



F

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

In the Matter of)	
)	
Review of the Section 251 Unbundling Obligations of Incumbent Local Exchange Carriers)	CC Docket No. 01-338
)	
Implementation of the Local Competition Provisions of the Telecommunications Act of 1996)	CC Docket No. 96-98
)	
Deployment of Wireline Services Offering Advanced Telecommunications Capability)	CC Docket No. 98-147
)	

**JOINT DECLARATION OF JOHN GALLANT AND MICHAEL J. LEHMKUHL
ON BEHALF OF WORLDCOM, INC.**

Based on our personal knowledge and on information learned in the course of our duties, we, declare as follows:

1. My name is John Gallant. I am employed by WorldCom, Inc. as a Distinguished Technical Member. My current business address is 901 International Parkway, Richardson, TX 75081. I have approximately twenty years of technical experience in Intelligent Network systems in telecommunications networks as an architect and software development manager, and have served as a technical architect for CNAM applications for MCI WorldCom. I graduated from Princeton University in 1982 earning a Ph.D. degree in Computer Science. I earned a Bachelor's degree in Biochemistry from Northwestern University in 1976.

2. My name is Michael J. Lehmkuhl. I am employed by MCI Worldcom, Inc. as a Senior Regulatory Specialist for Operator Services and Directory Assistance. My current business address is 601 South 12th Street, Arlington, Virginia, 22202.

3. The purpose of our testimony is to explain the use of the Calling Name (CNAM) database to explain why switch-based CLECs need access to CNAM information through a batch download. CNAM is a call-related database currently used by exchange carriers to offer Caller ID services. The database contains the name and number of the calling party. As an incoming call is routed and terminates at a customer's phone, a query is sent from the terminating switch via the signaling network to the CNAM database to retrieve the information. The information is then displayed on the subscriber's terminating equipment (*e.g.*, a "Caller ID box") to identify the caller. The industry standard requires that the information be provided to the subscriber before the second ring cycle.

4. As Dr. Ku explains in a separate declaration, CLECs leasing switching from the ILEC must have access to the ILEC's databases, including CNAM, because the ILEC's switch cannot direct queries to the CLECs' databases.

5. CLECs using their own switches must also have access to the ILECs' CNAM information. ILECs maintain the vast majority of CNAM information as a result of their dominance in the local market. Because they have well over 90% of the local market, they maintain over 90% of the CNAM information and the vast majority of calls originate from their customers.³⁶ Consequently, when a call terminates on a CLEC's

³⁶ See, *Local Telephone Competition: Status as of June 30, 2001*, Industry Analysis Division, Common Carrier Bureau, Table 1 (Feb. 2002).

switch, the CLEC must have access to the information in the ILEC's CNAM database in order to offer a competitive Caller Id product to its customers.

6. ILECs should be required to provide this information via batch download. At present, most ILECs only provide access to CNAM information on a per-query basis. CLECs must query the ILECs' databases each time they want CNAM information and are charged for each query. The ILECs have refused to provide batch downloads of CNAM information except in the states that have required it.

7. Downloads would provide access to the CNAM information in a consolidated form, allowing the CLECs to maintain their own databases. WorldCom has determined that unlike for some other databases, it makes economic sense for it to maintain its own CNAM database. Maintenance of such a database would allow it to offer innovative services.

8. It is technically feasible for an ILEC to provide downloads of the CNAM database. A copy of that database can be made and extracted using common computer programming. This is the same type of procedure currently used to extract Directory Assistance Listing ("DAL") information from an ILEC's DAL database.

9. Although information updates are frequently made to the ILEC's CNAM database when a customer changes his or her phone number or name, a slight delay in providing such updates to the CLECs would not have significant negative consequences. In contrast, for example, batch downloads from LIDB would be more difficult, as carriers need access to extremely up-to-date information to prevent calling card fraud. Updates to CNAM information could be made available on a daily basis, as is currently done with the DAL database.

10. Receiving download access to the CNAM database is important to WorldCom so that it may have the same control over the database that is already enjoyed by the ILECs and can develop that database as it chooses. Per-query access to CNAM information does not allow WorldCom to self-provision Caller ID and other services but restricts WorldCom to providing Caller ID in the manner prescribed by the ILECs.

