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October 1, 2010

Via Electronic Mail and Messenger

Gregory R. Merz Esq.
Gray, Plant, Mooty
500 IDS Center
80 South Eighth Street
Minneapolis, MN 55402

Re: In the Matter of the Joint Petition for Approval of Indirect Transfer of Control of
Qwest Operating Companies to CenturyLink
OAH Docket No. 11-2500-21391-2
MPUC Docket No. P-421, et al./PA-10-456

Dear Mr. Merz:

In response to your letter of September 27, 2010, attached find CenturyLink's Supplemental Responses to Integra's Third Set of Information Requests.

CenturyLink has also supplemented its response to Information Request 8 and 9 of this set of Integra requests and has provided those supplemental responses herein.

Best regards,

A handwritten signature in black ink, appearing to be 'K. Baraga Werner', written over a circular scribble.

Karly Baraga Werner

KBW/aj
Enclosures

CC: Counsel to Interveners

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6. Has any vendor or gateway provider (e.g., DSET or Synchronoss) that represents a CLEC or CLECs indicated that they have CLEC customers who want ebonding relating to the processing or potential processing of ASRs? If your answer is "Yes":

- a. Identify each vendor or gateway provider with whom CenturyLink has had such communications;
- b. State the date of each such communications;
- c. Identify each CenturyLink and Qwest employee or representative who participated in such communications.

CenturyLink Objections:

CenturyLink objects to this Request because it is vague, ambiguous, overly broad, unduly burdensome and excessively time consuming as written and, as such, is not relevant or likely to lead to the discovery of admissible evidence in this proceeding. In addition, CenturyLink objects to this request to the extent it applies to matters other than Minnesota intrastate operations subject to the jurisdiction of the Commission as such matters are irrelevant and not reasonably calculated to lead to the discovery of admissible evidence. CenturyLink further objects to the request to the extent that it calls for information that is third-party proprietary information which is subject to a confidentiality agreement.

CenturyLink Response:

Subject to and without waiving its objections, CenturyLink provides the following response: CenturyLink has received several inquiries from vendors or gateway providers regarding CenturyLink's capabilities related to ebonding for ASRs, but has not received any formal requests.

CenturyLink Supplemental Response:

Subject to and without waiving its objections, CenturyLink provides the following supplemental response: The inquiries that CenturyLink has received from vendors or gateway providers regarding CenturyLink's capabilities for ASRs were informal discussions that were informational in nature. Because of the informal nature of these inquiries, no notes were taken and no other documentation exists regarding these inquiries.

Sponsor: Melissa Closz, Director Wholesale Operations

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7. Has any vendor or gateway provider (e.g., DSET or Synchronoss) that represents a CLEC or CLECs indicated that they have CLEC customers who want ebonding relating to the processing or potential processing of LSRs? If your answer is "Yes":

- a. Identify each vendor or gateway provider with whom CenturyLink has had such communications;
- b. State the date of each such communications;
- c. Identify each CenturyLink and Qwest employee or representative who participated in such communications.

CenturyLink Objections:

CenturyLink objects to this Request because it is vague, ambiguous, overly broad, unduly burdensome and excessively time consuming as written and, as such, is not relevant or likely to lead to the discovery of admissible evidence in this proceeding. In addition, CenturyLink objects to this request to the extent it applies to matters other than Minnesota intrastate operations subject to the jurisdiction of the Commission as such matters are irrelevant and not reasonably calculated to lead to the discovery of admissible evidence. CenturyLink further objects to the request to the extent that it calls for information that is third-party proprietary information which is subject to a confidentiality agreement.

CenturyLink Response:

Subject to and without waiving its objections, CenturyLink provides the following response: CenturyLink has received several inquiries from vendors or gateway providers regarding CenturyLink's capabilities related to ebonding for LSRs, but has not received any formal requests.

CenturyLink Supplemental Response:

Subject to and without waiving its objections, CenturyLink provides the following supplemental response: The inquiries that CenturyLink has received from vendors or gateway providers regarding CenturyLink's capabilities for LSRs were informal discussions that were informational in nature. Because of the informal nature of these inquiries, no notes were taken and no other documentation exists regarding these inquiries.

Sponsor: Melissa Cloz, Director Wholesale Operations

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8. Please indicate whether, after all of the systems of the Merged Company have been consolidated, the interface that the Merged Company will provide will support a UOM interface for ASRs.

