouth also has the added ability to  
21 make stability changes which enhance  
22 their performance. These both, I guess,  
23 apply as a double-edged sword for us, in  
MONTGOMERY REPORTING SERVICE  
(334) 262-3331

1 that it helps us to have a more stable  
2 environment, but it also means that our  
3 items are not on equal priority with  
4 theirs.

5 The last thing I would like to  
6 talk about is the disparity of the  
7 Operational Support Systems. Again, Mr.  
8 Bradbury briefly addressed this, the fact  
9 that the retail unit in the Bell  
10 environment are able to see pending order  
11 flags and actually call up pending  
12 service orders, as opposed to receiving  
13 clarifications of the orders as they are  
14 processed. This one service delivery  
15 item causes discriminatory treatment in  
16 that for my customers at ITC^DeltaCom,  
17 service appointments are delayed.

18 Mr. Ruscilli, in his rebuttal  
19 to my testimony, says that I really  
20 shouldn't complain to you about my lack  
21 of UNE-P documentation. I guess I have  
22 to ask, how can we protect our  
23 customers? We have to be able to voice

MONTGOMERY REPORTING SERVICE  
(334) 262-3331

1 our concerns somewhere.  
2 BellSouth's training materials  
3 for UNE-P did not address the complete  
4 provisioning and the billing impacts to  
5 our customers. Nowhere in the material  
6 did it state that trunk rolls would  
7 occur, or that we must subscribe to the  
8 access daily usage file commonly referred  
9 to as ADUF. We have participated  
10 extensively to gain knowledge with the  
11 UNE-P workshops, and certainly are making  
12 progress in our understanding of this  
13 service offering, but because of the lack  
14 of clear and complete training and  
15 reference materials, our customers suffer  
16 and we lose customers and we lose their  
17 confidence.

18 In summary, I ask the  
19 Commission to establish a metric and to  
20 appoint an independent third-party to  
21 audit the Bell reporting. I believe that  
22 BellSouth has failed to demonstrate  
23 nondiscriminatory treatment in its OSS  
MONTGOMERY REPORTING SERVICE  
(334) 262-3331

3626

1 system support and has thus failed to  
2 comply with the 271 relief requirements.  
3 On behalf of ITC^DeltaCom, I respectfully  
4 ask the Commission to address the issues  
5 that have been raised in my testimony.

6 Thank you.

7 MS. EDWARDS: Subject to  
8 cross-examination, we ask that  
9 the prefiled direct testimony  
10 be admitted into the record and  
11 the witness is available for  
12 cross.

13 (Prefiled testimony of Mary  
14 Conquest.)  
15  
16  
17  
18  
19  
20  
21  
22  
23

1                   CROSS-EXAMINATION  
2   BY MR. EDENFIELD:  
3 Q. Good afternoon, Ms. Conquest, how are  
4   you?  
5 A. Good. Thank you.  
6 Q. Fortunately, we're getting ready to head  
7   to the barn. We'll try to get this done  
8   quickly. Were you retained by DeltaCom  
9   specifically to testify in 271, or do you  
10  have other functions that you perform for  
11  them as well?  
12 A. No. I basically run their ILEC  
13  gateways. I'm a project manager for  
14  them. I serve as the integrator on their  
15  behalf and other functions.  
16 Q. Well, in that capacity, are you familiar  
17  with the time it takes for the DeltaCom  
18  reps to type in orders into your own back  
19  systems?  
20 A. Yes, I am.  
21 Q. How long is that?  
22 A. Depending on the order and depending on  
23  the accuracy of the data provided them,  
          MONTGOMERY REPORTING SERVICE  
          (334) 262-3331

3633

1 there's a very large range of different  
2 times. If you would like to be specific  
3 as to a req type or a service type, then  
4 I can give you a better answer.

5 Q. Simple versus complex. How about a  
6 simple? Give me a range in a simple and  
7 give me a range in a complex.

8 A. Well, the complex order, assuming that  
9 all of the information is correct, could  
10 take somewhere in the neighborhood of  
11 half an hour to half a day actually.

12 Q. Okay.

13 A. The very simple ones you touched briefly  
14 on yesterday, and I probably shouldn't  
15 volunteer this, but for resale we have  
16 some in-house mechanization and we are  
17 able to do those in just minutes, we do  
18 order generations for very simple resale  
19 orders.

20 Q. Five minutes or less; ten minutes or  
21 less?

22 A. Less than. Less than.

23 Q. Wow, that's pretty good. And then that  
MONTGOMERY REPORTING SERVICE  
(334) 262-3331

3634

1 would assume that all of your data was  
2 correct?

