

BEFORE THE ARIZONA CORPORATION COMMISSION

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AZ CORP COMMISSION  
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IN THE MATTER OF U S WEST  
COMMUNICATIONS, INC.'S  
COMPLIANCE WITH § 271 OF THE  
TELECOMMUNICATIONS ACT OF  
1996

Docket No. T-00000A-97-0238

QWEST'S RESPONSE TO  
AT&T's MOTION TO  
SUSPEND TESTING  
(REQUEST FOR EXPEDITED  
ORAL ARGUMENT)

Qwest Corporation ("Qwest") respectfully submits this response to the Motion to Suspend Testing which has been submitted by AT&T Communications of the Mountain States, Inc. and TCG Phoenix (collectively "AT&T").

**I. INTRODUCTION**

In its Motion, AT&T demands that the Arizona Corporation Commission ("Commission" or "ACC") suspend the testing that the ACC is conducting of the access that Qwest provides to its operational support systems (the "OSS Test"). The OSS Test is being conducted by Cap Gemini Ernst & Young ("CGE&Y") at the direction of the ACC Staff.

AT&T bases its extreme demands on its allegation that the ACC Staff and CGE&Y have not followed the test planning documents. However, AT&T provides very few specifics regarding alleged instances of deviations from the test documents, and closer examination demonstrates that the ACC Staff and CGE&Y have followed the test documents during every phase of the Test.

Arizona Corporation Commission  
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AT&T really appears to be complaining that the ACC Staff and CGE&Y have not followed each and every AT&T suggestion. AT&T's complaints are incredible in light of the fact that AT&T itself has admitted that the Arizona OSS Test is more open than any other test in the country. In a recent workshop, John Finnegan, AT&T's lead representative for the OSS Test, testified as follows:

And yes, it's true that the CLECs have probably had more involvement in the same aspects of the test [test design, test execution and review of results] than they have done in any other jurisdiction. . . The process is doing what we intended to do from the very beginning, and that is, keep it open and aboveboard.<sup>1</sup>

After admitting that the Arizona OSS Test is as open as any testing effort in the country, AT&T now demands that the ACC suspend the Test, because AT&T wants even more input into how the test is run. The ACC, not AT&T, is directing the OSS Test, and the ACC Staff and CGE&Y have faithfully followed the test design as agreed to by the parties and approved by the Hearing Division. Because the test design documents have been followed, AT&T's Motion is without foundation, and there is no reason to suspend the Arizona OSS Test.

## II. DISCUSSION

The only basis that AT&T cites for its demand that the ACC take the extreme action of suspending the OSS Test is AT&T's allegation that the ACC Staff and CGE&Y have not followed the Master Test Plan (the "MTP") and the Test Standards Document (the "TSD").

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<sup>1</sup> Retail Parity Evaluation Workshop, Transcript Volume I, August 7, 2001, p. 44, lines 1-4 and 7-9.

AT&T's Motion is completely without foundation. AT&T's Motion is filled with details, but contains few actual allegations regarding how the ACC Staff and CGE&Y have deviated from the MTP or TSD. The few specific allegations contained in AT&T's Motion do not stand up to scrutiny.

AT&T is not complaining that the ACC Staff and CGE&Y have deviated from the MTP and TSD. AT&T's actual complaint is that the ACC Staff and CGE&Y did not always follow AT&T's advice in circumstances when the MTP and TSD provided that decisions were to be made by the ACC Staff or CGE&Y, and **not** by AT&T or Test Advisory Group (the "TAG"). AT&T also complains that it has not received certain reports, despite the fact that such reports are not required by the MTP or the TSD.

**A. Every significant issue concerning the OSS Test has been the subject of public discussion and CLEC input.**

The design of the OSS Test was the result of extensive collaboration between the ACC Staff, Qwest and CLECs, which lasted for more than a year. The MTP was discussed extensively during a series of workshops, during which CLECs and Qwest had numerous opportunities to comment on the details of the OSS Test. The ACC Staff issued its first draft of the MTP in July, 1999, and it was approved by the Hearing Division on August 11, 2000. The TSD was prepared by CGE&Y, and several versions of the TSD were submitted for comment to the members of the TAG, including CLECs and Qwest. CGE&Y completed Version 2.9 of the TSD on June 29, 2001.