11. WorldCom is aware that Ameritech is starting to migrate its CNAM services to an Advanced Intelligent Network ("AIN") platform. While such a move to AIN is possible for Ameritech, WorldCom is precluded from implementing similar technology since it is limited to dip-only or per-query access to the vast majority of Caller-ID requests it handles.

12. Per-query access to the ILEC's CNAM database also restricts MCI's ability to offer other innovative service offerings or to offer service more efficiently, quickly, and cheaply. For example, WorldCom could offer CNAM over a TCP/IP system which would be less costly to maintain, rather than on the SS7 network. The provisioning of CNAM through TCP/IP might also facilitate the development of new services and the integration of this service with emerging voice over Internet applications. WorldCom would also be free to develop other features such as a distinctive ring function that could help subscribers recognize certain incoming calls. These types of new features and services cannot be offered if WorldCom relies on per-query access to the ILEC's CNAM database.

13. Per-query access also has additional costs. WorldCom has determined that it is more efficient to maintain its own CNAM database (a relatively simple database) than to access the ILECs' databases on a per-query basis. Accessing the ILECs'

databases requires some development costs to properly configure the network. More important, WorldCom would have to pay for each and every query.

14. Because of the advantages of maintaining its own CNAM database, WorldCom has decided to do so even without downloads of CNAM information from the ILECs. There are offsetting disadvantages, however. WorldCom's CNAM database only contains information on WorldCom customers – a very small percentage of all local customers. When WorldCom performs a CNAM lookup in its own database,³⁷ the information is often not found in the database. WorldCom then performs an NPA lookup, so that at least the state can be displayed along with the line number of the calling party. Consequently, when offering local service via its own switch, WorldCom's Caller ID service is unable to offer the name for most callers. Thus, without batch downloads of the ILEC's CNAM information, WorldCom's Caller ID service is significantly inferior to the ILECs' service.

15. WorldCom could attempt to remedy this particular defect by looking first in its own database and then, if the calling customer's name was not there, querying the ILEC's database. This process would have its own disadvantages, however. The services WorldCom could offer would still be controlled by the ILEC for most customers. WorldCom would still incur per-query charges – in addition to the cost of maintaining its own database. In addition, the multiple database dips that would be necessary could result in dialing delay.

16. As the call reached the terminating switch and a Caller ID request is made, WorldCom would have to first check its own database for the information. If the

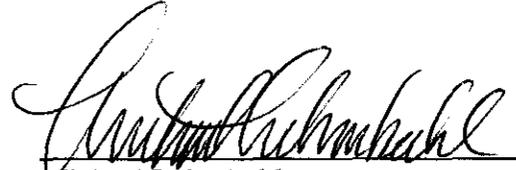
³⁷ WorldCom uses a third party, Illuminet, to store its CNAM information.

information was not found, WorldCom would have to determine which LEC owns the number, then route the call out to that LEC and back to make the dip. If the LEC did not have the name, then exception handling procedures would have to be used to find the name. In some cases, this process would not be completed in time to display the information to the customer within the short ring cycle required.

17. Only through batch downloads can WorldCom and other CLECs maintain CNAM databases that enable them to offer Caller ID services that are equivalent to those of the ILECs. These downloads would also provide CLECs control over the databases that is equivalent to that of the ILEC and allow them to offer new and innovative services.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on April 2, 2002.



Michael Lehmkuhl

I declare under penalty of perjury that the foregoing is true and correct.

Executed on April 3, 2002.



