

DIRECT TESTIMONY
OF
RUSSELL W. MURRAY
TELECOMMUNICATIONS DIVISION
ILLINOIS COMMERCE COMMISSION

ICC DOCKET NO. 00-0393

SEPTEMBER 1, 2000

1 **Q. Please state your name and business address.**

2 A. My name is Russell W. Murray and my business address is 527 East Capitol
3 Avenue, Springfield, Illinois 62794.

4 **Q. What is your occupation?**

5 A. I am an Utility Analyst in the Engineering Department of the Telecommunications
6 Division of the Illinois Commerce Commission (“Commission”).

7 **Q. Please describe your professional background.**

8 A. I am retired from GTE/Verizon after 30 years of service. I began my career with
9 GTE of Illinois in 1970 as a Central Office Equipment Installer in Belvidere, Illinois.
10 As an Equipment Installer I installed Electrical Mechanical switching equipment,
11 Special Service Equipment and Transmission Equipment in GTE Central Offices in
12 Northern Illinois. In 1976 I became a Switching Technician in New Milford, Illinois. In
13 that capacity I conducted routine maintenance and repair of Electrical Mechanical
14 and the newer #2EAX electronic switches, as well as maintenance and repair of
15 various PABX switching equipment. I also worked on customer related trouble. In
16 1984 I transferred from Belvidere, Illinois to Bloomington, Illinois to work in the
17 Switching Services Operations Center (SSOC). There I provided technical support
18 to the local Switching Technicians who worked on the #2EAX and GTD5 electronic
19 switches. I also assisted the local technicians in performing the software upgrades
20 called System Version Releases (SVRs). The SSOC not only provided first line
21 support but also was the alarm monitoring center as well as call out center for Illinois
22 during off hours. SSOC personnel, of which I was one, were on call seven days per
23 week, twenty four hours per day. In 1987 I become an Instructor for GTE North,

1 located in Bloomington, Illinois. In that capacity, I instructed Management and Craft
2 personnel on various technical and operational characteristics of the GTD5
3 electronic switch. In 1990 I returned to the Technical Support group. Again, I was
4 responsible for providing technical support not only to the Local Technicians but
5 also to the group's own Support Technicians. I also provided technical support and
6 undertook Test Engineering functions for the GTE's Equipment Installation group. In
7 addition, I was responsible for undertaking office conversions on several 5ESS
8 switches throughout Illinois. I helped develop and train the Local Technicians on
9 ADSL Testing in GTE North and provided technical support for the ATM network.
10 Further, I have worked on Local Number Portability (LNP) and helped to develop the
11 Fiber Restoration Procedures for GTE North.

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

13 A. I will address portions of Direct Testimony of Betty Schlackman on behalf of
14 Ameritech Illinois, Ameritech Exhibit No. 1.0, referencing Line Sharing and
15 portions of the Tariff filed by Ameritech.

16 **Q. What are your thoughts on Ms. Schlackman's testimony on Line Sharing?**

17 A. In general, I do not take exception to her testimony. However, based upon her
18 testimony, I have insufficient information regarding the issues she raises to make a
19 final recommendation. Accordingly, it would be helpful if she, or such other
20 Ameritech witness as can competently speak to the issues, would address the
21 matters I will discuss below.

22 **Q. Why was this information not requested during the discovery phase of the**
23 **proceeding?**

1 A. I do not know why is was not requested, as I had not yet joined the Commission
2 Staff at that time.

3 **Q. What information do you need to fully understand Ameritech's position and**
4 **make a recommendation?**