3 A. Yes.

4 Q. Now, do you have any experience with, if  
5 the data is not right, what kind of time  
6 frame that would add to the timing?

7 A. The time frame varies according to whose  
8 data is incorrect and the nature of the  
9 incorrect data.

10 Q. Let's assume it's DeltaCom's data that's  
11 incorrect.

12 A. We have the ability to correct that  
13 almost immediately.

14 Q. How do you do that?

15 A. We have our own proper proprietary  
16 system, depending on whether it's data  
17 that's repository on our AS/400, which is  
18 our billing, customer -- master customer  
19 data record, or whether it's in our STARS  
20 tracking system. We log in and we enter  
21 the data.

22 Q. I guess that's a functionality y'all have  
23 added to your own systems?

MONTGOMERY REPORTING SERVICE  
(334) 262-3331

3635

1 A. Yes, it is.

2 Q. Okay. Could you give me an estimate of a  
3 percentage of those that would take half  
4 a day as to those that might take a full  
5 day or half an hour?

6 A. I think that varies on a given time in  
7 the month and on a given day. We have  
8 closeouts where our sales forces are  
9 giving us -- well, like in your  
10 situation, whatever is the sale of the  
11 month, you have a ton of orders come in  
12 for that particular product offering and  
13 then you have stragglers throughout and  
14 it varies. I don't think that would be a  
15 fair thing to do. I'm not the  
16 statistician for DeltaCom.

17 Q. And I would not try to hold you to any  
18 specific, you know, data numbers, but I'm  
19 just trying to get an idea. Maybe we can  
20 take it on peak times and non-peak  
21 times. Suppose you've got a big sale  
22 going on on whatever the service of the  
23 month is, can you give me an idea of what

MONTGOMERY REPORTING SERVICE  
(334) 262-3331

1 percentage, during the peak times, the  
2 heavy times, would be taking a half an  
3 hour versus a half a day? And then I  
4 will ask you the same thing for when the  
5 times are not so busy.

6 A. That would be a purely guesstimate on my  
7 part and I would be hesitant to guess.

8 Q. You cannot make a -- from your experience  
9 with their systems as their paid  
10 consultant, you can't give me a  
11 reasonable estimation?

12 MS. EDWARDS: Your Honor, she  
13 answered the question. If she  
14 doesn't know, she doesn't know.

15 JUDGE GARNER: Either she knows or  
16 she doesn't. If you're not  
17 comfortable making that  
18 estimate --

19 A. That's not my area of support. I mean, I  
20 can estimate that it would be roughly 60  
21 percent that would take longer, but it's  
22 an estimate.

23 Q. Okay. That's fine. Has DeltaCom  
MONTGOMERY REPORTING SERVICE  
(334) 262-3331

3637

1 integrated its ordering and pre-ordering  
2 interfaces?

3 A. Yes, sir, we have.

4 Q. When did you accomplish that?

5 A. Last year.

6 Q. What is your ordering interface and your  
7 pre-ordering interface?

8 A. My pre-ordering interface is TAG.

9 Typically my ordering interface is  
10 normally EDI. It can also be LENS; it  
11 can also be manual; and in some cases, if  
12 a vendor is acting on our behalf, it is  
13 also TAG.

14 Q. Okay. Thank you.

15 A. You're welcome.

16 Q. Now, let's jump into some of this  
17 testimony. As I understand it, you  
18 performed an audit of the Alabama PMAP  
19 data on the maintenance average duration  
20 UNE loops and the customer trouble report  
21 rate UNE loops for February 2001?

22 A. I think sample is probably -- audit or  
23 sample, yes.

MONTGOMERY REPORTING SERVICE  
(334) 262-3331

3638

1 Q. I said "audit," would you prefer me to  
2 use another word?

3 A. I did not attempt to go count the  
4 DeltaCom tickets and compare those to the  
5 Bell tickets.

6 Q. Okay. I'll get, in just a second, into  
7 the detail of what you did, but I'm just  
8 trying to make sure I understand what  
9 you're saying here.

10 A. Okay.

11 Q. And are you saying that as a result of  
12 your having gone in and what I'm calling  
13 an audit or taken your sample, you've  
14 determined on your own that the BellSouth  
15 PMAP data is flawed, I think is the word  
16 you used?

17 A. Yes, we have.

18 Q. Okay. Do you have a Ph.D in any type of  
19 accounting or auditing specialty?

20 A. No, I do not.

21 Q. How about a Master's degree?

22 A. I have a Master's for project management,  
23 but not for statistician work. This was

MONTGOMERY REPORTING SERVICE  
(334) 262-3331