

ATTACHMENT 4

**PROVISIONING AND ORDERING
FOR UNBUNDLED ELEMENTS**

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Provisioning and Ordering

I. Network Deployment

- A. GTE shall complete on a timely basis AT&T's orders for Network Elements and Combinations and for services that GTE is required to offer to AT&T pursuant to this Agreement in all its serving areas from and after the Effective Date of this Agreement.**
- B. Throughout the term of this Agreement, the quality of the technology, equipment, facilities, processes, and techniques (including, without limitation, such new architecture, equipment, facilities, and interfaces as GTE may deploy) that GTE provides to AT&T under this Agreement must be at least equal in quality to that provided by GTE to itself.**

II. General Provisioning Requirements

- A. AT&T may order Network Elements individually and in any combination so long as the combination is technically feasible. Combinations are Network Elements that are specified by AT&T for a geographic area or for a specific customer.**
- B. Combinations shall be identified and described by AT&T so that they can be ordered and provisioned together.**
- C. Combinations may be ordered by AT&T from GTE on a single order without the need to have AT&T send an order for each Network Element. The Parties agree to negotiate in good faith on the adoption of any subsequent forms or formats approved by the OBF.**
- D. GTE shall provide provisioning services to AT&T on the same days/hours that it provides such services to itself. These days currently are Monday through Friday from 8:00 a.m. to 5:00 p.m., within each respective time zone. AT&T may request GTE to provide Saturday, Sunday, holiday, and off-hour provisioning services. If AT&T requests that GTE perform provisioning services at times or on days as stated in the preceding sentence, GTE shall quote, within one (1) day of the request, a cost-based rate for such services. If AT&T accepts GTE's quote, GTE shall perform such provisioning services and AT&T will pay the agreed-upon rates.**

- E. GTE shall provide a Single Point of Contact (SPOC) for all ordering and provisioning activities involved in the purchase and provisioning of GTE's Network Elements or Combinations. GTE shall also provide to AT&T a toll-free nationwide telephone number (operational from 8:00 a.m. to 5:00 p.m., Monday through Friday, within each respective time zone) which will be answered by capable staff trained to answer questions and resolve problems in connection with the provisioning of Network Elements or Combinations, and other orders made under this Agreement.
- F. GTE will recognize AT&T as the customer of record of all Network Elements and Combinations ordered by AT&T and will send all notices, invoices and pertinent information directly to AT&T.

III. **Specific Provisioning Process Requirements**

- A. When requested by AT&T, GTE will schedule installation appointments (GTE employee dispatch) with GTE's representative on the line with AT&T's representative or provide AT&T access to GTE's scheduling system. GTE will provide appropriate training for all its employees who may interface with AT&T's customers.
- B. GTE shall provide intercept and transfer services to AT&T for AT&T Customers on the same basis as such service is available to similarly-situated GTE customers. GTE shall provide a recorded announcement to (i) notify a calling party that the end user customer has transferred to a new telephone number of AT&T and (ii) provide such calling party with details concerning the new telephone number to be dialed to reach the customer. GTE shall provide such announcement for the same length of time that GTE provides intercept or referral information for its customers that have changed telephone numbers.
- C. GTE will provide AT&T with a Firm Order Confirmation (FOC) for each order, as specified in Attachment 12. The FOC will contain an enumeration of AT&T's ordered Network Elements or Combinations (consisting of circuit number, telephone number and/or component ID), PON, version, and GTE's commitment date for order completion (Committed Due Date).
- D. Upon work completion, GTE will provide AT&T electronically (unless otherwise requested by AT&T) with an Order Completion for each order that states when that order was completed. GTE shall respond with specific order detail as enumerated on the FOC and shall state any additional charges (e.g., time and cost charges) up to a previously agreed-upon limit associated with that order that may be applicable.

