

FILED
August 2, 2007
Data Center
Missouri Public
Service Commission

Exhibit No.:

Issue: Traffic Studies
Witness: Joye B. Anderson
Sponsoring Party: CenturyTel of Missouri, LLC &
Spectra Communications
Group, LLC d/b/a CenturyTel
Type of Exhibit: Rebuttal Testimony
Case No.: TC-2007-0341
Date Testimony Prepared: May 22, 2007

CENTURYTEL OF MISSOURI, LLC
and
SPECTRA COMMUNICATIONS GROUP, LLC
d/b/a CENTURYTEL

REBUTTAL TESTIMONY
OF

JOYE B. ANDERSON

CASE NO. TC-2007-0341

Centurytel Exhibit No. 10
Case No(s). TC-2007-0341
Date 7-11-07 Rptn 79

EXHIBIT

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BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Socket Telecom, LLC,
Complainant,

CenturyTel of Missouri, LLC and
Spectra Communications Group, LLC
d/b/a CenturyTel,
Respondents.

Case No. TC-2007-0341

AFFIDAVIT OF JOYE B. ANDERSON

STATE OF LOUISIANA)
) SS.
OUACHITA PARISH)

I, Joye B. Anderson, of lawful age and being duly sworn, state as follows:

1. My name is Joye B. Anderson. I am presently a Manager in Network Support Centers for CenturyTel Service Group, LLC.
2. Attached hereto and made a part hereof for all purposes is my Rebuttal Testimony in the above-referenced case.
3. I hereby swear and affirm that my statements contained in the attached testimony are true and correct to the best of my knowledge, information and belief.

Joye B. Anderson

Joye B. Anderson

Subscribed and sworn to before me this 22nd day of May, 2007.

Gary Maxwell Cox

Notary Public

My Commission expires: At death
(SEAL)

Gary Maxwell Cox
Louisiana Bar Roll No. 27419
Notary Public, Ouachita Parish, Louisiana
My Commission is for Life

REBUTTAL TESTIMONY
OF
JOYE B. ANDERSON
CASE NO. TC-2007-0341

6 IDENTIFICATION OF WITNESS

7 Q. Please state your name and business address.

8 A. My name is Joye B. Anderson. My business address is 100 CenturyTel Drive, Monroe,
9 Louisiana 71203.

10 Q. Please state your current employment and on whose behalf are you testifying in this
11 proceeding?

12 A. I am a Manager in Network Support Centers for CenturyTel Service Group, LLC and I
13 am testifying on behalf of CenturyTel of Missouri, LLC and Spectra Communications
14 Group, LLC d/b/a CenturyTel (referred to collectively as "CenturyTel") in this
15 proceeding.

16 Q. Please describe your educational background and business/regulatory experience.

17 A. I attended Louisiana Tech University, and I have been a CenturyTel employee since
18 August 1990. For the first 10 years, I was in the Carrier Access Billing group, serving in
19 three different roles there. My initial role there was as a Specialist III, where
20 responsibilities included validating Incumbent Local Exchange Carrier ("ILEC")
21 customer bills, preparing and entering adjustments or other charges and credits to bills,
22 validating traffic patterns for ILECs, etc. Also, I served in the role of Assistant to the
23 Director of Revenues. The last three years were as Supervisor, Switched Access Billing.

1 Since joining the Network Service Center ("NSC") I have attended various training
2 courses, including: (1) Network Traffic Concepts, (2) Internetworking Routers and
3 Switches, (3) VoIP Fundamentals, (4) TCP/IP Networking, (5) Voice Over IP
4 Foundations, and (6) Networking Fundamentals.

5 **Q. What are your responsibilities as Manager of Network Support Centers for
6 CenturyTel Support Group, LLC?**

7 A. In July 2000, I joined the Network Support Center ("NSC") as a Manager, and I am
8 responsible for the team that performs traffic studies for CenturyTel affiliates. This
9 involves traffic studies for the switched voice and data networks, coordinating efforts
10 with Engineering and various vendors to determine what network elements should be
11 studied, etc. Other responsibilities have included Manager over the Surveillance team,
12 which is responsible for monitoring alarms for all networks; and I also have managed the
13 team that is responsible for the NSC systems – systems that aggregate alarms into the fault
14 management system. Other responsibilities include managing the development and upkeep
15 of various applications that are utilized by the NSC as well as other CenturyTel departments.

