

Exhibit No.:	_____
Issue:	Company Overview, Policy and Service Ordering Procedures Generally
Witness:	Calvin Craib
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

CALVIN CRAIB

Middletown, New York
October, 2006

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

3 A. My name is Calvin Craib, and my title is Senior Vice President, Business
4 Development for Mediacom Communications Corporation (Mediacom). In that role,
5 I have overall responsibility for Mediacom's rollout of telephony services through
6 various MCC Telephony subsidiaries, including MCC Telephony of Missouri. I am
7 president of MCC Telephony of Missouri. I have worked on the development of the
8 overall strategy, the selection and subsequent agreement with a service provider, the
9 implementation and rollout of our telephone services in Missouri, and I now provide
10 general oversight of our operations in the state.

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

12 A. I have 24 years of experience in the cable television and related industries. I joined
13 Mediacom in April 1999 as Vice President, Business development and was promoted
14 to Senior Vice President in August 2001. Prior to joining Mediacom, I served as Vice
15 President, Finance and Administration for Interactive Marketing Group from June
16 1997 to December 1998 and as Senior Vice President, Operations and Chief Financial
17 Officer for Douglas Communications from January 1990 to May 1997. I have also
18 served in various financial management capacities at Warner Amex Cable
19 Communications and Tribune Cable.

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

21 A. MCC seeks a waiver of the Commission's rules that require all carriers to complete a
22 customer's installation within 5 working days of the customer placing an order for
23 service. Given the relationship that we have with our customers, and given the

operational obstacles we face in the porting arrangements which involve at least 3 carriers, MCC requests that the Commission waive this requirement. I am testifying to provide an overview of MCC operations in Missouri and some of the challenges faced by the Company in providing telephone services to our subscribers. Mark Trefry will testify and provide more technical, step-by-step description of MCC's installation processes. In my testimony I will seek to explain some of the operational realities faced by MCC which impact installation intervals and affect our service arrangements with our provider, Sprint. In addition, Darin Liston of Sprint will also testify on the technical challenges Sprint faces in porting numbers needed for customer installations.

Q. What is the nature of your telephony business in Missouri?

A. We offer a packaged VoIP service, which includes local, national long distance and features using the cable facilities of an affiliate company. MCC has been operating in Missouri since May of 2005.

Q. What is MCC's target market?

A. Mediacom Communications Corporation, the parent company of MCC Telephony, has cable facilities in the state of Missouri and is serving over one hundred thousand customers statewide. MCC Telephony of Missouri is providing voice services to its existing cable customers, and to other customers located within the coverage of Mediacom's facilities. We are able to offer a comprehensive package of services at highly competitive rates to residential consumers in Missouri. In general, Mediacom's cable facilities tend to be located in some lesser served areas of the country and therefore, in offering voice services to customers in Mediacom's cable

1 footprint, MCC telephony is reaching out and providing competitive options to
2 consumers in some traditionally underserved areas.

3 **Q. Does MCC provide VoIP services to customers that are already subscribed to**
4 **Mediacom's cable service?**

5 A. In most cases, we provide our VoIP services to those customers that already subscribe
6 to Mediacom's cable service. These are customers with whom we already have a
7 business relationship, and are providing an alternative to the local exchange telephone
8 services that the customers already receive.

9 **Q. Why is MCC seeking a waiver of the 5-day installation requirement?**

10 A. MCC is seeking a waiver of this requirement because operational constraints prevent
11 our being able to meet this benchmark at this time. The time it takes to process an
12 installation order includes several components: 1) the time that MCC needs for
13 internal processes including quality control to minimize order rejection; 2) the time it
14 takes Sprint to process the order including validating information, provisioning
15 features, loading the number into the switch, processing the LSR request; and, in the
16 case of a ported number 3) the time that it takes for the losing carrier to respond to the
17 LSR request. Many of these processes are manual, especially when porting numbers
18 from CLECs, and require time to complete. Both MCC and Sprint are extremely
19 interested in seeing these intervals shortened for obvious business and competitive
20 reasons and are each engaged in development efforts to improve the level of
21 automation and order accuracy. However, due to the multilayered process involving
22 several carriers, it not realistic to expect the process to match the standards originally
23 put into place to measure ILEC performance.

