



GTE FLORIDA INCORPORATED

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**Investigation Into Pricing Of
Unbundled Network Elements**

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**GTE Network Services
Service Assurance Cost Study
Florida Filing**

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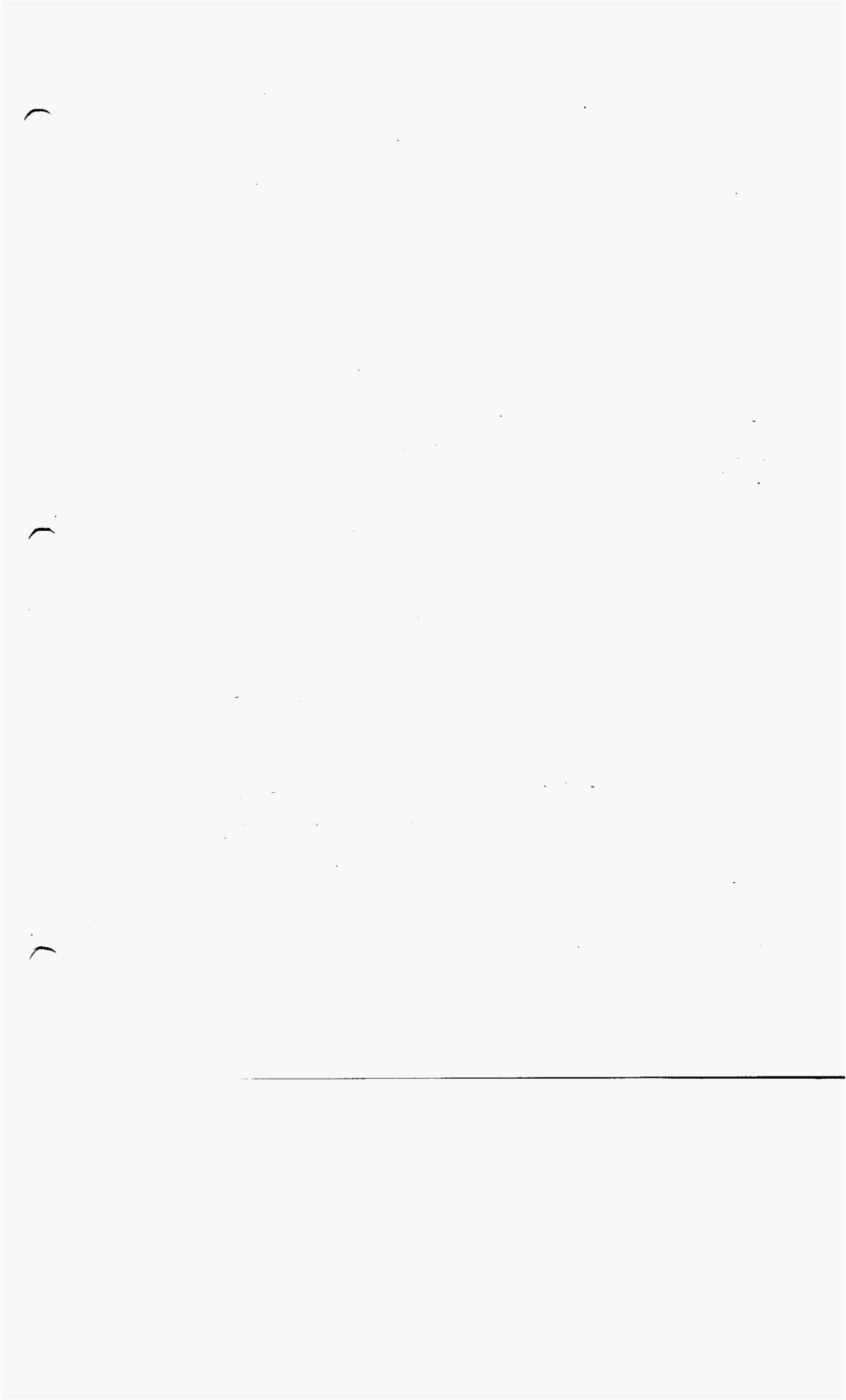
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INTRODUCTION

GTE Corporation has significantly changed its organizational structure and strategic direction over the last few years in response to a rapidly changing marketplace. The new framework and structure is enabling all business units to respond more aggressively and effectively to competitive developments.

Following the passage of the 1996 Telecommunications Act (the Telecom Act), the telecommunication landscape in which GTE operated altered dramatically. The FCC's newly issued rules governing interconnection, universal services, and access charge reforms are a few of the changes that have impacted GTE's day-to-day operations. These rules required local exchange carriers to make their services available to competitors on a wholesale basis and their network elements available to competitors on an unbundled basis.

The purposes of the numerous organizational initiatives that have been or will be implemented are fourfold:

First and foremost, the telecommunications industry changed dramatically with the passage of the Telecom Act. GTE is entering new businesses, non-traditional competitors are emerging in the marketplace, and deregulation has created a fundamentally different world in which to operate. Technology has accelerated at a far greater pace than ever before: new customer needs are emerging at a rapid rate, bundled products and services are available in the marketplace, market opportunities are expanding both nationally and globally, and data and video, in general, is fundamentally changing the way businesses operate.

Second, customers are more sophisticated and complex - customers want more choices, have less time, are more price conscious, demand multinational capabilities, and expect outstanding service.

Third, competition continues to intensify. Mergers, acquisitions, and partnerships are creating more formidable competitors with global reach. Intense price competition, brand preferences, and aggressive marketing tactics are more and more prevalent, and newer, more innovative services are appearing in the marketplace at a rapid rate.

Fourth, the workforce environment has changed with unemployment at its lowest in over 20 years. Employees demonstrate lower loyalty and are increasingly sought by competitors. The need for specialized talent is building and qualified people are more difficult to find.

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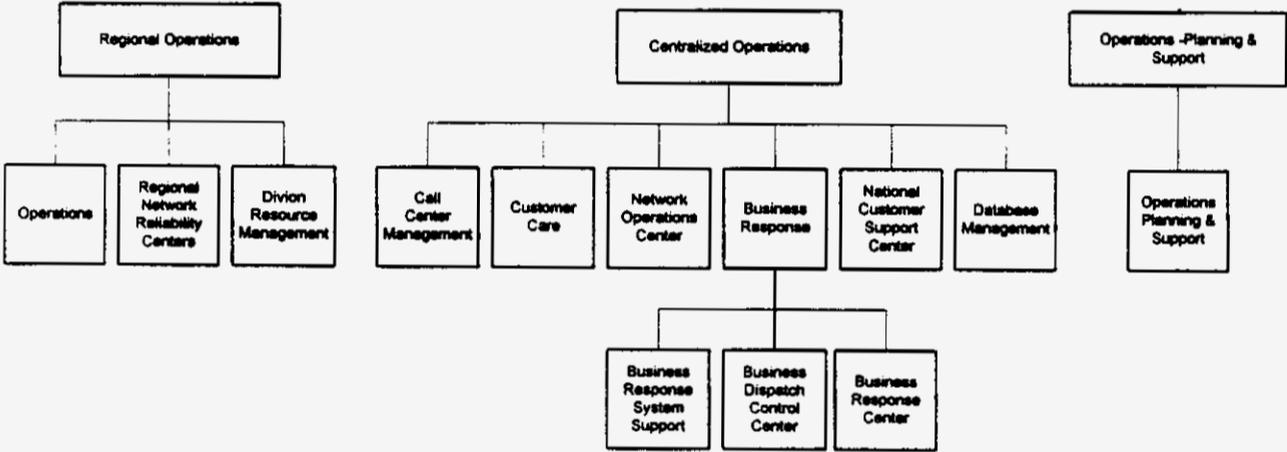
STUDY OBJECTIVE AND SCOPE

Service Assurance is defined as the process of maintaining service levels that consistently meet customer's expectations.

- GTE is one of the largest publicly held U.S. telecommunications companies with both wireline and wireless operations. This study focuses on select work centers within GTE Network Services, which is the regulated wireline telephone business.

The organizational chart depicts the Network Services business unit work centers included in the scope of this study.

GTE Network Services Organizational Chart



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COSTING PRINCIPLES AS THEY APPLY TO THE SERVICE ASSURANCE COST STUDY

Principle 1: Long run implies a period long enough that all direct costs are avoidable.

The service assurance study identifies activity costs as direct or shared. This study considers direct and shared costs to be avoidable contingent upon the continued viability of unbundled network elements and offered services. If the element or service were to be eliminated, the direct costs would be avoided. Similarly, if a particular group of elements or services were to be eliminated, the shared costs relating to these elements or services would be avoided.

Principle 2: Cost Causation is a key concept in the cost study.

The model enables the tracing of costs from unbundled network elements or services to enabling activities and then to the resource (labor and non-labor expenses) consumed by the activity. Cost causation suggests that the existence of the cost object, or lack thereof, causes the costs to be incurred. Eliminate the network element or service and the resources enabling the element or service disappear.

Principle 3: The increment under study is the entire quantity of the service or product provided, rather than an incremental increase in demand.

The service assurance cost study is based upon services offered in the State of Florida and Unbundled network elements required to provide said services. The study is based on the entire local exchange operations of GTE (local and national work centers), not just marginal changes in the outputs of one or another element or service. The increment studied is the actual UNE or service that caused the repair and maintenance activity to occur. If this increment or group of increments were eliminated, its repair and maintenance cost would be zero. In this regard, the total demand for the product or service is studied, not just incremental fluctuations in the demand.

Principle 4: Any activity necessary to produce a service or support an unbundled network element will have an associated cost.

The service assurance cost study identifies and assigns costs to the work performed by network services personnel in the operation and maintenance of its network.

Principle 5: Common costs are not included in the service assurance cost study.

Common costs are costs incurred for the benefit of the organization as a whole and are not directly caused by a product or service provided by the organization. Such costs do not change with changes in the firm's product mix or volume of output and therefore are not avoidable unless the enterprise is discontinued. Since these costs are incurred outside of network services, they are not included in service assurance process costs.

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Principle 6: Technology used in a long run incremental cost study is considered to be the least cost, most efficient technology commercially available for purchase and installation.

The service assurance cost study assumes that both digital and fiber technology will replace analog and copper technology where such replacements are cost beneficial.

Principle 7: Costs shall be forward-looking.

This concept of forward-looking costs is applied in practice by incorporating resource requirement modifications arising out of process, people, or technology changes.

Forward-looking adjustments are made in our cost study affecting process, people, and technology expenses based on known and planned enterprise infrastructure changes supported by interviews with GTE management. All service assurance process resources are calculated based on forward-looking assumptions and necessary adjustments were made to applicable work center budgets. These changes are documented in detail in the work center documentation and adjustments are made in the work center supporting data.

Principle 8: Service assurance cost studies are performed for the total output of specific services and use, as a basis, the unbundled network elements that comprise the service as well as other specific service costs.

The service assurance cost studies identify all the work activities performed by select work centers supporting network operations and maintenance in the Network Services Organization. Activity costs were assigned to specific unbundled network elements and services based upon their respective output of volume units.

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SERVICE ASSURANCE PROCESS OVERVIEW

GTE's service assurance process is responsible for maintaining service performance levels that consistently meet customers' expectations.

The service assurance cost study identified all the work activities related to repairing and maintaining network operations that were performed by applicable work centers in the Network Services Organization. Activity costs are assigned to specific unbundled network elements and services based upon their respective consumption of demand units.

The service assurance process includes all work associated with monitoring the network infrastructure, providing product support, restoring services, and performing preventative maintenance. These sub-processes are further decomposed as follows:

- Monitor Network Infrastructure
 - Monitor and test network elements
 - Manage network alarms
 - Resolve outages
- Product Support
 - Perform help desk services
 - Provide technical assistance
- Restore Services
 - Contact customers
 - Dispatch service orders
 - Restore service
- Perform Preventative Maintenance
 - Perform disaster recovery
 - Manage complaints
 - Manage suppliers (servicing)
 - Perform resource planning
 - Manage data

Supporting these direct service assurance processes is an array of support and managerial processes that include, but are not limited to: Manage Human Resources, Perform Planning & Budgeting, Manage Operational Performance, Provide System Support, and Manage Customer Satisfaction. These shared support costs are identified and included in the study as well.

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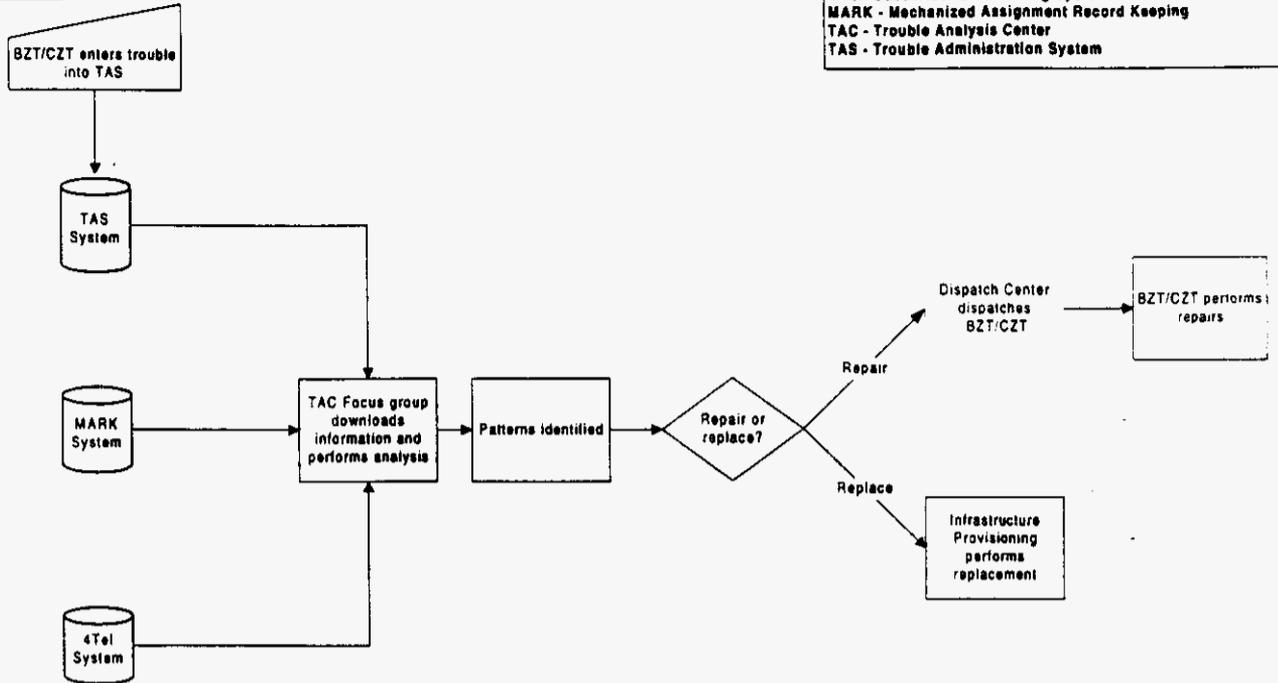
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SERVICE ASSURANCE PROCESS FLOW - MAINTENANCE

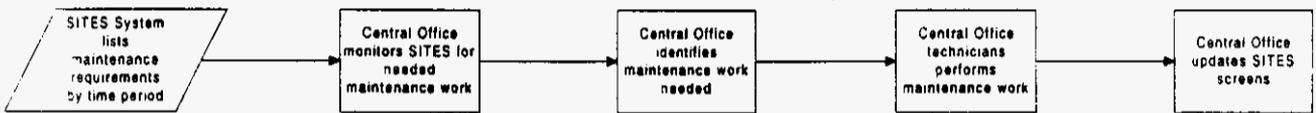
Service Assurance Maintenance Process

Outside Office Maintenance



BZT/CZT - Business Zone Technicians/Customer Zone Technicians
 4 Tel- Subscriber Line Testing System
 MARK - Mechanized Assignment Record Keeping
 TAC - Trouble Analysis Center
 TAS - Trouble Administration System

Inside Office Maintenance



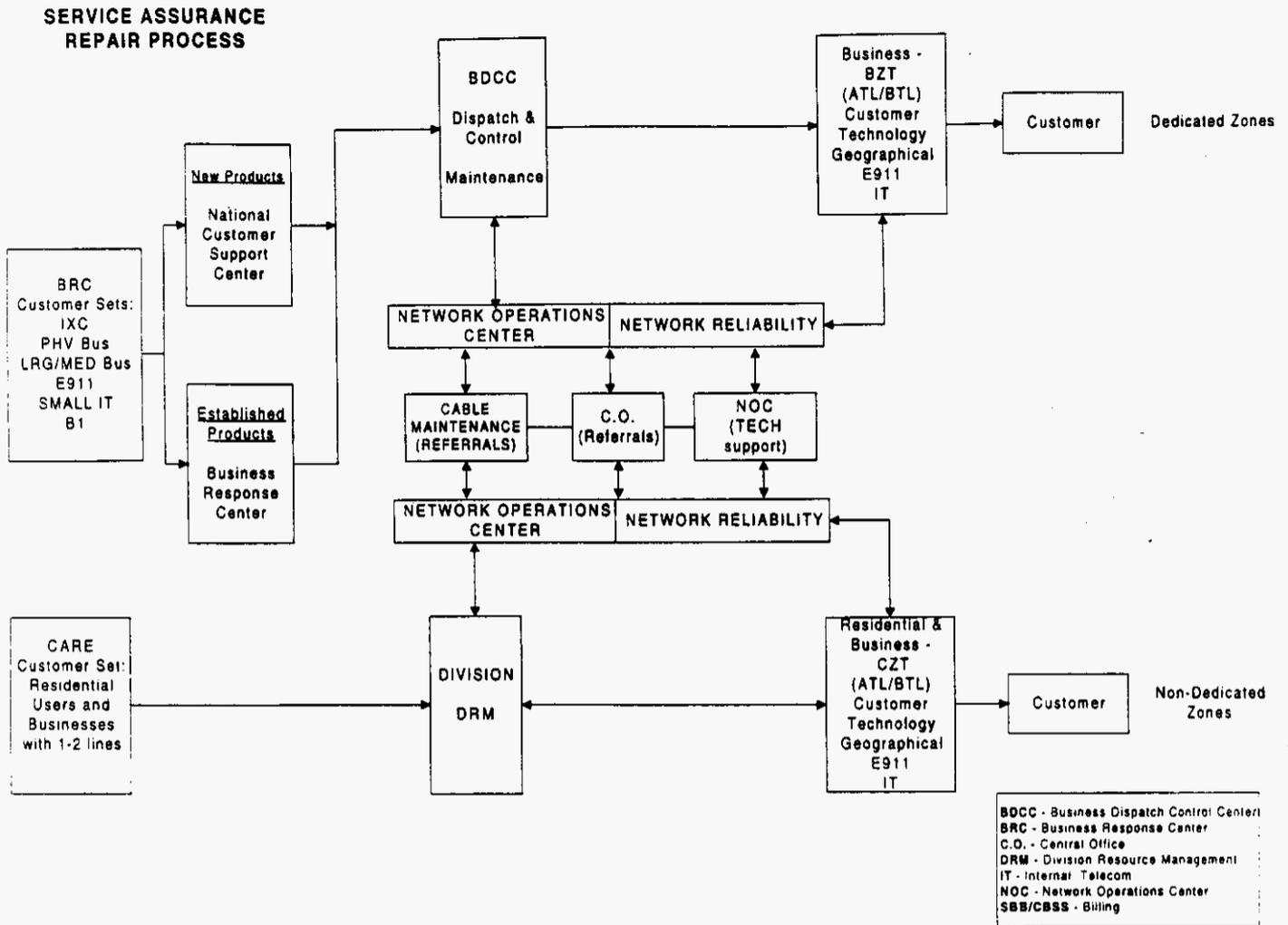
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SERVICE ASSURANCE PROCESS OVERVIEW - REPAIR

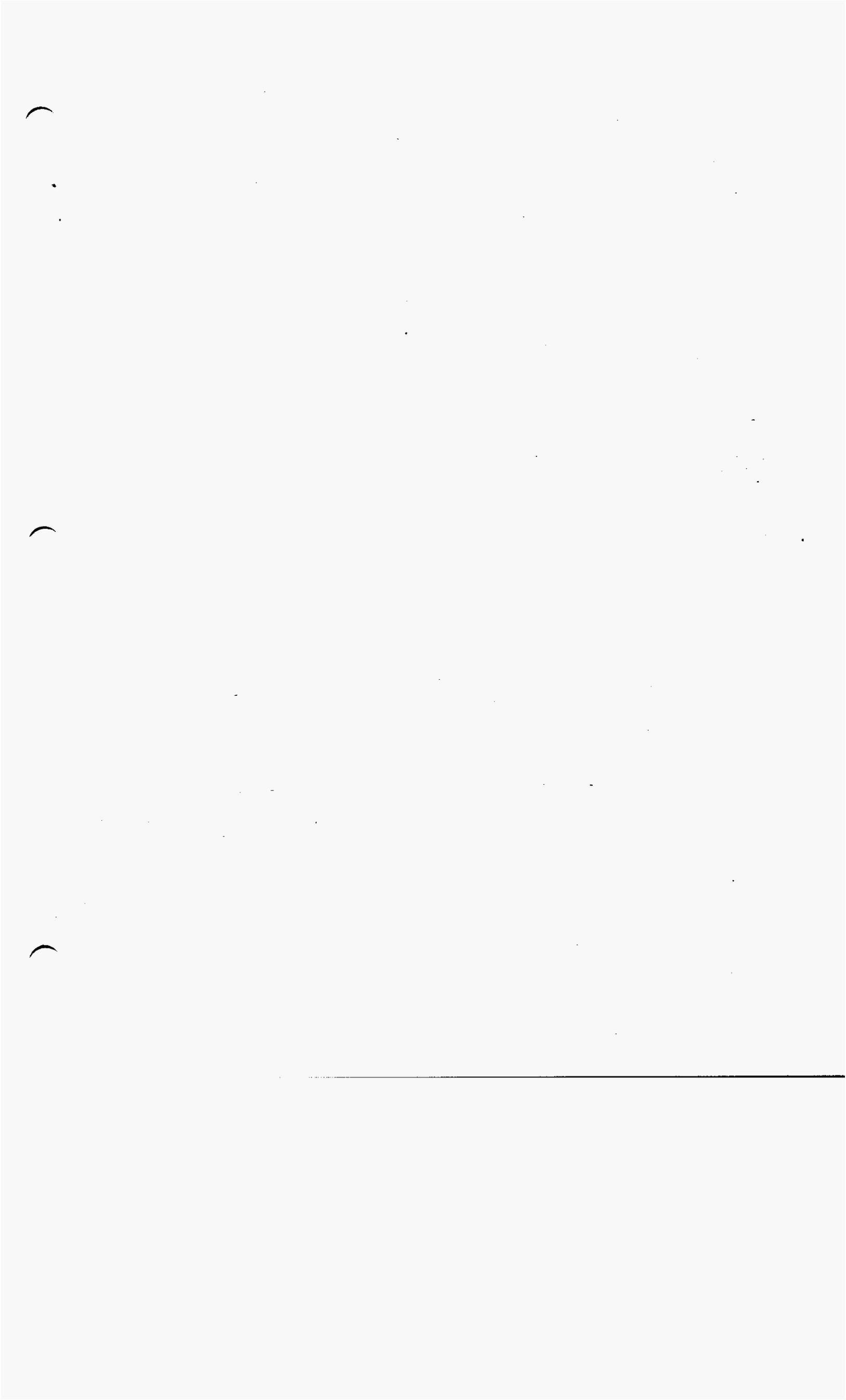


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METHODOLOGY OVERVIEW AND WORK CENTERS STUDIED

The project study approach is to identify and analyze recurring work center costs for all GTE work centers involved in the service assurance process. Activity Based Costing (ABC) principles are employed in an attempt to assign identified costs as directly as possible to the services and/or network elements that caused those costs to be incurred. The costs associated with primary activities are directly assigned through various activity drivers to the services and UNEs cost objects. All costs associated with supporting activities are driven via primary activities to the same cost objects. In this regard, the entire cost of a work center is distributed to all of the cost objects that the work center supports. This full distribution of economic costs is consistent with TELRIC (Total Element Long Run Incremental Costs) costing principles.

The cost study methodology requires the identification, definition, and costing of the activities performed by the people and systems in each work center and the identification and costing of the "objects" supported by these activities. GTE provided two categories of cost objects for this study: Services and UNEs. Forward-looking costs are incorporated into the analysis by requiring work center directors/managers to forecast the cost impact of any known or planned changes to staffing levels, process modifications, and/or technology enhancements.

Arthur Andersen consultants and GTE Costing employees conducted over 100 interviews (primarily work center Directors, Managers and Supervisors) to capture a wide variety of forward-looking, recurring cost information: Resource costs (Labor, non-labor, and system expense), Activities (Primary and Support), Cost Objects (UNEs and Services), Resource Drivers, Activity Drivers, and selected attributes. During the cost study, Arthur Andersen consultants performed observations of activities in the individual work centers in Florida and analyzed necessary statistical data. For the purpose of understanding the time spent on various activities supporting the output of identified cost objects (UNEs and Services), the STAR time reporting database was used. Analyzed data represents the period of a calendar year January - December 1998.

Since several of the work centers in scope serve multiple states and/or multiple processes, additional dimensions of Region and Process were built into the cost model. Only costs attributable to the Service Assurance process for the state of Florida are included in the model.

The following work centers are included in the Service Assurance process and are part of the Cost Study:

- Customer Care Center (CARE) - 6230 and 6232
- National Customer Support Center (NCSC) - 6260
- Division Resource Management (DRM) - 5JA0, 5JB0
- Business Response Support and Administration (BR S&A) - 6240
- Business Response Systems Support (BRSS) - 624S
- Business Response Center (BRC) - 6248
- Business Dispatch Control Center (BDCC) - 6247
- Regional Network Reliability Centers (RNRC) - 5J40
- Database Management (DBM) - 6250
- Operations Planning and Support - (OPS) - 6320
- Call Center Management (CCM) - 6270

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- Network Operations Center (NOC) – 6210-6219
- Regional Customer Operations (RCO) – 5JA1-5JA9; 5JB1-5JB9

Each work center has a standard name, acronym, and four-digit code that is referred to throughout this study. Contained in each work center section is a description of the work center's activities, the processes it supports, the cost objects it supports, cost model results, an organizational chart, and any forward-looking assumptions used to build the work center's cost structure. Additionally, each section contains a study template, for the supporting data, that provides more detail about the work center, its activities and resources, and how those resources are ultimately assigned to cost objects.

The standard template format is as follows: a work center overview, an activity and activity driver list, an activity breakout for each job class, a total resource calculation worksheet, a systems analysis, and activity driver data by cost object which is uniquely depicted for each work center (see work center documentation). These templates are to be used in concert with this documentation to provide a detailed understanding of each work center, why it was studied, and how its costs affect the service assurance cost model.

The work center resources (labor, non-labor, and system expenses) are assigned by the cost model to work center activities based on resource drivers. There are two types of activities: direct and shared.

Direct Activities: These activities are directly attributable to one or more cost objects, where there is some cost causation link between the cost object and the specific activity performed. Costs associated with these activities are driven directly to cost objects based on the appropriate activity driver.

Shared Activities: These activities support multiple cost objects and cannot be directly assigned to any one cost object supported by the work center. Therefore, costs associated with these activities are driven to cost objects through the direct activities which they support.

The cost model results are discussed in the following documentation by work centers. The results are presented by cost objects (products and services) supported by the work centers.

Most of the work centers included in Service Assurance Cost Study support other various processes, including Service Fulfillment and Infrastructure Provisioning. At the same time, some of the work centers support cost objects (UNEs and Services) that are deregulated (BTL - Below-The-Line) and therefore not covered in our study. Based on the interviews with GTE management, Arthur Andersen notes that the work center activities can support multiple processes. For example, the activity Resource Management supports both Service Assurance and Service Fulfillment. In the cost model, costs are calculated based on the activity level. The activity costs that are not related to the Service Assurance process or Above-The-Line (ATL) cost objects are separated from final UNE/Service Costs calculations.

Costs related to the Advanced Intelligent Network (AIN), GTE's X.25 packet network, or Multiplexing activities have been identified and segmented from our study. These costs are accounted for in GTE's cost pool filings. They are not included in the Service Assurance cost

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model. Any references herein to these items are for documentation purposes only and these components should not be confused as a set or subset of our Service Assurance cost objects.

The following section (Section IV) contains a series of reference guides that should be used in concert with the documentation of this study. All cost objects used in this study appear in the Cost Object Dictionary. All work center activities have been consolidated into the Activity Dictionary. Any acronyms used in this study are defined in an Acronym List. The final section contains a memorandum describing how total resources are computed for each work center in this study.

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COST OBJECTS

The cost objects in the study are provided by GTE and are used in the Integrated Cost Model (ICM). They are divided into Unbundled Network Elements (UNEs) and Services. This table provides a brief description of each cost object. Services are basically a conglomeration of UNEs, engineered in a particular fashion. A detailed mapping of how the Services are comprised of the different UNEs is located in the Technology documentation of this report (Section VII).

Unbundled Network Elements (UNEs)

NID	A single line termination device or that portion of a multiple line termination device required to terminate a single line or circuit, and to establish the official network demarcation point between a carrier's network and its end-user customer's inside wire.
NAC - Switched	The transmission facility that extends from a Main Distribution Frame (MDF) or functionally comparable piece of equipment in an end office or wire center to a demarcation point or connector block at a subscriber's premises. This facility will support analog voice grade transmissions of 300 to 3,000 Hz, and is commonly used for dial tone service.
NAC - Special	The transmission facility that extends from a Main Distribution Frame (MDF) or functionally comparable piece of equipment in an end office or wire center to a demarcation point or connector block at a subscriber's premises. This facility has the capability to provide digital signals at various speeds, including 2.4 to 56 Kbps (DDS), 64 Kbps (DS0), 1.544 Mbps (DS1) and up to 44.735 Mbps (DS3). The DS1 loop provides the equivalent of 24 voice-grade (DS0) channels. The DS3 loop provides the equivalent of 28 DS1 channels and includes fiber optic terminals on each end of the loop.
Cross-connect	A device that provides for the interconnection of signals within physical interface facilities at the central office.
Switching	The capability that provides a transmission path between two end users. This includes all work related to the software tables as well as the switch hardware itself.
Interoffice Transport Equipment	The transmission facility equipment on the trunk side of the central office that extends access to another end office or tandem or meet point with transport facilities of another carrier.
SS7 Links	The transmission facilities that provide the connections between signal transfer points (STPs) and between an SSP and an STP.
STP Ports	The physical interface to the SS7 network.

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Services

Res_Ln	Provides an access line, network interface device, switching capabilities, and dial tone for a residential customers. Known as a R1 line.
Bus_Ln	Provides an access line, network interface device, switching capabilities, and dial tone for a business customer. Known as a B1 line.
Bus_PBX	Provides an access line (trunk), dial tone, network interface device, switching capabilities, and dial tone for business customers utilizing a private branch exchange (PBX). Commonly known as a PBX Trunk.
Bus_CNTRNT	Provides an access line, dial tone, customer group station to station intercom calling. Local calling is not included, and is provided separately on a per minute of use basis. Commonly known as Centranet.
Coin	A voice grade exchange line that provides switch based dial tone (DTF) coin operated telephones. Local calling is included on an unlimited flat rate basis.
ISDN_BRI	Integrated Services Digital Network - Basic Rate Interface. Provides for two bearer (B) channels capable of transmitting a digital signal at a rate of 64Kbps and one data (D) channel capable of transmitting a digital at a rate of 16Kbps.
ISDN_PRI	Integrated Services Digital Network - Primary Rate Interface (T-1 line). Provides for twenty-three bearer (B) channels capable of transmitting a digital signal at a rate of 64Kbps and one data (D) channel capable of transmitting a digital at a rate of 16Kbps.
SPAC_VGLN	Special access service voice-grade line. Point-to-point unconditioned facility capable of transmitting voice or data signals within the frequency spectrum of approximately 300Hz to 3,000 Hz. These lines permit the simultaneous transmission of information in both directions over a circuit.
SPAC_DDS	Special access service digital data service. Provides simultaneous two-way synchronous transmission of digital data signals at speeds from 2.4 to 56 Kbps.
SPAC_DS1	Special access service digital signal, level one. Provides for the transmission of asynchronous serial data at a rate of 1.544 Mbps.
SPAC_DS3	Special access service digital signal, level three. Provides for the transmission of asynchronous serial data at a rate of 44.7 Mbps.
CLEC/POP Dedicated Transport	Message toll voice service. Service that connects GTE's central office switch to another party's POP.

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ACRONYMS AND SYSTEMS

Below are some common telecom acronyms and systems. The acronyms are spelled out in the center column and a description is in the right column.

ACRONYM	DEFINITION	BRIEF DESCRIPTION
AALLP	Arthur Andersen Limited Liability Partnership	Arthur Andersen Limited Liability Partnership
ACD	Automatic Call Distributor	A specialized phone system used for handling many incoming calls.
ACG	Access Carrier Gateway	Allows the interexchange carrier to submit repair trouble tickets.
ADSL	Asynchronous Digital Subscriber Line	Allows transmission of traditional service (POTS) in addition to video and data at high speeds downstream and low speeds upstream.
AIN	Advanced Intelligent Network	A technology that rides the SS7 network and provides rapid deployment and customization of services, via software updates, to a remote database.
APCC	Air Pressure Control Center	A group that monitors air pressure alarms.
APP	Application Date	Application Date
ASA	Average Speed of Answer	Average Speed of Answer
ASR	Access Service Request	Used by the carrier to request the provisioning of Special Access or Switched Access as specified in the various Access Services Tariffs.
ATL	Above-The-Line	Expenses incurred by telephone company that are charged to the ratepayer by being allowed in the company's rate-base; considered a regulated activity.
ATM	Asynchronous Transfer Mode	An emerging switch technology which converts voice, video, and data into cell (fixed-size packet) form instead of variable-length packet form.
AVP	Assistant Vice President	Assistant Vice President
AWAS	Automatic Work Administration System	Provides work prioritization, job routing, selection options, automatic completion, and functional time reporting/payroll.
BA	Business Analyst	Business Analyst
BNF	Basic Network Function	See UNE.
BRI	Basic Rate Interface	An interface in ISDN in which one gets two bearer B-channels at 64 kilobits per second and a data D-channel at 16 kilobits per second.
BTL	Below-The-Line	Expenses incurred that are charged to the shareholders of regulated operating telephone companies, not ratepayers; considered a deregulated activity.
BZT	Business Zone Technician	Business Zone Technician
CARE	Customer Account Record Exchange	Used by GTE customer representatives to log trouble and to gather information from the customer so a trouble ticket may be issued if necessary.
CATHI	Centralized Automated Trunk Host Interrogator	Performs routine testing of interoffice trunks; allows personnel to perform demand tests on trunks from their AWAS terminals in the CO.
CLEC	Competitive Local Exchange Carrier	A Local Exchange Carrier that looks to compete in an incumbent Local Exchange Carrier's market.

ACRONYM	DEFINITION	BRIEF DESCRIPTION
CLR	Circuit Layout Record	An engineering design for a circuit.
CNAS/ACES	Circuit Network Administration System/Automated Circuit Engineering System	Online family of systems which mechanize the trunk assignment, circuit design and provisioning functions; includes equipment, facility (cable/carrier), and circuit inventory (special and message).
C.O.	Central Office	Facility where subscribers' lines are joined to switching equipment for local and long distance routing.
COPS	Centralized Order Processing System	The order entry system for GTE's deregulated businesses; also provides customer trouble tracking.
CPE	Customer Provided Equipment	Terminal equipment connected to the telephone network which is owned by the user or leased from a supplier other than the local telephone operating company.
CPI	Computer-to-PBX Interface	Provides direct connectivity between a PBX's switching network and a host computer.
CSU	Channel Service Unit	A device which connects a digital phone line to a multiplexer, channel bank, or another device producing a digital signal.
CZT	Customer Zone Technician	Customer Zone Technician
DATALOCK		Creates, routes and closes trouble tickets.
DBS	Direct Broadcast Satellite	A satellite transmitting television programs which can be received by small dish antennas.
DDM	Due Date Manager	Facilitates event control for front-end service fulfillment and repair; allows Telops to interactively negotiate with GTE customers to provide an in-service date and time that is acceptable to them and GTE.
DDS	Digital Data Service	A private line digital service, typically with data rates at 2,400, 4,800, 9,600 and 56,000 bits per second.
DLC	Digital Loop Carrier	Provides concentration and multiplexing of circuits between the C.O. and the distribution point.
DMOQ	Direct Measures of Quality	
DNS	Domain Name Service	A distributed database system for translating computer names and vice-versa.
DSAC	Dial Service Administrative Center	
DSU	Data Service Unit	Device used to connect a PC or LAN to a digital phone line to allow fully digital communications.
E911/DBMS	Emergency 911 Database Management System	Provides emergency service support via an address routing and control system that provides emergency service numbers to a public service answering point with valid service addresses.
ESARTS	Enhanced Switched Access Remote Testing	Supports testing analog and digital special service circuits from a central location.
4Tel	Subscriber Line Test System	A subscriber line testing system; performs routine and demand tests on subscriber local loops.
FCC	Federal Communications Commission	Regulates all interstate communications originating in the United States.
FTE	Full - Time Equivalent	The measure of the equivalent of one full-time employee.

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ACRONYM	DEFINITION	BRIEF DESCRIPTION
GTEDS	GTE Data Services	GTE Data Services
IC	Interexchange Carrier	See IXC
ICB	Individual Case Basis	Individual Case Basis
ICM	Integrated Cost Model	Integrated Cost Model
IP	Internet Protocol	Software that tracks the internet address of nodes, routes outgoing messages, and recognizes incoming messages.
IRIS	Integrated Recent Change Implementation System	Real time alarms viewer, online database of customer and site information, alarm history.
ISDN	Integrated Services Digital Network	A public, circuit-switched, end-to-end telecommunications network with signaling, switching, and transport capabilities supporting a wide range of services.
ISO	International Organization for Standardization	Organization devoted to figuring standards for international and national data communications.
IVRU	Interactive Voice Response Unit	Interactive Voice Response Unit
IXC	Interexchange Carrier	The term for a local phone company.
LAN	Local Area Network	A network located in a single location, or running off a single server.
LNP	Local Number Portability	The ability of a local exchange carrier to provide the customer the option of keeping the same phone number upon moving to another location.
MARK	Mechanized Assignment & Record Keeping	The automated facility management and record administration for inside and outside plant.
MMDS	Multi-Media Data Service	Data services for multiple forms of media in the communication of information.
NAC	Network Access Connection	The loop which connects the customer to the network.
NID	Network Interface Device	Network Interface Device
NDR	National Disaster Recovery	National Disaster Recovery
NEDAS	Network Element Data Administration System	The trunk side of Data Base Administration for Recent Change generation, delivery and administration.
NFS	Network Filing System	Network Filing System
NM	Network Management	Network Management
NOC Track	Tracks trouble tickets.	Tracks trouble tickets.
NOCV	National Order Collection Vehicle	NOCV is used for all Telops and is scheduled to take the place of SOLAR/SORCES and CMSS. It provisions certain services through the MARK system when a new order is received or changed.
NSSC	Network Support Systems Center	Network Support Systems Center
OLS	On-Line Support	On-Line Support
OMT	Open Market Transition	Refers to the competitive environment of local exchange components that have historically belonged to the local telephone company.
OSP	Outside Plant	Includes all cables and wires extending outward from the network protectors on the main distribution frame and supporting structures necessary to connect the terminal equipment to the outside plant.
OSS	Operations Support Systems	Operations Support Systems
OUTS	Outage Tracking System	Generates reports on outages and NOC Track Trouble Tickets.

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ACRONYM	DEFINITION	BRIEF DESCRIPTION
PBX	Private Branch Exchange	A private telephone switching system, usually located on a customer's premises with an attendant console.
POTS	Plain Old Telephone Service	Voice-only telephone service powered by the network.
PRI	Primary Rate Interface	ISDN interface equivalent to a T-1 circuit which provides 23 bearer and 1 data channels running at 1,544 megabits per second.
PUC	Public Utilities Commission	State body charged with regulating phone companies.
RDM	Reporting and Distribution Module	It provides an immediate way to record, edit, review, and release time and labor data. It handles time reporting and journal entry reporting.
REACT	Remote Access Test System	Provides the ability to test and manage a telecommunications network; allows for centralizing and automating the functions of network maintenance, monitoring, and management.
RMG	Resource Management Group	Resource Management Group
S&A	Support and Administration	Support and Administration
SAG	Scientific Advisory Group	Scientific Advisory Group
SAM	Switch Access Manager	Provides access to the switch network technology for all authorized users.
SAS	Switch Access System	Reacts to commands delivered by ESARTS or REACT to carry out testing functions.
SCP	Service Control Point	Supplies the translation and routing data needed to deliver advanced network services
SIR	Systems Information Repository	Data warehouse that contains and stores operational and financial information.
SITES	Record Keeping Application	Contains physical site information for all central offices nationally, such as address, switch type, trouble tickets, site log, and vendor data; provides tools necessary for NOC support functions by displaying all NOC systems via a windowed environment.
SMDS	Switched Multi-Megabit Data Service	A switched data service with transmission speeds of 45 megabits / sec.
SMS	Service Management System	Customer billing system for certain repair services that links to the A/R systems for tracking and cash treatment.
SOLAR	Service Order Loading and Retrieval	An online order entry system for installing, changing, or discontinuing services in GTE California territory.
SONET	Synchronous Optical Network	A standard for transmitting information over fiber-optic cabling.
SOP	Service Order Processing	Responsible for the distribution, provisioning, tracking, and editing of IXC orders.
SORCES	Service Office Record & Computer Entry System	Responsible for the collection of orders through direct contact with the customer to begin new service or to change existing service.
SPAC	Special Access	A dedicated line from a customer to a long distance company provided by a local phone company.
SPOC	Single Point of Contact	Single Point of Contact

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ACRONYM	DEFINITION	BRIEF DESCRIPTION
SS7	Signaling System 7	A packet-switched communications network that routes call control and over discrete transmission paths operating at the rate of 56 kb/s.
StarMem		Switch verification system - compares switch data, facility assignment records, and billing records to ensure version compliance and customer record agreement.
STEMS	Smart Test Management System	Provides a uniform functional interface to field technicians who perform various types of tests for GTE Services.
STP	Signal Transfer Point	A fast packet switch in the SS7 network that forwards SS7 messages toward their destination.
TAC	Trouble Analysis Center	A center that proactively tests for trouble; prioritizes national cable replacement capital and expense.
TAS	Trouble Administration System	Automates the creation and flow of Trouble Reports and is used to report and track customer and company detected trouble.
TBS	Telecom Business Solutions	A provisioning and equipment assignment system that will replace ACES/CNAS. It has similar functionality to ACES/CNAS and is used for special circuits, carrier trunks, and interoffice transmissions.
TCAF	TONICS for Customer Access Facilities	A group which can create pattern trouble tickets once three cases of trouble are found in the same 25-pair complement as a result of 4Tel demand testing; the pattern tickets are sent to the TAC for analysis.
TOM	TONICS Mediation device	The data collector of the alarm data in the wireless environment.
TONICS	Telephone Operations Network Integration Control System	Assimilates alarm data for viewing by technicians.
TSM	Total Switch Manager	Alarm collection for asynchronous switch messages as well as non-switch messages; provides pattern alerting, triggered responses, and data storage for pattern analysis.
UNE	Unbundled Network Element	An unbundled component of a telephone company's network.
VDT	Video Dial Tone	The provisioning of video to houses and offices by a phone company in competition with the cable TV business.
VGLN	Voice Grade Line	A line over which voice conversation may be received and transmitted in the range of 300 Hertz to 3000 Hertz.
X.25	Packet switching standard	Allows data from many different users to be divided into small packets and then transmitted over a common transmission line. GTE's X.25 network is considered a common cost since it provides the infrastructure for all GTE internal data communications.

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SERVICE ASSURANCE ACTIVITY DICTIONARY

The activities for all of the work centers studied are compiled into this list. These activities are used in the work center supporting data of each section. A standard activity name and number are provided for ease of reference.