16 **PURPOSE OF TESTIMONY**

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

18 A. The purpose of my testimony is to provide an understanding of how traffic studies are
19 performed for the CenturyTel Switched Voice Network; to demonstrate the grade of
20 service used for all switched voice studies; and to explain how CenturyTel's traffic
21 studies are calculated. Finally, I will verify that the traffic study for Willow Springs,
22 Missouri is accurate.

23 **Q. How does CenturyTel perform its traffic studies?**

1 A. CenturyTel performs engineering studies for the switched voice network by polling
2 switches at periodic intervals. This traffic data is polled daily, and files are then
3 transferred to our reporting system. Daily data is compiled into seven days of data,
4 Monday through Sunday, and scheduled reports ran. These reports demonstrate the
5 number of trunks required to handle the load of traffic encountered during this study time
6 frame. The procedures I describe are how CenturyTel performs all of its engineering
7 traffic studies to determine our network engineering needs.

8 Q. **How do you use this data in your traffic study calculations?**

9 A. Of this seven days worth of data, the reports are calculated based upon an average of the
10 five highest Busy Hour CCS (Centum Call Seconds) for that week, omitting the lowest
11 two hours, and comparing these to the Erlang B Trunk Capacity Grade of Service of .001.
12 For more specifics on how the reports are calculated, see Schedule JBA #1 (Summary
13 Busy Hour Trunk and Link Performance Report Description.), and Schedule JBA #2
14 (Table F – Erlang B).

15 Q. **Can you explain what the “Erlang B Trunk Capacity Grade of Service of .001”**
16 means?

17 A. The Erlang B Trunk Capacity Grade of Service of .001 refers to the probability of 1 in
18 every 1000 calls on a specific trunk group being blocked. CenturyTel maintains a
19 conservative blocking percentage in an effort to ensure that adequate network facilities
20 are available to handle calls with minimal blockage. The Erlang B table is hard-coded in
21 the system we are now using.

22 Q. **Has CenturyTel used other calculation tables in the past?**

1 A. The system CenturyTel used prior to the Erlang B tables utilized the Poisson tables. The
2 Poisson tables used a Capacity Grade of Service tables used of .01; or the probability that
3 1 in 100 calls would be blocked. During the conversion to the new system, with Erlang
4 B, the .001 call blocking probability tracked most closely to the .01 call blocking
5 probability that was previously utilized in the Poisson table. Therefore, the .001 call
6 blocking probability has been utilized exclusively for CenturyTel's engineering (trunk
7 capacity) studies.

8 Q. **How does the Willow Springs Traffic Study relate to the process outlined above?**

9 A. The Willow Springs traffic study in question was generated from data that was polled for
10 Monday 1/29/07 through Sunday 2/4/07, using the method outlined above for report
11 generation. The traffic data for this time period has been validated to confirm accurate
12 data was polled and reported.

13 Q. **How did you confirm the accuracy of the traffic data pulled?**

14 A. Traffic data is polled periodically and stored in a traffic collection device in the field. To
15 validate that the data is accurate, data was secured from this device for the applicable
16 timeframe. The PEG (Calls) and the USE (Usage in CCS) were totaled for OGP#
17 (Outgoing) and IGP# (Incoming). These numbers tied to what was processed on the
18 report, thus validating the data that is reported.

19 Q. **What were the findings of the Willow Springs Traffic Study?**

20 A. The two trunk groups that were being reviewed were Trunk Group 107, the Internet
21 Service Provider ("ISP") trunk group, and Trunk Group 104, which is the common trunk
22 group. Trunk Group 104 currently has 96 trunks. This is not enough trunks to carry all of
23 the traffic that it would have to carry if the traffic associated with Trunk Group 107 is

1 moved onto Trunk Group 104. Based upon this study, Trunk Group 104 would require
2 178 trunks to carry the traffic from both trunk groups.

