



GTE Service Corporation
100 Executive Drive
Marion, Ohio 43302

May 30, 2000

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


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PUCO

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

Dear Mr. Pompei:

Attached are copies of the minutes for the GTE OSS Collaborative meetings held April 25th, and May 4th, as referenced in the May 10th letter filed previously. The meetings address the subjects of auditing OSS performance measures and the requirements of a "parity performance incentive program".

Sincerely,


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

JWK:pc
Enclosure

c: Distribution List

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Tom O'Brien
Assistant General Counsel
CoreComm Incorporated
460 W. Wilson Bridge Rd., Suite 100
Worthington, OH 43065

Joe Meng
Jan Van Duzer
Dennis Well
MCI Telecommunications Corp.
205 N. Michigan Avenue, Suite 3700
Chicago, IL 60601

Evelyn Schaeffer
1211 Route 45
Austinburg, OH 44010

David J. Chorzempa, Esq.
AT&T Communications of Ohio, Inc.
227 West Monroe Street, Suite 1300
Chicago, IL 60606

Boyd B. Ferris, Esq.
Ferris & Ferris
2733 W. Dublin-Granville Road
Columbus, OH 43235-2798

Eric J. Branfman, Esq.
Swidler Berlin Shereff Friedman, LLP
3000 K Street, NW
Washington, DC 20007

Communications Options, Inc.
Mr. Stephen Vogelmeier
5979 Livingston Avenue, Suite 210
Columbus, OH 43232

Frontier Local Services, Inc.
Mr. Michael Shortley
180 S. Clinton Avenue
Rochester, N.Y. 14646

Raex Communications, Inc.
Mr. Philip V. Patate, President
7854 Whipple Avenue, NW
North Canton, OH 44720

PV Tel
Mr. Joseph Buck
444 East Center St.
Kingsport, TN 37660

William S. Newcomb, Jr., Esq.
Stephen M. Howard, Esq.
Joseph C. Blasko, Esq.
52 E. Gay Street P.O. Box 1008
Columbus, OH 43216-1008

Douglas W. Kinkoph, Vice President
Denise Cleary Clayton, Esq.
Christine E. Hale, Esq.
Nextlink Ohio, Inc.
Two Easton Oval, Suite 300
Columbus, OH 43219

Joseph P. Serio, Esq.
Karen Hardie
Ohio Consumers' Counsel
77 South High St., 15th Floor
Columbus, OH 43266-0550

Lee T. Lauridsen, Esq.
David L. Woodsmall, Esq.
Sprint Communications Co L.P.
8140 Ward Parkway
Kansas City, Missouri 64114

Roger P. Sugarman, Esq.
Leigh A. Reardon, Esq.
Kegler, Brown, Hill & Ritter
65 East State Street, Suite 1800
Columbus, OH 43215

Helen L. Liebman, Esq.
Jones, Day, Reavis & Pogue
1900 Huntington Center
Columbus, OH 43215

AT&T
Ms. Charlotte I. Field
1875 Lawrence St.
Room 10-01
Denver, CO 80202

Dakota Services, LTD
Attn: Mary Jo Grant
20825 Swenson Drive, Suite 150
Waukegan, WI 53186

Wilkes, Artis, Hedrick and Lane
Mr. Randy Woodworth
% Raex Communications, Inc.
1666 K St., NW, Suite 1100
Washington, D.C. 20006

Phone Reconnect of America
Mr. Louis Seo (% Tamra Burgwardt)
3702 Stonewall Circle
Atlanta, GA 30339

Sally W. Bloomfield, Esq.
Bricker & Eckler, LLP
100 South Third Street
Columbus, OH 43215-4291

Steven T. Nourse, Esq.; Jodi Bair,
Esq.; Thomas McNamee, Esq.
Ohio Attorney General
Public Utilities Section
180 East Broad St., 7th Floor
Columbus, OH 43215-3793

Joseph R. Stewart, Esq.
United Telephone Company of Ohio
50 West Broad St., Suite 3600
Columbus, OH 43215

Benita A. Kahn, Esq.
Vorys, Sater, Seymour and Pease,
LLP
52 East Gay Street
P.O. Box 1008
Columbus, OH 43216-1008

Ellis Jacobs, Esq.
Edgemont Neighborhood Coalition
Legal Aid Society of Dayton
333 West First Street, Suite 500
Dayton, OH 45402

Reconex-Sterling International
Funding, Inc. d/b/a Reconex
Mr. William E. Braun
2500 Industrial Ave.
Hubbard, Oregon 97209