5 A. I require additional information regarding the following points:

- 6 • The type of loop acceptance testing Ameritech will conduct to determine if a
7 subscriber's line will or will not qualify for DSL services;
- 8 • If the company intends to conduct manual testing requiring an Outside technician to
9 go the subscriber's premises, which tests he or she will run and the methods that he
10 or she will use;
- 11 • If the company intends to conduct manual testing requiring a Central Office
12 technician which tests will be performed and the testing methods used.
- 13 • If the company intends to conduct electronic or mechanized loop acceptances tests,
14 the name of the system used, the vender of the test equipment, how long has it been
15 in use by the Company and what test results are supplied;
- 16 • How the testing of the line of an existing voice grade customer will be done verses a
17 customer who wants new voice grade service with the DSL features;
- 18 • Whether an existing customer's line can be tested using the electronic or
19 mechanized testing procedures that are currently in place to determine that the line
20 qualifies for DSL services, this customer already has a cable pair assignment,
21 hardware identifier (switch id) and a directory number. The customer that is
22 requesting the new service with DSL does not have an appearance in the switches
23 database so there is not hardware identifier, no directory number or cable pair;

1 • The manner in which these new facilities will be tested to determine if they are DSL
2 qualified.

3 **Q. Why must you obtain this information before you can render an opinion?**

4 A. By knowing how these tests are performed and what these tests are, I will have a
5 better understanding of what Ameritech is asking CLECs to accept as a qualified
6 line. If Ameritech witnesses go into greater detail regarding the process and the
7 tests to be conducted, as well as the expected results. I believe that the
8 Commission will have better evidence regarding what is involved in the loop
9 acceptance process. Ameritech's position, as I understand it to be set forth in the
10 Arbitration Decision, is that "if the CLEC's xDSL services do not work on the
11 shared loop, but Ameritech has provided continuity and line balancing, and has fully
12 tested the shared loop, the CLEC must accept the HFPL UNE." Covad
13 Communications Co./ Rhythm Links Inc. - Petition for Arbitration, ICC Docket Nos.
14 00-0312 / 0313, *Arbitration Decision* at 33 (August 17, 2000). Rhythms/Covad's
15 position appears to be that "loop acceptance testing provides the CLECs an
16 opportunity to test and verify that a loop is actually working prior to such loop
17 turnover, and to confirm that the loop has been properly provisioned to the correct
18 location." *Arbitration Decision* at 34. Covad and Rhythms further request that
19 "Ameritech conduct acceptance testing prior to the turnover of a line shared loop
20 and that if any problems are found, that CLEC order remains open and the problem
21 be corrected as part of the provisioning process rather than as part of Ameritech's
22 trouble ticket process." *Arbitration Decision* at 35.

1 **Q. Do you have requests of Ameritech regarding the Operational Support**
2 **Systems Loop Make-Up information as referenced in the Tariff section 2.5?**

3 A. Yes. It would be very helpful to me in formulating my opinion if Ameritech were to
4 make the tariff references to the Plans of Record associated with the test results
5 available by either electronic (mechanized) or manual means. At the time of writing
6 this testimony the Plans of Record are not available to the Staff. The Staff requests
7 the Company's assurance that the electronic (mechanized) access results will
8 contain at the minimum the same data that are contained in manual loop
9 qualifications tests.

10 **Q. Do you feel that the CLECs be given a test access point on the MDF and**
11 **IDF for trouble testing at the splitters?**

12 A. To determine if a test access point should be provided to the CLEC at the MDF and
13 IDF I need to know what tests the CLECs are going to be performing, and what type
14 of test equipment will be used. In addition, I need to know whether these test
15 procedures involve intrusive testing (where the customer is removed from service),
16 or are they passive tests; and whether these tests require physical direct access to
17 the splitter or can be performed via remote access. Further, I need to know whether
18 these tests to be performed in response to the initial trouble ticket reported to the
19 CLEC by the customer, or if they are to be used by the CLEC to retest after the
20 ticket has been cleared by Ameritech. As to the type of equipment being used, I
21 need to know whether the local technician or the CLEC technician will use a laptop
22 computer to simulate the subscriber at the MDF, or other test equipment such as
23 the Harris test set to look at the facilities.

1 Q. Does this conclude your testimony?

2 A. Yes.