Beginning in November 1999, the TAG has met approximately every two weeks to discuss the OSS Test, and every significant issue has been the subject of public comment. Over the course of more than 40 such meetings, the parties fully discussed every aspect of the MTP

and TSD. A significant amount of time over the course of several TAG meetings was spent in defining a comprehensive test incident process, which is memorialized in Appendix I of the TSD. This process provides for CGE&Y to issue an Incident Work Order ("IWO") "when an interface, system or process tested or discovered ... does not meet objective criteria, standards or expectations."<sup>2</sup> Through the IWO process, every IWO issued is distributed to the entire TAG. Qwest responds in writing to the IWOs and CLECs are allowed to provide written comments regarding Qwest's responses. CGE&Y is responsible for verifying that the incident was resolved and forwarding a Performance Acceptance Certificate regarding the IWO to the TAG. The results of the test will be discussed in a series of public workshops, the first of which, on the Retail Parity Evaluation, was completed the day that AT&T filed its Motion.

AT&T has taken advantage of the numerous opportunities it has had to provide input into the design and conduct of the OSS Test. AT&T has had as much input into the design and conduct of the OSS Test as any other party, including Qwest and even the ACC Staff. Despite the fact most of AT&T's suggestions have been incorporated into the design and conduct of the OSS Test, AT&T now demands that the OSS Test be suspended, conveniently just as it is nearing completion.

In its Motion, AT&T refers to four component tests of the OSS Test – the Retail Parity Evaluation, the Relationship Management Evaluation, the Capacity Test, and the Functionality Test. The majority of these tests have already been completed. CGE&Y has issued draft reports on the Retail Parity Evaluation and the Relationship Management Evaluation, and, as AT&T admits,<sup>3</sup> the Functionality Test has been completed, other than retesting. Many of the incidents included in AT&T's Motion occurred many months ago,

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<sup>2</sup> TSD Appendix I § 1.1.

and it is irresponsible for AT&T to file its Motion at this late date. John Finnegan of AT&T admitted that the parties have a responsibility to bring up concerns early in the testing:

And if any of the parties have a complaint with how the test is being run or the results of the test, we've had an obligation to share those complaints so that at the end of the process, we'll have gone through it and tempered the results to make them as defensible as possible.<sup>4</sup>

The fact that AT&T has waited until the OSS Test is nearing completion to file its Motion demonstrates that its true intention is to delay the completion of the Test. If it really desired to influence the way the OSS Test was being conducted, AT&T would have filed its Motion at a time when the outcome of the Motion could have influenced how the testing was being conducted.

**B. The ACC Staff and CGE&Y have followed the MTP and the TSD.**

AT&T's Motion contains numerous complaints with instances that AT&T is unhappy with. However, AT&T ties very few of those instances to specific sections of the MTP or TSD. In fact, AT&T does not include any allegations regarding how specific sections of the MTP have been violated, other than one reference to the general principles of the MTP.<sup>5</sup> AT&T does include several cites to specific sections of the TSD, but when those allegations are examined more closely, it is clear that the ACC Staff and CGE&Y have not in fact deviated from the TSD or the MTP.

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<sup>3</sup> AT&T Motion, p. 17.

<sup>4</sup> Retail Parity Evaluation Workshop, Transcript Volume I, August 7, 2001, p. 44, lines 9-14.

<sup>5</sup> AT&T cites to p. 5 of the MTP, which contains the general principal that CGE&Y should maintain "the greatest degree of 'blindness' as practical." AT&T Motion, p. 5, fn. 10

## 1. Functionality Test

Most of the Functionality Test is already complete. CGE&Y has submitted all transactions provided for in the MTP and TSD, and CGE&Y is finalizing the process of analyzing the results of those transactions and determining its retest plan.

AT&T does not complain at all about how the Functionality Test was designed or conducted. AT&T's motion contains no allegations regarding how the ACC Staff or CGE&Y have deviated from the MTP or TSD in the conduct of the Functionality Test. AT&T alleges one complaint regarding the information it has received and one speculative concern about how an issue that has arisen during testing may be handled.

