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Legal Department

NANCY B. WHITE
General Counsel - Florida

AUG -4 PM 4:43

BellSouth Telecommunications, Inc.
150 South Monroe Street
Room 400
Tallahassee, Florida 32301
(305) 347-5558

RECORDS AND
REPORTING

August 4, 1999

Mrs. Blanca S. Bayó
Director, Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket No. 990691-TP (ICG Arbitration)

Dear Ms. Bayó:

On August 2, 1999, BellSouth Telecommunications, Inc. filed its Direct Testimony of David L. Thierry. The exhibits to that testimony were inadvertently omitted. In that regard, I have enclosed an original and fifteen copies of the exhibits to his testimony, which we ask that you file in the above-referenced matter.

A copy of this letter is enclosed. Please mark it to indicate that the original was filed and return the copy to me. Copies have been served to the parties shown on the attached Certificate of Service.

Sincerely,

Nancy B. White
Nancy B. White (sw)

AFB _____
APP _____
CAP _____
FAVORS _____
DIT _____
SAS _____
LSD _____
KRS _____
OPC _____
RSC _____
*L _____
WPT _____
OIA _____

cc: All Parties of Record
Marshall M. Criser III
William J. Ellenberg II

RECORDS AND REPORTING
[Signature]
FPSC DIVISION OF RECORDS

DOCUMENT NUMBER-DATE
09265 AUG-4 99
FPSC-RECORDS/REPORTING

**CERTIFICATE OF SERVICE
Docket No. 990691-TP**


I HEREBY CERTIFY that a true and correct copy of the foregoing was served via

U.S. Mail this 4th day of August, 1999 to the following:

C. Lee Fordham
Staff Counsel
Florida Public Service
Commission
Division of Legal Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

ICG Telecom Group, Inc.
Mr. Carl Jackson
50 Glenlake Parkway, Suite 500
Atlanta, GA 30328
Tel. No. (678) 222-7342
Fax. No. (678)222-7413
Represented by McWhirter Law Firm

McWhirter Law Firm
Joseph McGlothlin
117 South Gadsden Street
Tallahassee, FL 32301
Tel. No. (850) 222-2525
Fax. No. (850) 222-5606
Represents ICG



Nancy B. White (pw)

ORIGINAL

BELLSOUTH TELECOMMUNICATIONS



SERVICES SUPPLIER CERTIFICATION PROCESS FOR DETAILED ENGINEERING AND INSTALLATION

**Information
Publication**

**Issue D
December, 1996**

SERVICES SUPPLIER CERTIFICATION PROCESS FOR DETAILED ENGINEERING AND INSTALLATION

NOTICE

This Information Publication is published by BellSouth Telecommunications, Incorporated as a guide for Capacity Managers, designers, manufacturers, consultants and suppliers.

BellSouth Telecommunications, Inc., reserves the right to revise this document for any reason, including but not limited to, conformity with standards promulgated by various governmental or regulatory agencies, utilization of advances in the state of the technical arts, or the reflection of changes in the design of any equipment, techniques, or procedures described or referred to herein. Liability to anyone arising out of use or reliance upon any information set forth herein is expressly disclaimed, and no representations or warranties, expressed or implied, are made with respect to the accuracy or utility of any information set forth herein.

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Nothing contained herein shall be construed as conferring by implication, estoppel or otherwise, any license or right under any patent, whether or not the use of any information herein necessarily employs an invention of any existing or later issued patent.

If further information is required, please contact:

BellSouth Telecommunications, Inc.
Manager – Quality Assurance
675 West Peachtree Street, N.E.
Atlanta, GA 30375
Telephone Number: (404) 529-0710

SERVICES SUPPLIER CERTIFICATION PROCESS FOR DETAILED ENGINEERING AND INSTALLATION

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SERVICES SUPPLIER CERTIFICATION PROCESS FOR DETAILED ENGINEERING AND INSTALLATION

CERTIFICATION PROCESS

Introduction The Capacity Managers in the BellSouth nine state operating areas have the responsibility of provisioning new and embedded central office communications equipment. The detailed engineering and installation for this equipment is provided by the engineering and installation supplier.

The BellSouth areas presently use several different contract suppliers to provide these services. Contract suppliers provide a valuable service to the telephone industry and are a critical factor in the successful and timely completion of network projects.

