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PUCO

GTE Service Corporation
100 Executive Drive
Marion, Ohio 43302

May 10, 2000

Mr. Lou Pompei
Chief of Telecommunications
180 E. Broad St.
Columbus, OH 43215-3793

RE: PUCO Case No. 98-1398-TP-AMT

Dear Mr. Pompei:

In its February 10th Order in Case No. 98-1398-TP-AMT, the Public Utilities Commission of Ohio (PUCO) ordered the establishment of a collaborative to address issues involved with auditing OSS performance measures and addressing the requirements of a "parity performance incentive program". The collaborative process is continuing with a second meeting held April 25th. Items discussed included the following:

- Disposition of penalties
- California audit activity
- The Ohio audit
- The need for a Request for Proposal in Ohio
- Ohio Measures

A more detailed discussion of these items will be forthcoming once the minutes to the meeting are finalized.

Enclosed as information for the distribution list, are copies of the previous two letters and this month's letter, advising of the status of the three OSS phases in Ohio.

Sincerely,


John W. Kennedy
Assistant Vice President -
Regulatory & Governmental Affairs

JWK:pc
Enclosure

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GTE Service Corporation
100 Executive Drive
Marion, Ohio 43302

May 10, 2000

Mr. Lou Pompei
Chief of Telecommunications
180 E. Broad St.
Columbus, OH 43215-3793

RE: PUCO Case No. 98-1398-TP-AMT

Dear Mr. Pompei:

In compliance with page 14 of the PUCO Opinion and Order dated 2/10/00 in the above case, GTE North Incorporated provides this update to the three phases of OSS.

As reported last month, the one remaining measure, Measurement 6 - Average Jeopardy Notice Interval is scheduled to be implemented (both in California and Ohio), for June data report month to be available July 15, 2000. However, since this measure reflects a totally new process, implementation in Ohio will be completed coincident with the reporting of Ohio Measurement 6 on August 15, 2000. This additional time is necessary to verify the completeness and accuracy for this measurement in Ohio specifically, and indicates a change from the April 10th letter.

Please contact Patricia Cook (740-383-0168) if you have any questions.

Sincerely,

A handwritten signature in cursive script that reads "J.W. Kennedy".

John W. Kennedy
Assistant Vice President –
Regulatory & Governmental Affairs

JWK:pc

c: Distribution List



GTE Service Corporation
100 Executive Drive
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April 10, 2000

Mr. Scott Potter
Chief of Telecommunications
180 E. Broad St.
Columbus, OH 43215-3793

RE: PUCO Case No. 98-1398-TP-AMT

Dear Mr. Potter:

In compliance with page 14 of the PUCO Opinion and Order dated 2/10/00 in the above case, GTE North Incorporated provides this update to the three phases of OSS. As of April 15, 2000 (March report month) Measurement 15 – Provisioning Trouble Reports will have been completed. The one remaining measure will be implemented as follows:

June 2000 Report Month:
Measurement 6 – Average Jeopardy Notice Interval

Please contact Patricia Cook (740-383-0168) if you have any questions.

Sincerely,

A handwritten signature in cursive script, reading "J. W. Kennedy".

John W. Kennedy
Assistant Vice President –
Regulatory & Governmental Affairs

JWK:pc



GTE Service Corporation
100 Executive Drive
Marion, Ohio 43302

March 10, 2000

Mr. Scott Potter
Chief of Telecommunications
180 E. Broad St.
Columbus, OH 43215-3793

RE: PUCO Case No. 98-1398-TP-AMT

Dear Mr. Potter:

In compliance with page 14 of the PUCO Opinion and Order dated 2/10/00 in the above case, GTE North Incorporated provides this update to the three phases of OSS. As of March 15, 2000 (February report month) all phase one and phase two implementation activities have been completed. The remaining measures will be implemented as follows:

March 2000 Report Month:

Measurement 15 – Provisioning Trouble Reports

June 2000 Report Month:

Measurement 6 – Average Jeopardy Notice Interval

Please contact Patricia Cook (740-383-0168) if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "J.W. Kennedy".

John W. Kennedy
Assistant Vice President –
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