Activity	Activity Name	Activity Description	Process	ATL/ BTL
1	1-800 Service Provisioning	This activity includes all work associated with the provisioning of 800 service. Tasks included in activity are: receiving the order, allocating the number to the sales channel, and entering the data into the 800 database for proper call routing.	SF	ATL
2	AIN Provisioning	This activity Includes all work associated with the provisioning of AIN services. Included are: receiving order, allocating the number to the sales channel and entering data.	SF	ATL
3	All BTL Activities	This activity includes all activities associated with Below-the-Line (BTL) work. These BTL costs are not included in the cost study and are therefore identified in total to be segregated from the work center's costs.	SA/SF	BTL
4	All Supporting Activities - Infrastructure Provisioning	This activity includes work supporting the activity of provisioning work orders. This is an Infrastructure Provisioning process.	IP	ATL
5	All Supporting Activities - Service Fulfillment	This activity includes all supporting activities associated with Service Fulfillment work. As SF costs are not included in the cost study, the supporting SF activities are identified in total to be segregated from the work center's costs.	SF	ATL
6	Analyze Operational Performance	This activity includes all work associated with gathering, analyzing and disseminating financial and non-financial performance metrics; e.g. daily administrative reports, reporting functions, and status reports as well as benchmarking are included in this activity. Analysis of Trouble Data - analyzing trouble reports (after the trouble has been reported and the work has been completed) to determine specific areas that require maintenance. This is a proactive stance toward network maintenance. This activity also includes TAC Focus.	SA/SF	ATL/BTL
7A	Answer customer calls (Orders)	This activity includes all work associated with identifying customer needs and assessing what actions must be done to meet that need and who, or what department is best capable of meeting the customer need.	SF	ATL/BTL
7B	Answer customer calls (Trouble)	This activity includes all work associated with identifying customer needs and assessing what actions must be done to meet that need and who, or what department is best capable of meeting the customer need.	SA	ATL/BTL
8	Claims Management	Management of GTE receivables from external organizations which are not recovered by RSI (Recovery Specialists Incorporated).	SA	ATL

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Activity	Activity Name	Activity Description	Process	ATL/ BTL
9	Cyber Pop Repair & Maintenance	Activity related to repair and maintenance as well as equipment purchase for the Cyber Pop Service.	SA	ATL
10	Damage Prevention	Preventative maintenance of the GTE network. This activity also involves "one-call" organization initiatives. This organization is the end-users' single point of contact for notification of planned construction. Based on the notification, other utility and communication companies are informed and they will assign a locator to prevent damage to the local utility infrastructure.	SA	ATL
11	Disaster Recovery Planning	Planning of temporary solutions for and assisting with disaster recovery including resource reassignment.	SA	ATL
12A	Dispatching Orders	The activity of taking service order related information and routing it to the appropriate field technician. This activity includes various tasks performed by dispatchers, as answering and placing phone calls to the field technicians for support. Dispatching also includes all activities related to the preparation of daily status reports on resolved trouble and all activities and time spent on escalation.	SF	ATL
12B	Dispatching Troubles	The activity of taking trouble related information and routing it to the appropriate field technician. This activity includes various tasks performed by dispatchers, as answering and placing phone calls to the field technicians for support. Dispatching also includes all activities related to the preparation of daily status reports on service orders and all activities and time spent on expeditions.	SA	ATL
13	Governmental & External Relations	Management of external relationships between GTE and governmental, regulatory, and other external organizations. This activity includes lobbying and assuring compliance of policies and procedures set forth by federal, state, and local governments. This also includes any time spent on contractual obligations with external organizations.	SA/SF	ATL
14	Make Equipment Recommendations	Includes evaluating the performance of vendor equipment, and creating company guidelines and standards for equipment to be carried by each technician class, and to be used by other carriers connecting to GTE's network.	SA	ATL
15	Measure and Monitor Customer Satisfaction	This activity includes all work associated with reviewing, analyzing and acting upon customer satisfaction survey information.	SA/SF	ATL/BTL
16	Monitor and Control Network Elements	Monitor, analyze and initiate appropriate action for alarms received from supplied support systems. Also includes alarms for the wireless product line, customer provided equipment (CPE), and SS7.	SA	ATL/BTL
17	Monitor and Control Network Elements - X.25	Monitor, analyze and initiate appropriate action for alarms received from supplied support systems for GTE's internal X.25 network.	SA/SF	ATL
18	Monitor COPS Queues	Timely review of all COPS queues and alerts to assure that reports are assigned to Technicians in time to meet commitments. It includes report activity, filing, and paging men for clearing COPS.	SA/SF	BTL

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Activity	Activity Name	Activity Description	Process	ATL/ BTL
19	Monitor Internal Procedures and Policies	This activity includes all work associated with monitoring and managing the policies and procedures of the work center	SA/SF	ATL/BTL
20A	Monitoring and Clearing AWAS Alerts (Orders)	The process of monitoring, clearing, manually overriding and rerouting alerts from AWAS. Making sure all order commitments are met. The process of clearing an order ticket and updating dispatch information.	SF	ATL
20B	Monitoring and Clearing AWAS Alerts (Troubles)	The process of monitoring, clearing, manually overriding and rerouting alerts from AWAS. Making sure all repair commitments are met. The process of clearing a trouble ticket and updating dispatch information.	SA	ATL
21	Network Configuration Management	Installing software upgrades (both Generics and Patches) to GTE's switches. This activity also involves testing the switch to ensure it is functioning properly.	SA	ATL
22	Network Traffic Management	Consists of monitoring network traffic, taking corrective actions to relieve service affecting network congestion, assisting with the turn-up of new network equipment and developing standardized methods and procedures for traffic routing.	SA	ATL
23	Order Installation	Includes all BZT/CZT activities involved in provisioning service related to customer orders.	SF	ATL
24	Perform Special Projects	This activity includes managing projects of a miscellaneous nature in order to support a particular work center. Also included in this activity is IntraCompany correspondence.	SA/SF	ATL
25	Perform Special Projects - X.25	This activity includes managing projects of a miscellaneous nature that support the functioning of GTE's internal X.25 network.	SA/SF	ATL
26	Perform Workcenter Planning	This activity includes all work associated with assessing a work center's future capabilities, capacity, performance expectations and resource requirements. It also includes assessing the capabilities of the introduction, provisioning, and the maintenance of new products and services. It includes all time spent preparing business cases, plans and work center budgets. Includes both operational and financial planning.	SA/SF	ATL/BTL
27	Personnel and Administration Support	This activity includes all work associated with selecting, training, evaluating, motivating, rewarding and communicating with employees (based on existing work standards), as well as surveying employee satisfaction. Troubleshooting and problem-solving - identifying and resolving issues with employees as they arise. This activity includes all day-to-day administration.	SA/SF	ATL/BTL
28	Personnel and Administration Support - X.25	This activity includes all work associated with selecting, (initial) training, communicating with, evaluating, motivating and rewarding employees (based on existing work standards), as well as surveying employee satisfaction. Troubleshooting and problem-solving - identifying and resolving issues with employees as they arise. This activity is specific to those employees who work with GTE's internal X.25 network.	SA/SF	ATL

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Activity	Activity Name	Activity Description	Process	ATL/ BTL
29	Plotting Work Locations	Graphic Specialist accesses area maps for work centers and verifies that COPS or SORCES and the graphics addresses are the same. The specialist should update the host system and provide field technician directions to a job site when asked to assist.	SA/SF	ATL/BTL
30	Product Development and Deployment	This activity includes all work associated with migrating product support, for both new products and existing products, to the work center. It includes the development of training materials and delivery of training to the work center, as well as all administrative requirements.	SA	ATL
31	Proposing Network Improvements	Includes proposing specific and viable actions or business solutions within company guidelines relating to the continued repair or replacement of network facilities.	IP	ATL
32	Provide Provisioning - X.25	This activity involves all tasks related to the installation of GTE's internal X.25 network.	SA/SF	ATL
33	Provide System Support	This activity encompasses the support of data and voice systems as well as personal computers and workstations. This activity includes all work (routine maintenance, system backups and system restoration) associated with ensuring the functionality of the data and voice systems, including ACDs, and the data and voice networks employed within GTE. Includes updates on PC and laptop Ids and day-to-day computer and telephone support. This activity includes performing the launch of new computer desktop and workstation applications and upgrades to old applications. These applications include but are not limited to TAS, AWAS, Excel and Word.	SA/SF	ATL/BTL
34	Provide Technical Support - X.25	Helping to diagnose and solve specific technical problems experienced by other groups related to GTE's internal X.25 network. Included are: software diagnostics, circuit or device statuses, reset ports, and refer circuits to field.	SA/SF	ATL
35A	Provide technical support (Infrastructure Provisioning)	Helping to diagnose and solve specific technical problems experienced by other groups.	IP	ATL/BTL
35B	Provide technical support (Orders)	Helping to diagnose and solve specific technical problems experienced by other groups.	SF	ATL/BTL
35C	Provide technical support (Troubles)	Helping to diagnose and solve specific technical problems experienced by other groups.	SA	ATL/BTL
36	Provision Service Order	This activity includes all work associated with implementing, checking, screening, and tracking new orders. Findings are forwarded to the provisioning group or to other DBM groups for action. This activity is part of the Service Fulfillment process.	SF	ATL

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Activity	Activity Name	Activity Description	Process	ATL/ BTL
37	Provision Work Order	This activity includes all work associated with provisioning work orders. This is an Infrastructure Provisioning process.	IP	ATL
38	Repair and Maintain Network Facilities	Includes all BZT/CZT activities involved in repairing and maintaining the network.	SA	ATL
39	Resolve 1-800 trouble calls	This activity includes receiving the call concerning 800 service trouble and working to resolve the problem.	SA	ATL
40A	Resolve Customer Issue related to Service Orders	This activity includes all work associated with installing a product/service/ or solving customer issue related to service order. This also includes status reports.	SF	ATL/BTL
40B	Resolve Customer Trouble	This activity includes all work associated with repairing a product/service/customer problem. This also includes status reports.	SA	ATL/BTL
41A	Resource Management (Orders)	Workload distribution/management of manpower, prioritizing work, assuring that the volume of service and work orders can be completed by the available technician or support personnel. Daily communication (including conference calls) between Workcenter (such as DRM, BDCC, Customer Operations) and field technicians related to the scheduling of manpower (re-assigning BZT and CZT) and analysis of missed commitments.	SF	ATL/BTL
41B	Resource Management (Trouble)	Workload distribution/management of manpower, prioritizing work, assuring that the volume of trouble tickets can be completed by the available technicians or technical support personnel. Daily communication (including conference calls) between Workcenter (such as DRM, BDCC, Cust. Ops.) and field technicians related to the scheduling of manpower (re-assigning BZT and CZT) and analysis of missed commitments.	SA	ATL/BTL
42	Sell One More	This activity includes all time related to selling products and services associated with the "sell one more" program. This is a Service Fulfillment process.	SF	ATL
43	Site Inspections	This activity involves the inspection of collocated locations to ensure the integrity of GTE's network.	SA	ATL
44	SS7 Database Management	Managing routing and global transfer data for STPs. This data is used for the routing of SS7 traffic between central offices and other network elements within GTE's network.	SA	ATL
45	Support 911	This activity includes all work associated with supporting and responding to DBM issues for 911 operations.	SA	BTL
46	Training	Daily activity related to on-the-job training on new and existing policies and procedures and information systems. This activity includes all time spent in training classes, whether as instructor or student, and includes all time spent on the coordination of training.	SA/SF	ATL
47	Video Network Support	This activity involves the installation, maintenance, and support of the internal GTE video conferencing network.	SA	BTL

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WORK CENTER RESOURCES AND BENEFITS CALCULATIONS

Work Center resources are divided into two sections: labor and non-labor. These resource dollars are computed for each work center involved in the Service Assurance process. The resource dollars are then assigned through the activity model to the cost objects which they support.

Labor Costs

Arthur Andersen calculated labor costs based on GTE loaded labor rates, provided by Jurisdictional Accounting, a department of GTE Finance. These rates are used in GTE's staff models and budgetary process. The loaded labor rates consist of three rates: the labor base rate, MICS loading rate (employee bonuses), and benefits loading rate (pension, insurance and taxes). The MICS loading rate was calculated at 10% of the salary level base rate. The MICS rate applies only to salaried employees, as hourly employees do not receive employee bonuses. Since GTE uses a budgeted overtime rate for staffing purposes, this figure is used to calculate overtime costs for hourly and non-exempt salaried positions, except when otherwise noted.

Calculations

Labor Costs for General Management at a Given Salary Level =
 $((\text{Base Rate} + \text{MICS Rate} + \text{Benefits Rate}) * \text{Base Hours}) * \text{Head Count}$

Labor Costs for Non-Exempt Management at a Given Salary Level =
 $((\text{Base Rate} + \text{MICS Rate} + \text{Benefits Rate}) * \text{Base Hours}) + (1.5 * \text{Base Rate} * \text{Overtime Hours}) * \text{Head Count}$

Labor Costs for Hourly Employees at a Given Hourly Level =
 $((\text{Base Rate} + \text{Benefits Rate}) * \text{Base Hours}) + (1.5 * \text{Base Rate} * \text{Overtime Hours}) * \text{Head Count}$

Base Hours = 2,080 hours

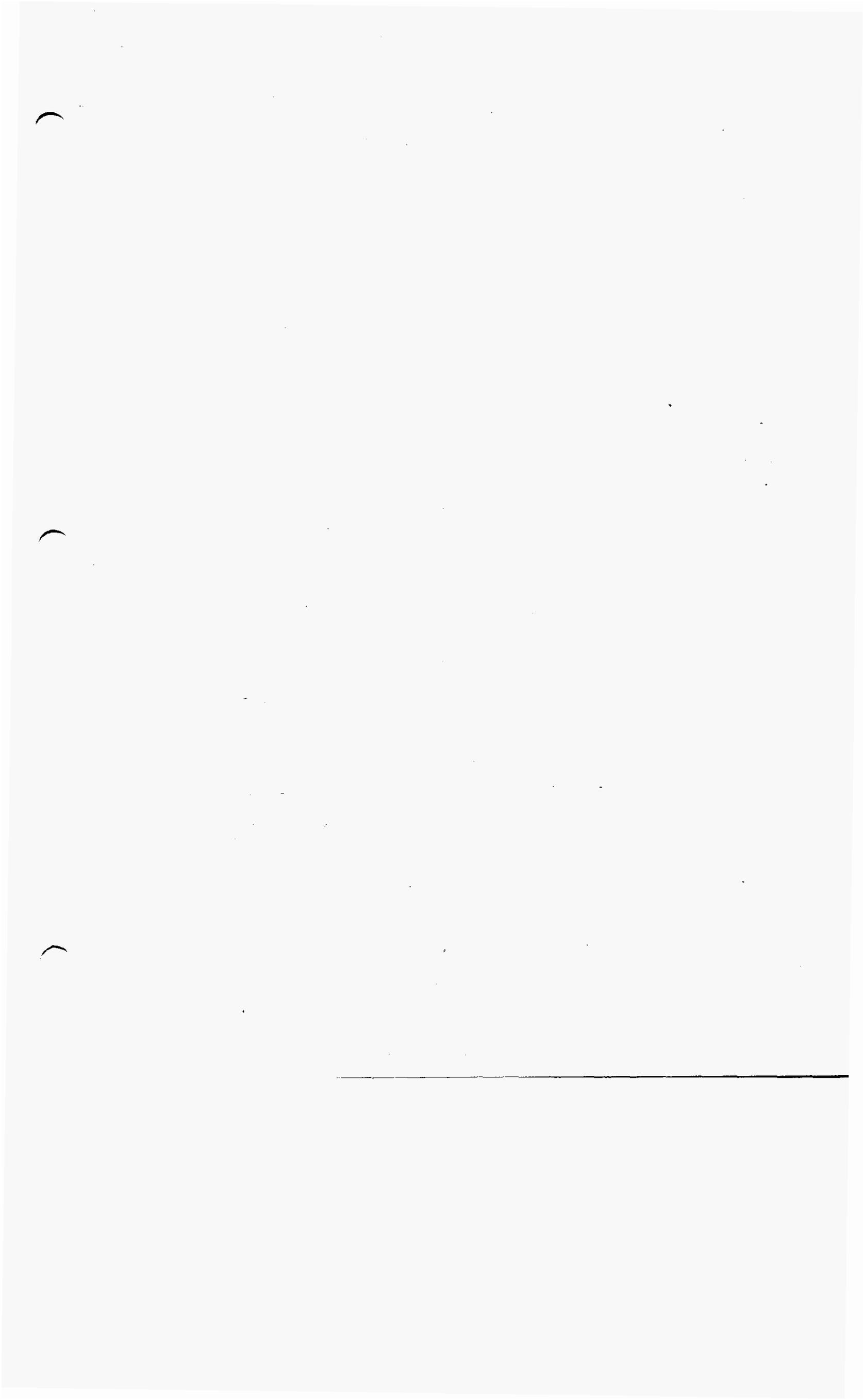
Overtime Hours = Base Hours * budgeted percentage per work center

Non-Labor Costs

Non-labor costs are calculated based on the most recent work center budget adjustments available. These costs include all non-labor expenses that come from the regulated expense accounts. Examples of these expense types include materials, supplies, travel, internal telecom, etc. These expenses are incurred by the work center as a result of the work center's operations. They comprise the second portion of the work center's total resource dollars.

GTE Cost Pools

This study is responsible for analysis all Service Assurance resource costs for the work centers involved in the Service Assurance process. All Labor and Non-labor dollars identified in this costing study has been subtracted from GTE's cost pools in order to avoid double counting. GTE costing group performs an extensive adjustment process to ensure all resource dollars identified herein are deducted from the appropriate Part 32 FCC account.



SERVICE ASSURANCE WORK CENTERS

CUSTOMER CARE CENTER (CARE) - 6230 AND 6232

Work Center Description

This work center (6232) acts as the chief interface to regional operations regarding repair needs and service demands. The Customer Care Centers are the primary contact for residential, small business, and resale service repair issues. These centers manage the testing and isolation of trouble in order to maximize revenue, reduce non-revenue-producing dispatches, and resolve customer inquiries. Trouble tickets are created in TAS and routed to other GTE work centers via AWAS.

The Customer Care Center Support group (6230) provides day-to-day functional support to centers, coordinates administrative duties, analyzes and provides recommendations regarding problems, and coordinates activities relating to all CARE centers.

Work Center Processes

CARE is involved primarily in the Service Assurance process but has some involvement in the Service Fulfillment process (e.g. Activity "Sell One More" performed by CARE representatives - in the process of assisting a customer with trouble, they are trying to sell them more services).

Cost Objects Supported by Work Center

CARE supports R1 and B1 services for retail and wholesale customers. Since the same CARE processes are used under the retail and wholesale environments, there are no avoided costs for CLEC trouble resolutions. The CLEC just displaces the end customer as the calling party. In fact, CARE has actually seen resolution times increase for CLEC troubles. GTE must recover the costs associated with CLEC service assurance. Therefore, the same cost structure is used for retail and wholesale service assurance.

Internally, all costs are assigned to the UNE Switching, since all "in-house" trouble resolutions are cleared in the switch. However, since some troubles are sent to the central office or field technicians for resolution, this portion of the CARE's costs are assigned to UNEs based on the Customer Operations positive time reporting system. See the Customer Operations section for more detail.

Work Center Cost Model Results

Unitized work center results related to UNEs and Services costs are documented on the following pages (cost model output).

See the Work Center Template section for more detail regarding UNEs and Services calculation.

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<i>Final Network Element Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
Customer Care Center - Tampa			
6232			
<i>Cross-connect</i>			
Additive Cost			
Bus_Ln			
Coin			
Res_Ln			
Additive Cost Total			
<i>Cross-connect Total</i>			
<i>NAC - Switched</i>			
Additive Cost			
Bus_Ln			
Coin			
Res_Ln			
Additive Cost Total			
<i>NAC - Switched Total</i>			
<i>NID</i>			
Additive Cost			
Bus_Ln			
Coin			
Res_Ln			
Additive Cost Total			
<i>NID Total</i>			
<i>Switching</i>			
Additive Cost			
Bus_Ln			
Coin			
Res_Ln			
Additive Cost Total			
<i>Switching Total</i>			

REDACTED

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**Final Network Element
Cost By Work Center**

**Volume
Sensitive**

**Volume
Insensitive**

**Total
Overall**

Customer Care S&A

6230

Cross-connect

Additive Cost

Bus_Ln

Coin

Res_Ln

Additive Cost Total

Cross-connect Total

NAC - Switched

Additive Cost

Bus_Ln

Coin

Res_Ln

Additive Cost Total

NAC - Switched Total

NID

Additive Cost

Bus_Ln

Coin

Res_Ln

Additive Cost Total

NID Total

Switching

Additive Cost

Bus_Ln

Coin

Res_Ln

Additive Cost Total

Switching Total

REDACTED

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<i>Final Service Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
Customer Care Center - Tampa			
6232			
<i>Bus_Ln</i>			
Base Cost			
Bus_Ln-Base			
Base Cost Total			
<i>Bus_Ln Total</i>			
<i>Coin</i>			
Base Cost			
Coin-Base			
Base Cost Total			
<i>Coin Total</i>			
<i>Res_Ln</i>			
Base Cost			
Res_Ln-Base			
Base Cost Total			
<i>Res_Ln Total</i>			

REDACTED

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<i>Final Service Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
--	-------------------------	---------------------------	----------------------

Customer Care S&A

6230

Bus_Ln

Base Cost

Bus_Ln-Base

Base Cost Total

Bus_Ln Total

Coin

Base Cost

Coin-Base

Base Cost Total

Coin Total

Res_Ln

Base Cost

Res_Ln-Base

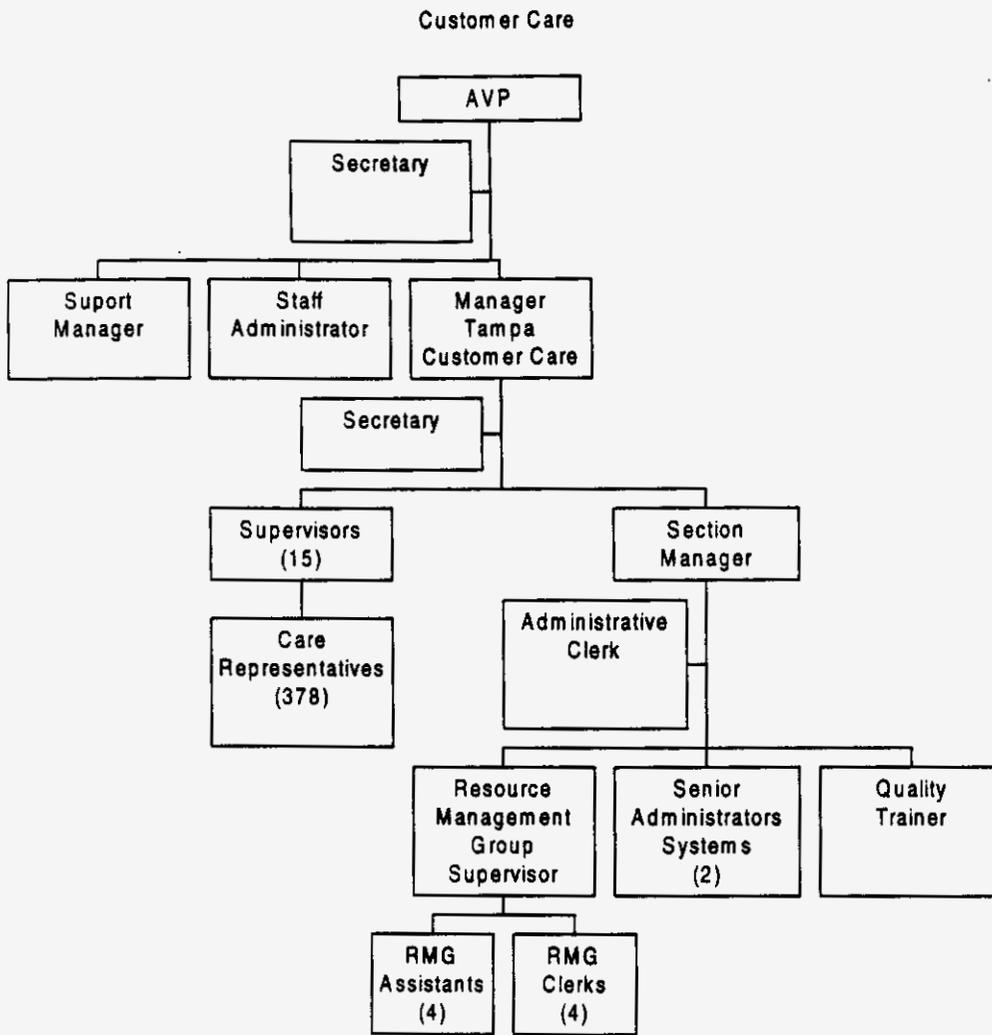
Base Cost Total

Res_Ln Total

REDACTED

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Organizational Structure (including forward-looking adjustments)



REDACTED

REDACTED

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Customer Care Center - Tampa

Virginia Filing

Work Center Codes: 6232

- | | |
|---|--|
| <input checked="" type="checkbox"/> Service Assurance | <input type="checkbox"/> Infrastructure Provisioning |
| <input checked="" type="checkbox"/> Service Fulfillment | <input type="checkbox"/> Sales, Marketing, and Advertising |
| <input type="checkbox"/> Billing and Collections | <input type="checkbox"/> Other |

Number of employees: _____

Number of contractors: _____

Total number of FTEs: _____

Work Center Description: Customer Care Center provides customers with help and repair on R1, B1, and Coin Lines

UNEs identified as cost objects:

NID, NAC Switched, Cross Connect, Switching

States Supported by the Work Center:

KY, AL, NC, SC, VA, FL

Services identified as cost objects:

Res Line, Bus Line, Coin

Market Segments Supported by the Work

Residential, Business and CLEC's

Notes:

Staff Secretary - no job class information provided; classified in model as Non-Exempt Management Level 1B.

REDACTED

24 031

GTE
Service Assurance Cost Study

Customer Care Center - Tampa

Florida Filing

Work Center Activities

Work Center Codes: 6232

Activities	ATL/BTL	Direct/Shared/Common	Process	Primary/Supporting
Analyze Operational Performance	ATL	Shared	Service Assurance	Supporting
Answer customer calls (Trouble)	ATL	Direct	Service Assurance	Primary
Monitor Internal Procedures and Policies	ATL	Shared	Service Assurance	Supporting
Perform Special Projects	ATL	Shared	Service Assurance	Supporting
Perform Workcenter Planning	ATL	Shared	Service Assurance	Supporting
Personnel and Administration Support	ATL	Shared	Service Assurance	Supporting
Product Development and Deployment	ATL	Shared	Service Assurance	Supporting
Provide System Support	ATL	Shared	Service Assurance	Supporting
Resolve Customer Trouble	ATL	Direct	Service Assurance	Primary
Resource Management (Trouble)	ATL	Shared	Service Assurance	Supporting
Sell One More	ATL	Direct	Service Fulfillment	Primary
Training	ATL	Shared	Service Assurance	Supporting

24 032

Customer Care Center - Tampa - 6232
Florida Filing
Work Center Activities by Job Class

Position	Activities	% of Time Spent
CARE Reps		
	Answer customer calls (Trouble)	
	Resolve Customer Trouble	
	Sell One More	
	Training	
CARE Reps Total		
Facility Clerk		
	Answer customer calls (Trouble)	
	Resolve Customer Trouble	
	Sell One More	
	Training	
Facility Clerk Total		
Manager		
	Analyze Operational Performance	
	Perform Workcenter Planning	
	Personnel and Administration Support	
	Resolve Customer Trouble	
Manager Total		
Offline CARE Reps		
	Analyze Operational Performance	
	Resolve Customer Trouble	
	Resource Management (Trouble)	
Offline CARE Reps Total		
Quality Trainer		
	Analyze Operational Performance	
	Monitor Internal Procedures and Policies	
	Personnel and Administration Support	
	Product Development and Deployment	
	Sell One More	
Quality Trainer Total		
Resource Management Group		
	Resource Management (Trouble)	
Resource Management Group Total		
RMG - FMLA issues		
	Analyze Operational Performance	
	Personnel and Administration Support	
RMG - FMLA issues Total		
RMG Clerks		
	Resource Management (Trouble)	
RMG Clerks Total		

REDACTED

24 033

Customer Care Center - Tampa - 6232

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
RMG Supervisor	Personnel and Administration Support Resource Management (Trouble)	
RMG Supervisor Total		
Section Manager	Perform Special Projects Perform Workcenter Planning Personnel and Administration Support	
Section Manager Total		
Staff Secretary	Analyze Operational Performance Perform Workcenter Planning Personnel and Administration Support Resolve Customer Trouble	
Staff Secretary Total		
Supervisor	Perform Special Projects Personnel and Administration Support Resolve Customer Trouble Resource Management (Trouble)	
Supervisor Total		
Support Clerk	Perform Special Projects Perform Workcenter Planning Personnel and Administration Support	
Support Clerk Total		
Systems Admin.	Provide System Support	
Systems Admin. Total		

REDACTED

24 034

**GTE
Service Assurance Cost Study**

**Customer Care Center -- Tampa-6232
Florida Filing**

Notes:

Only the costs related to ATL, Service Assurance activity, are included in our model. All BTL work time is aggregated into the "BTL activity" and segmented from our study. The ATL/BTL breakout is calculated and explained on subsequent pages of this template.

The BTL percentages represent time spent on non-regulated services (ie..Long-Distance, Wireless, CPE).

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GTE
Service Assurance Cost Study

Customer Care Center - Tampa-6232

Florida Filing

Work Center Resources

Labor Resources

Date

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24 036

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**GTE
Service Assurance Cost Study**

**Customer Care Center – Tampa - 6232
Florida Filing
Work Center Resources**

Notes:

Overtime is paid at time-and-a-half of the employee's base rate.

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits

Percent of labor and non-labor expenses assigned to each state is based on trouble tickets. See TAS ticket page of the template for calculation.

Non-labor expenses are based on work center August 1998 outlook.

24 037

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Customer Care S&A

Florida Filing

Work Center Codes: 6230

- | | |
|---|--|
| <input checked="" type="checkbox"/> Service Assurance | <input type="checkbox"/> Infrastructure Provisioning |
| <input checked="" type="checkbox"/> Service Fulfillment | <input type="checkbox"/> Sales, Marketing, and Advertising |
| <input type="checkbox"/> Billing and Collections | <input type="checkbox"/> Other |

Number of employees: _____

Number of contractors: _____

Total number of FTEs: _____

Work Center Description: The Customer Care Center Support group provides day-to-day functional support to centers, coordinates administrative duties, analyzes and provides recommendations regarding problems, and coordinates activities relating to all CARE centers.

UNEs identified as cost objects:

NID, NAC - Switched, Cross Connect, Switching

States Supported by the Work Center:

National

Services identified as cost objects:

Res_Ln, Bus_Ln, Coin

Market Segments Supported by the Work

Residential, Business, and CLECs

Notes:

24 038

REDACTED

GTE
Service Assurance Cost Study

Customer Care S&A

Florida Filing

Work Center Activities

Work Center Codes: 6230

Activities	ATL/BTL	Direct/Shared/Common	Process	Primary/Supporting
Personnel and Administration Support	ATL	Shared	Service Assurance	Supporting

24 039

Customer Care S&A - 6230
Florida Filing
Work Center Activities by Job Class

Position	Activities	% of Time Spent
AVP	<i>Personnel and Administration Support</i>	
AVP Total		
Executive Secretary II	<i>Personnel and Administration Support</i>	
Executive Secretary II Total		
Staff Admin	<i>Personnel and Administration Support</i>	
Staff Admin Total		
Support Mgr.	<i>Personnel and Administration Support</i>	
Support Mgr. Total		

REDACTED

24 040

GTE
Service Assurance Cost Study

Customer Care S&A-6230
Florida Filing
Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates			6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts						

REDACTED

24 041

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INFORMATION RESTRICTED

**GTE
Service Assurance Cost Study**

**Customer Care Center S&A- Tampa - 6230
Florida Filing
Work Center Resources**

Notes:

Overtime is paid at time-and-a-half of the employee's base rate.

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits

Percent of labor and non-labor expenses assigned to each state is based on trouble tickets. See TAS ticket page of the template for calculation.

Non-labor expenses are based on work center August 1998 outlook.

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24 042

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**GTE
Service Assurance Cost Study**

ARTHUR ANDERSEN LLP

**CARE Work Center 6230 and 6232
Florida Filing
Work Center Information Systems**

ACTIVITY	Systems Used									
	ACD	CARE	TAS	MARK	SORCES	PacMod	Starmen	NOCV (5/98)	Witness	4 Tel II
Analyze Operational Performance	X	X	X						X	
Answer Customer Calls (Trouble)	X	X								
Monitor Internal Procedures and Policies		X	X							
Perform Special Projects										
Perform Workcenter Planning										
Personnel and Administration Support										
Product Development and Deployment										
Provide System Support	X									
Resolve Customer Trouble		X	X	X	X	X	X	X		X
Resource Management (Trouble)	X									
Sell One More	X	X								
Training										

24 043

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GTE
Service Assurance Cost Study

ARTHUR ANDERSEN LLP

CARE Work Center 6230 and 6232
Florida Filing
TAS Daily Activity Report¹
Services to UNE's Mapping

Measurements	Nov-97	Dec-97	Jan-98	Feb-98	Mar-98	Apr-98	May-98	Jun-98	Jul-98	Aug-98	Sep-98	Total
---------------------	---------------	---------------	---------------	---------------	---------------	---------------	---------------	---------------	---------------	---------------	---------------	--------------

REDACTED

24 044

Customer Care Center - Tampa-6232

Florida Filing

Cost Object Driver Percentages

Service	Driver
Bus_Ln	
Coin	
Res_Ln	
Total Driver Percentage	

REDACTED

24 045

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**GTE
Service Assurance Cost Study
Florida Region**

ARTHUR ANDERSEN LLP

**CARE Work Center 6230 and 6232
Florida Filing
TAS Ticket Calculations¹**

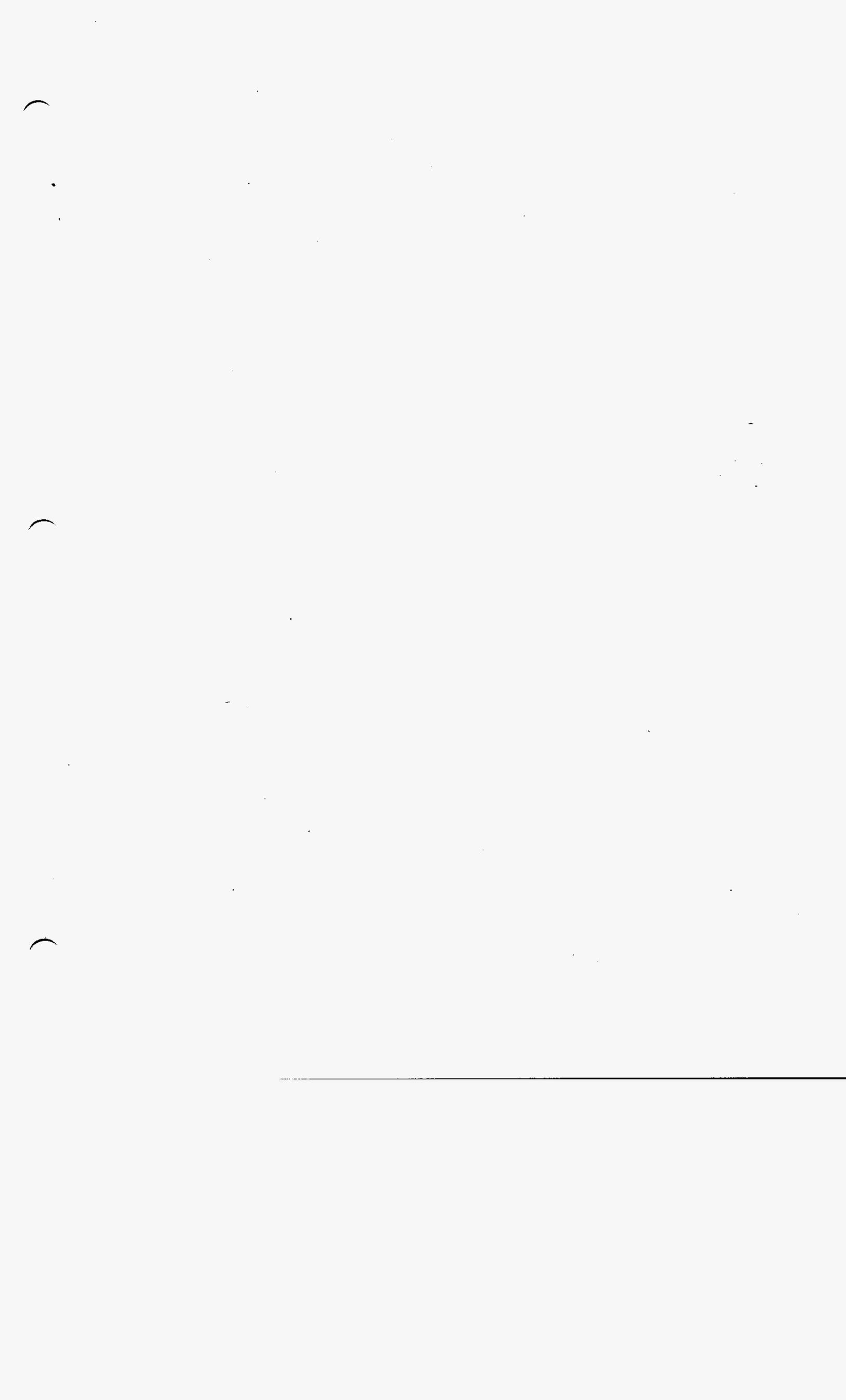
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National Customer Support Center (NCSC) - 6260

Work Center Description

This department is involved at the front end of all of GTE's new product and service deployments by providing customers with repair assistance on these services and by improving the company's abilities to deploy advanced products and services. As such, this group interfaces with various other operations and product management/deployment groups to improve and enhance the level of service provided to users of advanced products and services, including both network and BTL products. All BTL costs were excluded from this study. This department consists of the following groups:

- NCSC System Support
- Complex Product Support
- NCSC Training and Testing
- NCSC Analyst
- Administration

NCSC System Support is responsible for administration, maintenance, and support of PCs, Legacy, and Client/Server based systems, call center administration, network problem resolution, NCSC hardware/software support, and maintenance of Care system users and NPA/NNX databases.

Complex Product Support is responsible for overall product support activities, consultative relationships with Network Services staff groups, technical consulting, trouble analysis for major customers, second level support for NCSC Analysts, and project management for new products and services.

NCSC Training and Testing is responsible for new product training coordination and curriculum development and presentation.

NCSC Analysts use independent judgement to provide consulting and trouble analysis and act as a feedback loop to product management. They are the work center's primary interface to customers and generate the vast majority of trouble tickets.

Work Center Processes

NCSC primarily supports Service Assurance.

Cost Objects Supported by Work Center

The regulated services supported include ISDN Basic Rate Interface, ADSL, and Centranet.

All corrective work is done in the switch database, so Switching is the only UNE cost object supported "in house". The vast majority of troubles generated by the NCSC are resolved "in

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house". Occasionally, troubles result in field dispatchers whereby NAC-Switched or NAC-Special will be repaired.

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<i>Final Network Element Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
--	---------------------	-----------------------	------------------

National Customer Support Center

6260

NAC - Special

Additive Cost

Bus_CNTRNT

ISDN_BRI

Additive Cost Total

NAC - Special Total

NAC - Switched

Additive Cost

Bus_CNTRNT

ISDN_BRI

Additive Cost Total

NAC - Switched Total

Switching

Additive Cost

Bus_CNTRNT

ISDN_BRI

Additive Cost Total

Switching Total

REDACTED

24 049

Final Service Cost By Work Center

Volume
Sensitive

Volume
Insensitive

Total
Overall

National Customer Support Center

6260

Bus_CNTRNT

Base Cost

Bus_CNTRNT-Base

Base Cost Total

Bus_CNTRNT Total

ISDN_BRI

Base Cost

ISDN_BRI-Base

Base Cost Total

ISDN_BRI Total

REDACTED

24 050

Final Service Cost for 6260
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Work Center Cost Model Results

Unitized work center results related to UNEs and Services costs are documented on the following pages (cost model output).

See the Work Center Template section for more detail regarding UNEs and Services calculation.

Organizational Structure (including forward-looking adjustments)

National Customer Service Center

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Assumptions Made for Forward-Looking Study

REDACTED

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National Customer Support Center

Florida Filing

Work Center Codes: 6260

- | | |
|---|--|
| <input checked="" type="checkbox"/> Service Assurance | <input type="checkbox"/> Infrastructure Provisioning |
| <input type="checkbox"/> Service Fulfillment | <input type="checkbox"/> Sales, Marketing, and Advertising |
| <input type="checkbox"/> Billing and Collections | <input type="checkbox"/> Other |

Number of employees:

Number of contractors:

Total number of FTEs:

REDACTED

Work Center Description: Provides customers with Help and Repair on new products and services.

UNEs identified as cost objects:

Switching, NAC_Switched, and NAC_Special

States Supported by the Work Center: National

Services identified as cost objects:

Bus_CNTRNT, ISDN_BRI, and ADSL

Market Segments Supported by the Work All Markets; Retail and Wholesale

Notes:

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GTE
Service Assurance Cost Study

National Customer Support Center

Florida Filing

Work Center Activities

Work Center Codes: 6260

Activities	ATL/BTL	Direct/Shared/Common	Process	Primary/Supporting
Analyze Operational Performance	ATL	Shared	Service Assurance/Fulfillment	Supporting
Answer customer calls (Trouble)	ATL	Direct	Service Assurance	Primary
Measure and Monitor Customer Satisfaction	ATL	Shared	Service Assurance	Supporting
Perform Special Projects	ATL	Shared	Service Assurance	Supporting
Perform Workcenter Planning	ATL	Shared	Service Assurance	Supporting
Personnel and Administration Support	ATL	Shared	Service Assurance	Supporting
Product Development and Deployment	ATL	Shared	Service Assurance	Supporting
Provide System Support	ATL	Shared	Service Assurance	Supporting
Resolve Customer Trouble	ATL	Direct	Service Assurance	Primary
Resource Management (Trouble)	ATL	Shared	Service Assurance	Supporting
Training	ATL	Shared	Service Assurance	Supporting

24 054

National Customer Support Center - 6260

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Admin	Answer customer calls (Trouble) Product Development and Deployment Resolve Customer Trouble Training	
Admin Total		
Analyst	Answer customer calls (Trouble) Resolve Customer Trouble Training	
Analyst Total		
Dept. clerk	Perform Special Projects	
Dept. clerk Total		
Director	Analyze Operational Performance Measure and Monitor Customer Satisfaction Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Resource Management (Trouble)	
Director Total		
HR/Trainer 01	Personnel and Administration Support Product Development and Deployment	
HR/Trainer 01 Total		
HR/Trainer 02	Personnel and Administration Support Product Development and Deployment	
HR/Trainer 02 Total		
Project Management	Analyze Operational Performance Measure and Monitor Customer Satisfaction Personnel and Administration Support Product Development and Deployment	
Project Management Total		
Resource Management	Analyze Operational Performance Resource Management (Trouble)	
Resource Management Total		

REDACTED

24 055

National Customer Support Center - 6260

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Section Manager		
	Analyze Operational Performance	
	Perform Workcenter Planning	
	Personnel and Administration Support	
	Product Development and Deployment	
Section Manager Total		
Sr. Admin		
	Answer customer calls (Trouble)	
	Product Development and Deployment	
	Resolve Customer Trouble	
	Training	
Sr. Admin Total		
Staff Admin		
	Analyze Operational Performance	
	Perform Workcenter Planning	
	Personnel and Administration Support	
	Product Development and Deployment	
Staff Admin Total		
Staff Sec.		
	Personnel and Administration Support	
Staff Sec. Total		
Supervisor		
	Answer customer calls (Trouble)	
	Personnel and Administration Support	
	Resource Management (Trouble)	
Supervisor Total		
Systems Administrator		
	Analyze Operational Performance	
	Perform Special Projects	
	Provide System Support	
Systems Administrator Total		
Systems Assistant		
	Analyze Operational Performance	
	Perform Special Projects	
	Provide System Support	
Systems Assistant Total		

REDACTED

24 056

GTE
Service Assurance Cost Study

NCSC Work Center - 6260
Florida Filing
Work Center Activities by Job Class

Notes:

A trouble ticket is usually closed by the NCSC rep who takes the call. It could, however, be transferred to a Supervisor within the NCSC, a C.O. Tech, a Field Tech, a DBM analyst or the NOC for resolution. In these cases, the NCSC rep is notified when the issue is resolved and is responsible for ensuring the trouble issue is completed properly.

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GTE
Service Assurance Cost Study

National Customer Support Center-6260
Florida Filing
Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates			6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts						

REDACTED

24 058

GTE
Service Assurance Cost Study

National Customer Support Center-6260
Florida Filing
Work Center Resources

Non-Labor Resources

SAP Element Code

Dollars

REDACTED

24 059

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GTE
Service Assurance Cost Study

NCSC Work Center - 6260
Florida Filing
Work Center Resources

Notes:

Overtime is paid at time-and-a-half of the employee's base rate.

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits

Percent of labor and non-labor expenses assigned to each state is based on resolved trouble tickets. See The State Cost Assignment page of the template for calculation..

The credit to SAP element code 6790 represents a stretch goal to decrease expenses by this amount.

Non-labor expenses are based on August 1998 outlook.

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**GTE
Service Assurance Cost Study**

ARTHUR ANDERSEN LLP

NCSC Work Center - 6260
Florida Filing
Information Systems

Activities	Systems Used												
	ACD	CARE	TAS	AWAS	Remedy	MARK	SORCES	COPS	NOCV (5/98)	TPX	NASS	AIN	CBIS
Personnel and Administration Support													
Perform Work Center Planning	X												
Product Development and Deployment													
Measure and Monitor Customer Satisfaction													
Analyze Operational Performance	X		X		X				X				
Provide Systems support	X	X	X		X	X	X	X	X				
Answer customer calls (trouble)	X	X											
Resolve Customer Trouble			X	X	X	X	X	X	X	X	X	X	X
Resource Management (Orders)	X												
Training													
Perform Special Projects													

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NCSC Work Center - 6260
Florida Filing
State Cost Assignment

<i>Activities</i>	Resolve Problem	State's Percentage
<i>Activity Drivers</i>	Trouble Tickets	
<i>State</i>	1/1/98 - 8/31/98	
AL		
AR		
CA		
FL		
HI		
IA		
ID		
IL		
IN		
KY		
MI		
MN		
MO		
NC		
NE		
NM		
NV		
OH		
OK		
OR		
PA		
SC		
TX		
VA		
WA		
WI		
TOTALS		

REDACTED

Note: This table shows the trouble ticket volumes by state, processed by the NCSC over an 8 month time period. These counts are used to drive the NCSC's costs to the different states it supports.

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National Customer Support Center-6260

Florida Filing

Cost Object Driver Percentages

<u>Service</u>	<u>Driver</u>
ADSL	
Bus_CNTRNT	
ISDN_BRI	
Other	
Total Driver Percentage	

REDACTED

24 063

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GTE
Service Assurance Cost Study

NCSC Work Center - 6260
Florida Filing
Cost Object Driver Percentages

Notes:

Cost object driver percentages were provided by the NCSC management through the interview process.

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**GTE
Service Assurance Cost Study**

ARTHUR ANDERSEN LLP

NCSC Work Center - 6260
Florida Filing
Service Type Cost Assignment

Percentage of time spent on specific services¹

UNE Assignment (Calculated from Disposition Codes on TAS trouble tickets)³

UNEs	%s
Other Objects ²	
NAC_Switched	
NAC_Special Switching	
Total	

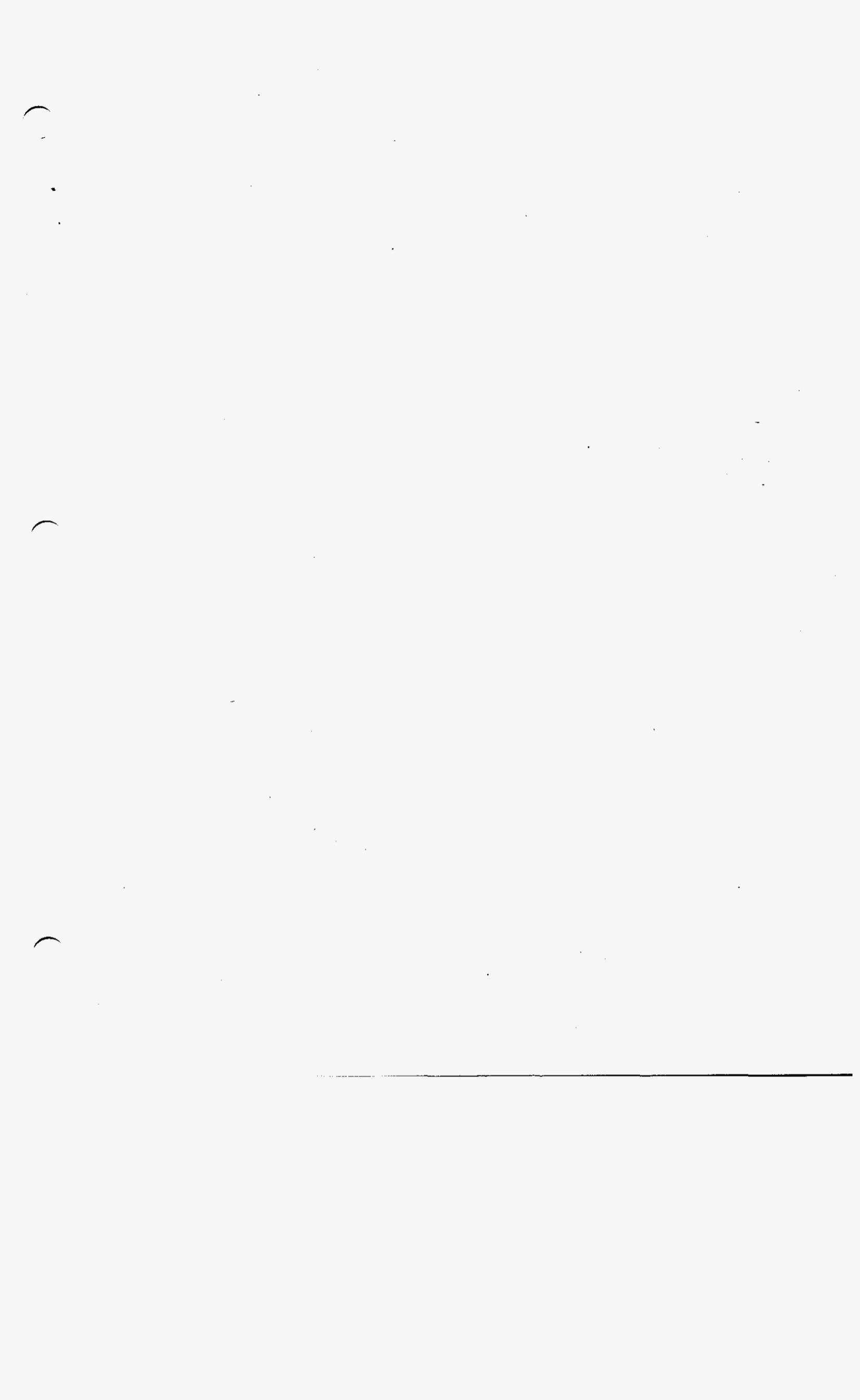
REDACTED

Notes:

² "Other objects" represents work activity on BTL or Service Fullfilment cost objects. This percentage is excluded from our study.

³ GTE provided a count of TAS trouble ticket reports from 1/98 - 8/98. Each of these troubles was assigned to a UNE cost object, based on the disposition code used to "clear" the ticket. The disposition code describes the item that was repaired to restore proper service.

24 065



Division Resource Management (DRM) - 5JA0, 5JB0

Work Center Description

DRM provides both mechanized dispatch monitoring and manual dispatch of trouble and service orders. DRM coordinates and monitors Florida Regional Customer Operations field technicians (CZTs/BZTs) for service installation and repair for residential customers as well as one and two line business customers.

The DRM has several functions. The DRM works to ensure that the technicians select the optimum job. It must ensure that each district has enough technicians to complete the day's work. This often includes moving technicians from their assigned areas into another district. The DRM develops forecasts for the next two weeks' activity based on historical data. The work center also corresponds with the CARE Center regarding customer negotiated due dates.

The DRM in Florida consists of two work centers that have divided their responsibility on a geographical basis into:

- DRM Inland (5JA0)
- RM Coastal (5JB0)

Work Center Processes

DRM supports both Service Assurance and Service Fulfillment Processes. A limited amount of the work center time is spent on activities related to Infrastructure Provisioning.

Cost Objects Supported by Work Center

Since DRM supports the customer operations field technicians, its costs are assigned to UNEs based on the customer operation's positive time reporting system (STAR) for CZT technicians. See the Customer Operations work center documentation for more detail.

Work Center Cost Model Results

Unitized work center results related to UNEs and Services costs are documented on the following pages (cost model output).

See the Work Center Template section for more detail regarding UNEs and Services calculation.

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<i>Final Network Element Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
--	---------------------	-----------------------	------------------

Division Resource Management-Florida-Coastal

5JB0

Cross-connect

Base Cost
Cross-connect-Base
Base Cost Total

Cross-connect Total

Interoffice Transport

Base Cost
Interoffice Transport-Base
Base Cost Total

Interoffice Transport Total

NAC - Special

Base Cost
NAC - Special-Base
Base Cost Total

NAC - Special Total

NAC - Switched

Base Cost
NAC - Switched-Base
Base Cost Total

NAC - Switched Total

NID

Base Cost
NID-Base
Base Cost Total

NID Total

Switching

Base Cost
Switching-Base
Base Cost Total

Switching Total

REDACTED

24 067

<i>Final Network Element Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
--	---------------------	-----------------------	------------------

Division Resource Management-Florida-Inland

5JA0

Cross-connect

Base Cost
 Cross-connect-Base
Base Cost Total

Cross-connect Total

Interoffice Transport

Base Cost
 Interoffice Transport-Base
Base Cost Total

Interoffice Transport Total

NAC - Special

Base Cost
 NAC - Special-Base
Base Cost Total

NAC - Special Total

NAC - Switched

Base Cost
 NAC - Switched-Base
Base Cost Total

NAC - Switched Total

NID

Base Cost
 NID-Base
Base Cost Total

NID Total

Switching

Base Cost
 Switching-Base
Base Cost Total

Switching Total

REDACTED

24 068

Organizational Structure DRM (including forward-looking adjustments)

REDACTED

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**Division Resource Management - Florida-Inland
Florida Filing**

Work Center Codes: 5JA0

- | | |
|---|--|
| <input checked="" type="checkbox"/> Service Assurance | <input type="checkbox"/> Infrastructure Provisioning |
| <input checked="" type="checkbox"/> Service Fulfillment | <input type="checkbox"/> Sales, Marketing, and Advertising |
| <input type="checkbox"/> Billing and Collections | <input type="checkbox"/> Other |

Work Center Description: DRM provides dispatch administration for mechanized dispatch monitoring as well as for manual dispatch of trouble and service orders. DRM coordinates and tracks manpower for service installation and repair.