CenturyLink Response: Yes, after the systems of the company have been consolidated after the merger, the company intends to support a UOM interface for ASRs.

CenturyLink Supplemental Response:
CenturyLink clarifies that no decisions have been made regarding the potential consolidation of systems after the merger.

Sponsor: Melissa Closz, Director Wholesale Operations

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9. Please indicate whether, after all of the systems of the Merged Company have been consolidated, the interface that the Merged Company will provide will support a UOM interface for LSRs.

CenturyLink Response: Yes, after the systems of the company have been consolidated after the merger, the company intends to support a UOM interface for LSRs.

CenturyLink Supplemental Response:
CenturyLink clarifies that no decisions have been made regarding the potential consolidation of systems after the merger.

Sponsor: Melissa Cloz, Director Wholesale Operations

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13. Which of the following pre-order functions does CenturyLink currently provide with EASE? For each subpart below, state whether the order type is available for ASRs, LSRs, or both and whether the interface is application to application, GUI, or both. To the extent you are unclear about the service or product being described, please see Qwest's PCAT and ICAs regarding these items:

- a. Address validation
- b. Channel Facility Assignment (CFA) Validation
- c. Meet Point Query Validation
- d. Network Channel (NC)/ Network Channel Interface (NCI) Codes Validation
- e. Raw Loop Data Validation at least for service and products that Qwest provides
- f. Billing Account Number (BAN) Validation
- g. Customer Service Records (CSR)
- h. Telephone Number(s) (TNs) Reservation
- i. Provide Facility Availability
- j. Provide Service Availability
- k. Loop Qualification for Integrated Services Digital Network (ISDN)
- l. Loop Qualification for Unbundled Asymmetric Digital Subscriber Line (ADSL)
- m. Loop Qualification for Commercial Broadband Services
- n. Appointment Scheduling

CenturyLink Objections:

CenturyLink objects to this request because it is vague, ambiguous and imprecise in that it fails to provide a clear explanation of the services or products described.

CenturyLink's Response:

Subject to and without waiving its objections, CenturyLink provides the following response:

- a. Address validation - Yes
- b. Channel Facility Assignment (CFA) Validation - Yes
- c. Meet Point Query Validation – No, not at this time
- d. Network Channel (NC)/ Network Channel Interface (NCI) Codes Validation - Yes
- e. Raw Loop Data Validation at least for service and products that Qwest provides – No, not as part of the pre-order function. This function is provided in pre-qualification as part of the LSR process within EASE.
- f. Billing Account Number (BAN) Validation - Yes

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- g. Customer Service Records (CSR) - Yes
- h. Telephone Number(s) (TNs) Reservation – No, not as part of the pre-order function. However this function is available in EASE.
- i. Provide Facility Availability – No. We validate if an address is valid in preorder. Availability is determined upon submission of a firm order.
- j. Provide Service Availability –Yes, not as part of the pre-order function.
- k. Loop Qualification for Integrated Services Digital Network (ISDN) – No, not as part of the pre-order function. This function is provided in pre-qualification as part of the LSR process within EASE.
- l. Loop Qualification for Unbundled Asymmetric Digital Subscriber Line (ADSL) –No, not as part of the pre-order function. This function is provided in pre-qualification as part of the LSR process within EASE.
- m. Loop Qualification for Commercial Broadband Services –No, not as part of the pre-order function. This function is provided in pre-qualification as part of the LSR process within EASE.
- n. Appointment Scheduling – No, not as part of the pre-order function. A firm order has to be submitted before an appointment can be scheduled.

CenturyLink Supplemental Response:

For the following pre-order functions that CenturyLink provides with EASE, the following response provides whether the order type is available for ASRs and LSRs and whether the interface is application to application or GUI:

- a. Address validation – Available for both ASR and LSR and the interface is both GUI and application-to-application.
- b. Channel Facility Assignment (CFA) Validation – Available for ASR and is under development for LSR. GUI and application to application interfaces are available for ASRs and will be available for LSRs.
- d. Network Channel (NC)/ Network Channel Interface (NCI) Codes Validation – No. Codes may be validated via online reference tables outside of the process to populate an ASR or LSR.
- f. Billing Account Number (BAN) Validation – Available for both ASR and LSR and the interface is both GUI and application-to-application
- g. Customer Service Records (CSR) – Available for LSR and the interface is both GUI and application to application
- j. Provide Service Availability –No, not as part of the pre-order function, but is available as part of the order process.

