R. Reed Harrison III
Vice President
Local Infrastructure & Access Management
Regional Operations

Room 4ED103
One Oak Way
Berkeley Heights, NJ 07922
908 771-2700
FAX 908 771-2219
AT&T Mail attmail!rrharrison

July 1, 1996

Mr. Donald W. McLeod
Vice President
Regulatory and Government Affairs - East
Local Competition/Interconnection Program Office
HQE01E63
600 Hidden Ridge
Irving, Texas 75015-2092

Dear Mr. McLeod,

In response to the action item brought up at the 6/26 Executive Conference Call, AT&T has developed the following proposal on how to reach agreement on the interactive electronic interface. Based on your agreement to this proposal, coupled with the interim solutions that have already been developed, we would be able to reach closure on 27 items related to electronic interface.

It is AT&T's intent that GTE commit to work towards an Interactive Electronic Interface solution on the schedule and with the high level functionality shown on the attachment. The objective of this solution is to obtain a standard, real-time electronic interface, between the necessary AT&T and GTE databases, with common data elements to be used for Local Service Resale for Pre-Ordering, Ordering & Provisioning, and Maintenance.

Below is a more detailed description of this electronic interface solution:

PRE-ORDERING:

Today, when a customer orders service from their local company the customer representative, while on the line with the customer, establishes which features and services are desired by and available to the customer, provides the customer with a telephone number (if new service is being ordered), establishes the appropriate directory listing, ascertains if a service call is needed to install the line/service, and schedules a time and date for the

installation to take place. To be able to support this functionality for AT&T's local service business we will need Electronic Data Interface (EDI) to the following GTE databases;

- Street Address Guide (SAG) Database which would include the following information;
  - Address to LSO correlation
  - LSO Features and Services
  - NPA/NXX Assignment
- Number Assignment Database
- Service Installation Scheduling Database

ORDERING & PROVISIONING:

The service order should be transmitted from AT&T to GTE via an electronic interface in a standard data format (that includes all data necessary for directory listing adds, changes, and deletes; E911; etc.). Although the service provisioning process does not need to be real-time, confirmation of receipt of the service order should be available to AT&T in real-time. AT&T needs to monitor real-time the work order status (Firm Order Confirmation (FOC), Completion, Jeopardy, Rejects). To be able to support this functionality for AT&T's local service business we will need Electronic Data Interface (EDI) to the following GTE databases;

- FOC Database
- Directory Listings Database
- Service Activation Database
- Service Completion (entire order re-cap) Database

MAINTENANCE:

AT&T requires that the maintenance process begin when a trouble is reported into the Customer Network Service Center (CNSC) by the end user or the Local Service Provider (LSP). The CNSC is the Single Point of Contact (SPOC) for the end user and the LSP. Between the CNSC and the LSP, an electronic trouble ticket entry is required. Real-time trouble ticket tracking for status updates, Estimated Time To Repair (ETTR), dispatch, Time and Materials (T&M) charges, auto detects notification and ticket close-out. A method for feature verification or line option verification and correction on-line should also be in place as well as a dispatch jeopardy process.

Don, I understand that GTE and AT&T SMEs understand and agree to the functionality. It is also the view of AT&T SMEs that the timelines are both feasible and reasonably achievable. I look forward to your agreement.

Sincerely,

R. R. Harrison III
Vice President
Local Infrastructure and Access Management
Regional Operations

Attachment

Copy to:
GTE
J. Peterson
C. Nicholas
AT&T
J. J. Beasley
R. Damji
R. H. Shurter
P. Walsh

Proposal for AT&T/GTE Electronic Interface: Long Term Solution

PHASE	KEY ITEMS	TIMEFRAME
Pre-Ordering	• **Develop Implementation Plan**	1Q97
	Dip into Pre-Ordering Databases	
	• SAG (Street Address Guide)	
	• Address to LSO Correlation	
	• LSO Feature & Service Availability	
	• NPA/NXX	
	• Phone # Database (Read available, Post new #s)	
	• Service Activation Due Date	4Q97
Ordering/ Provisioning	**Firm Order Confirmation (FOC)**	
	• **Develop Electronic FOC Implementation Plan**	3Q96
	• Electronic FOC	2Q97
	Ordering/Provisioning	
	• **Develop Implementation Plan**	
	• Review Status of New Orders	
	• Service Activation Status (Jeopardies)	
	• Service Completion & Recap	4Q97
Maintenance	• **Develop Implementation Plan**	1Q97
	• Issue Trouble Tixkets	
	• Receive Confirmation, ticket # and ETTR (Est Time To Repair)	
	• Access to Current Trouble Status	
	• Completion Date & Time and Resolution Description	
	• Summary of Time & Materials Costs	1Q98