Number of employees:

Number of contractors:

Total number of FTEs:

UNEs identified as cost objects:

REDACTED

NAC - Switched, NAC - Special, NID, Cross Connect, Switching, Multiplexing, Interoffice Transport

States Supported by the Work Center: Florida

Services identified as cost objects:

Res_Ln, Bus_Ln, Coin, Bus_CNTRN

Market Segments Supported by the Work Residential, Business (1 - 2) lines, and Cable (interoffice trunks)

Notes:

24 071

GTE
Service Assurance Cost Study

Division Resource Management - Florida-Inland

Florida Filing

Work Center Activities

Work Center Codes: 5JAO

Activities	ATL/BTL	Direct/Shared/Common	Process	Primary/Supporting
All BTL Activities	BTL	Shared	Service Assurance	Primary
All Supporting Activities - Service Fulfillment	ATL	Shared	Service Fulfillment	Supporting
Analyze Operational Performance	ATL	Shared	Service Assurance	Supporting
Answer customer calls (Orders)	ATL	Shared	Service Fulfillment	Supporting
Answer customer calls (Trouble)	ATL	Shared	Service Assurance	Supporting
Disaster Recovery Planning	ATL	Shared	Service Assurance	Supporting
Dispatching Orders	ATL	Direct	Service Fulfillment	Primary
Dispatching Troubles	ATL	Direct	Service Assurance	Primary
Governmental & External Relations	ATL	Shared	Service Assurance	Supporting
Measure and Monitor Customer Satisfaction	ATL	Shared	Service Assurance	Supporting
Monitor and Control Network Elements	ATL	Shared	Service Assurance	Supporting
Monitor Internal Procedures and Policies	ATL	Shared	Service Assurance	Supporting
Monitoring and Clearing Systems (Orders)	ATL	Shared	Service Fulfillment	Primary
Monitoring and Clearing Systems (Troubles)	ATL	Shared	Service Assurance	Primary
Perform Special Projects	ATL	Shared	Service Assurance	Supporting
Perform Workcenter Planning	ATL	Shared	Service Assurance	Supporting
Personnel and Administration Support	ATL	Shared	Service Assurance	Supporting
Plotting Work Locations	ATL	Shared	Service Assurance	Supporting
Provide System Support	ATL	Shared	Service Assurance	Supporting
Provide technical support (Orders)	ATL	Shared	Service Fulfillment	Supporting
Provide technical support (Trouble)	ATL	Shared	Service Assurance	Supporting
Resolve Customer Issue related to Service Orders	ATL	Shared	Service Fulfillment	Primary
Resolve Customer Trouble	ATL	Shared	Service Assurance	Primary
Resource Management (Orders)	ATL	Shared	Service Fulfillment	Supporting
Resource Management (Trouble)	ATL	Shared	Service Assurance	Supporting
Training	ATL	Shared	Service Assurance	Supporting

24 072

Division Resource Management - Florida-Inland - 5JA0

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Admin Support Clerk	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support	
Admin Support Clerk Total		
Assigner / Dispatcher	All BTL Activities All Supporting Activities - Service Fulfillment Answer customer calls (Orders) Answer customer calls (Trouble) Dispatching Orders Dispatching Troubles Monitor Internal Procedures and Policies Monitoring and Clearing Systems (Orders) Monitoring and Clearing Systems (Troubles) Personnel and Administration Support Plotting Work Locations Provide technical support (Orders) Provide technical support (Trouble) Resolve Customer Issue related to Service Orders Resolve Customer Trouble Resource Management (Orders) Resource Management (Trouble) Training	
Assigner / Dispatcher Total		
DRM Manager	All BTL Activities All Supporting Activities - Service Fulfillment Analyze Operational Performance Disaster Recovery Planning Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Resource Management (Orders) Resource Management (Trouble)	
DRM Manager Total		

REDACTED

24 073

Division Resource Management - Florida-Inland - 5JA0

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Service Clerk	All BTL Activities All Supporting Activities - Service Fulfillment Answer customer calls (Orders) Answer customer calls (Trouble) Dispatching Orders Dispatching Troubles Measure and Monitor Customer Satisfaction Monitor and Control Network Elements Monitor Internal Procedures and Policies Monitoring and Clearing Systems (Orders) Monitoring and Clearing Systems (Troubles) Perform Special Projects Personnel and Administration Support Provide technical support (Orders) Provide technical support (Trouble) Resolve Customer Issue related to Service Orders Resolve Customer Trouble Resource Management (Orders) Resource Management (Trouble) Training	
Service Clerk Total		
Supervisor - Dispatch	All BTL Activities All Supporting Activities - Service Fulfillment Analyze Operational Performance Monitoring and Clearing Systems (Orders) Monitoring and Clearing Systems (Troubles) Personnel and Administration Support Resolve Customer Issue related to Service Orders Resolve Customer Trouble Resource Management (Orders) Resource Management (Trouble)	
Supervisor - Dispatch Total		
Supervisor - Dispatch II	All BTL Activities All Supporting Activities - Service Fulfillment Analyze Operational Performance Monitoring and Clearing Systems (Orders) Monitoring and Clearing Systems (Troubles) Personnel and Administration Support Resolve Customer Issue related to Service Orders Resolve Customer Trouble Resource Management (Orders) Resource Management (Trouble)	
Supervisor - Dispatch II Total		

REDACTE

24 074

Division Resource Management - Florida-Inland - 5JA0

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Supervisor - Dispatch III	All BTL Activities All Supporting Activities - Service Fulfillment Analyze Operational Performance Monitoring and Clearing Systems (Orders) Monitoring and Clearing Systems (Troubles) Personnel and Administration Support Resource Management (Orders) Resource Management (Trouble)	
Supervisor - Dispatch III Total		
Supervisor - DRM	All BTL Activities All Supporting Activities - Service Fulfillment Analyze Operational Performance Perform Workcenter Planning Personnel and Administration Support Provide System Support Resource Management (Orders) Resource Management (Trouble)	
Supervisor - DRM Total		

REDACTED

24 075

DIVISION RESOURCE MANAGEMENT
FLORIDA FILING
ACTIVITY PERCENTAGE CALCULATOR

REDACTED

24 076

INFORMATION RESTRICTED

REDACTED

HIGHLY SENSITIVE

CONFIDENTIAL

24 077
INFORMATION RESTRICTED

REDACTED

REDACTED

REDACTED

DIVISION RESOURCE MANAGEMENT
FLORIDA FILING
ACTIVITY PERCENTAGE CALCULATOR

REDACTED

24 081

REDACTED

ATED

24 082

REDACTED

24 033

GTE
Service Assurance Cost Study

Division Resource Management-5JA0

**Florida Filing
Work Center Resources**

Labor Resources

FTE	Position	Pay Level	Rates			Base Hours	OT Rate	6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts								

24 084

GTE
Service Assurance Cost Study

Division Resource Management (DRM) – 5JA0
Florida Filing
Work Center Resources

Notes:

Overtime is paid at time-and-a-half of the employee's base rate. Percentages (4.0% for Service Clerks and Dispatchers, 3.0% for Administrative Support Clerks) of overtime were provided by DRM Business Analyst.

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits

Non-labor resources for the Division Resource Management are included in the non-labor resources for Customer Operations Work Center.

24 085

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INFORMATION RESTRICTED

Division Resource Management-5JA0

Florida Filing

Cost Object Driver Percentages

Unbundled Network Element	Driver
---------------------------	--------

Cross-connect

Interoffice Transport

Multiplexing

NAC - Special

NAC - Switched

NID

Switching

Total Driver Percentage

REDACTED

24 036

HIGHLY SENSITIVE

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INFORMATION RESTRICTED

GTE
Service Assurance Cost Study

Division Resource Management (DRM) - 5JA0
Florida Filing
Cost Object Driver Percentages

Notes:

Cost object driver percentages are based on CZTI and CZTII technician hours derived from the 1998 STAR database.

24 037

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Division Resource Management - Florida-Coastal

Florida Filing

Work Center Codes: 5JB0

- | | |
|---|--|
| <input checked="" type="checkbox"/> Service Assurance | <input type="checkbox"/> Infrastructure Provisioning |
| <input checked="" type="checkbox"/> Service Fulfillment | <input type="checkbox"/> Sales, Marketing, and Advertising |
| <input type="checkbox"/> Billing and Collections | <input type="checkbox"/> Other |

Number of employees:

Number of contractors:

Total number of FTEs:

Work Center Description: DRM provides dispatch administration for mechanized dispatch monitoring as well as for manual dispatch of trouble and service ordersw. DRM coordinates and tracks manpower for service installation and repair.

UNEs identified as cost objects:

NAC-Switched, NAC-Special, NID, Cross-Connect, Switching, Multiplexing, Interoffice Transport

States Supported by the Work Center:

Florida

Services identified as cost objects:

Res Line, Bus Line, Coin, Bus Centranet

Market Segments Supported by the Work

Residential, Business (1-2 lines), and Cable (interoffice trunks)

Notes:

General Manager, Executive Secretary, and Quality Trainer costs are charged to the DRM work center code 5JB0. These employees are considered Customer Operations employees and are therefore included in the Customer Ops section of this model.

REDACTED

24 083

GTE
Service Assurance Cost Study

Division Resource Management - Florida-Coastal

Florida Filing

Work Center Activities

Work Center Codes: 5JB0

Activities	ATL/BTL	Direct/Shared/Common	Process	Primary/Supporting
All BTL Activities	BTL	Shared	Service Assurance/Fulfillment	Primary
All Supporting Activities - Service Fulfillment	ATL	Shared	Service Fulfillment	Supporting
Analyze Operational Performance	ATL	Shared	Service Assurance	Supporting
Disaster Recovery Planning	ATL	Shared	Service Assurance	Supporting
Dispatching Orders	ATL	Direct	Service Fulfillment	Primary
Dispatching Troubles	ATL	Direct	Service Assurance	Primary
Measure and Monitor Customer Satisfaction	ATL	Shared	Service Assurance	Supporting
Monitor Internal Procedures and Policies	ATL	Shared	Service Assurance	Supporting
Monitoring and Clearing Systems (Orders)	ATL	Shared	Service Fulfillment	Primary
Monitoring and Clearing Systems (Troubles)	ATL	Shared	Service Assurance	Primary
Perform Special Projects	ATL	Shared	Service Assurance	Supporting
Perform Workcenter Planning	ATL	Shared	Service Assurance	Supporting
Personnel and Administration Support	ATL	Shared	Service Assurance	Supporting
Resolve Customer Issue related to Service Orders	ATL	Shared	Service Fulfillment	Primary
Resolve Customer Trouble	ATL	Shared	Service Assurance	Primary
Resource Management (Orders)	ATL	Shared	Service Fulfillment	Supporting
Resource Management (Trouble)	ATL	Shared	Service Assurance	Supporting
Sell One More	ATL	Shared	Service Fulfillment	Supporting
Training	ATL	Shared	Service Assurance	Supporting

24 089

Division Resource Management - Florida-Coastal - 5JB0

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Admin. Support Clerk	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support	
Admin. Support Clerk Total		
Dispatch Clerk	All BTL Activities All Supporting Activities - Service Fulfillment Dispatching Orders Dispatching Troubles Monitoring and Clearing Systems (Orders) Monitoring and Clearing Systems (Troubles) Personnel and Administration Support Training	
Dispatch Clerk Total		
Dispatch Router	All BTL Activities All Supporting Activities - Service Fulfillment Dispatching Orders Dispatching Troubles Monitoring and Clearing Systems (Orders) Monitoring and Clearing Systems (Troubles) Perform Special Projects Training	
Dispatch Router Total		
Dispatch Supervisor - Clerks	All BTL Activities All Supporting Activities - Service Fulfillment Analyze Operational Performance Monitoring and Clearing Systems (Orders) Monitoring and Clearing Systems (Troubles) Perform Special Projects Personnel and Administration Support Resolve Customer Issue related to Service Orders Resolve Customer Trouble Resource Management (Orders) Resource Management (Trouble)	
Dispatch Supervisor - Clerks Total		

REDACTED

24 090

Division Resource Management - Florida-Coastal - 5JB0

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Dispatch Supervisor-Routers	All BTL Activities All Supporting Activities - Service Fulfillment Analyze Operational Performance Monitoring and Clearing Systems (Orders) Monitoring and Clearing Systems (Troubles) Perform Special Projects Personnel and Administration Support Resolve Customer Issue related to Service Orders Resolve Customer Trouble Resource Management (Orders) Resource Management (Trouble)	
Dispatch Supervisor-Routers Total		
DRM Supervisor	All BTL Activities All Supporting Activities - Service Fulfillment Analyze Operational Performance Monitoring and Clearing Systems (Orders) Monitoring and Clearing Systems (Troubles) Personnel and Administration Support	
DRM Supervisor Total		
Project Coordinator	All BTL Activities All Supporting Activities - Service Fulfillment Perform Special Projects Personnel and Administration Support Sell One More	
Project Coordinator Total		
Resource Manager	All BTL Activities All Supporting Activities - Service Fulfillment Analyze Operational Performance Disaster Recovery Planning Monitor Internal Procedures and Policies Perform Special Projects Perform Workcenter Planning Personnel and Administration Support Resource Management (Orders) Resource Management (Trouble)	
Resource Manager Total		

REDACTED

24 091

REDACTED

24 092

REDACTED

24 093

DIVISION RESOURCE MANAGEMENT
FLORIDA FILING
ACTIVITY PERCENTAGE CALCULATOR

REDACTED

24 034

REDACTED

24 095

DIVISION RESOURCE MANAGEMENT
FLORIDA FILING
ACTIVITY PERCENTAGE CALCULATOR

REDACTED

24 096

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INFORMATION RESTRICTED

REDACTED

24 097

REDACTED

24 098

REDACTED

24 039

REDACTED

24 100

Division Resource Management (DRM) - 5BJ0
FLORIDA Filing
Survey Average Summary - All 2 Work Groups (Routers, Clerks)

Activity #	Activity Name	Products/Markets		Activity ¹
		A	B	C=A+B
		Network (SORCES/NOCV/TAS)ATL	CPE (COPS)BTL	% of Total Time Spent on Activity

REDACTED

Division Resource Management (DRM) - 5BJ0

FLORIDA Filing

Survey Average - Routers

Activity #	Activity Name	Products/Markets		Activity ¹
		A	B	C=A+B
		Network (SORCES/NOCV/TAS)ATL	CPE (COPS)BTL	% of Total Time Spent on Activity

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Service Assurance Cost Study

Division Resource Management (DRM) - 5BJ0
FLORIDA Filing
Survey Averages - Clerks

Activity #	Activity Name	Products/Markets		Activity ¹
		A	B	C=A+B
		Network (SORCES/NOCV/TAS)ATL	CPE (COPS)BTL	% of Total Time Spent on Activity

REDACTED

REDACTED

24 104

GTE
Service Assurance Cost Study

Division Resource Management-5JB0

**Florida Filing
Work Center Resources**

Labor Resources

FTE	Position	Pay Level	Rates			Base Hours	OT Rate	6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts								

REDACTED

24 105

GTE
Service Assurance Cost Study

Division Resource Management (DRM) - 5JB0
Florida Filing
Work Center Resources

Notes:

Overtime is paid at time-and-a-half of the employee's base rate. Percentage (3.0% for non-exempt employees) of overtime was provided by DRM Business Analyst.

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits

Non-labor resources for the Division Resource Management are included in the non-labor resources for Customer Operations Work Center.

24 106

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Division Resource Management-5JB0

Florida Filing

Cost Object Driver Percentages

<u>Unbundled Network Element</u>	<u>Driver</u>
Cross-connect	
Interoffice Transport	
Multiplexing	
NAC - Special	
NAC - Switched	
NID	
Switching	
REDACTED	
Total Driver Percentage	

24 107

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INFORMATION RESTRICTED

GTE
Service Assurance Cost Study

Division Resource Management (DRM) - 5JB0
Florida Filing
Cost Object Driver Percentages

Notes:

Cost object driver percentages are based on CZTI and CZTII technician hours derived from the 1998 STAR database.

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Technician Hours - Florida

Customer Zone Technician II/I&R Technician-201

Interoffice Transport
Multiplexing
NAC - Special
NAC - Switched
NID
Switching

Total Hours - Customer Zone Technician II/I&R Technician-201

Customer Zone Technician I-211

Cross-connect
Interoffice Transport
Multiplexing
NAC - Special
NAC - Switched
Switching

Total Hours - Customer Zone Technician I-211

Business Zone Technician-221

Cross-connect
Multiplexing
NAC - Special
NAC - Switched
NID

Total Hours - Business Zone Technician-221

Total Hours - Florida

REDACTED

24 109

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**GTE
Service Assurance Cost Study**

ARTHUR ANDERSEN LLP

**Division Resource Management (DRM) - 5JA0 & 5JB0
Florida Filing
Work Center Information Systems**

SYSTEMS USED

ACD
AWAS
MAPPS
NOCV
PAL
RDM
TAC FOCUS
TAS
TELEMEDIA
TSO
DB2 / MAINFRAME APPLICATIONS
ADS2
DDM

24 110

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Business Response

This organization is responsible for insuring network reliability as the primary operations interface to GTE's interexchange carrier customers and all business customers (multi-line and above) by directing and controlling all special, switched, and CPE service provisioning, maintenance/repair, testing, and administrative functions on a national level.

The goals of the Business Response department are to increase customer satisfaction with each servicing event, reduce the cost of delivering service assurance, integrate assurance and fulfillment activities, and enable differentiation by customer set and work activity.

This organization consists of the following groups:

- Provisioning (BRPC)
- Response (BRC)
- Dispatch & Control (BDCC)
- Enhanced Product Group (EPG)
- BR Systems Support (BRSS)
- Results/Admin Support (BR S&A)

This study focuses on the Business Response Center (BRC), Business Dispatch and Control Center (BDCC), BR Systems Support, and Business Response S&A work centers. These are the only Business Response work centers that are part of the Service Assurance Process.

Business Response Support and Administration (BR S&A) - 6240

Work Center Description

The Support and Admin Group (S&A) oversees all work performed by the Business Response (BR) work centers. This department is responsible for overall coordination of administration duties associated with business response, headcount control, and practices/procedures, as well as responsibilities for overseeing ISO program maintenance.

Work Center Processes

Since this work center supports all BR work centers, it is involved in the Service Fulfillment, Service Assurance, and Infrastructure Provisioning processes. This study focuses only on the Service Assurance portion of its costs.

Cost Objects Supported by Work Center

BR S&A costs are assigned to the work centers it supports (all BR work centers). Then a portion of these costs is assigned to each state in the work center's territory. Since the Tampa BDCC and BRC work centers are the only BR work centers supported by BR S&A, that are included in the Florida cost study, a portion of BR S&A costs is assigned to these work centers based on the headcount of each work center relative to the total BR headcount. The resources are divided into Labor and Non-Labor and are assigned to cost objects based on the specific assignments within the BRC and BDCC. See the BRC and BDCC templates for more detail.

Business Response Headquarters	Labor	Non-Labor
Tampa BRC %		—
Tampa BDCC %		—
Other BR Work Centers		—
Total Headquarters Resources		—

REDACTED

Work Center Cost Model Results

Unitized work center results related to UNEs and Services costs are documented on the following pages (cost model output).

See the Work Center Template section for more detail regarding UNEs and Services calculation.

**Final Network Element
Cost By Work Center**

**Volume
Sensitive**

**Volume
Insensitive**

**Total
Overall**

Business Response Headquarters

6240

Cross-connect

Base Cost

Cross-connect-Base

Base Cost Total

Additive Cost

Bus_Ln

Bus_PBX

ISDN_PRI

SPAC_DDS

SPAC_DS1

SPAC_DS3

SPAC_VGLN

Additive Cost Total

Cross-connect Total

Interoffice Transport

Additive Cost

Bus_Ln

Bus_PBX

ISDN_PRI

SPAC_DDS

SPAC_DS1

SPAC_DS3

SPAC_VGLN

Additive Cost Total

Interoffice Transport Total

NAC - Special

Base Cost

NAC - Special-Base

Base Cost Total

Additive Cost

Bus_Ln

Bus_PBX

ISDN_PRI

SPAC_DDS

SPAC_DS1

SPAC_DS3

SPAC_VGLN

Additive Cost Total

NAC - Special Total

REDACTED

24 113

**Final Network Element
Cost By Work Center**

**Volume
Sensitive**

**Volume
Insensitive**

**Total
Overall**

Business Response Headquarters

6240

NAC - Switched

Base Cost

NAC - Switched-Base

Base Cost Total

Additive Cost

Bus_Ln

Bus_PBX

ISDN_PRI

SPAC_DDS

SPAC_DS1

SPAC_DS3

SPAC_VGLN

Additive Cost Total

NAC - Switched Total

NID

Base Cost

NID-Base

Base Cost Total

Additive Cost

Bus_Ln

Bus_PBX

ISDN_PRI

SPAC_DDS

SPAC_DS1

SPAC_DS3

SPAC_VGLN

Additive Cost Total

NID Total

Switching

Additive Cost

Bus_Ln

Bus_PBX

ISDN_PRI

SPAC_DDS

SPAC_DS1

SPAC_DS3

SPAC_VGLN

Additive Cost Total

Switching Total

REDACTED

24 114

<i>Final Service Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
--	-------------------------	---------------------------	----------------------

Business Response Headquarters

6240

Bus_Ln

Base Cost

Bus_Ln-Base

Base Cost Total

Bus_Ln Total

Bus_PBX

Base Cost

Bus_PBX-Base

Base Cost Total

Bus_PBX Total

ISDN_PRI

Base Cost

ISDN_PRI-Base

Base Cost Total

ISDN_PRI Total

SPAC_DDS

Base Cost

SPAC_DDS-Base

Base Cost Total

SPAC_DDS Total

SPAC_DSI

Base Cost

SPAC_DSI-Base

Base Cost Total

SPAC_DSI Total

SPAC_DS3

Base Cost

SPAC_DS3-Base

Base Cost Total

SPAC_DS3 Total

SPAC_VGLN

Base Cost

SPAC_VGLN-Base

Base Cost Total

SPAC_VGLN Total

REDACTED

24 115

Organizational Structure (current status)

Business Response S&A

REDACTED

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Business Response Headquarters

Florida Filing

Work Center Codes: 6240

<input checked="" type="checkbox"/> Service Assurance	<input checked="" type="checkbox"/> Infrastructure Provisioning	Number of employees:
<input checked="" type="checkbox"/> Service Fulfillment	<input type="checkbox"/> Sales, Marketing, and Advertising	Number of contractors:
<input type="checkbox"/> Billing and Collections	<input type="checkbox"/> Other	Total number of FTEs:

REDACTED

Work Center Description: Administrative overhead for BRC, BDCC, BRPC, & EPG
UNEs identified as cost objects: Costs shared among all UNEs supported by BRCs, BDCCs, and BRPCs.

States Supported by the Work Center: National
Services identified as cost objects: Costs shared among all Services supported by BRCs, BDCCs, and BRPCs.

Market Segments Supported by the Work Business, CLEC, and Carrier
Notes:

24 117

GTE
Service Assurance Cost Study

Business Response Headquarters

Florida Filing

Work Center Activities

Work Center Codes: 6240

Activities	ATL/BTL	Direct/Shared/Common	Process	Primary/Supporting
Personnel and Administration Support	ATL	Shared	Service Assurance	Supporting

24 118

Business Response Headquarters - 6240

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
AVP	Personnel and Administration Support	
AVP Total		
Coordinator - Circuit Design	Personnel and Administration Support	
Coordinator - Circuit Design Total		
Executive Secretary II	Personnel and Administration Support	
Executive Secretary II Total		
Mgr - Bus Resp Adm & Rslts	Personnel and Administration Support	
Mgr - Bus Resp Adm & Rslts Total		
Proj Mgr - Busn Disp Implementation	Personnel and Administration Support	
Proj Mgr - Busn Disp Implementation Total		
Staff Admin - Busn Resp Proc Mgmt	Personnel and Administration Support	
Staff Admin - Busn Resp Proc Mgmt Total		

REDACTED

24 119

GTE
Service Assurance Cost Study

Business Response Headquarters-6240
Florida Filing
Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates			Base Hours	OT Rate	6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts								

REDACTED

24 120

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GTE
Service Assurance Cost Study

Business Response Headquarters - 6240
Florida Filing
Work Center Resources

Notes:

Overtime is paid at time-and-a-half of the employee's base rate.

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits.

The resource dollars are assigned to all Business Response work centers based on the amount of FTE's in each work center. See the Cost Assignment for BR S&A and BRSS Work Centers template.

Non labor expenses are based on August 1998 outlook.

24 121

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Business Response Headquarters (BR S&A - 6240) and Business Response Systems Supports (BRSS - 624S)
Florida Filing
Cost Assignment for BR S&A and BRSS Work Centers.

Note: Total Labor and Non-Labor Costs for Headquarters (6240) and System Support (624s) are assigned to the BRC, BDCC, BRPC, and EPG Business Response work centers. This cost assignment is based on each work center's FTE count as a percentage of total Business Response FTEs. This calculated percentage for each work center is applied to each labor and non-labor account within the work center.

WC	WC Description	Headcount	Headquarters		System Support	
			Breakout	Labor	Non-Labor	Labor
6247	BDCC - Florida					
6248	BRC - Florida					
624a	BRC - CA					
624c	EPG					

REDACTED

24 122

Business Response Headquarters (BR S&A - 6240) and Business Response Systems Supports (BRSS - 624S)
Florida Filing
Cost Assignment for BR S&A and BRSS Work Centers.

624h	BDCC - HI	
624n	BRC - Everett	
624l	BRPC - Ft. Wayne	
6242	BRPC - Florida	
6243	BRPC - Irving	

REDACTED

24 123

GTE
Service Assurance Cost Study

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Business Response Headquarters (BR S&A - 6240) and Business Response Systems Supports (BRSS - 624S)
Florida Filing
Cost Assignment for BR S&A and BRSS Work Centers.

6244	BRPC - CA	
6245	BDCC - CA	
6246	BDCC - Erie	
6249	BRC - Erie	
TOTAL BR FTEs		

REDACTED

24 124



Business Response Systems Support (BRSS) – 6245

Work Center Description

The Business Response Systems Support group is responsible for National Business Response systems support, an interface with HQ staff, and coordination of new systems activities. It works directly with GTEDS to facilitate systems issues and respond quickly to Business Response work centers' systems needs.

Work Center Processes

Since this work center supports all Business Response work Centers, it is involved in the Service Fulfillment, Service Assurance, and Infrastructure Provisioning processes. This study focuses only on the Service Assurance portion of its costs.

Cost Objects Supported by Work Center

BR SS costs are assigned to the work centers it supports (all BR work centers). Then a portion of these costs is assigned to each state in the work center's territory. Since the Tampa BDCC and BRC work centers are the only BR work centers supported by BR SS, that are included in the Florida cost study, a portion of BR SS costs is assigned to these work centers based on the headcount of each work center relative to the total BR headcount. The resources are divided into Labor and Non-Labor and are assigned to cost objects based on the specific assignments within the BRC and BDCC. See the BRC and BDCC templates for more detail.

Business Response Systems Support	Non-Labor
Tampa BRC %	REDACTED
Tampa BDCC %	
Other BR Work Centers	
Total Systems Support Resources	

See Cost Assignment worksheet in the Work Center Template section for more details.

Work Center Cost Model Results

Unitized work center results related to UNEs and Services costs are documented on the following pages (cost model output).

See the Work Center Template section for more detail regarding UNEs and Services calculation.

<i>Final Network Element Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
--	---------------------	-----------------------	------------------

Business Response System Support

624S

Cross-connect

Base Cost

Cross-connect-Base

Base Cost Total

Additive Cost

Bus_Ln

Bus_PBX

ISDN_PRI

SPAC_DDS

SPAC_DS1

SPAC_DS3

SPAC_VGLN

Additive Cost Total

Cross-connect Total

Interoffice Transport

Additive Cost

Bus_Ln

Bus_PBX

ISDN_PRI

SPAC_DDS

SPAC_DS1

SPAC_DS3

SPAC_VGLN

Additive Cost Total

Interoffice Transport Total

NAC - Special

Base Cost

NAC - Special-Base

Base Cost Total

Additive Cost

Bus_Ln

Bus_PBX

ISDN_PRI

SPAC_DDS

SPAC_DS1

SPAC_DS3

SPAC_VGLN

Additive Cost Total

NAC - Special Total

REDACTED

24 126

<i>Final Network Element Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
--	---------------------	-----------------------	------------------

Business Response System Support

624S

NAC - Switched

Base Cost

NAC - Switched-Base

Base Cost Total

Additive Cost

Bus_Ln

Bus_PBX

ISDN_PRI

SPAC_DDS

SPAC_DS1

SPAC_DS3

SPAC_VGLN

Additive Cost Total

NAC - Switched Total

NID

Base Cost

NID-Base

Base Cost Total

Additive Cost

Bus_Ln

Bus_PBX

ISDN_PRI

SPAC_DDS

SPAC_DS1

SPAC_DS3

SPAC_VGLN

Additive Cost Total

NID Total

Switching

Additive Cost

Bus_Ln

Bus_PBX

ISDN_PRI

SPAC_DDS

SPAC_DS1

SPAC_DS3

SPAC_VGLN

Additive Cost Total

Switching Total

REDACTED

24 127

Business Response System Support

624S

Bus_Ln

Base Cost

Bus_Ln-Base

Base Cost Total

Bus_Ln Total

Bus_PBX

Base Cost

Bus_PBX-Base

Base Cost Total

Bus_PBX Total

ISDN_PRI

Base Cost

ISDN_PRI-Base

Base Cost Total

ISDN_PRI Total

SPAC_DDS

Base Cost

SPAC_DDS-Base

Base Cost Total

SPAC_DDS Total

SPAC_DS1

Base Cost

SPAC_DS1-Base

Base Cost Total

SPAC_DS1 Total

SPAC_DS3

Base Cost

SPAC_DS3-Base

Base Cost Total

SPAC_DS3 Total

SPAC_VGLN

Base Cost

SPAC_VGLN-Base

Base Cost Total

SPAC_VGLN Total

REDACTED

24 128

Organizational Structure (current status)

REDACTED

24 129

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

Business Response System Support

Florida Filing

Work Center Codes: 624S

- | | |
|---|---|
| <input checked="" type="checkbox"/> Service Assurance | <input checked="" type="checkbox"/> Infrastructure Provisioning |
| <input checked="" type="checkbox"/> Service Fulfillment | <input type="checkbox"/> Sales, Marketing, and Advertising |
| <input type="checkbox"/> Billing and Collections | <input type="checkbox"/> Other |

Number of employees:

Number of contractors:

Total number of FTEs:

REDACTED

Work Center Description: Support Systems for BRC, BDCC, BRPC, and EPG

UNEs identified as cost objects:

Costs shared among all UNEs supported by BRCs, BDCCs, and BRPCs.

States Supported by the Work Center:

National

Services identified as cost objects:

Costs shared among all Services supported by BRCs, BDCCs, and BRPCs.

Market Segments Supported by the Work

Business, CLEC, and Carrier

Notes:

24 130

GTE
Service Assurance Cost Study

Business Response System Support

Florida Filing

Work Center Activities

Work Center Codes: 624S

Activities	ATL/BTL	Direct/Shared/Common	Process	Primary/Supporting
Provide System Support	ATL	Shared	Service Assurance	Supporting

24 131

GTE
Service Assurance Cost Study

Business Response Systems Support – 624S
Florida Filing
Work Center Activities

Notes:

All employees spent 100% of their time supporting systems used. For the purpose of the ABC calculation, only one activity is used for BRSS WC.

REDACTED

24 132

HIGHLY SENSITIVE

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INFORMATION RESTRICTED

Business Response System Support - 624S

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Admin - CA	Provide System Support	
Admin - CA Total		
Admin - FL	Provide System Support	
Admin - FL Total		
Admin - IN	Provide System Support	
Admin - IN Total		
Admin - PA	Provide System Support	
Admin - PA Total		
Admin - TX	Provide System Support	
Admin - TX Total		
Admin Clerk - TX	Provide System Support	
Admin Clerk - TX Total		
Admin Support Clerk - FL	Provide System Support	
Admin Support Clerk - FL Total		
Assigner/Dispatch - FL	Provide System Support	
Assigner/Dispatch - FL Total		
Assignment Clerk - CA	Provide System Support	
Assignment Clerk - CA Total		
Business Response Assistant - IN	Provide System Support	
Business Response Assistant - IN Total		
Coordinator - TX	Provide System Support	
Coordinator - TX Total		
DBI Admin Clerk - CA	Provide System Support	
DBI Admin Clerk - CA Total		
DBI Assignment Clerk - CA	Provide System Support	
DBI Assignment Clerk - CA Total		

REDACTED

Business Response System Support - 624S

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Equipment Techs - FL	Provide System Support	
Equipment Techs - FL Total		
Facilities Clerk - FL	Provide System Support	
Facilities Clerk - FL Total		
Manager - CA	Provide System Support	
Manager - CA Total		
Section Manager - CA	Provide System Support	
Section Manager - CA Total		
Section Manager - IN	Provide System Support	
Section Manager - IN Total		
Sr. Admin - CA	Provide System Support	
Sr. Admin - CA Total		
Sr. Admin - FL	Provide System Support	
Sr. Admin - FL Total		
Sr. Admin - IN	Provide System Support	
Sr. Admin - IN Total		
Sr. Secretary - IN	Provide System Support	
Sr. Secretary - IN Total		
Supervisor - CA	Provide System Support	
Supervisor - CA Total		
Supervisor - IN	Provide System Support	
Supervisor - IN Total		

REDACTED

GTE
Service Assurance Cost Study

Business Response System Support-624S
Florida Filing
Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates			6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts						

REDACTED

24
135

GTE
Service Assurance Cost Study

Business Response System Support-624S

**Florida Filing
Work Center Resources**

Non-Labor Resources

SAP Element Code Dollars

REDACTED

24 136

**GTE
Service Assurance Cost Study**

**Business Response Systems Support – 624S
Florida Filing
Work Center Resources**

Notes:

Overtime is paid at time-and-a-half of the employee's base rate.

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits.

The resource dollars are assigned to all Business Response work centers based on the amount of FTE's in each work center. See the Cost Assignment for BR S&A and BRSS Work Centers template.

Non labor expenses are based on August 1998 outlook.

24 137

HIGHLY SENSITIVE

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INFORMATION RESTRICTED

GTE
Service Assurance Cost Study

Business Response Headquarters (BR S&A - 6240) and Business Response Systems Supports (BRSS - 624S)
Florida Filing
Cost Assignment for BR S&A and BRSS Work Centers.

Note: Total Labor and Non-Labor Costs for Headquarters (6240) and System Support (624s) are assigned to the BRC, BDCC, BRPC, and EPG Business Response work centers. This cost assignment is based on each work center's FTE count as a percentage of total Business Response FTEs. This calculated percentage for each work center is applied to each labor and non-labor account within the work center.

Labor	
Headquarters	System Support
\$667,264	\$4,165,011

Non-Labor			
	Account	Headquarters	System Support
Travel Expenses	6201	\$100,000	\$165,866
Meals & Entertainment	6202	\$19,994	\$87,516
Materials & Supplies	6401	\$245,998	\$64,000
RTU Fees	6452	\$0	\$69,096
Contractors	6502	\$540,000	\$0
IT	6726	\$230,004	\$86,698
Other Costs	6790	\$120,718	\$32,906
		\$1,256,714	\$506,082

WC	WC Description	Headcount	Headquarters		System Support	
			Breakout	Labor	Non-Labor	Labor
6247	BDCC - Florida					
6248	BRC - Florida					
624a	BRC - CA					
624e	EPG					

REDACTED

24 138

Business Response Headquarters (BR S&A - 6240) and Business Response Systems Supports (BRSS - 624S)
Florida Filing
Cost Assignment for BR S&A and BRSS Work Centers.

WC	WC Description	Headcount	Headquarters			System Support	
			Breakout	Labor	Non-Labor	Labor	Non-Labor
624h	BDCC - HI						
624n	BRC - Everett						
6241	BRPC - Ft. Wayne						
6242	BRPC - Florida						
6243	BRPC - Irving						

REDACTED

24 139

Business Response Headquarters (BR S&A - 6240) and Business Response Systems Supports (BRSS - 624S)
Florida Filing
Cost Assignment for BR S&A and BRSS Work Centers.

WC	WC Description	Headcount	Headquarters		System Support	
			Breakout	Labor	Non-Labor	Labor
6244	BRPC - CA					
6245	BDCC - CA					
6246	BDCC - Erie					
6249	BRC - Erie					
TOTAL BR FTEs						

REDACTED

24 140

**GTE
Service Assurance Cost Study**

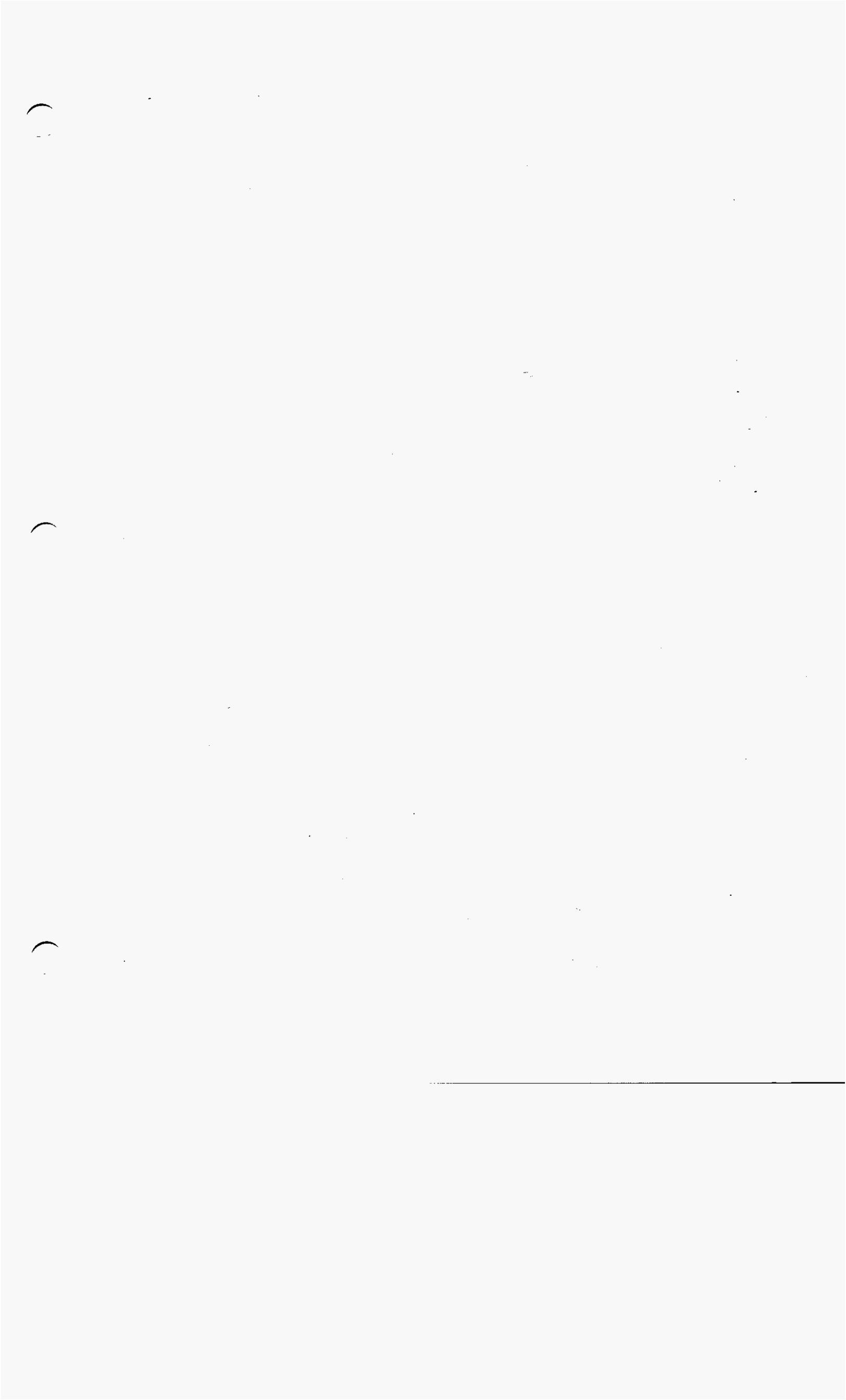
ARTHUR ANDERSEN LLP

**Business Response Systems Support - BRSS - 624S
Florida Filing
Information Systems Used**

<i>Activities</i>	Systems Used																																		
	ACG	APERTUS	BRSS	CNASII	CNAS_ACES	DSS	ESARTS	EXACT	EXPRESS	MAINFRAME	NC	NERD	NETWORK	NOCV	ON-CALL	OPMS	OUTAGES	PROJECT STATUS	REACT	SAGES	SAR	SAS	SCFI	SOLAR	SOP	SORCES	SPOC_CONSOLE	SSCS	STEMS	TIRKS	TMS	WATCHDOG	WEB	WOW	
Provide Systems Support	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

These are the systems supported by the BRSS on a daily basis.

24 141



Business Response Center (BRC) - 6248

Work Center Description

The Business Response Center (BRC) acts as a single point of contact for all GTE business customers and carriers (IXCs). The center is divided into three main groups. One handles all trouble activity for high volume customers. Another handles all trouble activity for IXCs. The third handles trouble activity for regular business customers that have more than three B1 lines or special circuits.

The majority of the activity in this center involves diagnosing and testing lines or circuits when a trouble is called in by a customer/carrier. Once the problem is isolated, it is either fixed by the BRC or routed to the appropriate GTE work center for resolution via TAS and AWAS.

Work Center Processes

The BRC is involved exclusively in the Service Assurance process.

Cost Objects Supported by Work Center

Services: The BRC creates trouble reports for all special circuit services (including digital data service, voice grade line service, PBX trunk service, and high capacity data services (from DDS to DS3)) and all business customers with three or more phone lines (multi-B1s).

UNEs: Internally, all costs are assigned to Switching, since all "in-house" trouble resolutions are cleared in the switch. However, since some troubles are sent to the central office or field technicians for resolution, this portion of the BRC's costs are assigned to UNEs based on the Customer Operations positive time reporting system. See the Customer Operations section for more detail.

Work Center Cost Model Results

Unitized work center results related to UNEs and Services costs are documented on the following pages (cost model output).

See the Work Center Template section for more detail regarding UNEs and Services calculation.

24 142

HIGHLY SENSITIVE

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INFORMATION RESTRICTED

**Final Network Element
Cost By Work Center**

**Volume
Sensitive**

**Volume
Insensitive**

**Total
Overall**

Business Response Center - Tampa

6248

Cross-connect

Additive Cost

- Bus_Ln
- Bus_PBX
- ISDN_PRI
- SPAC_DDS
- SPAC_DS1
- SPAC_DS3
- SPAC_VGLN

Additive Cost Total

Cross-connect Total

Interoffice Transport

Additive Cost

- Bus_Ln
- Bus_PBX
- ISDN_PRI
- SPAC_DDS
- SPAC_DS1
- SPAC_DS3
- SPAC_VGLN

Additive Cost Total

Interoffice Transport Total

NAC - Special

Additive Cost

- Bus_Ln
- Bus_PBX
- ISDN_PRI
- SPAC_DDS
- SPAC_DS1
- SPAC_DS3
- SPAC_VGLN

Additive Cost Total

NAC - Special Total

NAC - Switched

Additive Cost

- Bus_Ln
- Bus_PBX
- ISDN_PRI
- SPAC_DDS
- SPAC_DS1
- SPAC_DS3
- SPAC_VGLN

Additive Cost Total

NAC - Switched Total

REDACTED

24 143

**Final Network Element
Cost By Work Center**

**Volume
Sensitive**

**Volume
Insensitive**

**Total
Overall**

Business Response Center - Tampa

6248

NID

Additive Cost

- Bus_Ln
- Bus_PBX
- ISDN_PRI
- SPAC_DDS
- SPAC_DS1
- SPAC_DS3
- SPAC_VGLN

Additive Cost Total

NID Total

Switching

Additive Cost

- Bus_Ln
- Bus_PBX
- ISDN_PRI
- SPAC_DDS
- SPAC_DS1
- SPAC_DS3
- SPAC_VGLN

Additive Cost Total

Switching Total

REDACTED

24 144

<i>Final Service Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
--	-------------------------	---------------------------	----------------------

Business Response Center - Tampa

6248

Bus_Ln

Base Cost
 Bus_Ln-Base
 Base Cost Total

Bus_Ln Total

Bus_PBX

Base Cost
 Bus_PBX-Base
 Base Cost Total

Bus_PBX Total

ISDN_PRI

Base Cost
 ISDN_PRI-Base
 Base Cost Total

ISDN_PRI Total

SPAC_DDS

Base Cost
 SPAC_DDS-Base
 Base Cost Total

SPAC_DDS Total

SPAC_DSI

Base Cost
 SPAC_DSI-Base
 Base Cost Total

SPAC_DSI Total

SPAC_DS3

Base Cost
 SPAC_DS3-Base
 Base Cost Total

SPAC_DS3 Total

SPAC_VGLN

Base Cost
 SPAC_VGLN-Base
 Base Cost Total

SPAC_VGLN Total

REDACTED

24 145

Organizational Structure (including forward-looking adjustments)

Florida Business Response Center

REDACTED

24 146

HIGHLY SENSITIVE

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INFORMATION RESTRICTED

Business Response Center - Tampa

Florida Filing

Work Center Codes: 6248

- | | |
|---|--|
| <input checked="" type="checkbox"/> Service Assurance | <input type="checkbox"/> Infrastructure Provisioning |
| <input type="checkbox"/> Service Fulfillment | <input type="checkbox"/> Sales, Marketing, and Advertising |
| <input type="checkbox"/> Billing and Collections | <input type="checkbox"/> Other |

Number of employees:

Number of contractors:

Total number of FTEs:

REDACTED

Work Center Description: Business Response assists primarily medium to large business customers with repair requests

UNEs identified as cost objects:

Internal - Switching and NID; External - all UNEs supported by field techs and C.O. techs

States Supported by the Work Center:

FL, AL, KY, NC, SC, VA, TX, NM

Services identified as cost objects:

multi-line B1, Key systems, PBX trunks, VGPL, DDS, HiCaps

Market Segments Supported by the Work

Bus, Carrier, CLEC

Notes:

24 147

GTE
Service Assurance Cost Study

Business Response Center - Tampa

Florida Filing

Work Center Activities

Work Center Codes: 6248

Activities	ATL/BTL	Direct/Shared/Common	Process	Primary/Supporting
All BTL Activities	BTL	Shared	Service Assurance	Primary/Supporting
Analyze Operational Performance	ATL	Shared	Service Assurance	Supporting
Answer customer calls (Trouble)	ATL	Direct	Service Assurance	Primary
Monitor Internal Procedures and Policies	ATL	Shared	Service Assurance	Supporting
Perform Special Projects	ATL	Shared	Service Assurance	Supporting
Perform Workcenter Planning	ATL	Shared	Service Assurance	Supporting
Personnel and Administration Support	ATL	Shared	Service Assurance	Supporting
Product Development and Deployment	ATL	Shared	Service Assurance	Supporting
Provide System Support	ATL	Shared	Service Assurance	Supporting
Resolve Customer Trouble	ATL	Direct	Service Assurance	Primary
Resource Management (Trouble)	ATL	Shared	Service Assurance	Supporting
Training	ATL	Shared	Service Assurance	Supporting

24 148

Business Response Center - Tampa - 6248

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Admin. Support Clerk	Personnel and Administration Support	
Admin. Support Clerk Total		
CPE Specialist	All BTL Activities	
CPE Specialist Total		
Generalist	Answer customer calls (Trouble) Resolve Customer Trouble Training	
Generalist Total		
HR/Trainer	Personnel and Administration Support Product Development and Deployment	
HR/Trainer Total		
Section Manager	Analyze Operational Performance Perform Workcenter Planning Personnel and Administration Support Resolve Customer Trouble	
Section Manager Total		
Section Supervisor	Perform Special Projects Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Resolve Customer Trouble	
Section Supervisor Total		
Senior Administrator - CPE	All BTL Activities	
Senior Administrator - CPE Total		
Specialist	All BTL Activities Answer customer calls (Trouble) Resolve Customer Trouble Training	
Specialist Total		
SPOC Specialist	Answer customer calls (Trouble) Resolve Customer Trouble Training	
SPOC Specialist Total		

REDACTED

24 149

Business Response Center - Tampa - 6248

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Sr. Admin.	Analyze Operational Performance Perform Special Projects Personnel and Administration Support Product Development and Deployment Resolve Customer Trouble Training	
Sr. Admin. Total		
Staff Admin. Supv.	Analyze Operational Performance Monitor Internal Procedures and Policies Perform Special Projects Provide System Support Resource Management (Trouble)	
Staff Admin. Supv. Total		
Supervisor - Generalists	Personnel and Administration Support Product Development and Deployment Resolve Customer Trouble Resource Management (Trouble)	
Supervisor - Generalists Total		
Supervisor - Specialists	All BTL Activities Answer customer calls (Trouble) Personnel and Administration Support Product Development and Deployment Resolve Customer Trouble Resource Management (Trouble)	
Supervisor - Specialists Total		
Supervisor - SPOC	Analyze Operational Performance Answer customer calls (Trouble) Personnel and Administration Support Resolve Customer Trouble Resource Management (Trouble)	
Supervisor - SPOC Total		
Supervisor - Status / Escalations	Analyze Operational Performance Answer customer calls (Trouble) Product Development and Deployment Resolve Customer Trouble Resource Management (Trouble)	
Supervisor - Status / Escalations Total		

REDACTED

24 150

Business Response Center - Tampa - 6248

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Supervisor - VIP	All BTL Activities Analyze Operational Performance Personnel and Administration Support Product Development and Deployment Resolve Customer Trouble Resource Management (Trouble) Training	
Supervisor - VIP Total		
VIP Specialist	All BTL Activities Answer customer calls (Trouble) Resolve Customer Trouble Resource Management (Trouble)	
VIP Specialist Total		

REDACTED

24 151

**GTE
Service Assurance Cost Study**

**Business Response Center – Tampa 6248
Florida Filing
Work Center Activities by Job Class**

Notes:

Only the costs related to ATL Service Assurance Activity are included in the model. All BTL work time is aggregated in the "BTL activity" and segmented from our study. The ATL/BTL breakout is calculated and explained on ATL/BTL Breakout for Specialists and Generalists.