The importance of engineering and installation services to the network requires that potential contract suppliers be evaluated and certified as being qualified E & I suppliers for the products and services provided.

Purpose This publication will outline and describe the certification process along with the plan developed to evaluate those E & I suppliers that BellSouth uses to provide the services.

The process includes the selection of the E & I supplier and the monitoring of their performance.

Engineering And Installation Standards BellSouth central office detailed engineering and installation standards and order form are listed on pages 16 and 17 along with some Bellcore publications.

Conformance to the standards in these documents identified in contracts is mandatory and will be used to evaluate the performance of the suppliers providing detailed engineering and installation services to BellSouth.

Continued on next page

CERTIFICATION PROCESS, Continued

Application for Certification Suppliers must formally request certification by letter to the BellSouth Manager – Quality Assurance at the following address:

BellSouth Telecommunications – Network Planning & Provisioning
Room 22J64
675 West Peachtree Street, N.E.
Atlanta, GA 30375
(404) 529-0710

A questionnaire, pages 6 through 10, requesting information is forwarded to the E & I supplier.

The completed questionnaire must be received prior to any further action of the Certification Committee.

Certification for Collocation BellSouth may elect to certify Original Equipment Manufacturers (OEMs) to engineer and/or install their own (herein defined as OEM Manufactured) products in BellSouth buildings exclusively for the purpose of servicing a Collocator who has selected this OEM's product(s) for use in their network.

In that instance a services contract with BellSouth will not be required, however, meeting all other requirements in the Certification Process will be necessary and subject to total compliance to Technical Reference TR73503, Engineering and Installation Standards– Central Office Equipment.

The suppliers will be identified as "CERTIFIED–COLLOCATION" on the list of suppliers provided to collocators. Any work performed in BellSouth will be subject to a minimum of three initial installation reviews performed for a Collocator to ensure BellSouth's TR73503 is followed. BellSouth, at its sole discretion will conduct subsequent reviews to ensure continued compliance. Failure to meet these requirements will result in the OEM services supplier being removed from the list.

Continued on next page

CERTIFICATION PROCESS, Continued

Certification Process Phases *The following is an overview of phases that a supplier can expect to go through for certification.*

- Business Viability Evaluation
- Preliminary Staff Evaluation
- General Services Contract
- Quality Assurance
- Field Trial
- Certification
- Change in Supplier's Status

The BellSouth Manager – Quality Assurance has overall process coordination responsibility for the ultimate evaluation recommendation.

The Certification Committee will consider all proposals for action regarding a supplier's status and either approve or reject the application.

Business Viability Evaluation

In performing a background search this phase will include a determination of ownership, judgments and other pertinent information available from public records.

Preliminary Staff Evaluation

The preliminary staff evaluation may consist of an on-site visit to the supplier's facilities in order to determine the following: (See Supplier Facility Checklist pages 11 through 15).

- floor space
- equipment
- personnel

Quality Assurance

Technical Reference TR-NWT-001373 identifies the proposed requirements for the basic elements of a quality system. Suppliers will be required to have a quality system implemented and documented within their organization.

The supplier will be required to provide a copy of their quality manual to the BellSouth Manager – Quality Assurance address listed in Application for Certification.

Continued on next page

CERTIFICATION PROCESS, Continued

General Services Contract

As a result of the evaluation of the business viability, on-site visit and quality assurance the Certification Committee may choose to request a general detailed engineering and installation services agreement between BellSouth and the supplier.

The general services and/or product agreement will include specific concerns relating to providing detailed engineering and installation services.

Field Trial

As a result of completing the four phases, the supplier may be placed on the list of field trial suppliers.

The engineering and installation field trials are categorized as follows:

- Power Eng./Alt
- Power – Batteries
- Power – Unrestricted
- Transport
- Switching/Switching Removal

The field trial reviews are conducted by the Quality Assurance Review Team. Upon completion of these reviews the Quality Assurance Manager will send copies of the results to the suppliers for verification.

This is feedback to the supplier to identify defects found on the jobs and for them to provide corrective action taken to the Quality Assurance Manager. The supplier has thirty days to reply. When the reply is received the result will become official.

Certification

If the supplier completes three out of four successful field trial jobs, the supplier may be considered certified and placed on the List of Certified Suppliers.

