

COMMENTS TO AT&T's LOCAL MARKET SERVICE PROPOSAL: 10/24/95

SECTION: MAINTENANCE PROCEDURE

Q30: GTEC will provide AT&T with a "real time" electronic interface to perform the following functions related to the maintenance process.

- Trouble ticket entry and update capabilities.
- Review and verify test results.
Provide status updates on current "Open" trouble ticket.
- Verify feature and function updates and corrections as they relate to an open trouble report.
- Provide a means for Network Surveillance (performance monitoring).

A30: Electronic interfaces will not be available at this time.

Q31: GTEC will provide AT&T the ability to verify and acknowledge any scheduled appointment upon receipt of the trouble ticket.

A31: Electronic interfaces will not be available at this time.

Q32: GTEC will meet the following status requirements on AT&T services:

- Immediate notification of any changes in trouble status, electronically.
- The ability to retrieve the current status of any open trouble report.
- Immediate notification when any scheduled appointment is in jeopardy.

A32: Electronic interfaces will not be available at this time.

Q33: GTEC will close all TOK (test ok), NTF (no trouble found), and CC (came clear) trouble reports in accordance with AT&T policy.

A33: GTE standards will be maintained for closing these types of conditions. Standards are being rewritten - available year end 1995.

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Q34: GTEC will close the trouble by contacting AT&T CNSC, AT&T in turn will be responsible for contacting the end-user customer, verifying the trouble is repaired, and then closing the trouble out with GTEC.

A34: GTE will contact AT&T's CNSC and will consider the ticket closed once we report the condition cleared.

Q35: GTEC will immediately notify AT&T of any network event which impacts AT&T end-users. AT&T would prefer a real time monitoring arrangement if this is feasible.

A35: We will use the existing notification procedures that are in place today. GTE places a call into a single point of contact within AT&T to report an outage condition. No real time monitoring arrangements will be available.

Q36: GTEC agrees to notify the AT&T CNSC of any scheduled maintenance activity which could have an impact on the service provided to AT&T end-users. The time frame for this notification will be mutually agreed upon.

A36: GTE scheduled maintenance activity is performed during a "maintenance window" (12:01 a.m. - 6:00 a.m.). For this type of activity no end-user notification is provided. GTE will maintain this policy.

Q38: GTEC will provide the AT&T CNSC with "real-time" test results on any end-user service.

A38: Depending on the test results we will relay this information to AT&T, who in turn can provide that information to the end-user. Certain tests may not permit real time results.

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Q39: GTEC agrees to route repair service calls to the correct service provider (AT&T), and AT&T agrees to a reciprocal arrangement for GTEC customers.

A39: GTE will refer AT&T end-users that are mis-directed to call one number AT&T provides.

Q40: GTEC will bill any applicable time and materials charges to AT&T, not to the end-user. AT&T will provide an address and contact for all applicable tariffed charges.

A40: GTE will bill applicable time and material charges to AT&T.

Q41: GTEC agrees to provide a listing of all applicable charges at the time the trouble ticket is closed.

A41: GTE generates from its trouble reporting system a request to bill invoice. This invoice is sent downstream to our billing system where a billing invoice is generated. The invoice generation process does not occur at the time the trouble ticket is closed.

Q42: GTEC will use an AT&T branded form any time AT&T end-user is contacted relative to a trouble report, maintenance charges or any applicable service charges.

A42: GTE will continue using its own call center answering procedures, products, signage, and forms to perform its day-to-day operations.

Q43: A GTEC Technician will clear any reported trouble to the end-user's network interface.

A43: Depending on the state regulatory requirements the network interface point of demarcation can differ. GTE will continue to troubleshoot any problem which may

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entail working with the end-user.

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Q44: GTEC will provide an on-line transfer of any AT&T end-user "mis-directed" trouble call to the AT&T repair center.

A44: GTE will provide an AT&T mis-directed end-user with a referral number that AT&T provides. No on-line transfer will be done.

Q45: AT&T and GTEC will negotiate DMOQ's for service repair.

