

*Status Report on GTE
Negotiations*

*Items of Major Dispute between
AT&T and GTE for
Total Service Resale*

April 18, 1996

ms in Dispute:

- GTE requires LOA for every CSR request.
- GTE will not provide a due date at the time the order is placed
- GTE will not provide AT&T with electronic order processing
- GTE will not provide a re-cap of services and features ordered by AT&T on the Service Completion
- GTE's Service Completion is at Due Date +1 not "on the same day"

ms in Dispute:

- GTE has not provided AT&T with the SAG/LSO/S&F correlation
- GTE will not process a "change as is" type of order
- GTE has not empowered its negotiators to modify company policy in order to achieve breakthroughs
- GTE requires 3 data feeds for Order, Directories and Directory Assistance information

GTE requires LOA for every CSR

GTE's position of requiring an LOA for every CSR request severely hampers the ability to provide service at parity with GTE. This position also hampers breakthroughs in electronic processes between the companies.

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*GTE will not provide a due date
the time the order is placed*

*GTE's position is that a service due
date will only be provided 48 hours after
the receipt of a valid Local Service
Request. This puts resellers at a severe
disadvantage requiring a customer
contact to verify the due date. This is
not a parity offer.*

*GTE will not provide AT&T with
electronic order processing*

*GTE has offered either electronic mail
or facsimile as the method of order
transfer. This method has proven to be
inadequate when dealing with large Re-
sellers. It is inefficient for both parties
and the result is sure to affect customer
service and satisfaction.*

GTE will not provide a re-cap of services on the completion

When a reseller places an order with GTE there is no mechanism to verify that the features have been installed as ordered. GTE presently re-caps the services ordered over the phone with their customers. We are requesting the same treatment on the order completions.

GTE's service completion is reported on due date + 1 day

GTE's service completion is not reported to reseller on the same day as it is completed. As a result the resellers can not verify completion information with the end user. Also, this creates billing problems.

*GTE has not provided AT&T
with a SAG/LSO/S&F correlation*



*GTE has yet to provide a "Street
Address Guide", which correlates
address with LSO and serving
company. GTE also needs to provide a
"Service and Feature" availability list by
LSO in order to enable and stimulate
resale feature sales.*

*GTE requires AT&T to provide 3
data feeds for service information*

GTE currently takes the required order information from the Customer which is parsed into the order data base, the E-911 data base, the Directories data base, and the Directory Assistance data base. GTE is requiring Resellers to populate these data bases via separate data feeds.

GTE will not accept a "Change Is" type order

GTE is requiring a written LOA be physically sent for all change orders. The FCC has approved processes that eliminate paper flow between companies. GTE is refusing to accept the industry practice.

*Example: Directory Assistance
and Directory Listings data feeds*

Both GTE ordering systems have a screen which is used to populate the Directory Assistance and Directory Listings data. The systems in use by the NOMC to issue orders to the field are the same. It is simply a company policy which requires that we feed that data separately, providing the coordination on our own and requiring that we establish the feeds on our own.

*rectory Assistance and
rectory Listings continued.....*

GTE today will publish a different listed name than the billing name. The processes exist for this to occur. Why then, in a Resale environment, can't the reseller request a different listed name be published? The same methodology applies to the Directory Assistance process. The forms allow for this as do the M&P's.

GTE has not empowered Its negotiators to change policy

The current GTE negotiation team is not empowered to modify policy to achieve a breakthrough in negotiations. Issues are discussed and possible changes are suggested but the response from the GTE team is the same, "This is company policy and we can not change it", consequently several items have remained stagnant when progress could have been made.

GTE's Interconnect & Local Competition Program Office

Program Role & Responsibility

1. Separate and Distinct Organization to Handle Interconnection
2. Will Handle Interconnection Negotiations, Empowered to Close
3. Supported by Business Units, Technical Experts, and a Policy Council
4. Clearing House of Interconnection Issues That Go Beyond 251 and 252
5. Final Point of Escalation

CHRIS OWENS
Vice President
Telephone Operations
Regulatory

DONALD MCLEOD
VP Regulatory &
Government Affairs -
Local Competition
Program Office

MEADE SEAMAN
Director
Local Competition
Program Office

DOUG VOLLER
Manager
Project Management

SAM JONES
Manager
Local Competition
Program Office West

- Arizona
- California
- Hawaii
- Oregon
- Washington

JOHN PETERSON
Manager
(Lead AT&T Nat'l Negotiator)
Local Competition
Program Office Central
Tier States

- Illinois
- Indiana
- Iowa
- Minnesota
- Missouri
- Nebraska
- Oklahoma
- Texas
- Wisconsin