3 **Q. Does that conclude your testimony?**

4 **A. Yes, it does.**

**Summary Busy Hour
Trunk and Link Performance
Report Description**

Busy Hour Values for Each Day of the Week								
Trunk Id. or Link Id.	Trunk Name	Peg Count	CCS	Ovfl				
Trunk Group or Link # from Raw Switch Data	Trunk Group Name (Available if Identified by Central Office) (not available for Links)	# of Calls (occurrences) related to the same hour of the Busy Hour CCS Value for the Day →	CCS Value for the Busiest Hour of the Day (usage in 100 Second Scans)	# of Busy Hour Overflows Related to the Same Hour of the Busy Hour CCS Value ← for the Day				
Busy Day	Hour (BH)	High CCS	Avg. BH CCS	Avg. 5 BH CCS	Trunks Equipped (not used for Links)	Trunks Working (not used for Links)	Trunks or Links Required	Trks Over/-Under (not used for Links)
Day Related to Highest Busy Hour CCS Value of the Week →	Busiest Hour Related to Highest CCS Value of the Week →	Highest Busy Hour CCS Value for the Week	Average of Busy Hour CCS Values of all Days in the Week	Average of the 5 Day Highest Busy Hour CCS Values for the Week (Determines Trunks or Links Required)	# of Equipped Members	# of Working Members	# of Circuits Required to Handle the Load of Traffic Encountered During this Study <hr/> Based on the Avg. 5 BH CCS Column, Using Erlang B Trunk Capacity Table at a .001 GOS (grade of service of 1/1000 is the probability of 1 in 1000 calls being blocked)	Number of Trunks Over or -Under <hr/> -Under Represents the # of Additional Circuits Needed

One CCS (Centum Call Seconds) is equivalent to 100 seconds.
Take the CCS usage and multiply by 100 to get the usage in seconds.

To calculate MOU (minutes of use):
CCS Multiplied by 100, divided by 60 = MOU
Or
CCS divided by .6 = MOU

To calculate the Avg. Holding Time:
MOU divided by Pegs = Avg HT

ERLANG TABLES

TABLE F - ERLANG B

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	P.001	P.002	P.003	P.004	P.005	P.006	P.007	P.008	P.009	P.010	P.011	P.012	P.013	P.014
1	0.015	0.021	0.025	0.033	0.046	0.066	0.081	0.105	0.153	0.224	0.282	0.382	0.553	1.14
2	0.087	0.111	0.127	0.152	0.194	0.249	0.289	0.349	0.456	0.603	0.716	0.900	1.255	2
3	0.235	0.283	0.316	0.363	0.440	0.536	0.602	0.702	0.870	1.093	1.259	1.525	1.876	4
4	0.752	0.877	0.978	1.045	1.174	1.300	1.400	1.595	1.732	1.961	2.168	2.419	2.719	3.594
5	0.729	0.832	0.900	0.996	1.146	1.326	1.447	1.622	1.909	2.276	2.543	2.961	3.594	6
6	1.055	1.186	1.273	1.303	1.579	1.793	1.967	2.158	2.501	2.936	3.250	3.738	4.543	7
7	1.422	1.582	1.686	1.830	2.052	2.311	2.484	2.730	3.128	3.627	3.987	4.543	5.371	9
8	1.825	2.014	2.135	2.302	2.558	2.853	3.053	3.333	3.783	4.345	4.748	5.371	6.167	10
9	2.722	2.963	3.118	3.330	3.652	4.022	4.267	4.611	5.160	5.842	6.328	7.077	8.590	11
10	3.207	3.475	3.546	3.879	4.232	4.637	4.904	5.279	5.878	6.615	7.141	7.950	9.500	12