John Gallant



G

**Before the
Federal Communications Commission
Washington, DC 20554**

In the Matter of)	
)	
Review of the Section 251 Unbundling Obligations of Incumbent Local Exchange Carriers)	CC Docket No. 01-338
)	
Implementation of the Local Competition Provisions in the Telecommunications Act of 1996)	CC Docket No. 96-98
)	
Deployment of Wireline Services Offering Advanced Telecommunications Capability)	CC Docket No. 98-147

**DECLARATION OF MICHAEL J. LEHMKUHL
ON BEHALF OF MCI WORLDCOM, INC.**

Based on my personal knowledge and on information learned in the course of my duties, I, Michael J. Lehmkuhl, declare as follows:

1. I am employed by MCI Worldcom, Inc. as a Senior Regulatory Specialist for Operator Services and Directory Assistance. My current business address is 601 South 12th Street, Arlington, Virginia, 22202. Currently, I support the business and regulatory efforts of WorldCom for directory assistance and operator services through its ISN Services & Solutions Group.

2. Previously, I practiced as an attorney representing various companies in the telecommunications industry before the FCC and other federal agencies for approximately 8 years. I graduated Drake University Law School in 1990, earning both a Juris Doctorate in Law and a Master of Arts in Mass Communication.

3. A CLEC that has deployed its own switch also can deploy its own DA platform to provide directory assistance to its customers served by that switch.

WorldCom provides its own facilities-based DA local service wherever WorldCom has installed a switch. But WorldCom and other CLECs can provide the complete and accurate directory assistance customers demand *only if* they have access to the ILECs' DA databases. It is critical to WorldCom's plans to have access to these databases.

4. By virtue of their continued dominant share of the market for local telephone service, ILECs control nearly all customer directory listing data comprising DAL information. Independent DA data from third-party, non-ILEC sources is not as accurate as ILEC DAL data. WorldCom has found that the independent DAL data often has missing information about existing residential or business customers. WorldCom has also found that independent DAL data contains listings of many subscribers who have terminated service at one location and who have not been removed from the independent provider's DAL data. A DAL product based on these erroneous listings is inferior to the ILECs' product. Use of these listings is also directly harmful to consumers who, are given erroneous information, and, as a result of the error, make a telephone call to a wrong number for which they may be charged.

5. As discussed in the *UNE Remand* proceeding, MCI WorldCom commissioned its own studies for marketing and business planning purposes that show that data from non-ILEC sources tend to have twice as many inaccuracies as data from ILEC sources, and tend to be far less complete. As recently as last year, WorldCom commissioned a further study that showed similar results. Based on wide sampling, these studies showed that there were significantly greater error rates in listings derived from

independent DA data providers than from data obtained directly from ILECs. These error rate differences held true for both business and residential listings. In fact one of these studies found, for example, that in cases where businesses had terminated their service, listings provided by independent DA data for that business were erroneous (*i.e.*, they showed the telephone number still in service) more than two out of three times.

6. Because of their exclusive control of nearly all of the customer listing data information, with no reliable alternative source for competitors, ILECs (unless prevented by state commissions) charge exorbitant rates for these listings. For example, in Missouri where the state commission allowed SBC to charge whatever it wished, SBC charges \$0.0585 per listing and update, while the Texas PUC determined the cost-based rate to be \$0.0011 per listing and \$0.0014 per update.³⁸ That is approximately a 500% difference. In fact, in most states where SBC and WorldCom have recently or are currently arbitrating interconnection agreements, SBC has advocated for rates of \$0.04 per listing and \$0.06 for each listing update – an even bigger difference from the Missouri rate.

7. In sum, because ILECs control nearly all customer listing data comprising DAL information, and there is no reliable alternative source of the information, CLECs need access to the ILEC DAL information (in bulk form, with daily updates) as a UNE.

³⁸ See Arbitration Award, *Petition of MCI Telecommunications Corporation for Arbitration of Directory Assistance Listings Issue under Federal Telecommunications Act of 1996*, Texas Public Utility Commission, Docket No. 19075, pp. 12-4 (Feb. 13, 1998); Arbitration Order, *In the Matter of the Petition of MCImetro Access Transmission Services, LLC et. al. for Arbitration of an Interconnection Agreement with Southwestern Bell Telephone Company Under the Telecommunications Act of 1996*, Before the Public Service Commission of the State of Missouri, Case No. TO-2002-222. p. 37 (Feb. 28, 2002).

I declare under penalty of perjury that the foregoing is true and correct.

Executed on April 2, 2002.