This, however, will not insure additional requests for engineering and installation services provided by this supplier. The successful completion of the certification process will afford the supplier visibility to all BellSouth Capacity Management organizations as a viable contender for detailed engineering and installation services.

Continued on next page

CERTIFICATION PROCESS, Continued**Change In
Supplier Status**

The Quality Assurance Review Team performs a minimum of four reviews annually on all certified suppliers to ensure adherence to the BellSouth Standards. The supplier must attain a CONFORMING rating on three out of four reviews. If the engineering and installation supplier fails two out of the four jobs, the certification committee will decide whether to change the supplier's status.

A supplier's status may change to field trial, suspended, probation, or removed from the list entirely.

The supplier will have an opportunity to present information and/or a corrective action to be evaluated by the Certification Committee in determining the supplier's status.

The rationale for a supplier being decertified includes, but is not limited to the following:

- Continued failure to update or correct central office drawings.
- Any severe violation of the standards TR 73503, TR 73519 or TR 73564.
- Any practice which results in a dangerous or severely hazardous situation.
- Severe damage to a central office.
- Violation or disregard of any directions provided in the Capacity Manager's order/specification.
- Supplier fails to perform successfully three out of four jobs.
- Failure to have a current services and/or products contract in effect.

Continued on next page

CERTIFICATION PROCESS, Continued

Re-certification Process If a services supplier is de-certified by the Certification Committee, they may reapply for certification after a minimum of two years. The enclosed questionnaire (see page 8) must be submitted to the address listed on the application, along with the application fee of \$10,000 to recover the costs previously incurred by BellSouth during the certification process. A letter should be included providing rationale for the re-certification request.

The request will be presented to the Certification Committee at the next scheduled meeting. The committee will review it and decide if approval of the request is warranted based on BellSouth's business needs at that time. The supplier will be notified of the committee's decision by letter immediately following the meeting. If the application is denied and the supplier is not allowed to enter into the certification process, then the application fee will be returned.

If the application is approved, the services supplier will begin the Certification Process beginning with the Business Viability phase and continue through all phases. If the services supplier fails to achieve certification, they will not be allowed to re-apply for a minimum of five years.

All costs incurred by BST during the re-certification process shall be borne by the applicant, until certification is achieved or the applicant is removed from the review process. Such costs shall include, but not be limited to, contracting activity, Quality Program Analysis, Quality Assurance Reviews, Certification Team costs, and Drawing Control costs. BST shall provide bills for these services on a monthly basis and will be summarized into the aforementioned categories. The invoice will be provided to the applicant by the fifteenth (15) working day of the following month. Payment shall be made Net 30 days from date of invoice. Payment shall be sent to:

BellSouth Telecommunications, Inc.
Manager - Quality Assurance
22164
675 West Peachtree Street, N.E.
Atlanta, GA 30375
Telephone Number: (404) 529-0710

Continued on next page

CERTIFICATION PROCESS, Continued

Supplier Report Card Once a supplier is certified it is critical that we ensure their continued viability. The report card will be a mechanism used assessing engineering and installation performance and identifying trends which indicate poor or deteriorating supplier's quality process.

This information may be used to improve the supplier's quality performance or make a decision regarding a change in the supplier's status.

**SUBMIT COMPLETED QUESTIONNAIRE TO:
BELLSOUTH TELECOMMUNICATIONS, INC.
675 WEST PEACHTREE STREET 22J64 SBC
ATLANTA, GEORGIA, 30375
ATTENTION: VENDOR CERTIFICATION MANAGER**

The following questions should be answered by only those firms interested in providing Central Office Equipment Engineering and Installation Services.

- (1) Attach on a separate sheet the type(s) of equipment your firm has detailed engineered and installed. The number of years your firm has done each type. The following format should be used:
Equipment Type --
Manufacturer --
Years Experience --
- (2) Do you have manufacturer's documentation for the equipment you detailed engineered and/or install? ___ Yes ___ No. If No, explain what documentation is used by your firm. If Yes, how is this information obtained?
- (3) Identify the state(s) in which your firm is interested in providing the services listed in question 1.
- | | | |
|-------------|-----------------|--------------------|
| ___ Alabama | ___ Louisiana | ___ North Carolina |
| ___ Georgia | ___ Kentucky | ___ South Carolina |
| ___ Florida | ___ Mississippi | ___ Tennessee |
- (4) Attach a brief description of at least two (2) COE engineering and installation projects your firm has completed under contract within the past three (3) years. Include the following information in each description:
- Name of telephone company (include all BellSouth Companies)
 - Name of telephone company contact and his/her telephone number.
 - Name or identification of project—Telephone Equipment Order (TEO)
 - Location/address of project
 - Type of system/equipment installed
 - Date of completion

If you are unable to furnish the above, please explain.