Time Warner Telecom of Ohio, L.P.
Attn: Vice Pres./Asst. General
Counsel
5700 S. Quebec St.
Greenwood Village, CO 80111

ZCO, Inc.
Mr. Kurt D. Wesolek
Vice President
180 Stonefence Lane
Dublin, OH 43017-1119

Buckeye Telesystem, Inc.
Mr. Al Silvidi - Manager
Interconnection
5586 Southwyck Blvd.
Toledo, OH 43614

Dieca Communications Company
D/b/a Coved Communications
Mr. Dhruv Khanna
Executive VP-General Counsel
2330 Central Expressway
Santa Clara, CA 95050

Annox Telephone Company, Inc.
Mr. Dominick Marchitto
6509 Highway 41-A
Pleasant View, TN 37246

KMC Telecom III, Inc.
Mr. John McLaughlin
3026 Breckinridge Blvd., Suite 170
Duluth, GA 30096

NOW Communications, Inc.
Mr. Larry Seab, President
713 Country Place Drive
Jackson, MS 39208-6619

Northpoint Communications Inc.
Attn: Director LEC Relations
222 Sitten St., Suite 700
San Francisco, CA 94108

Bell, Royer & Sanders Co., L.P.A.
Ms. Judith B. Sanders
% Brooks Fiber Communications,
Inc.
33 S. Grant Avenue
Columbus, OH 43215

CommSouth Companies, Inc.
Mr. Roy Harsila
6630 Wallinglane
Dallas, TX 75231

Omniplex Communications Group,
LLC
Mr. Richard D. Petty
707 Spirit 40 Park Drive, Suite 120
Chesterfield, MO 63005

Universal Telecom, Inc.
Mr. David Wigginton, President
210 S. First St., Suite A
LaGrange, KY 40031

BlueStar Communications, Inc.
Mr. Norton Cutler
401 Church St., 24th Floor
Nashville, TN 37219

Choctaw Communications, Inc. d/b/a
Smoke Signal Communications
Ms. Marie J. Hanley, Reg. Admin.
8400 South Gessner
Houston, TX 77074

Data-Telecom Corp.
Mr. Stephen C. Walter - President
9 Perry Street
Wapakoneta, OH 45895

DSLnet Communications LLC
Ms. Wendy Bluemling
545 Long Wharf Drive, 5th Floor
New Haven, CT 06511

Affinity Network, Inc.
Mr. Robert Schnegarger
8189 Greensboro Dr., Suite 700
McLean, VA 22102

Alliance Network, Inc.
Mr. Donald Angle
1001 Howard Ave., 35th Floor
New Orleans, LA 70113

Ameritech
Mr. Don Kolosieka
350 N. Orleans St., Third Floor
Chicago, IL 60654

Arch Communications (1w-Pg)
Mr. Dennis M. Doyle
1800 W. Park Dr., Ste 350
Westborough, MA 01581-3912

Backbone Communications, Inc.
Ms. Caterina Alvarez
1801 Century Park East, Suite 1830
Los Angeles, CA 90087

BitStream Communications, Inc.
Email only:
cbaldwin@bitstream.org

Broadband Office, Inc.
Mr. Nick Nickerson
2800 Telestar Ct.
Falls Church, VA 22042

Cat Communications International,
Inc.
Ms. Barbara N. Mason
6650 Hollins road
Roanoke, VA 24009

Centennial Communications
Mr. Lourdes Lucas
1306 Campus Pkwy
Neptune, NJ 07753

Cincinnati Bell Long Distance
Mr. Thomas W. Write
36 East Seventh St., Suite 2200
Cincinnati, OH 45202-2457

Columbia Network AxS, LLC
Mr. Kurt D. Wesolek
180 Stonefence Lane
Dublin, OH 43017

Computer Business Sciences, Inc.
Mr. Bruce A. Hall
80-02 Kew Gardens Road
Kew Gardens, NY 11415

Digital Automation Associates, Inc.
Dr. Gary C. Border
310 W. Gypsy Lane Rd.
Bowling Green, OH 43402-4596

Federal TransTel, Inc.
Mr. Jim Little
2868 Acton Road, Suite 100
Birmingham, AL 35243

Fiber Services, Inc.
Mr. John DJ Williams
227 Old Oak Lane
Colonial Heights, VA 23834-1774

Florida Telephone Service
Mr. Paul B. Joachim
696 East Altamonte Drive, Suite 4
Altamonte Springs, FL 32701