11	3.714	4.006	4.193	4.447	4.831	5.271	5.559	5.964	6.608	7.402	7.967	8.835	10.390	13
12	4.239	4.556	4.758	5.033	5.447	5.920	6.229	6.664	7.352	8.201	8.804	9.730	11.320	14
13	5.339	5.704	5.936	6.250	6.772	7.259	7.610	8.100	8.875	9.829	10.510	11.540	13.650	16
14	5.811	6.300	6.545	6.879	7.379	7.946	8.317	8.834	9.652	10.660	11.370	12.460	14.000	17
15	6.196	6.907	7.167	7.519	8.046	8.644	9.034	9.578	10.440	11.490	12.240	13.390	15.390	18
16	7.093	7.526	7.800	8.170	8.724	9.352	9.761	10.330	11.230	12.330	13.120	14.320	16.320	19
17	8.319	8.795	9.096	9.502	10.116	10.790	11.240	11.860	12.840	14.040	14.890	16.190	18.000	21
18	8.947	9.444	9.758	10.180	10.810	11.530	11.990	12.640	13.650	14.900	15.780	17.130	19.100	22
19	9.583	10.100	10.430	10.890	11.530	12.270	12.750	13.420	14.470	15.760	16.680	18.080	20.080	23
20	10.230	10.770	11.110	11.560	12.240	13.010	13.510	14.200	15.300	16.630	17.580	19.030	21.030	24
21	11.540	12.120	12.480	12.970	13.700	14.520	15.060	15.800	16.960	18.380	19.390	20.940	23.150	26
22	12.210	12.810	13.180	13.690	14.440	15.290	15.840	16.600	17.800	19.270	20.310	21.900	24.310	27
23	13.880	13.500	13.890	14.410	15.180	16.060	16.620	17.410	18.640	20.150	21.220	22.870	25.870	28
24	13.560	14.200	14.600	15.130	15.930	16.830	17.410	18.220	19.490	21.040	22.140	23.830	26.830	29
25	14.940	15.610	16.030	16.600	17.440	18.390	19.000	19.850	21.190	22.830	23.990	25.770	28.800	31
26	15.630	16.330	16.760	17.340	18.210	19.180	19.810	20.680	22.050	23.730	24.920	26.750	29.720	32
27	16.340	17.040	17.490	18.090	18.970	19.970	20.810	21.510	22.910	24.630	25.850	27.720	30.700	33
28	17.040	17.770	18.220	18.840	19.740	20.760	21.420	22.340	23.770	25.530	26.780	28.700	31.700	34
29	18.470	19.230	19.710	20.350	21.300	22.360	23.050	24.010	25.510	27.340	28.650	30.660	33.540	36
30	19.190	19.970	20.450	21.110	22.080	23.170	23.870	24.850	26.380	28.250	29.590	31.540	34.370	37
31	19.910	20.710	21.210	21.870	22.860	23.970	24.690	25.690	27.250	29.170	30.530	32.620	35.610	38
32	20.640	21.450	21.960	22.640	23.650	24.790	25.520	26.530	28.130	30.080	31.470	33.610	36.610	39
33	22.110	22.950	23.480	24.190	25.240	26.420	27.180	28.230	29.890	31.920	33.360	35.590	38.710	41
34	22.850	23.710	24.250	24.970	26.040	27.240	28.010	29.090	30.770	32.840	34.310	36.570	39.720	42
35	23.590	24.460	25.010	25.750	26.840	28.060	28.850	29.940	31.660	33.760	35.250	37.570	40.770	43
36	24.330	25.230	25.780	26.530	27.640	28.880	29.690	30.800	32.540	34.680	36.200	38.560	41.860	44
37	25.830	26.760	27.330	28.110	29.230	30.540	31.370	32.520	34.320	36.530	38.110	40.510	43.860	46
38	26.590	27.530	28.110	28.900	30.060	31.370	32.210	33.380	35.210	37.460	39.060	41.540	44.860	47
39	27.340	28.300	28.900	29.690	30.880	32.200	33.060	34.240	36.110	38.390	40.020	42.540	45.860	48
40	28.100	29.070	29.680	30.490	31.690	33.040	33.910	35.110	37.000	39.320	40.970	43.530	46.860	49