- E. GTE will perform pre-testing in accordance with industry standards. Where such test results are recorded, they will be provided to AT&T electronically or in writing (as directed by AT&T) at installation/turn-up. Where provision of such test results is not included in the underlying network element charge, AT&T will pay for such test results at GTE's cost.
- F. As soon as identified and unless otherwise agreed, GTE shall provide notification electronically of any rejections or errors contained in any of the Data Element fields contained on any AT&T order.
- G. As soon as identified and unless otherwise agreed, GTE shall provide notification electronically of any instances when GTE's committed due dates are in jeopardy of not being met by GTE on any aspect or feature contained in any AT&T order. GTE shall concurrently indicate its new Committed Due Date.
- H. At AT&T's request, GTE will cooperate with AT&T to test Network Elements or Combinations purchased by AT&T in order to identify any performance problems identified at turn-up, including trouble shooting to isolate any problems. The costs for these items will be included in the underlying costs of the Network Element or Combination.
- I. AT&T will designate the AIN features which GTE is to provide for the AT&T customer on AT&T's provisioning order.
- J. GTE shall not reassign an AT&T Customer's AIN Trigger from an AT&T AIN application to some other service provider's application.
- IV. **General Ordering Requirements**
 - A. **Upon AT&T's request through a Suspend/Restore Order, GTE shall suspend or restore the functionality of any Network Element or Combination. GTE shall suspend or restore each Network Element or Combination in a manner that conforms with AT&T's requested priorities and any applicable regulatory policy or procedures at appropriate service order charges to the extent not otherwise included in the underlying element cost.**
 - B. GTE shall offer to AT&T the functionality of blocking calls (e.g., 800, 900, 976 international calls) by line or trunk.

- C. GTE shall offer separate interLATA and intraLATA capabilities (i.e., 2 PICs where available) on a line or trunk basis.
- D. Unless otherwise directed by AT&T, when AT&T orders a Network Element or technically feasible Combination, all pre-assigned trunk or telephone numbers currently associated with that Network Element or technically feasible Combination shall be retained without loss of feature capability and without loss of the associated Ancillary Functions including, but not limited to, Directory Assistance and 911/E911 capability.
- E. When AT&T orders Network Elements or technically feasible Combinations that are currently interconnected and functional, such Network Elements and technically feasible Combinations will remain interconnected and functional without any disconnection or disruption of functionality.

V. **Ordering Interfaces**

- A. GTE shall provide to AT&T a Real Time Electronic Interface (EI) for transferring and receiving orders, FOCs, Order Completions, and other provisioning data and materials (e.g., access to Street Address Guide (SAG) and Telephone Number Assignment Data Base) as provided in Section 29.1 of this Agreement.
- B. With the customer authorization required by law, the permanent gateway shall provide AT&T's representatives with Real Time access to GTE customer information systems which will allow the AT&T representatives to perform the following tasks, if such information systems support GTE's retail business:
 - 1. Obtain AT&T customer profile, including AT&T customer name, billing and residence address, billed telephone numbers, and identification of features and services subscribed to by AT&T's customer;
 - 2. Obtain information on all features and services available, in the end-office where the AT&T customer is provisioned;
 - 3. Enter the order for the desired features and services;
 - 4. Provide an assigned telephone number (if the AT&T customer does not have one assigned). Reservation and aging of these numbers shall remain GTE's responsibility;
 - 5. Establish the appropriate directory listing;

6. Determine if a service call is needed to install a line or service;
7. Provide service availability dates to the AT&T customer;
8. Provide information regarding dispatch and installation schedules, if applicable;
9. Suspend, terminate, or restore service to an AT&T customer.

VI. **GTE Provision of Information**

- A. GTE shall provide to AT&T upon request and AT&T shall pay the required charge as part of the underlying element:
 1. A list of all services and features technically available from each switch that GTE may provide Local Switching, by switch CLLI;
 2. A listing by street address detail of the service coverage area of each switch CLLI;
 3. All engineering design and layout information for each Network Element and Combination;
 4. A listing of all technically available functionalities for each Network Element or Combination; and
 5. Advanced information on the details and requirements for planning and implementation of NPA splits. GTE shall provide such information to AT&T within thirty (30) days from the time the GTE becomes aware of such information.
- B. Within thirty (30) days after the Effective Date of this Agreement, GTE shall provide AT&T with an initial electronic copy and a paper copy of the SAG or its equivalent. Prior to the time that updates are available electronically, updates will be provided to AT&T on a monthly basis. Thereafter, updates shall be provided to AT&T as changes are made to the SAG.

VII. **Order Format and Data Elements for Individual Network Elements**

- A. AT&T and GTE shall each use the appropriate Data Elements for the ordering and provisioning of Network Elements and Combinations.
- B. Each order for a Network Element or a Combination will contain the following order-level sections, as then currently defined by the Ordering and Billing Forum (OBF),

including, as appropriate, Administration, Bill, and Contact Information. This information is contained on both the ASR and LSR forms. In addition, each Network Element or Combination to be used for a specific AT&T End User customer shall contain the End User Information section.

