

••ATTACHMENT 12  
SERVICE QUALITY STANDARDS AND PROCESSES  
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## **Service Quality Standards and Processes**

### **I. Introduction.**

The Parties negotiated and included in this Agreement common provisions which are applicable to Local Services, Network Elements, including Ancillary Functions and features, and Combinations, access to GTE's poles, conduits and rights of way, and Interconnection Services for all geographic areas in which GTE provides Telecommunications Services on a national basis. However, the Parties recognize that certain provisions, in addition to pricing, must be handled on a state specific basis to address unique local requirements. These items are described below in this Attachment.

As used in this Attachment, Contract Month means a calendar month during the term of this Agreement. Contract Month 1 shall commence on the first day of the first full calendar month following the Effective Date. However, if the Effective Date is on the first day of a Calendar Month, that month will be Contract Month 1.

### **I. Service Quality.**

**2.1 DMOQs.** GTE will provide Local Service, Network Elements and Ancillary Functions in accordance with the service parity standards and other measurements of quality ("DMOQs") described in Appendix 1 to this Attachment. In the event that GTE fails to meet a DMOQ, the procedures described in Appendix 1 shall be followed. The Parties' agreement to these procedures shall not be construed to imply that GTE is relieved of its obligations to strictly perform its duties pursuant to this Agreement or that AT&T has waived its right to initiate the Dispute resolution procedures of Attachment 1, or to recover damages, which are not limited in Section 10 of the Agreement, resulting from GTE's failure to perform its obligations under this Agreement.

**2.2 Service Guarantees.** The credits and waivers described in Appendix 2 are intended to serve as an incentive for GTE fulfilling certain of its commitments under this Agreement and to provide partial compensation to AT&T for the competitive harm to AT&T resulting from GTE's failure to do so. However, the acceptance of such credits or waivers shall not prevent AT&T from initiating the Dispute resolution procedures described in Attachment 1,

and, if arbitration is required, requesting appropriate relief from the arbitrator to cause GTE to fulfill such obligations or to recover damages, which are not limited in Section 10 of the Agreement, resulting from GTE's failure to perform its obligations under this Agreement.

**2.3 AT&T Supplier Performance Quality Management System.** As one method of achieving quality and reliability for products and services ordered from GTE, GTE agrees to implement the AT&T Supplier Performance Quality Management System described in Appendix 3 to this Attachment.

**I. Deployment.**

- a) **3.1 Deployment Plan.** The Deployment Plan is a staged approach to the implementation of processes, procedures and systems required by this Agreement. The Deployment Plan describes the Parties' attempt to implement a process for attaining service parity. However, the determination of whether or not service parity exists depends upon the actual interfaces, procedures and processes which have been implemented at the time the determination is made.

The Parties agree to implement the provisions of this Agreement in accordance with the Deployment Plan set forth in Appendix 4 to this Attachment. The Parties agree to negotiate by the end of Contract Month 1, additional milestones which relate to those obligations of GTE in this Agreement that are not addressed in Deployment Plan, including, but limited to, those described in Appendix 4.

Thereafter, the Deployment Plan will be revised from time to time to add any additional milestones established by the Parties as part of the implementation process.

**3.2 Implementation Team.**

The Parties understand that the arrangements and provision of services described in this Agreement shall require technical and operational coordination between the Parties. The Parties further agree that it is not feasible for this Agreement to set forth each of the applicable and necessary procedures, guidelines, specifications and standards that will promote the

**Parties' provision of Telecommunications Services to their respective Customers. Accordingly, the Parties agree to form a team (the "Implementation Team") which shall develop and identify those processes, guidelines, specifications, standards and additional terms and conditions necessary for the provision of the services and the specific implementation of each Party's obligations hereunder, including those described in the Deployment Plan. Within five (5) days after the Effective Date, each Party shall designate, in writing, not more than four (4) persons to be permanent members of the Implementation Team; provided that either Party may include in meetings or activities such technical specialists or other individuals as may be reasonably required to address a specific task, matter or subject. Each Party may replace its representatives on the Implementation Team by delivering written notice thereof to the other Party. However, this process will not relieve GTE of any obligations imposed by the FCC which must be performed by January 1, 1997. Furthermore, the Deployment Plan will describe the Parties' attempt to implement a process for attaining service parity. However, the determination of whether or not service parity exists depends upon the actual interfaces, procedures and processes which have been implemented at the time the determination is made.**

### **3.3 Operations Plan.**

**Within ninety (90) days after the Effective Date, the Implementation Team shall reach agreements on the items listed in the Deployment Plan, which shall include processes, procedures, and milestones. The agreements reached by the Implementation Team shall be documented in an operations manual (the "Operations Plan"). The Operations Plan shall include documentation of the various items described in the Agreement which are to be agreed upon by the Parties.**

### **3.4 Action of Implementation Team.**

**The Deployment Plan and the Operations Plan may be amended from time to time by the Implementation Team as the team deems appropriate. Unanimous written consent of the permanent members of the Implementation Team shall be required for any action of the Implementation Team. If the Implementation Team is unable to act, the existing provisions of the Deployment Plan and Operations Plan shall remain in full force and effect.**

### **3.5 Further Coordination and Performance.**

Except as otherwise agreed upon by the Parties, on a mutually agreed upon day and time once a month during the Term, the Implementation Team shall discuss the performance of the Parties under this Agreement and apply the principles of the AT&T Supplier Performance Quality Management System. At each such monthly meeting the Parties will discuss: (i) the administration and maintenance of the Interconnections and trunk groups provisioned under this Agreement; (ii) the Parties' provisioning of the services provided under this Agreement; (iii) the Parties' compliance with the DMOQs set forth in this Agreement and any areas in which such performance may be improved; (iv) any problems that were encountered during the preceding month or anticipated in the upcoming month; (v) the reason underlying any such problem and the effect, if any, that such problem had, has or may have on the performance of the Parties; and (vi) the specific steps taken or proposed to be taken to remedy such problem. In addition to the foregoing, the Parties through their representatives on the Implementation Team or such other appropriate representatives will meet to discuss any matters that relate to the performance of this Agreement, as may be requested from time to time by either of the Parties.

### **3.6 Operational Review**

3.6.1 Representatives of AT&T and GTE will meet on a quarterly basis, beginning with the end of the first quarter of 1997, to determine that the service cycle of pre-ordering, ordering, provisioning, maintenance and billing categories are addressed, including the following:

- a) Interfaces and processes are operational and the agreed upon numbers of AT&T Customers for residential and business Resale Services are successfully completed per day;
- b) Interfaces and processes are operational and the agreed upon numbers of orders for Combinations are successfully completed per day;

- c) Interfaces and processes are operational and the agreed upon numbers of orders for unbundled loops are successfully completed per day;
- d) All agreed upon performance standards are met; and
- e) The accuracy rate for bills for wholesale bill validation process is at least 90%.

3.6.2 If, at any quarterly review it is determined that the requirements of this Agreement and the Act are not being met, AT&T may invoke the expedited proceedings described in Appendix 1 to Attachment 1. The Arbitrator may order GTE to take specific actions which are determined to be necessary to cause GTE to satisfy such obligations and award damages to AT&T, which are not limited by Section 10, resulting from GTE's failure to perform such obligations.

3.7 Performance Guarantees. To assure that GTE performs its commitments under the Deployment Plan in a timely and expeditious manner, certain remedies for non-performance are included in Appendix 4. In no event shall any such remedy be considered a substitute for performance by GTE or for the right of AT&T to recover damages which are not limited by Section 10 of the Agreement. Therefore, if GTE fails to meet a milestone described in Deployment Plan, AT&T may initiate the Dispute resolution procedures of Attachment 1 and, if arbitration is required, request appropriate relief from the arbitrator to cause GTE to perform its obligations under this Agreement.

I. Processes.

The parties agree to implement the following processes as a means to provide a mechanism for addressing the individual requirements of AT&T in a specific state.

