

Exhibit No.:	_____
Issue:	Order Processing Procedures
Witness:	Darin Liston
Sponsoring Party:	MCC Telephony of Missouri. Inc.
Case No.:	Case No. TE-2006-0415

MCC TELEPHONY OF MISSOURI, INC.

Case No. TE-2006-0415

DIRECT TESTIMONY

OF

DARIN LISTON

Overland Park, Kansas
October, 2006

1 **I. MR. LISTON’S PROFESSIONAL BACKGROUND**

2

3 **Q. Please state your name, business address, employer and current position.**

4 **A.** My name is Darin Liston. My business address is 6200 Sprint Parkway, Overland
5 Park, Kansas 66251. I am employed as Manager Marketing Technical Support for
6 Sprint Nextel Corporation.

7

8 **Q. Please summarize your educational and professional background.**

9 **A.** I received a Bachelor of Science degree in Computer Science and Business from
10 Baker University in 1987, and Masters Degree in Business Administration from
11 Baker University in 1997.

12

13 I began working on the implementation of our cable partnerships in November of
14 2003. I am responsible for a group of program managers that guide the
15 implementation of the cable contracts for companies that contract with and utilize
16 Sprint’s resources, including telecommunications switches, to provide facilities
17 based telephony service.

18

19 I have worked in telecommunications industry for 19 years. I started my career at
20 United Telephone Company in Overland Park, Kansas, and have held various
21 positions within Sprint with a wide array of responsibilities, including collections,
22 budgets, outside plant engineering, district manager, and implementation of local
23 number portability.

1

2 **Q. Have you testified before any regulatory commissions?**

3 **A.** Yes. I have provided testimony in Kansas.

4

5 **Q. On whose behalf are you testifying?**

6 **A.** I am testifying on behalf of the applicant in this case, MCC Telephony of
7 Missouri, Inc. (hereinafter referred to as "MCC").

8

9 **Q. What is the purpose of your testimony?**

10 **A.** The purpose of my testimony is to describe Sprint Communications Company
11 L.P.'s (hereafter referred to as "Sprint") process for processing ported numbers as
12 well as establishing newly assigned or non-ported telephone numbers for MCC's
13 customers. Once a customer signs up for MCC's voice telephony service, MCC
14 sends the order to Sprint for processing. My testimony describes the functions
15 provided by Sprint in its relationship with MCC to install a customer with a
16 telephone number ported from another carrier and to install customers obtaining
17 new telephone numbers.

18

19 **Q. Briefly summarize the functions that Sprint and MCC provide in the**
20 **Sprint/MCC business model to provide facilities based voice service in**
21 **Missouri to end users.**

22 **A.** Sprint is combining and leveraging its resources, capabilities, expertise, assets and
23 market position to assist MCC to bring facilities-based competitive voice services

1 to consumers in Missouri. The business model is straightforward. Sprint
2 provides switching; public switched telephone network ("PSTN")
3 interconnectivity including all inter-carrier compensation; numbering resources,
4 administration and porting; domestic and international toll service; operator and
5 directory assistance, 911 connectivity and database administration; and numerous
6 back-office functions. MCC provides last-mile facilities to the customer premise
7 (commonly referred to as the loop), sales, billing, customer service, and
8 installation.

9

10 **Q. Is Sprint involved in the process of initiating service for all customers**
11 **obtained by MCC, both ported and non-porting number requests ?**

12 **A.** Yes.

13

14 **Q. You will be using the term "ebonding" as you describe the processes**
15 **performed by Sprint. Can you define ebonding as it relates to the number**
16 **porting process?**

17 **A.** Ebonding is the standardized set of interfaces, based on web technology
18 standards, that allows Sprint's systems to electronically interact with other LEC
19 systems to support electronic ordering and status notification.

20

21 **Q. What is the significance of being ebonded, relative to the porting process?**

1 A. There are several advantages to being ebonded to facilitate the port of a telephone
2 number from a LEC, including improved response times, reduced errors and
3 avoidance of costs incurred in the manual processes.

4

5 **Q. Is the overall Sprint process for porting you describe in your testimony**
6 **applicable to all carriers whether they are ebonded with Sprint or not?**

7 A. Yes, the overall process described will establish the Sprint timeframes for all
8 carriers, whether the carrier is ebonded with Sprint or not.

9

10 **Q. Is Sprint ebonded with all Missouri carriers that are involved in the porting**
11 **process?**

12 A. No, the only Missouri LEC that Sprint is ebonded with is AT&T Missouri.

13

14 **Q. Will your testimony describe Sprint's process for telephone numbers ported**
15 **from other carriers and non-porting numbers that are newly assigned to**
16 **MCC customers?**

17 A. Yes, first I will describe the process for ported numbers, and then non-porting
18 (native) numbers. Overall, Sprint's process for ported numbers once it receives
19 the order from MCC typically is 5 - 11 business days depending on the
20 performance of the carrier porting the number. For non-porting native numbers,
21 Sprint's process once it receives the order from MCC typically is 3 - 5 business
22 days.