A handwritten signature in cursive script, appearing to read "Michael Lehmkuhl", written over a horizontal line.

Michael Lehmkuhl



H

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

In the Matter of)	
)	
Review of the Section 251 Unbundling Obligations of Incumbent Local Exchange Carriers)	CC Docket No. 01-338
)	
Implementation of the Local Competition Provisions in the Telecommunications Act of 1996)	CC Docket No. 96-98
)	
Deployment of Wireline Services Offering Advanced Telecommunications Capability)	CC Docket No. 98-147
)	

**DECLARATION OF SHERRY LICHTENBERG
ON BEHALF OF WORLDCOM, INC.**

1. My name is Sherry Lichtenberg. I have twenty years of experience in the telecommunications market. Prior to joining WorldCom, Inc., I was Pricing and Proposals Director for AT&T Government Markets, Executive Assistant to the President, and Staff Director for AT&T Government Markets. I also held a number of positions in Product and Project Management. I have been with WorldCom, Inc. for five years. I am currently employed by WorldCom, Inc. as a Senior Manager in the Mass Markets local services team. I will refer to the division of WorldCom, Inc. that offers local residential service as "MCI." My duties include designing, managing, and implementing MCI's local telecommunications services to residential customers on a mass market basis nationwide, including Operations Support Systems ("OSS") testing. I have been involved in OSS proceedings throughout the country.

2. The purpose of my declaration is to describe the continuing need for access to the ILEC's OSS for local market entry. There have been no market or technological changes since

the Commission's *UNE Remand Order* — OSS remains critical to the ability of new entrants to compete in the local market.

3. Operations Support Systems are all of the systems, databases, business processes, and personnel needed to ensure that a local exchange carrier can satisfy the needs and expectations of its customers, including the information necessary to understand the customer's current configuration and the ability to receive electronic wholesale bills from the ILEC and to bill end user customers. The fundamental importance to a CLEC of having nondiscriminatory access to the ILEC's OSS is well established. Effective access to OSS has been a critical factor in the determination of which states MCI has entered the local market. MCI has spent over \$100 million and significant time and resources in the past two years on software development to build the necessary OSS interfaces. When the interfaces do not work or work only intermittently, MCI's sales and installations are imperiled. Working OSS has made it possible for MCI to enter 11 states and to provide local service to more than one million local customers.

4. Competitors need access to OSS, regardless of their mode of entry, *i.e.*, reselling ILEC products, leasing of UNEs from the ILEC, or simply interconnecting to the ILEC's network. For, example access to OSS is necessary to order unbundled loops to be connected to a facilities-based carrier's switch, to initiate and track local number portability requests, to report and correct trouble tickets, and to receive billing data from the ILEC. A carrier's ability to provide service is materially diminished without access to the same information and support functions as the ILEC.

5. It is customary and useful to distinguish among five basic OSS systems: pre-ordering, ordering, provisioning, billing, and repair and maintenance. Business processes, such

as change management, are also critical to a new entrant's ability to process orders and other transactions after an ILEC implements a change to its OSS.

6. **Pre-ordering.** Pre-ordering is the process by which a CLEC gathers and verifies the information needed to place an order for local service. It is the first step in creating an order for local service, so any delays or errors made at the pre-ordering stage ripple through the process, causing delays and rejected orders down the line. It is also the first exposure that customers have to the CLEC, which makes it all the more important that the process run smoothly. As this Commission has recognized, meeting customer expectations for speed, efficiency, and accuracy is an important element to achieving and sustaining a competitive position in the market.

7. Pre-ordering consists of a number of key sub-functions, each of which provides information needed by the provider (whether ILEC or CLEC) to proceed with the ordering function. These sub-functions are: (a) customer service record (CSR), including feature and service availability, PIC availability, directory listings, and other informations; (b) address validation; (c) appointment availability, reservation, and cancellation; and (d) loop qualification. A brief description of the these key sub-functions follows.