Sponsor: Melissa Closz, Director Wholesale Operations

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14. Which of the following order types does CenturyLink provide using EASE? If an order type cannot be performed in EASE then please provide information regarding how a CLEC places that order type such as via facsimile or via e-mail. For each subpart below, state whether the order type is available for ASRs, LSRs, or both and whether the interface is application to application, GUI, or both. To the extent you are unclear about the service or product being described, please see Qwest's PCAT and ICAs regarding these items.

- a. Unbundled Loop
- b. Unbundled Subloop:
 - i. Unbundled Feeder Loop
 - ii. Unbundled Distribution Loop
- d. Local Number Portability
- e. Loop with Number Port
- f. Unbundled Distribution Loop with Number Portability
- j. Directory listing
- k. Resale Private Line
- l. Resale POTS
- m. Resale Public Access Line (PAL)
- n. Resale PBX
- o. Resale ISDN
- p. Resale Designed Trunks
- q. Resale Frame Relay
- r. Resale DID In Only Trunks
- s. Commercial DSL (Broadband for Resale)
- t. Unbundled Analog Line Side Switch Port
- u. Unbundled Analog Line Side Switch Port ISDN BRI Capable
- v. Unbundled Analog DID/PBX Trunk Port
- w. Unbundled DSI DID/PBX Trunk or Trunk Port Facility
- x. UNEP ISDN BRI
- y. UNEP POTS
- z. UNEP Centrex
- aa. UNEP Centrex 21
- bb. UNE-P DSS Facility
- cc. UNE-P DSS Trunk
- dd. UNE-P PRI ISDN Facility
- ee. UNE-P PRI ISDN Trunk
- ff. UNE-P PBX DID In-Only Trunk
- gg. UNE-P PBX Design Trunk
- hh. EEL/UNE Combination

CenturyLink Objections:

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CenturyLink objects to this request because it is vague, ambiguous and imprecise in that it fails to provide a clear explanation of the services or products described.

CenturyLink Response: Subject to and without waiving its objections, CenturyLink provides the following response: EASE supports all wholesale order types that are in the CenturyLink portfolio. The guides to CenturyLink products and processes can be found at its website by following the instructions below:

www.centurylink.com

Click on Wholesale in the upper right

In the green box to the right, click on CLEC Services

Under Guides & Demos, Click on Products & Process

CenturyLink Supplemental Response:

Subject to and without waiving its objections, CenturyLink provides the following supplemental response: EASE supports all order types available from CenturyLink customers for both ASRs and LSRs. The interface for placing orders for ASR and LSR is available via application to application or GUI.

Sponsor: Melissa Closz, Director Wholesale Operations

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16. Does CenturyLink or the system called EASE currently impose volume or other limitations that require a CLEC to submit a manual LSR via facsimile or via e-mail for an order type typically accepted by the EASE system? For example, the EASE System may normally process a Number Port order type but it may not allow the CLEC to submit a range of DIDs on a single order in EASE and therefore requires a CLEC to manually submit that Number Port order. If any orders are treated as a project, please describe the criteria for the project (e.g., number of numbers requiring project handling) and state whether orders treated as a project are submitted via EASE or manually. In either case, is any aspect of the processing of the order is manual?

CenturyLink Objections:

CenturyLink objects to this request because it is vague, ambiguous, overbroad and imprecise.

CenturyLink Response: Subject to and without waiving its objections, CenturyLink provides the following response: CenturyLink does not impose a volume limit on the number of orders placed through the EASE system. Large orders of several hundred numbers are typically treated as a project. All projects can be submitted electronically through EASE. There are no requirements to submit a manual order for a project.

CenturyLink Supplemental Response:

CenturyLink defines a project as a planned event where terms and conditions for the work performed is agreed upon by both the Wholesale Customer, CenturyLink and any other party engaged in the provisioning process. To allow for successful turn-up or conversion of services/facilities, each party must negotiate, in good faith, the timelines that allow required activities to be met, equipment ordered, placed and tested to meet the overall objectives of the project. The timeline must meet the rule of reasonable and prudent business practices.

Generally speaking, criteria used when working orders as a project for designed services are:

- Over 10 T-1s
- 3 or more DS-3s
- 25 or more designed DS0s
- Over 240 Switched Trunks
- CFA Rolls

Sonet local services will be coordinated in a separate process.