23

II. Ported Numbers

Q. What is Sprint's process on Day One after receiving an order for service from MCC if the customer is porting the number from another carrier?

A. Sprint receives the order from MCC through an ebonded interface between MCC and Sprint. Sprint spends the first day after receiving the order validating the order information such as the serviceable address, rate center, and appropriate customer want date. Sprint also sends a customer service request (CSR) to the carrier from which the customer is switching service to MCC to get additional information for order validation such as a local carrier freeze. The CSR is not usually received back from the carrier for 24 to 48 hours, unless it is ebonded with Sprint. If the carrier is ebonded with Sprint, the response is usually within a few minutes.

Q. For a ported number what is Sprint's process on the second and third day after receiving the order from MCC?

A. On the 2nd or 3rd days, the CSR is received back from the porting carrier, and the order validation is completed. Then Sprint sends a Local Service Request (LSR) to the carrier. The LSR is a request to port a customer's number on a specified day. The carrier will confirm receipt and accuracy of the LSR with a Firm Order Confirmation (FOC) within 2 – 3 business days to establish and confirm the porting request. The due date for the port to occur that Sprint receives from the porting carrier is typically 3 – 7 business days from the date of the LSR

1 submission. This interval depends on each porting carrier's minimum required
2 interval.

3

4 If the porting carrier is ebonded with Sprint, the FOC response is usually within a
5 few minutes and the due date for the port to occur is 3 business days from the date
6 when the LSR was submitted.

7

8 **Q. For a ported number what is Sprint's process after it receives the FOC from**
9 **the porting carrier?**

10 A. Once the FOC is received, usually somewhere in days 4 through 11, Sprint will
11 continue the process to set up the phone service. The first step is to validate the
12 address against the Master Street Address Guide (MSAG). If Sprint is unable to
13 validate the address, Sprint will contact MCC and it will perform additional
14 address validation with the customer. Once this is complete, Sprint has now
15 completed the validation of all the ordering information, and sends an order
16 confirmation to MCC that indicates that the order information and due date has
17 been validated. Sprint then provisions the switch with the customer's telephone
18 number, establishes number administration information in the Central Office Dial
19 Administration Reporting System (CODARS), and then sends the porting
20 subscription to the Number Portability Administration Center (NPAC). The
21 industry porting process requires that the new service provider waits for either a
22 subscription concurrence from the old service provider, or 18 business hours,
23 whichever occurs first. If 18 business hours elapses, then the industry assumes

1 concurrence from the old service provider for the port, and everything can
2 proceed. Then Sprint provisions voice mail for the customer. Once the
3 concurrence is received from the NPAC, everything is ready from Sprint's
4 perspective to establish service for the customer, and Sprint waits for the due date
5 to arrive.

6

7 **Q. What is Sprint's process on the day the porting request will be completed?**

8 A. Once the due date of the order arrives, Sprint will wait for MCC to indicate that
9 the customer has been installed and that the port should be activated. Sprint
10 activates the port by sending an activation message to the NPAC, which is then
11 broadcast to the industry. Sprint then updates the Line Information Database
12 (LIDB), and activates the 911 record in the Automatic Location Information
13 (ALI) database. Sprint also submits a directory service request (DSR) as
14 appropriate, and completes the order in our systems.

15

16 **III. Non-Ported Number**

17 **Q. How is Sprint's process initiated if the customer is establishing new service**
18 **with a new telephone number and not porting the number from another**
19 **carrier?**

20 A. Sprint receives the order from MCC through an ebonded interface between MCC
21 and Sprint. Sprint spends the first day after receiving the order validating the
22 order for the serviceable address, rate center, and appropriate customer want date.

23

1 **Q. What is Sprint's process for non-ported numbers on Day 2?**

2 A. On Day 2, Sprint will validate the address against the Master Street Address
3 Guide (MSAG). If Sprint is unable to validate the address, Sprint will contact
4 MCC and it will perform additional validation with the customer. Once this is
5 complete, Sprint has completed the validation of all the ordering information, and
6 Sprint sends an order confirmation to MCC that indicates that the order
7 information and due date has been validated.

8
9 **Q. What is Sprint's process on Days three through five for non-ported**
10 **numbers?**

11 A. On Days three through five, Sprint provisions the switch with the customer's
12 telephone number, provisions voicemail for the customer, and establishes number
13 administration information in the Central Office Dial Administration Reporting
14 System (CODARS). Then Sprint provisions voice mail for the customer. At this
15 point, everything is ready from Sprint's perspective to establish service for the
16 customer, and Sprint waits for the due date to arrive.

17
18
19 **Q. What is Sprint's process on the day the customer's service will be established**
20 **for a non-ported number?**

21 A. Once the due date of the order arrives, Sprint will wait for MCC to indicate that
22 the customer has been installed. Once that message is received, Sprint then
23 updates the Line Information Database (LIDB), and activates the 911 record in

1 the Automatic Location Information (ALI) database. Sprint also submits a
2 directory service request (DSR) as appropriate, and completes the order in our
3 systems.

4

5 **Q. Does that complete your testimony?**

6 **A. Yes.**