The portion of time spent on each activity is multiplied by the percentage of time spent on ATL activity for the respective job class. The percentage of time spent on each activity is based on interviews with BRC work center employees.

GTE
Service Assurance Cost Study

Business Response Center - Tampa-6248

Florida Filing

Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates			6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts						

REDACTED

24 153

GTE
Service Assurance Cost Study

Business Response Center - Tampa-6248

Florida Filing

Work Center Resources

Non-Labor Resources

SAP Element Code

Dollars

REDACTED

24 154

**GTE
Service Assurance Cost Study**

**Business Response Center – Tampa-6248
Florida Filing
Work Center Resources**

Notes:

Overtime is paid at time-and-a-half of the employee's base rate.

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits.

The percent assigned to each state supported is based on trouble tickets. See the TAS Trouble Counts by State and Service Type template.

Non labor expenses are based on work center 1998 budget.

24 155

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INFORMATION RESTRICTED

Business Response Center - Tampa-6248

Florida Filing

Cost Object Driver Percentages

Service	Driver
Bus_Ln	
Bus_PBX	
ISDN_PRI	
SPAC_DDS	
SPAC_DS1	
SPAC_DS3	
SPAC_VGLN	
Total Driver Percentage	

REDACTED

24 156

HIGHLY SENSITIVE

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INFORMATION RESTRICTED

GTE
Service Assurance Cost Study

Business Response Center - Tampa-6248
Florida Filing
Cost Object Driver Percentages

Notes:

The cost object driver percentages are based on TAS trouble tickets and interviews with the BRC personnel. In the study, all Hi-Cap services are assigned to SPAC_DS1. These costs are then distributed to the appropriate Hi-Cap services (ISDN_PRI, SPAC_DS1, and SPAC_DS3), from SPAC_DS1, based on the HiCap distribution percentage. See the Cost Object Breakout worksheet for model inputs and outputs.

Messaging costs are distributed to SPAC_DS1.

24 157

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INFORMATION RESTRICTED

**BRC Work Center 6248
 Florida Filing
 Cost Object Driver Percentages**

Hi Cap Units
 ISDN_PRI
 SPAC_DS1
 SPAC_DS3

Cost Object Drivers to the Model

Service	
Bus_Ln	
Bus_PBX	
MESSAGING	
SPAC_VGLN	
SPAC_DS1	
SPAC_DDS	
Total	

REDACTED

Cost Object Drivers from the Model

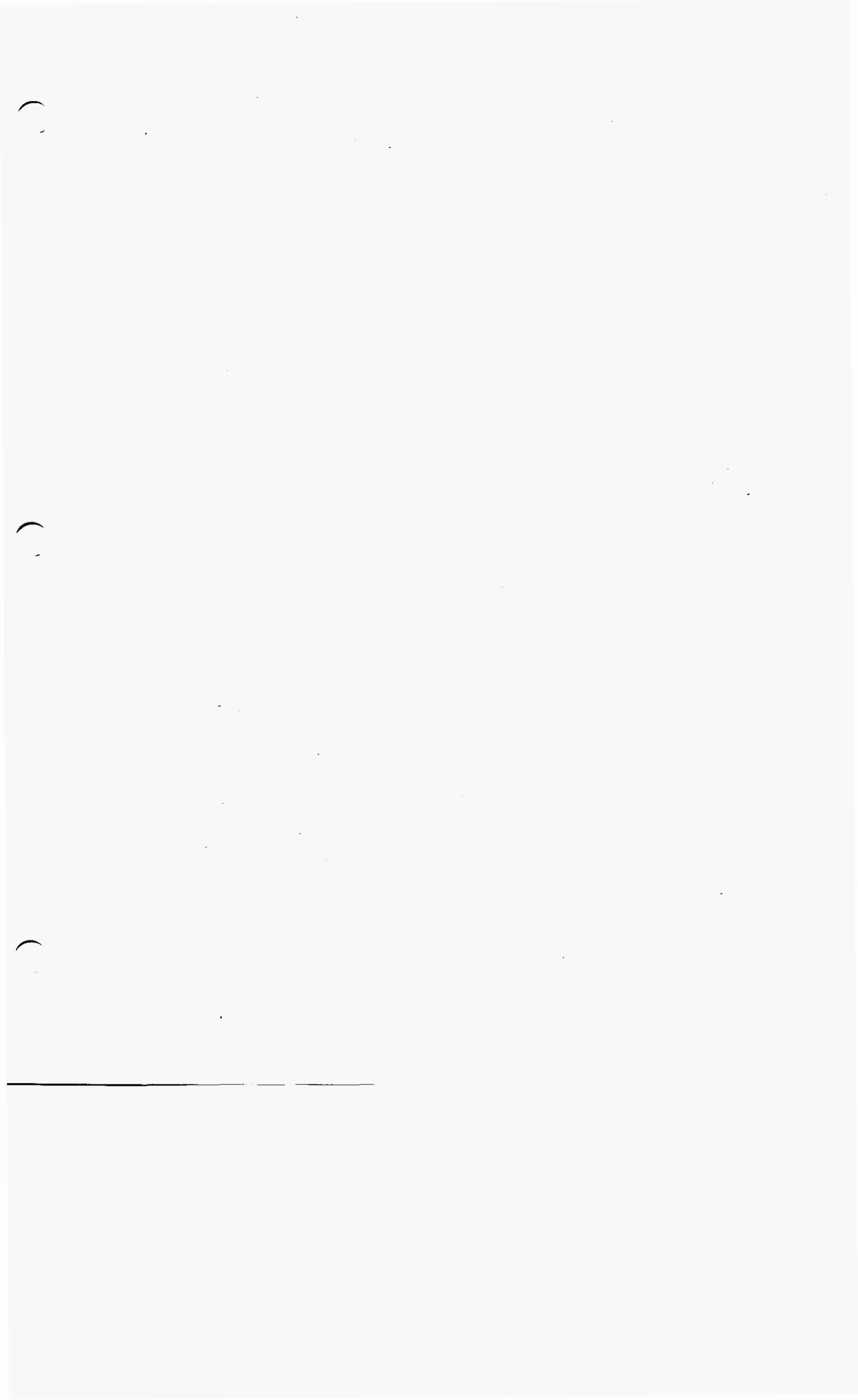
Bus_Ln	
Bus_PBX	
ISDN_PRI ¹	
SPAC_VGLN	
SPAC_DS1 ¹	
SPAC_DDS	
SPAC_DS3 ¹	

¹ The cost object driver percentages are based on TAS trouble tickets and interviews with the BRC personnel. In the study, all Hi-Cap services are assigned to SPAC_DS1. These costs are then distributed to the appropriate Hi-Cap services (ISDN_PRI, SPAC_DS1, SPAC_DS3) from SPAC_DS1, based on the Hi-Cap distribution percentage.

Messaging costs are distributed to SPAC_DS1.

ISDN_PRI =
 SPAC_DS1 =
 SPAC_DS3 =

24 158



GTE
Service Assurance Cost Study

ARTHUR ANDERSEN LLP

BRC Work Center 6248
Florida Filing
BRC Breakout

REDACTED

24 159

All information was obtained through interviews with BRC Senior Mgmt in Tampa, FL.

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INFORMATION RESTRICTED

**GTE
Service Assurance Cost Study**

**Business Response Center – Tampa-6248
Florida Filing
Cost Object Driver Percentages**

Notes:

The cost object driver percentages are based on TAS trouble tickets and interviews with the BRC personnel. See the Cost Object Breakout worksheet.

24 160

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Customer TAS Counts (Jan. 1, 1997 - May 31, 1998)

Sum of count		state									
source	serv type	AL	FL	KY	NC	NM	SC	TX	VA	ZZ	Grand Total
1	0										
	1										
	2										
	3										
	4										
	5										
	6										
	7										
	8										
	9										
	A										
B											
1 Total											
2	0										
	8										
	9										
	A										
	B										
2 Total											
4	0										
	1										
	2										
	3										
	4										
	5										
	6										
	7										
	8										
	9										
	A										
B											
4 Total											
Grand Total											

REDACTED

Source groups "1, 2 and 4" are the regular specialist and generalist group in the Tampa BRC. They are responsible for normal business customers and other GTE troubles in Alabama, Florida, Kentucky, North Carolina, New Mexico, South Carolina, Texas, and Virginia. State code "ZZ" counts are not identified in TAS. Since the counts could not be assigned to any state, they were included to make Florida's percentage a conservative estimate.

24 161

HIGHLY SENSITIVE

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INFORMATION RESTRICTED

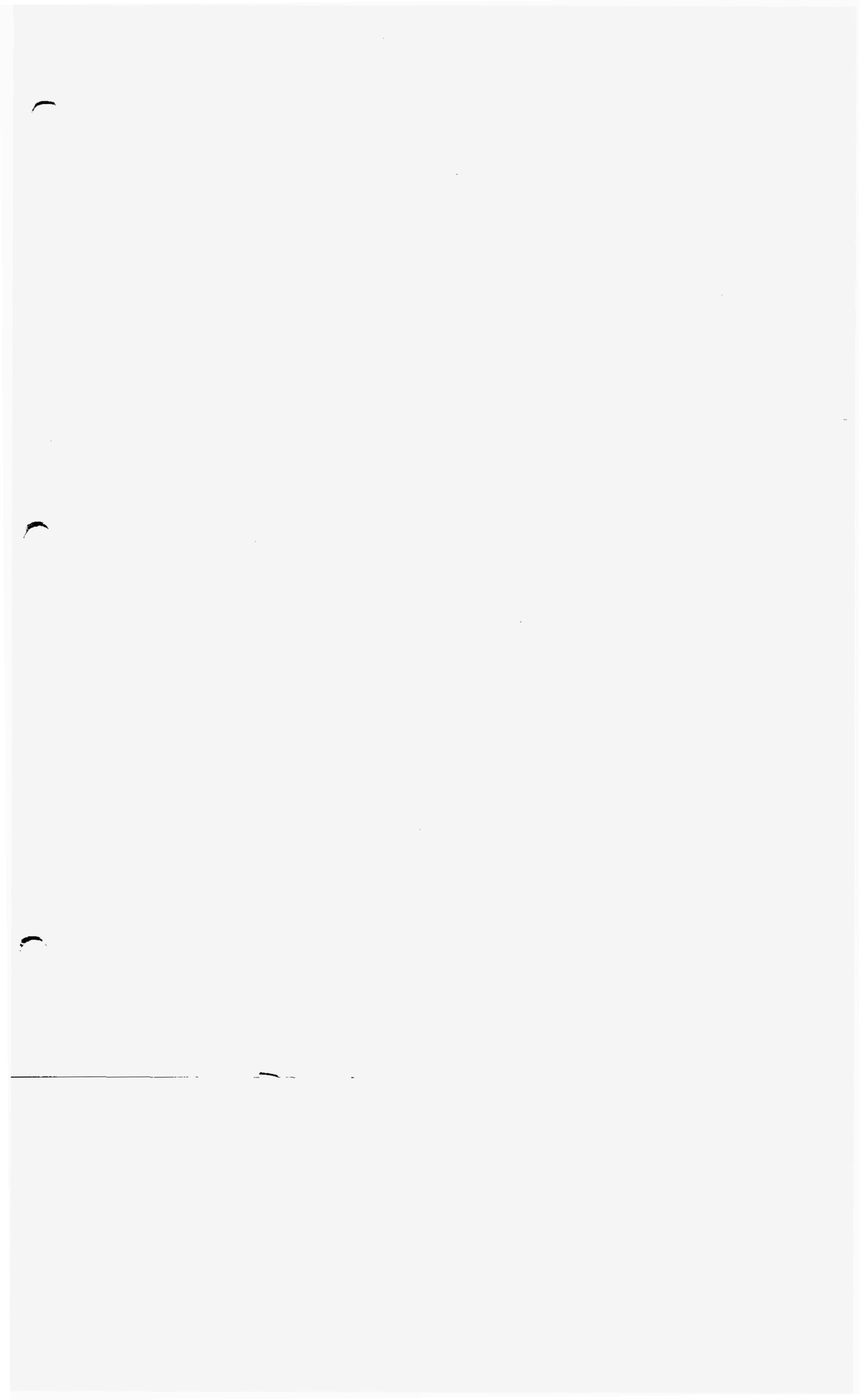
**GTE
Service Assurance Cost Study**

ARTHUR ANDERSEN LLP

**BRC Work Center 6248
Florida Filing
Work Center Information Systems**

ACTIVITY	Systems Used								
	ACD	TAS	MARK	SORCES	COPS	Starmen	NOCV (5/98)	Hikimian	4 Tel II
Analyze Operational Performance	X	X			X				
Answer Customer Calls (Trouble)	X								
Monitor Internal Procedures and Policies		X			X				
Perform Special Projects									
Perform Workcenter Planning									
Personnel and Administration Support									
Product Development and Deployment									
Provide System Support	X	X	X	X	X	X	X	X	X
All BTL Activities	X	X			X				
Resolve Customer Trouble		X	X	X		X	X	X	X
Resource Management (Trouble)	X								
Training									

24
162



Business Response Center - Single Point of Contact (BRC - SPOC) - 6248A

Work Center Description

The Business Response Center Single Point of Contact (BRC - SPOC) acts as a single point of contact for all GTE national business customers and carriers (IXCs). The center handles problems for large businesses and IXC's on a national level.

The majority of the activity in this center involves diagnosing and testing lines or circuits when a trouble is called in by a customer/carrier. Once the problem is isolated, it is either fixed by the BRC or routed to the appropriate GTE work center for resolution via TAS and AWAS.

Work Center Processes

The BRC - SPOC is involved exclusively in the Service Assurance process.

Cost Objects Supported by Work Center

Services: The BRC - SPOC creates trouble reports for all special circuit services (including digital data service, voice grade line service, PBX trunk service, and high capacity data services (from DDS to DS3) and all business customers with three or more phone lines (multi-B1s).

UNEs: Internally, all costs are assigned to Switching, since all "in-house" trouble resolutions are cleared in the switch. However, since some troubles are sent to the central office or field technicians for resolution, this portion of the BRC - SPOC's costs are assigned to UNEs based on the Customer Operations positive time reporting system. See the Customer Operations section for more detail.

Work Center Cost Model Results

Unitized work center results related to UNEs and Services costs are documented on the following pages (cost model output).

See the Work Center Template section for more detail regarding UNEs and Services calculation.

24 163

HIGHLY SENSITIVE

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INFORMATION RESTRICTED

<i>Final Service Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
--	-------------------------	---------------------------	----------------------

Business Response Center - SPOC

6248

Bus_Ln

Base Cost

Bus_Ln-Base

Base Cost Total

Bus_Ln Total

ISDN_PRI

Base Cost

ISDN_PRI-Base

Base Cost Total

ISDN_PRI Total

SPAC_DDS

Base Cost

SPAC_DDS-Base

Base Cost Total

SPAC_DDS Total

SPAC_DSI

Base Cost

SPAC_DSI-Base

Base Cost Total

SPAC_DSI Total

SPAC_DS3

Base Cost

SPAC_DS3-Base

Base Cost Total

SPAC_DS3 Total

SPAC_VGLN

Base Cost

SPAC_VGLN-Base

Base Cost Total

SPAC_VGLN Total

REDACTED

24 164

<i>Final Network Element Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
--	-----------------------------	-------------------------------	--------------------------

Business Response Center - SPOC

6248

Cross-connect

Additive Cost

- Bus_Ln
- ISDN_PRI
- SPAC_DDS
- SPAC_DS1
- SPAC_DS3
- SPAC_VGLN

Additive Cost Total

Cross-connect Total

Interoffice Transport

Additive Cost

- Bus_Ln
- ISDN_PRI
- SPAC_DDS
- SPAC_DS1
- SPAC_DS3
- SPAC_VGLN

Additive Cost Total

Interoffice Transport Total

NAC - Special

Additive Cost

- Bus_Ln
- ISDN_PRI
- SPAC_DDS
- SPAC_DS1
- SPAC_DS3
- SPAC_VGLN

Additive Cost Total

NAC - Special Total

NAC - Switched

Additive Cost

- Bus_Ln
- ISDN_PRI
- SPAC_DDS
- SPAC_DS1
- SPAC_DS3
- SPAC_VGLN

Additive Cost Total

NAC - Switched Total

REDACTED

24 165

<i>Final Network Element Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
--	---------------------	-----------------------	------------------

Business Response Center - SPOC

6248

NID

- Additive Cost
- Bus_Ln
- ISDN_PRI
- SPAC_DDS
- SPAC_DS1
- SPAC_DS3
- SPAC_VGLN
- Additive Cost Total

NID Total

Switching

- Additive Cost
- Bus_Ln
- ISDN_PRI
- SPAC_DDS
- SPAC_DS1
- SPAC_DS3
- SPAC_VGLN
- Additive Cost Total

Switching Total

REDACTED

24 166

Business Response Center - SPOC

Florida Filing

Work Center Codes: 6248

- | | | |
|---|--|-------------------------------|
| <input checked="" type="checkbox"/> Service Assurance | <input type="checkbox"/> Infrastructure Provisioning | Number of employees: |
| <input type="checkbox"/> Service Fulfillment | <input type="checkbox"/> Sales, Marketing, and Advertising | Number of contractors: |
| <input type="checkbox"/> Billing and Collections | <input type="checkbox"/> Other | Total number of FTEs: |

REDACTED

Work Center Description: The Business Response Center Single Point of Contact acts as a single point of contact for all GTE national business customers and carriers. The center handles problems for large businesses and IXC's on a national level.

UNEs identified as cost objects: Multi-line B1, Key systems, PBX trunks, VGPL, DDS, HiCaps

States Supported by the Work Center: National

Services identified as cost objects: Internal - switching; external - all UNEs supported by field techs and CO techs.

Market Segments Supported by the Work Bus, CLEC, and Carrier

Notes:

24 167

GTE
Service Assurance Cost Study

Business Response Center - SPOC

Florida Filing

Work Center Activities

Work Center Codes: 6248

Activities	ATL/BTL	Direct/Shared/Common	Process	Primary/Supporting
Analyze Operational Performance	ATL	Shared	Service Assurance	Supporting
Answer customer calls (Trouble)	ATL	Direct	Service Assurance	Primary
Personnel and Administration Support	ATL	Shared	Service Assurance	Supporting
Resolve Customer Trouble	ATL	Direct	Service Assurance	Primary
Resource Management (Trouble)	ATL	Shared	Service Assurance	Supporting
Training	ATL	Shared	Service Assurance	Supporting

24 168

Business Response Center - SPOC - 6248

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
SPOC Specialists		
	Answer customer calls (Trouble)	
	Resolve Customer Trouble	
	Training	
SPOC Specialists Total		
Supervisor - SPOC		
	Analyze Operational Performance	
	Answer customer calls (Trouble)	
	Personnel and Administration Support	
	Resolve Customer Trouble	
	Resource Management (Trouble)	
Supervisor - SPOC Total		

REDACTED

24 169

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GTE
Service Assurance Cost Study

Business Response Center - SPOC-6248

Florida Filing

Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates			Base Hours	OT Rate	6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts								

Non-Labor Resources

REDACTED

24
170

**GTE
Service Assurance Cost Study**

**Business Response Center SPOC – Tampa-6248
Florida Filing
Work Center Resources**

Notes:

Overtime is paid at time-and-a-half of the employee's base rate.

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits.

The percent assigned to each state supported is based on trouble tickets. See the TAS Trouble Counts by State and Service Type template.

Because the SPOC is a part of the BRC-Tampa and the non-labor expenses could not be separated, they are included in the BRC-Tampa resources.

24 171

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Business Response Center - SPOC-6248

Florida Filing

Cost Object Driver Percentages

Service	Driver
Bus_Ln	
ISDN_PRI	
SPAC_DDS	
SPAC_DS1	
SPAC_DS3	
SPAC_VGLN	

REDACTED

Total Driver Percentage

24 172

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**GTE
Service Assurance Cost Study**

**Business Response Center SPOC - Tampa-6248
Florida Filing
Cost Object Driver Percentages**

Notes:

The cost object driver percentages are based on TAS trouble tickets and interviews with the BRC personnel. In the study, all Hi-Cap services are assigned to SPAC_DS1. These costs are then distributed to the appropriate Hi-Cap services (ISDN_PRI, SPAC_DS1, and SPAC_DS3), from SPAC_DS1, based on the HiCap distribution percentage. See the Cost Object Breakout worksheet for model inputs and outputs.

Messaging costs are distributed to SPAC_DS1.

24 173

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**BRC Work Center - SPOC 6248
Florida Filing
Cost Object Driver Percentages**

Hi Cap Units	Total	% of Total
ISDN_PRI		
SPAC_DS1		
SPAC_DS3		

Cost Object Drivers to the Model

Service
Bus_Ln
Bus_PBX
MESSAGING
SPAC_VGLN
SPAC_DS1
SPAC_DDS
Total

REDACTED

Cost Object Drivers from the Model

Bus_Ln
Bus_PBX
ISDN_PRI ¹
SPAC_VGLN
SPAC_DS1 ¹
SPAC_DDS
SPAC_DS3 ¹

¹ The cost object driver percentages are based on TAS trouble tickets and interviews with the BRC personnel. In the study, all Hi-Cap services are assigned to SPAC_DS1. These costs are then distributed to the appropriate Hi-Cap services (ISDN_PRI, SPAC_DS1, SPAC_DS3) from SPAC_DS1, based on the Hi-Cap distribution percentage.

Messaging costs are distributed to SPAC_DS1.

ISDN_PRI =
SPAC_DS1
SPAC_DS3

24 174

GTE
Service Assurance Cost Study

BRC Work Center 6248 - SPOC
Florida Filing
BRC Breakout

REDACTED

24 175

BRC Work Center 6248
Florida Filing
IXC SPOC Group Trouble By Service Type

	Bus_Ln	Message	SPAC_VGLN	SPAC_DS1	SPAC_DDS	Grand Total	%
AL							
AR							
AZ							
CA							
FL							
HI							
IA							
ID							
IL							
IN							
KY							
MI							
MN							
MO							
MT							
NC							
NE							
NM							
NV							
NY							
OH							
OK							
OR							
PA							
SC							
TN							
TX							
UT							
VA							
WA							
WI							
WV							
ZZ							

REDACTED

Note: 6% of the costs associated with the BRC SPOC are applied to FL based on the percentage of trouble tickets.

24 176

GTE
Service Assurance Cost Study

ARTHUR ANDERSEN LLP

BRC Work Center 6248
Florida Filing
Work Center Information Systems

ACTIVITY	Systems Used								
	ACD	TAS	MARK	SORCES	COPS	Starmen	NOCV (5/98)	Hikimian	4 Tel II
Analyze Operational Performance	X	X			X				
Answer Customer Calls (Trouble)	X								
Monitor Internal Procedures and Policies		X			X				
Perform Special Projects									
Perform Workcenter Planning									
Personnel and Administration Support									
Product Development and Deployment									
Provide System Support	X	X	X	X	X	X	X	X	X
All BTL Activities	X	X			X				
Resolve Customer Trouble		X	X	X		X	X	X	X
Resource Management (Trouble)	X								
Training									

24 177



Business Dispatch Control Center (BDCC) - 6247

Work Center Description

The Business Dispatch and Control Center (BDCC) provides a single point of control for all multi-line business assurance and fulfillment activity requiring BZT interaction. The implementation of this center eliminates previous requirements for centralized services, branch organizations, and multiple dispatch centers to reside within the same region. This plan provides for strong linkages to the Business Response Center (BRC) and Division Resource Management (DRM) and is in conjunction with the DAC Migration Plan.

Four centers are established to support this customer set: Tampa, Florida; Thousand Oaks, California; Honolulu, Hawaii; and Erie, Pennsylvania.

The Erie BDCC is responsible for the BZT dispatch activity in Florida.

Work Center Processes

The BDCC supports both Service Assurance and Service Fulfillment Processes.

Cost Objects Supported by Work Center

The BDCC dispatches all circuit orders and business lines where the customer has three or more B1 lines. The costs are mapped to services and UNEs based on Business Zone Technicians' positive time reporting. See the Customer Operations section for more detail.

Work Center Cost Model Results

Unitized work center results related to UNEs and Services costs are documented on the following pages (cost model output).

See the Work Center Template section for more detail regarding UNEs and Services calculation.

<i>Final Network Element Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
--	---------------------	-----------------------	------------------

Business Dispatch Control Center - Tampa

6247

Cross-connect

Base Cost
Cross-connect-Base
Base Cost Total

Cross-connect Total

NAC - Special

Base Cost
NAC - Special-Base
Base Cost Total

NAC - Special Total

NAC - Switched

Base Cost
NAC - Switched-Base
Base Cost Total

NAC - Switched Total

NID

Base Cost
NID-Base
Base Cost Total

NID Total

REDACTED

24 179

Organizational Structure

**BUSINESS DISPATCH CONTROL CENTER
FLORIDA**

REDACTED

24 180

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CONFIDENTIAL

INFORMATION RESTRICTED

Business Dispatch Control Center - Tampa

Florida Filing

Work Center Codes: 6247

- | | |
|---|--|
| <input checked="" type="checkbox"/> Service Assurance | <input type="checkbox"/> Infrastructure Provisioning |
| <input checked="" type="checkbox"/> Service Fulfillment | <input type="checkbox"/> Sales, Marketing, and Advertising |
| <input type="checkbox"/> Billing and Collections | <input type="checkbox"/> Other |

Number of employees:

Number of contractors:

Total number of FTEs:

REDACTED

Work Center Description: BDCC provides a single point of contact for monitor and dispatch for all multi-line business assurance and fulfillment activity requiring BZT interaction

UNEs identified as cost objects:

NAC-Switched, NAC-Special, NID, Cross-Connect, Switching, Multiplexing, Interoffice Transport

States Supported by the Work Center: AL, KY, FL, TX/NM, VA, NC, SC

Services identified as cost objects:

Res Line, Bus Line, Bus PBX, Bus Contract, Coin, ISDN-BRI, ISDN-PRI, SPAC-VGLN, SPAC-DS1, SPAC-DS3, SPAC-DDS, Messaging, ADSL

Market Segments Supported by the Work Multi-line business (3+ lines), Carrier, E911, CLEC

Notes:

Contractors included on labor resources sheet but not on activities sheet.

24 181

GTE
Service Assurance Cost Study

Business Dispatch Control Center - Tampa

Florida Filing

Work Center Activities

Work Center Codes: 6247

Activities	ATL/BTL	Direct/Shared/Common	Process	Primary/Supporting
All BTL Activities	BTL	Shared	Service Assurance/Fulfillment	Primary/Supporting
All Supporting Activities - Service Fulfillment	ATL	Shared	Service Fulfillment	Supporting
Analyze Operational Performance	ATL	Shared	Service Assurance	Supporting
Dispatching Orders	ATL	Direct	Service Fulfillment	Primary
Dispatching Troubles	ATL	Direct	Service Assurance	Primary
Monitor Internal Procedures and Policies	ATL	Shared	Service Assurance	Supporting
Monitoring and Clearing Systems (Orders)	ATL	Direct	Service Fulfillment	Primary
Monitoring and Clearing Systems (Troubles)	ATL	Direct	Service Assurance	Primary
Personnel and Administration Support	ATL	Shared	Service Assurance	Supporting
Plotting Work Locations	ATL	Shared	Service Assurance	Supporting
Resource Management (Trouble)	ATL	Shared	Service Assurance	Supporting
Training	ATL	Shared	Service Assurance	Supporting

24 182

Business Dispatch Control Center - Tampa - 6247

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Analyst	All BTL Activities All Supporting Activities - Service Fulfillment Analyze Operational Performance Dispatching Orders Dispatching Troubles Monitoring and Clearing Systems (Orders) Monitoring and Clearing Systems (Troubles) Personnel and Administration Support	
Analyst Total		
Business Dispatch Control Specialist	All BTL Activities All Supporting Activities - Service Fulfillment Dispatching Orders Dispatching Troubles Monitoring and Clearing Systems (Orders) Monitoring and Clearing Systems (Troubles) Plotting Work Locations Resource Management (Trouble)	
Business Dispatch Control Specialist Total		
Coordinator	All BTL Activities All Supporting Activities - Service Fulfillment Analyze Operational Performance Monitor Internal Procedures and Policies Monitoring and Clearing Systems (Orders) Monitoring and Clearing Systems (Troubles) Personnel and Administration Support Training	
Coordinator Total		
Secretary / Specialist	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support	
Secretary / Specialist Total		
Section Manager	All BTL Activities All Supporting Activities - Service Fulfillment Analyze Operational Performance Personnel and Administration Support	
Section Manager Total		

REDACTED

24 183

Business Dispatch Control Center - Tampa - 6247

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Senior Administrator		
	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Dispatching Orders	
	Dispatching Troubles	
	Monitor Internal Procedures and Policies	
	Training	
Senior Administrator Total		
Supervisor		
	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Analyze Operational Performance	
	Dispatching Orders	
	Dispatching Troubles	
	Monitoring and Clearing Systems (Orders)	
	Monitoring and Clearing Systems (Troubles)	
	Training	
Supervisor Total		

REDACTED

24 184

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GTE
Service Assurance Cost Study

Business Dispatch Control Center - Tampa-6247

Florida Filing

Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates			Base Hours	OT Rate	6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts								

REDACTED

24 185

**GTE
Service Assurance Cost Study**

**Business Dispatch Control Center – Tampa - 6247
Florida Filing
Work Center Resources**

Notes:

Overtime is paid at time-and-a-half of the employee's base rate.

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits

Percent of labor and non-labor expenses assigned to each state is based on work center Specialist's headcount. See Specialist Headcount template for calculation.

Non-labor expenses are based on work center August 1998 outlook.

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BDCC Work Center 6247
 Florida Filing
 Specialist Headcount

States	FTE Count ¹	Percent per State ²
FL	REDACTED	
TX/NM		
AL		
KY		
VA		
NC		
SC		
Total		

Notes:

¹ The FTE counts presented above were obtained through surveys of all BDCC specialists.

² This figure is used to assign labor and non labor resources to the states supported by this work center.

Business Dispatch Control Center - Tampa-6247

Florida Filing

Cost Object Driver Percentages

Unbundled Network Element	Driver
Cross-connect	
Multiplexing	
NAC - Special	
NAC - Switched	
NID	
Total Driver Percentage	

REDACTED

24 188

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GTE
Service Assurance Cost Study

Business Dispatch Control Center – Tampa-6247
Florida Filing
Cost Object Driver Percentages

Notes:

The cost object driver percentages are based on Business Zone Technician hours. See Technician Hours report.

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Technician Hours - Florida

Customer Zone Technician II/I&R Technician-201

Interoffice Transport
Multiplexing
NAC - Special
NAC - Switched
NID
Switching

Total Hours - Customer Zone Technician II/I&R Technician-201

Customer Zone Technician I-211

Cross-connect
Interoffice Transport
Multiplexing
NAC - Special
NAC - Switched
Switching

Total Hours - Customer Zone Technician I-211

Business Zone Technician-221

Cross-connect
Multiplexing
NAC - Special
NAC - Switched
NID

Total Hours - Business Zone Technician-221

Total Hours - Florida

REDACTED

24 190

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**GTE
Service Assurance Cost Study**

**Business Dispatch Control Center - Tampa 6247
Florida Filing
Technician Hours**

Hours are based on 1998 STAR database information.

24 191

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GTE
Service Assurance Cost Study

ARTHUR ANDERSEN LLP

BDCC Work Center 6247
Florida Filing
Work Center Information Systems

ACTIVITY	Systems Used								
	AWAS	TAS	MARK	SORCES	DDM	COPS	NOCV (5/98)	ACES	SOP
Analyze Operational Performance									
Dispatching Orders	X		X	X	X	X	X	X	X
Dispatching Troubles	X	X	X		X	X		X	
Monitor Internal Procedures and Policies									
Monitoring and Clearing AWAS Alerts (Orders)	X			X		X			
Monitoring and Clearing AWAS Alerts (Troubles)	X	X				X			
#REF!									
Personnel and Administration Support									
Plotting Work Locations									
#REF!									
Resource Management (Trouble)	X	X		X	X	X	X		X
Training	X	X		X		X	X		
All Supporting Activities - Service Fulfillment									
All BTL Activities									

24 192

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Regional Network Reliability Centers (RNRC) - 5J41

Work Center Description

The Network Reliability group is responsible for providing high-level technical support to the field, effective deployment of advanced products and services, and the planning and scheduling of labor resources. This group is the true technical staff that assists with any problem situation involving the network.

The Field Support group is the second point of contact on technical problems when it is not possible to contact the Network Operations Center (NOC), which is the first point of contact. In addition, this group often acts as the resource in the field to assist the NOC with technical problems.

The TAC Focus group analyzes data provided by the centralized TAC group as well as schedules and manages the repair and maintenance of copper cable and airdryers.

Two new groups are being formed in Network Reliability that will add responsibilities to the group. The two groups are Network Interconnection and Quality Results. The Network Interconnection group will deal with central office-related issues associated with the interconnection of GTE's network with its competitors. The Quality Results group will be responsible for performing root cause analysis studies on trouble ticket data and developing viable solutions with specific actions that will improve GTE's quality of service.

Work Center Processes

Network Reliability is primarily in support of the Service Assurance process. A limited amount of its time is spent on activities related to Service Fulfillment and Infrastructure Provisioning.

Cost Objects Supported by Work Center

UNEs: NAC - Switched, Cross Connect, Switching, Multiplexing, and Interoffice Transport

Work Center Cost Model Results

Unitized work center results related to UNEs and Services costs are documented on the following pages (cost model output).

See the Work Center Template section for more detail regarding UNEs and Services calculation.

<i>Final Network Element Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
--	---------------------	-----------------------	------------------

Network Reliability Center-Florida

5J41

Cross-connect

Base Cost

Cross-connect-Base

Base Cost Total

Cross-connect Total

Interoffice Transport

Base Cost

Interoffice Transport-Base

Base Cost Total

Interoffice Transport Total

NAC - Special

Base Cost

NAC - Special-Base

Base Cost Total

NAC - Special Total

NAC - Switched

Base Cost

NAC - Switched-Base

Base Cost Total

NAC - Switched Total

SS7 Links

Base Cost

SS7 Links-Base

Base Cost Total

SS7 Links Total

STP Ports

Base Cost

STP Ports-Base

Base Cost Total

STP Ports Total

Switching

Base Cost

Switching-Base

Base Cost Total

Switching Total

REDACTED

24 194

Organizational Structure (current status)

Network Reliability

REDACTED

24 195

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Network Reliability Center - Florida

Florida Filing

Work Center Codes: 5J41

- | | |
|---|--|
| <input checked="" type="checkbox"/> Service Assurance | <input type="checkbox"/> Infrastructure Provisioning |
| <input checked="" type="checkbox"/> Service Fulfillment | <input type="checkbox"/> Sales, Marketing, and Advertising |
| <input type="checkbox"/> Billing and Collections | <input type="checkbox"/> Other |

Number of employees:

Number of contractors:

Total number of FTEs:

REDACTED

Work Center Description: Network Reliability is a highly technical organization responsible for GTE's network quality and product delivery objectives

UNEs identified as cost objects:

SS7 Links, NAC - Special, NAC - Switched, Cross Connect, Multiplexing, Switching, Interoffice Transport, NID, STP Ports

States Supported by the Work Center: Florida

Services identified as cost objects:

Residential Line, Business Line, Business PBX, Business Centranet, ISDN BRI, ISDN PRI, SPAC VGLN, SPAC DDS, SPAC DS1, SPAC DS3, CLEC POP

Market Segments Supported by the Work Business end users, carriers, GTE Network Services: all markets

Notes:

24 196

GTE
Service Assurance Cost Study

Network Reliability Center - Florida

Florida Filing

Work Center Activities

Work Center Codes: 5J41

Activities	ATL/BTL	Direct/Shared/Common	Process	Primary/Supporting
Analyze Operational Performance	ATL	Direct	Service Assurance	Supporting
Governmental & External Relations	ATL	Shared	Service Assurance/Fulfillment	Supporting
Make Equipment Recommendations	ATL	Shared	Service Assurance	Supporting
Network Configuration Management	ATL	Direct	Service Assurance	Supporting
Perform Special Projects	ATL	Direct	Service Assurance	Supporting
Perform Workcenter Planning	ATL	Shared	Service Assurance	Supporting
Personnel and Administration Support	ATL	Shared	Service Assurance	Supporting
Product Development and Deployment	ATL	Direct	Service Assurance	Supporting
Provide technical support (Trouble)	ATL	Direct	Service Assurance	Primary
Repair and Maintain Network Facilities	ATL	Shared	Service Assurance	Supporting
Resource Management (Trouble)	ATL	Shared	Service Assurance	Supporting
Site Inspections	ATL	Shared	Service Assurance	Supporting
Training	ATL	Shared	Service Assurance	Supporting

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Network Reliability Center - Florida - 5J41
Florida Filing
Work Center Activities by Job Class

Position	Activities	% of Time Spent
Admin Sup/Secretary - Field Support	Personnel and Administration Support	
Admin Sup/Secretary - Field Support Total		
Admin Sup/Secretary - Interconnection	Personnel and Administration Support	
Admin Sup/Secretary - Interconnection Total		
Admin Sup/Secretary - Quality Results	Personnel and Administration Support	
Admin Sup/Secretary - Quality Results Total		
Admin Sup/Secretary - TAC Focus	Resource Management (Trouble)	
Admin Sup/Secretary - TAC Focus Total		
Administrator - Interconnection	Analyze Operational Performance Governmental & External Relations Provide technical support (Trouble) Site Inspections Training	
Administrator - Interconnection Total		
Administrator - Quality Results	Analyze Operational Performance Make Equipment Recommendations Perform Special Projects Personnel and Administration Support Training	
Administrator - Quality Results Total		
Customer Zone Tech 1	Repair and Maintain Network Facilities	
Customer Zone Tech 1 Total		
General Manager - Network Reliability	Perform Workcenter Planning Personnel and Administration Support	
General Manager - Network Reliability Total		
Manager - Field Support	Network Configuration Management Perform Special Projects Personnel and Administration Support Product Development and Deployment Provide technical support (Trouble) Training	
Manager - Field Support Total		

REDACTED

24 198

Network Reliability Center - Florida - 5J41

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Manager - TAC Focus	Resource Management (Trouble)	
Manager - TAC Focus Total		
Senior Administrator - Field Support	Network Configuration Management Perform Special Projects Personnel and Administration Support Product Development and Deployment Provide technical support (Trouble) Training	
Senior Administrator - Field Support Total		
Senior Administrator - Interconnection	Analyze Operational Performance Governmental & External Relations Provide technical support (Trouble) Site Inspections Training	
Senior Administrator - Interconnection Total		
Senior Administrator - Quality Results	Analyze Operational Performance Make Equipment Recommendations Perform Special Projects Personnel and Administration Support Training	
Senior Administrator - Quality Results Total		
Senior Administrator - Resource Management	Analyze Operational Performance Perform Workcenter Planning Personnel and Administration Support Training	
Senior Administrator - Resource Management Total		
Senior Administrator - TAC Focus	Analyze Operational Performance Resource Management (Trouble)	
Senior Administrator - TAC Focus Total		
Staff Administrator - Interconnection	Analyze Operational Performance Governmental & External Relations Provide technical support (Trouble) Site Inspections Training	
Staff Administrator - Interconnection Total		

REDACTED

24 199

Network Reliability Center - Florida - 5J41

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Staff Administrator - Quality	Analyze Operational Performance	
	Make Equipment Recommendations	
	Perform Special Projects	
	Personnel and Administration Support	
	Training	
Staff Administrator - Quality Total		
Staff Secretary	Personnel and Administration Support	
Staff Secretary Total		

REDACTED

24 200

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GTE
Service Assurance Cost Study

Network Reliability Center-5J41
Florida Filing
Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates			Base Hours	OT Rate	6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts								

REDACTED

24 201

GTE
Service Assurance Cost Study

Network Reliability Center-5J41

Florida Filing

Work Center Resources

Non-Labor Resources

SAP Element Code

Dollars

REDACTED

24 202

GTE
Service Assurance Cost Study

Network Reliability Center – 5J41
Florida Filing
Work Center Resources

Notes:

Overtime is paid at time-and-half of employee's base rate.

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits

The non-labor expenses are based on April 1998 outlook.

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INFORMATION RESTRICTED

Network Reliability Center-5J41

Florida Filing

Cost Object Driver Percentages

Activity	UNENAME	Driver
Analyze Operational Performance		
	Cross-connect	
	Interoffice Transport	
	Multiplexing	
	NAC - Special	
	NAC - Switched	
	Switching	
Analyze Operational Performance Total		
Network Configuration Management		
	Multiplexing	
	STP Ports	
	Switching	
Network Configuration Management Total		
Perform Special Projects		
	Multiplexing	
	Switching	
Perform Special Projects Total		
Product Development and Deployment		
	Multiplexing	
	STP Ports	
	Switching	
Product Development and Deployment Total		
Provide technical support (Trouble)		
	Cross-connect	
	Interoffice Transport	
	Multiplexing	
	NAC - Special	
	NAC - Switched	
	SS7 Links	
	Switching	
Provide technical support (Trouble) Total		

REDACTED

24 204

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

Network Reliability Center-5J41

Florida Filing

Cost Object Driver Percentages

Position	UNENAME	Driver
Customer Zone Tech 1	Cross-connect	REDACTED
	Interoffice Transport	
	Multiplexing	
	NAC - Special	
	NAC - Switched	
	Switching	
Customer Zone Tech 1 Total		

24 205

HIGHLY SENSITIVE

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INFORMATION RESTRICTED

**GTE
Service Assurance Cost Study**

**Network Reliability Center – 5J41
Florida Filing
Cost Object Driver Percentages**

Notes:

The Cost Object Percentages were provided by the Specialist-Switching & Transmission and Senior Administrator – Switching(Translation).

24 206

HIGHLY SENSITIVE

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INFORMATION RESTRICTED

GTE
Service Assurance Costing Study

ARTHUR ANDERSEN LLP

Network Reliability - 5J41
Florida Filing
Work Center Information Systems

Workgroup	Systems Used							
	TSM	AWAS	4Tel	NOCTrack	SITES	SAM	OSSAM	IRTH
Switching	X		X	X	X	X		
Transmission								
Network Support								X
Quality Results		X					X	

24 207



Database Management (DBM) - 6250

Work Center Description

This department is responsible for directing the day-to-day database software activities for all Network Elements (NE) and Network Systems (NS) throughout GTE telephone operations. These activities include provisioning IC switched access orders, provisioning business service orders, provisioning new products and services, implementing and maintaining local, toll, and special dialing plans, implementing and maintaining FCC and PUC regulatory policies, and implementing and maintaining E911 data bases. This department consists of the following groups:

- Provisioning
- Centralized Operations
- System Support
- 911 Operations
- Administration

The Provisioning group is responsible for business services provisioning, ASR provisioning, trunk provisioning, code administration, hardware provisioning, network/infrastructure provisioning, and ICB products and services provisioning.

The Centralized Operations group is responsible for billing support, national hotline support (24 hours, 7 days a week), DBM technical support, ICB evaluations, DMOQ SPOC management, and adjunct devices provisioning.

The System Support group is responsible for NEDAS administration and support, DMBS administration and support, and office automation.

911 Operations is responsible for 911 data administration, 911 data audits and corrections, 911 table administration, MARK SAG administration, and 911 conversion support.

Work Center Processes

DBM is involved in the Service Fulfillment, Service Assurance, and Infrastructure Provisioning processes. This project focused on the Centralized Operations and Systems Support work centers. These are the only DBM work centers with Service Assurance activities.

Cost Objects Supported by Work Center

All DBM activities involve switch database work, so this groups costs are assigned to the UNE - Switching.

24 208

HIGHLY SENSITIVE

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INFORMATION RESTRICTED

Work Center Cost Model Results

Unitized work center results related to UNEs and Services costs are documented on the following pages (cost model output).

See the Work Center Template section for more detail regarding UNEs and Services calculation.

Organizational Structure (current status)

Database Management

REDACTED

24 209

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

<i>Final Network Element Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
--	---------------------	-----------------------	------------------

Database Management

6250

Switching

Base Cost

Switching-Base

Base Cost Total

Switching Total

REDACTED

24 210

<i>Final Network Element Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
--	---------------------	-----------------------	------------------

Database Management Support

6250

Switching

Base Cost

Switching-Base

Base Cost Total

Switching Total

REDACTED

24 211

Final Network Element Cost by Work Center
HIGHLY SENSITIVE

CONFIDENTIAL

Florida
INFORMATION RESTRICTED

Database Management

Florida Filing

Work Center Codes: 6250

- | | |
|---|---|
| <input checked="" type="checkbox"/> Service Assurance | <input checked="" type="checkbox"/> Infrastructure Provisioning |
| <input checked="" type="checkbox"/> Service Fulfillment | <input type="checkbox"/> Sales, Marketing, and Advertising |
| <input type="checkbox"/> Billing and Collections | <input type="checkbox"/> Other |

Number of employees:

Number of contractors:

Total number of FTEs:

REDACTED

Work Center Description: Manage routing of translations software and databases for GTE's wireline network.

UNEs identified as cost objects:

Switching

States Supported by the Work Center:

National

Services identified as cost objects:

ISDN_BRI, ISDN_PRI, Bus_and CNTRNT

Market Segments Supported by the Work

Business, CLEC, and Carrier

Notes:

There are 423 FTEs in Database Management, however only 37(including 1 contractor) were studied.

24 212

GTE
Service Assurance Cost Study

Database Management

Florida Filing

Work Center Activities

Work Center Codes: 6250

Activities	ATL/BTL	Direct/Shared/Common	Process	Primary/Supporting
Provision Service Order	ATL	Direct	Service Fulfillment	Primary
Resolve Customer Trouble	ATL	Direct	Service Assurance	Primary

24 213

Database Management - 6250
Florida Filing
Work Center Activities by Job Class

Position	Activities	% of Time Spent
Administrative Assistant	Provision Service Order	
	Resolve Customer Trouble	
Administrative Assistant Total		
Administrator - IN	Provision Service Order	
	Resolve Customer Trouble	
Administrator - IN Total		
Administrator - TX	Provision Service Order	
	Resolve Customer Trouble	
Administrator - TX Total		
Analyst - IN	Provision Service Order	
	Resolve Customer Trouble	
Analyst - IN Total		
Analyst - TX	Provision Service Order	
	Resolve Customer Trouble	
Analyst - TX Total		
Manager	Provision Service Order	
	Resolve Customer Trouble	
Manager Total		
Section Administrator	Provision Service Order	
	Resolve Customer Trouble	
Section Administrator Total		
Section Manager - IN	Resolve Customer Trouble	
Section Manager - IN Total		
Section Manager - TX	Resolve Customer Trouble	
Section Manager - TX Total		
Senior Admin - TX	Provision Service Order	
	Resolve Customer Trouble	
Senior Admin - TX Total		
Senior Secretary	Provision Service Order	
	Resolve Customer Trouble	
Senior Secretary Total		

REDACTED

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

24 214

Database Management - 6250

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Staff Admin - TX	Provision Service Order	
	Resolve Customer Trouble	
Staff Admin - TX Total		

REDACTED

24 215

HIGHLY SENSITIVE

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INFORMATION RESTRICTED

GTE
Service Assurance Cost Study

Database Management - 6250
Florida Filing
Work Center Activities by Job Class

Notes:

Because the study only includes Service Assurance costs, only Generalized Support and Systems Support FTE's are included in the study. These are the only DBM work centers with Service Assurance activities.