AT&T complains that, for a period of time, it did not receive daily logs for the Functionality Test. AT&T admits that it received all daily logs on August 2 and 3, 2001.<sup>6</sup> AT&T's motion does not in any way indicate how the ACC Staff and CGE&Y deviated from the MTP and TSD by not providing the daily logs for a period of time. In fact, nothing in the MTP or TSD obligates the ACC Staff and CGE&Y to provide daily logs to CLECs. The MTP contains no reference to daily logs. The TSD does refer to daily logs and status reports, but does not obligate the ACC Staff or CGE&Y to provide the daily logs and status reports to CLECs, much less indicate that the daily logs and reports be provided in any particular timeframe. In fact, Section 3.7.5.4 of the TSD provides that the ACC Staff may "subsequently" provide the daily status reports to the TAG, "**at the ACC's discretion.**"<sup>7</sup>

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<sup>6</sup> When the CLECs first requested that CGE&Y distribute the daily logs during testing, Qwest took the position that such distribution was not necessary. Qwest also asked that, if the decision was made to distribute the logs, Qwest be included in that distribution. The decision was subsequently made to distribute the logs. However, Qwest has not received any of the logs the CLECs received and recently renewed its request to review the same materials the rest of the TAG had the opportunity to review.

<sup>7</sup> TSD, Section 3.7.5.4, p. 3-15.

If the ACC and CGE&Y had never provided the daily logs to AT&T, there would have been no deviation at all from the MTP and the TSD. Because AT&T has received the daily logs of the Functionality Test, it has nothing to complain about.

The only other allegation about the Functionality Test in AT&T's Motion is a vague "concern" that CGE&Y will "ignore" the MTP and TSD requirements and issue the Functionality Test Report without issuing "proper" IWOs.<sup>8</sup> AT&T's vague and unsubstantiated concerns provide absolutely no basis for suspending the Functionality Test.

## **2. Capacity Test**

AT&T makes four allegations regarding the Capacity Test: (1) the inclusion of hourly volumes of test transactions in the Capacity Test Detailed Test Plan ignored MTP provisions by impacting blindness, (2) the ACC Staff did not decide in its favor regarding a last-minute proposal AT&T made to change the Test, (3) AT&T did not agree with the decision of CGE&Y and the ACC Staff that the entrance criteria for the Test were met, and (4) CGE&Y allegedly "changed the benchmarks" when addressing a specific data issue. None of these allegations has any merit. First, the hourly volumes to be submitted were never "blind" to Qwest so their inclusion in the Detailed Test Plan has no impact whatsoever. Second, the ACC Staff was completely justified in denying AT&T's last minute request to alter the Capacity Test. Third, the MTP and TSD vest the responsibility for determining whether entrance criteria have been met in CGE&Y and the ACC Staff, not in AT&T or the TAG. Finally, CGE&Y did not change any benchmarks.

AT&T's first complaint is that the hourly volumes of test transactions set forth in the Detailed Test Plan impacted the blindness of the test in violation of the MTP because "the

horse was already out of the barn."<sup>9</sup> This contention has no merit. The MTP provides that "scheduling activities and actual schedules for the execution of the Capacity Tests will be blind to Qwest."<sup>10</sup> Thus, there is no MTP requirement for Qwest to be "blind" to the hourly volumes of test transactions for the Capacity Test. In fact, the information in the Detailed Test Plan that AT&T complains about is simply an updated version of the same information that is set forth in Table 5.2.2.5-3 of the TSD. This information was the product of extensive discussion in the TAG's Capacity Subcommittee, in which both AT&T and Qwest were active participants. The Capacity Subcommittee engaged in many hours of discussion regarding the exact volumes of test transactions to be used in the Capacity Test and reached agreement as to those exact volumes. At no point during those discussions did AT&T ever object to any impact on "blindness" as a result of Qwest's participation in that process. Thus, the inclusion of the hourly volumes for the capacity test neither impacted blindness nor violated the MTP.