4.1 Bona Fide Request. The Parties may agree that certain services, including features, capabilities, functionality, Network Elements, or Combinations, are to be ordered through the use of customized Service Orders. In such event, the Bona Fide Request Process described in Appendix 5 to this Attachment will be followed.

**4.2 New Services.** AT&T may request from GTE that facilities, features, capabilities, functionality or services that are not already available under this Agreement at the time of such request be provided under this Agreement by delivering a New Services Request to GTE in accordance with the procedures described in Appendix 6 to this Attachment.

**I. Combinations.**

Appendix 7 describes the Combinations that AT&T and GTE have identified as of the Effective Date of this Agreement which will be offered by GTE to AT&T as standard product offerings. When purchasing Network Elements in combination, AT&T will have access to all features and capabilities of each individual Network Element and the specific technical and interface requirements for each of the Network Elements shall apply. AT&T and GTE agree that the Combinations identified in Appendix 7 are not exclusive. AT&T may identify additional Combinations as it deems appropriate.

**I. Services Available Through Bona Fide Request Process.**

GTE and AT&T agree that the items listed in Appendix 8 will be ordered by AT&T by using the Bona Fide Request Process described in Section 4.1 of this Attachment.

**I. Capacity Planning.**

By the end of Contract Month 1, the Parties will agree upon the quantities of Local Services, Network Elements, Combinations and Ancillary Functions to be made available to AT&T during Contract Year 1. The Parties shall meet during the last Contract Month of each Contract Year to agree upon the quantities of Local Services, Network Elements, Combinations and Ancillary Functions to be made available to AT&T for the next Contract Year. These quantities shall be sufficient to meet AT&T's anticipated requirements as communicated to GTE. If GTE is not able to meet AT&T's anticipated requirements at any time during the term of this Agreement, GTE must document to AT&T the reasons why such requirements cannot be met. Such reasons cannot be based upon the unavailability of any electronic interface or mechanized process which GTE is required to provide under this Agreement by a specified date. GTE guarantees that it will be able to provision services and facilities in the quantities and by the dates agreed upon by the Parties.



**At the meeting to be held during the last Contract Month of each Contract Year, AT&T will provide GTE with a two (2) year rolling forecast of its growth requirements for Ancillary Functions that will be reviewed jointly on a yearly basis.**



**Appendix 1  
to  
Attachment 12**

DMOQs

1. General.

1.1.1.1.1.1.1.1.

1.1.1.1.1.1.1.2. The DMOQs in this Appendix are tracked and measured on a monthly basis. These monthly performance results are managed as part of the Supplier Performance Quality Management System (SPQMS).

1.1.1.1.1.1.1.3.

1.1.1.1.1.1.1.4. SPQMS requires that when the monthly results do not meet the performance levels described in Annex 1 to this Attachment, Gap Closure Plans are implemented to improve performance. These Gap Closure Plans include:

1.1.1.1.1.1.1.5.

- evaluation of the opportunity for continuous improvement, systems enhancements and re-engineering;
- forecasted improvement to the desired DMOQ for each issue or initiative;
- evaluation of pertinent changes in periodic (monthly, weekly) results; and
- a date for compliance with AT&T's expected performance.

x

x The Gap Closure Plans will be reviewed monthly, or more frequently as updated data and analysis are available.

x

· Measurements.

x

x The specific measurements which apply to this Agreement are described in Annex 1 to this Appendix. The Parties agree to meet on an annual basis to discuss whether changes should be made to any of DMOQs or performance objectives.

x

· Performance Guarantees.

x

m                    If GTE fails to meet one or more DMOQs for a Contract Month, GTE must submit to AT&T a draft of a Gap Closure Plan within fifteen (15) days of receipt of notice from AT&T that the DMOQ(s) was not met.

x

m            If GTE fails to deliver a Gap Closure Plan to AT&T within the fifteen (15) day period, AT&T shall receive a credit equal to five (5%) percent of the amount billed by GTE to AT&T for Local Services, Network Elements , Combinations and Ancillary Functions for the month during which the DMOQ(s) was not met. AT&T will receive a similar credit during each subsequent Contract Month until the Contract Month during which the draft of the Gap Closure Plan is delivered to AT&T.

x  
m            AT&T and GTE will agree upon the Gap Closure Plan within thirty (30) days of the date GTE delivers the draft of the Gap Closure Plan to AT&T. If the Parties are unable to agree by that date, the expedited procedures for arbitration described in Appendix 1 to Attachment 1 will be followed in order to develop the Gap Closure Plan.

x  
m            GTE will immediately implement the Gap Closure Plan once finalized either by agreement of the Parties or by the decision of the Arbitrator. If GTE fails to meet its commitments under the Gap Closure Plan during any Contract Month, AT&T shall receive a credit equal to five (5%) percent of the amount billed by GTE to AT&T for Local Services, Network Elements, Combinations and Ancillary Functions for the month during which such commitments were not met.

x  
m            The purpose of the credits described above are to serve as an incentive for GTE to improve its performance, not as a substitute for AT&T's right to institute the dispute resolution process or seeking damages for breach of GTE's obligations under this Agreement.

x



**Annex 1  
to  
Appendix 1**

Measurements

See attached for Measurements





**Pre-Ordering**

Description	Measurement*								
<b>Interim Solution</b>									
Average speed of answer per inquiry to GTE's call center within 20 seconds fault Installation schedule assignment of 5 days if the scheduler is down fault Installation schedule of 7 days if GTE does not have a scheduler available in the area where the customer resides	<table> <thead> <tr> <th>Rating</th> <th>Criteria</th> </tr> </thead> <tbody> <tr> <td>Exceeds Expectations</td> <td>&gt;99%</td> </tr> <tr> <td>Meets Expectations</td> <td>&gt;95%</td> </tr> <tr> <td>Does Not Meet Expectations</td> <td>&gt;90%</td> </tr> </tbody> </table>	Rating	Criteria	Exceeds Expectations	>99%	Meets Expectations	>95%	Does Not Meet Expectations	>90%
Rating	Criteria								
Exceeds Expectations	>99%								
Meets Expectations	>95%								
Does Not Meet Expectations	>90%								

**Real Time Solution**

Description	Measurement*								
<b>Business/Residence</b>									
Tracks the time required to receive one or more telephone numbers via a system interface. The interval starts with the request message leaving AT&T's system and ends with the response message arriving at AT&T's system. Tracks the time required to receive address confirmation information via a system interface. The interval starts with the request message leaving AT&T's system and end with the response message arriving at AT&T's system. Service Availability Inquiry Rate Availability Inquiry Appointment Schedule Inquiry Customer Service Record (CSR) Inquiry	<table> <thead> <tr> <th></th> <th>Criteria</th> </tr> </thead> <tbody> <tr> <td>Exceeds Expectations</td> <td>&gt;99% in &lt;5 sec. And 100% in &lt;30 sec.</td> </tr> <tr> <td>Meets Expectations</td> <td>&gt;95% in &lt;5 sec. And 100% in &lt;30 sec.</td> </tr> <tr> <td>Does Not Meet Expectations</td> <td>&gt;90% in &lt;5 sec. Or 100% in &lt;50 sec.</td> </tr> </tbody> </table>		Criteria	Exceeds Expectations	>99% in <5 sec. And 100% in <30 sec.	Meets Expectations	>95% in <5 sec. And 100% in <30 sec.	Does Not Meet Expectations	>90% in <5 sec. Or 100% in <50 sec.
	Criteria								
Exceeds Expectations	>99% in <5 sec. And 100% in <30 sec.								
Meets Expectations	>95% in <5 sec. And 100% in <30 sec.								
Does Not Meet Expectations	>90% in <5 sec. Or 100% in <50 sec.								