The Contractor included in this study was not interviewed and therefore, no activities were identified. The Contractor costs are included in the non-labor expenses.

REDACTED

24 216

HIGHLY SENSITIVE

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INFORMATION RESTRICTED

GTE
Service Assurance Cost Study

Database Management-6250

Florida Filing

Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates			6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts						

Non-Labor Resources

SAP Element Code	Dollars
------------------	---------

24
217

REDACTED

Database Management-6250
Florida Filing
Work Center Resources

Notes:

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits

The non-labor expenses are based on 1998 work center budget.

The percentage of resources assigned to the states is based on DBM trouble tickets. See the DBM Trouble Tickets template.

Non-labor resources for this work center are shared between Centralized Support and Systems Support. The costs have been assigned to each of the two work groups based on FTE's. Centralized Support received _____ of the resources and Systems Support received _____ of the resources. For the purposes of the model and _____ the Database Management Support group supports the _____ group, all non-labor resources were included in the DBM costs.

Costs for the contractor are included in non-labor resources

REDACTED

24 218

**GTE
Service Assurance Cost Study**

**Florida Filing
Work Center Resources
Non-Labor**

Account	Description
6201	Travel Expenses
6202	Meals and Entertainment
6251	Empl. Relocation
6401	Material and Supply
6503	Contractors
6701	DP-End User
6729	Internal Telecom
6790	Other Costs

REDACTED

Total non-labor resources**

**Based on 1998 work center budget.

Notes:

⁵ Non-labor resources for this work center code are shared between Centralized Support and Systems Support. They have been assigned to each of the two work groups based on FTEs.

Centralized Support received _____ of the resources and Systems Support receive _____ of the resources.

24 219
612 42

**GTE
Service Assurance Cost Study**

DBM Work Center 6250
Florida Filing
DBM Systems Support Labor Dollars Assigned to Centralized Support

Total DBM FTEs (- systems support)	Centralized Support	Centralized Support



Systems Support Labor \$\$	Systems Support Non-Labor \$\$	Centralized Support	Total \$\$ to Centralized Support

Only a portion of total DBM Systems Support dollars are assigned to the DBM Centralized Support and General S&A groups. Since the Systems Support group basically provides computer support for each FTE in DBM, we calculated the percentage of the Centralized Support + General S&A FTEs in relation to the entire DBM work group. This percentage of Systems Support dollars was assigned to the Centralized Support work group, which is the only DBM work group in the service assurance process.

24 220

REDACTED

DBM Work Center 6250
Florida Filing
DBM trouble tickets for 1997

Region	State	RRIC Tickets	Total Inbound tickets 1997	Total DBM Tickets Worked	Percent of Total
North	IA				
	IL				
	IN				
	MI				
	OH				
	PA				
	WI				
South	AL				
	FL				
	KY				
	NC				
	SC				
	VA				
Central	AR				
	AZ				
	MO				
	NE				
	NM				
	OK				
	TX				
West	CA				
	HI				
	ID				
	NV				
	OR				
	WA				

REDACTED

The data for this chart was provided by DBM management. It depicts the total troubles worked by the DBM group for all states in 1997. RRIC troubles are specific to IXC (access) service problems and inbound troubles are generated by other GTE workcenters on behalf of GTE's local customers. These trouble percentages are used as the cost driver to assign DBM service assurance costs to each state in which GTE operates. Since the DBM group repairs switch software, all of its costs are driven to the "Switch" UNE.

24 221

Database Management Support

Florida Filing

Work Center Codes: 6250

- | | |
|---|---|
| <input checked="" type="checkbox"/> Service Assurance | <input checked="" type="checkbox"/> Infrastructure Provisioning |
| <input checked="" type="checkbox"/> Service Fulfillment | <input type="checkbox"/> Sales, Marketing, and Advertising |
| <input type="checkbox"/> Billing and Collections | <input type="checkbox"/> Other |

Number of employees:

Number of contractors:

Total number of FTEs:

REDACTED

Work Center Description: The System Support group is responsible for NEDAS administration and support, DMBS administration and support, and office automation.

UNEs identified as cost objects: Switching

States Supported by the Work Center: National

Services identified as cost objects: ISDN_BRI, ISDN_PRI, Bus_and CNTRNT

Market Segments Supported by the Work Business, CLEC, and Carrier

Notes:

24 222

GTE
Service Assurance Cost Study

Database Management Support

Florida Filing

Work Center Activities

Work Center Codes: 6250

Activities	ATL/BTL	Direct/Shared/Common	Process	Primary/Supporting
Provide System Support	ATL	Direct	Service Assurance/Fulfillment	Primary

24 223

Database Management Support - 6250

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Analyst - CA - SS	Provide System Support	
Analyst - CA - SS Total		
Analyst - FL - SS	Provide System Support	
Analyst - FL - SS Total		
Analyst - IN - SS	Provide System Support	
Analyst - IN - SS Total		
Manager - SS	Provide System Support	
Manager - SS Total		
Section Administrator - SS	Provide System Support	
Section Administrator - SS Total		
Senior Admin - CA - SS	Provide System Support	
Senior Admin - CA - SS Total		
Senior Admin - FL - SS	Provide System Support	
Senior Admin - FL - SS Total		
Senior Admin - IN - SS	Provide System Support	
Senior Admin - IN - SS Total		
Senior Admin - TX - SS	Provide System Support	
Senior Admin - TX - SS Total		
Staff Admin - CA - SS	Provide System Support	
Staff Admin - CA - SS Total		

REDACTED

24 224

GTE
Service Assurance Cost Study

Database Management Support - 6250
Florida Filing
Work Center Activities by Job Class

Notes:

Because the study only includes Service Assurance costs, only Centralized Support and systems Support FTE's are included in the study. These are the only DBM work centers that perform Service Assurance activities.

The Contractor included in this study was not interviewed and therefore, no activities were identified. The Contractor costs are included in the non-labor expenses.

REDACTED

24 225

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INFORMATION RESTRICTED

GTE
Service Assurance Cost Study

Database Management Support-6250

Florida Filing

Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates			6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts						

REDACTED

Non-Labor Resources

24
226

GTE
Service Assurance Cost Study

Database Management Support -6250
Florida Filing
Work Center Resources

Notes:

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits

The non-labor expenses are based on 1998 work center budget.

The percentage of resources assigned to the states is based on DBM trouble tickets. See the DBM Trouble Tickets template.

Non-labor resources for this work center are shared between Centralized Support and Systems Support. The costs have been assigned to each of the two work groups based on FTE's. Centralized Support received _____ of the resources and Systems Support received _____ the resources. For the purposes of the model and because the Database Management Support group supports the DBM group, all non-labor resources were included in the DBM costs.

Costs for the contractor are included in non-labor resources

REDACTED

24 227

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**GTE
Service Assurance Cost Study**

Arthur Andersen LLP

DBM Work Center 6250
Florida Filing
DBM Systems Support Labor Dollars Assigned to Centralized Support

Total DBM FTEs (- systems support)	Centralized Support	Centralized Support



Systems Support Labor \$\$	Systems Support Non-Labor \$\$	Centralized Support	Total \$\$ to Centralized Support

Only a portion of total DBM Systems Support dollars are assigned to the DBM Centralized Support and General S&A groups. Since the Systems Support group basically provides computer support for each FTE in DBM, we calculated the percentage of the Centralized Support + General S&A FTEs in relation to the entire DBM work group. This percentage of Systems Support dollars was assigned to the Centralized Support work group, which is the only DBM work group in the service assurance process.

24 228

REDACTED

DBM Work Center 6250
 Florida Filing
 DBM trouble tickets for 1997

Region	State	RRIC Tickets	Total Inbound tickets 1997	Total DBM Tickets Worked	Percent of Total
North	IA				
	IL				
	IN				
	MI				
	OH				
	PA				
	WI				
South	AL				
	FL				
	KY				
	NC				
	SC				
	VA				
Central	AR				
	AZ				
	MO				
	NE				
	NM				
	OK				
	TX				
West	CA				
	HI				
	ID				
	NV				
	OR				
	WA				

REDACTED

The data for this chart was provided by DBM management. It depicts the total troubles worked by the DBM group for all states in 1997. RRIC troubles are specific to IXC (access) service problems and inbound troubles are generated by other GTE workcenters on behalf of GTE's local customers. These trouble percentages are used as the cost driver to assign DBM service assurance costs to each state in which GTE operates. Since the DBM group repairs switch software, all of its costs are driven to the "Switch" UNE.

Database Management-6250

Florida Filing

Cost Object Driver Percentages

Unbundled Network Element	Driver
----------------------------------	---------------

Switching	
-----------	--

Total Driver Percentage

REDACTED

24 230

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**GTE
Service Assurance Cost Study**

**Database Management - 6250
Florida Filing
Cost Object Driver Percentages**

Notes:

Since the DBM group repairs switch software, all of its costs are driven to the "Switch" UNE.

24 231

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Operations Planning and Support - (OPS) - 6320

Work Center Description

Operations Planning and Support is responsible for end-to-end network planning, engineering, construction, service fulfillment, and service assurance support as well as standards and technology testing, inventory management, and remote operations support. The Service Assurance portion is responsible for support of Customer CARE systems, Customer CARE planning, Customer CARE support, Network Reliability, and OSP Preventative Maintenance. OPS supports all 28 states for GTE.

Work Center Processes

An OPS supports Service Assurance Process.

Cost Objects Supported by Work Center

This work center supports all services and UNEs because it supports all work centers involved in Service Assurance. Its costs are shared among all services and UNEs. Since OPS supports various work centers nationally, the OPS costs are assigned to Wisconsin based on two different drivers depending on supported work centers. Total access lines were used as the cost driver for the following work centers:

- Customer Operations
- DRM
- Network reliability

The state of Florida contains 12.3% of GTE's total access lines. Accordingly, these state specific work centers were assigned 12.3% of OPS support costs.

In the case of Regional and National Workcenter such as:

- BDCC
- CARE
- BRC
- NOC

We assigned costs based on the number of OPS personnel who support these work centers. See the Work Template section for more detail.

Work Center Cost Model Results

Unitized work center results related to UNEs and Services costs are documented on the following pages (cost model output).

See the Work Center Template section for more detail regarding UNEs and Services calculation.

24 232

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**Final Network Element
Cost By Work Center**

**Volume
Sensitive**

**Volume
Insensitive**

**Total
Overall**

Operations Planning and Support

6320

Cross-connect

Base Cost

Cross-connect-Base

Base Cost Total

Additive Cost

Bus_Ln

Bus_PBX

Coin

ISDN_PRI

Res_Ln

SPAC_DDS

SPAC_DS1

SPAC_DS3

SPAC_VGLN

Additive Cost Total

Cross-connect Total

Interoffice Transport

Base Cost

Interoffice Transport-Base

Base Cost Total

Additive Cost

Bus_Ln

Bus_PBX

ISDN_PRI

SPAC_DDS

SPAC_DS1

SPAC_DS3

SPAC_VGLN

Additive Cost Total

Interoffice Transport Total

NAC - Special

Base Cost

NAC - Special-Base

Base Cost Total

Additive Cost

Bus_Ln

Bus_PBX

ISDN_PRI

SPAC_DDS

SPAC_DS1

SPAC_DS3

SPAC_VGLN

Additive Cost Total

NAC - Special Total

REDACTED

24 233

**Final Network Element
Cost By Work Center**

**Volume
Sensitive**

**Volume
Insensitive**

**Total
Overall**

Operations Planning and Support

6320

NAC - Switched

Base Cost
NAC - Switched-Base
Base Cost Total
Additive Cost
Bus_Ln
Bus_PBX
Coin
ISDN_PRI
Res_Ln
SPAC_DDS
SPAC_DS1
SPAC_DS3
SPAC_VGLN
Additive Cost Total

NAC - Switched Total

NID

Base Cost
NID-Base
Base Cost Total
Additive Cost
Bus_Ln
Bus_PBX
Coin
ISDN_PRI
Res_Ln
SPAC_DDS
SPAC_DS1
SPAC_DS3
SPAC_VGLN
Additive Cost Total

NID Total

SS7 Links

Base Cost
SS7 Links-Base
Base Cost Total

SS7 Links Total

STP Ports

Base Cost
STP Ports-Base
Base Cost Total

STP Ports Total

REDACTED

24 234

<i>Final Network Element Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
--	-----------------------------	-------------------------------	--------------------------

Operations Planning and Support

6320

Switching

Base Cost

Switching-Base

Base Cost Total

Additive Cost

Bus_Ln

Bus_PBX

Coin

ISDN_PRI

Res_Ln

SPAC_DDS

SPAC_DS1

SPAC_DS3

SPAC_VGLN

Additive Cost Total

Switching Total

REDACTED

24 235

Operations Planning and Support

6320

Bus_Ln

Base Cost

Bus_Ln-Base

Base Cost Total

Bus_Ln Total

Bus_PBX

Base Cost

Bus_PBX-Base

Base Cost Total

Bus_PBX Total

Coin

Base Cost

Coin-Base

Base Cost Total

Coin Total

ISDN_PRI

Base Cost

ISDN_PRI-Base

Base Cost Total

ISDN_PRI Total

Res_Ln

Base Cost

Res_Ln-Base

Base Cost Total

Res_Ln Total

SPAC_DDS

Base Cost

SPAC_DDS-Base

Base Cost Total

SPAC_DDS Total

SPAC_DSI

Base Cost

SPAC_DSI-Base

Base Cost Total

SPAC_DSI Total

SPAC_DS3

Base Cost

SPAC_DS3-Base

Base Cost Total

SPAC_DS3 Total

SPAC_VGLN

Base Cost

SPAC_VGLN-Base

Base Cost Total

SPAC_VGLN Total

REDACTED

24 236

Organizational Structure

OPS - 6320

REDACTED

24 237

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Assumptions Made for Forward-Looking Study

<i>Current Status</i>	<i>Forward-Looking Status</i>
REDACTED	

24 238

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

Operations Planning and Support

Florida Filing

Work Center Codes: 6320

- | | |
|---|--|
| <input checked="" type="checkbox"/> Service Assurance | <input type="checkbox"/> Infrastructure Provisioning |
| <input checked="" type="checkbox"/> Service Fulfillment | <input type="checkbox"/> Sales, Marketing, and Advertising |
| <input type="checkbox"/> Billing and Collections | <input type="checkbox"/> Other |

Number of employees:

Number of contractors:

Total number of FTEs:

REDACTED

Work Center Description: Operations Planning and Support is a work center with national coverage providing staff and systems support to the work centers in the service assurance process.

UNEs identified as cost objects:

OPS costs are assigned to all work centers supported by OPS. This work center costs are assigned to all UNEs and Services in accordance to the supported work centers.

States Supported by the Work Center: National

Services identified as cost objects:

OPS costs are assigned to all work centers supported by OPS. This work center costs are assigned to all UNEs and Services in accordance to the supported work centers.

Market Segments Supported by the Work All Markets

Notes:

24 239

GTE
Service Assurance Cost Study

Operations Planning and Support

Florida Filing

Work Center Activities

Work Center Codes: 6320

Activities	ATL/BTL	Direct/Shared/Common	Process	Primary/Supporting
Analyze Operational Performance	ATL	Shared	Service Assurance	Supporting
Governmental & External Relations	ATL	Shared	Service Assurance	Supporting
Monitor Internal Procedures and Policies	ATL	Shared	Service Assurance	Supporting
Perform Special Projects	ATL	Shared	Service Assurance	Supporting
Perform Workcenter Planning	ATL	Shared	Service Assurance	Supporting
Personnel and Administration Support	ATL	Shared	Service Assurance	Supporting
Product Development and Deployment	ATL	Shared	Service Assurance	Supporting
Provide System Support	ATL	Shared	Service Assurance	Supporting
Training	ATL	Shared	Service Assurance	Supporting

24 240

Operations Planning and Support - 6320
Florida Filing
Work Center Activities by Job Class

Position	Activities	% of Time Spent
Admin. - CARE Support - TX - Level 6	Analyze Operational Performance Governmental & External Relations Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Provide System Support Training	
Admin. - CARE Support - TX - Level 6 Total		
Admin. - CARE Support - TX - Level 7	Analyze Operational Performance Governmental & External Relations Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Provide System Support Training	
Admin. - CARE Support - TX - Level 7 Total		
Admin. - TX	Analyze Operational Performance Monitor Internal Procedures and Policies Product Development and Deployment Provide System Support Training	
Admin. - TX Total		
Admin. Operational Analysis Care support - TX	Analyze Operational Performance Monitor Internal Procedures and Policies Perform Workcenter Planning Product Development and Deployment Provide System Support	
Admin. Operational Analysis Care support - TX Total		
AVP-Service Assurance - TX	Analyze Operational Performance Perform Workcenter Planning Personnel and Administration Support	
AVP-Service Assurance - TX Total		

REDACTED

Operations Planning and Support - 6320

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Equipment Maintainer - FL	Analyze Operational Performance Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Training	
Equipment Maintainer - FL Total		
Executive Secretary - TX	Personnel and Administration Support	
Executive Secretary - TX Total		
Manager - Care System Support - TX	Analyze Operational Performance Governmental & External Relations Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Provide System Support Training	
Manager - Care System Support - TX Total		
Manager - Care/BRC Planning - TX	Analyze Operational Performance Governmental & External Relations Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Provide System Support Training	
Manager - Care/BRC Planning - TX Total		
Manager - Customer Care support - TX	Analyze Operational Performance Governmental & External Relations Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Provide System Support Training	
Manager - Customer Care support - TX Total		

REDACTED

24 242

Operations Planning and Support - 6320

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Manager - CZT-BZT Zone Support - TX	Analyze Operational Performance Governmental & External Relations Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Provide System Support Training	
Manager - CZT-BZT Zone Support - TX Total		
Manager - Network Reliability Support - TX	Analyze Operational Performance Governmental & External Relations Perform Workcenter Planning Personnel and Administration Support	
Manager - Network Reliability Support - TX Total		
Manager - NOCV - TX	Monitor Internal Procedures and Policies Product Development and Deployment Provide System Support Training	
Manager - NOCV - TX Total		
Manager - Operational Analysis, Customer CARE - TX	Analyze Operational Performance Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Provide System Support	
Manager - Operational Analysis, Customer CARE - TX Total		
Manager OSP/Network Facilities Support - TX	Analyze Operational Performance Governmental & External Relations Perform Workcenter Planning Personnel and Administration Support	
Manager OSP/Network Facilities Support - TX Total		
Manager Zone Tech/Dispatch support - TX	Analyze Operational Performance Governmental & External Relations Perform Workcenter Planning Personnel and Administration Support	
Manager Zone Tech/Dispatch support - TX Total		

REDACTED

24 243

Operations Planning and Support - 6320

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Network Clerks - FL	Analyze Operational Performance Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Training	
Network Clerks - FL Total		
Program Manager - Service Assurance - TX	Analyze Operational Performance Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Training	
Program Manager - Service Assurance - TX Total		
Project Manager - Network Services/Emergency Preparedness - TX	Governmental & External Relations	
Project Manager - Network Services/Emergency Preparedness - TX T		
Sect. Manager - APCC - FL	Analyze Operational Performance Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Training	
Sect. Manager - APCC - FL Total		
Sect. Manager - DRM & BDCC Support - TX	Analyze Operational Performance Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Provide System Support Training	
Sect. Manager - DRM & BDCC Support - TX Total		
Sect. Manager - NRS CO and NOC - TX	Analyze Operational Performance Governmental & External Relations Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Provide System Support Training	
Sect. Manager - NRS CO and NOC - TX Total		24 244

REDACTED

Operations Planning and Support - 6320

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Sect. Manager - TAC Focus - TX	Analyze Operational Performance Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Provide System Support Training	
Sect. Manager - TAC Focus - TX Total		
Sect. Manager 1- AWAS Help Desk - TX	Analyze Operational Performance Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Provide System Support Training	
Sect. Manager 1- AWAS Help Desk - TX Total		
Sect. Manager 2 - AWAS Help Desk - TX	Analyze Operational Performance Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Provide System Support Training	
Sect. Manager 2 - AWAS Help Desk - TX Total		
Senior Secretaries - TX	Personnel and Administration Support	
Senior Secretaries - TX Total		
Sr. Admin - BRC Planning - FL	Analyze Operational Performance Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Provide System Support Training	
Sr. Admin - BRC Planning - FL Total		
Sr. Admin - BRC Planning - PA	Analyze Operational Performance Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Provide System Support Training	
Sr. Admin - BRC Planning - PA Total		

REDACTED

24 245

Operations Planning and Support - 6320

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Sr. Admin - BRC Planning - WA	Analyze Operational Performance Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Provide System Support Training	
Sr. Admin - BRC Planning - WA Total		
Sr. Admin - Care Planning - CA	Analyze Operational Performance Governmental & External Relations Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Provide System Support Training	
Sr. Admin - Care Planning - CA Total		
Sr. Admin - Care Planning - FL	Analyze Operational Performance Governmental & External Relations Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Provide System Support Training	
Sr. Admin - Care Planning - FL Total		
Sr. Admin - Care Planning - HI	Analyze Operational Performance Governmental & External Relations Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Provide System Support Training	
Sr. Admin - Care Planning - HI Total		

REDACTED

24 246

Operations Planning and Support - 6320

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Sr. Admin - Care Planning - TX	Analyze Operational Performance Governmental & External Relations Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Provide System Support Training	
Sr. Admin - Care Planning - TX Total		
Sr. Admin - Care Planning - WI	Analyze Operational Performance Governmental & External Relations Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Provide System Support Training	
Sr. Admin - Care Planning - WI Total		
Sr. Admin - Care System Support - CA	Analyze Operational Performance Governmental & External Relations Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Provide System Support Training	
Sr. Admin - Care System Support - CA Total		
Sr. Admin - Care System Support - IN	Analyze Operational Performance Governmental & External Relations Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Provide System Support Training	
Sr. Admin - Care System Support - IN Total		

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24 247

Operations Planning and Support - 6320

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Sr. Admin 02 - AWAS Help Desk - TX	Analyze Operational Performance Personnel and Administration Support Provide System Support Training	
Sr. Admin 02 - AWAS Help Desk - TX Total		
Sr. Admin 1- AWAS Help Desk - TX	Analyze Operational Performance Personnel and Administration Support Provide System Support Training	
Sr. Admin 1- AWAS Help Desk - TX Total		
Sr. Admin. - Care System Support - TX	Analyze Operational Performance Governmental & External Relations Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Provide System Support Training	
Sr. Admin. - Care System Support - TX Total		
Sr. Admin. DRM & BDCC Support - CA	Analyze Operational Performance Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Provide System Support Training	
Sr. Admin. DRM & BDCC Support - CA Total		
Sr. Admin. DRM & BDCC Support - FL	Analyze Operational Performance Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Provide System Support Training	
Sr. Admin. DRM & BDCC Support - FL Total		

REDACTED

24 248

Operations Planning and Support - 6320

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Sr. Admin. DRM & BDCC Support - HI	Analyze Operational Performance Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Provide System Support Training	
Sr. Admin. DRM & BDCC Support - HI Total		
Sr. Admin. DRM & BDCC Support - PA	Analyze Operational Performance Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Provide System Support Training	
Sr. Admin. DRM & BDCC Support - PA Total		
Sr. Staff Manager - Digital Service - TX	Monitor Internal Procedures and Policies Perform Workcenter Planning Product Development and Deployment Provide System Support Training	
Sr. Staff Manager - Digital Service - TX Total		
Staff Admin - DRM & BDCC Support - Tx	Analyze Operational Performance Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Provide System Support Training	
Staff Admin - DRM & BDCC Support - Tx Total		
Staff Admin 1- AWAS Help Desk - TX	Analyze Operational Performance Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Provide System Support Training	
Staff Admin 1- AWAS Help Desk - TX Total		

REDACTED

24 249

Operations Planning and Support - 6320

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Staff Admin 2 - AWAS Help Desk - TX	Analyze Operational Performance Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Provide System Support Training	
Staff Admin 2 - AWAS Help Desk - TX Total		
Staff Admin. - AWAS and CASS Support - TX	Monitor Internal Procedures and Policies Perform Workcenter Planning Provide System Support Training	
Staff Admin. - AWAS and CASS Support - TX Total		
Staff Admin. - Care System Support - TX	Analyze Operational Performance Governmental & External Relations Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Provide System Support Training	
Staff Admin. - Care System Support - TX Total		
Staff Admin. - OSP/Network - TX	Analyze Operational Performance Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Provide System Support Training	
Staff Admin. - OSP/Network - TX Total		
Staff Admin. 1 - TX	Analyze Operational Performance Governmental & External Relations Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Provide System Support Training	
Staff Admin. 1 - TX Total		

REDACTED

24 250

Operations Planning and Support - 6320

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Staff Admin. 2 - TX	Analyze Operational Performance Governmental & External Relations Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Provide System Support Training	
Staff Admin. 2 - TX Total		
Staff Admin. 3 - TX	Analyze Operational Performance Governmental & External Relations Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Provide System Support Training	
Staff Admin. 3 - TX Total		
Staff Manager - AWAS and CASS Support - TX	Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Provide System Support Training	
Staff Manager - AWAS and CASS Support - TX Total		
Staff Manager - Care System Support - TX	Analyze Operational Performance Governmental & External Relations Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Provide System Support Training	
Staff Manager - Care System Support - TX Total		
Staff Manager - CO Support - TX	Analyze Operational Performance Monitor Internal Procedures and Policies Provide System Support Training	
Staff Manager - CO Support - TX Total		

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24 251

Operations Planning and Support - 6320

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Staff Manager - NRS - TX	Perform Special Projects Perform Workcenter Planning	
Staff Manager - NRS - TX Total		
Staff Manager - TX	Monitor Internal Procedures and Policies Perform Workcenter Planning Product Development and Deployment Provide System Support Training	
Staff Manager - TX Total		
Staff Manager Zone Tech/Disp Support - TX	Monitor Internal Procedures and Policies Product Development and Deployment Provide System Support Training	
Staff Manager Zone Tech/Disp Support - TX Total		
Staff Support Special Services - TX	Personnel and Administration Support	
Staff Support Special Services - TX Total		
Supv. - APCC - FL	Analyze Operational Performance Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Product Development and Deployment Training	
Supv. - APCC - FL Total		

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24 252

GTE
Service Assurance Cost Study

Operations Planning and Support-6320

Florida Filing

Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates			Base Hours	OT Rate	6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts								

REDACTED

24 253

GTE
Service Assurance Cost Study

Operations Planning and Support-6320

Florida Filing

Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates			Base Hours	OT Rate	6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts								

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24 254

GTE
Service Assurance Cost Study

Operations Planning and Support-6320

**Florida Filing
Work Center Resources**

Labor Resources

FTE	Position	Pay Level	Rates			Base Hours	OT Rate	6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts								

REDACTED

24 255

**GTE
Service Assurance Cost Study**

**Operations Planning and Support-6320
Florida Filing
Work Center Resources**

Notes:

Overtime is paid at time and a half of the employee's base rate. The overtime factor is derived from actual hours worked for Schedule A and Schedule E employees in the Air Pressure Control Center (Tampa) in 1997.

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits

The non-labor expenses are based on 1998 work center budget.

24 256

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Operations Planning and Support - OPS - 6320
Florida Filing
Costs Assigned to Supported Work Centers and State of Florida

Work Center	Labor Costs ⁵	Distribution of shared Labor Costs ²	Redistributed Labor Costs	Distribution of shared Non-Labor Costs ²	Total Distributed Costs	Driver	Driver Quantity ³	Costs assigned to supported WCs	Costs assigned to FL
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# of FTEs	Job class employee	Pay level	All	BZT/CZT	CO	OSP	NOC	BDCC	DRM	Care	BRC	Network Reliability	Assigned Labor Cost
	AVP-Service Assurance - Texas	16	X										
	Program Manager - Service Assurance - Texas	10	X										
	Manager - Customer Care Support - Texas	8								X			
	Admin - CARE Support - Texas	7								X			
	Admin - CARE Support - Texas	6								X			
	Manager Zone Tech / Dispatch Support - Texas	11		X				X	X				
	Manager - CZT-BZT Zone Support - Texas	9		X									
	Staff Admin - Texas	7		X									
	Manager - Operational Analysis, Customer Care - Texas	10								X			
	Admin CARE Support - Texas	7								X			
	Project Manager - Network Services/Emergency Preparedness - Texas	9	X										
	Manager - Network Reliability Support - Texas	11										X	
	Staff Manager - CO Support - Texas	9			X								
	Staff Manager - NRS - Texas	8										X	
	Staff Manager - Digital Services - Texas	9										X	
	Staff Manager - Texas	7										X	
	Staff Manager - NRS CO and NOC - Texas	9					X					X	
	Staff Admin - Texas	8					X					X	
	Staff Admin - Texas	7					X					X	
	Manager OSP/ Network Facilities Support - Texas	10				X							
	Staff Admin - OSP/Network - Texas	7				X							
	Manager - TAC Focus - Texas	7	X										
	Admin - Texas	5	X										
	Manager - AWAS Help Desk - Texas	8	X										
	Staff Admin - Texas	7	X										
	Staff Admin - Texas	6	X										
	Manager - AWAS Help Desk - Texas	8	X										
	Admin - Texas	7	X										
	Admin - Texas	6	X										
	Manager Zone Tech / Diap Support - Texas	9		X				X	X				
	Manager - NOCV - Texas	8	X										
	Manager - AWAS and CASS Support - Texas	8	X										
	Staff Admin - Texas	7	X										
	Manager - Care/BRC Planning - Texas	10								X	X		
	Admin - Care Planning - Florida	6								X			
	Admin - Care Planning - Wisconsin	6								X			
	Admin - Care Planning - Hawaii	6								X			
	Admin - Care Planning - Texas	6								X			
	Admin - Care Planning - California	6								X			
	Admin - BRC Planning - Florida	6										X	
	Admin - BRC Planning - Pennsylvania	6										X	
	Admin - BRC Planning - Washington	6										X	
	Manager - Care Systems Support - Texas	10								X			
	Staff Manager - Texas	8								X			
	Staff Admin - Texas	7								X			
	Admin - Texas	6								X			
	Admin - California	6								X			
	Admin - Indiana	6								X			
	Manager - DRM & BDCC Support - Texas	9						X	X				
	Staff Admin - Texas	7						X	X				
	Admin - Florida	6						X	X				
	Admin - Pennsylvania	6						X	X				
	Admin - California	6						X	X				
	Admin - Hawaii	6						X	X				
	Manager - APCC - Florida	8	X										
	Admin - APCC - Florida	6	X										
	Equipment Maintainer - Florida	Sched. A	X										
	Network Clerks - Florida	Sched. E	X										
	Secretary - Texas	2	X										
	Senior Secretaries - Texas	1A	X										
	Staff Support Special Services - Texas	8	X										
	TOTAL												

Operations Planning and Support - OPS - 6320
Florida Filing
1999 Forecasted Access Lines by States

State	Total State	% of total
Alabama		
Arizona		
Arkansas		
California		
Florida		
Hawaii		
Idaho		
Illinois		
Indiana		
Iowa		
Kentucky		
Michigan		
Minnesota		
Missouri		
Nebraska		
Nevada		
New Mexico		
North Carolina		
Ohio		
Oklahoma		
Oregon		
Pennsylvania		
South Carolina		
Texas		
Virginia		
Washington		
Wisconsin		
Total		

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Forecasts provided by GTE Network Forecasting Group.

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Operations Planning and Support - OPS - 6320
Florida Filing
Work Center Information Systems

Activities	Systems Used																	
	CARE	TAS	AWAS	TONICS	MARK	NOC/TRACK	SORCES	COPS	ACG	RDM	Starman	NOCV (5/98)	4 Tel II	Stems	CATH I	DDM	LAN	PMAP
Analyze Operational Performance	x	x	x		x	x	x	x		x	x	x	x		x	x	x	x
Governmental & External Relations	x	x									x	x	x					
Monitor Internal Procedures and Policies	x	x	x		x		x	x			x	x	x			x	x	x
Perform Special Projects																		
Perform Workcenter Planning	x	x	x	x	x	x					x	x	x	x	x	x		x
Personnel and Administration Support			x		x	x							x		x	x	x	x
Product Development and Deployment	x	x	x		x		x		x		x	x	x			x	x	x
Provide System Support	x	x	x	x	x	x					x	x	x	x	x	x	x	x
Training	x	x	x	x	x	x	x				x	x	x	x		x	x	x

24 260



Call Center Management (CCM) - 6270

Work Center Description

This department performs force management, results administration, and network management for 36 GTE call centers. Centers supported include Operator Services, Customer Care, National Customer Support Center (NCSC), Customer Contact (CCC), Branch Support, Business Sales (BSC), NOMC (Carrier Markets), GTE Paging, and GTE Mobilnet. This group has end-to-end accountability for the planning, implementation, and operation of ACD switching and IVRU systems supporting the call centers' business. It is also responsible for the establishment of all operational methods, practices, and systems including training, supporting force management, and providing resource management staff support. Additionally, this group acts as a resource for Telops to perform the functions of overall project design and management, migration planning, definition of business requirements, systems integration, vendor management, technology assessments, ergonomics design, and ongoing support of call center installations. This department consists of the following groups:

- Call Center Program Management
- Scheduling and Resource Deployment
- Control Support
- Systems Support
- Administration

The Call Center Program Management group is responsible for call center integration planning, assessment studies, project tracking, cost/benefit analysis, consolidated reporting, capacity planning, deployment solutions, network strategies, project management, and install/maintenance tracking.

Scheduling and Resource Deployment is responsible for day-to-day call center issues and scheduling, interfacing with Call Center managers about ASA, Geotel oversight, staffing plans, and data collection/results reporting.

The Systems Support group is responsible for system administration, training development and delivery, quality reviews, home page maintenance, INOVA system, policy guidelines and procedures, EMPSX system project, disaster recovery and contingency planning, and software development management.

Only the CCM's costs related to the Tampa BRC and Tampa CARE are included in this study, because these are the only two work centers it supports that are involved in the Service Assurance process and have activities related to Florida.

CCM supports 36 work centers within GTE. Based on discussions with CCM managers, each work center supported requires the same amount of effort and labor cost and therefore CCM costs were evenly assigned to the supported work centers. Therefore 1/36th of the CCM costs were assigned to both Tampa CARE and Tampa BRC.

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Work Center Processes

The CCM is primarily involved in the Service Fulfillment and Service Assurance processes.

Cost Objects Supported by Work Center

The costs for the CCM are assigned to the work centers it supports (CARE and BRC). It costs are shared among the UNEs and Services that these work centers support.

Work Center Cost Model Results

Unitized work center results related to UNEs and Services costs are documented on the following pages (cost model output).

See the Work Center Template section for more detail regarding UNEs and Services calculation.

Organizational Structure (includes forward-looking adjustments)

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24 262

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<i>Final Network Element Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
--	-----------------------------	-------------------------------	--------------------------

Call Center Management

6270

Cross-connect

Additive Cost

- Bus_Ln
- Bus_PBX
- Coin
- ISDN_PRI
- Res_Ln
- SPAC_DDS
- SPAC_DS1
- SPAC_DS3
- SPAC_VGLN

Additive Cost Total

Cross-connect Total

Interoffice Transport

Additive Cost

- Bus_Ln
- Bus_PBX
- ISDN_PRI
- SPAC_DDS
- SPAC_DS1
- SPAC_DS3
- SPAC_VGLN

Additive Cost Total

Interoffice Transport Total

NAC - Special

Additive Cost

- Bus_Ln
- Bus_PBX
- ISDN_PRI
- SPAC_DDS
- SPAC_DS1
- SPAC_DS3
- SPAC_VGLN

Additive Cost Total

NAC - Special Total

NAC - Switched

Additive Cost

- Bus_Ln
- Bus_PBX
- Coin
- ISDN_PRI
- Res_Ln
- SPAC_DDS
- SPAC_DS1
- SPAC_DS3
- SPAC_VGLN

Additive Cost Total

NAC - Switched Total

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**Final Network Element
Cost By Work Center**

**Volume
Sensitive**

**Volume
Insensitive**

**Total
Overall**

Call Center Management

6270

NID

Additive Cost

- Bus_Ln
- Bus_PBX
- Coin
- ISDN_PRI
- Res_Ln
- SPAC_DDS
- SPAC_DS1
- SPAC_DS3
- SPAC_VGLN

Additive Cost Total

NID Total

Switching

Additive Cost

- Bus_Ln
- Bus_PBX
- Coin
- ISDN_PRI
- Res_Ln
- SPAC_DDS
- SPAC_DS1
- SPAC_DS3
- SPAC_VGLN

Additive Cost Total

Switching Total

REDACTED

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Call Center Management

6270

Bus_Ln

Base Cost
 Bus_Ln-Base
 Base Cost Total

Bus_Ln Total

Bus_PBX

Base Cost
 Bus_PBX-Base
 Base Cost Total

Bus_PBX Total

Coin

Base Cost
 Coin-Base
 Base Cost Total

Coin Total

ISDN_PRI

Base Cost
 ISDN_PRI-Base
 Base Cost Total

ISDN_PRI Total

Res_Ln

Base Cost
 Res_Ln-Base
 Base Cost Total

Res_Ln Total

SPAC_DDS

Base Cost
 SPAC_DDS-Base
 Base Cost Total

SPAC_DDS Total

SPAC_DSI

Base Cost
 SPAC_DSI-Base
 Base Cost Total

SPAC_DSI Total

SPAC_DS3

Base Cost
 SPAC_DS3-Base
 Base Cost Total

SPAC_DS3 Total

SPAC_VGLN

Base Cost
 SPAC_VGLN-Base
 Base Cost Total

SPAC_VGLN Total

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Call Center Management

Florida Filing

Work Center Codes: 6270

- | | |
|---|--|
| <input checked="" type="checkbox"/> Service Assurance | <input type="checkbox"/> Infrastructure Provisioning |
| <input checked="" type="checkbox"/> Service Fulfillment | <input type="checkbox"/> Sales, Marketing, and Advertising |
| <input type="checkbox"/> Billing and Collections | <input type="checkbox"/> Other |

Number of employees:

Number of contractors:

Total number of FTEs:

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Work Center Description: This work center is responsible for staff scheduling and forecasting call volumes for various GTE contact centers. It monitors the ACD gates on a daily basis, re-routing call traffic when necessary.

UNEs identified as cost objects:

Costs shared among all UNEs supported by BRC and CARE work centers.

States Supported by the Work Center:

National

Services identified as cost objects:

Costs shared among all Services supported by BRC and CARE work centers.

Market Segments Supported by the Work

Residential, Business, CLECs, Carrier

Notes:

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GTE
Service Assurance Cost Study

Call Center Management

Florida Filing

Work Center Activities

Work Center Codes: 6270

Activities	ATL/BTL	Direct/Shared/Common	Process	Primary/Supporting
Analyze Operational Performance	ATL	Shared	Service Assurance	Supporting
Perform Workcenter Planning	ATL	Shared	Service Assurance	Supporting
Personnel and Administration Support	ATL	Shared	Service Assurance	Supporting
Provide System Support	ATL	Shared	Service Assurance	Supporting
Resource Management (Trouble)	ATL	Shared	Service Assurance	Supporting
Training	ATL	Shared	Service Assurance	Supporting

24 267

Call Center Management - 6270
Florida Filing
Work Center Activities by Job Class

Position	Activities	% of Time Spent
Admin	Analyze Operational Performance Resource Management (Trouble)	
Admin Total		
Business Process Exp.	Analyze Operational Performance Perform Workcenter Planning	
Business Process Exp. Total		
CARE Assistant	Resource Management (Trouble)	
CARE Assistant Total		
Director	Analyze Operational Performance Perform Workcenter Planning Personnel and Administration Support	
Director Total		
Mgr. - Control Support	Perform Workcenter Planning Personnel and Administration Support Provide System Support	
Mgr. - Control Support Total		
Mgr. - Program Mgmt.	Analyze Operational Performance Perform Workcenter Planning Personnel and Administration Support Resource Management (Trouble)	
Mgr. - Program Mgmt. Total		
Mgr. - Scheduling	Analyze Operational Performance Perform Workcenter Planning Personnel and Administration Support Resource Management (Trouble)	
Mgr. - Scheduling Total		
Mgr. - Systems Support	Perform Workcenter Planning Personnel and Administration Support Provide System Support	
Mgr. - Systems Support Total		
Ops Coordinators	Provide System Support	
Ops Coordinators Total		

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Call Center Management - 6270
Florida Filing
Work Center Activities by Job Class

Position	Activities	% of Time Spent
OS Assistant	Resource Management (Trouble)	
OS Assistant Total		
Process Expert	Provide System Support	
Process Expert Total		
Scheduling Assistant	Resource Management (Trouble) Training	
Scheduling Assistant Total		
Scheduling Coordinator	Resource Management (Trouble) Training	
Scheduling Coordinator Total		
Section Supervisor	Analyze Operational Performance Perform Workcenter Planning Personnel and Administration Support Resource Management (Trouble)	
Section Supervisor Total		
Sr. Admin	Provide System Support	
Sr. Admin Total		
Sr. Secretary	Personnel and Administration Support	
Sr. Secretary Total		
Sr. Systems Engineer	Provide System Support	
Sr. Systems Engineer Total		
Staff Admin.	Analyze Operational Performance Perform Workcenter Planning	
Staff Admin Total		
Staff Manger	Perform Workcenter Planning	
Staff Manger Total		
Systems Coordinators	Provide System Support	
Systems Coordinators Total		

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**GTE
Service Assurance Cost Study**

**Call Center Management-6270
Florida Filing
Work Center Activities by Job Class**

Notes:

The CCM supports 36 other call centers. Each of these call centers is supported by approximately the same number of FTE's within the CCM. Therefore, each call center is distributed with 1/36 of the CCM costs. This FTE headcount is based on staffing goals for this work center in 1998.

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GTE
Service Assurance Cost Study

Call Center Management-6270

Florida Filing
Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates			Base OT Hours Rate	6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts							

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24
271

GTE
Service Assurance Cost Study

Call Center Management-6270

Florida Filing

Work Center Resources

Non-Labor Resources

SAP Element Code

Dollars

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24 272

**GTE
Service Assurance Cost Study**

**Call Center Management-6270
Florida Filing
Work Center Resources**

Notes:

Overtime is paid at time-and-a-half of the employee's base rate.

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits.

Non labor expenses are based on work center 1998 budget.

The credit to element code 6790 represents a stretch goal to decrease non-labor costs by this amount.

Per the CCM managers, each work center supported requires the same amount of effort and labor cost, so the CCM's cost was distributed evenly across the work centers it supports. Therefore, each of the 36 work centers the CCM supports will receive 1/36th of its costs. See the Work Centers Supported by CCM template.

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GTE
Service Assurance Cost Study

ARTHUR ANDERSEN LLP

Call Center Management - CCM - 6270
Florida Filing
CCM Information Systems

<i>Activities</i>	Systems Used			
	ACD	Geotel	Uniforce	EMPSx
Personnel and Administration Support				
Perform Workcenter Planning				X
Analyze Operational Performance			X	X
Resource Management (Trouble)	X	X	X	X
Training				
Provide Systems Support	X	X	X	X

24 274

**GTE
Service Assurance Cost Study**

ARTHUR ANDERSEN LLP

**Call Center Management - CCM - 6270
Florida Filing
Work Centers Supported by CCM**

Work Centers ¹	WC Code	# of Work Centers	Related to Service Assurance
Tampa CARE	6232	1	Yes
Garland CARE	6233	1	Yes
Sun Prarie CARE	6231	1	Yes
Everett CARE	6235	1	Yes
California Hub CARE	6236	0.5	Yes
California LAC CARE	6237	0.5	Yes
Hawaii CARE	6234	1	Yes
Tampa BRC	6248	1	Yes
Erie BRC	6249	1	Yes
Hawaii BRC	624H	1	Yes
Huntington Beach BRC	624A	1	Yes
CCCs		8	No
NOMCs		2	No
NICC		1	No
Paging		2	No
Business Sales Centers		8	No
Operator Services Centers		5	No
Total		36	

Note: California has one CARE center that is divided into two budgetary work centers.

24 275



Network Operations Center (NOC)

This organization is responsible for the operations of the GTE National Network Operations Center (NOC). The operations consist of 24 hours a day, 7 days a week monitoring and on-line support of GTE's National Network (all central offices, transmission networks, video networks, local distribution networks, internal telecommunication networks, and network computer bunkers). This group provides technical services to large business customers and sales personnel throughout GTE and interfaces with area and region personnel to meet service demands and overall service standards. In general, the NOC provides "single point" network management, maintains a global view of the network, ensures unified management actions, and provides centralized monitoring of wired, wireless, and private networks. The NOC is ISO-9002 certified.

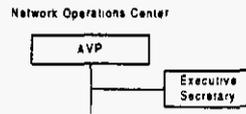
This study focuses on the costs associated with work groups within the NOC organization that are attributable to the GTE regulated wireline business. Any costs attributable to deregulated business activities are identified and segmented from this study.

The following NOC work groups are involved in supporting GTE's regulated network:

- Network Operations Center (NOC) Support (6210)
- Monitor and Control (6211)
- On-line Support (6212, 6213)
- Internal Network (6215, 6217)
 - AIN
 - X.25 and SS7
 - Broadband
 - X.25 Provisioning
- NSSC Bunkers (6218)

Organizational Structure (current status)

This chart depicts all work centers studied within the NOC.



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Network Operations Center (NOC) – Network Operations Center Support – 6210

Work Center Description

The NOC Support group provides 24 hours a day coverage and support for the NOC Systems, building operations, and administrative functions for NOC operations. The Operations Systems Support (OSS) group coordinates and maintains NOC Support Systems used for monitoring customer service. These systems include TONICS, OUTS, DBS, NFS, and DNS. They also perform remote troubleshooting and coordinate the installation of work stations, servers, and software application releases to the SITES, TONICS, TSM, NDR, and other NOC systems located in the NOC and NSSC.

NOTE: Refer to the Acronym List in the Reference Guides section for a detailed account of the systems discussed.

Work Center Processes

Because NOC Support provides support for the entire NOC, it also supports the processes that the NOC does as a whole. These are the Service Assurance and Service Fulfillment processes.

Cost Objects Supported by the Work Center

Similar to the NSSC Bunkers group (6218), this work center supports all other NOC work centers. Since this work center supports all other NOC work centers, its costs are shared among the cost objects that the NOC organization, as a whole, supports. As the NOC Support group supports six other work centers (AIN, Broadband, Monitor and Control, On-Line Support, X.25 Provisioning, and X.25 & SS7,) one-sixth (1/6) of this group's costs are assigned to each of the six work centers it supports.

Work Center Cost Model Results

Unitized work center results related to UNEs and Services costs are documented on the following pages (cost model output).

See the Work Center Template section for more detail regarding UNEs and Services calculation.

Assumptions Made for Forward-Looking Study

At this point, there are no proposed future operational changes for the NOC Support group.

**Final Network Element
Cost By Work Center**

**Volume
Sensitive**

**Volume
Insensitive**

**Total
Overall**

NOC-NOC Support

6210

Cross-connect

Base Cost

Cross-connect-Base

Base Cost Total

Cross-connect Total

Interoffice Transport

Base Cost

Interoffice Transport-Base

Base Cost Total

Interoffice Transport Total

NAC - Special

Base Cost

NAC - Special-Base

Base Cost Total

NAC - Special Total

NAC - Switched

Base Cost

NAC - Switched-Base

Base Cost Total

NAC - Switched Total

SS7 Links

Base Cost

SS7 Links-Base

Base Cost Total

SS7 Links Total

STP Ports

Base Cost

STP Ports-Base

Base Cost Total

STP Ports Total

Switching

Base Cost

Switching-Base

Base Cost Total

Switching Total

REDACTED

24 279

NOC-NOC Support

Florida Filing

Work Center Codes: 6210

- | | |
|---|--|
| <input checked="" type="checkbox"/> Service Assurance | <input type="checkbox"/> Infrastructure Provisioning |
| <input checked="" type="checkbox"/> Service Fulfillment | <input type="checkbox"/> Sales, Marketing, and Advertising |
| <input type="checkbox"/> Billing and Collections | <input type="checkbox"/> Other |

Number of employees:

Number of contractors:

Total number of FTEs:

REDACTED

Work Center Description: The purpose of NOC Support is to provide support to the NOC for both computer applications and computer network systems.