AT&T's second complaint is that the ACC Staff ruled against it in its request to add connecting facility arrangement ("CFA") preorder queries.<sup>11</sup> Qwest modified its interfaces to allow CLECs to submit CFA queries, and, at that time, Qwest issued notices regarding the new functionality to all CLECs, including AT&T. Section 6.3 of the MTP originally set forth the preorder transactions to be included in the Capacity Test. AT&T waited many months, until just before the scheduled time frame for the Capacity Test, to submit a request to change the MTP and TSD to add CFA functionality to the Capacity Test. The issue was discussed several times in TAG Capacity Subcommittee meetings, which included both

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<sup>8</sup> AT&T Motion, p. 17.  
<sup>9</sup> AT&T Motion, p. 10.  
<sup>10</sup> MTP § 6.6.

AT&T and Qwest. All parties were given the opportunity to state their case, and AT&T fully presented its position on the CFA issue. Qwest proposed a solution to add additional transactions to compensate for potential future CFA queries. AT&T was not satisfied, and the issue went to impasse. As AT&T noted in its Motion, the issue was not resolved in AT&T's favor because, after AT&T provided its position to the ACC Staff, another version of the Detailed Test Plan was distributed that did not include CFA queries.<sup>12</sup>

AT&T's third complaint is that CGE&Y and the ACC Staff ruled against AT&T when they decided that all entrance criteria had been met for the Capacity Test.<sup>13</sup> AT&T describes the fact that the ACC and CGE&Y ruled against it by using the phrase "there was no consensus." The MTP provides that CGE&Y is responsible for the overall execution of the test, which would include deciding whether entrance criteria have been met.<sup>14</sup> Nothing in the MTP or the TSD requires the "consensus" of AT&T that entrance criteria have been met. In fact, Section 9.1 of the MTP provides that the ACC Staff must decide issues when "consensus" cannot be reached. Thus, ACC Staff has the ultimate authority to make decisions regarding this Test.

During its discussion of the entrance criteria, AT&T makes several allegations that do not relate in any way to the MTP or TSD. AT&T alleges: (1) that it had not received a "satisfactory" response regarding how FOC response times were to be calculated, (2) that it had not received certain reports, (3) that the TAG had not approved the Detailed Test Plan, and (4) that the Detailed Test Plan provided for a 3 week time period between the ORT and the Capacity Test. AT&T does not allege how any of these incidents violated the MTP or the

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<sup>11</sup> AT&T Motion, p. 11.

<sup>12</sup> AT&T Motion, p. 11.

<sup>13</sup> AT&T Motion, pp. 11-12.

TSD. Nor can it. First, nothing in the MTP or TSD provides that AT&T must receive a “satisfactory” response to every inquiry (and AT&T has admitted that it has had more input in the Arizona OSS Test than in any other jurisdiction). Second, nothing in the MTP or TSD provides for AT&T to receive the reports it sought. Third, nothing in the MTP, TSD, or the Detailed Test Plan itself requires that the TAG must approve the Detailed Test Plan. Finally, the Detailed Test Plan provided for a 3 week time period between the ORT and Capacity Test because CGE&Y and HP believed that period of time would be required to prepare for the capacity test after the ORT was run. Thus, the 3-week period was a matter of scheduling convenience, not a test design requirement.

AT&T’s fourth and final allegation regarding the Capacity Test is that CGE&Y has changed a benchmark. AT&T misstates the situation. HP performed an uncertainty analysis relating to IWO 1109 regarding preorder response times from the functionality test. That IWO has not been closed and is awaiting the results of the capacity test. The open issue raised in this IWO is whether the response times being reported by HP included substantial times due to its own processing on its side of the interface. In other words, whether the extended response times were the result of Qwest or HP. The 1.5 second interval from the uncertainty analysis does not mean that any benchmarks have been changed. Rather, it relates to a degree of uncertainty as to whether HP’s measured responses may be different than actual responses when the measured responses are close to the benchmarks. In other words, the uncertainty analysis is an approach to help determine whether the benchmarks have in fact been met. In the many discussions about HP’s uncertainty analysis, AT&T never

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<sup>14</sup> MTP § 9.3.

once objected to HP's uncertainty analysis and never raised any issue suggesting that the analysis resulted in changing the benchmarks.