**Ordering/Provisioning**

Description	Measurement*		
<b>Marketing DMOQs</b>			
<b>Service Order Installation Interval</b>	<table> <thead> <tr> <th>Rating</th> <th>Criteria</th> </tr> </thead> </table>	Rating	Criteria
Rating	Criteria		

<p><b>Measures how long it takes to complete/install what was ordered (excludes disconnect activity)</b></p> <p>Turn-up of Local Service where no installation of facilities is required: Residence and Business: within twenty-four (24) hours of acceptance of Service Order</p> <p>Turn-up of Local Service where installation of facilities is required: Residence/business: within seventy-two (72) hours of acceptance of Service Order</p> <p>Feature Changes (after service turn up): Residence: within twenty-four (24) hours of acceptance of Service order Business: within twenty-four (24) hours after acceptance of Service Order if no installation dispatch is required.</p>	<p>Exceeds Expectations &gt;99%</p> <p>Meets Expectations &gt;97%</p> <p>Does Not Meet Expectations &gt;90%</p>								
<p><b>Disconnect Order Completion Interval</b> <b>Measures how long it takes to complete a disconnect</b></p> <p>Residence: Within twenty-four (24) hours after acceptance of Service Order</p> <p>Business: Within four (4) hours after acceptance of Service Order if only software change is required. Business: Within twenty-four (24) hours after acceptance of Service Order if central office change is required.</p> <p>Business: Within ninety-six (96) hours after acceptance of Service Order if customer premises visit is required.</p>	<table border="0"> <tr> <td><u>Rating</u></td> <td><u>Criteria</u></td> </tr> <tr> <td>Exceeds Expectations</td> <td>&gt;99%</td> </tr> <tr> <td>Meets Expectations</td> <td>&gt;97%</td> </tr> <tr> <td>Does Not Meet Expectations</td> <td>&gt;90%</td> </tr> </table>	<u>Rating</u>	<u>Criteria</u>	Exceeds Expectations	>99%	Meets Expectations	>97%	Does Not Meet Expectations	>90%
<u>Rating</u>	<u>Criteria</u>								
Exceeds Expectations	>99%								
Meets Expectations	>97%								
Does Not Meet Expectations	>90%								
<p><b>Transmission of the Firm Order Confirmation from GTE's work center to AT&amp;T's work center once the order is received at GTE's order processing center within 24 hours</b></p>	<table border="0"> <tr> <td><u>Rating</u></td> <td><u>Criteria</u></td> </tr> <tr> <td>Exceeds Expectations</td> <td>&gt;99%</td> </tr> <tr> <td>Meets Expectations</td> <td>&gt;97%</td> </tr> <tr> <td>Does Not Meet Expectations</td> <td>&gt;90%</td> </tr> </table>	<u>Rating</u>	<u>Criteria</u>	Exceeds Expectations	>99%	Meets Expectations	>97%	Does Not Meet Expectations	>90%
<u>Rating</u>	<u>Criteria</u>								
Exceeds Expectations	>99%								
Meets Expectations	>97%								
Does Not Meet Expectations	>90%								
<p><b>Missed Appointments:</b></p>	<p>Residence: &lt;1% Business: 0%</p>								
<p><b>% Reporting Troubles Within 30 Days</b></p>	<table border="0"> <tr> <td><u>Rating</u></td> <td><u>Criteria</u></td> </tr> </table>	<u>Rating</u>	<u>Criteria</u>						
<u>Rating</u>	<u>Criteria</u>								

Measures what percent of customers report a trouble within 30 days of provisioning activity	Exceeds Expectations	>99%
	Meets Expectations	<3%
	Does Not Meet Expectations	>5%

<b>PUC Compliance Requirements</b>	
<b>California (Example)</b>	
Held primary service orders (requests for primary telephone service delayed over 30 days due to lack of telephone utility plant)	..Separate orders held between 31-60 days, 91-180, and over 180 days ..Results compiled monthly and reported quarterly ..Service level required was not specified
Installation line energizing commitments (request for establishment or changes in non-key/non-PBX and party line services that normally involve plant activity)	..Calculate the total number of commitments missed by dividing by the total commitments ..Service level/reporting threshold is that at least 95% of the commitments are met ..Report quarterly but compile monthly results

### Maintenance

Description	Measurement*												
<b>Repair Bureau Availability</b> <sub>1</sub> 7X24X365	100%												
<b>Speed Of Answer</b> <sub>2</sub> 20 Secs 30 Secs 40 Secs	<table border="0"> <tr> <td><u>Does Not Meet</u></td> <td><u>Meets</u></td> <td><u>Exceeds</u></td> </tr> <tr> <td>&lt;=80%</td> <td>&gt;90%</td> <td>&gt; 95%</td> </tr> <tr> <td>&lt;=85%</td> <td>&gt;95%</td> <td>&gt; 98%</td> </tr> <tr> <td>&lt;=89%</td> <td>&gt;99%</td> <td>100%</td> </tr> </table>	<u>Does Not Meet</u>	<u>Meets</u>	<u>Exceeds</u>	<=80%	>90%	> 95%	<=85%	>95%	> 98%	<=89%	>99%	100%
<u>Does Not Meet</u>	<u>Meets</u>	<u>Exceeds</u>											
<=80%	>90%	> 95%											
<=85%	>95%	> 98%											
<=89%	>99%	100%											
<b>Quoted Appointments Met (Est. Time To Restore - ETTR)</b> <sub>3</sub>	<table border="0"> <tr> <td><u>Does Not Meet</u></td> <td><u>Meets</u></td> <td><u>Exceeds</u></td> </tr> <tr> <td>&lt;=85%</td> <td>&gt;95%</td> <td>&gt;=97%</td> </tr> </table>	<u>Does Not Meet</u>	<u>Meets</u>	<u>Exceeds</u>	<=85%	>95%	>=97%						
<u>Does Not Meet</u>	<u>Meets</u>	<u>Exceeds</u>											
<=85%	>95%	>=97%											
<b>Status Call To AT&amp;T</b> <sub>4</sub> Status when the ETTR is missed (within one hour of miss) Status on trouble progress	100% upon request 100%												

Status on restoration (no more than 10 minutes after restoral)																									
<b>Network Event With Blocked Calls Or Lost Features</b> 5 within one hour	100%																								
<b>Time To Restore</b> 6 <b>Out Of Service &amp; Visit Required</b> 4 hours 8 hours 16 hours <b>Out of Service &amp; No Visit Required</b> 2 hours 3 hours 4 hours <b>All Other Troubles</b> 24 hours	<table border="1"> <thead> <tr> <th><u>Does Not Meet</u></th> <th><u>Meets</u></th> <th><u>Exceeds</u></th> </tr> </thead> <tbody> <tr> <td>&lt;=80%</td> <td>&gt;90%</td> <td>&gt; 95%</td> </tr> <tr> <td>&lt;=85%</td> <td>&gt;95%</td> <td>&gt; 99%</td> </tr> <tr> <td>&lt;=89%</td> <td>&gt;99%</td> <td>100%</td> </tr> <tr> <td>&lt;=75%</td> <td>&gt;85%</td> <td>&gt;90%</td> </tr> <tr> <td>&lt;=85%</td> <td>&gt;95%</td> <td>&gt;99%</td> </tr> <tr> <td>&lt;=89%</td> <td>&gt;=99%</td> <td>100%</td> </tr> <tr> <td>&lt;=85%</td> <td>&gt;95%</td> <td>&gt;99%</td> </tr> </tbody> </table>	<u>Does Not Meet</u>	<u>Meets</u>	<u>Exceeds</u>	<=80%	>90%	> 95%	<=85%	>95%	> 99%	<=89%	>99%	100%	<=75%	>85%	>90%	<=85%	>95%	>99%	<=89%	>=99%	100%	<=85%	>95%	>99%
<u>Does Not Meet</u>	<u>Meets</u>	<u>Exceeds</u>																							
<=80%	>90%	> 95%																							
<=85%	>95%	> 99%																							
<=89%	>99%	100%																							
<=75%	>85%	>90%																							
<=85%	>95%	>99%																							
<=89%	>=99%	100%																							
<=85%	>95%	>99%																							
<b>Repeat Troubles Within 60 Days</b> 7	< 1%																								
<b>Missed Appointments</b> (PUC Requirements)	3%																								
<b>OOS Clearing Time</b> (% within 24 hours - PUC Requirements)	95%																								
<b>Troubles per 100 Access Lines</b> (PUC Requirements)	4 reports/100 Access Lines																								

**NOTES:**

1. LNP Repair Bureau (or Electronic Bonding process) is expected to be in operation 100% of the time.
2. If trouble receipt is via a telephone call, the LNP is expected to answer within these time frames.
3. True commitments, or estimates of time to restore, should always be given. The intent of this metric is to move towards quoting the customer the actual time-to-restore metric.
4. If a commitment of a trouble restoral is expected to be missed (or is missed), the LNP is to call the CNSC representative regarding the expected miss. A new commitment

date and time should be given at this time. Status on a trouble while it is being fixed (i.e., progress information) will be asked upon request and of a frequency which will be determined by AT&T's external customers. When a trouble is restored, a status call is expected no more than ten minutes after the restoral.

