

Exhibit No.:

Issue:

Witness:

Sponsoring Party:

Case No.:

MCC Customer Service Requests

Mark Trefry

MCC Telephony of Missouri, Inc.

Case No. TE-2006-0415

MCC TELEPHONY OF MISSOURI, INC.

Case No. TE-2006-0415

DIRECT TESTIMONY

OF

MARK TREFRY

FILED²

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Missouri Public
Service Commission

October, 2006

MCC Exhibit No. 3
Date 1-25-07 Case No. TE-2006-0415
Reporter JH

In the Matter of the Application of)
MCC Telephony of Missouri, Inc.) Case No. TE-2006-0415
of Compliance with the Requirement)
of 4 CSR 240-32)

[illegible]

1. My name is Mark Trefry. I am Vice President of Telephony of Mediacom Communications Corporation, the ultimate parent company of MCC Telephony of Missouri Inc., applicant in the referenced matter.

3. I hereby swear and affirm that my answers contained in the attached testimony to the questions therein propounded are true and correct to the best of my personal knowledge, information and belief.

Subscribed and sworn to before me, a Notary Public, this 13th day of October, 2006.

Notary Public-Minnesota
M.C.E. 1/31/2010

1 **Q. Please state your name and your employment, and briefly describe your**
2 **position.**

3 A. My name is Mark Trefry. I am currently the Vice President of Telephony for
4 Mediacom and in that role am familiar with the operations of MCC Telephony of
5 Missouri, Inc. (MCC).
6

7 **Q. What is your background in the telecommunications business?**

8 A. I have been in the telecommunications industry since September of 1992 (14 years).
9 From 1992 to 1995, I was the Sales and Marketing Director / Trainer for Midwest
10 Cable vision an Intermedia run company. From 1995 to 1997, I served as Project
11 Development Director for Triax Communications Corporation. From 1997 to 1999, I
12 was the Regional Business Operations Director in charge of customer service,
13 marketing, accounting, and human resources for Triax. Thereafter, from
14 approximately 1999 to 2004, I was the Project Development Director in charge of
15 various corporate wide program initiatives and product introductions for Mediacom.
16 From 2004 to summer of 2006, I was the Senior Director of Technical Operations for
17 Mediacom and since August of 2006, I have held my present position in the
18 telephony unit of the company.
19

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

21 A. I will describe for the Commission the procedures MCC Telephony of Missouri, Inc.
22 (MCC) follows to process a customer request for service.
23

1 **Q. Please describe the initial procedure a customer service representative would**
2 **follow when a potential customer requests telephone service from MCC.**

3 A. The procedure can be divided generally into three steps as follows:

- 4 1. When a potential customer calls and requests MCC Phone Service, the
5 customer service agent first verifies that the customer's residence is in an area
6 where MCC service is available. That is done by examination of the caller's
7 existing billing account with the cable affiliate, Mediacom, and current
8 address.
- 9 2. After it is determined that service is available at the caller's resident, the MCC
10 customer service agent will qualify the order to ensure the customer
11 understands the product features, pricing, and limitations.
- 12 3. If the caller gives permission to proceed with the order, the customer service
13 agent would then determine if the customer wants to port his or her existing
14 phone number or if the customer wants a new telephone number.

15
16 **Q. What process would the agent follow if the customer asked to port his or her**
17 **existing phone number?**

18 A. Again, this is a several step process and generally proceeds as follows: If the
19 customer would like to port his or her number, the agent would verify that the
20 number is eligible to port, and determine the customer's current service provider. If
21 the customer is eligible to port the number, the agent will calculate the earliest
22 installation date using the following guidelines:

1 If the customer is currently with a Regional Bell Carrier (RBOC), the earliest
2 installation date that may be proposed to the customer is 8 business days from the
3 current day. The interval is broken down to include 1 business day needed for
4 MCC to process the order in our systems and send the order to Sprint
5 Communications Company L.P.'s (Sprint). This allows time for MCC to correct
6 order errors without having to reschedule the order. It also allows time for the 3rd
7 party verification company to complete the authorization process which is required
8 by law to port the number. Additionally, it ensures that orders are not affected by
9 the 3:00 p.m. CST daily order cut-off time that is required by Sprint. The
10 testimony of Mr. Liston from Sprint describes Sprint's processes and the amount of
11 time it needs once Sprint receives an order from MCC. If the customer is currently
12 with a CLEC or Non-RBOC service provider, the earliest installation date proposed
13 to the customer is 10 business days from the current day.

14
15 **Q. What is the procedure in the case of a new installation rather than a port?**

16 A. If the customer is obtaining a new telephone number, the customer service agent will
17 select a new number for the customer and enter the order. The earliest installation
18 date that may be proposed to the customer is 5 business days from the current day.
19 This time interval includes 1 business day for MCC to process the order in our
20 systems and send the order to Sprint. The testimony of Mr. Liston from Sprint
21 describes Sprint's processes and the amount of time it needs once Sprint receives an
22 order from MCC.

2 **Q. What are the final steps in MCC's process when establishing the order with the**
3 **customer?**

4 A. After determining the type of phone order and calculating the earliest installation date
5 based on the required order processing intervals, the customer service agent will
6 check the dispatch system for available installation technician time slots. Then the
7 agent will offer the customer the earliest possible timeslot that a technician is
8 available to complete the installation. In the event the timeslot is not convenient for
9 the customer, the agent will offer different times when a technician is available until
10 an agreement is reached with the customer on a date and time for installation that
11 meets the customer's needs.

13 **Q. What are the final steps for the installation of the customer's service?**

14 A. On the customer's installation date MCC sends a technician to the customer's premise
15 to install the service and coordinates the final installation steps with Sprint as
16 described in Mr. Liston's testimony.

18 **Q. Does this conclude your testimony?**

19 A. Yes.