- (5) Attach any letter of recommendation from companies with whom your firm has completed a detailed engineering contract, or provide additional references not previously listed in statement 4 above.
- (6) Can your firm provide installer marked prints for central office drawings updates in accordance with BellSouth Standard TR-73503 Installation Standards to support the installation of engineered equipment described in question 1? Yes ___ No ___. If yes, briefly explain the process used to provide these updates. Provide an example of marked prints pertaining to question 1.
- (7) If requested, can your firm furnish the material necessary to install the equipment identified in question 1? ___ Yes ___ No. List the type of material you can furnish.
- (8) How many permanent, full-time employees are currently on your firm's payroll that support detailed engineering and/or installation services?
 ___ Officers ___ Administrative ___ Skilled Technicians
 ___ Engineers ___ Field Engineers ___ Non-skilled Personal
- (9) Does your firm use subcontractors to engineer and/or install the COE identified in question 1? ___ Yes ___ No. If yes, explain the subcontracting process used.

NOTE 1: BellSouth shall evaluate and approve all firms who perform services in engineering and installation; therefore, subcontractors used by you firm will be required to submit a completed questionnaire. Written permission shall be obtained from BellSouth prior to the use of subcontractors.

- (10) In which states do you hold a professional engineering license?
- (11) Is your firm a public traded company? ___ Yes ___ No. If No, fill out the BellSouth Telecommunication Prospective Supplier Questionnaire.
- (12) What is your firm's policy or criteria for hiring engineers, field engineers, skilled technicians and non-skilled personnel?
- (13) What are your firm's training requirements for personnel who engineer and/or install the equipment identified in question 1?
- (14) What is your firm's policy for assigning personnel to a COE engineering and/or installation project i.e., ratio of supervisors to skilled or non-skilled workers at a job site, training requirements, etc.?

- (15) Does your firm have a set of work standards for performing the kinds of detailed engineering and/or installation identified in question 1? Yes ___ No ___. If yes, attach copy of your work standards or designate below.
- (16) Has your firm ever failed to complete a project either on time or in its entirety? ___ Yes ___ No. If yes, explain.
- (17) Has your firm ever been cited for DOT, EPA or OSHA violations? ___ Yes ___ No. If yes, explain.
- (18) Does your firm have any previous or pending lawsuits? ___ Yes ___ No. If yes explain.
- (19) Does your firm provide complete detailed engineering and installation services such as:
- 1) auxiliary framing
 - 2) cable racks
 - 3) Frame and aisle lighting
 - 4) end guards
 - 5) guard rails
 - 6) stenciling
 - 7) cable protection
 - 8) wire wrap connection
 - 9) Equipment Inventory Update (EIU)
- to meet BellSouth standards? ___ Yes ___ No. If yes, explain the criteria used for providing these services. Attach a detailed engineering specification used for the equipment identified in question 1.
- (20) Does your firm currently have insurance equal to or greater than the insurance coverage listed below? ___ Yes ___ No If yes, attach a copy of your firm's Certificate of Insurance.

TYPE OF INSURANCE	LIMITS OF LIABILITY
Workman's Compensation	Statutory, as required by the state in which work is performed
Employer's Liabilities	\$1,000,000 each occurrence
General Liability/Comprehensive	
General Liability	\$1,000,000 each occurrence
Products/Completed Operation	\$1,000,000 each occurrence
Contractual Insurance	\$1,000,000 each occurrence
Personal Injury	\$1,000,000 each occurrence
Property Damage	\$1,000,000 each occurrence
Umbrella Coverage	\$2,000,000 each occurrence
Comprehensive Automobile Liability	
Bodily Injury	\$1,000,000 each person/ each occurrence
Property Damage	\$1,000,000 each occurrence

(21) As a potential supplier or contractor for goods or services to BellSouth, please read and acknowledge (complete and sign) the attached **BELLSOUTH CORPORATION POLICY ON DEALING WITH CONTRACTORS AND VENDORS.**

(22) Does any employee of BellSouth have ownership in your firm or otherwise have a beneficial interest in the income of your firm? Yes No

If yes, list by his/her full name below.