5. A Network Event is when a Switching Office or higher has failed and is expected to be fixed within one hour.

6. Time To Restore interval begins with a referral to the LNP and ends when the service is restored. Service is considered to be restored when the customer has regained a quality of service that is equal to the pre-trouble service. A visit is when a dispatch to the end-user customer's house is required.

7. Repeat rate considers all troubles received on the same telephone line within the current plus previous report month. Any time a customer calls in more than one trouble on the same telephone line, this will be a repeat(s).

### Billing (Customer Usage Data)

Description	Measurement	
<b>Switched Services</b>	The RLEC will provide all Recorded Usage Information detail in an accurate timely manner. The format and content is described in the current Bellcore EXCHANGE MESSAGE RECORD (EMR) document.	
<b>File Transfer</b> The RLEC will initiate and transmit all files error free and without loss of signal. Metric: $\frac{\text{Number of FILES Received}}{\text{Number of FILES sent}} \times 100$ Notes: All measurement will be on a rolling period.	<u>Rating</u> Exceeds Expectations  Meets Expectations  Does Not Meet Expectations  **During the first six (6) months, no rating will be applied.	<u>Criteria</u> 6+ months of file transfers without a failure  6 months of file transfers without a failure.  <6 months of file transfers without error.
<b>Timeliness</b> The RLEC will mechanically transmit, via CONNECT: Direct, all usage records to AT&T's Message Processing	<u>Rating</u> Exceeds Expectations	<u>Criteria</u> ≥ 99.95% records delivered on the day the call was recorded

Center three (3) times a day.	<table> <tr> <td data-bbox="751 411 1117 443">Meets Expectations</td> <td data-bbox="1125 411 1492 506">99.94% of all messages delivered on the day the call was recorded</td> </tr> <tr> <td data-bbox="751 543 1117 575">Does Not Meet Expectations</td> <td data-bbox="1125 543 1492 674">&lt;99.94% of all messages delivered within 12 hours of the day the call was recorded</td> </tr> </table>	Meets Expectations	99.94% of all messages delivered on the day the call was recorded	Does Not Meet Expectations	<99.94% of all messages delivered within 12 hours of the day the call was recorded				
Meets Expectations	99.94% of all messages delivered on the day the call was recorded								
Does Not Meet Expectations	<99.94% of all messages delivered within 12 hours of the day the call was recorded								
<p><b>Completeness</b> The RLEC will provide all required Recorded Usage Data and ensure that it is processed and transmitted within thirty (30) days of the message create date. Metric: Total number of Recorded Usage Data records delivered during current month minus Number of Usage Call Records held in error file at end of the current month _____ x 100 Total number of Recorded Usage data delivered</p>	<table> <thead> <tr> <th data-bbox="751 720 1117 751"><u>Rating</u></th> <th data-bbox="1125 720 1492 751"><u>Criteria</u></th> </tr> </thead> <tbody> <tr> <td data-bbox="751 751 1117 783">Exceeds Expectations</td> <td data-bbox="1125 751 1492 821">100% of recorded records delivered</td> </tr> <tr> <td data-bbox="751 858 1117 890">Meets Expectations</td> <td data-bbox="1125 858 1492 928">≥99.99% of all recorded delivered</td> </tr> <tr> <td data-bbox="751 963 1117 995">Does Not Meet Expectations</td> <td data-bbox="1125 963 1492 1033">≤99.94% of all recorded records delivered</td> </tr> </tbody> </table> <p>Note: Failure of a RLEC to transmit to AT&amp;T 100% of all recorded messages shall result in a liability by the RLEC to AT&amp;T for the lost revenue.</p>	<u>Rating</u>	<u>Criteria</u>	Exceeds Expectations	100% of recorded records delivered	Meets Expectations	≥99.99% of all recorded delivered	Does Not Meet Expectations	≤99.94% of all recorded records delivered
<u>Rating</u>	<u>Criteria</u>								
Exceeds Expectations	100% of recorded records delivered								
Meets Expectations	≥99.99% of all recorded delivered								
Does Not Meet Expectations	≤99.94% of all recorded records delivered								
<p><b>Accuracy</b> The RLEC will provide Recorded Usage Data in the format and with the content as defined in the current Bellcore EMR document. Metric: Total number of Recorded Usage <u>Data Transmitted Correctly</u> x 100 Total number of Recorded Usage Data Transmitted</p>	<table> <thead> <tr> <th data-bbox="751 1234 1117 1266"><u>Rating</u></th> <th data-bbox="1125 1234 1492 1266"><u>Criteria</u></th> </tr> </thead> <tbody> <tr> <td data-bbox="751 1266 1117 1297">Exceeds Expectations</td> <td data-bbox="1125 1266 1492 1335">100% of recorded records delivered</td> </tr> <tr> <td data-bbox="751 1373 1117 1404">Meets Expectations</td> <td data-bbox="1125 1373 1492 1442">≥99.99% of all recorded records delivered</td> </tr> <tr> <td data-bbox="751 1478 1117 1509">Does Not Meet Expectations</td> <td data-bbox="1125 1478 1492 1547">&lt;99.94% of all recorded delivered</td> </tr> </tbody> </table>	<u>Rating</u>	<u>Criteria</u>	Exceeds Expectations	100% of recorded records delivered	Meets Expectations	≥99.99% of all recorded records delivered	Does Not Meet Expectations	<99.94% of all recorded delivered
<u>Rating</u>	<u>Criteria</u>								
Exceeds Expectations	100% of recorded records delivered								
Meets Expectations	≥99.99% of all recorded records delivered								
Does Not Meet Expectations	<99.94% of all recorded delivered								
<p><b>DATA PACKS</b> The RLEC will transmit to AT&amp;T all packs error free in the format agreed.</p>	<table> <thead> <tr> <th data-bbox="751 1581 1117 1612"><u>Rating</u></th> <th data-bbox="1125 1581 1492 1612"><u>Criteria</u></th> </tr> </thead> <tbody> <tr> <td data-bbox="751 1612 1117 1644">Exceeds Expectations</td> <td data-bbox="1125 1612 1492 1717">6+ months of Transmitted Packs without a rejected pack</td> </tr> <tr> <td data-bbox="751 1749 1117 1780">Meets Expectations</td> <td data-bbox="1125 1749 1492 1780">6 months of Transmitted</td> </tr> </tbody> </table>	<u>Rating</u>	<u>Criteria</u>	Exceeds Expectations	6+ months of Transmitted Packs without a rejected pack	Meets Expectations	6 months of Transmitted		
<u>Rating</u>	<u>Criteria</u>								
Exceeds Expectations	6+ months of Transmitted Packs without a rejected pack								
Meets Expectations	6 months of Transmitted								