DICK BRAMLET
Manager
Local Competition
Program Office East

- Florida
- Michigan
- North Carolina
- Ohio
- Pennsylvania
- Virginia

DANA BOLJIN
Manager
Existing Interconnect
Agreements

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Telecommunications Act of 1996

AT&T and GTE Negotiations Meeting

April 18th 1996

- Structure
- Issue Review, Dialogue & Action Plan
- Next Steps

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Telecommunications Act of 1996 Joint Executive Team

	Team	Roles
<u>AT&T</u>		
Reed Harrison	- VP LIAM and Regional Operations	• Provide Negotiation Oversight
Ron Shurter	- VP Nationals and Southern Region	• Establish Tone for Negotiations and Facilitate Agreement Closure
Joyce Beasley	- Representing Regulatory & Government Affairs	• Establish Structure for National Negotiations
Gary Rall	- Lead Negotiator and Project Leader	• Empower Lead Negotiators
<u>GTE</u>		
Donald McLeod	- VP Regulatory & Government Affairs	• Provide the Final Point for Escalation to Resolve Issues
Mike Billings	- Director-Collocation and Interconnection	• Ratify Agreements of the Negotiation Team
Frank Compton	- Director-AT&T National Account Management	• Primary Interface/Initial Escalation
Meade Seaman	- Director- Program Manage -Local Competition/ Interconnection	• Attorney
John Peterson	- Manager-National Industry Relations Regulatory & Governmental Affairs	
Dan Bennett	- Manager - AT&T Account Mgt.	
Connie Nicholas	- Attorney GTE Telops	

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◆ **No Telecom Act Related Meetings Held to Date**