UNEs identified as cost objects:

Cross Connect, Interoffice Transport, Multiplexing, NAC - Special, NAC - Switched, NID, SS7 Links, STP Ports, and Switching

States Supported by the Work Center: National

Services identified as cost objects:

ADSL, Bus_CNTRNT, Bus_Ln, Bus_PBX, Coin, ISDN_BRI, ISDN_PRI, Res_Ln, SPAC_DDS, SPAC_VGLN, SPAC_DS1, and SPAC_DS3

Market Segments Supported by the Work All Markets

Notes:

24 250

GTE
Service Assurance Cost Study

NOC-NOC Support

Florida Filing

Work Center Activities

Work Center Codes: 6210

Activities	ATL/BTL	Direct/Shared/Common	Process	Primary/Supporting
All BTL Activities	BTL	Shared	Service Assurance/Fulfillment	Supporting
All Supporting Activities - Service Fulfillment	ATL	Shared	Service Fulfillment	Supporting
Perform Special Projects	ATL	Shared	Service Assurance	Supporting
Personnel and Administration Support	ATL	Shared	Service Assurance	Supporting
Provide System Support	ATL	Shared	Service Assurance	Primary

24 281

NOC-NOC Support - 6210

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Admin Support	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support	
Admin Support Total		
Administrator	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support Provide System Support	
Administrator Total		
Manager	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support	
Manager Total		
Section Administrator	All BTL Activities All Supporting Activities - Service Fulfillment Perform Special Projects Provide System Support	
Section Administrator Total		
Section Manager	All BTL Activities All Supporting Activities - Service Fulfillment Provide System Support	
Section Manager Total		
Senior Administrator	All BTL Activities All Supporting Activities - Service Fulfillment Provide System Support	
Senior Administrator Total		
Senior Secretary	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support	
Senior Secretary Total		
Staff Administrator	All BTL Activities All Supporting Activities - Service Fulfillment Perform Special Projects Provide System Support	
Staff Administrator Total		

REDACTED

24 282

GTE
Service Assurance Cost Study

NOC-NOC Support-6210

**Florida Filing
Work Center Resources**

Labor Resources

FTE	Position	Pay Level	Rates			6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts						

REDACTED

Non-Labor Resources

SAP Element Code	Dollars
------------------	---------

**GTE
Service Assurance Cost Study**

**NOC-NOC Support-6210
Florida Filing
Work Center Resources**

Notes:

Overtime is paid at time-and-a-half of the employee's base rate.

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits.

Non labor expenses are based on work center 1998 budget.

The credit to element code 6790 represents a release of budgeted expenses and a transfer of funds back to GTE Headquarters.

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**GTE
Service Assurance Cost Study**

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**NOC Support - Workcenter 6210
Florida Filing
Work Center Information Systems**

ACTIVITY	Systems Used							
	TONICS	NOC Net	TOM/TSM	NOR	INAS/CACCTUS	OUTS	SAM	NEMS
Provide System Support	X	X	X	X	X	X	X	X
Perform Special Projects								
All BTL Activities								

24 285



Network Operations Center (NOC) - Monitor & Control Group - 6211

Work Center Description

The Monitor and Control group is responsible for the monitor and control functions for all GTE network switching and transmission systems, including all customer networks and facilities under contract with GTE for monitoring service, control services, and video services. This technical group is responsible for monitoring coverage 24 hours a day, 7 days a week to ensure that network performance, quality, revenue generation, and cost objectives are achieved on a continuous basis. The primary work activity is monitoring trouble alarms within the network and resolving the alarm issues as they arise. Any BTL costs associated with customer networks has been segmented from this study.

Work Center Processes

Monitor and Control supports the Service Assurance process.

Cost Objects Supported by the Work Center

The Monitor and Control group supports all UNEs. The assignment to all UNEs is based on actual network element alarm data that has been provided by the NOC.

The Monitor and Control work group, like all other work groups in the NOC, is a national group supporting all states in which GTE operates. It was determined that actual network element alarm data would be used in order to assign costs for each state. Therefore, as Florida has approximately 7.75% of GTE's alarms, it also will be assigned 7.75% of the Monitor and Control work group's costs. See the alarm data table for further information.

Work Center Cost Model Results

Unitized work center results related to UNEs and Services costs are documented on the following pages (cost model output).

See the Work Center Template section for more detail regarding UNEs and Services calculation.

Assumptions Made for Forward-Looking Study

At this point, there are no proposed future operational changes for the Monitor and Control group.

REDACTED

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**Final Network Element
Cost By Work Center**

**Volume
Sensitive**

**Volume
Insensitive**

**Total
Overall**

NOC-Monitor and Control

6211

Interoffice Transport

Base Cost

Interoffice Transport-Base

Base Cost Total

Interoffice Transport Total

NAC - Switched

Base Cost

NAC - Switched-Base

Base Cost Total

NAC - Switched Total

SS7 Links

Base Cost

SS7 Links-Base

Base Cost Total

SS7 Links Total

STP Ports

Base Cost

STP Ports-Base

Base Cost Total

STP Ports Total

Switching

Base Cost

Switching-Base

Base Cost Total

Switching Total

REDACTED

24 287

NOC-Monitor and Control

Florida Filing

Work Center Codes: 6211

- | | |
|---|--|
| <input checked="" type="checkbox"/> Service Assurance | <input type="checkbox"/> Infrastructure Provisioning |
| <input type="checkbox"/> Service Fulfillment | <input type="checkbox"/> Sales, Marketing, and Advertising |
| <input type="checkbox"/> Billing and Collections | <input type="checkbox"/> Other |

Number of employees:

Number of contractors:

Total number of FTEs:

REDACTED

Work Center Description: The technicians within the Monitor and Control group monitor, analyze and initiate appropriate action for alarms received from support systems.

UNEs identified as cost objects:

NAC - Special, Switching, Multiplexing, SS7 Links, STP Ports, and Interoffice Transport

States Supported by the Work Center:

National

Services identified as cost objects:

ADSL, Bus_CNTRNT, Bus_Ln, Bus_PBX, Coin, ISDN_BRI, ISDN_PRI, Res_Ln, SPAC_DDS, SPAC_DS1, SPAC_DS3, and SPAC_VGLN

Market Segments Supported by the Work

All Markets

Notes:

24 288

GTE
Service Assurance Cost Study

NOC-Monitor and Control

Florida Filing

Work Center Activities

Work Center Codes: 6211

Activities	ATL/BTL	Direct/Shared/Common	Process	Primary/Supporting
All BTL Activities	BTL	Shared	Service Assurance	Supporting
Monitor and Control Network Elements	ATL	Direct	Service Assurance	Primary
Personnel and Administration Support	ATL	Shared	Service Assurance	Supporting
Training	ATL	Shared	Service Assurance	Supporting

24 289

NOC-Monitor and Control - 6211
Florida Filing
Work Center Activities by Job Class

Position	Activities	% of Time Spent
Administrator	All BTL Activities Monitor and Control Network Elements Training	
Administrator Total		
Director	All BTL Activities Personnel and Administration Support Training	
Director Total		
Executive Secretary I	All BTL Activities Personnel and Administration Support Training	
Executive Secretary I Total		
Section Manager	All BTL Activities Monitor and Control Network Elements Training	
Section Manager Total		
Technician	All BTL Activities Monitor and Control Network Elements Training	
Technician Total		

REDACTED

24 290

GTE
Service Assurance Cost Study

NOC-Monitor and Control-6211
Florida Filing
Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates				6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts	Hours						

REDACTED

Non-Labor Resources

SAP Element Code	Dollars
------------------	---------

24 291

**GTE
Service Assurance Cost Study**

**NOC Monitor & Control-6211
Florida Filing
Work Center Resources**

Notes:

Overtime is paid at time-and-a-half of the employee's base rate.

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits.

Non labor expenses are based on work center 1998 budget.

The percentage of resources assigned to each state is based on access lines. See the Access Line Breakdown by State template.

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**GTE
Service Assurance Cost Study**

ARTHUR ANDERSEN LLP

**NOC - Monitor and Control Workcenter 6211
Florida Filing
Work Center Information Systems**

ACTIVITY	Systems Used	
	TONICS	NOC/TRACK
Monitor and Control Network Elements	X	X
Personnel and Administration Support		
All BTL Activities		

24 293

GTE
Service Assurance Cost Study

ARTHUR ANDERSEN LLP

NOC - Monitor and Control Workcenter 6211
Florida Filing
Activity Percentage

States	Alarm Extract ¹ #1	Alarm Extract ¹ #2	Total	Percent of All States
Alabama				
Arkansas				
Arizona				
California				
Florida				
Hawaii				
Iowa				
Idaho				
Illinois				
Indiana				
Kentucky				
Michigan				
Minnesota				
Missouri				
North Carolina				
Nebraska				
New Mexico				
Nevada				
New York				
Ohio				
Oklahoma				
Oregon				
Pennsylvania				
South Carolina				
Texas				
Virginia				
Washington				
Wisconsin				
TOTALS				

REDACTED

24 294

Notes

¹ The data above represents two extracts of trouble ticket data from the TONICS system
The data contains trouble ticket history from three consecutive days, the maximum data stored in TONICS
The two extracts are from different sets of consecutive days and spaced several weeks apart

NOC-Monitor and Control-6211

Florida Filing

Cost Object Driver Percentages

Activity	UNENAME	Driver
Monitor and Control Network Elements		
	Interoffice Transport	
	Multiplexing	
	NAC - Switched	
	SS7 Links	
	STP Ports	
	Switching	
Monitor and Control Network Elements Total		

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**GTE
Service Assurance Cost Study
NOC Monitor & Control-6211
Florida Filing
Cost Object Driver Percentages**

Notes:

The Cost Object Driver Percentages are based on the percent of trouble alarms by UNE per each state.

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Network Operations Center (NOC) - On-line Support Group - 6212, 6213

Work Center Description

The On-line Support group provides GTE's highest level of technical support for all existing technologies, switching and transmission systems, video services, auxiliary devices, and advanced customer services. This group provides 24 hours a day, 7 days a week coverage for all of GTE's network elements. This technical staff assists the NOC Monitor and Control group and field operations group to promote network reliability, performance, quality, and cost goal achievement.

Primary activities include technical support for specific problems and analysis of general problems related to the large majority of network elements. Additionally, this group manages the software upgrades (called "generic" upgrades and "patches") for all of GTE's switching elements. Finally, a portion of this group is dedicated to managing the traffic on GTE's network to help prevent outages and poor service conditions associated with network congestion.

Work Center Processes

On-line Support is involved in the Service Assurance process.

Cost Objects Supported by the Work Center

The following UNEs are the primary cost objects for the On-line support group: NAC - Special, NAC - Switched, SS7 Links, Cross-connect, Interoffice Transport, STP Ports, Switching, and Multiplexing. Due to the nature of providing technical support as well as analysis, this group basically supports all UNEs except for network interface devices which are located at the customers' premises.

The On-Line Support work group, like all other work groups in the NOC, is a national group supporting all states in which GTE operates. It was determined that access lines would be used in order to assign costs for each state. Therefore, since Florida has approximately 12.26% of GTE's access lines, it also will be assigned 12.26% of the On-Line Support work group's costs. See the access table for further information.

Work Center Cost Model Results

Unitized work center results related to UNEs and Services costs are documented on the following pages (cost model output).

See the Work Center Template section for more detail regarding UNEs and Services calculation.

Assumptions Made for Forward-Looking Study

At this point, there are no proposed future operational changes for the On-line Support group.

24 297

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**Final Network Element
Cost By Work Center**

**Volume
Sensitive**

**Volume
Insensitive**

**Total
Overall**

NOC-Online Support

6212

Cross-connect

Base Cost

Cross-connect-Base

Base Cost Total

Cross-connect Total

Interoffice Transport

Base Cost

Interoffice Transport-Base

Base Cost Total

Interoffice Transport Total

NAC - Special

Base Cost

NAC - Special-Base

Base Cost Total

NAC - Special Total

NAC - Switched

Base Cost

NAC - Switched-Base

Base Cost Total

NAC - Switched Total

SS7 Links

Base Cost

SS7 Links-Base

Base Cost Total

SS7 Links Total

STP Ports

Base Cost

STP Ports-Base

Base Cost Total

STP Ports Total

Switching

Base Cost

Switching-Base

Base Cost Total

Switching Total

REDACTED

24 298

**Final Network Element
Cost By Work Center**

**Volume
Sensitive**

**Volume
Insensitive**

**Total
Overall**

NOC-Online Support

6213

Cross-connect

Base Cost

Cross-connect-Base

Base Cost Total

Cross-connect Total

Interoffice Transport

Base Cost

Interoffice Transport-Base

Base Cost Total

Interoffice Transport Total

NAC - Special

Base Cost

NAC - Special-Base

Base Cost Total

NAC - Special Total

NAC - Switched

Base Cost

NAC - Switched-Base

Base Cost Total

NAC - Switched Total

SS7 Links

Base Cost

SS7 Links-Base

Base Cost Total

SS7 Links Total

STP Ports

Base Cost

STP Ports-Base

Base Cost Total

STP Ports Total

Switching

Base Cost

Switching-Base

Base Cost Total

Switching Total

REDACTED

24 299

NOC-Online Support

Florida Filing

Work Center Codes: 6212
6213

- | | |
|---|--|
| <input checked="" type="checkbox"/> Service Assurance | <input type="checkbox"/> Infrastructure Provisioning |
| <input type="checkbox"/> Service Fulfillment | <input type="checkbox"/> Sales, Marketing, and Advertising |
| <input type="checkbox"/> Billing and Collections | <input type="checkbox"/> Other |

Number of employees: _____

Number of contractors: _____

Total number of FTEs: _____

Work Center Description: This group provides direct technical support and analysis for a diverse internal customer base for all network elements.

UNEs identified as cost objects:

NAC - Switched, NAC - Special, Switching, Multiplexing, SS7 Links, STP Ports, Cross Connects, and Interoffice Transport

States Supported by the Work Center: National

Services identified as cost objects:

ADSL, Bus_CNTRNT, Bus_Ln, Bus_PBX, Coin, ISDN_BRI, ISDN_PRI, Res_Ln, SPAC_DDS, SPAC_DS1, SPAC_DS3, and SPAC_VGLN

Market Segments Supported by the Work All Markets

Notes:

24 300

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GTE
Service Assurance Cost Study

NOC-Online Support

Florida Filing

Work Center Activities

Work Center Codes: 6212
6213

Activities	ATL/BTL	Direct/Shared/Common	Process	Primary/Supporting
All BTL Activities	BTL	Shared	Service Assurance	Primary/Supporting
Analyze Operational Performance	ATL	Direct	Service Assurance	Primary
Network Configuration Management	ATL	Direct	Service Assurance	Primary
Network Traffic Management	ATL	Direct	Service Assurance	Primary
Perform Workcenter Planning	ATL	Shared	Service Assurance	Supporting
Personnel and Administration Support	ATL	Shared	Service Assurance	Supporting
Provide technical support (Trouble)	ATL	Direct	Service Assurance	Primary
Training	ATL	Shared	Service Assurance	Supporting

24 301

NOC-Online Support - 6212
Florida Filing
Work Center Activities by Job Class

Position	Activities	% of Time Spent
Administrator	All BTL Activities Analyze Operational Performance Network Configuration Management Network Traffic Management Personnel and Administration Support Provide technical support (Trouble) Training	
Administrator Total		
Analyst	All BTL Activities Analyze Operational Performance Network Configuration Management Personnel and Administration Support Provide technical support (Trouble) Training	
Analyst Total		
Director	All BTL Activities Perform Workcenter Planning Personnel and Administration Support	
Director Total		
Executive Secretary I	All BTL Activities Personnel and Administration Support	
Executive Secretary I Total		
Manager	All BTL Activities Analyze Operational Performance Network Configuration Management Network Traffic Management Personnel and Administration Support Provide technical support (Trouble) Training	
Manager Total		
Section Administrator	All BTL Activities Analyze Operational Performance Network Configuration Management Network Traffic Management Personnel and Administration Support Provide technical support (Trouble) Training	
Section Administrator Total		

REDACTED

24 302

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NOC-Online Support - 6212
Florida Filing
Work Center Activities by Job Class

Position	Activities	% of Time Spent
Senior Administrator	All BTL Activities Analyze Operational Performance Network Configuration Management Network Traffic Management Personnel and Administration Support Provide technical support (Trouble) Training	
Senior Administrator Total		
Staff Administrator	All BTL Activities Analyze Operational Performance Network Configuration Management Network Traffic Management Personnel and Administration Support Provide technical support (Trouble) Training	
Staff Administrator Total		
Staff Manager	All BTL Activities Perform Workcenter Planning Personnel and Administration Support	
Staff Manager Total		

REDACTED

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NOC-Online Support - 6213

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Administrator-Traffic	All BTL Activities Analyze Operational Performance Network Configuration Management Network Traffic Management Personnel and Administration Support Provide technical support (Trouble) Training	
Administrator-Traffic Total		
Section Administrator - Traffic	All BTL Activities Analyze Operational Performance Network Configuration Management Network Traffic Management Personnel and Administration Support Provide technical support (Trouble) Training	
Section Administrator - Traffic Total		
Senior Administrator - Traffic	All BTL Activities Analyze Operational Performance Network Configuration Management Network Traffic Management Personnel and Administration Support Provide technical support (Trouble) Training	
Senior Administrator - Traffic Total		
Staff Administrator - Traffic	All BTL Activities Analyze Operational Performance Network Configuration Management Network Traffic Management Personnel and Administration Support Provide technical support (Trouble) Training	
Staff Administrator - Traffic Total		

REDACTED

24 304

GTE
Service Assurance Cost Study

NOC-Online Support-6212
Florida Filing
Work Center Resources

REDACTED

24 305

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**GTE
Service Assurance Cost Study**

**NOC Online Support - 6212
Florida Filing
Work Center Resources**

Notes:

Overtime is paid at time-and-a-half of the employee's base rate.

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits.

Non labor expenses are based on work center 1998 budget.

The percentage of resources assigned to each state is based on access lines. See the Access Line Breakdown by State template.

Traffic resources comprise the 6213 work center. All other resources fall under work center 6212.

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GTE
Service Assurance Cost Study

NOC-Online Support-6213

Florida Filing

Work Center Resources

REDACTED

24 307

HIGHLY SENSITIVE

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INFORMATION RESTRICTED

**GTE
Service Assurance Cost Study**

**NOC Online Support - 6213
Florida Filing
Work Center Resources**

Notes:

Overtime is paid at time-and-a-half of the employee's base rate.

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits.

Non labor expenses are based on work center 1998 budget.

The percentage of resources assigned to each state is based on access lines. See the Access Line Breakdown by State template.

Traffic resources comprise the 6213 work center. All other resources fall under work center 6212.

24 308

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GTE
Service Assurance Cost Study

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NOC - Online Support (OLS) Workcenters 6212 and 6213
Florida Filing
Access Line Breakdown by State

State	Access Lines ¹	% Access Lines
Alabama		
Arizona		
Arkansas		
California		
Florida		
Hawaii		
Idaho		
Illinois		
Indiana		
Iowa		
Kentucky		
Michigan		
Minnesota		
Missouri		
Nebraska		
Nevada		
New Mexico		
North Carolina		
Ohio		
Oklahoma		
Oregon		
Pennsylvania		
South Carolina		
Texas		
Virginia		
Washington		
Wisconsin		
TOTALS		

REDACTED

29 309

Notes:

¹ The access line counts listed above are forecasted units for December 31, 1999.
The access line count for each state was divided by the total to arrive at the percentage of access lines for each state.

**GTE
Service Assurance Cost Study**

ARTHUR ANDERSEN LLP

**NOC - Online Support (OLS) Workcenters 6212 and 6213
Florida Filing
Work Center Information Systems**

ACTIVITY	Job class employee			
	TONICS	NOC/TRACK	NETtrack	Netminder
Analyze Operational Performance	X	X	X	
Network Configuration Management	X			
Network Traffic Management	X	X		X
Provide Technical Support (Troubles)	X	X	X	X
Perform Workcenter Planing				
Personnel and Administration Support				
All BTL Activities				

24 310

NOC-Online Support-6212

Florida Filing

Cost Object Driver Percentages

Activity	UNENAME	Driver
Analyze Operational Performance		
	Cross-connect	
	Interoffice Transport	
	Multiplexing	
	NAC - Special	
	NAC - Switched	
	Switching	
Analyze Operational Performance Total		
Network Configuration Management		
	Switching	
Network Configuration Management Total		
Network Traffic Management		
	Interoffice Transport	
	Switching	
Network Traffic Management Total		
Provide technical support (Trouble)		
	Cross-connect	
	Interoffice Transport	
	Multiplexing	
	NAC - Special	
	NAC - Switched	
	SS7 Links	
	STP Ports	
	Switching	
Provide technical support (Trouble) Total		

REDACTED

24 311

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**GTE
Service Assurance Cost Study**

**NOC On Line Support-6212
Florida Filing
Cost Object Driver Percentages**

Notes:

Cost object driver percentages are based on estimates provided by the work center's management.

24 312

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INFORMATION RESTRICTED

NOC-Online Support-6213

Florida Filing

Cost Object Driver Percentages

Activity	UNENAME	Driver
Analyze Operational Performance		
	Cross-connect	
	Interoffice Transport	
	Multiplexing	
	NAC - Special	
	NAC - Switched	
	Switching	
Analyze Operational Performance Total		
Network Configuration Management		
	Switching	
Network Configuration Management Total		
Network Traffic Management		
	Interoffice Transport	
	Switching	
Network Traffic Management Total		
Provide technical support (Trouble)		
	Cross-connect	
	Interoffice Transport	
	Multiplexing	
	NAC - Special	
	NAC - Switched	
	SS7 Links	
	STP Ports	
	Switching	
Provide technical support (Trouble) Total		

REDACTED

24 313

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**GTE
Service Assurance Cost Study**

**NOC On Line Support-6213
Virginia Filing
Cost Object Driver Percentages**

Notes:

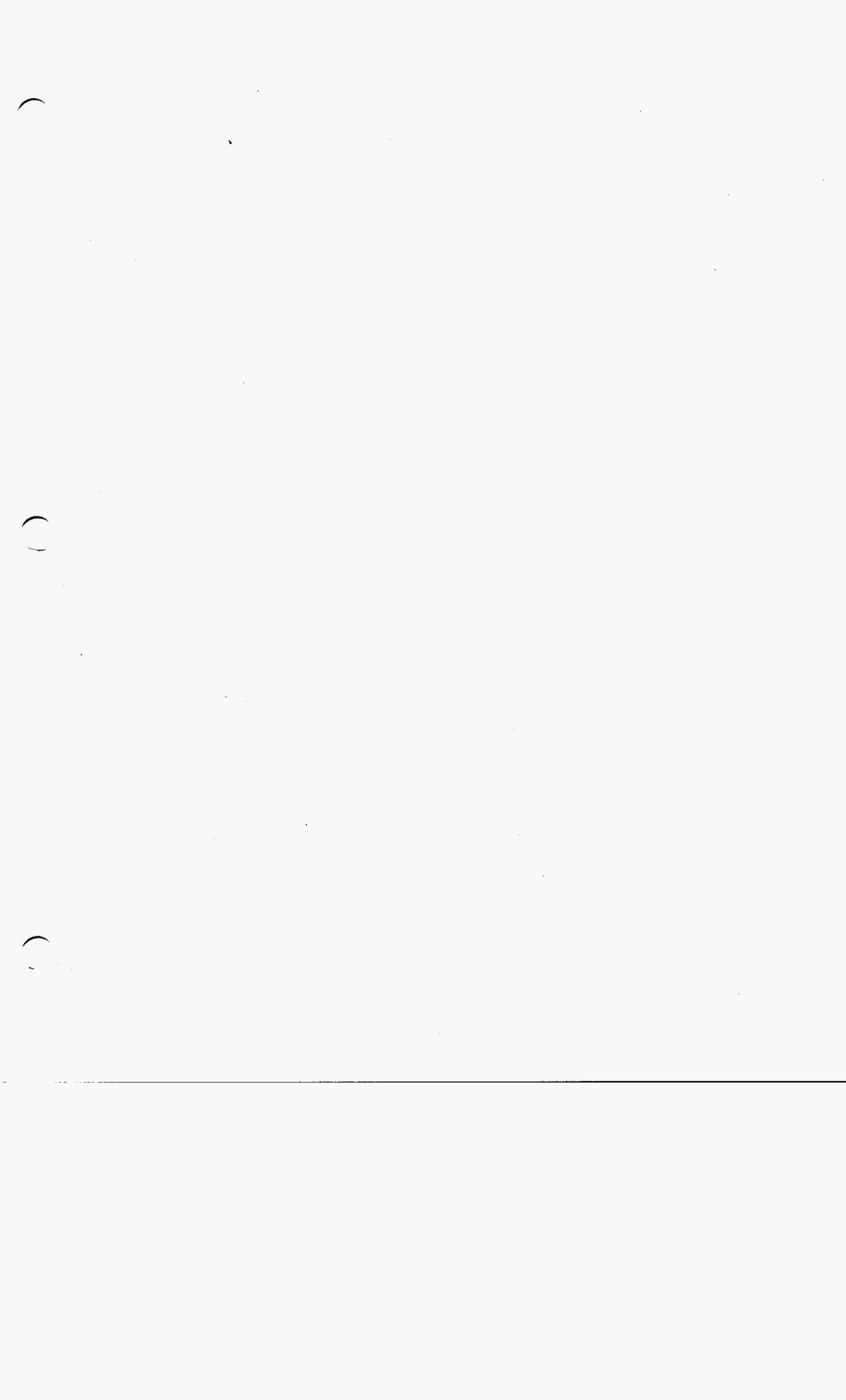
Cost object driver percentages are based on estimates provided by the work center's management.

24 314

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Network Operations Center (NOC) - Internal Network Management - 6215, 6217

Work Center Description

The Internal Network group is responsible for daily operations for all of GTE's wireline internal data networks, common channel signaling networks, advanced intelligent networks, and network support system computers. The key objectives of this group are to ensure:

- The highest level of internal network performance,
- The effective introduction and management of SS7 and advanced intelligent network technologies and services, and
- The installation, operation, and management of all network services support systems meet or exceed the expectation of its users.

This work group is comprised of multiple work centers. Since GTE budgets by work center, this study aims to address the individual work centers independently. However, the Internal Network group overlaps different work centers. The following documentation explains these overlaps and how they were segmented for the purposes of the cost model.

This group consists of the following subgroups which are budgeted to the included work centers:

- Advanced Intelligent Network (AIN) - 6215, 6217
- X.25 & SS7 Monitoring, Controlling, and Technical Support - 6215
- Broadband - 6215
- X.25 Provisioning - 6215

The following is a description of each of these subgroups.

24 315

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Advanced Intelligent Network (AIN) – 6215, 6217

This work group performs the administration, testing, AIN software upgrades, trouble analysis, performance tracking, and control of SS7 database modifications of the Signal Transfer Points (STP), Integrated Service Control Points (ISCP), Intelligent Peripherals (IP), and Service Control Points (SCP). It is also involved in resolving troubles associated with the "1-800" databases, as well as provisioning "1-800" services and AIN services.

Work Center Processes

This group supports the Service Assurance and Service Fulfillment processes. Only Service Assurance costs are included in this study.

Cost Objects Supported by Work Center

This work group supports two main UNEs: STP Ports, involved in SS7 database management, and Switching, involved in "1-800" activities. AIN activities are being excluded from the study due to its characteristics not falling within the defined parameters for the services and UNEs used in this study.

The AIN work group, like all other work groups in the NOC, is a national group supporting all states in which GTE operates. It was determined that access lines would be used to assign costs to each state. Therefore, since Florida has approximately 12.26% of GTE's access lines, it also will be assigned 12.26% of the AIN work group's costs. See the access table for further information.

Work Center Cost Model Results

Unitized work center results related to UNEs and Services costs are documented on the following pages (cost model output).

See the Work Center Template section for more detail regarding UNEs and Services calculation.

Assumptions Made for Forward-Looking Study

At this point, there are no proposed future operational changes for the AIN group.

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**Final Network Element
Cost By Work Center**

**Volume
Sensitive**

**Volume
Insensitive**

**Total
Overall**

NOC-AIN

6215

STP Ports

Base Cost

STP Ports-Base

Base Cost Total

STP Ports Total

Switching

Base Cost

Switching-Base

Base Cost Total

Switching Total

REDACTED

24 317

<i>Final Network Element Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
NOC-AIN			
6217			
<i>STP Ports</i>			
Base Cost			
STP Ports-Base			
Base Cost Total			
<i>STP Ports Total</i>			
<i>Switching</i>			
Base Cost			
Switching-Base			
Base Cost Total			
<i>Switching Total</i>			

REDACTED

24 318

NOC-AIN

Florida Filing

Work Center Codes: 6215
6217

- | | |
|---|--|
| <input checked="" type="checkbox"/> Service Assurance | <input type="checkbox"/> Infrastructure Provisioning |
| <input checked="" type="checkbox"/> Service Fulfillment | <input type="checkbox"/> Sales, Marketing, and Advertising |
| <input type="checkbox"/> Billing and Collections | <input type="checkbox"/> Other |

Number of employees: _____

Number of contractors: _____

Total number of FTEs: _____

Work Center Description: Performs the administration, testing, provisioning, software upgrades, trouble analysis, performance tracking, and control of SS7 database modifications.

UNEs identified as cost objects: Switching, STP Ports

States Supported by the Work Center: National

Services identified as cost objects: Bus_CNTRNT, Bus_Ln, Bus_PBX, Coin, ISDN_BRI, ISDN_PRI, Res_Ln, and AIN

Market Segments Supported by the Work All Markets

Notes:

REDACTED

24 319

GTE
Service Assurance Cost Study

NOC-AIN
Florida Filing
Work Center Activities

Work Center Codes: 6215
6217

Activities	ATL/BTL	Direct/Shared/Common	Process	Primary/Supporting
1-800 Service Provisioning	ATL	Direct	Service Fulfillment	Primary
AIN Provisioning	ATL	Direct	Service Fulfillment	Primary
All BTL Activities	BTL	Shared	Service Assurance	Primary/Supporting
All Supporting Activities - Service Fulfillment	ATL	Shared	Service Fulfillment	Supporting
Perform Special Projects	ATL	Shared	Service Assurance	Supporting
Personnel and Administration Support	ATL	Shared	Service Assurance	Supporting
Provide System Support	ATL	Shared	Service Assurance	Supporting
Provide technical support (Orders)	ATL	Direct	Service Fulfillment	Primary
Provide technical support (Trouble)	ATL	Direct	Service Assurance	Primary
Resolve 1-800 trouble calls	ATL	Direct	Service Assurance	Primary
SS7 Database Management	ATL	Direct	Service Assurance	Primary
Training	ATL	Shared	Service Assurance	Supporting

24 320

NOC-AIN - 6215
Florida Filing
Work Center Activities by Job Class

Position	Activities	% of Time Spent
Administrator	AIN Provisioning All BTL Activities Personnel and Administration Support Provide technical support (Orders) SS7 Database Management Training	
Administrator Total		
Manager	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support Training	
Manager Total		
Section Administrator	AIN Provisioning All BTL Activities Personnel and Administration Support Provide technical support (Orders) SS7 Database Management Training	
Section Administrator Total		
Section Manager	AIN Provisioning All BTL Activities Perform Special Projects Personnel and Administration Support Provide technical support (Orders) Provide technical support (Trouble) SS7 Database Management Training	
Section Manager Total		
Senior Administrator	All BTL Activities Personnel and Administration Support Provide System Support Provide technical support (Orders) Provide technical support (Trouble) SS7 Database Management Training	
Senior Administrator Total		

REDACTED

24 321

NOC-AIN - 6215

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Staff Administrator	All BTL Activities	
	Personnel and Administration Support	
	Provide System Support	
	Provide technical support (Orders)	
	Provide technical support (Trouble)	
	SS7 Database Management	
	Training	
Staff Administrator Total		

REDACTED

24 322

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NOC-AIN - 6217

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Administration Assistant	1-800 Service Provisioning All BTL Activities Resolve 1-800 trouble calls Training	
Administration Assistant Total		
Administrator	1-800 Service Provisioning All BTL Activities Resolve 1-800 trouble calls Training	
Administrator Total		
Analyst	1-800 Service Provisioning All BTL Activities Resolve 1-800 trouble calls Training	
Analyst Total		
Section Manager	1-800 Service Provisioning All BTL Activities Resolve 1-800 trouble calls Training	
Section Manager Total		
Senior Administrator	1-800 Service Provisioning All BTL Activities Resolve 1-800 trouble calls Training	
Senior Administrator Total		
Senior Data Assistant	1-800 Service Provisioning All BTL Activities Resolve 1-800 trouble calls Training	
Senior Data Assistant Total		
Staff Administrator	1-800 Service Provisioning All BTL Activities Resolve 1-800 trouble calls Training	
Staff Administrator Total		

REDACTED

24 323

GTE
Service Assurance Cost Study

NOC-AIN-6215
Florida Filing
Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates			Base Hours	OT Rate	6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts								

REDACTED

24 324

NOC AIN-6215
Florida Filing
Work Center Resources

Notes:

Overtime is paid at time-and-a-half of the employee's base rate.

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits.

Non labor expenses are based on work center 1998 budget.

The percentage of resources assigned to each state is based on access lines. See the Access Line Breakdown by State template.

Work center 6215 is composed of four work groups: Broadband, X.25 Provisioning, X.25 & SS7, and AIN. However, part of the AIN group is budgeted to work center 6217. As non-labor costs for work center 6215 were provided in the aggregate, the forward-looking headcount information was used to assign non-labor resources to each work group within work center 6215. The portion of non-labor resources from work center 6215 assigned to each work group can be seen in the Non-Labor Resource Distribution template.

Business Analysis provided the following non-labor resource cost by cost element code for all NOC-AIN, Broadband, X.25 Provisioning, and X.25 & SS7 work groups combined:

6201	Travel Expenses
6301	Employee Training
6726	Internal Telecom
6790	Other Costs
	TOTAL

To assign non-labor NOC costs across the different NOC work groups, headcount percentages were calculated for each NOC work group:

NOC - Broadband
NOC - X.25 Provisioning
NOC - X.25 & SS7
NOC - AIN
TOTAL

REDACTED

By multiplying the NOC non-labor resource costs by the AIN headcount percentage of as shown below:

NOC-AIN costs were calculated

6201	Travel Expenses
6301	Employee Training
6726	Internal Telecom
6790	Other Costs
	TOTAL NOC-AIN Non-Labor Costs

24 325

**NOC - Advanced Intelligent Network (AIN) Workcenters 6215 and 6217
Florida Filing
Work Center Resources**

6215 Non-Labor Resource Distribution

6215 Work Groups	Headcount	% Breakdown	Non-Labor
Broadband			
X.25 Provisioning			
X.25 & SS7			
AIN (Portion for 6215)			
	Total		

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GTE
Service Assurance Cost Study

NOC-AIN-6217
Florida Filing
Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates			6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts						

REDACTED

24 327

**GTE
Service Assurance Cost Study**

**NOC AIN-6217
Florida Filing
Work Center Resources**

Notes:

Overtime is paid at time-and-a-half of the employee's base rate.

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits.

Non labor expenses are based on work center 1998 budget.

The percentage of resources assigned to each state is based on access lines. See the Access Line Breakdown by State template.

24 328

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NOC - Advanced Intelligent Network (AIN) Workcenters 6215 and 6217
Florida Filing
Access Line Breakdown by State

State	Access Lines ¹	% Access Lines
Alabama		
Arizona		
Arkansas		
California		
Florida		
Hawaii		
Idaho		
Illinois		
Indiana		
Iowa		
Kentucky		
Michigan		
Minnesota		
Missouri		
Nebraska		
Nevada		
New Mexico		
North Carolina		
Ohio		
Oklahoma		
Oregon		
Pennsylvania		
South Carolina		
Texas		
Virginia		
Washington		
Wisconsin		
TOTALS		

REDACTED

24 3259

Notes:

¹ The access line counts listed above are forecasted units for December 31, 1999.
The access line count for each state was divided by the total to arrive at the percentage of access lines for each state.

² NOC-AIN costs are distributed to each state based on the above forecasted access lines

**GTE
Service Assurance Cost Study**

ARTHUR ANDERSEN LLP

**NOC - Advanced Intelligent Network (AIN) Workcenters 6215 and 6217
Florida Filing
Work Center Information Systems**

ACTIVITY	Systems Used		
	800 SMS	CARE	NOCV (5/98)
Provide Technical Support (Orders)			
Provide Technical Support (Troubles)			
1-800 Service Provisioning	X	X	X
Resolve 1-800 Trouble Calls		X	
AIN Provisioning			
SS7 Database Management			
Provide System Support			
Perform Special Projects			
Personnel and Administration Support	X	X	X

24 330

NOC-AIN-6215

Florida Filing

Cost Object Driver Percentages

Activity	UNENAME	Driver
1-800 Service Provisioning		
	Switching	
1-800 Service Provisioning Total		
AIN Provisioning		
	AIN	
AIN Provisioning Total		
Provide technical support (Orders)		
	Switching	
Provide technical support (Orders) Total		
Resolve 1-800 trouble calls		
	Switching	
Resolve 1-800 trouble calls Total		
SS7 Database Management		
	STP Ports	
SS7 Database Management Total		

REDACTED

24 331

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**GTE
Service Assurance Cost Study**

**NOC AIN-6215
Florida Filing
Cost Object Driver Percentages**

Notes:

Cost object driver percentages are based on estimates provided by the work center's management.

24 332

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NOC-AIN-6217

Florida Filing

Cost Object Driver Percentages

Activity	UNENAME	Driver
1-800 Service Provisioning		
	Switching	
1-800 Service Provisioning Total		
AIN Provisioning		
	AIN	
AIN Provisioning Total		
Provide technical support (Orders)		
	Switching	
Provide technical support (Orders) Total		
Resolve 1-800 trouble calls		
	Switching	
Resolve 1-800 trouble calls Total		
SS7 Database Management		
	STP Ports	
SS7 Database Management Total		

REDACTED

24 333

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**GTE
Service Assurance Cost Study**

**NOC AIN-6217
Florida Filing
Cost Object Driver Percentages**

Notes:

Cost object driver percentages are based on estimates provided by the work center's management.

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X.25 & SS7 Monitoring, Controlling, and Technical Support - 6215

The primary functions of this group include network monitoring, trouble analysis, technical support, escalation, and restoration of normal and emergency conditions occurring on the SS7 or X.25 networks and related systems.

Work Center Processes

X.25 & SS7 work group supports the Service Assurance and Service Fulfillment processes due to the shared nature of the X.25 work across both processes.

Cost Objects Supported by Work Center

This work group supports the SS7 links and the X.25 network. Since the X.25 network is an internal network, the activities used to support this network and their associated costs are considered common costs and are thereby eliminated from our study.

The X.25 and SS7 work group, like all other work groups in the NOC, is a national group supporting all states in which GTE operates. It was determined that access lines would be used in order to assign costs for each state. Therefore, since Florida has approximately 12.26% of GTE's access lines, it also will be assigned 12.26% of the X.25 and SS7 work group's costs. See the access table for further information.

Work Center Cost Model Results

Unitized work center results related to UNEs and Services costs are documented on the following pages (cost model output).

See the Work Center Template section for more detail regarding UNEs and Services calculation.

Assumptions Made for Forward-Looking Study

<i>Current Status</i>	<i>Forward-Looking Status</i>
	REDACTED

<i>Final Network Element Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
NOC-X.25 and SS7			
6215			
<i>SS7 Links</i>			
Base Cost			
SS7 Links-Base			
Base Cost Total			
<i>SS7 Links Total</i>			

REDACTED

24 336

NOC-X.25 and SS7

Florida Filing

Work Center Codes: 6215

- | | | |
|---|--|-------------------------------------|
| <input checked="" type="checkbox"/> Service Assurance | <input type="checkbox"/> Infrastructure Provisioning | Number of employees: |
| <input checked="" type="checkbox"/> Service Fulfillment | <input type="checkbox"/> Sales, Marketing, and Advertising | Number of contractors: _____ |
| <input type="checkbox"/> Billing and Collections | <input type="checkbox"/> Other | Total number of FTEs: _____ |

Work Center Description: Functions include monitoring, trouble analysis, technical support, escalation, and restoration of normal and emergency conditions occurring on the network and related systems. **UNEs identified as cost objects:** SS7 Links

States Supported by the Work Center: National **Services identified as cost objects:** ADSL, Bus_CNTRNT, Bus_Ln, Bus_PBX, Coin, ISDN_BRI, and Res_Ln

Market Segments Supported by the Work All Markets **Notes:**

24 337

REDACTED

GTE
Service Assurance Cost Study

NOC-X.25 and SS7

Florida Filing

Work Center Activities

Work Center Codes: 6215

Activities	ATL/BTL	Direct/Shared/Common	Process	Primary/Supporting
All BTL Activities	BTL	Shared	Service Assurance/Fulfillment	Supporting
All Supporting Activities - Service Fulfillment	ATL	Shared	Service Fulfillment	Supporting
Monitor and Control Network Elements	ATL	Direct	Service Assurance	Primary
Monitor and Control Network Elements - X.25	ATL	Common	Service Assurance/Fulfillment	Primary
Perform Special Projects	ATL	Direct	Service Assurance	Primary
Perform Special Projects - X.25	ATL	Common	Service Assurance/Fulfillment	Primary
Personnel and Administration Support	ATL	Shared	Service Assurance	Supporting
Personnel and Administration Support - X.25	ATL	Common	Service Assurance	Supporting
Provide technical support (Trouble)	ATL	Direct	Service Assurance	Primary
Provide Technical Support - X.25	ATL	Common	Service Assurance/Fulfillment	Primary
Training	ATL	Shared	Service Assurance	Supporting

24 338

NOC-X.25 and SS7 - 6215
Florida Filing
Work Center Activities by Job Class

Position	Activities	% of Time Spent
Manager	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support Personnel and Administration Support - X.25 Training	
Manager Total		
Section Administrator	All BTL Activities Perform Special Projects Perform Special Projects - X.25 Provide technical support (Trouble) Provide Technical Support - X.25 Training	
Section Administrator Total		
Section Manager	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support Personnel and Administration Support - X.25 Training	
Section Manager Total		
Senior Administrator	All BTL Activities Monitor and Control Network Elements Monitor and Control Network Elements - X.25 Training	
Senior Administrator Total		
Senior Data Assistant	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support Personnel and Administration Support - X.25 Training	
Senior Data Assistant Total		
Staff Administrator	All BTL Activities Provide technical support (Trouble) Provide Technical Support - X.25 Training	
Staff Administrator Total		

REDACTED

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GTE
Service Assurance Cost Study

NOC-X.25 and SS7-6215

Florida Filing
Work Center Resources

Labor Resources

REDACTED

24 340

GTE
Service Assurance Cost Study

NOC-X.25 and SS7-6215
Florida Filing
Work Center Resources

Notes:

Overtime is paid at time-and-a-half of the employee's base rate.

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits.

Non labor expenses are based on work center 1998 budget.

The percentage of resources assigned to each state is based on access lines. See the Access Line Breakdown by State template.

Work center 6215 is composed of four work groups; Broadband, X.25 Provisioning, X.25 & SS7, and AIN. However, part of the AIN group is budgeted to work center 6217. As non-labor costs for work center 6125 were provided in the aggregate, the forward-looking headcount information was used to assign non-labor resources to each work group within work center 6215. The portion of non-labor resources from work center 6215 assigned to each work group can be seen in the Non-Labor Resource Distribution template.

Business Analysis provided the following non-labor resource cost by cost element code for all NOC-AIN, Broadband, X.25 Provisioning, and X.25 & SS7 work groups combined:

6201	Travel Expenses	\$
6301	Employee Training	\$
6726	Internal Telecom	\$
6790	Other Costs	\$
	TOTAL	\$

To assign non-labor NOC costs across the different NOC work groups, headcount percentages were calculated for each NOC work group:

NOC - Broadband
NOC - X.25 Provisioning
NOC - X.25 & SS7
NOC - AIN
TOTAL

REDACTED

By multiplying the NOC non-labor resource costs by the X.25 & SS7 headcount percentage of 30.3%, NOC-X.25 & SS7 costs were calculated as shown below:

6201	Travel Expenses	
6301	Employee Training	
6726	Internal Telecom	
6790	Other Costs	
	TOTAL NOC-X.25 & SS7 Non-Labor Costs	=

24 341

NOC - Internal Network Management - X.25 and SS7 Workcenter 6215
Florida Filing
Work Center Resources

6215 Non-Labor Resource Distribution

6215 Work Groups	Headcount	% Breakdown	Non-Labor
Broadband			
X.25 Provisioning			
X.25 & SS7			
AIN (Portion for 6215)			
	Total		

REDACTED

24 342

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**GTE
Service Assurance Cost Study**

ARTHUR ANDERSEN LLP

**NOC - Internal Network Management - X.25 and SS7 Workcenter 6215
Florida Filing
Work Center Information Systems**

ACTIVITY	Systems Used	
	TONICS	NOC/TRACK
Perform Special Projects		
Perform Special Projects - X.25		
Provide Technical Support (Troubles)		
Provide Technical Support - X.25		
Monitor and Control Network Elements	X	X
Monitor and Control Network Elements - X.25	X	X
Personnel and Administration Support		
Personnel and Administration Support - X.25		
All BTL Activities		

24 343

**NOC - Internal Network Management - X.25 and SS7 Workcenter
Florida Filing
Access Line Breakdown by State**

State	Access Lines ¹	% Access Lines ²
Alabama		
Arizona		
Arkansas		
California		
Florida		
Hawaii		
Idaho		
Illinois		
Indiana		
Iowa		
Kentucky		
Michigan		
Minnesota		
Missouri		
Nebraska		
Nevada		
New Mexico		
North Carolina		
Ohio		
Oklahoma		
Oregon		
Pennsylvania		
South Carolina		
Texas		
Virginia		
Washington		
Wisconsin		
TOTALS		

REDACTED

Notes:

¹ The access line counts listed above are forecasted units for December 31, 1999.
The access line count for each state was divided by the total to arrive at the percentage of access lines for each state.

² NOC-X.25 and SS7 costs are distributed to each state based on the above forecasted access lines.

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NOC-X.25 and SS7-6215

Florida Filing

Cost Object Driver Percentages

Activity	UNENAME	Driver
Monitor and Control Network Elements		
	SS7 Links	
Monitor and Control Network Elements Total		
Monitor and Control Network Elements - X.25		
	X.25	
Monitor and Control Network Elements - X.25 Total		
Perform Special Projects		
	SS7 Links	
Perform Special Projects Total		
Perform Special Projects - X.25		
	X.25	
Perform Special Projects - X.25 Total		
Provide technical support (Trouble)		
	SS7 Links	
Provide technical support (Trouble) Total		
Provide Technical Support - X.25		
	X.25	
Provide Technical Support - X.25 Total		

REDACTED

24 345

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**GTE
Service Assurance Cost Study**

**NOC-X.25 and SS7-6215
Florida Filing
Cost Object Resources**

Notes:

The X.25 network is used solely in the support of GTE internal communications. It is therefore considered a common cost and is properly omitted from our study. No assignment to UNE's or Services is necessary.

Cost object driver percentages are based on estimates provided by the work center's management.

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Broadband - 6215

The Broadband Network Services Group monitors network circuits and equipment, coordinates repairs, performs emergency restoration, and provides network support on CSU/DSUs, multiplexing, and broadband network services (SONET, Frame Relay, ATM, SMDS, and point-to-point circuits).

Work Center Processes

The Broadband work group supports the Service Assurance Process.

Cost Objects Supported by Work Center

This work group primarily monitors NAC – Special Circuits and Multiplexing equipment. Its costs are assigned directly to these UNEs.

The Broadband work group, like all other work groups in the NOC, is a national group supporting all states in which GTE operates. It was determined that special circuits would be used to assign costs to each state. Therefore, since Florida has approximately 10% of GTE's special circuits, it also will be assigned 10% of the Broadband work group's costs. See the circuits table for further information.

Work Center Cost Model Results

Unitized work center results related to UNEs and Services costs are documented on the following pages (cost model output).

See the Work Center Template section for more detail regarding UNEs and Services calculation.

Assumptions Made for Forward-Looking Study

At this point, there are no proposed future operational changes for Broadband group.

REDACTED

24 347

HIGHLY SENSITIVE

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INFORMATION RESTRICTED

<i>Final Network Element Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
NOC-Broadband			
6215			
<i>NAC - Special</i>			
Base Cost			
NAC - Special-Base			
Base Cost Total			
<i>NAC - Special Total</i>			

REDACTED

24 348

NOC-Broadband

Florida Filing

Work Center Codes: 6215

- | | |
|---|--|
| <input checked="" type="checkbox"/> Service Assurance | <input type="checkbox"/> Infrastructure Provisioning |
| <input type="checkbox"/> Service Fulfillment | <input type="checkbox"/> Sales, Marketing, and Advertising |
| <input type="checkbox"/> Billing and Collections | <input type="checkbox"/> Other |

Number of employees: _____

Number of contractors: _____

Total number of FTEs: _____

Work Center Description: The Broadband Network Services Group monitors network circuits and equipment, coordinates repair, emergency restoration and provides network support on CSU/DSUs, multiplexing, and broadband network services

UNEs identified as cost objects:

NAC - Special and Multiplexing

States Supported by the Work Center:

National

Services identified as cost objects:

ADSL, ISDN_PRI, SPAC_DS1, and SPAC_DS3

Market Segments Supported by the Work

All Markets

Notes:

REDACTED

24 349

GTE
Service Assurance Cost Study

NOC-Broadband

Florida Filing

Work Center Activities

Work Center Codes: 6215

Activities	ATL/BTL	Direct/Shared/Common	Process	Primary/Supporting
All BTL Activities	BTL	Shared	Service Assurance	Supporting
Monitor and Control Network Elements	ATL	Direct	Service Assurance	Primary
Personnel and Administration Support	ATL	Shared	Service Assurance	Supporting
Provide System Support	ATL	Direct	Service Assurance	Primary
Provide technical support (Trouble)	ATL	Direct	Service Assurance	Primary
Training	ATL	Shared	Service Assurance	Supporting

24 350

NOC-Broadband - 6215
Florida Filing
Work Center Activities by Job Class

Position	Activities	% of Time Spent
Administrator	All BTL Activities Personnel and Administration Support Provide System Support Training	
Administrator Total		
Manager	All BTL Activities Monitor and Control Network Elements Personnel and Administration Support Provide System Support Provide technical support (Trouble) Training	
Manager Total		
Secretary	All BTL Activities Personnel and Administration Support	
Secretary Total		
Section Administrator	All BTL Activities Provide technical support (Trouble) Training	
Section Administrator Total		
Section Manager	All BTL Activities Monitor and Control Network Elements Training	
Section Manager Total		
Senior Administrator	All BTL Activities Monitor and Control Network Elements Personnel and Administration Support Provide System Support Provide technical support (Trouble) Training	
Senior Administrator Total		
Staff Administrator	All BTL Activities Monitor and Control Network Elements Personnel and Administration Support Provide System Support Provide technical support (Trouble) Training	
Staff Administrator Total		

REDACTED

24 351

GTE
Service Assurance Cost Study

NOC-Broadband-6215
Florida Filing
Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates			Base OT Hours Rate	6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts							

REDACTED

24 352

GTE
Service Assurance Cost Study

NOC Broadband-6215
Florida Filing
Work Center Resources

Notes:

Overtime is paid at time-and-a-half of the employee's base rate.