	<p>Packs without a rejected pack</p> <p>Does Not Meet Expectations 1 Rejected Pack in a window of less than 3 months</p> <p>**During the first six (6) months, no rating will be applied. Notes: All measurements will be on a Rolling Period.</p>												
<p><b>Recorded Usage Data Accuracy</b> The RLEC will ensure that the Recorded Usage Data is transmitted to AT&amp;T error free, the level of detail includes, but is not limited to: detail required to Rating the call, Duration, and Correct Originating/Terminating information. The error is reported to the RLEC as a Modification Request (MR). Performance is to be measured at 2 levels defined below. AT&amp;T will identify the priority of the MR at the time of hand off as Severity 1 or Severity 2. The following are AT&amp;T expectations of the RLEC for each:</p>	<table border="0"> <tr> <td data-bbox="755 768 1112 867"> <p>Severity 1 <u>Rating</u> Exceeds Expectations</p> </td> <td data-bbox="1125 804 1485 903"> <p><u>Criteria</u> 100% of the MR fixed in ≤24 hours</p> </td> </tr> <tr> <td data-bbox="755 940 1112 1039"> <p>Meets Expectations</p> </td> <td data-bbox="1125 940 1485 1039"> <p>≥99% of the MR fixed in ≤24 hours and 100% of the MR fixed in ≤5 Days</p> </td> </tr> <tr> <td data-bbox="755 1077 1112 1245"> <p>Does Not Meet Expectations</p> </td> <td data-bbox="1125 1077 1485 1245"> <p>&lt;90% of the MR fixed in &lt;24 hours or &lt;100% of the MR fixed in &gt; 5 days</p> </td> </tr> <tr> <td data-bbox="755 1249 1112 1348"> <p>Severity 2 <u>Rating</u> Exceeds Expectations</p> </td> <td data-bbox="1125 1276 1485 1375"> <p><u>Criteria</u> 100% of the MR fixed in ≤3 working Days</p> </td> </tr> <tr> <td data-bbox="755 1413 1112 1512"> <p>Meets Expectations</p> </td> <td data-bbox="1125 1413 1485 1512"> <p>≥99% of the MR fixed in 3 days and 100% of MR fixed in ≤10 Days</p> </td> </tr> <tr> <td data-bbox="755 1549 1112 1751"> <p>Does Not Meet Expectations</p> </td> <td data-bbox="1125 1549 1485 1751"> <p>&lt;90% of the MR fixed in &lt;3 Days or &lt;100 of the MR fixed in &gt;10 days</p> </td> </tr> </table>	<p>Severity 1 <u>Rating</u> Exceeds Expectations</p>	<p><u>Criteria</u> 100% of the MR fixed in ≤24 hours</p>	<p>Meets Expectations</p>	<p>≥99% of the MR fixed in ≤24 hours and 100% of the MR fixed in ≤5 Days</p>	<p>Does Not Meet Expectations</p>	<p>&lt;90% of the MR fixed in &lt;24 hours or &lt;100% of the MR fixed in &gt; 5 days</p>	<p>Severity 2 <u>Rating</u> Exceeds Expectations</p>	<p><u>Criteria</u> 100% of the MR fixed in ≤3 working Days</p>	<p>Meets Expectations</p>	<p>≥99% of the MR fixed in 3 days and 100% of MR fixed in ≤10 Days</p>	<p>Does Not Meet Expectations</p>	<p>&lt;90% of the MR fixed in &lt;3 Days or &lt;100 of the MR fixed in &gt;10 days</p>
<p>Severity 1 <u>Rating</u> Exceeds Expectations</p>	<p><u>Criteria</u> 100% of the MR fixed in ≤24 hours</p>												
<p>Meets Expectations</p>	<p>≥99% of the MR fixed in ≤24 hours and 100% of the MR fixed in ≤5 Days</p>												
<p>Does Not Meet Expectations</p>	<p>&lt;90% of the MR fixed in &lt;24 hours or &lt;100% of the MR fixed in &gt; 5 days</p>												
<p>Severity 2 <u>Rating</u> Exceeds Expectations</p>	<p><u>Criteria</u> 100% of the MR fixed in ≤3 working Days</p>												
<p>Meets Expectations</p>	<p>≥99% of the MR fixed in 3 days and 100% of MR fixed in ≤10 Days</p>												
<p>Does Not Meet Expectations</p>	<p>&lt;90% of the MR fixed in &lt;3 Days or &lt;100 of the MR fixed in &gt;10 days</p>												

<p><b>Usage Inquiry Responsiveness</b> The RLEC will respond to all usage inquiries within twenty-four (24) hours of AT&amp;T's request for information. It is AT&amp;T's expectation to receive continuous status reports until the request for information is satisfied.</p>	<table border="1"> <thead> <tr> <th><u>Rating</u></th> <th><u>Criteria</u></th> </tr> </thead> <tbody> <tr> <td>Meets Expectations</td> <td>100% of the Inquires responded to within 24 hours</td> </tr> <tr> <td>Does Not Meet Expectations</td> <td>&lt;99.99% of the Inquires responded to within 24 hours</td> </tr> </tbody> </table>	<u>Rating</u>	<u>Criteria</u>	Meets Expectations	100% of the Inquires responded to within 24 hours	Does Not Meet Expectations	<99.99% of the Inquires responded to within 24 hours
<u>Rating</u>	<u>Criteria</u>						
Meets Expectations	100% of the Inquires responded to within 24 hours						
Does Not Meet Expectations	<99.99% of the Inquires responded to within 24 hours						
<p><b>Dedicated Services</b> Since dedicated services have no unique billing requirements for local service at this time, this is reserved for future use.</p>							

### Billing (Wholesale)

<u>Description</u>	<u>Measurement</u>								
<p><b>Business and Residence</b> Tracks the timeliness of delivering mechanized bills (tapes or transmissions). The count begins the first day following the actual bill date. Objectives are based upon critical financial requirements. The metric is calculated by totaling the number of bills that AT&amp;T receives on time (within 10 calendar days) and determining it as a percentage of all the mechanized bills delivered in the same period.</p>	<table border="1"> <thead> <tr> <th><u>Rating</u></th> <th><u>Criteria</u></th> </tr> </thead> <tbody> <tr> <td>Exceeds Expectations</td> <td>100%</td> </tr> <tr> <td>Meets Expectations</td> <td>&gt;=99.95%</td> </tr> <tr> <td>Does Not Meet Expectations</td> <td>&lt;90%</td> </tr> </tbody> </table>	<u>Rating</u>	<u>Criteria</u>	Exceeds Expectations	100%	Meets Expectations	>=99.95%	Does Not Meet Expectations	<90%
<u>Rating</u>	<u>Criteria</u>								
Exceeds Expectations	100%								
Meets Expectations	>=99.95%								
Does Not Meet Expectations	<90%								
<p><b>Business and Residence</b> Total dollar amount due for service orders are billed in the current billing period in which the service order was completed.</p>	<table border="1"> <thead> <tr> <th><u>Rating</u></th> <th><u>Criteria</u></th> </tr> </thead> <tbody> <tr> <td>Exceeds Expectations</td> <td>&gt;=99.6%</td> </tr> <tr> <td>Meets Expectations</td> <td>&gt;=98%</td> </tr> <tr> <td>Does Not Meet Expectations</td> <td>&lt;95%</td> </tr> </tbody> </table>	<u>Rating</u>	<u>Criteria</u>	Exceeds Expectations	>=99.6%	Meets Expectations	>=98%	Does Not Meet Expectations	<95%
<u>Rating</u>	<u>Criteria</u>								
Exceeds Expectations	>=99.6%								
Meets Expectations	>=98%								
Does Not Meet Expectations	<95%								
<p><b>Business and Residence</b> Total dollar amount due for usage charges are billed within 90 days from</p>	<table border="1"> <thead> <tr> <th><u>Rating</u></th> <th><u>Criteria</u></th> </tr> </thead> <tbody> <tr> <td>Exceeds Expectations</td> <td>100%</td> </tr> </tbody> </table>	<u>Rating</u>	<u>Criteria</u>	Exceeds Expectations	100%				
<u>Rating</u>	<u>Criteria</u>								
Exceeds Expectations	100%								