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General criteria used when working orders as a project for non-designed services are:

- Resale (New Install/Convert/Migrations) 25
- UNE-P (New Install/Convert/Migrations) 25
- Loop (Install/Convert) 25
- Port (Port Lines) 200

Each individual project is by definition negotiated and coordinated with the customer. Questions regarding project coordination and determination should be referred to the customer's account manager.

Sponsor: Melissa Closz, Director Wholesale Operations

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19. If not, is this functionality currently being evaluated and, if so, identify any dates or timeframes being evaluated. Please provide any documents, including any EASE LSR development roadmaps referring to such evaluation of prepopulation of the LSR.

CenturyLink Objections:

CenturyLink objects to this request because it is vague, ambiguous and imprecise in that it fails to identify what is referenced by "this functionality."

CenturyLink's Response:

Subject to and without waiving its objections, CenturyLink assumes that Integra intends to reference the functionality described in IR-18 and provides the following response: This functionality is on the EASE/LSR development roadmap and is currently being evaluated.

CenturyLink Supplemental Response:

CenturyLink has opened an internal project request for pre-population of LSRs. The project completed the high level requirements phase and business requirements have been completed. A high level, level of effort (LOE) has been completed and the project is in the approval process. Following approval, during the normal project approval process, the project will progress through the normal development and testing phases and a target implementation date will be set. CenturyLink will provide customer notification consistent with existing timelines and practices once a target implementation date has been set for this project.

Sponsor: Melissa Closz, Director Wholesale Operations

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27. Please refer to CenturyLink-Qwest Update #5, dated August 10, 2010. Update #5 shows that three consulting firms are assisting with integration planning efforts: (i) PricewaterhouseCoopers (for overall integration coordination), (ii) Bain & Company (for organization design) and (iii) Hewitt Associates (for compensation). Separately for each consulting firm, provide the following:

- a. A detailed description of the activities each firm has performed for CenturyLink and/or Qwest to date.
- b. A detailed description of the activities each firm will be performing for CenturyLink and/or Qwest in the future related to the proposed transaction.
- c. Any instructions, proposed work plan, or similar direction (written or oral) provided by CenturyLink and/or Qwest to each firm in relation to the firms' assisting the Joint Applicants with integration planning.
- d. Any recommendations, findings or responses (written or oral) provided to CenturyLink and/or Qwest by each of the firms in relation to their role of assisting Joint Applicants with integration planning,
- e. Identify the personnel (name, title and employer) from CenturyLink and/or Qwest that are point(s) of contact for each of the three firms in relation to the firms' integration planning assistance.
- f. Identify the personnel (name, title and employer) from the consulting firms that are point(s) of contact for CenturyLink and/or Qwest in relation to the firms' integration planning assistance.
- g. This request is ongoing, and CenturyLink/Qwest should update their responses to this request as additional information becomes available.

CenturyLink Objections:

CenturyLink objects to this Request because it is vague, ambiguous, overly broad, unduly burdensome and excessively time consuming as written and, as such, is not relevant or likely to lead to the discovery of admissible evidence in this proceeding. CenturyLink further objects to the request to the extent that it calls for information that is, and the production of documents that contain, third-party proprietary information which is subject to a confidentiality agreement. Specifically, the requests for any written

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or oral communications between CenturyLink and the identified firms, as well as the identification of personnel for CenturyLink and the firms, and the stipulation that CenturyLink must continually update this information are exceedingly broad and impose excessive burdens on CenturyLink, as well as require the production of extraordinarily confidential information regarding CenturyLink's business operations. The breadth, burden and confidential nature of the requested information far exceed the potential value of the information, if any, to Integra.

CenturyLink Response:

Subject to and without waiving its objections, CenturyLink provides the following response:

- a. The activities each firm has performed for CenturyLink are:

PriceWaterhouseCoopers:

- Supported CenturyLink in establishing the Integration Management Office, and related processes and tools
- Designed the functional integration team structure and the assignment of resources and roles, including the initial training of teams on the integration process and supporting toolset.
- Conducting functional integration planning kick-off and related workshops to launch integration work plan development.
- Reviewing the blueprints and project plans prepared by the functional integration teams, to begin evaluating the content of such plans and defined timeframes. This includes initiating the process of rationalizing and prioritizing integration initiatives, and developing a master integration schedule and plan.