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits.

Non labor expenses are based on work center 1998 budget.

The percentage of resources assigned to each state is based on the number of broadband circuits per state. See the Broadband Circuit Analysis: December 1997.

Work center 6215 is composed of four work groups; Broadband, X.25 Provisioning, X.25 & SS7, and AIN. However, part of the AIN group is budgeted to work center 6217. As non-labor costs for work center 6125 were provided in the aggregate, the forward-looking headcount information was used to assign non-labor resources to each work group within work center 6215. The portion of non-labor resources from work center 6215 assigned to each work group can be seen in the Non-Labor Resource Distribution template.

Business Analysis provided the following non-labor resource cost by cost element code for all NOC-AIN, Broadband, X.25 Provisioning, and X.25 & SS7 work groups combined:

6201	Travel Expenses
6301	Employee Training
6726	Internal Telecom
6790	Other Costs
	TOTAL

To assign non-labor NOC costs across the different NOC work groups, headcount percentages were calculated for each NOC work group:

NOC - Broadband
NOC - X.25 Provisioning
NOC - X.25 & SS7
NOC - AIN
TOTAL

REDACTED

By multiplying the NOC non-labor resource costs by the NOC-Broadband headcount percentage of 18.8%, NOC-Broadband costs were calculated as shown below:

6201	Travel Expenses	
6301	Employee Training	
6726	Internal Telecom	
6790	Other Costs	
	TOTAL NOC-Broadband Non-Labor Costs	= 24 353

NOC - Internal Network Management - Broadband - Workcenter 6215
Florida Filing
Work Center Resources

6215 Non-Labor Resource Distribution

6215 Work Groups	Headcount	% Breakdown	Non-Labor
Broadband			
X.25 Provisioning			
X.25 & SS7			
AIN (Portion for 6215)			
	Total		

REDACTED

GTE
Service Assurance Cost Study

ARTHUR ANDERSEN LLP

NOC - Internal Network Management - Broadband - Workcenter 6215
Florida Filing
Broadband Circuit Analysis: December 1997

States	FT1-128k	FT1-256k	FT1-384k	ATM	Fr 56K	Fr 128K	256K	Fr 384K	Fr DS1	State Totals	Percentage of Totals
Alabama											
Arkansas											
California											
Florida											
Hawaii											
Idaho											
Illinois											
Indiana											
Iowa											
Kentucky											
Michigan											
Minnesota											
Missouri											
Nebraska											
Nevada											
New Mexico											
North Carolina											
Ohio											
Oklahoma											
Oregon											
Pennsylvania											
South Carolina											
Texas											
Virginia											
Washington											
Wisconsin											
Totals											
Percent of Total											

REDACTED

24 355

Notes:

¹ The circuits counts above were provided by the Broadband group. The number of circuits by state is divided by the total number of circuits in order to obtain the state percentage.

**GTE
Service Assurance Cost Study**

ARTHUR ANDERSEN LLP

**NOC - Internal Network Management - Broadband - Workcenter 6215
Florida Filing
Work Center Information Systems**

ACTIVITY	Systems Used	
	TONICS	NOC/TRACK
Monitor and Control Network Elements	X	
Provide Technical Support (Troubles)		X
Provide System Support		
Training		
Personnel and Administration Support		

24 356

NOC-Broadband-6215

Florida Filing

Cost Object Driver Percentages

Activity	UNENAME	Driver
Monitor and Control Network Elements		
	Multiplexing	
	NAC - Special	
Monitor and Control Network Elements Total		
Provide System Support		
	Multiplexing	
	NAC - Special	
Provide System Support Total		
Provide technical support (Trouble)		
	Multiplexing	
	NAC - Special	
Provide technical support (Trouble) Total		

REDACTED

24 357

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**GTE
Service Assurance Cost Study**

**NOC Broadband-6215
Florida Filing
Cost Object Driver Percentages**

Notes:

Cost object driver percentages are based on estimates provided by the work center's management.

24 358

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X.25 Provisioning – 6215

The primary functions of this group are to perform the activities associated with the installation, analysis, trouble escalation, administration, user interface, and software provisioning tasks as they relate to GTE’s nationwide X.25 internal network systems. Additionally, this group provides technical support for GTE’s ADSL initiatives. The X.25 network is the primary communications network for GTE systems that access information located in other GTE systems and network elements.

As the X.25 network is an internal network, the activities used to support this network and their associated costs are considered common costs and are thereby eliminated from our study.

Work Center Processes

X.25 Provisioning supports the Service Assurance and Service Fulfillment processes. This is based on the fact that the X.25 center performs activities that support both Service Assurance and Service Fulfillment processes.

Cost Objects Supported by Work Center

This work group supports several cost objects. One cost object, CyberPOP, is a deregulated product, and therefore, all costs associated with this product are eliminated from our study. Additionally, as this work group supports the entire internal X.25 network; however the X. 25 network is considered a common cost and is therefore eliminated from our study. ADSL is the only service cost object supported by this group that is included in our study.

The X.25 Provisioning work group, like all other work groups in the NOC, is a national group supporting all states in which GTE operates. It was determined that access lines would be used in order to assign costs for each state. Therefore, as Florida has approximately 12.26% of GTE’s access lines, it also will be assigned 12.26% of the X.25 Provisioning work group’s costs. See the access lines table for further information.

Work Center Cost Model Results

Unitized work center results related to UNEs and Services costs are documented on the following pages (cost model output).

See the Work Center Template section for more detail regarding UNEs and Services calculation.

Assumptions Made for Forward-Looking Study

<i>Current Status</i>	<i>Forward-Looking Status</i>
	REDACTED

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REDACTED

24 360

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<i>Final Network Element Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
NOC-X.25 Provisioning			
6215			
<i>NAC - Switched</i>			
Base Cost			
NAC - Switched-Base			
Base Cost Total			
<i>NAC - Switched Total</i>			

REDACTED

24 361

NOC-X.25 Provisioning

Florida Filing

Work Center Codes: 6215

Service Assurance

Infrastructure Provisioning

Number of employees: _____

Service Fulfillment

Sales, Marketing, and Advertising

Number of contractors: _____

Billing and Collections

Other

Total number of FTEs: _____

Work Center Description:

The primary functions of the X.25 Provisioning work group are to perform the activities associated with the installation, analysis, trouble escalation, administration, user interface, and software provisioning tasks.

UNEs identified as cost objects:

NAC - Switched and Multiplexing

States Supported by the Work Center:

National

Services identified as cost objects:

Res _ Ln, Bus _ Ln, Bus _ PBX, Bus _ CNTRN, Coin, ISDN _ BRI, ISDN _ PRI, SPAC _ VGLN, SPAC _ DDS, SPAC _ DS1, SPAC _ DS3, and ADSL

Market Segments Supported by the Work

All Markets

Notes:

24 362

GTE
Service Assurance Cost Study

NOC-X.25 Provisioning

Florida Filing

Work Center Activities

Work Center Codes: 6215

Activities	ATL/BTL	Direct/Shared/Common	Process	Primary/Supporting
All BTL Activities	BTL	Shared	Service Assurance/Fulfillment	Supporting
All Supporting Activities - Service Fulfillment	ATL	Shared	Service Fulfillment	Supporting
Cyber Pop Repair & Maintenance	BTL	Shared	Service Assurance	Primary
Perform Workcenter Planning	ATL	Shared	Service Assurance	Supporting
Personnel and Administration Support	ATL	Shared	Service Assurance	Supporting
Provide Provisioning - X.25	ATL	Common	Service Assurance/Fulfillment	Primary
Provide technical support (Trouble)	ATL	Direct	Service Assurance	Primary
Provide Technical Support - X.25	ATL	Common	Service Assurance/Fulfillment	Primary
Training	ATL	Shared	Service Assurance	Supporting

24 363

NOC-X.25 Provisioning - 6215
Florida Filing
Work Center Activities by Job Class

Position	Activities	% of Time Spent
Administrator	All BTL Activities All Supporting Activities - Service Fulfillment Provide Provisioning - X.25 Provide Technical Support - X.25 Training	
Administrator Total		
Manager	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support Training	
Manager Total		
Section Administrator - Internal Network	All BTL Activities All Supporting Activities - Service Fulfillment Cyber Pop Repair & Maintenance Perform Workcenter Planning Provide Provisioning - X.25 Provide Technical Support - X.25 Training	
Section Administrator - Internal Network Total		
Section Manager	All BTL Activities All Supporting Activities - Service Fulfillment Cyber Pop Repair & Maintenance Personnel and Administration Support Provide Provisioning - X.25 Provide technical support (Trouble) Provide Technical Support - X.25 Training	
Section Manager Total		
Senior Administrator	All BTL Activities All Supporting Activities - Service Fulfillment Cyber Pop Repair & Maintenance Provide Provisioning - X.25 Provide technical support (Trouble) Provide Technical Support - X.25 Training	
Senior Administrator Total		

) REDACTED

24 364

NOC-X.25 Provisioning - 6215

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Senior Data Assistant	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Cyber Pop Repair & Maintenance	
	Provide Provisioning - X.25	
	Provide Technical Support - X.25	
	Training	
Senior Data Assistant Total		
Staff Administrator - Privisioning	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Cyber Pop Repair & Maintenance	
	Provide Provisioning - X.25	
	Provide Technical Support - X.25	
	Training	
Staff Administrator - Privisioning Total		

24 365

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GTE
Service Assurance Cost Study

NOC-X.25 Provisioning-6215

Florida Filing

Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates			Base OT Hours Rate	6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts							

REDACTED

24 366

**GTE
Service Assurance Cost Study**

**NOC X.25 Provisioning-6215
Florida Filing
Work Center Resources**

Notes:

Overtime is paid at time-and-a-half of the employee's base rate.

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits.

Non labor expenses are based on work center 1998 budget.

The percentage of resources assigned to each state is based on access lines. See the Access Line Breakdown by State template.

Work center 6215 is composed of four work groups; Broadband, X.25 Provisioning, X.25 & SS7, and AIN. However, part of the AIN group is budgeted to work center 6217. As non-labor costs for work center 6125 were provided in the aggregate, the forward-looking headcount information was used to assign non-labor resources to each work group within work center 6215. The portion of non-labor resources from work center 6215 assigned to each work group can be seen in the Non-Labor Resource Distribution template.

Business Analysis provided the following non-labor resource cost by cost element code for all NOC-AIN, Broadband, X.25 Provisioning, and X.25 & SS7 work groups combined:

6201	Travel Expenses
6301	Employee Training
6726	Internal Telecom
6790	Other Costs
	TOTAL

To assign non-labor NOC costs across the different NOC work groups, headcount percentages were calculated for each NOC work group:

NOC - Broadband
NOC - X.25 Provisioning
NOC - X.25 & SS7
NOC - AIN
TOTAL

REDACTED

By multiplying the NOC non-labor resource costs by the NOC-X.25 Provisioning headcount percentage of 21.2%, NOC-X.25 Provisioning costs were calculated as shown below:

6201	Travel Expenses
6301	Employee Training
6726	Internal Telecom
6790	Other Costs
	TOTAL NOC-X.25 Provisioning Non-Labor Costs =

24 367

NOC - X.25 Provisioning Workcenter 6215
Florida Filing
Work Center Resources

6215 Non-Labor Resource Distribution

6215 Work Groups	Headcount	% Breakdown	Non-Labor
Broadband			
X.25 Provisioning			
X.25 & SS7			
AIN (Portion for 6215)			

Total

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GTE
Service Assurance Cost Study

ARTHUR ANDERSEN LLP

NOC - X.25 Provisioning
Florida Filing
Access Line Breakdown by State

State	Access Lines ¹	% Access Lines ²
Alabama		
Arizona		
Arkansas		
California		
Florida		
Hawaii		
Idaho		
Illinois		
Indiana		
Iowa		
Kentucky		
Michigan		
Minnesota		
Missouri		
Nebraska		
Nevada		
New Mexico		
North Carolina		
Ohio		
Oklahoma		
Oregon		
Pennsylvania		
South Carolina		
Texas		
Virginia		
Washington		
Wisconsin		
TOTALS		

REDACTED

01 369

Notes:

¹ The access line counts listed above are forecasted units for December 31, 1999. The access line count for each state was divided by the total to arrive at the percentage of access lines for each state.

² NOC-X.25 Provisioning costs are distributed to each state based on the above forecasted access lines.

**GTE
Service Assurance Cost Study**

ARTHUR ANDERSEN LLP

**NOC - X.25 Provisioning Workcenter 6215
Florida Filing
Work Center Information Systems**

ACTIVITY	Systems Used		
	TONICS	NOC/TRACK	Remedy
Provide Technical Support - X.25			
Provide Technical Support (Troubles)			
CyberPOP Repair and Maintenance			X
Provide Provisioning - X.25	X	X	
Perform Workcenter Planning			
Personnel and Administration Support			
Training			
All Supporting Activities - Service Fulfillment			

24 370

NOC-X.25 Provisioning-6215

Florida Filing

Cost Object Driver Percentages

Activity	UNENAME	Driver
Provide Provisioning - X.25	X.25	
Provide Provisioning - X.25 Total		
Provide technical support (Trouble)	Multiplexing	
	NAC - Switched	
Provide technical support (Trouble) Total		
Provide Technical Support - X.25	X.25	
Provide Technical Support - X.25 Total		

REDACTED

24 371

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**GTE
Service Assurance Cost Study**

**NOC X.25 Provisioning-6215
Florida Filing
Cost Object Driver Percentages**

Notes:

The X.25 network is used solely in the support of GTE internal communications. It is therefore considered common cost and is properly omitted from our study. No assignment to UNE's or Services is necessary.

CyberPOP is a deregulated product and is therefore omitted from our study. No assignment to UNE's or services is necessary.

Cost object driver percentages are based on estimates provided by the work center's management.

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NSSC (Bunker) - 6218

The NSSC provides technical support and administration of the support systems used to monitor and manage all GTE networks and GTE customer voice and data networks. All costs related to BTL activities (customer network monitoring) were excluded from this study.

Work Center Processes

The NSSC supports the Service Assurance and Service Fulfillment processes.

Cost Objects Supported by Work Center

Similar to the NOC support group (6210), this work center supports all other NOC work centers. Its costs are shared among the cost objects that the NOC organization, as a whole, supports. As the NSSC group supports six other work centers (AIN, Broadband, Monitor and Control, On-Line Support, X.25 Provisioning, and X. 25 & SS7,) one-sixth (1/6) of this group's costs are assigned to each of the six work centers it supports.

Work Center Cost Model Results

Unitized work center results related to UNEs and Services costs are documented on the following pages (cost model output).

See the Work Center Template section for more detail regarding UNEs and Services calculation.

Assumptions Made for Forward-Looking Study

At this point, there are no proposed future operational changes for the NSSC (Bunker) group.

24 373

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<i>Final Network Element Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
--	-----------------------------	-------------------------------	--------------------------

NOC-NSSC Bunkers

6218

Cross-connect

Base Cost
Cross-connect-Base
Base Cost Total

Cross-connect Total

Interoffice Transport

Base Cost
Interoffice Transport-Base
Base Cost Total

Interoffice Transport Total

NAC - Special

Base Cost
NAC - Special-Base
Base Cost Total

NAC - Special Total

NAC - Switched

Base Cost
NAC - Switched-Base
Base Cost Total

NAC - Switched Total

SS7 Links

Base Cost
SS7 Links-Base
Base Cost Total

SS7 Links Total

STP Ports

Base Cost
STP Ports-Base
Base Cost Total

STP Ports Total

Switching

Base Cost
Switching-Base
Base Cost Total

Switching Total

REDACTED

24 374

NOC-NSSC Bunkers

Florida Filing

Work Center Codes: 6218

- | | |
|---|--|
| <input checked="" type="checkbox"/> Service Assurance | <input type="checkbox"/> Infrastructure Provisioning |
| <input checked="" type="checkbox"/> Service Fulfillment | <input type="checkbox"/> Sales, Marketing, and Advertising |
| <input type="checkbox"/> Billing and Collections | <input type="checkbox"/> Other |

Number of employees: _____

Number of contractors: _____

Total number of FTEs: _____

Work Center Description: The purpose of NOC Support is to provide technical support and administration of the support systems and networks used to monitor and manage all of GTE-owned and customer-owned voice and data networks.

UNEs identified as cost objects:

Cross Connect, Interoffice Transport, NAC - Special, NAC - Switched, NID, STP Ports, SS7 Links, and Switching

States Supported by the Work Center:

National

Services identified as cost objects:

ADSL, Bus_CNTRNT, Bus_Ln, Bus_PBX, Coin, ISDN_BRI, ISDN_PRI, Messaging, Res_Ln, SPAC_DDS, SPAC_DSI, SPAC_DS3, and SPAC_VGLN

Market Segments Supported by the Work

All Markets

Notes:

REDACTED

24 375

GTE
Service Assurance Cost Study

NOC-NSSC Bunkers

Florida Filing

Work Center Activities

Work Center Codes: 6218

Activities	ATL/BTL	Direct/Shared/Common	Process	Primary/Supporting
All BTL Activities	BTL	Shared	Service Assurance/Fulfillment	Supporting
All Supporting Activities - Service Fulfillment	ATL	Shared	Service Fulfillment	Supporting
Perform Special Projects	ATL	Shared	Service Assurance	Supporting
Personnel and Administration Support	ATL	Shared	Service Assurance	Supporting
Provide System Support	ATL	Shared	Service Assurance	Primary
Training	ATL	Shared	Service Assurance	Supporting

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NOC-NSSC Bunkers - 6218
Florida Filing
Work Center Activities by Job Class

Position	Activities	% of Time Spent
Administrator-California	All BTL Activities All Supporting Activities - Service Fulfillment Perform Special Projects Personnel and Administration Support Provide System Support Training	
Administrator-California Total		
Administrator-Florida	All BTL Activities All Supporting Activities - Service Fulfillment Perform Special Projects Personnel and Administration Support Provide System Support Training	
Administrator-Florida Total		
Administrator-Indiana	All BTL Activities All Supporting Activities - Service Fulfillment Perform Special Projects Personnel and Administration Support Provide System Support Training	
Administrator-Indiana Total		
Administrator-Texas	All BTL Activities All Supporting Activities - Service Fulfillment Perform Special Projects Personnel and Administration Support Provide System Support Training	
Administrator-Texas Total		
Administrator-Washington	All BTL Activities All Supporting Activities - Service Fulfillment Perform Special Projects Personnel and Administration Support Provide System Support Training	
Administrator-Washington Total		
Conf General Clerk-Texas	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support	
Conf General Clerk-Texas Total		

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24 377

NOC-NSSC Bunkers - 6218
Florida Filing
Work Center Activities by Job Class

Position	Activities	% of Time Spent
Data Control Clerk-California	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support	
Data Control Clerk-California Total		
Equipment Technician-Washington	All BTL Activities All Supporting Activities - Service Fulfillment Perform Special Projects Personnel and Administration Support Provide System Support Training	
Equipment Technician-Washington Total		
Secretary/Stenographer-Florida	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support	
Secretary/Stenographer-Florida Total		
Section Manager-California	All BTL Activities All Supporting Activities - Service Fulfillment Perform Special Projects Personnel and Administration Support Training	
Section Manager-California Total		
Section Manager-Florida	All BTL Activities All Supporting Activities - Service Fulfillment Perform Special Projects Personnel and Administration Support Training	
Section Manager-Florida Total		
Section Manager-Indiana	All BTL Activities All Supporting Activities - Service Fulfillment Perform Special Projects Personnel and Administration Support Training	
Section Manager-Indiana Total		

REDACTED

NOC-NSSC Bunkers - 6218
Florida Filing
Work Center Activities by Job Class

Position	Activities	% of Time Spent
Section Manager-Texas	All BTL Activities All Supporting Activities - Service Fulfillment Perform Special Projects Personnel and Administration Support Training	
Section Manager-Texas Total		
Section Manager-Washington	All BTL Activities All Supporting Activities - Service Fulfillment Perform Special Projects Personnel and Administration Support Training	
Section Manager-Washington Total		
Section Supervisor-Indiana	All BTL Activities All Supporting Activities - Service Fulfillment Perform Special Projects Personnel and Administration Support Provide System Support Training	
Section Supervisor-Indiana Total		
Senior Administrator Assistant-Indiana	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support	
Senior Administrator Assistant-Indiana Total		
Senior Administrator-California	All BTL Activities All Supporting Activities - Service Fulfillment Perform Special Projects Personnel and Administration Support Provide System Support Training	
Senior Administrator-California Total		
Senior Administrator-Florida	All BTL Activities All Supporting Activities - Service Fulfillment Perform Special Projects Personnel and Administration Support Provide System Support Training	
Senior Administrator-Florida Total		

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NOC-NSSC Bunkers - 6218

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Senior Administrator-Indiana	All BTL Activities All Supporting Activities - Service Fulfillment Perform Special Projects Personnel and Administration Support Provide System Support Training	
Senior Administrator-Indiana Total		
Senior Administrator-Texas	All BTL Activities All Supporting Activities - Service Fulfillment Perform Special Projects Personnel and Administration Support Provide System Support Training	
Senior Administrator-Texas Total		
Senior Administrator-Washington	All BTL Activities All Supporting Activities - Service Fulfillment Perform Special Projects Personnel and Administration Support Provide System Support Training	
Senior Administrator-Washington Total		
Trunk Tech Analyst-Indiana	All BTL Activities All Supporting Activities - Service Fulfillment Perform Special Projects Personnel and Administration Support Provide System Support Training	
Trunk Tech Analyst-Indiana Total		

REDACTED

24 330

GTE
Service Assurance Cost Study

NOC-NSSC Bunkers-6218

Florida Filing
Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates			6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts						

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24 381

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GTE
Service Assurance Cost Study

NOC-NSSC Bunkers-6218

Florida Filing
Work Center Resources

Non-Labor Resources

SAP Element Code

Dollars

REDACTED

24 382

**GTE
Service Assurance Cost Study**

**NOC NSSC (Bunkers)-6218
Florida Filing
Work Center Resources**

Notes:

Overtime is paid at time-and-a-half of the employee's base rate.

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits.

Non labor expenses are based on work center 1998 budget.

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NOC - NSSC (Bunkers) - Workcenter 4218
Florida Filing
Work Center Information Systems

ACTIVITY	Systems Used																									
	CARE	TAS	AWAS	TONICS	Remedy	MARK	NOC/Track	NOC Net	SORCES	TBS	COPS	ACG	RDM	ACES	SOP	Starman	NOCV	TESTS	ESARTS	4 TEL II	React	Hikimiao	STEMS	SAS	CATH I	
Provide System Support	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Perform Special Projects	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Training																										
Personnel and Administration Support																										
AM Supporting Activities - Service Fulfillment																										
AM BTL Activities																										

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Regional Customer Operations (RCO) – 5JA0-5JA9; 5JB0-5JB9

Work Center Description

The Customer Operations group consists of central office personnel (sometime referred to as Inside Plant Technicians), field technicians (sometimes referred to as Outside Plant Technicians) and support personnel who are responsible for the installation and maintenance of all GTE's wireline networks. The primary duties of this work center include:

- Managing the fulfillment of customers' needs for a new or revised service,
- Managing the maintenance process to maximize network reliability,
- Ensuring efficient restoration of service, and
- Serving as the Company Representative in the Community, to the Customer, and to regulatory interfaces.

Work Center Processes

Regional Operations primarily supports the Service Assurance and Service Fulfillment processes.

Cost Objects Supported by Work Center

The technicians are divided into two main groups: Customer Zone Techs (CZTs) and Business Zone Techs (BZTs). CZTs are responsible for repairing residential and small business lines, while the BZTs concentrate on the more advanced, engineered circuits, usually for larger business customers or government agencies. Each of these groups use a positive time reporting system (the "STAR Database") that captures the amount of time spent on a trouble ticket, the associated network element, and the procedure used to resolve the trouble. Using data from this time reporting system, Arthur Andersen was able to assign costs to specific UNEs supported. The Technology Overview section of this documentation contains a thorough review of precisely how the data from the time reporting system was used in the cost model.

Work Center Cost Model Results

Unitized work center results related to UNEs and Services costs are documented on the following pages (cost model output).

See the Work Center Template section for more detail regarding UNEs and Services calculation.

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<i>Final Network Element Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
--	---------------------	-----------------------	------------------

Customer Operations-Florida-Inland

5JA0

Cross-connect

Base Cost
Cross-connect-Base
Base Cost Total

Cross-connect Total

Interoffice Transport

Base Cost
Interoffice Transport-Base
Base Cost Total

Interoffice Transport Total

NAC - Special

Base Cost
NAC - Special-Base
Base Cost Total

NAC - Special Total

NAC - Switched

Base Cost
NAC - Switched-Base
Base Cost Total

NAC - Switched Total

NID

Base Cost
NID-Base
Base Cost Total

NID Total

Switching

Base Cost
Switching-Base
Base Cost Total

Switching Total

REDACTED |

24 386

**Final Network Element
Cost By Work Center**

**Volume
Sensitive**

**Volume
Insensitive**

**Total
Overall**

Customer Operations-Florida-Inland

5JA1

Cross-connect

Base Cost

Cross-connect-Base

Base Cost Total

Cross-connect Total

Interoffice Transport

Base Cost

Interoffice Transport-Base

Base Cost Total

Interoffice Transport Total

NAC - Special

Base Cost

NAC - Special-Base

Base Cost Total

NAC - Special Total

NAC - Switched

Base Cost

NAC - Switched-Base

Base Cost Total

NAC - Switched Total

NID

Base Cost

NID-Base

Base Cost Total

NID Total

Switching

Base Cost

Switching-Base

Base Cost Total

Switching Total

REDACTED I

24 387

<i>Final Network Element Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
--	---------------------	-----------------------	------------------

Customer Operations-Florida-Inland

5JA2

Cross-connect

Base Cost
 Cross-connect-Base
Base Cost Total

Cross-connect Total

Interoffice Transport

Base Cost
 Interoffice Transport-Base
Base Cost Total

Interoffice Transport Total

NAC - Special

Base Cost
 NAC - Special-Base
Base Cost Total

NAC - Special Total

NAC - Switched

Base Cost
 NAC - Switched-Base
Base Cost Total

NAC - Switched Total

NID

Base Cost
 NID-Base
Base Cost Total

NID Total

Switching

Base Cost
 Switching-Base
Base Cost Total

Switching Total

REDACTED I

24 338

<i>Final Network Element Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
--	-----------------------------	-------------------------------	--------------------------

Customer Operations-Florida-Inland

5JA3

Cross-connect

Base Cost
 Cross-connect-Base
Base Cost Total

Cross-connect Total

Interoffice Transport

Base Cost
 Interoffice Transport-Base
Base Cost Total

Interoffice Transport Total

NAC - Special

Base Cost
 NAC - Special-Base
Base Cost Total

NAC - Special Total

NAC - Switched

Base Cost
 NAC - Switched-Base
Base Cost Total

NAC - Switched Total

NID

Base Cost
 NID-Base
Base Cost Total

NID Total

Switching

Base Cost
 Switching-Base
Base Cost Total

Switching Total

REDACTED |

24 389

<i>Final Network Element Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
--	---------------------	-----------------------	------------------

Customer Operations-Florida-Inland

5JA4

Cross-connect

Base Cost
Cross-connect-Base
Base Cost Total

Cross-connect Total

Interoffice Transport

Base Cost
Interoffice Transport-Base
Base Cost Total

Interoffice Transport Total

NAC - Special

Base Cost
NAC - Special-Base
Base Cost Total

NAC - Special Total

NAC - Switched

Base Cost
NAC - Switched-Base
Base Cost Total

NAC - Switched Total

NID

Base Cost
NID-Base
Base Cost Total

NID Total

Switching

Base Cost
Switching-Base
Base Cost Total

Switching Total

REDACTED |

24 390

<i>Final Network Element Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
--	---------------------	-----------------------	------------------

Customer Operations-Florida-Inland

5JA5

Cross-connect

Base Cost
Cross-connect-Base
Base Cost Total

Cross-connect Total

Interoffice Transport

Base Cost
Interoffice Transport-Base
Base Cost Total

Interoffice Transport Total

NAC - Special

Base Cost
NAC - Special-Base
Base Cost Total

NAC - Special Total

NAC - Switched

Base Cost
NAC - Switched-Base
Base Cost Total

NAC - Switched Total

NID

Base Cost
NID-Base
Base Cost Total

NID Total

Switching

Base Cost
Switching-Base
Base Cost Total

Switching Total

REDACTED |

<i>Final Network Element Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
--	---------------------	-----------------------	------------------

Customer Operations-Florida-Inland

5JA6

Cross-connect

Base Cost
 Cross-connect-Base
Base Cost Total

Cross-connect Total

Interoffice Transport

Base Cost
 Interoffice Transport-Base
Base Cost Total

Interoffice Transport Total

NAC - Special

Base Cost
 NAC - Special-Base
Base Cost Total

NAC - Special Total

NAC - Switched

Base Cost
 NAC - Switched-Base
Base Cost Total

NAC - Switched Total

NID

Base Cost
 NID-Base
Base Cost Total

NID Total

Switching

Base Cost
 Switching-Base
Base Cost Total

Switching Total

REDACTED |

24 392

**Final Network Element
Cost By Work Center**

**Volume
Sensitive**

**Volume
Insensitive**

**Total
Overall**

Customer Operations-Florida-Inland

5JA7

Cross-connect

Base Cost

Cross-connect-Base

Base Cost Total

Cross-connect Total

Interoffice Transport

Base Cost

Interoffice Transport-Base

Base Cost Total

Interoffice Transport Total

NAC - Special

Base Cost

NAC - Special-Base

Base Cost Total

NAC - Special Total

NAC - Switched

Base Cost

NAC - Switched-Base

Base Cost Total

NAC - Switched Total

NID

Base Cost

NID-Base

Base Cost Total

NID Total

Switching

Base Cost

Switching-Base

Base Cost Total

Switching Total

REDACTED

24 393

**Final Network Element
Cost By Work Center**

**Volume
Sensitive**

**Volume
Insensitive**

**Total
Overall**

Customer Operations-Florida-Inland

5JA8

Cross-connect

Base Cost
Cross-connect-Base
Base Cost Total

Cross-connect Total

Interoffice Transport

Base Cost
Interoffice Transport-Base
Base Cost Total

Interoffice Transport Total

NAC - Special

Base Cost
NAC - Special-Base
Base Cost Total

NAC - Special Total

NAC - Switched

Base Cost
NAC - Switched-Base
Base Cost Total

NAC - Switched Total

NID

Base Cost
NID-Base
Base Cost Total

NID Total

Switching

Base Cost
Switching-Base
Base Cost Total

Switching Total

REDACTED

24 394

**Final Network Element
Cost By Work Center**

**Volume
Sensitive**

**Volume
Insensitive**

**Total
Overall**

Customer Operations-Florida-Inland

5JA9

Cross-connect

Base Cost

Cross-connect-Base

Base Cost Total

Cross-connect Total

Interoffice Transport

Base Cost

Interoffice Transport-Base

Base Cost Total

Interoffice Transport Total

NAC - Special

Base Cost

NAC - Special-Base

Base Cost Total

NAC - Special Total

NAC - Switched

Base Cost

NAC - Switched-Base

Base Cost Total

NAC - Switched Total

NID

Base Cost

NID-Base

Base Cost Total

NID Total

Switching

Base Cost

Switching-Base

Base Cost Total

Switching Total

REDACTED

24 395

<i>Final Network Element Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
--	---------------------	-----------------------	------------------

Customer Operations-Florida-Coastal

5JA8

Cross-connect

Base Cost
Cross-connect-Base
Base Cost Total

Cross-connect Total

Interoffice Transport

Base Cost
Interoffice Transport-Base
Base Cost Total

Interoffice Transport Total

NAC - Special

Base Cost
NAC - Special-Base
Base Cost Total

NAC - Special Total

NAC - Switched

Base Cost
NAC - Switched-Base
Base Cost Total

NAC - Switched Total

NID

Base Cost
NID-Base
Base Cost Total

NID Total

Switching

Base Cost
Switching-Base
Base Cost Total

Switching Total

REDACTED

24 396

<i>Final Network Element Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
--	---------------------	-----------------------	------------------

Customer Operations-Florida-Coastal

5JB0

Cross-connect

Base Cost
 Cross-connect-Base
Base Cost Total

Cross-connect Total

Interoffice Transport

Base Cost
 Interoffice Transport-Base
Base Cost Total

Interoffice Transport Total

NAC - Special

Base Cost
 NAC - Special-Base
Base Cost Total

NAC - Special Total

NAC - Switched

Base Cost
 NAC - Switched-Base
Base Cost Total

NAC - Switched Total

NID

Base Cost
 NID-Base
Base Cost Total

NID Total

Switching

Base Cost
 Switching-Base
Base Cost Total

Switching Total

REDACTED

<i>Final Network Element Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
Customer Operations-Florida-Coastal			
5JB1			
<i>Cross-connect</i>			
Base Cost			
Cross-connect-Base			
Base Cost Total			
<i>Cross-connect Total</i>			
<i>Interoffice Transport</i>			
Base Cost			
Interoffice Transport-Base			
Base Cost Total			
<i>Interoffice Transport Total</i>			
<i>NAC - Special</i>			
Base Cost			
NAC - Special-Base			
Base Cost Total			
<i>NAC - Special Total</i>			
<i>NAC - Switched</i>			
Base Cost			
NAC - Switched-Base			
Base Cost Total			
<i>NAC - Switched Total</i>			
<i>NID</i>			
Base Cost			
NID-Base			
Base Cost Total			
<i>NID Total</i>			
<i>Switching</i>			
Base Cost			
Switching-Base			
Base Cost Total			
<i>Switching Total</i>			

REDACTED

24 398

<i>Final Network Element Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
--	---------------------	-----------------------	------------------

Customer Operations-Florida-Coastal

5JB2

Cross-connect

Base Cost

Cross-connect-Base

Base Cost Total

Cross-connect Total

Interoffice Transport

Base Cost

Interoffice Transport-Base

Base Cost Total

Interoffice Transport Total

NAC - Special

Base Cost

NAC - Special-Base

Base Cost Total

NAC - Special Total

NAC - Switched

Base Cost

NAC - Switched-Base

Base Cost Total

NAC - Switched Total

NID

Base Cost

NID-Base

Base Cost Total

NID Total

Switching

Base Cost

Switching-Base

Base Cost Total

Switching Total

REDACTED

24 399

**Final Network Element
Cost By Work Center**

**Volume
Sensitive**

**Volume
Insensitive**

**Total
Overall**

Customer Operations-Florida-Coastal

5JB3

Cross-connect

Base Cost

Cross-connect-Base

Base Cost Total

Cross-connect Total

Interoffice Transport

Base Cost

Interoffice Transport-Base

Base Cost Total

Interoffice Transport Total

NAC - Special

Base Cost

NAC - Special-Base

Base Cost Total

NAC - Special Total

NAC - Switched

Base Cost

NAC - Switched-Base

Base Cost Total

NAC - Switched Total

NID

Base Cost

NID-Base

Base Cost Total

NID Total

Switching

Base Cost

Switching-Base

Base Cost Total

Switching Total

REDACTED

24 400

<i>Final Network Element Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
--	---------------------	-----------------------	------------------

Customer Operations-Florida-Coastal

5JB4

Cross-connect

Base Cost
 Cross-connect-Base
 Base Cost Total

Cross-connect Total

Interoffice Transport

Base Cost
 Interoffice Transport-Base
 Base Cost Total

Interoffice Transport Total

NAC - Special

Base Cost
 NAC - Special-Base
 Base Cost Total

NAC - Special Total

NAC - Switched

Base Cost
 NAC - Switched-Base
 Base Cost Total

NAC - Switched Total

NID

Base Cost
 NID-Base
 Base Cost Total

NID Total

Switching

Base Cost
 Switching-Base
 Base Cost Total

Switching Total

REDACTED

24 401

<i>Final Network Element Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
Customer Operations-Florida-Coastal			
5JB5			
<i>Cross-connect</i>			
Base Cost			
Cross-connect-Base			
Base Cost Total			
<i>Cross-connect Total</i>			
<i>Interoffice Transport</i>			
Base Cost			
Interoffice Transport-Base			
Base Cost Total			
<i>Interoffice Transport Total</i>			
<i>NAC - Special</i>			
Base Cost			
NAC - Special-Base			
Base Cost Total			
<i>NAC - Special Total</i>			
<i>NAC - Switched</i>			
Base Cost			
NAC - Switched-Base			
Base Cost Total			
<i>NAC - Switched Total</i>			
<i>NID</i>			
Base Cost			
NID-Base			
Base Cost Total			
<i>NID Total</i>			
<i>Switching</i>			
Base Cost			
Switching-Base			
Base Cost Total			
<i>Switching Total</i>			

REDACTED

24 402

**Final Network Element
Cost By Work Center**

**Volume
Sensitive**

**Volume
Insensitive**

**Total
Overall**

Customer Operations-Florida-Coastal

5JB6

Cross-connect

Base Cost
Cross-connect-Base
Base Cost Total

Cross-connect Total

Interoffice Transport

Base Cost
Interoffice Transport-Base
Base Cost Total

Interoffice Transport Total

NAC - Special

Base Cost
NAC - Special-Base
Base Cost Total

NAC - Special Total

NAC - Switched

Base Cost
NAC - Switched-Base
Base Cost Total

NAC - Switched Total

NID

Base Cost
NID-Base
Base Cost Total

NID Total

Switching

Base Cost
Switching-Base
Base Cost Total

Switching Total

REDACTED

24 403

<i>Final Network Element Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
--	-----------------------------	-------------------------------	--------------------------

Customer Operations-Florida-Coastal

SJB7

Cross-connect

Base Cost

Cross-connect-Base

Base Cost Total

Cross-connect Total

Interoffice Transport

Base Cost

Interoffice Transport-Base

Base Cost Total

Interoffice Transport Total

NAC - Special

Base Cost

NAC - Special-Base

Base Cost Total

NAC - Special Total

NAC - Switched

Base Cost

NAC - Switched-Base

Base Cost Total

NAC - Switched Total

NID

Base Cost

NID-Base

Base Cost Total

NID Total

Switching

Base Cost

Switching-Base

Base Cost Total

Switching Total

REDACTED

24 404

<i>Final Network Element Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
Customer Operations-Florida-Coastal 5JB8			
<i>Cross-connect</i>			
Base Cost			
Cross-connect-Base			
Base Cost Total			
<i>Cross-connect Total</i>			
<i>Interoffice Transport</i>			
Base Cost			
Interoffice Transport-Base			
Base Cost Total			
<i>Interoffice Transport Total</i>			
<i>NAC - Special</i>			
Base Cost			
NAC - Special-Base			
Base Cost Total			
<i>NAC - Special Total</i>			
<i>NAC - Switched</i>			
Base Cost			
NAC - Switched-Base			
Base Cost Total			
<i>NAC - Switched Total</i>			
<i>NID</i>			
Base Cost			
NID-Base			
Base Cost Total			
<i>NID Total</i>			
<i>Switching</i>			
Base Cost			
Switching-Base			
Base Cost Total			
<i>Switching Total</i>			

REDACTED

24 405

<i>Final Network Element Cost By Work Center</i>	Volume Sensitive	Volume Insensitive	Total Overall
--	-----------------------------	-------------------------------	--------------------------

Customer Operations-Florida-Coastal

5JB9

Cross-connect

Base Cost
 Cross-connect-Base
 Base Cost Total

Cross-connect Total

Interoffice Transport

Base Cost
 Interoffice Transport-Base
 Base Cost Total

Interoffice Transport Total

NAC - Special

Base Cost
 NAC - Special-Base
 Base Cost Total

NAC - Special Total

NAC - Switched

Base Cost
 NAC - Switched-Base
 Base Cost Total

NAC - Switched Total

NID

Base Cost
 NID-Base
 Base Cost Total

NID Total

Switching

Base Cost
 Switching-Base
 Base Cost Total

Switching Total

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Customer Operations - Coastal Division

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Assumptions Made for Forward Looking Study

<i>Current Status</i>	<i>Forward-Looking Status</i>
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Regional Customer Operations Forward -Looking Adjustment Descriptions

Based on ICM's forward-looking view of GTE's network, adjustment factors were applied to hours in the technician positive time reporting data. These adjustments were made to reflect the change in repair and maintenance activity that would accompany ICM's forward-looking view of GTE's plant mix.

For Florida, the three adjustments made are:

- For a difference between the current view and forward-looking view for the use of digital loop carrier (DLC) technology
- For a difference between the current view and forward-looking view for the use of digital switching.
- For a difference in the investment percentages of various types of plant.

DLC Adjustment

DLC activities are identified as loop activities (100 or 200 building block code) that contain "623221" in the Account Code (or "Digital Circuit Equipment Expense" for the Account Code Description). For these instances, the associated hours were adjusted upward by a factor of This factor adjusts the percentage of DSL line utilization from , the current percentage, to , the ICM forward-looking percentage ().

Additionally, ICM's forward-looking view has eliminated analog circuit equipment and remote switching technology in the loop for the purpose of pair gain. As a result, repair hours corresponding to both of these situations are reduced to zero.

The analog circuit equipment is identified as Account Code "623211". The remote switching technology is identified in the technician positive time reporting as loop activities that have "EQUIPMENT . . ." in the Function Code Description as well as the following Account Codes and Descriptions:

<u>Account Code</u>	<u>Account Code Description</u>
621110	Analog Electronic Switching Expense
621210	Digital Electronic Switching Expense
621511	Step-by-Step Switching Expense
621521	Crossbar Switching Expense
621531	Other Electro-Mechanical Switching Expense

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Digital Switching Adjustment

Digital Switching activities are identified as switching activities (building block code 500) that contain "621210" in the Account Code. For these instances, the associated hours were increased by

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a factor of This factor adjusts the current percentage of digital switching of the ICM forward-looking percentage

Additionally, because ICM's forward-looking view is 100% digital switching, the hours associated with all non-digital switching technologies have been reduced to zero. The non-digital switching technologies are identified by the following Account Codes and Account Code descriptions:

<u>Account Code</u>	<u>Account Code Description</u>
621110	Analog Electronic Switching Expense
621511	step-by-step Switching Expense
621521	Crossbar Switching Expense
621531	Other Electro-Mechanical Switching Expense

Percent of Plant Adjustments

ICM utilizes a forward-looking view of GTE's plant mix for its calculations. National factors have been developed to adjust for this forward-looking view of individual types of plant within the mix. The factors are calculated by dividing the ICM future plant mix percentage by the investment's current replacement mix percentage. (Calculations for these ratios can be seen below in the "Plant Adjustment Table".) These factors are then applied to the hours of the respective account descriptions.

For example, suppose that an activity has an account code of "642110" (which is related to "Aerial Metallic Cable Expense") and 100 hours associated with it. In this case, the 0.11 factor is applied to the 100 hours, yielding 11 hours (100 X .11) of forward-looking activity repair time.

In the "Plant Adjustment Table" below, the current plant mix is represented in the "Turner % of Total Investment" column. These percentages are calculated based on current replacement values of GTE's plant. These replacement values are determined by applying a unique Turner factor to the value of GTE's plant for each year that plant values were recorded.

Plant Adjustment Table

Plant	Turner % of Total Investment	ICM % of Total Investment	Adjustment Factor (ICM / Turner)	Account Codes Adjusted
Aerial Metallic Cable				642110 & 642119
Underground Metallic Cable				642210
Buried Metallic Cable				642310, 642319, & 642410
Aerial Nonmetallic Cable				642120
Underground Nonmetallic Cable				642220
Buried Nonmetallic Cable				642320 & 642420
Intra-building Cable				642610 & 642620
Total				

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**Customer Operations - Florida-Inland
Florida Filing**

Work Center Codes: 5JA0
5JA1
5JA2
5JA3
5JA4
5JA5
5JA6
5JA7
5JA8
5JA9

- | | |
|---|--|
| <input checked="" type="checkbox"/> Service Assurance | <input type="checkbox"/> Infrastructure Provisioning |
| <input checked="" type="checkbox"/> Service Fulfillment | <input type="checkbox"/> Sales, Marketing, and Advertising |
| <input type="checkbox"/> Billing and Collections | <input type="checkbox"/> Other |

Number of employees:

Number of contractors:

Total number of FTEs:

Work Center Description: The Customer Operations group is responsible for the installation and maintenance of GTE's telecommunications network.

UNEs identified as cost objects:

NAC - Switched, NAC - Special, NID, Cross Connect, Switching, Multiplexing, and Interoffice Transport

States Supported by the Work Center: Florida

Services identified as cost objects:

Res_Ln, Bus_Ln, Bus_PBX, CNTRNT, Coin, ISDN_BRI, ISDN_PRI, SPAC_VGLN, SPAC_DDS, SPAC_DS1, SPAC_DS3, Messaging, ADSL

Market Segments Supported by the Work

All

Notes:

For purposes of the model all BZT III's are included with the activities of the BZT I's.