Futronics Inc. (1w-Pg)
Mr. Michael Gruse
550 State Road 19
Fremont, OH 43420

GTE Communications Corporation
Mr. Dale Tittel
6665 North MacArthur
Irving, TX 75039

JATO Communications Corp.
Mr. Patrick Green, A.V.P.
1099 18th St., Suite 2200
Denver, CO 80202

Local Line America
Mr. William M. Wendell
2680 State Rd.
Cuyahoga Falls, OH 44223

Maverix.net, Inc.
Mr. Terri K. Firestein
10808 Garrison Hollow Rd.
Clear Spring, MD 21722

Public Utilities Commission of Ohio
Hisham Choueiki
180 E. Broad Street
Columbus, OH 43215-3783

MGC Communications
Mr. Kent Heyman, Esq.
3301 N. Buffalo Drive
Las Vegas, NV 89129

Network Access Solutions Corp.
Rodney L. Joyce, Atty
600 14th Street, NW, suite 800
Washington, DC 20005-2004

New Edge Network, Inc.
Mr. Philip Macres, Esq.
3000 K St., NW, Suite 300
Washington, DC 20007

New Path Holdings, Inc.
Mr. Lawrence R. Freedman
1801 K Street, NW, Suite 400K
Washington, DC 20006

NOS Communications, Inc.
Mr. Robert Schnberger
6180 Greensboro Drive, Suite 700
McLean, VA 22102

O 1 Communications, Inc.
Mr. Rudolph J. Geisl
770 L Street Suite 980
Sacramento, CA 95814

Paging Network, Inc. (1w-Pg)
Ms. Judith St. Ledger-Roty, Atty
1200 19th Street, N.W., Suite 500
Washington, DC 20036

Pathnet
Mr. J. Alfred Baird
11720 Sunrise Valley Drive, B-level
Reston, VA 20191

Phone-Link, Inc.
Ms. Amy Allgeier
230 Yeager Avenue, Suite 3
La Grange, KY 40031

PrimeCo Personal communications
Mr. Dan Roland
6 Campus Circle
Westlake, TX 76262

Rhythms Links Inc., f/k/a ACI
Mr. Jeffrey Blumenfeld
1615 M St., NW, Ste 700
Washington, DC 20036

Sprint
Mr. W. Richard Morris
7301 College Blvd - KSOPKV0214
Overland Park, KS 66210

Suretel, Inc.
Mr. Ron Comingdeer, Counsel
6011 North Robinson
Oklahoma City, OK 73118-7452

Telapage Communication Systems
Jo Shotwell
900 Grand Central Avenue
Vienna, WV 26105

Teleport Communication Group
(TCG)
Ms. Charlotte I. Field
1875 Lawrence St., Room 10-01
Denver, CO 80202

Teligent
Ms. Terri B. Natoli
8065 Leesburg Pike, Suite 400
Vienna, VA 22182

TOTALink
Swindler, Berlin
300 K Street NW, Suite 300
Washington, DC 20007

TSC Communications
Mr. Clinton Conover
2 Willipie St.
Wapakoneta, OH 45895

US Cellular
Mr. James Neumann
8410 West Bryn Mawr Ave., Ste 700
Chicago, IL 60631-3486

US Dial Tone Inc
Mr. Bob Mahler
23705 1H 10 West, Ste 210
San Antonio, TX 78257

AT&T
Ms. Beth Finnerty
85 E. State Street
Columbus, OH 43215

AT&T
Ms. Lisa Tyler
4480 Willow Rd., Room 102
Pleasanton, CA 94588

Time Warner Telecom
Ms. Melissa Samuel
10475 Park Meadows Dr.
Littleton, CO 80124

Christensen, Shoemaker & Winkler
Ms. Mary Christensen
77 E. Nationwide Blvd., 2nd floor
Columbus, OH 43215

Muldoon & Ferris
Mr. Boyd Ferris
% ICG Telecom Group, Inc.
2723 W. Dublin-Granville Rd.
Columbus, OH 43235-2798

Time Warner Telecom of Ohio, L.P.
Ms. Marsha Schermer, VP Reg
250 W. Old Wilson Bridge Rd.
Suite 130
Worthington, OH 43085

Hyperion Communications of Ohio,
Inc.
Ms. Janet S. Livengood, Esq.
500 Thomas St., Suite 400
DDI Plaza Two
Bridgeville, PA 15017

U.S. Dial Tone, L.P.
Mr. Bob Mahler
23705 Interstate Hwy 10 West
Suite 300
San Antonio, TX 78257