Bain and Company:

- Designed tools and processes to guide leadership team in defining organization structure
- Designed quantitative survey to measure leadership values, decision making effectiveness, and alignment

Hewitt & Associates:

- Provide compensation benchmarking
- Propose position titles, job grades and compensation

- b. The activities each firm will be performing in the future for CenturyLink related to the proposed transaction are:

PriceWaterhouseCoopers:

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- Coordinating across functional teams the alignment of the current business architectures with the detailed functional blueprints prepared for integration.
- Defining high level operating models for Day 1, interim state and desired future state outcomes,
- Developing the Roadmap of key integration and transformation initiatives required to close gaps needed to progress towards defined operating models.

Bain and Company:

- Provide training in boundary decisions to document where work gets done functions so this activity can be carried forward in remaining organization design processes
- Transition of tools and processes defined for remaining organization design.

Hewitt & Associates:

Completion of compensation benchmarking

c.-g. See objections.

CenturyLink Supplemental Response:

Subject to and without waiving its objections, CenturyLink provides the following supplemental response: CenturyLink has had a number of discussions with each of the firms regarding the activities each firm will perform. Please see CenturyLink's original response to subparts (a) and (b) to this question. Please see Attachment Supplemental Integra-27 for examples of the types of reports that each firm will provide to CenturyLink. This attachment is trade secret.

Sponsor: Jeff Glover, Vice President Regulatory Operations and Policy

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28. Please indicate whether CenturyLink instituted a technician feedback process since consummation of the CenturyTel/Embarq merger. For reference purposes, please see page 11, lines 13-14 of the testimony of Jasper Gurganus on behalf of CWA in Minnesota Docket P-421, et al./PA-10-456.

- a. If the answer is anything other than an unequivocal no, please describe the technician feedback process in detail and provide any documentation developed in support of this process.
- b. Provide copies of all reports that have been submitted by technicians in conjunction with this technician feedback process since the process began.

CenturyLink Objections:

CenturyLink objects to this Request because it is vague, ambiguous, overly broad, unduly burdensome and excessively time consuming as written and, as such, is not relevant or likely to lead to the discovery of admissible evidence in this proceeding. In addition, CenturyLink objects to this request to the extent it applies to matters other than Minnesota intrastate operations subject to the jurisdiction of the Commission as such matters are irrelevant and not reasonably calculated to lead to the discovery of admissible evidence.

CenturyLink Response:

Subject to and without waiving its objections, CenturyLink provides the following response:

When a legacy Embarq market converts to the Ensemble system, command centers are established and staffed with people knowledgeable of the new systems at the local management group level as well as regional and national levels. Any issues the technicians experience at conversion are reported to the command centers for immediate resolution or logging for additional investigation, analysis and resolution. The feedback from the technicians comes through the command centers immediately and reviewed in total on a daily basis. Issues identified as needing further investigation and resolution are assembled and responsibility to address the identified issues assigned to a party responsible for bringing about resolution. Common issues regarding processes are communicated to applicable support teams.

The system from which the technicians receive their work orders provides a technician feedback form for every job worked by the technician. The technician can report any issues or problems associated with the specific work order. There is a section in the form where the technician can provide any information on problems encountered or any other relevant information regarding the work order. The feedback received from these forms

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is accumulated and sorted based on the situation and issues being reported. Information is provided to functional areas to review for possible records issues, process issues or specific coaching or training needed to individuals.

In addition, feedback from the technicians regarding any problems encountered happens daily. Supervisors, managers and others routinely have meetings and communications with technicians regarding any issues the technicians are experiencing.

CenturyLink has also included technicians in the verification of plant records for upcoming market conversions. The technicians physically go out to plant devices and review the plant records, comparing those plant records with the information in CenturyLink's systems. This process allows the technicians to provide feedback regarding the conversion process.

CenturyLink Supplemental Response:

Subject to and without waiving its objections, CenturyLink provides the following supplemental response: The technician feedback form has existed for years and has always allowed a mechanism for technician feedback. During market conversions, the CenturyLink command centers and other manual exception reporting tools were in place to capture real time technician feedback. In September 2010, CenturyLink further enhanced the feedback process by instituting a specialized reporting mechanism focused on conversions into the technician feedback template. This enhancement better automates the feedback process specific to possible conversion issues and should help quickly identify conversion related issues quickly.

Attachments Integra Supplemental-28a and 28b provides documentation on the technician feedback process for CenturyLink during and after market conversions to Ensemble. These attachments are trade secret.

As the Minnesota market has not yet undergone the conversion to the Ensemble system, no Minnesota technician feedback conversion reports are available.

Sponsor: Duane Ring, President Northeast Region