8. *CSR Information.* The CSR provides the customer's basic service information, including the customer's name, service address, telephone number, current service and features, directory listing, and long distance and intraLATA carriers. This is the information needed to take and place the customer's order when the customer is migrating from an ILEC to a CLEC. Without access to the CSR, the CLEC would have to get the information from the customer himself, which is problematic for several reasons. The customer may not know or recall certain information, such as which services and features he currently has or the precise form of his

directory listing. Also, while the customer may be able to provide his mailing address, that address may differ from the service address that the ILEC uses to provide service to the customer. This is a potentially serious problem because if there is any difference in form or content between the customer address entered on a CLEC order and the service address held by the ILEC, then the order will be rejected. In addition, and equally important, customers have come to expect their local carriers to possess this information. In order to compete effectively against the ILEC, a CLEC must be able to meet these customer expectations just as the ILEC can.

9. *Address Validation.* On orders for installations of new service, when the customer does not have a CSR from which the CLEC can obtain an address, a CLEC must be able to confirm with the ILEC that the CLEC has the customer's proper service address before placing an order. The CLEC may also need to use the address validation function on migration orders if the address on the CSR is not accurate. Without a complete and valid service address, the CLEC cannot reserve a telephone number for the customer, schedule a due date for service, conduct other important pre-ordering inquiries, or create an order for service. As noted above, the address that the CLEC puts on its order must match precisely both in form and content the address information held by the ILEC for that customer or the order will be rejected.

10. *Due Date Information.* The CLEC must be able to determine what dates are available for the installation of new service and to reserve reliable due dates for when the customer will begin receiving his new service. Due dates must be provided to CLECs on an equal footing with the ILEC so that customer installations are not delayed.

11. *Loop Qualification.* Loop qualification information identifies the physical attributes of the loop plant (such as loop length, the presence of analog load coils and bridge

taps, and the presence and type of Digital Loop Carrier) that enable carrier to determine whether the loop is capable of supporting xDSL and other advanced technologies. It is critical that requesting carriers be able to make their own judgments about whether the loop is capable of supporting the advanced services equipment the requesting carrier intends to install. Otherwise, as the Commission has noted, ILECs would be able to discriminate against other xDSL technologies in favor of their own xDSL technology. Since this information enables carriers to determine technologies the loop is capable of supporting, carriers seeking to provide advanced services would be significantly impaired without it. It is necessary to have access to all the underlying loop qualification information contained in the ILEC's engineering records, plant records, and other back office systems.

12. **Ordering.** After a CLEC's sales representative has obtained the necessary pre-ordering information, including what type of phone service the customer wants, whether the customer is a new customer or a migration from the ILEC, and how the service will be provided (*i.e.*, resale, unbundled loops, or a combination of network elements), the representative must order the service through the ILEC. In addition, a CLEC must have the ability to modify and cancel orders for service as well as to correct and resend orders that have been rejected by the ILEC. Ordering and reject information must be communicated between the CLEC and the ILEC electronically, and reject messages must be complete and understandable.

13. **Provisioning.** The provisioning function has two elements: the accurate and timely issuance of status notices, and the actual installation of service by the ILEC in a timely fashion.

14. *Status Notices.* Status notifications allow the CLEC to track the progress of an order and to take proactive steps with their customers or the ILEC (in its role as the vendor) in

the event the order is in trouble. It is critical to a competing carrier's ability to compete that it receive information concerning the status of its customers' orders in substantially the same time and manner as the ILEC provides such information to its retail operations. Status notices include acknowledgment of receipt of orders, rejects or clarifications, firm order confirmations, line loss notifications, service and missed appointment jeopardies, and completion notifications. CLEC customer service representatives must be able to discuss intelligently the status of a customer's order, conveying such information as when the service will be installed, or why, and until when, service will be delayed. A CLEC that cannot provide its customers timely and accurate status notifications will be placed at a significant competitive disadvantage vis-à-vis the ILEC.

15. *Installation.* Each ILEC must work with the CLECs to develop ways of provisioning services electronically at commercially reasonable intervals. The most significant interval for OSS purposes is the interval from an ILEC's receipt of an order to its completion, that is, the time it takes to actually install service. Therefore, ILECs must provide reasonable due dates for provisioning services and must meet those dates consistently. Parity requires that it take no longer for a customer to receive service from a CLEC than it does for the customer to receive the same service from the ILEC.