the date that service was rendered.	Meets Expectations	100%
	Does Not Meet Expectations	<99.95%
<p><b>Business and Residence</b> Mechanized bills adhere to specifications in the <i>{Local Services Billing System e.g. CABS BOS, SAIR, CRIS, etc.}</i> Specifications/Requirements document. Accurate bills are those mechanized access bills which pass AT&amp;T's validation edit process the first time.</p>	<u>Rating</u>	<u>Criteria</u>
	Exceeds Expectations	100%
	Meets Expectations	>=99.5%
	Does Not Meet Expectations	<90%
<p><b>Business and Residence</b> Track the Financial accuracy of Local OCC bills. Financial accuracy is the percentage of total net dollars correctly billed.</p>	<u>Rating</u>	<u>Criteria</u>
	Exceeds Expectations	>=99.6%
	Meets Expectations	>=98%
	Does Not Meet Expectations	<95%
<p><b>Business and Residence</b> Track the timeliness of making corrections within agreed timeframes. Timeframes are typically specified in agreements such as the Supplier Quality Certification (SQC) Operating Agreement, Section 6, Bill Payment and Adjustment (typically 60 to 90 days).</p>	<u>Rating</u>	<u>Criteria</u>
	Exceeds Expectations	N/A
	Meets Expectations	100%
	Does Not Meet Expectations	<98%
<p><b>Business and Residence</b> Billing Period Closure agreements are signed within the agreed timeframe (typically 60 to 90 days)</p>	<u>Rating</u>	<u>Criteria</u>
	Exceeds Expectations	N/A
	Meets Expectations	100%
	Does Not Meet Expectations	100%
<p><b>Business and Residence</b> Tracks the timeliness of delivering mechanized Customer Service Record summaries (tapes or transmissions) for billing verification. The count begins the first day following the actual bill</p>	<u>Rating</u>	<u>Criteria</u>
	Exceeds Expectations	100%
	Meets Expectations	>=99.95%
	Does Not Meet Expectations	<90%

<p>date. Objectives are based upon critical financial requirements. The metric is calculated by totaling the number of CSRs that AT&amp;T receives on time (within 10 days) and determining it as a percentage of all the mechanized CSRs delivered in the same period.</p>		
<p><b>Business and Residence</b> Tracks prior notification by written documentation on all charges that may be billed in more than the agreed to time frame from the date that service was rendered. The documentation provided prior to late billing must include: 1) the anticipated bill date and 2) an accurate amount of reasonable estimate of the adjustment/charge.</p>	<p><u>Rating</u> Exceeds Expectations  Meets Expectations  Does Not Meet Expectations</p>	<p><u>Criteria</u> N/A  Received by AT&amp;T before late billing  Not received by AT&amp;T before late billing</p>
<p><b>Business and Residence</b> Support Current version of billing standards; within 90 days.</p>	<p><u>Rating</u> Exceeds Expectations  Meets Expectations  Does Not Meet Expectations</p>	<p><u>Criteria</u> N/A  Current or &lt;=90 Days not on current version  &gt;120 days not on current version</p>

**Appendix 2  
to  
Attachment 12**

Service Guarantees

1 Late Installation.

1.1.1.1.1.1.1.1

1.2 Local Services, Network Elements and Combinations

1.2.1.1.1.1.1.1

1.2.1.1.1.1.1.2 The following credits apply to late installation of Local Services, Network Elements or Combinations:

1.2.1.1.1.1.1.3

1.2.2 For Service Orders that are not installed or provisioned within two (2) days of the due date specified on the Firm Order Confirmation issued by GTE in response to AT&T's Service Order, GTE shall provide AT&T with a waiver of any installation charges associated therewith.

1.2.2.1.1.1.1.1

1.2.3 For Service Orders that are not installed or provisioned within five (5) days of the due date specified on the Firm Order Confirmation issued by GTE in response to AT&T's service order, in addition to the credit described in Section 1.1.1 above, GTE shall provide AT&T a credit of one month's recurring charge for the applicable Local Service, Network Element or Combination.

1.2.3.1.1.1.1.1

1.2.4 For Service Orders that are not installed or provisioned within ten (10) days of the due date specified on the Firm Order Confirmation issued by GTE in response to AT&T's service order, in addition to the credits described in Sections 1.1.1 and 1.1.2 above, GTE shall provide AT&T with a credit of one month's recurring charge for the applicable Local Service, Network Element or Combination. Such credit will also be payable for each

additional ten (10) day period the Service Order is not installed or provisioned.

1.2.4.1.1.1.1.1

1.3 Collocation

1.3.1.1.1.1.1.1

1.3.1.1.1.1.1.2 The following credits apply to late conditioning of space for Collocation:

1.3.1.1.1.1.1.3

1.3.1

For space that is not conditioned and available to AT&T for installation of equipment within ten (10) business days of the agreed upon due date, GTE shall provide AT&T with a waiver of ten (10%) percent of the Building Modification charges for the space.

1.3.1.1.1.1.1.1

1.3.2

For space that is not conditioned and available to AT&T for installation of equipment within fifteen (15) business days of the agreed upon due date, in addition to the waiver described in Section 1.2.1 above, GTE shall provide AT&T with a waiver of ten (10%) percent of the Building Modification charges for the space.

1.3.2.1.1.1.1.1

1.3.3

For space that is not conditioned and available to AT&T for installation of equipment within twenty (20) business days of the agreed upon due date, in addition to the waivers described in Sections 1.2.1 and 1.2.2 above, GTE shall provide AT&T with a waiver of ten (10%) percent of the Building Modification charges for the space. Such waiver will also be payable for each additional five (5) business day period the space is not conditioned and available to AT&T for installation of equipment. However, once 100% of the Building Modification charges has been waived, AT&T shall receive a credit equal to one (1) month's recurring monthly charges for the space for each additional five (5) business day period of delay.

1.3.3.1.1.1.1.1

1.4 Rights of Way, Conduit and Pole Attachments.

1.4.1.1.1.1.1.1

1.4.1.1.1.1.1.2 The following credits apply to late provisioning of Rights of Way, Conduit and Pole Attachments

1.4.1.1.1.1.1.3

1.4.1 For Rights-of-Way, Conduit or Pole Attachments that are not available to AT&T for use within ten (10) business days of the agreed upon due date, GTE shall provide AT&T with a waiver of the Alternate Route Planning Charges for five (5) routes.

1.4.1.1.1.1.1

1.4.2 For Rights-of-Way, Conduit or Pole Attachments that are not available to AT&T for use within fifteen (15) business days of the agreed upon due date, in addition to the waiver described in Section 1.3.1 above, GTE shall provide AT&T with a waiver of the Alternate Route Planning Charges for another five (5) routes.

1.4.2.1.1.1.1.1

1.4.3 For Rights-of-Way, Conduit or Pole Attachments that are not available to AT&T for use within twenty (20) business days of the agreed upon due date, in addition to the waivers described in Sections 1.3.1 and 1.3.2 above, GTE shall provide AT&T with a waiver of the Alternate Route Planning Charges for another five (5) routes. Such waiver will also be payable for each additional five (5) business day period the Rights-of-Way, Conduit or Pole Attachments are unavailable to AT&T for use.

1.4.3.1.1.1.1.1

## 2 Outage Credits.

2.1.1.1.1.1.1.1

2.1 Local Services, Network Elements and Combinations

2.1.1.1.1.1.1.1

2.1.1.1.1.1.1.2 The following credits apply to interruptions of Local Services, Network Elements or Combinations:

2.1.1.1.1.1.1.1.3

2.1.1 If a Local Service, Network Element or Combination is interrupted, AT&T will be entitled to outage credits. An interruption period begins when AT&T reports to GTE that a Local Service, Network Element or Combination is interrupted (or GTE has knowledge that an interruption has occurred through service monitoring or other means). An interruption period ends when the Local Service, Network Element or Combination is repaired and returned to AT&T. A Local Service, Network Element or Combination is considered to be interrupted when there has been a loss of continuity, the Local Service, Network Element or Combination does not

operate in accordance with the applicable service standards, or it is otherwise unavailable for use by AT&T.