(23) Does your firm have a business interest in any company which is owned or managed in whole, or in part, by an employee or former employee of BellSouth? Yes No

If yes, list each company by its legal name below.

(24) Failure to complete or provide incorrect information on any of the questions, may disqualify your firm from being certified.

(25) Identify the area of concern your firm is interested in providing service.

<input type="checkbox"/> Engineering	<input type="checkbox"/> Installation
<input type="checkbox"/> Power	<input type="checkbox"/> Power
<input type="checkbox"/> Transmission	<input type="checkbox"/> Transmission
<input type="checkbox"/> Switching	<input type="checkbox"/> Switching

(26) Is your firm registered with BellSouth Vendor Relation? Yes No

(27) Does your firm provide test equipment at each job site necessary to properly test the equipment being installed? Yes No. If yes, list the types of equipment available.

(28) Does your firm develop and use a METHOD OF PROCEDURE (MOP) for Central Office Installation projects? If so, attach copies of at least one MOP approved for use within the past three years. If not, explain.

(29) Has your firm ever been responsible for a service interruption? Yes No. Attach a list of your service restorable methods and procedures including the tools and material available on each job for restoring service.

(30) This questionnaire is good for one year from date of receipt by the Quality Assurance Manager.

BELLSOUTH CORPORATION POLICY ON DEALING WITH CONTRACTORS AND SUPPLIER

Position Statement

BellSouth Corporation and its affiliated companies (hereinafter BellSouth) do business with thousands of contracts and suppliers. It is a fundamental policy of BellSouth that such dealings shall be conducted on a fair and nondiscriminatory basis, free from improper influences, so all participating contractors and suppliers may be considered on the basis of the quality and overall cost of their product or service.

BellSouth's policy is to seek out and obtain technically suitable products and services at the lowest overall cost. Accordingly, BellSouth will not recognize any oral agreement; any conversations with BellSouth's employees or representatives shall not be construed to imply a commitment or obligation on behalf of BellSouth. Any information disclosed or made known to BellSouth shall be deemed as public and non-proprietary. Information shall not be received in confidence, unless a prior written agreement authorizing such exchange of information has been executed by an authorized representative of BellSouth.

BellSouth is committed to doing business with contractors and suppliers in an atmosphere in keeping with the highest standards of business ethics. Therefore, it is BellSouth's policy that our employees shall not accept from customers; suppliers of property, goods, or services; or from other persons any gifts, benefits, or unusual hospitality that may in any way tend to influence or have the appearance of influencing them in the performance of their jobs.

Those employees of BellSouth authorized to make purchases or negotiate contracts are aware of this policy and your cooperation is solicited in order to forestall any embarrassing situations.

I have read and acknowledge the foregoing:

Name _____
(Signature)

Name _____
(Typed or Printed)

Title _____

Corporate
Affiliation _____

Date _____

ENGINEERING SUPPLIER FACILITY CHECKLIST

Company Name _____

Address Street & No. _____

City, State: _____

Telephone: _____

Length of Time in Business: _____

Organization Structure: Corporation___, Partnership___, Proprietor

Pricing: Quotation___, Published Price List___, Other

MANAGEMENT PERSONNEL

1. POSITION NAME TITLE

Department Head

Engineering Head

Engineering Contact

2. EMPLOYEES

Total Eng. ____ Administration

Quality Control (QC Installer Inspector, Etc.)

Other (specify)_____ Total Employees

3. PLANT DATA

Engineering Area ____ sq. ft. ____

4. SUPPLIER CONTROL

A. Do you use subcontractors? ___ Yes ___ No

B. Does program exist for approval of subcontractors? ___ Yes ___ No

Describe:

C. Is verification of vendor certification periodically performed? ___ Yes ___ No

1. Where

D. Is a subcontractor rating system utilized? ___ Yes ___ No

E. Are copies furnished to: Purchasing__ Management__ Engineering__ Production__

F. Are surveys of your subcontractors facilities performed? ___ Yes ___ No

G. Who has responsibility for conducting reviews?

5. DESIGN, DRAWING AND CHANGE CONTROL

A. Is a suitable system maintained for drawing and change control?

Describe

B. Does system cover changes in customer documents? ___ Yes ___ No

C. Does system assure that applicable drawings and specifications are available in areas where required? ___ Yes ___ No

INSTALLATION SUPPLIER FACILITY CHECKLIST

Company Name

Address Street & No.