A45: GTE present service repair intervals will be used. No special DMOQ's will be established.

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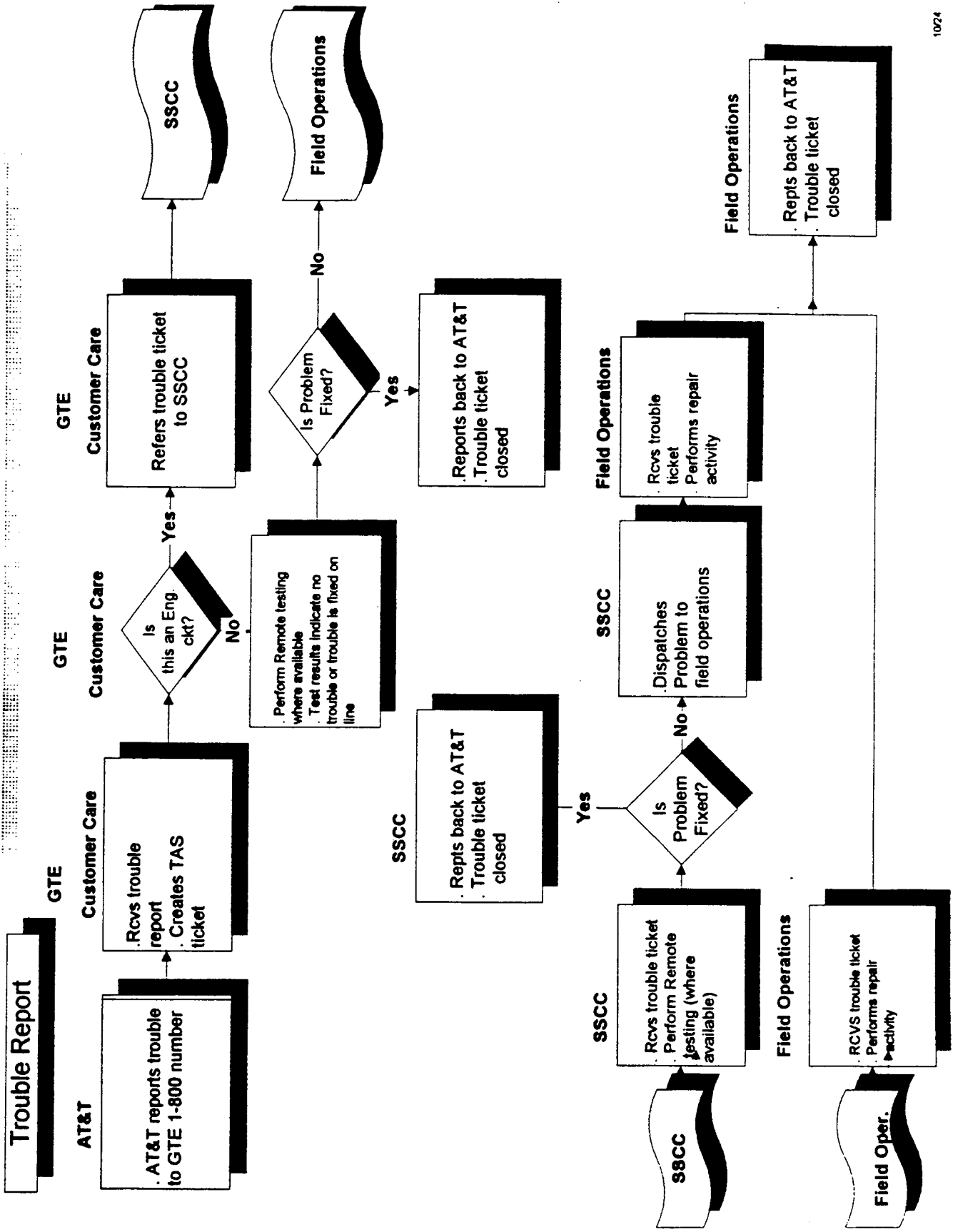
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GTE - AT&T Resale Repair Process



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