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GTE FLORIDA INCORPORATED
REBUTTAL TESTIMONY OF MIKE DREW
DOCKET NO. 961173-TP 96X169

Q. PLEASE STATE YOUR NAME AND BUSINESS ADDRESS.

A. My name is Mike Drew. My business address is 600 Hidden Ridge Drive, Irving, Texas.

Q. DID YOU FILE DIRECT TESTIMONY IN THIS PROCEEDING?

A. Yes, I did.

Q. WHAT IS THE PURPOSE OF YOUR REBUTTAL TESTIMONY?

A. I will address the operator services, directory assistance, and misdirected call issues raised by Sprint's witness Ton, Key.

Q. DOES GTE ASSIGN BLOCKS OF TELEPHONE NUMBERS WITHOUT HAVING CUSTOMER NAME AND ADDRESS INFORMATION?

A. No. Telephone numbers (TN) are geographically assigned and require customer name and address information to be reserved. A Block TN assignment process would have to be non-discriminatory and available to Sprint and every ALEC that enters the market. Such a process would rapidly deplete available TNs, create unacceptably duplicated TN assignments, and complicate and limit the opportunity to investigate TNs for vanity number assignment. For these reasons,

1 GTE is unable even to preassign a sufficient quantity of numbers
2 based on Sprint's short-term projected demand. GTE simply must
3 receive customer name and address information in order to preassign
4 TNs.

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6 **Q. HOW SHOULD GTE AND SPRINT INTERACT ON RESTORING**
7 **CRITICAL SERVICES?**

8 A. GTE, as an ILEC, complies with Telecommunication Service Priority
9 service provisioning and restoration guidelines. GTE assumes that
10 Sprint, as an ALEC, will also share this responsibility and use the
11 existing process to identify critical services for priority restoral
12 Sprint's concern about isolated end offices can only be resolved by
13 redundant and self-healing network design—not by requiring that GTE
14 develop a new restoration process.

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16 **Q. SHOULD GTE AUTOMATICALLY UPDATE DIRECTORY**
17 **RECORDS AND DIRECTORY ASSISTANCE DATABASES FROM**
18 **ITS CUSTOMER RECORDS FOR SPRINT RESOLD CUSTOMERS?**

19 A. No. GTE removes the GTE Directory Assistance/Directory Listing
20 (DA/DL) from the end user residual account record to avoid conflicts
21 with Sprint's DA/DL that they will provide for their new customer. As
22 a local service provider, Sprint has the opportunity and obligation to
23 discuss directly with the end user its DA and DL information, and
24 must forward this information to GTE on the corresponding Local
25 Service Request .

1 Q. SHOULD GTE BE REQUIRED TO PROVIDE REAL TIME
2 MONITORING WHENEVER THE FLORIDA PUBLIC SERVICE
3 COMMISSION REQUIRES REAL-TIME TOLL MONITORING?

4 A. No. GTE provides high toll monitoring and fraud detection in
5 selective states via tariff. Advanced Credit Management (ACM) was
6 developed based on GTE-specific criteria for an end user scoring
7 system based on credit and payment behaviors. ACM is a
8 mechanized process and can only be provisioned for end users billed
9 through GTE's billing system.

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12 Q. DO THE DIALING PARITY REQUIREMENTS IN THE
13 TELECOMMUNICATIONS ACT OF 1996 MANDATE THAT GTE
14 MOVE FROM N11 DIALING PATTERNS FOR BUSINESS OFFICES
15 AND SERVICE CENTERS, WHEN SUCH DIALING IS NOT
16 AVAILABLE TO ALL OTHER ALECs?

17 A. The Act does not require GTE to forgo current N11 dialing
18 arrangements. Florida has previously ruled on the utilization of N11
19 dialing arrangements and GTE will, of course, continue to comply
20 with those rules. In addition, GTE expects that ALECs will list their
21 contact numbers in the appropriate telephone directory or directories.
22 In any case, N11 dialing is not used in Florida for accessing business
23 offices and service centers; "800"-numbers are used instead.

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1 **Q. HOW WILL GTE HANDLE MISDIRECTED SERVICE CALLS?**

2 A. If a Sprint customer mistakenly calls GTE for service, GTE will refer
3 him to the Sprint service number. GTE would expect Sprint to do the
4 same with regard to GTE customers who misdial Sprint for service.

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6 **Q. DOES THAT CONCLUDE YOUR REBUTTAL TESTIMONY?**

7 A. Yes, it does.

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