◆ **Electronic Interface**

- Pre Service
 - » Telephone Number Assignment
 - » Letter of Authorization

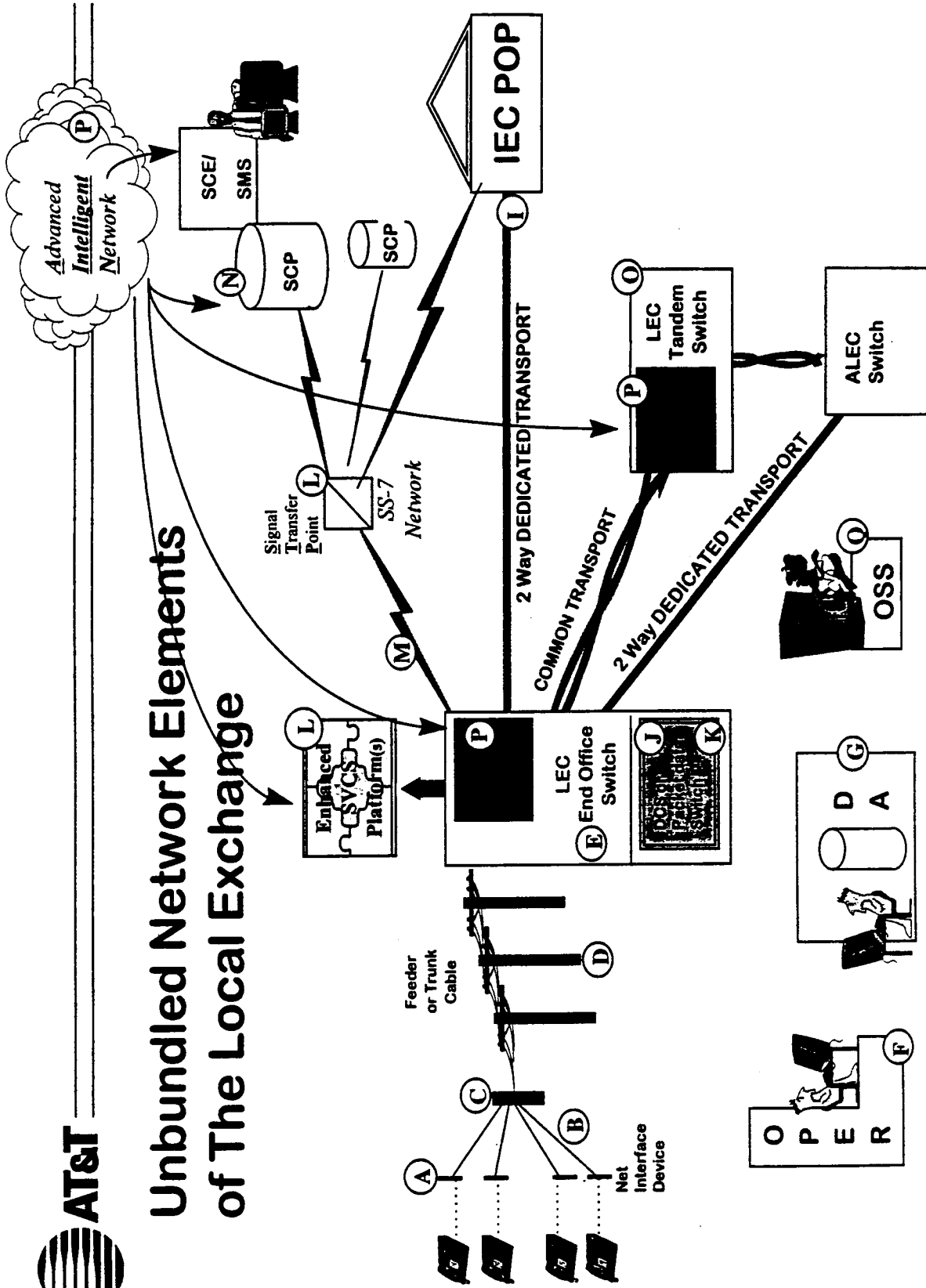
◆ **Ordering**

- Intervals
- Jeopardies
- Completions

◆ **Maintenance Process**



Unbundled Network Elements of The Local Exchange





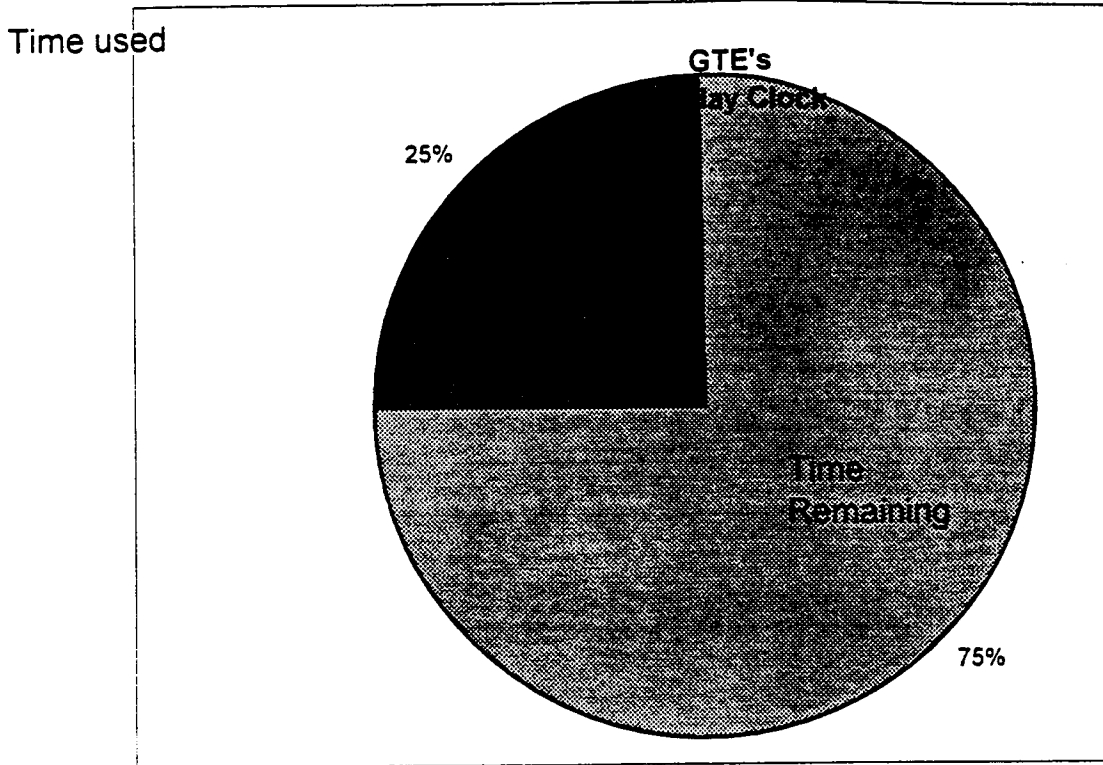
AT&T Negotiating Team Structure

NETWORK OPERATIONS	NETWORK ENGINEERING	BILLING	OPERATOR SVCS / DA / DIRECTORY
Ross Richards B. Rose M. Salazar	Judy Parrish J. Hollander B. Haux B. Tierney J. Veatch	Anthony Navarro J. Grover L. Ebert	Terry Casey M. Stone

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Negotiations Time Clock



Time used

Time Remaining