2.1.1.1.1.1.1.1

2.1.2

AT&T will receive an outage credit equal to 1/30 of the recurring monthly charge for each full or fractional twenty-four (24) hour period. However, no outage credit will apply for interruptions of less than one (1) hour.

2.1.2.1.1.1.1.1

2.2 Collocation

2.2.1.1.1.1.1.1

2.2.1.1.1.1.1.2

The following credits apply if AT&T's equipment located in space provided by GTE for Collocation is not available for use by AT&T due to GTE's failure to comply with its obligations under this Agreement:

2.2.1.1.1.1.1.3

2.2.1

If AT&T's equipment located in space provided by GTE for Collocation is not available for use by AT&T due to GTE's failure to comply with its obligations under this Agreement (e.g., no AC-DC power available for the equipment), AT&T will be entitled to outage credits. An interruption period begins when AT&T reports to GTE that GTE is not meeting an obligation under this Agreement (or GTE has knowledge that an interruption has occurred through service monitoring or other means). An interruption period ends when the condition is corrected.

2.2.1.1.1.1.1.1

2.2.2

AT&T will receive an outage credit equal to 1/30 of the recurring monthly charges for the space for each full or fractional twenty-four (24) hour period.

2.2.2.1.1.1.1.1

3 Recorded Usage Data.

3.1.1.1.1.1.1.1

3.1

For each day that Recorded Usage Data for a specific date is provided beyond the intervals specified in Attachment 7, and for each day and successive days that Recorded Usage Data for a specific date is not provided, GTE shall provide AT&T a credit in the amount which is the product of the number of messages delayed times the average revenue per message, as provided by AT&T, times the number of days delayed divided by thirty (30).

3.1.1.1.1.1.1

**3.1.1.1.1.1.1.2**





**Appendix 3  
to  
Attachment 12**

AT&T Supplier Performance Quality Management System

AT&T's approach to quality and reliability focuses on the attainment of excellence for products and services ordered from its suppliers and used by AT&T. This excellence is the result of systematic effort that is sustained over time.

1. Quality Manual

By the end of Contract Month 2, GTE will develop a Quality Manual that addresses the requirements described herein for the following :

- |    |  |
|----|--|
| 4  | Management Responsibility and Support                  |
| 5  | Quality System   |
| 6  | Document Control                                       |
| 7  | Process Control  |
| 8  | Product Development Control                            |
| 9  | Alignment of Process Output with Customer Requirements |
| 10 | Identification of Non-conforming Product or Service    |
| 11 | Analysis of the Identified Non-conformance             |
| 12 | Corrective Action Plans                                |
| 13 | Quality Records  |
| 14 | Audits and Reviews                                     |
| 15 | Training   |

The Quality Manual will be subject to review and approval by AT&T and will be updated by GTE from time to time as additional process are identified.

2. Process Ownership

For each process identified in the Quality Manual, GTE will identify those individuals and organizations who have management responsibilities for each process which affects services to be provided to AT&T by GTE.

The initial individuals and organizations will be identified by the end of Contract Month 1. Updates will be provided to AT&T within a week of changes in personnel, organization or linkages.

### 3. Process Definition

For each process included the Quality Manual, the following items will be addressed:

- a. input requirements;
- b. value-added process functionality; and
- c. output requirements which meet customer satisfaction

### 4. Measurement System

The Quality Manual will define the Measurement System to be used to obtain the data necessary to verify that DMOQs have been met, and to provide data needed to perform source cause and root cause analyses. The output of this Measurement System will demonstrate GTE's compliance with AT&T's requirements.

Changes to this Measurement System must be concurred with by AT&T prior to their implementation. Metrics will be reviewed monthly with AT&T and will be available for review and analysis, as needed for all services. Measures are required to be AT&T specific and to support AT&T service performance requirements.

### 5. Improvement Plan Implementation

GTE will establish monthly service performance and improvement reviews with AT&T. Documentation will include Gap Closure Plans which result in compliance with AT&T's expected performance and include:

15.1.1.1.1.1.1

15.1.1.1 evaluation of the opportunity for continuous improvement, systems enhancements and reengineering;

15.1.1.2 forecasted improvement to the desired Direct Measure of Quality (DMOQ) for each issue or initiative;

15.1.1.3 current and improved upon processes;

15.1.1.4 control processes which GTE management will use for the transitional period;

15.1.1.5 evaluation of pertinent changes in periodic (monthly, weekly) results;

15.1.1.6 opportunities for source and root cause analyses; and

15.1.1.7 a date for compliance with AT&T's expected performance.

These Gap Closure plans will be reviewed monthly or, more frequently as updated data and analyses are available.

## 6. AT&T Leadership Reviews

GTE Senior Leadership is expected to assure active interactions with AT&T on at least a quarterly basis. This Senior Leadership is expected to assure that resources are provided within GTE which support implementation of the Supplier Quality Performance Management Program. Review by AT&T of staffing, training and organizational effectiveness in meeting service requirements will be part of such communications.

## 7. Performance Monitoring

AT&T's approach to service quality and reliability requires that GTE actively engages in performance monitoring and in real-time management review of and participation in performance level assurance. Deployment of self-restorative technologies is critical in keeping with the Supplier Quality Performance Management Program goal of continuous improvement.

## 8. Integration of AT&T Requirements

AT&T expects that GTE will integrate the techniques of the Supplier Quality Performance Management Program in all aspects of the work that it performs on AT&T's behalf. Especially in those areas in which GTE personnel represent AT&T to the end-user customer, it is necessary that individuals receive effective training and on-going coaching to assure that their interactions with AT&T's customers follow the requirements of this Agreement for AT&T. AT&T expects that GTE personnel be evaluated in accordance with these guidelines and in accordance with provisions of the Supplier Quality Performance Management Program and that documentation of such compliance will be available to AT&T.



**Appendix 4  
to  
Attachment 12**

Deployment Plan

1. Deployment Plan Activities:

Effective Date	Final agreement on DMOQs and Service Guarantees.
Month 1	<p>Final agreement on Supplier Performance Quality Management System (SPQMS) and identification of individuals and organizations with management responsibilities as described in Appendix 3 to Attachment 12.</p> <p>Agreement on additional milestones for Deployment Plan.</p> <p>Appointment of a standing arbitrator as described in Attachment 1.</p> <p>Capacity planning for Contract Year 1 completed as described in Section 7 to Attachment 12.</p> <p>GTE proposes the process for handling requests for new services, features and/or capabilities as described in Section 4.2 of Attachment 12.</p> <p>Agreement on escalation and expedite procedures as described in Section 30.2.2 of the Agreement.</p> <p>GTE furnishes a list of all CENTRANET features and functions as described in Section 26.1.1.2 of this Agreement.</p> <p>GTE furnishes a list of all emergency telephone numbers as described in Section 28.5 of this Agreement.</p> <p>Agreement on the procedures to handle law enforcement agency requests as described in Section 28.11 of this Agreement.</p> <p>GTE furnishes a list of CLASS/LASS and Custom features and functions as described in Section 26.2 of the Agreement.</p> <p>Identification of single points of contact as described in Section 30.4 of the Agreement, Section 13.1.2.10 of Attachment 2, Sections 3.2.4 and 4.2.2 of Attachment 3, Section 9.16 of Attachment 5, Section 2 of Attachment 6C, Section 2.5 of Attachment 4, and Section 5.6 of Attachment 7.</p>
Month 2	Development of Quality Manual as described in Appendix 3 to Attachment 12.
Month 3	<p>Initial output of SPQMS.</p> <p>GTE will finalize the process for handling requests for new services, features</p>

\* Unless indicated to be a specific date.

	and/or capabilities as described in Section 4.2 of Attachment 12. Establish Grooming Plan as described in Section 4.2.1 Finalize Operations Plan as provided in Section 3.3 of Attachment 12.
Month 4	Monthly Review of Performance Results Gap Closure plans per SPQMS. Quarterly SLT Review of SPQMS with GTE.
Month 5	Monthly Review of Performance Results Gap Closure plans per SPQMS.
Month 6	Monthly Review of Performance Results Gap Closure plans per SPQMS.
Month 7	Monthly Review of Performance Results Gap Closure plans per SPQMS. Quarterly SLT Review of SPQMS with GTE.
Month 8	Monthly Review of Performance Results Gap Closure plans per SPQMS.
Month 9	Monthly Review of Performance Results Gap Closure plans per SPQMS.
Month 10	Monthly Review of Performance Results Gap Closure plans per SPQMS. Quarterly SLT Review of SPQMS with GTE.
Month 11	Monthly Review of Performance Results Gap Closure plans per SPQMS.
Month 12	Monthly Review of Performance Results Gap Closure plans per SPQMS. Capacity Planning for Contract Year 2 is completed as described in Section 7 to Attachment 12.
July 1, 1998	Migration to CABS format for wholesale billing as described in Section 3 to Attachment 6A and Section 4 to Attachment 6B.