Mr. Thomas Lodge
Thompson, Hine and Flory
One Columbus
10 West Broad St., 7th Floor
Columbus, Ohio 43215-3436

NextLink Ohio, Inc.
Mr. R. Gerald Salomme
1730 Rhode Island Ave., NW
Suite 1000
Washington, DC 20036

Suretel, Inc.
Ron Comingdeer
Comingdeer & Lee, Associates, P.C.
6011 North Robinson
Oklahoma City, OK 73118

TSC Communications Incorporated
Clinton G. Conover
2 Willipie Street
Wapakoneta, Ohio 45895

Williams Local Network, Inc.
E. Ashton Johnson
120 Nineteenth St., N.W.
Washington, DC 20036-2412

TSR Wireless LLC
Ardon P. Beahm
1649 Boball Drive
Harrisburg, PA 17104

**GTE/Bell Atlantic Ohio OSS Collaborative
Meeting Minutes for May 4, 2000 Conference Call**

Attendees

Doug Traberis - AT&T
Lisa Tyler - AT&T
Hisham Choueiki - PUCO
Karen Hardie - OCC
Dave Bergmann - OCC
Joe Meng - MCI Worldcom

Tom McCullough - Sprint
Frank Flanagan - GTE
Pat Cook - GTE
Faye Raynor - GTE
Melissa Samel - Time Warner
Jim Miggans - GTE

Prior Meeting Minutes

The minutes of the prior meeting were approved after two modifications were made.

Discussion of \$4M and \$1M Penalties**Discussion of \$4M penalty**

Joe Meng reported that a group of CLECs had met to discuss the allocation of the \$4M. Representatives from AT&T, Time Warner and Buckeye were present. They discussed the "Ameritech methodology" as contained in Pages 11-12 of the February 23, 1999, Stipulation and Recommendation in Case No. 98-1082-TP-AMT, ("In the Matter of the Joint Application of SBC Communications Inc., SBC Delaware, Inc., Ameritech Corporation, and Ameritech Ohio for Consent and Approval of a Change of Control"). There was general agreement that it would work for GTE in Ohio. They will use the Ameritech model as a base and modify it as they deem appropriate; more detailed validation by the auditor was one such modification identified. The CLEC group has concerns regarding the review and validation process and is working on language that details what constitutes fulfillment of the requirements. The CLECs agreed they would develop a methodology from the Ameritech model and circulate it for review and discussion at subsequent meetings.

Discussion of \$1M penalty

Karen Hardie of the OCC proposed that the \$1M payment for end-users should be provided 100% to residential customers. Rationale is that they will be harmed the most by lack of appropriate OSS. The payment will take the form of a one-time credit.

AT&T noted that business customers would also be impacted but would not object to the 100% residential distribution. Time Warner neither agrees nor disagrees with the OCC recommendation. Staff had no objections to the OCC allocation model. GTE would not object to the recommendation.

**GTE/Bell Atlantic Ohio OSS Collaborative
Meeting Minutes for May 4, 2000 Conference Call**

Audit Issues

Frank reported that California audit was expected to be completed within two weeks.

Lisa reiterated her concerns with using Deloitte and Touche in Ohio. She raised the issue of engaging another auditor in Ohio. Such an effort would be less burdensome than starting from scratch. Lisa suggested we could expedite the retest process and make efforts to engage an auditor familiar with GTE. Lisa recommended, and the group agreed, that preparing a revised new RFP was a logical next step.

Lisa also recommended another mechanism for doing the measures. It was noted that there will be retesting on a number of measures. D&T has responded to issues raised by the CLECs but the response has raised additional questions. In any event, the California measures have not been fully audited.

Lisa would like to see an audit completed. She is concerned with the extent to which D&T used input from the CLECs and the manner in which the measures were completed. She noted that the entire audit need not be redone but there are issues/measures which need to be reviewed. The CLECs feel they have not been adequately engaged in California. Hisham said it seemed like the problem could be avoided if specific deliverable (work and dates) were placed on D&T.

Lisa said perhaps a new auditor could come in to Ohio to look at measures that are of current concern to the CLECs in California, i.e., those requiring retest or those not implemented at the time of the original audit. Hisham recommended that the CLECs and GTE write a draft RFP to address the 6 measures under contention and the items to be retested. Lisa agreed that a customized RFP should be developed for Ohio. It was noted that if the parties could not reach a final resolution on the RFP (or other issues), it would be brought up with the Commission.