### **3. Retail Parity Evaluation**

The Retail Parity Evaluation ("RPE") is a test unique to Arizona. Other section 271 applications which were approved by the FCC, including those for New York and Texas, did not include an equivalent test. In the Retail Parity Evaluation, CGE&Y compared the interfaces Qwest provides to CLECs to the interfaces used by Qwest's retail representatives.

The MTP provided that:

The focus of the Retail Parity Evaluation is on the experience which the customer has while on the line with a CLEC representative, in comparison to the experience of a customer on the line with a [Qwest] representative.<sup>15</sup>

CGE&Y has conducted the RPE as set forth in the MTP and has made the evaluation asked for in the MTP:

Based upon the complete RPE, including qualitative, quantitative, and timeliness measures, CGE&Y finds that the experience of a CLEC using the various available OSS interfaces is substantially the same to that of Qwest performing similar activities using internal OSS interfaces.<sup>16</sup>

The essence of AT&T's allegations regarding the RPE is that AT&T disagrees with CGE&Y's conclusion. During the workshop on the RPE, which concluded the day that AT&T filed its Motion, John Finnegan of AT&T stated that "it looks like Cap did a fairly good job in identifying the facts" but that AT&T does not "believe the conclusions that Cap reached are

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<sup>15</sup> MTP, Section 5.2.

<sup>16</sup> CGE&Y, Final Report, Retail Parity Evaluation, July 6, 2001, Version 2.0, p.7.

supported by the findings.”<sup>17</sup> Because AT&T disagrees with the conclusion reached by CGE&Y, it now demands that the entire OSS Test be suspended.

AT&T first brings up an old issue from the December 7, 2000 TAG meeting. AT&T alleges that in that meeting, CGE&Y changed the scope of the RPE. In fact, the scope of the RPE was not changed during that meeting; simply the approach for the second phase of testing, given the results from first phase of testing, was shared with the TAG. Furthermore, TAG discussion that occurred more than eight months ago regarding how the RPE should be conducted does not support AT&T’s demand that the OSS Test be suspended after the RPE has been completed.

AT&T also complains that certain issues were not logged on the Master Issues Log (“MIL”). The TSD originally provided that CGE&Y perform analyses on issues from the RPE, and if warranted by “the magnitude of impact on the end-user customer experience, and the probable effect such impact has on the competitive environment,”<sup>18</sup> the issue would be logged on the MIL. If such issues required input from Qwest, they would be converted into IWOs.<sup>19</sup> Since that time, the TAG -- with the full and active participation of AT&T -- further defined the IWO process to include such issues.

It is important to note that the reference to tracking issues that arise during testing in the MIL appears only in the Retail Parity Evaluation section of the TSD. Thus, on its face, the essence of AT&T's complaint is that a special process was not implemented for issues that arose during the Retail Parity Evaluation. This hypertechnical argument elevates form

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<sup>17</sup> Retail Parity Evaluation Workshop, Transcript Volume I, August 7, 2001, p. 44, lines 15-19.  
<sup>18</sup> TSD, Section 4.6.  
<sup>19</sup> TSD, Section 4.6.

over substance because the MIL process was replaced with the IWO process for purposes of tracking issues during testing.

The MIL process was originally implemented to track action items that arise during TAG discussions and is still used for that purpose. After the TAG agreed to the comprehensive IWO process, all of the issues that arose during the execution of the test itself have been handled through that process, and have not been tracked in the MIL. As set forth above, the IWO process is an open process that allows CLECs to provide comments at every stage. AT&T has actively availed itself of those opportunities without once raising any concern about the use of the IWO process instead of the MIL process for Retail Parity Evaluation issues. Thus, the fact that issues regarding the RPE were issued as IWOs rather than identified on the Master Issues Log is in accordance with the practice established by the TAG.