City, State:

Telephone:

Length of Time in Business:

Organization Structure: Corporation___, Partnership___, Proprietor

Pricing: Quotation___, Published Price List___, Other

MANAGEMENT PERSONNEL

1. POSITION NAME TITLE

Department Head

Installation Head

Installation Contact

2. EMPLOYEES

Total Inst. ____, Administration

Quality Control (OC Installer Inspector, Etc.)

Other (specify)_____ Total Employees

3. PLANT DATA

Installation Area _____ sq. ft. _____

4. VENDOR CONTROL

A. Do you use subcontractors? ___ Yes ___ No

B. Does program exist for approval of subcontractors? ___ Yes ___ No

Describe:

C. Is verification of vendor certification periodically performed? ___ Yes ___ No

1. Where:

D. Is a subcontractor rating system utilized? ___ Yes ___ No

E. Are copies furnished to: Purchasing___ Management___ Engineering___ Production___

F. Are survey's of your subcontractors facilities performed? ___ Yes ___ No

G. Who has responsibility for conducting reviews?

5. DESIGN, DRAWING AND CHANGE CONTROL

A. Is a suitable system maintained for drawing and change control? _____

Describe:

B. Does installer mark changes on drawings? ___ Yes ___ No. If Yes,

Describe:

GENERAL SUMMATION (BRIEF STATEMENT, WHERE APPROPRIATE)

Employees
(Attitude) _____

Cooperation _____

Financial
Standing _____

Training
Programs _____

Production
Methods _____

Quality Control _____

Process
Control _____

Eng./Inst _____

Equipment (Age,
Condition, Etc.) _____

Plant Housekeeping _____

General Comments _____

Signed _____

Dated _____

The following BellSouth publications can be ordered on Form RF-200 (Attached).

DOCUMENT	SUBJECT	PRICE
IP-73151	Supplier Writers Guide	\$35.00
IP-73153	Documentation Requirements	Free
IP-73155	Mechanized Invoicing	\$10.00
IP-73156	Billing Verification and Authorization Payment Process (BVAPP)	\$10.00
IP-73158	Plug-in Repair and Return	\$10.00
IP-73159	Packaging, Packing, and Container Marking	\$10.00
IP-73165	Equipment Inventory Update	\$10.00
IP-73167	Services Supplier Certification Process for Detailed Engineering and Installation	\$12.00
TR-73503	Engineering and Installation Standards	\$75.00
TR-73506	Change Notices	\$12.00
TR-73507	Engineering Complaint Guide	\$12.50
TR-73508	BellSouth General Specification for Diesel Engine Alternators	\$12.00
TR-73519	Central Office Drawing Technical Design Manual	\$35.00
TR-73521	Specification Drawing Standards	\$10.00
TR-73529	Interconnection Drawing Standards	\$10.00
TR-73564	Management of Central Office Record Drawings in the Multi-Vendor Environment	\$12.00

The following Bellcore publications can be ordered by calling 1-800-521-CORE.

DOCUMENT	SUBJECT
IP-10260	Standards for Task Oriented Practices (TOP)
IP-10300	Engineering and Installation Documentation Guide
TR-EOP-000295	Isolated Ground Plans Definition and Application to Telephone Central Offices
TR-EOP-000316	Supplier/BOC Information Requirements for Serving Defective Units Through the NPIAC
TR-ISD-000325	Equipment Information Required from Suppliers for Operations Systems
TR-TAP-000383	Generic Requirements for Common Language Bar Code Labels
TR-TAP-000485	CLEI Code Assignment and Equipment Marking Requirements
TR-TSY-000063	NEBS Generic Equipment Requirement
TR-TSY-000064	Local Switching System Generic Requirement (LSSGR)
TR-TSY-000454	Supplier Documentation for Network Elements
TR-NWT-000785	System Equipment Engineering Associated Services Quality Program Analysis
TR-NWT-000893	Telecommunications-Installation Services Quality Program Analysis