- C. AT&T and GTE will use the OBF formats defined below for the exchange of ordering and provisioning data for Network Elements or Combinations. AT&T shall use the ASR forms and processes for ordering Network Elements that AT&T will use to serve more than one End User customer and the LSR form and processes for ordering Network Elements that AT&T will use to serve a single End User customer. AT&T and GTE shall use the forms and formats that have been approved by the OBF and, if mutually agreed, those that have reached the "initial closure" status at the OBF. If AT&T needs to order or have provisioned Network Elements or Combinations for which OBF approved or "initial closure" forms and formats do not yet exist, AT&T and GTE shall, within 30 days of a request by either party to do so, jointly develop a proposal for such forms and formats. AT&T and GTE shall use the jointly proposed forms and formats for the exchange of ordering and provisioning data unless the OBF modifies such forms and formats upon "initial closure" or final approval. If the OBF modifies such forms and formats upon "initial closure" or final approval, AT&T and GTE shall, upon mutual agreement, use the forms and formats as modified by the OBF. If AT&T and GTE do not agree on the interim forms and formats described in this Section, either Party may submit any disputed issues to the Alternative Dispute Resolution process in accordance with this Agreement.
- D. When ordering a Network Element (individually or as part of a technically feasible Combination), the interconnection characteristics and functionality of that Network Element will not be specifically ordered by AT&T and will automatically be provided by GTE.

VIII. **Order Format and Data Network Elements for Combinations**

- A. AT&T may purchase Combinations (i) on a case-by-case basis for those Network Elements that are AT&T customer-specific (hereinafter referred to as Customer-Specific Network Elements or Combinations); or (ii) on a common-use basis for those Network Elements that are shared by multiple AT&T customers (hereinafter referred to as Common-Usage Network Elements or Combinations).

- B. When ordering a Combination, AT&T will have the option of ordering all capabilities and functionalities of each of the individual Network Elements that comprise the Combination.
- C. When ordering either Customer-Specific Combinations or Common-Usage Combinations, AT&T may specify the functionality of that Combination without the need to specify the configuration of the individual Network Elements needed to perform that functionality. AT&T will specify the Elements that make up each of the Combinations necessary to satisfy the request.
- D. Prior to providing Local Service in a specific geographic area or when AT&T requires a change of network configuration, AT&T may place an order with GTE requiring GTE to implement the capability. AT&T may request the establishment of Common Usage Network Elements or Combinations by use of the negotiated ordering methods and forms. The initial order requesting Unbundled Switching, recording and associated trunking, which shall be in a mutually agreed format, will be known as a "Footprint Order".

IX. **Performance Requirements**

- A. AT&T will specify on each order its Desired Due Date (DDD) for completion of that particular order. GTE will not complete the order prior to the DDD or later than the DDD unless authorized by AT&T. If the time period from the date of the order to the DDD is less than the intervals for provisioning Network Elements, Combinations and the Footprint Order as set forth in the following table, and is also less than the intervals for provisioning the same or like Network Elements, Combinations and Footprint Orders that GTE provides to itself or to any third party, the order will be considered an expedited order.

| |
|--------------------------------|
| INTERVALS FOR ORDER COMPLETION |
|--------------------------------|

| <u>Network Element, Combination or Footprint Order</u> | <u>Number of Days</u> |
|--|-----------------------|
| Loop Distribution | |
| Loop Concentrator/Multiplexer | |
| Loop Feeder | |
| Local Switching and Tandem Switching | |
| Operator System | |
| Dedicated Transport and Common Transport DS0, DS-1, T 1.5 STS-1, DS3/T3 OC-3, + | |
| Signaling Transfer Points | |
| Signaling Link Transport | |
| SCPs/Databases | |
| | |
| Loop Combination | |
| Footprint Order | |

- A. Within two (2) Business Hours after a request from AT&T for an expedited order, GTE shall notify AT&T if GTE will complete, or not complete, the order within the expedited interval. A Business Hour is any hour occurring on Monday through Friday, exclusive of national holidays, between 8 a.m. and 8 p.m. within each respective time zone.**
- B. Once an order has been issued by AT&T and if AT&T subsequently requires a new DDD that is earlier than the original DDD, AT&T will issue an expedited modify order. GTE will notify**

[△] For each of the indicated Network Elements, Combinations and Footprint Orders listed in the Table, the intervals (i.e., number of days) will be established by the Implementation Team within 90 days of the Effective Date of this Agreement.

AT&T within two (2) Business Hours if it will complete, or not complete, the order on the new DDD.

- C. AT&T and GTE will agree to escalation procedures and contacts. GTE shall notify AT&T of any modifications to these contacts within one (1) week of such modifications.**