Joe reiterated the CLECs concern that they had been left out of the information flow in the last audit. The lack of final reports is another stumbling block. Frank reiterated his understanding that all original issues would be completed in the next two weeks and a management report would be provided in that time-frame.

Measure Implementation

Discussion ensued regarding implementation of the last measure, measure 6 - Average Jeopardy Notice Interval. Measure 6 is currently scheduled for implementation in California for June data month to be reported on July 15. Implementation in Ohio may be delayed up to 45 days to ensure "bugs" are worked out. GTE is to clarify its implementation schedule for measurement 6 in the May 10 status of OSS implementation to the PUCO. As the attestations by GTE and third party are due 90 days after

**GTE/Bell Atlantic Ohio OSS Collaborative
Meeting Minutes for May 4, 2000 Conference Call**

implementation, this implementation date will be used to verify compliance to the merger condition.

Follow-up Items

Lisa and Joe to develop a list of concerns regarding changes to the RFP and circulate them to the group.

These and other items will be included in an Ohio specific RFP which the CLECs and GTE will work on over the next week. Staff and OCC agreed there is no need for them to be included in these preliminary discussions.

The subgroup will produce a draft RFP to be circulated to the group on May 12.

Agenda for Next Meeting

The next meeting is scheduled for May 19 commencing at 3:00 PM Eastern Time and will be held via conference call.

Currently the only item for discussion is the draft RFP.

**GTE/Bell Atlantic Ohio OSS Collaborative
Meeting Minutes for April 25, 2000**

Attendees

Dave Chorzempa* – AT&T
Lisa Tyler* – AT&T
Hisham Choueiki – PUCO
Karen Hardie – OCC
Joe Meng* – MCI Worldcom
Al Silvidi* – Buckeye
Tom McCullough – Sprint

Tom Lodge – THF for GTE
Frank Flanagan – GTE
Pat Cook – GTE
Faye Raynor – GTE
Jim Miggans – GTE
Glenn Dillon* – GTE

* via call in

Prior Meeting Minutes

Frank Flanagan asked for changes to the minutes of the April 6, 2000 meeting. Hearing no objections, the minutes were approved by the group.

Discussion of \$4M and \$1M Penalties

Tom Lodge stated that whatever the final disposition of the penalty is agreed to, it should be memorialized in some fashion before the Commission.

Discussion of \$4M penalty

Hisham noted that in order to qualify for receipt of any penalty payment, a CLEC must be providing service in GTE's territory. Joe Meng asked if an interconnection agreement was necessary to qualify for the \$4M payment. Hisham noted that a CLEC could either have an interconnection agreement or have resale offerings in the state. Faye Raynor said that a CLEC must have an interconnection agreement, even if they were a reseller in order to be a potential recipient. The group agreed that a two-pronged test was required in order for a CLEC to qualify for any potential payments: (1) must have an interconnection agreement with GTE and (2) must provide service and have customers in GTE's service territory.

It was brought up that McLeod USA, for example, did not have an interconnection agreement with GTE in Ohio. Hisham noted that Mary Christensen, who attended the April 6 meeting, was to contact him and indicate whether or not her client would participate in subsequent meetings. He noted that any interested party could participate in the collaborative.

Hisham discussed the Ameritech disposition of the penalty. If a CLEC had 5% of equivalent lines lost by Ameritech they would get 5% of the penalty. Line count would be as of the due date for implementation. The CLECs in attendance noted that they would like to research the Ameritech method further. Joe agreed to set up a meeting to have further discussions among the CLECs to review the Ameritech agreements, and to determine how best to apportion any potential penalty. Joe will report back to the group on the results within two weeks.

**GTE/Bell Atlantic Ohio OSS Collaborative
Meeting Minutes for April 25, 2000**

Discussion of \$1M penalty

Karen Hardie of the OCC asked that the \$1M payment for end-users should be used in the lifeline program. Tom McCullough and others noted that the Order and GTE's filed testimony appeared to use the term "end-users" in a generic sense - referring to both residential and business customers. Karen agreed to report back to the group in clarifying the OCC's position on this issue.

The group discussed how the \$1M penalty should be applied and whether an allocation methodology should be developed. However, it was noted the Order was silent on a residential/business distribution.

Audit Issues

Frank reviewed the information he previously provided to the group. It included the Request for Proposal (RFP) and the presentation made by Deloitte and Touche (D&T) as a response to the RFP.