TABLE F - ERLANG B

51	30.400	31.410	32.050	32.900	34.150	35.560	36.460	37.720	39.700	42.120	43.850	46.930	52
53	31.170	32.200	32.840	33.700	34.980	36.400	37.320	38.600	40.600	43.050	44.810	47.530	53
54	31.940	32.990	33.640	34.510	35.800	37.250	38.180	39.470	41.500	44.000	45.770	48.540	54
56	33.490	34.570	35.240	36.130	37.460	38.940	39.900	41.230	43.310	45.870	47.700	50.540	56
57	34.270	35.360	36.040	36.950	38.290	39.790	40.760	42.110	44.220	46.820	48.670	51.550	57
58	35.050	36.150	36.840	37.760	39.120	40.640	41.630	42.990	45.130	47.760	49.630	52.550	58
59	35.840	36.950	37.650	38.580	39.960	41.500	42.490	43.870	46.040	48.700	50.600	53.560	59
61	37.410	38.550	39.270	40.220	41.630	43.210	44.230	45.640	47.860	50.500	52.510	55.570	61
62	38.200	39.360	40.080	41.040	42.470	44.070	45.100	46.530	48.770	51.530	53.510	56.580	62
63	38.990	40.160	40.890	41.870	43.310	44.930	45.970	47.710	49.690	52.480	54.480	57.590	63
64	39.780	40.970	41.710	42.690	44.150	45.790	46.840	48.300	50.600	53.430	55.450	58.600	64
65	40.580	41.400	42.230	43.170	44.710	46.350	47.940	49.500	51.520	54.580	56.670	59.810	65
66	41.370	42.590	43.340	44.350	45.840	47.510	48.590	50.090	52.430	55.320	57.390	60.620	66
67	42.170	43.400	44.160	45.180	46.690	48.380	49.470	50.980	53.350	56.270	58.370	61.630	67
68	42.970	44.210	44.980	46.010	47.540	49.240	50.340	51.870	54.270	57.220	59.340	62.640	68
69	43.770	45.020	45.800	46.850	48.390	50.110	51.220	52.770	55.190	58.180	60.320	63.650	69
70	44.570	45.880	46.650	47.590	49.140	50.850	52.050	53.600	56.110	58.540	61.290	64.610	70
71	45.380	46.660	47.450	48.520	50.090	51.850	52.980	54.560	57.030	60.080	62.270	65.680	71
72	46.190	47.480	48.280	49.360	50.940	52.720	53.860	55.450	57.950	61.030	63.240	66.690	72
73	46.990	48.300	49.110	50.190	51.800	53.590	54.750	56.350	58.880	61.990	64.220	67.710	73
74	47.800	49.120	49.940	51.030	52.650	54.450	55.630	57.250	59.800	62.940	65.200	68.720	74
75	48.600	50.000	50.820	51.940	53.550	55.350	56.550	58.200	60.800	63.900	66.150	69.630	75
76	49.430	50.770	51.600	52.720	54.370	56.210	57.400	59.050	61.650	64.860	67.150	70.750	76
77	50.240	51.590	52.430	53.560	55.230	57.090	58.290	59.960	62.580	65.810	68.130	71.770	77
78	51.050	52.420	53.270	54.410	56.090	57.960	59.180	60.860	63.510	66.770	69.110	72.780	78
79	51.870	53.250	54.110	55.250	56.950	58.840	60.060	61.760	64.430	67.730	70.100	73.800	79
80	52.700	54.100	55.000	56.150	57.950	59.850	60.950	62.750	65.360	68.650	71.080	74.920	80
81	53.300	54.910	55.780	56.950	58.670	60.600	61.840	63.570	66.290	69.650	72.060	75.840	81
82	54.320	55.750	56.620	57.800	59.540	61.480	62.740	64.480	67.220	70.610	73.040	76.050	82
83	55.140	56.570	57.460	58.650	60.400	62.360	63.630	65.390	68.150	71.570	74.020	77.870	83
84	55.970	57.400	58.300	59.500	61.270	63.240	64.520	66.290	69.080	72.530	75.010	78.890	84
85	56.800	58.200	59.100	60.300	62.170	64.150	65.450	67.210	69.950	73.340	75.900	79.750	85
86	57.610	59.080	59.990	61.200	63.000	65.010	66.310	68.110	70.950	74.450	76.970	80.930	86
87	58.440	59.910	60.830	62.060	63.870	65.900	67.200	69.020	71.880	75.410	77.960	81.950	87
88	59.270	60.750	61.680	62.910	64.740	66.780	68.100	69.930	72.810	76.380	78.940	82.970	88
89	60.050	61.590	62.520	63.770	65.610	67.570	69.000	70.840	73.750	77.340	79.930	83.990	89
90	60.820	62.300	63.230	64.450	66.350	68.150	69.950	71.750	74.550	78.310	80.610	84.920	90
91	61.750	63.270	64.220	65.490	67.350	69.140	70.790	72.570	75.620	79.270	81.900	86.030	91
92	62.580	64.110	65.070	66.340	68.230	70.330	71.690	73.580	76.550	80.230	82.890	87.060	92
93	63.410	64.960	65.920	67.200	69.100	71.220	72.590	74.490	77.430	81.200	83.870	88.080	93
94	64.250	65.800	66.770	68.070	69.980	72.110	73.490	75.410	78.430	82.170	84.860	89.100	94
95	65.080	66.650	67.620	68.910	70.810	72.910	74.310	76.310	79.310	83.050	85.810	89.550	95
96	65.920	67.490	68.480	69.790	71.730	73.890	75.300	77.240	80.300	84.100	86.840	91.150	96
97	66.750	68.340	69.330	70.650	72.610	74.790	76.200	78.160	81.240	85.070	87.830	92.170	97
98	67.590	69.190	70.190	71.520	73.480	75.580	77.100	79.070	82.180	86.030	88.810	93.190	98
99	68.430	70.040	71.040	72.380	74.360	76.570	78.000	79.990	83.120	87.000	89.800	94.220	99