16. **Maintenance and Repair.** The repair and maintenance function consists of the ability to diagnose and address customer-identified problems, as well as to prevent problems from arising by ensuring that telephone lines are in good working order. Quality maintenance and repair service is imperative to a new entrant. It is the customer's first opportunity to see how well or poorly the CLEC can maintain service. It is at this juncture where CLECs gain customer confidence or lose the game. When a CLEC is providing service via resale or UNEs, the service problems the customer experiences may be a problem in the ILEC facilities. Therefore, the

CLEC must have access to the ILEC maintenance and repair information and tools in order to diagnose and solve the customers complaint. Electronic bonding should be provided so that CLECs may interface their systems directly with the ILEC's systems to avoid the re-keying of data.

17. **Billing.** The billing function encompasses several different sub-functions, including daily usage reports that provide the information required to enable CLECs to bill their end users, and monthly bills detailing what the CLEC owes the ILEC. It is critical that a CLEC receive all types of billing information that is timely, accurate, complete, properly formatted, and verifiable. Accurate and timely billing, like responsive maintenance and repairs, is essential for maintaining customers.

18. There are three discrete billing sub-functions. First, the ILEC must provide the CLEC with records of the daily usage of CLEC customers over UNEs provided by the ILEC. These daily usage files must provide the customer call detail required for the CLEC to bill its end users for local service. Customers expect to receive bills from a CLEC that are at least as timely, accurate, and informative as the bills they had received from the ILEC. If, however, the CLEC does not receive accurate and timely bills from its primary supplier (the ILEC), it will not be able to prepare and send out accurate and timely bills to its customers.

19. Second, the ILEC must provide the CLEC with monthly wholesale billing records detailing the CLEC's use of the ILEC's network, including UNEs and collocation, and the resulting charges. These bills must charge the proper interconnection (not access) rates and must contain sufficient detail for auditing, including quantities and descriptions of each service as well as the relevant USOC codes. Late receipt of wholesale bills causes substantial harm to CLECs.

MCI audits its wholesale bills against its retail bills. If it receives the wholesale bills late, the auditing process is more difficult. Moreover, MCI cannot close its books on time.

20. Third, as part of its meet point billing arrangement with the CLEC, the ILEC must provide the CLEC with the meet point billing data necessary for the CLEC to bill and collect access charges from interexchange carriers for using the CLEC's local network to originate or terminate access calls.

21. **Business Processes.** In addition to the specific OSS interfaces, the ILECs must implement business processes that provide CLECs with the same access to the ILEC's OSS that the ILEC enjoys, including proper change management procedures, carrier-to-carrier testing processes, and help desk support. CLECs must be able to contact the ILEC wholesale order processing and electronic interface teams to resolve questions and problems. Processes must be robust enough to allow orders that fall to manual or require special handling to be processed effectively and rapidly. ILEC interface personnel must understand wholesale product offerings and be able to provide support on an equivalent level to that provided to internal ILEC personnel. Business processes must be documented and adhered to so that CLECs can receive consistent answers and support.

22. **Change Management.** Change management is essential to ensure that the ILEC's OSS is able to adapt as the telecommunications industry continues its rapid evolution. Change management is the process by which CLECs and the ILEC determine which changes are needed, and then implement those changes in such a manner that they do not have significant negative impacts on CLECs and their customers. For example, a good change management process will ensure that CLECs have sufficient notification of changes to an interface that they are able to adapt to any such change. As this Commission has recognized, change management is critical to

a CLEC's ability to process orders and other transactions after an ILEC implements a change to its OSS. If the ILEC implements a change without adequate notice, a reasonable opportunity for testing, a reasonable opportunity for CLEC input, transitional availability of recent versions, and the opportunity for the industry to halt the introduction of a "buggy" system, orders and other transactions from CLECs for their customers will fail.

Conclusion

23. This concludes my declaration on behalf of WorldCom, Inc.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on April _____, 2002.

Sherry Lichtenberg