

File

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GTE Service Corporation
100 Executive Drive
Marion, Ohio 43302

June 9, 2000

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

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DOCKETING DIVISION
PUCO

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". To provide an update of the collaborative discussions, attached are the minutes from the May 19th meeting.

As part of the California OSS audit, a filing has been made to the California Public Utilities Commission, which includes the Deloitte & Touche audit findings, GTE responses to the findings, and a summary of areas to be re-tested. To facilitate efforts of the Ohio OSS collaborative, the California filing has been provided to the collaborative participants. This information will be valuable to the Ohio collaborative in determining any additional audit issues specific to Ohio. The California filing is available upon request by contacting GTE's Jim Miggans @ 972-718-7664, or via Internet at james.miggans@telops.gte.com.

Also enclosed as information for the distribution list, is a copy of 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

c: Distribution List

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**GTE/Bell Atlantic Ohio OSS Collaborative
Meeting Minutes for May 19, 2000 Conference Call**

Attendees

Tom McCullough – Sprint
Lisa Tyler – AT&T
Hisham Choueiki – PUCO
Karen Hardie – OCC
Joe Serio – OCC
Joe Meng – MCI Worldcom
Jim Miggans – GTE

Melissa Samel – Time Warner
Frank Flanagan – GTE
Pat Cook – GTE
Faye Raynor – GTE
Leigh Hallock – GTE
Glenn Dillon – GTE
Fran French – GTE

Prior Meeting Minutes

Changes to the minutes of the May 4 meeting will be sent to Jim by close of business on Tuesday, May 23. Otherwise, they will be assumed approved at that time.

California Audit

Leigh and Glenn reviewed preliminary draft of the California audit.

Once the report is submitted to the California Public Utilities Commission, it will then be released to other parties participating in the California process and also to those in the Ohio collaborative. GTE will provide its comments on the report during the week of May 22. It is anticipated that the members of the Ohio collaborative will review the report and discuss it during the weeks of May 22 and May 29.

Draft RFP

Frank asked if the proposal for a new RFP would have items added from the 2000 audit. Lisa noted that she is focusing on items that GTE began reporting in February 2000. Frank agrees items which are picked up in the re-test should be included but items in the February 2000 Review need not be included. Lisa indicated it was not her intention to include items from the February 2000 Review.

Faye requested that the scope of the RFP should be an attestation of functioning OSS based on the conforming document of September 7, 1999. This ensures parties are aware of the measures that audit covered. It was recommended that all measures that had been included during the first and second quarters of 2000 and identified in the September 7 JPSA should be part of the Ohio audit. This is based on a 3-phase implementation of reporting and the audit completion within 90 days of August 15, 2000.

Hisham said the attestation should be on the whole JPSA. GTE must use a modified JPSA and an auditor must attest to these measurements. He also noted the importance of

**GTE/Bell Atlantic Ohio OSS Collaborative
Meeting Minutes for May 19, 2000 Conference Call**

the reporting vehicle. Lisa noted that this was a problem area as she thought there were problems with the frailty of up-front systems which could carry forward to the accuracy of the calculations of the measures. Lisa also stated, and most agreed, that a review of the California audit results will provide a good indications of what is needed in Ohio.

Date for Last Measure Implementation

In the May 10 letter to the Commission, it was noted that the last measure would be implemented in Ohio on August 15. Joe Serio indicated that the date should be sometime in July. He believes GTE made a unilateral decision to change the date to August, contradicting both the testimony of its witness and the PUCO's Order. This issue had been discussed on the previous call, but further discussion ensued regarding the proper date for implementation of the last measure. The discussion centered around Page 14 of the Order:

Rather, the Commission believes that the time frames for providing the appropriate verifications (including the docketed letter and the independent third party auditor certification in the manner described above) should be accelerated to the earlier of 90 days of the completion of implementing the AJPSA standards in Ohio or 270 days following the merger closing.

In reaching this determination, the Commission notes that Mr. Holland testified that the 42 AJPSA measures are currently being implemented in Ohio in three phases. Under phase one in Ohio, approximately 19 of the AJPSA measures were implemented in July 1999. Pursuant to phase two in Ohio, an additional six measures were implemented in November 1999. Pursuant to phase three in Ohio, the remaining AJPSA measures will be implemented in Ohio by Jul 2000 (Tr. XIV, 121, 122). Mr. Holland testified that the AJPSA in Ohio is being implemented concurrently with California, but he requested an additional 45 days for Ohio in order "to work out any bugs that may occur..." (TR. XIV, 127).

Joe Serio contends the 90 days should start on July 15 and that July is a fixed date per the Order. GTE contends the start date is August 15, allowing for only 30 of the 45-day cushion requested by Mr. Holland from the date of the implementation of the last measure. Other parties noted that they would have to check on their companies' interpretations of the date. Hisham said this issue is probably best decided by the Commission if the parties cannot agree. Joe said he would discuss this at the OCC on May 22 and contact the Attorney Examiner at the PUCO if they agree to request a PUCO interpretation.

Joe Meng agreed to provide the CLECs' position of the \$4M penalty within the next week.

**GTE/Bell Atlantic Ohio OSS Collaborative
Meeting Minutes for May 19, 2000 Conference Call**

Agenda for Conference Call Meeting on May 30

Meeting will begin at 1:30 PM Eastern Time

- I. Discuss draft RFP and any changes made by subgroup
- II. Discuss California Audit Report
- III. Updates on allocation of \$4M penalty



GTE Service Corporation
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June 9, 2000

Mr. Lou Pompei
Chief of Telecommunications
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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 being implemented (both in California and Ohio) for June data report month. This will be available for California on July 15, 2000, and for Ohio on August 15, 2000.

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

Sincerely,

A handwritten signature in cursive script that reads "J.W. Kennedy". The signature is written in black ink and is positioned above the typed name and title.

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

JWK:pc

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