National Activity

Frank noted that GTE systems were national in scope and it might prove beneficial to leverage off the work that had already been completed in California and Indiana. Hisham asked the status of the Indiana OSS investigation and activity in other states. Faye responded that the process there is really just getting started with respect to unresolved and yet-to-be-addressed issues, including audit. She also noted that the Indiana collaborative relies heavily on the measures set in California, with only minor clarifications. She also noted that the North Carolina collaborative would use the same audit and same auditor as California. There were no additional audit requirements in North Carolina. She said similar activity was taking place in Nevada too. Regarding some administrative issues, Faye noted that in most states, 2 separate non-disclosure agreements are signed. One is for the auditor and another for access to the performance measures results and other data. Documents will be filed under seal for Staff review.

California Audit

Faye then discussed the status of the California audit. She noted that there had been many questions and clarifications responded to by GTE. D&T had received a list of issues from the CLECs but had not yet responded. Joe mentioned that there were probably items that needed to be re-tested or audited for the first time. Glenn Dillon noted that, while not obligated, GTE had volunteered to do a re-test. GTE and the CLECs could work out dates for any re-test. Glenn is to follow-up with D&T on the status of these issues. He was not aware that any draft audit reports had yet been issued for Phase 1 or Phase 2. This activity has moved out the time line for California sign-off. There is no set deliverable to the California PUC as to when the audit attestation will be provided. Finally, Faye noted that as changes are made in California, they are subsequently included in the Ohio scope, within 45 days after the California change.

**GTE/Bell Atlantic Ohio OSS Collaborative
Meeting Minutes for April 25, 2000**

Ohio Audit

A discussion then ensued regarding the use of D&T in Ohio. Lisa asked if an RFP should be sent to Arthur Andersen (and others) to perform the Ohio audit. If the group takes this route, approximately 45 days would elapse before the selection process is completed. The audit itself takes about 5 months. Everyone agreed that any revised RFP would include new language based on experience gained from California and Indiana activity.

Lisa had concerns about D&T. She noted there are still some outstanding issues regarding the work they are currently doing in the collaborative in California. Dave raised a question as to the exact scope of the audit being performed. Faye said such information is and should be clearly spelled out in the RFP. The parties in the California collaborative had agreed to the RFP so there should be no surprises. A similar engagement and deliverable requirement should be set once the RFP is agreed to in Ohio, if required.

The audit reflects an analysis of the measures. There is no Third Party Testing. The audit team investigates and attests to issues such as:

- is data collected adequately
- is data being collected from the appropriate source
- are the measure being done/computed correctly
- are the measures being reported correctly.

Hisham noted they had to be satisfied with the California audit before they would sign off to it in Ohio. Both the CLECs and GTE feel they are not being provided meaningful data in a timely fashion. All realized that the work in California cannot be blindly applied in Ohio.

Further action would be to review the timeline provided for completion of the management report and determine requirements for additional audit or RFP activity to meet Ohio order compliance.

Ohio Measures

Faye said the last measure would be reported in Ohio with the July 15 report for June data. GTE and the auditor would attest to this within 90 days. Data would need to be collected commencing June 1. Hisham and Dave agreed that the July 15 date would initiate the 90-day requirement contained in the Ohio Order for attestation by GTE and the auditor. Karen and Joe would respond to Hisham via e-mail regarding their concurrence.

Any Ohio specific measurement deliverables would be due only after merger close. Pat Cook agreed to provide Jim Miggans with GTE's monthly status reports filed with the Commission regarding deployment of California agreement measurements for further distribution.

**GTE/Bell Atlantic Ohio OSS Collaborative
Meeting Minutes for April 25, 2000**

Follow-Up/Next Meeting Agenda

The group closed the meeting by determining action items to be discussed at the next meeting. These items will form the agenda for the next meeting, and are attached.

It was agreed the next meeting would be held via a conference call commencing at 2:00 Eastern Time on Thursday, May 4, 2000.

**GTE/Bell Atlantic Ohio OSS Collaborative
Meeting Agenda for May 4, 2000
Via Conference Call at 614-644-1099**

- I. Karen to determine OCC input on disposition of \$1M for end-users.
- II. Joe to set up a meeting with the CLECs to develop disposition of \$4M and report status to the group.
- III. Glenn to obtain results of D&T audit work.
Will be distributed to the group.
Determine next steps required to meet Ohio merger audit requirements.
- IV. GTE monthly status letters to be distributed to all participants in the collaborative in Ohio.
- V. Frank to further develop time-line for Ohio merger performance measures, incentives and audit collaboratives and distribute to the group.