

**STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
PUBLIC UTILITIES COMMISSION**

**IMPLEMENTATION OF THE)
TRIENNIAL REVIEW ORDER IN) DOCKET NO. 3550
RHODE ISLAND)**

**DIRECT HOT CUT TESTIMONY
OF VALERIE CARDWELL AND MICHAEL CLANCY ON BEHALF
OF COVAD COMMUNICATIONS COMPANY**

February 24, 2004

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**RESPONSIVE HOT CUT TESTIMONY
OF VALERIE CARDWELL AND MICHAEL CLANCY ON BEHALF
OF COVAD COMMUNICATIONS COMPANY**

1. My name is Valerie Cardwell, Vice President – Government and External Affairs for Covad. I act as a liaison between Covad’s business personnel and Verizon. I am also responsible for participating in various federal and state regulatory proceedings, representing Covad.
2. Before joining Covad, I was employed by Verizon Communications for 13 years. After joining that company in 1985, I held various management positions including Assistant Manager of Central Office Operations and Manager of Installation, Maintenance and Dispatch Operations. In those positions, I oversaw the installation and maintenance of services to retail customers. Specifically, I supervised several groups that were responsible for the physical end-to-end installation of facilities and the correction of any defects or problems on the line. In 1994, I became Director of ISDN Implementation. In that position, I established work practices to ensure delivery of ISDN services to customers and to address ISDN facilities issues -- issues very similar to those encountered in the DSL arena.

3. My name is Michael Clancy, Director of Government and External Affairs for Covad. Prior to my current position, I performed customer support and operations functions for Covad's New York Tri-State region. In particular, I was responsible for building out Covad's network in New York and all other operations activities.
4. Prior to coming to Covad, I was employed by Verizon's predecessor companies, in various Network Services, Special Services, and Engineering assignments, with increasing levels of responsibility, for over 27 years. My last assignment in Verizon New York was Director of Interoffice Facility Provisioning and Process Management for the Bell Atlantic 14-state footprint.
5. The rapid transition from separate, standalone voice and data services to one, singled bundled voice and data service cannot be seriously disputed. A visit today to Verizon's website (Verizon.com) makes it clear that Verizon's intention to aggressively market its bundled services to consumers has only grown stronger since its initial roll out, and has expanded to consumers across the United States. *See Verizon's website (Verizon.com)*, Verizon's offer of lower DSL pricing to customers who choose the bundled *Freedom* package (\$29.95 per month for Freedom customers; \$34.95 per month for standalone service).
6. In fact, Verizon's Initial Testimony dedicates significant discourse to "bundles of communications services." Verizon's Testimony details the competitive and economic importance of telecommunications service bundles and the affect of bundles on the number of hot cuts required.
7. Regrettably, Verizon has not designed, implemented, and supported an adequate batch hot cut process. Verizon has not included data services in its hot cut

scenarios. Verizon's processes, unfortunately, assume a homogenous customer base -- that is, a customer base in which no one wants or needs data. We know, however, that the demand for bundled voice and data services, and particularly DSL service, has skyrocketed.

8. All customers will want a seamless migration of voice *and* data services should the need arise to convert from UNE-P line splitting to UNE-L loop splitting. Customer expectations with respect to migrating data services are the same as customer expectations regarding migrating features or functionality. UNE-P line splitting customers who find themselves involved with a conversion to UNE-L will demand, and rightfully so, to have both voice and data migrated with minimal interruption. As such, CLECs are impaired as a result of Verizon's lack of efficient line splitting migration processes. Consequently, either UNE-P must be retained in Rhode Island because impairment so obviously exists, or Verizon should be ordered to design, implement and successfully test hot cut processes that include data services.
9. The ultimate goal of competition is to give customers choices of providers, innovative services, and competitive prices. Verizon's current "process" for UNE-P line splitting customers to UNE-L loop splitting customers ensures a difficult, if not horrific, customer service experience. Unless Verizon develops, tests, and implements a process to perform hot cuts to migrate efficiently and economically a UNE-P line splitting arrangement to a UNE-L line splitting arrangement, Covad and its voice partners are impaired without access to local switching. Accordingly, until this Commission approves a hot cut and batch hot

process for voice plus data loops that is sufficient to eliminate such impairment, unbundled local switching for the mass market customers cannot be eliminated as a UNE when UNE-P is used to provision a line splitting arrangement. Indeed, if the Commission were to eliminate CLEC access to UNE-P before resolving all the provisioning and hot cut problems, CLECs' ability to provide consumers with competitive voice and data services would cease.

10. A key issue is the availability of a single Local Service Request ("LSR") process for these orders. Importantly, Verizon's Hot Cut process uses a single LSR to generate four related Verizon service orders, including, a disconnect order and a change order. This is not the case with data services. Rather, Verizon's proposal is to have Line Splitting on UNE-L orders submitted on Access Service Requests ("ASRs"), rather than LSRs, which forces CLECs to build new systems and processes and duplicate their efforts to accomplish the same provisioning process currently used with UNE-P providers. For UNE-L Line Splitting, Verizon requires the voice and data CLECs to interconnect using Verizon's Dedicated Transit Service ("DTS"). DTS is a special access service and involves completely different processes and OSS than Line Splitting orders in UNE-P scenarios. With DTS, Verizon requires CLECs to submit an ASR, rather than an LSR. The DTS request would connect the voice carrier's CFA to the splitter. Verizon has yet to instruct CLECs what to submit in order to connect the splitter to the UNE Loop. Verizon current process does not work to share a loop because it is an incomplete process and, importantly, keeps line splitting migrations out of the LSR-based hot cut process.

11. To date, Verizon has refused to adequately respond to a Change Request submitted by Covad through Verizon's Change Management process in April 2003 requesting the capability to order shared voice and data on an unbundled loop using the LSR process. This Commission must require Verizon to allow data providers the ability to submit a single LSR for line splitting migration scenarios. Line splitting on UNE-L must be addressed in the hot cut proceedings to ensure the customer's data is not disrupted.

This concludes our testimony.