The Parties agree to negotiate by the end of Contract Month 1, additional milestones which relate to those obligations of GTE in this Agreement that are not addressed in the Deployment Plan, including, but not limited to, the implementation of the following:

- Electronic Interfaces as described in Section 30.1 of the Agreement and Section 5.1 of Attachment 4.
- Alternative Routing Capabilities as described in Section 28 of the Agreement.
- Service/Operational Readiness Testing as described in Attachment 30.9 of the Agreement.
- Alternative Interim Agreement for Local Service Bills as described in Section 3 of Attachment 6A.
- Procedures for notifying AT&T of changes in retail services as described in Section 25.5 of the Agreement.
- Procedures for referring misdirected requests for AT&T products and services as described in Section 30.3 of the Agreement.



- Customer contact training as described in Section 30.7.6 of the Agreement.
- Procedures for on-line transfers of misdirected calls for repair as described in Section 8 of Attachment 5.
- Replication of Access Billing Supplier Quality Certification Operating Agreement as described in Section 2.1.2 of Attachment 6.
- Interim arrangements for clearinghouse procedures as described in Section 9 of Attachment 7.
- Disaster recovery plans as described in Section 7 of Attachment 5.
- Route Indexing (RI) as described in Section 2.2 of Attachment 8.
- Processes for service ordering and provisioning of Local Services, Network Elements and Combinations.
- Processes for maintenance of Local Services, Network Elements and Combinations.

The Deployment Plan will ensure that no later than the end of Contract Month 6, the operational interfaces will be capable of supporting all classes and complexities of orders for Network Elements and Local Services and all Network Elements and Local Services are available to order, at all required volume levels.

## 2. Performance Guarantees.

For each milestone in the Deployment Plan which GTE fails to meet by the required date, AT&T will receive a credit equal to one (1%) percent of the amount billed to AT&T by GTE for Local Services, Network Elements, Combinations and Ancillary Functions for the Contract Month during which such milestone was not met. Such credit shall continue to apply for each subsequent Contract Month until the milestone has been met. However, the aggregate amount of the credit for any Contract Month for all missed milestones under the Deployment Plan will not exceed fifteen (15%) percent. Notwithstanding the foregoing, at any time, in addition to receiving the credits provided herein, AT&T may initiate the Dispute resolution procedures of Attachment 1 to cause GTE to perform its missed obligations under the Deployment Plan or to recover damages, which are not limited by Section 10 of the Agreement, resulting from GTE's failure to perform its obligations under this Agreement.



**Appendix 5  
to  
Attachment 12**

Bona Fide Request Process

1. Intent

The Bona Fide Request process is intended to be used when AT&T requests customized Service Orders for certain services, features, capabilities or functionality defined and agreed-upon by the Parties as services to be ordered as Bona Fide Requests.

2. Process

2.1 A Bona Fide Request shall be submitted in writing by AT&T and shall specifically identify the need to include technical requirements, space requirements and/or other such specifications that clearly define the request such that GTE has sufficient information to analyze and prepare a response.

2.2 Although not expected to do so, AT&T may cancel a Bona Fide Request without incurring a cancellation charge in writing at any time prior to AT&T and GTE agreeing to price and availability. GTE will then cease analysis of the request.

2.3 Within two (2) business days of its receipt, GTE shall acknowledge in writing the receipt of the Bona Fide Request and identify a single point of contact and any additional information needed to process the request.

2.4 Except under extraordinary circumstances, within ten (10) days of its receipt of a Bona Fide Request, GTE shall provide a proposed price and availability date, or it will provide a detailed explanation as to why GTE is not able to meet AT&T's request. If extraordinary circumstances prevail, GTE will inform AT&T as soon as it realizes that it cannot meet the ten (10) day response

due date. AT&T and GTE will then determine a mutually agreeable date for receipt of the request.

2.5 Unless AT&T agrees otherwise, all proposed prices shall be consistent with the pricing principles of the Act, FCC and/or the Commission. Payments for services purchased under a Bona Fide Request will be made upon delivery, unless otherwise agreed to by AT&T, in accordance with the applicable provisions of the Agreement.

2.6 Upon affirmative response from GTE, AT&T will submit in writing its acceptance or rejection of GTE's proposal. If at any time an agreement cannot be reached as to the terms and conditions or price of the request, the Dispute resolution procedures described in Attachment 1 may be used by a Party to reach a resolution.

2.7 If GTE responds that it cannot or will not offer the requested item in the Bona Fide Request and AT&T deems the item essential to its business operations, and deems GTE's position to be inconsistent with the Act, FCC or Commission regulations and/or the requirements of this Agreement, the Dispute resolution procedures described in Attachment 1 may be used by a Party to reach a resolution.

**Appendix 6  
to  
Attachment 12**

New Services Process

By the end of Contract Month 1, GTE will document to AT&T for AT&T's review a process for handling requests for new services, features and/or capabilities to be provided by GTE under this Agreement.

This process shall include the following principles:

- 1) AT&T will implement the process by submitting a request to GTE that defines the new services, features and/or capabilities in sufficient detail to permit GTE to analyze the request and prepare a preliminary response.
- 2) As part of the preliminary response, GTE will advise AT&T whether or not the request is technically feasible. If the requested service, feature and/or functionality is technically feasible, GTE will advise AT&T whether or not it is prepared to proceed with development and, if so, furnish a preliminary price estimate for the service, feature and/or functionality.
- 3) Upon affirmative response from GTE, AT&T will submit in writing its acceptance or rejection of GTE's proposal. If at any time an agreement cannot be reached as to the terms and conditions or price of the request, the Dispute resolution procedures described in Attachment 1 may be used by a Party to reach a resolution.
- 4) AT&T and GTE will jointly participate in the development of the new service, feature and/or functionality, using an agreed upon implementation plan.
- 5) Payments for the new service, feature and/or functionality will be made upon delivery, unless otherwise agreed to by AT&T, in accordance with the applicable provisions of the Agreement.

6) If GTE responds that it cannot or will not offer the requested service, feature and/or functionality and AT&T deems the item essential to its business operations, and deems GTE's position to be inconsistent with the Act, FCC or Commission regulations and/or the requirements of this Agreement, AT&T may use the Dispute resolution procedures described in Attachment 1 to reach a resolution.

By the end of Contract Month 3, AT&T and GTE will finalize the process described in this Appendix.

**Appendix 7**  
**to**  
**Attachment 12**  
  
Combinations

- 15.1.1.7.1.1.1.1
- 1 The following Combinations will be provided by GTE: **TO BE DETERMINED**

**Appendix 8  
to  
Attachment 12**

Services Available Through Bona Fide Request Process

- 1 The following Network Elements will be provided by GTE in accordance with the Bona Fide Request Process: **TO BE DETERMINED**  
**1.1.1.1.1.1.1.1**