1 **Q. One of the components of the process you mentioned involves MCC's**
2 **relationship with Sprint. Is there an agreement which governs MCC's**
3 **relationship with Sprint?**

4 **A.** Yes there is. I am attaching to my testimony as CC Schedule 1 a copy of a Letter of
5 Intent dated August 2004, which describes the terms of the Master Agreement
6 presently existing between MCC and Sprint. The agreement in general sets out the
7 terms and conditions under which Sprint will provide services to MCC for purposes
8 of supporting its VoIP telephony offering. Because of confidentiality provisions in
9 the Master Agreement, portions of the attachment have been redacted; however,
10 material pertaining to the service objectives related to this case is intact.

11 **Q. Could you describe generally how an order is provisioned to a customer?**

12 **A.** The typical scenario is that a customer of Mediacom, an affiliated company that
13 provides cable service, will call to place an order for VoIP service that will substitute
14 for the telephone service provided by the ILEC or a CLEC. Our service
15 representatives will speak to the customer placing the order, and discuss with the
16 customer the options the customer has for an installation date of the new service. The
17 date of installation can be based on several factors, including the customer's
18 availability for an appointment, whether it is a new install or a number port and if it is
19 a port, by which method the losing carrier can be expected to transmit the Customer
20 Service Record (CSR) and other ordering information. Based on the information
21 given to us by the customer, the service representative and the customer agree on a
22 date for the installation of the service. The time period is typically longer than 5
23 days.

1 **Q. Could you describe what MCC does once it receives confirmation from Sprint**
2 **that the customer is ready to receive service?**

3 A. Unlike traditional carriers, MCC is not able to turn up service remotely at the switch.
4 A home visit is required in all cases to turn up service. Consequently, timing
5 intervals designed for carriers that can turn a customer up either at the switch or at
6 least without having to gain access to the customer's premises, are not well suited for
7 measuring the performance of carriers such as MCC. The intervals which we set,
8 both for Sprint's and for MCC's portions of order completion reflect our
9 understanding that customer's will have to make special plans to accommodate
10 installer visits and having to reschedule such a visit would cause significant
11 disruption. Therefore, it is important to have a small time cushion into our scheduling
12 intervals in order to minimize the need for rescheduling appointments.

13 **Q. Do you have a position, based on your professional experience, on the**
14 **installation interval rule in the current telecommunications environment?**

15 A. Yes. It seems to me that the rule was designed to protect consumers from poor
16 quality in the delivery of an essential service in an environment with very limited
17 options. In the present situation, the customer has a number of options and is not held
18 hostage by an unresponsive utility company. Furthermore, the existence of
19 competition places healthy pressure on all providers to deliver the highest quality
20 service. In terms of the installation interval, the incumbent is significantly
21 advantaged relative to MCC in meeting this requirement. Having to compete with
22 carriers that are able to meet this service level provides sufficient incentive to both
23 MCC and Sprint to improve any process that we can which would enable us to

1 compete more effectively. In general, at a time when customers were relatively
2 powerless in their relationship with the utility, additional safeguards were needed.
3 Currently, the customer plays a far more active role in managing both the type and the
4 terms of the service he receives from his telecommunications provider. MCC
5 schedules installation with the participation of the customer. At the time the order is
6 taken, the installation is discussed and the customer has an opportunity to decline
7 service if the time it would take for installation is unacceptable. Furthermore, as
8 installation involves a visit to the customer's home, the customer is asked to choose
9 an installation appointment that is convenient for him – which may not be the first
10 available appointment. I can say that I am, as of this date, not aware of any
11 complaints from our customers about the company's installation intervals. Without
12 speculating on the details of our customers' decision-making processes, I would
13 imagine that our providing a reliable, high quality voice service at an extremely
14 competitive price is something our customers consider in their evaluation of our
15 performance with respect to this matter.

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

17 **A. Yes.**