Furthermore, all issues identified by AT&T in its motion have been issued as IWOs. CGE&Y has issued 34 IWOs from the RPE, including IWO 1110 relating to pre-order response times, and IWO 1111 relating to the differences in the number of fields necessary to create retail and CLEC orders. During the RPE workshop, CGE&Y made clear that IWOs 1110 and 1111 were still open and will be the subject of continued discussion between the parties.<sup>20</sup>

Thus, AT&T's complaint that these issues were not placed on the Master Issues Log is a distinction without a difference, because those issues have been issued as IWOs and are still being discussed among the parties. Furthermore, even if the IWO process had not been revised, the TSD would not have required that the response times and number of fields issues be placed

on the Master Issues Log, because the TSD provided that issues be placed on the Master Issues Log only if warranted after an analysis of the impact on customer experience,<sup>21</sup> and CGE&Y has found that, when those issues are considered with other factors, the customer experience is the same for CLECs and retail representatives.<sup>22</sup>

#### **4. Relationship Management Test**

In its Motion, AT&T does not allege that the ACC Staff and CGE&Y have deviated in any way from the MTP and TSD in the conduct of the Relationship Management Test. AT&T's only complaint is that CGE&Y has issued a report on the Relationship Management Test, despite unresolved issues regarding change management and a test bed for EDI development.

As AT&T admits, CGE&Y has issued IWO #1075-1 regarding change management. In addition, CGE&Y issued IWO #1044 regarding a test bed for EDI development. Those IWOs remain open, and CGE&Y stated during the RPE workshop that open IWOs will still be discussed and follow the IWO process after the workshop is concluded. Thus, the fact that a report has been issued on the Relationship Management Test does not affect the fact that these issues continue to be evaluated during the OSS Test.

When Qwest received IWO #1075-1 and when CLECs raised concerns regarding change management in workshops, Qwest resolved to enhance its change management process to address the concerns expressed by CGE&Y and the CLECs. However, Qwest could not unilaterally change its change management process. Such changes need to be negotiated with the CLECs participating in change management. Qwest has been conducting face-to-face meetings with CLECs every other week to address their change management concerns. The

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<sup>20</sup> Retail Parity Evaluation Workshop, Transcript Volume I, August 7, 2001, p. 168, lines 11 through p. 169, line 1.

<sup>21</sup> TSD, Section 4.6.

negotiation process has been proceeding well, and the results of the negotiations can be found on Qwest's web site at [www.qwest.com/wholesale/cicmp/redesign](http://www.qwest.com/wholesale/cicmp/redesign). The Arizona change management IWO remains open, and, presumably, CGE&Y will continue to evaluate the results of Qwest's change management negotiations, and IWO #1075-1 will be closed when the negotiation process has addressed CGE&Y's concerns.

Qwest does not understand AT&T's concerns that the Relationship Management Report was issued before its new EDI test bed has been evaluated. The parties have agreed to include an evaluation of the test bed in the Arizona OSS Test, to be conducted by HP and that HP's test bed report need not hold up issuance of CGE&Y's final report.

### **III. CONCLUSION**

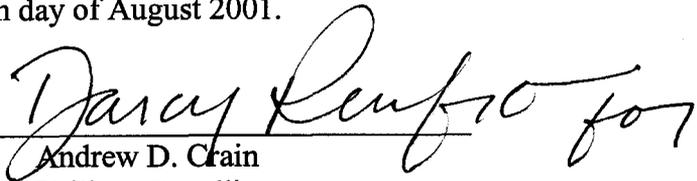
In conclusion, the ACC Staff and CGE&Y have followed the MTP and the TSD in every stage of the OSS Test. While its Motion is purportedly based on alleged failures to follow the MTP and TSD, AT&T does not point to any actual instances when the MTP and TSD were not followed.

AT&T's real complaint is that the ACC Staff and CGE&Y have ruled against AT&T on some issues (although, the majority of issues have been decided in favor of AT&T). As AT&T admits, CLECs have had more input into the design and conduct of the Arizona OSS Test than they have had in any other jurisdiction.

AT&T's Motion is without foundation, and there is no reason to suspend the Arizona OSS Test. The ACC should be proud of the Test it has established and the manner in which its Staff and CGE&Y, as the independent third party tester have conducted the testing.

Due to the timing of AT&T's motion and the fact that OSS testing is nearing completion, Qwest respectfully requests that the Commission grant an expedited oral argument on this matter as soon as possible.

Respectfully submitted on this 17th day of August 2001.

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