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GTE
Service Assurance Cost Study

Customer Operations - Florida-Inland

Florida Filing

Work Center Activities

Work Center Codes: 5JA0
5JA1
5JA2
5JA3
5JA4
5JA5
5JA6
5JA7
5JA8
5JA9

Activities	ATL/BTL	Direct/Shared/Common	Process	Primary/Supporting
All BTL Activities	BTL	Shared	Service Assurance	Supporting
All Supporting Activities - Service Fulfillment	ATL	Shared	Service Fulfillment	Supporting
Analyze Operational Performance	ATL	Shared	Service Assurance	Supporting
Governmental & External Relations	ATL	Shared	Service Assurance	Supporting
Measure and Monitor Customer Satisfaction	ATL	Shared	Service Assurance	Supporting
Monitor Internal Procedures and Policies	ATL	Shared	Service Assurance	Supporting
Monitoring and Clearing Systems (Orders)	ATL	Shared	Service Fulfillment	Primary
Monitoring and Clearing Systems (Troubles)	ATL	Shared	Service Assurance	Primary
Order Installation	ATL	Direct	Service Fulfillment	Primary
Perform Special Projects	ATL	Shared	Service Assurance	Supporting
Perform Workcenter Planning	ATL	Shared	Service Assurance	Supporting
Personnel and Administration Support	ATL	Shared	Service Assurance	Supporting
Plotting Work Locations	ATL	Shared	Service Assurance	Supporting
Repair and Maintain Network Facilities	ATL	Direct	Service Assurance	Primary
Resolve Customer Issue related to Service Orders	ATL	Shared	Service Fulfillment	Primary
Resolve Customer Trouble	ATL	Shared	Service Assurance	Primary
Resource Management (Orders)	ATL	Shared	Service Fulfillment	Primary
Resource Management (Trouble)	ATL	Shared	Service Assurance	Primary
Training	ATL	Shared	Service Assurance	Supporting

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Customer Operations - Florida-Inland - 5JA0

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
General Manager		
	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Analyze Operational Performance	
	Measure and Monitor Customer Satisfaction	
	Perform Special Projects	
	Perform Workcenter Planning	
	Personnel and Administration Support	
	Resource Management (Orders)	
	Resource Management (Trouble)	
General Manager Total		
Secretary		
	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Personnel and Administration Support	
Secretary Total		

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Customer Operations - Florida-Inland - 5JA1

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Admin Support Clerk	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support	
Admin Support Clerk Total		
Area Manager Cust Operations	All BTL Activities All Supporting Activities - Service Fulfillment Analyze Operational Performance Governmental & External Relations Perform Special Projects Perform Workcenter Planning Personnel and Administration Support Resolve Customer Trouble	
Area Manager Cust Operations Total		
CZT II - 201	All BTL Activities Order Installation Repair and Maintain Network Facilities	
CZT II - 201 Total		
CZT III - 301	All Supporting Activities - Service Fulfillment	
CZT III - 301 Total		
Local Manager Cust Operations	All BTL Activities All Supporting Activities - Service Fulfillment Analyze Operational Performance Personnel and Administration Support Resolve Customer Issue related to Service Orders Resolve Customer Trouble Resource Management (Orders) Resource Management (Trouble) Training	
Local Manager Cust Operations Total		
Secretary	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support	
Secretary Total		

) REDACTED

24 414

Customer Operations - Florida-Inland - 5JA2

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Admin Support Clerk	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support	
Admin Support Clerk Total		
Area Manager Cust Operations	All BTL Activities All Supporting Activities - Service Fulfillment Analyze Operational Performance Governmental & External Relations Perform Special Projects Perform Workcenter Planning Personnel and Administration Support Resolve Customer Trouble	
Area Manager Cust Operations Total		
CZT II - 201	All BTL Activities Order Installation Repair and Maintain Network Facilities	
CZT II - 201 Total		
CZT III - 301	All Supporting Activities - Service Fulfillment	
CZT III - 301 Total		
Local Manager Cust Operations	All BTL Activities All Supporting Activities - Service Fulfillment Analyze Operational Performance Personnel and Administration Support Resolve Customer Issue related to Service Orders Resolve Customer Trouble Resource Management (Orders) Resource Management (Trouble) Training	
Local Manager Cust Operations Total		
Secretary	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support	
Secretary Total		

REDACTED

Customer Operations - Florida-Inland - 5JA3

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Admin Support Clerk	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support	
Admin Support Clerk Total		
Area Manager Cust Operations	All BTL Activities All Supporting Activities - Service Fulfillment Analyze Operational Performance Governmental & External Relations Perform Special Projects Perform Workcenter Planning Personnel and Administration Support Resolve Customer Trouble	
Area Manager Cust Operations Total		
CZT II - 201	All BTL Activities Order Installation Repair and Maintain Network Facilities	
CZT II - 201 Total		
CZT III - 301	All Supporting Activities - Service Fulfillment	
CZT III - 301 Total		
Local Manager Cust Operations	All BTL Activities All Supporting Activities - Service Fulfillment Analyze Operational Performance Personnel and Administration Support Resolve Customer Issue related to Service Orders Resolve Customer Trouble Resource Management (Orders) Resource Management (Trouble) Training	
Local Manager Cust Operations Total		
Secretary	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support	
Secretary Total		

REDACTED

24 416

Customer Operations - Florida-Inland - 5JA4

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Administration Support Clerk	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support	
Administration Support Clerk Total		
Area Customer Operations Manager	All BTL Activities All Supporting Activities - Service Fulfillment Analyze Operational Performance Governmental & External Relations Perform Special Projects Perform Workcenter Planning Personnel and Administration Support Resolve Customer Trouble	
Area Customer Operations Manager Total		
CZT II - 201	All BTL Activities Order Installation Repair and Maintain Network Facilities	
CZT II - 201 Total		
CZT III - 301	All Supporting Activities - Service Fulfillment	
CZT III - 301 Total		
Local Manager	All BTL Activities All Supporting Activities - Service Fulfillment Analyze Operational Performance Personnel and Administration Support Resolve Customer Issue related to Service Orders Resolve Customer Trouble Resource Management (Orders) Resource Management (Trouble) Training	
Local Manager Total		
Secretary	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support	
Secretary Total		

) REDACTED

24 417

Customer Operations - Florida-Inland - 5JA5

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Administration Support Clerk	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support	
Administration Support Clerk Total		
Area Customer Operations Manager	All BTL Activities All Supporting Activities - Service Fulfillment Analyze Operational Performance Governmental & External Relations Perform Special Projects Perform Workcenter Planning Personnel and Administration Support Resolve Customer Trouble	
Area Customer Operations Manager Total		
CZT II - 201	All BTL Activities Order Installation Repair and Maintain Network Facilities	
CZT II - 201 Total		
CZT III - 301	Order Installation	
CZT III - 301 Total		
Local Manager	All BTL Activities All Supporting Activities - Service Fulfillment Analyze Operational Performance Personnel and Administration Support Resolve Customer Issue related to Service Orders Resolve Customer Trouble Resource Management (Orders) Resource Management (Trouble) Training	
Local Manager Total		
Secretary	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support	
Secretary Total		

REDACTED

24 418

Customer Operations - Florida-Inland - 5JA6

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Administration Support Clerk	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support	
Administration Support Clerk Total		
Area Customer Operations Manager-Business	All BTL Activities All Supporting Activities - Service Fulfillment Analyze Operational Performance Perform Workcenter Planning Personnel and Administration Support Resolve Customer Issue related to Service Orders Resolve Customer Trouble	
Area Customer Operations Manager-Business Total		
BZT I & BZT III	All BTL Activities Order Installation Repair and Maintain Network Facilities	
BZT I & BZT III Total		
Customer Data Engineer	All BTL Activities	
Customer Data Engineer Total		
Customer Engineer Manager	All BTL Activities	
Customer Engineer Manager Total		
Local Manager-Business	All BTL Activities All Supporting Activities - Service Fulfillment Analyze Operational Performance Monitoring and Clearing Systems (Troubles) Personnel and Administration Support Resolve Customer Issue related to Service Orders Resolve Customer Trouble	
Local Manager-Business Total		
Secretary	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support	
Secretary Total		

REDACTED

24 419

Customer Operations - Florida-Inland - 5JA7

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Administration Support Clerk	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support	
Administration Support Clerk Total		
Area Network Operations Manager	All BTL Activities All Supporting Activities - Service Fulfillment Analyze Operational Performance Perform Special Projects Perform Workcenter Planning Personnel and Administration Support Resolve Customer Issue related to Service Orders Resolve Customer Trouble	
Area Network Operations Manager Total		
CZT I - 211	All BTL Activities Order Installation Repair and Maintain Network Facilities	
CZT I - 211 Total		
Local Network Operations Manager	All BTL Activities All Supporting Activities - Service Fulfillment Analyze Operational Performance Perform Special Projects Personnel and Administration Support Resolve Customer Issue related to Service Orders Resolve Customer Trouble	
Local Network Operations Manager Total		
Secretary	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support	
Secretary Total		

REDACTED

24 420

Customer Operations - Florida-Inland - 5JA8

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Administration Support Clerk	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support	
Administration Support Clerk Total		
Area Network Operations Manager - CMG/CRCC	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support Resolve Customer Trouble Resource Management (Trouble)	
Area Network Operations Manager - CMG/CRCC Total		
BZT I - 221	All BTL Activities Order Installation Repair and Maintain Network Facilities	
BZT I - 221 Total		
CZT I - 211	All BTL Activities Order Installation Repair and Maintain Network Facilities	
CZT I - 211 Total		
Local Network Operations Manager - CMG/CRCC	All BTL Activities All Supporting Activities - Service Fulfillment Analyze Operational Performance Monitoring and Clearing Systems (Orders) Monitoring and Clearing Systems (Troubles) Personnel and Administration Support Resolve Customer Issue related to Service Orders Resolve Customer Trouble	
Local Network Operations Manager - CMG/CRCC Total		
Secretary	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support	
Secretary Total		

REDACTED

24 421

CUSTOMER OPERATIONS
Florida - Inland
ACTIVITY PERCENTAGE CALCULATOR

REDACTED

24 422

DIVISION RESOURCE MANAGEMENT
Florida - Inland
ACTIVITY PERCENTAGE CALCULATOR

REDACTED

24 423

REDACTED

24 424

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

REDACTED

HIGHLY SENSITIVE

CONFIDENTIAL

24 425
INFORMATION REST

REDACTED

24 426

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

REDACTED

24 427

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

CUSTOMER OPERATIONS
Florida - Inland
ACTIVITY PERCENTAGE CALCULATOR

REDACTED

HIGHLY SENSITIVE

CONFIDENTIAL

24 423
INFORMATION RESTRICTED

REDACTED

24 429

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

DIVISION RESOURCE MANAGEMENT
Florida - Inland
ACTIVITY PERCENTAGE CALCULATOR

REDACTED

24 430

CUSTOMER OPERATIONS
Florida - Inland
ACTIVITY PERCENTAGE CALCULATOR

REDACTED

24 431

GTE
Service Assurance Cost Study

Customer Operations-5JA0
Florida Filing
Work Center Resources

Labor Resources

REDACTED

24 432

GTE
Service Assurance Cost Study

Customer Operations-5JA0
Florida Filing
Work Center Resources

Non-Labor Resources

<u>SAP Element Code</u>	<u>Dollars</u>
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Total Non-Labor Resources

24 433

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

REDACTED

**GTE
Service Assurance Cost Study**

**Regional Customer Operations – 5JA0
Florida Filing
Work Center Resources**

Notes:

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

Overtime is paid at time-and-a-half of the employee's base rate. The Regional Customer Operation-Business Analyst provided the 1999 overtime projection.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits.

Non-labor expenses are based on September 1999 YTD annualized expenses.

24 434

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

GTE
Service Assurance Cost Study

Customer Operations-5JA1
Florida Filing
Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates			Base Hours	OT Rate	6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts								

REDACTED

24 435

GTE
Service Assurance Cost Study

Customer Operations-5JA1
Florida Filing
Work Center Resources

Non-Labor Resources

<u>SAP Element Code</u>	<u>Dollars</u>
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24 436

REDACTED

GTE
Service Assurance Cost Study

Customer Operations-5JA1
Florida Filing
Work Center Resources

REDACTED

24 437

Regional Customer Operations – 5JA1
Florida Filing
Work Center Resources

Notes:

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

Overtime is paid at time-and-a-half of the employee's base rate. The Regional Customer Operation-Business Analyst provided the 1999 overtime projection.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits.

Non-labor expenses are based on September 1999 YTD annualized expenses.

For the Customer Zone Technicians(CZT's) and the Business Zone Technicians(BZT's), the hours used to calculate the resource dollars is based on the adjusted 1998 STAR database hours per each technician class.

CZT II =

CZT III =

REDACTED

See the Technician Hours – Florida template for the adjusted technician hours by technician type

24 438

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

GTE
Service Assurance Cost Study

Customer Operations-5JA2

Florida Filing

Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates			Base Hours	OT Rate	6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts								

REDACTED

24 439

GTE
Service Assurance Cost Study

Customer Operations-5JA2
Florida Filing
Work Center Resources

Non-Labor Resources

<u>SAP Element Code</u>	<u>Dollars</u>
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REDACTED

24
~~441~~

GTE
Service Assurance Cost Study

Regional Customer Operations - 5JA2
Florida Filing
Work Center Resources

Notes:

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

Overtime is paid at time-and-a-half of the employee's base rate. The Regional Customer Operation-Business Analyst provided the 1999 overtime projection.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits.

Non-labor expenses are based on September 1999 YTD annualized expenses.

For the Customer Zone Technicians(CZT's) and the Business Zone Technicians(BZT's), the hours used to calculate the resource dollars is based on the adjusted 1998 STAR database hours per each technician class.

CZT II/CZT III =

See the Technician Hours - Florida template for the adjusted technician hours by technician type

REDACTED

24 441

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

GTE
Service Assurance Cost Study

Customer Operations-5JA3
Florida Filing
Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates			Base Hours	OT Rate	6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts								

REDACTED

24 442

GTE
Service Assurance Cost Study

Customer Operations-5JA3
Florida Filing
Work Center Resources

Non-Labor Resources

<u>SAP Element Code</u>	<u>Dollars</u>
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REDACTED

24 443

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

GTE
Service Assurance Cost Study

Regional Customer Operations – 5JA3
Florida Filing
Work Center Resources

Notes:

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

Overtime is paid at time-and-a-half of the employee's base rate. The Regional Customer Operation-Business Analyst provided the 1999 overtime projection.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits.

Non-labor expenses are based on September 1999 YTD annualized expenses.

For the Customer Zone Technicians(CZT's) and the Business Zone Technicians(BZT's), the hours used to calculate the resource dollars is based on the adjusted 1998 STAR database hours per each technician class.

CZT II/CZT III =

See the Technician Hours – Florida template for the adjusted technician hours by technician type

REDACTED

24 444

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

GTE
Service Assurance Cost Study

Customer Operations-5JA4
Florida Filing
Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates			Base OT		6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts	Hours	Rate						

REDACTED

24 445

GTE
Service Assurance Cost Study

Customer Operations-5JA4
Florida Filing
Work Center Resources

Non-Labor Resources

<u>SAP Element Code</u>	<u>Dollars</u>
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REDACTED

**GTE
Service Assurance Cost Study**

**Regional Customer Operations – 5JA4
Florida Filing
Work Center Resources**

Notes:

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

Overtime is paid at time-and-a-half of the employee's base rate. The Regional Customer Operation-Business Analyst provided the 1999 overtime projection.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits.

Non-labor expenses are based on September 1999 YTD annualized expenses.

For the Customer Zone Technicians(CZT's) and the Business Zone Technicians(BZT's), the hours used to calculate the resource dollars is based on the adjusted 1998 STAR database hours per each technician class.

CZT II/CZT III =

See the Technician Hours – Florida template for the adjusted technician hours by technician type

REDACTED

24 447

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

GTE
Service Assurance Cost Study

Customer Operations-5JA5
Florida Filing
Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates			Base OT Hours Rate	6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts							

REDACTED

24 448

GTE
Service Assurance Cost Study

Customer Operations-5JA5
Florida Filing
Work Center Resources

Non-Labor Resources

<u>SAP Element Code</u>	<u>Dollars</u>
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REDACTED

**GTE
Service Assurance Cost Study**

**Regional Customer Operations – 5JA5
Florida Filing
Work Center Resources**

Notes:

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

Overtime is paid at time-and-a-half of the employee's base rate. The Regional Customer Operation-Business Analyst provided the 1999 overtime projection.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits.

Non-labor expenses are based on September 1999 YTD annualized expenses.

For the Customer Zone Technicians(CZT's) and the Business Zone Technicians(BZT's), the hours used to calculate the resource dollars is based on the adjusted 1998 STAR database hours per each technician class.

CZT II/CZT III

See the Technician Hours – Florida template for the adjusted technician hours by technician type

REDACTED

24 450

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

GTE
Service Assurance Cost Study

Customer Operations-5JA6
Florida Filing
Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates			Base OT Hours Rate	6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts							

REDACTED

24 451

GTE
Service Assurance Cost Study

Customer Operations-5JA6
Florida Filing
Work Center Resources

Non-Labor Resources

<u>SAP Element Code</u>	<u>Dollars</u>
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REDACTED

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24
452

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

Regional Customer Operations – 5JA6
Florida Filing
Work Center Resources

Notes:

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

Overtime is paid at time-and-a-half of the employee's base rate. The Regional Customer Operation-Business Analyst provided the 1999 overtime projection.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits.

Non-labor expenses are based on September 1999 YTD annualized expenses.

For the Customer Zone Technicians(CZT's) and the Business Zone Technicians(BZT's), the hours used to calculate the resource dollars is based on the adjusted 1998 STAR database hours per each technician class.

BZT =

See the Technician Hours – Florida template for the adjusted technician hours by technician type

REDACTED

24 453

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

GTE
Service Assurance Cost Study

Customer Operations-5JA7
Florida Filing
Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates			Base OT Hours Rate	6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts							

REDACTED

24 454

GTE
Service Assurance Cost Study

Customer Operations-5JA7
Florida Filing
Work Center Resources

Non-Labor Resources

<u>SAP Element Code</u>	<u>Dollars</u>
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REDACTED

**GTE
Service Assurance Cost Study**

**Regional Customer Operations – 5JA7
Florida Filing
Work Center Resources**

Notes:

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

Overtime is paid at time-and-a-half of the employee's base rate. The Regional Customer Operation-Business Analyst provided the 1999 overtime projection.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits.

Non-labor expenses are based on September 1999 YTD annualized expenses.

For the Customer Zone Technicians(CZT's) and the Business Zone Technicians(BZT's), the hours used to calculate the resource dollars is based on the adjusted 1998 STAR database hours per each technician class.

CZT I =

See the Technician Hours – Florida template for the adjusted technician hours by technician type

REDACTED

24 456

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

GTE
Service Assurance Cost Study

Customer Operations-5JA8
Florida Filing
Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates			Base OT Hours Rate	6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts							

REDACTED

24 457

GTE
Service Assurance Cost Study

Customer Operations-5JA8
Florida Filing
Work Center Resources

Non-Labor Resources

<u>SAP Element Code</u>	<u>Dollars</u>
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REDACTED

GTE
Service Assurance Cost Study

Regional Customer Operations – 5JA8
Florida Filing
Work Center Resources

Notes:

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

Overtime is paid at time-and-a-half of the employee's base rate. The Regional Customer Operation-Business Analyst provided the 1999 overtime projection.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits.

Non-labor expenses are based on September 1999 YTD annualized expenses.

For the Customer Zone Technicians(CZT's) and the Business Zone Technicians(BZT's), the hours used to calculate the resource dollars is based on the adjusted 1998 STAR database hours per each technician class.

CZT I =

BZT = 1

See the Technician Hours – Florida template for the adjusted technician hours by technician type

REDACTED

24 459

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

GTE
Service Assurance Cost Study

Customer Operations-5JA9
Florida Filing
Work Center Resources

SAP Element Code

Dollars

REDACTED

24 460

HIGHLY SENSITIVE

CONFIDENTIAL

• INFORMATION RESTRICTED

**GTE
Service Assurance Cost Study**

**Regional Customer Operations - 5JA9
Florida Filing
Work Center Resources**

Notes:

Non-labor expenses are based on September 1999 YTD annualized expenses.

24 461

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

**Customer Operations-5JA1
Florida Filing
Cost Object Driver Percentages**

Position	UNENAME	Driver
CZT II - 201	Interoffice Transport Multiplexing NAC - Special NAC - Switched NID Switching	REDACTED
CZT II - 201 Total		
CZT III - 301	Interoffice Transport Multiplexing NAC - Special NAC - Switched NID Switching	
CZT III - 301 Total		

24 462

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

Customer Operations-5JA2
Florida Filing
Cost Object Driver Percentages

Position	UNEName	Driver
CZT II - 201	Interoffice Transport Multiplexing NAC - Special NAC - Switched NID Switching	REDACTED
CZT II - 201 Total		
CZT III - 301	Interoffice Transport Multiplexing NAC - Special NAC - Switched NID Switching	
CZT III - 301 Total		

24 463

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

Customer Operations-5JA3

Florida Filing

Cost Object Driver Percentages

Position	UNENAME	Driver
CZT II - 201	Interoffice Transport Multiplexing NAC - Special NAC - Switched NID Switching	REDACTED
CZT II - 201 Total		
CZT III - 301	Interoffice Transport Multiplexing NAC - Special NAC - Switched NID Switching	
CZT III - 301 Total		

24 464

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

Customer Operations-5JA4

Florida Filing

Cost Object Driver Percentages

Position	UNENAME	Driver
CZT II - 201	Interoffice Transport Multiplexing NAC - Special NAC - Switched NID Switching	REDACTED
CZT II - 201 Total		
CZT III - 301	Interoffice Transport Multiplexing NAC - Special NAC - Switched NID Switching	
CZT III - 301 Total		

24 465

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

Customer Operations-5JA5
Florida Filing
Cost Object Driver Percentages

Position	UNENAME	Driver
CZT II - 201	Interoffice Transport Multiplexing NAC - Special NAC - Switched NID Switching	REDACTED
CZT II - 201 Total		
CZT III - 301	Interoffice Transport Multiplexing NAC - Special NAC - Switched NID Switching	
CZT III - 301 Total		

24 466

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

Customer Operations-5JA6

Florida Filing

Cost Object Driver Percentages

Position	UNENAME	Driver
BZT I & BZT III	Cross-connect Multiplexing NAC - Special NAC - Switched NID	REDACTED
BZT I & BZT III Total		

24 467

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

Customer Operations-5JA7
Florida Filing
Cost Object Driver Percentages

Position	UNENAME	Driver
CZT I - 211	Cross-connect Interoffice Transport Multiplexing NAC - Special NAC - Switched Switching	REDACTED
CZT I - 211 Total		

24 468

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

Customer Operations-5JA8

Florida Filing

Cost Object Driver Percentages

Position	UNENAME	Driver
BZT I - 221	Cross-connect Multiplexing NAC - Special NAC - Switched NID	REDACTED
BZT I - 221 Total		
CZT I - 211	Cross-connect Interoffice Transport Multiplexing NAC - Special NAC - Switched Switching	
CZT I - 211 Total		

24 469

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

**GTE
Service Assurance Cost Study**

**Customer Operations – 5JA1 – 5JA8
Florida Filing
Cost Object Driver Percentages**

Percentages are based on technician time from the 1998 STAR database.

24 470

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

**Customer Operations - Florida-Coastal
Florida Filing**

Work Center Codes: 5JA8
5JB0
5JB1
5JB2
5JB3
5JB4
5JB5
5JB6
5JB7
5JB8
5JB9

- Service Assurance
- Service Fulfillment
- Billing and Collections
- Infrastructure Provisioning
- Sales, Marketing, and Advertising
- Other

Number of employees:
Number of contractors:
Total number of FTEs:

Work Center Description:

The Customer Operations group is responsible for the installation and maintenance of GTE's telecommunications network.

UNEs identified as cost objects:

NAC-Switched, NAC-Special, NID, Cross-Connect, Switching, Multiplexing, Interoffice Transport

States Supported by the Work Center:

Florida

Services identified as cost objects:

Res Line, Bus Line, Bus PBX, Centranet, Coin, ISDN-BRI, ISDN-PRI, SPAC-Voice Grade Line, SPAC-DDS, SPAC-DS1, SPAC-DS3, Messaging, ASDL

Market Segments Supported by the Work

All

Notes:

There are 68 BZT III's which are included in headcount and in the model, but their activities are included with the BZT I's. All CZT III's perform 100% service fulfillment activities and therefore their costs are not included in the study results.

REDACTED

24 471

GTE
Service Assurance Cost Study

Customer Operations - Florida-Coastal

Florida Filing

Work Center Activities

- Work Center Codes: 5JA8
5JB0
5JB1
5JB2
5JB3
5JB4
5JB5
5JB6
5JB7
5JB8
5JB9

Activities	ATL/BTL	Direct/Shared/Common	Process	Primary/Supporting
All BTL Activities	BTL	Shared	Service Assurance	Primary/Supporting
All Supporting Activities - Service Fulfillment	ATL	Shared	Service Fulfillment	Supporting
Analyze Operational Performance	ATL	Shared	Service Assurance	Supporting
Damage Prevention	ATL	Shared	Service Assurance	Supporting
Make Equipment Recommendations	ATL	Shared	Service Assurance	Supporting
Measure and Monitor Customer Satisfaction	ATL	Shared	Service Assurance	Supporting
Monitor Internal Procedures and Policies	ATL	Shared	Service Assurance	Supporting
Monitoring and Clearing Systems (Orders)	ATL	Shared	Service Fulfillment	Primary
Monitoring and Clearing Systems (Troubles)	ATL	Shared	Service Assurance	Primary
Order Installation	ATL	Direct	Service Fulfillment	Primary
Perform Special Projects	ATL	Shared	Service Assurance	Supporting
Perform Workcenter Planning	ATL	Shared	Service Assurance	Supporting
Personnel and Administration Support	ATL	Shared	Service Assurance	Supporting
Product Development and Deployment	ATL	Shared	Service Assurance	Supporting
Proposing Network Improvements	ATL	Shared	Infrastructure Provisioning	Supporting
Provide System Support	ATL	Shared	Service Assurance	Supporting
Repair and Maintain Network Facilities	ATL	Direct	Service Assurance	Primary
Resolve Customer Issue related to Service Orders	ATL	Shared	Service Assurance	Primary
Resolve Customer Trouble	ATL	Shared	Service Assurance	Primary
Resource Management (Orders)	ATL	Shared	Service Fulfillment	Primary
Resource Management (Trouble)	ATL	Shared	Service Assurance	Primary

24 472

)))
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Service Assurance Cost Study

Site Inspections
Training

ATL
ATL

Shared
Shared

Service Assurance
Service Assurance

Supporting
Supporting

24 473

Customer Operations - Florida-Coastal - 5JB0

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Executive Secretary	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support	
Executive Secretary Total		
General Manager	All BTL Activities All Supporting Activities - Service Fulfillment Analyze Operational Performance Measure and Monitor Customer Satisfaction Monitoring and Clearing Systems (Troubles) Perform Special Projects Perform Workcenter Planning Personnel and Administration Support Resource Management (Orders)	
General Manager Total		
Quality Trainer	All BTL Activities All Supporting Activities - Service Fulfillment Analyze Operational Performance Measure and Monitor Customer Satisfaction Personnel and Administration Support Training	
Quality Trainer Total		

REDACTED

24 474

Customer Operations - Florida-Coastal - 5JB1
Florida Filing
Work Center Activities by Job Class

Position	Activities	% of Time Spent
Area Manager (Res) - 5JB1		
	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Analyze Operational Performance	
	Measure and Monitor Customer Satisfaction	
	Perform Workcenter Planning	
	Personnel and Administration Support	
	Resolve Customer Issue related to Service Orders	
	Resolve Customer Trouble	
	Resource Management (Orders)	
	Resource Management (Trouble)	
Area Manager (Res) - 5JB1 Total		
CZT II - 5JB1		
	All BTL Activities	
	Order Installation	
	Repair and Maintain Network Facilities	
CZT II - 5JB1 Total		
CZT III - 301(5JB1)		
	All Supporting Activities - Service Fulfillment	
CZT III - 301(5JB1) Total		
Facilities Clerk - 5JB1		
	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Personnel and Administration Support	
Facilities Clerk - 5JB1 Total		
Local Manager (Res) - 5JB1		
	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Analyze Operational Performance	
	Monitoring and Clearing Systems (Orders)	
	Monitoring and Clearing Systems (Troubles)	
	Personnel and Administration Support	
	Resolve Customer Issue related to Service Orders	
	Resolve Customer Trouble	
	Resource Management (Orders)	
	Resource Management (Trouble)	
Local Manager (Res) - 5JB1 Total		
Staff Assistant - 5JB1		
	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Personnel and Administration Support	
Staff Assistant - 5JB1 Total		

REDACTED

24 475

Customer Operations - Florida-Coastal - 5JB2

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Area Manager (Res) - 5JB2		
	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Analyze Operational Performance	
	Measure and Monitor Customer Satisfaction	
	Perform Workcenter Planning	
	Personnel and Administration Support	
	Resolve Customer Issue related to Service Orders	
	Resolve Customer Trouble	
	Resource Management (Orders)	
	Resource Management (Trouble)	
Area Manager (Res) - 5JB2 Total		
CZT II - 5JB2		
	All BTL Activities	
	Order Installation	
	Repair and Maintain Network Facilities	
CZT II - 5JB2 Total		
CZT III - 301(5JB2)		
	All Supporting Activities - Service Fulfillment	
CZT III - 301(5JB2) Total		
Facilities Clerk - 5JB2		
	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Personnel and Administration Support	
Facilities Clerk - 5JB2 Total		
Local Manager (Res) - 5JB2		
	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Analyze Operational Performance	
	Monitoring and Clearing Systems (Orders)	
	Monitoring and Clearing Systems (Troubles)	
	Personnel and Administration Support	
	Resolve Customer Issue related to Service Orders	
	Resolve Customer Trouble	
	Resource Management (Orders)	
	Resource Management (Trouble)	
Local Manager (Res) - 5JB2 Total		
Staff Assistant - 5JB2		
	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Personnel and Administration Support	
Staff Assistant - 5JB2 Total		

REDACTED

24 476

Customer Operations - Florida-Coastal - 5JB3

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Area Manager (Res) - 5JB3		
	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Analyze Operational Performance	
	Measure and Monitor Customer Satisfaction	
	Perform Workcenter Planning	
	Personnel and Administration Support	
	Resolve Customer Issue related to Service Orders	
	Resolve Customer Trouble	
	Resource Management (Orders)	
	Resource Management (Trouble)	
Area Manager (Res) - 5JB3 Total		
CZT II - 5JB3		
	All BTL Activities	
	Order Installation	
	Repair and Maintain Network Facilities	
CZT II - 5JB3 Total		
CZT III - 301(5JB3)		
	All Supporting Activities - Service Fulfillment	
CZT III - 301(5JB3) Total		
Facilities Clerk - 5JB3		
	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Personnel and Administration Support	
Facilities Clerk - 5JB3 Total		
Local Manager (Res) - 5JB3		
	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Analyze Operational Performance	
	Monitoring and Clearing Systems (Orders)	
	Monitoring and Clearing Systems (Troubles)	
	Personnel and Administration Support	
	Resolve Customer Issue related to Service Orders	
	Resolve Customer Trouble	
	Resource Management (Orders)	
	Resource Management (Trouble)	
Local Manager (Res) - 5JB3 Total		
Staff Assistant - 5JB3		
	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Personnel and Administration Support	
Staff Assistant - 5JB3 Total		

REDACTED

24 477

Customer Operations - Florida-Coastal - 5JB4
Florida Filing
Work Center Activities by Job Class

Position	Activities	% of Time Spent
Area Manager (Res) - 5JB4		
	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Analyze Operational Performance	
	Measure and Monitor Customer Satisfaction	
	Perform Workcenter Planning	
	Personnel and Administration Support	
	Resolve Customer Issue related to Service Orders	
	Resolve Customer Trouble	
	Resource Management (Orders)	
	Resource Management (Trouble)	
Area Manager (Res) - 5JB4 Total		
CZT II - 5JB4		
	All BTL Activities	
	Order Installation	
	Repair and Maintain Network Facilities	
CZT II - 5JB4 Total		
CZT III - 301(5JB4)		
	All Supporting Activities - Service Fulfillment	
CZT III - 301(5JB4) Total		
Facilities Clerk - 5JB4		
	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Personnel and Administration Support	
Facilities Clerk - 5JB4 Total		
Local Manager (Res) - 5JB4		
	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Analyze Operational Performance	
	Monitoring and Clearing Systems (Orders)	
	Monitoring and Clearing Systems (Troubles)	
	Personnel and Administration Support	
	Resolve Customer Issue related to Service Orders	
	Resolve Customer Trouble	
	Resource Management (Orders)	
	Resource Management (Trouble)	
Local Manager (Res) - 5JB4 Total		
Staff Assistant - 5JB4		
	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Personnel and Administration Support	
Staff Assistant - 5JB4 Total		

REDACTED

24 473

Customer Operations - Florida-Coastal - 5JB5

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Area Manager (Res) - 5JB5		
	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Analyze Operational Performance	
	Measure and Monitor Customer Satisfaction	
	Perform Workcenter Planning	
	Personnel and Administration Support	
	Resolve Customer Issue related to Service Orders	
	Resolve Customer Trouble	
	Resource Management (Orders)	
	Resource Management (Trouble)	
Area Manager (Res) - 5JB5 Total		
CZT II - 5JB5		
	All BTL Activities	
	Order Installation	
	Repair and Maintain Network Facilities	
CZT II - 5JB5 Total		
CZT III -301(5JB5)		
	All Supporting Activities - Service Fulfillment	
CZT III -301(5JB5) Total		
Facilities Clerk - 5JB5		
	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Personnel and Administration Support	
Facilities Clerk - 5JB5 Total		
Local Manager (Res) - 5JB5		
	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Analyze Operational Performance	
	Monitoring and Clearing Systems (Orders)	
	Monitoring and Clearing Systems (Troubles)	
	Personnel and Administration Support	
	Resolve Customer Issue related to Service Orders	
	Resolve Customer Trouble	
	Resource Management (Orders)	
	Resource Management (Trouble)	
Local Manager (Res) - 5JB5 Total		
Staff Assistant - 5JB5		
	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Personnel and Administration Support	
Staff Assistant - 5JB5 Total		

REDACTED

24 479

Customer Operations - Florida-Coastal - 5JB6
Florida Filing
Work Center Activities by Job Class

Position	Activities	% of Time Spent
Area Manager (Bus) - 5JB6	All BTL Activities All Supporting Activities - Service Fulfillment Analyze Operational Performance Measure and Monitor Customer Satisfaction Monitor Internal Procedures and Policies Perform Workcenter Planning Personnel and Administration Support Resolve Customer Issue related to Service Orders Resolve Customer Trouble	
Area Manager (Bus) - 5JB6 Total		
BZT - 5JB6	All BTL Activities Order Installation Repair and Maintain Network Facilities	
BZT - 5JB6 Total		
Facilities Clerk - 5JB6	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support	
Facilities Clerk - 5JB6 Total		
Local Manager (Bus) - 5JB6	All BTL Activities All Supporting Activities - Service Fulfillment Analyze Operational Performance Measure and Monitor Customer Satisfaction Personnel and Administration Support Product Development and Deployment Resolve Customer Issue related to Service Orders Resolve Customer Trouble Resource Management (Orders) Resource Management (Trouble) Site Inspections	
Local Manager (Bus) - 5JB6 Total		
Staff Assistant - 5JB6	All BTL Activities All Supporting Activities - Service Fulfillment Personnel and Administration Support	
Staff Assistant - 5JB6 Total		

REDACTED

24 430

**CUSTOMER OPERATIONS
Florida - Coastal
ACTIVITY PERCENTAGE CALCULATOR**

Technician ATL Time: ¹

Primary Service Fulfillment (Order Installation)
Primary Service Assurance (Maintenance / Repair)
Total Tech ATL %
Service Fulfillment Percentage (33.0% / 88.1%)

Technician BTL Time:

TOTAL TECH ATL + BTL

Management Employee Information:

Title: CZTI's, CZTII's and BZT's
WC Code: 5JB1-5JB7 and 5JA8
Pay Level: JC-A, JC-B

REDACTED

¹ Technician time, which is reported in the STAR database, is split between ATL and BTL activities. The ATL time is further split between Service Fulfillment and Service Assurance activities. The BTL percentage is applied to management employees unless otherwise specified in management interviews. Where the Interview Percentages cells are populated at the top of the sheet, the Interview Driven percentages in the bottom section are used. Where there are no interview percentages for SA/SF and ATL/BTL listed, technician time percentages are applied to the activity percentages. In this case, the percentages in the Adjusted Percent column are used. The Service Fulfillment percentage is used to determine Service Assurance and Service Fulfillment activity percentages for *supporting* activities.

² Original primary activity percentages - those percentages provided in cost study interviews - are multiplied by (1 - BTL %) to isolate the ATL portion of time spent on primary activities.

³ Original supporting activity percentages - those percentages provided in cost study interviews - are multiplied by (1-BTL %) to isolate the ATL portion of time spent on supporting activities and by (1-SF %) to further isolate the time spent on Service Assurance portion of the ATL supporting activities.

⁴ All Supporting Activities - Service Fulfillment is calculated by multiplying the sum of the the original percentages of supporting activities by the Service Fulfillment percentage (which was either provided in interviews or computed using technician primary activity hours) and by (1-BTL %) to isolate the ATL portion of Service Fulfillment supporting activities.

⁵ Unless another BTL percentage is provided in a management employee's cost study interview, the technician time BTL percentage is applied to the management employee's time. If employee provides BTL percentage in interview, the interview percentage is used.

Customer Operations - Florida-Coastal - 5JB7
Florida Filing
Work Center Activities by Job Class

Position	Activities	% of Time Spent
Area Manager (C.O.) - 5JB7		
	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Analyze Operational Performance	
	Make Equipment Recommendations	
	Measure and Monitor Customer Satisfaction	
	Personnel and Administration Support	
	Proposing Network Improvements	
	Resolve Customer Issue related to Service Orders	
	Resolve Customer Trouble	
	Resource Management (Orders)	
	Resource Management (Trouble)	
Area Manager (C.O.) - 5JB7 Total		
CZT I - 5JB7		
	All BTL Activities	
	Order Installation	
	Repair and Maintain Network Facilities	
CZT I - 5JB7 Total		
Facilities Clerk - 5JB7		
	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Personnel and Administration Support	
Facilities Clerk - 5JB7 Total		
Local Manager (C.O.) - 5JB7		
	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Analyze Operational Performance	
	Damage Prevention	
	Monitoring and Clearing Systems (Orders)	
	Monitoring and Clearing Systems (Troubles)	
	Personnel and Administration Support	
	Resolve Customer Issue related to Service Orders	
	Resolve Customer Trouble	
	Resource Management (Orders)	
	Resource Management (Trouble)	
Local Manager (C.O.) - 5JB7 Total		
Staff Assistant - 5JB7		
	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Personnel and Administration Support	
Staff Assistant - 5JB7 Total		

REDACTED

24 482

Customer Operations - Florida-Coastal - 5JB8

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Area Manager (Network Systems) - 5JB8		
	All Supporting Activities - Service Fulfillment	
	Analyze Operational Performance	
	Perform Workcenter Planning	
	Personnel and Administration Support	
	Site Inspections	
Area Manager (Network Systems) - 5JB8 Total		
CZT I - 5JB8		
	All BTL Activities	
	Order Installation	
	Repair and Maintain Network Facilities	
CZT I - 5JB8 Total		
Facilities Clerk - 5JB8		
	All Supporting Activities - Service Fulfillment	
	Personnel and Administration Support	
Facilities Clerk - 5JB8 Total		
Local Manager (Network Systems) - 5JB8		
	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Make Equipment Recommendations	
	Personnel and Administration Support	
	Product Development and Deployment	
	Provide System Support	
	Resource Management (Orders)	
	Resource Management (Trouble)	
	Site Inspections	
Local Manager (Network Systems) - 5JB8 Total		
Staff Assistant - 5JB8		
	All Supporting Activities - Service Fulfillment	
	Personnel and Administration Support	
Staff Assistant - 5JB8 Total		

REDACTED

24 483

Customer Operations - Florida-Coastal - 5JA8

Florida Filing

Work Center Activities by Job Class

Position	Activities	% of Time Spent
Area Manager (CMG) - 5JA8		
	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Personnel and Administration Support	
	Resolve Customer Trouble	
	Resource Management (Trouble)	
Area Manager (CMG) - 5JA8 Total		
CZT I - 5JA8		
	All BTL Activities	
	Order Installation	
	Repair and Maintain Network Facilities	
CZT I - 5JA8 Total		
Facilities Clerk - 5JA8		
	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Personnel and Administration Support	
Facilities Clerk - 5JA8 Total		
Local Manager (CMG) - 5JA8		
	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Personnel and Administration Support	
Local Manager (CMG) - 5JA8 Total		
Staff Assistant - 5JA8		
	All BTL Activities	
	All Supporting Activities - Service Fulfillment	
	Analyze Operational Performance	
	Monitoring and Clearing Systems (Orders)	
	Monitoring and Clearing Systems (Troubles)	
	Personnel and Administration Support	
	Resolve Customer Issue related to Service Orders	
	Resolve Customer Trouble	
Staff Assistant - 5JA8 Total		

REDACTED

24 484

CUSTOMER OPERATIONS
Florida - Coastal
ACTIVITY PERCENTAGE CALCULATOR

REDACTED

20 485

CUSTOMER OPERATIONS
Florida - Coastal
ACTIVITY PERCENTAGE CALCULATOR

REDACTED

24 486

CUSTOMER OPERATIONS
Florida - Coastal
ACTIVITY PERCENTAGE CALCULATOR

REDACTED

24 487

CUSTOMER OPERATIONS
Florida - Coastal
ACTIVITY PERCENTAGE CALCULATOR

REDACTED

20 400

CUSTOMER OPERATIONS
Florida - Coastal
ACTIVITY PERCENTAGE CALCULATOR

REDACTED

21 489

CUSTOMER OPERATIONS
Florida - Coastal
ACTIVITY PERCENTAGE CALCULATOR

REDACTED

24 490

CUSTOMER OPERATIONS
Florida - Coastal
ACTIVITY PERCENTAGE CALCULATOR

REDACTED

20 491

CUSTOMER OPERATIONS
Florida - Coastal
ACTIVITY PERCENTAGE CALCULATOR

REDACTED

CUSTOMER OPERATIONS
Florida - Coastal
ACTIVITY PERCENTAGE CALCULATOR

REDACTED

24 493

CUSTOMER OPERATIONS
Florida - Coastal
ACTIVITY PERCENTAGE CALCULATOR

REDACTED

24 434

CUSTOMER OPERATIONS
Florida - Coastal
ACTIVITY PERCENTAGE CALCULATOR

REDACTED

24 495

**CUSTOMER OPERATIONS
Florida - Coastal
ACTIVITY PERCENTAGE CALCULATOR**

REDACTED

24 400

CUSTOMER OPERATIONS
Florida - Coastal
ACTIVITY PERCENTAGE CALCULATOR

REDACTED

CUSTOMER OPERATIONS
Florida - Coastal
ACTIVITY PERCENTAGE CALCULATOR

REDACTED

24 498

CUSTOMER OPERATIONS
Florida - Coastal
ACTIVITY PERCENTAGE CALCULATOR

REDACTED

24 499

REDACTED

**CUSTOMER OPERATIONS
Florida - Coastal
ACTIVITY PERCENTAGE CALCULATOR**

REDACTED

24 501

CUSTOMER OPERATIONS
Florida - Coastal
ACTIVITY PERCENTAGE CALCULATOR

REDACTED

20 502

CUSTOMER OPERATIONS
Florida - Coastal
ACTIVITY PERCENTAGE CALCULATOR

REDACTED

2A 503

**CUSTOMER OPERATIONS
Florida - Coastal
ACTIVITY PERCENTAGE CALCULATOR**

REDACTED

CUSTOMER OPERATIONS
Florida - Coastal
ACTIVITY PERCENTAGE CALCULATOR

REDACTED

21 505

CUSTOMER OPERATIONS
Florida - Coastal
ACTIVITY PERCENTAGE CALCULATOR

REDACTED

21 506

CUSTOMER OPERATIONS
Florida - Coastal
ACTIVITY PERCENTAGE CALCULATOR

REDACTED

21 507

CUSTOMER OPERATIONS
Florida - Coastal
ACTIVITY PERCENTAGE CALCULATOR

REDACTED

24 508

GTE
Service Assurance Cost Study

Customer Operations-5JB0
Florida Filing
Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates		Base Hours	OT Rate	6001	6002	6004	6153	Benefits	Total
			Base	MICS Bfts								

24 509

REDACTED

GTE
Service Assurance Cost Study

Customer Operations-5JB0
Florida Filing
Work Center Resources

Non-Labor Resources

SAP Element Code

Dollars

REDACTED

24 510

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

**GTE
Service Assurance Cost Study**

**Regional Customer Operations – SJB0
Florida Filing
Work Center Resources**

Notes:

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

Overtime is paid at time-and-a-half of the employee's base rate. The Regional Customer Operation-Business Analyst provided the 1999 overtime projection.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits.

Non-labor expenses are based on September 1999 YTD annualized expenses.

24 511

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

GTE
Service Assurance Cost Study

Customer Operations-5JB1
Florida Filing
Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates			6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts						

REDACTED

24 512

GTE
Service Assurance Cost Study

Customer Operations-5JB1
Florida Filing
Work Center Resources

Non-Labor Resources

SAP Element Code

Dollars

REDACTED

HIGHLY SENSITIVE

24 513

CONFIDENTIAL

INFORMATION RESTRICTED

**GTE
Service Assurance Cost Study**

**Regional Customer Operations – 5JB1
Florida Filing
Work Center Resources**

Notes:

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

Overtime is paid at time-and-a-half of the employee's base rate. The Regional Customer Operation-Business Analyst provided the 1999 overtime projection.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits.

Non-labor expenses are based on September 1999 YTD annualized expenses.

For the Customer Zone Technicians(CZT's) and the Business Zone Technicians(BZT's), the hours used to calculate the resource dollars is based on the adjusted 1998 STAR database hours per each technician class.

CZT II =

CZT III =

See the Technician Hours – Florida template for the adjusted technician hours by technician type

REDACTED

24 514

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

GTE
Service Assurance Cost Study

Customer Operations-5JB2
Florida Filing
Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates			Base OT Hours Rate	6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts							

REDACTED

11

24 515

GTE
Service Assurance Cost Study

Customer Operations-5JB2
Florida Filing
Work Center Resources

Non-Labor Resources

SAP Element Code

Dollars

REDACTED

HIGHLY SENSITIVE

24 516

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INFORMATION RESTRICTED

**GTE
Service Assurance Cost Study**

**Regional Customer Operations – 5JB2
Florida Filing
Work Center Resources**

Notes:

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

Overtime is paid at time-and-a-half of the employee's base rate. The Regional Customer Operation-Business Analyst provided the 1999 overtime projection.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits.

Non-labor expenses are based on September 1999 YTD annualized expenses.

For the Customer Zone Technicians(CZT's) and the Business Zone Technicians(BZT's), the hours used to calculate the resource dollars is based on the adjusted 1998 STAR database hours per each technician class.

CZT II =

CZT III =

See the Technician Hours – Florida template for the adjusted technician hours by technician type

REDACTED

24 517

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

GTE
Service Assurance Cost Study

Customer Operations-5JB3
Florida Filing
Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates			6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts						

REDACTED

24 518

GTE
Service Assurance Cost Study

Customer Operations-5JB3
Florida Filing
Work Center Resources

Non-Labor Resources

SAP Element Code

Dollars

REDACTED

HIGHLY SENSITIVE

24 519

CONFIDENTIAL

INFORMATION RESTRICTED

GTE
Service Assurance Cost Study

Regional Customer Operations - 5JB3
Florida Filing
Work Center Resources

Notes:

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

Overtime is paid at time-and-a-half of the employee's base rate. The Regional Customer Operation-Business Analyst provided the 1999 overtime projection.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits.

Non-labor expenses are based on September 1999 YTD annualized expenses.

For the Customer Zone Technicians(CZT's) and the Business Zone Technicians(BZT's), the hours used to calculate the resource dollars is based on the adjusted 1998 STAR database hours per each technician class.

CZT II =

CZT III =

See the Technician Hours - Florida template for the adjusted technician hours by technician type

REDACTED

24 520

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

GTE
Service Assurance Cost Study

Customer Operations-5JB4
Florida Filing
Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates		Base OT Hours Rate	6001	6002	6004	6153	Benefits	Total
			Base	MICS Bfts							

REDACTED

24 521

GTE
Service Assurance Cost Study

Customer Operations-5JB4
Florida Filing
Work Center Resources

Non-Labor Resources

<u>SAP Element Code</u>	<u>Dollars</u>
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REDACTED

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24 522

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INFORMATION RESTRICTED

**GTE
Service Assurance Cost Study**

**Regional Customer Operations - 5JB4
Florida Filing
Work Center Resources**

Notes:

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

Overtime is paid at time-and-a-half of the employee's base rate. The Regional Customer Operation-Business Analyst provided the 1999 overtime projection.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits.

Non-labor expenses are based on September 1999 YTD annualized expenses.

For the Customer Zone Technicians(CZT's) and the Business Zone Technicians(BZT's), the hours used to calculate the resource dollars is based on the adjusted 1998 STAR database hours per each technician class.

See the Technician Hours - Florida template for the adjusted technician hours by technician type

REDACTED

24 523

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INFORMATION RESTRICTED

GTE
Service Assurance Cost Study

Customer Operations-5JB5
Florida Filing
Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates			6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts						

REDACTED

24 524

GTE
Service Assurance Cost Study

Customer Operations-5JB5
Florida Filing
Work Center Resources

Non-Labor Resources

SAP Element Code

Dollars

REDACTED

jes
24 525

HIGHLY SENSITIVE

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INFORMATION RESTRICTED

GTE
Service Assurance Cost Study

Customer Operations-5JB5
Florida Filing
Work Center Resources

REDACTED

24 526

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INFORMATION RESTRICTED

**GTE
Service Assurance Cost Study**

**Regional Customer Operations – 5JB5
Florida Filing
Work Center Resources**

Notes:

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

Overtime is paid at time-and-a-half of the employee's base rate. The Regional Customer Operation-Business Analyst provided the 1999 overtime projection.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits.

Non-labor expenses are based on September 1999 YTD annualized expenses.

For the Customer Zone Technicians(CZT's) and the Business Zone Technicians(BZT's), the hours used to calculate the resource dollars is based on the adjusted 1998 STAR database hours per each technician class.

CZT II :

CZT III = :

See the Technician Hours – Florida template for the adjusted technician hours by technician type

REDACTED

24 527

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INFORMATION RESTRICTED

GTE
Service Assurance Cost Study

Customer Operations-5JB6
Florida Filing
Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates			6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts						

REDACTED

24-528

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INFORMATION RESTRICTED

GTE
Service Assurance Cost Study

Customer Operations-5JB6
Florida Filing
Work Center Resources

Non-Labor Resources

SAP Element Code

Dollars

REDACTED

24 529

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INFORMATION RESTRICTED

GTE
Service Assurance Cost Study

Customer Operations-5JB6
Florida Filing
Work Center Resources

REDACTED

24 530

HIGHLY SENSITIVE

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INFORMATION RESTRICTED

**GTE
Service Assurance Cost Study**

**Regional Customer Operations – 5JB6
Florida Filing
Work Center Resources**

Notes:

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

Overtime is paid at time-and-a-half of the employee's base rate. The Regional Customer Operation-Business Analyst provided the 1999 overtime projection.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits.

Non-labor expenses are based on September 1999 YTD annualized expenses.

For the Customer Zone Technicians(CZT's) and the Business Zone Technicians(BZT's), the hours used to calculate the resource dollars is based on the adjusted 1998 STAR database hours per each technician class.

BZT =

See the Technician Hours – Florida template for the adjusted technician hours by technician type

REDACTED

24 531

GTE
Service Assurance Cost Study

Customer Operations-5JB7
Florida Filing
Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates			Base OT Hours Rate	6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts							

REDACTED

24 532

GTE
Service Assurance Cost Study

Customer Operations-5JB7
Florida Filing
Work Center Resources

Non-Labor Resources

SAP Element Code Dollars

REDACTED

24 533

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INFORMATION RESTRICTED

**GTE
Service Assurance Cost Study**

**Regional Customer Operations – 5JB7
Florida Filing
Work Center Resources**

Notes:

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

Overtime is paid at time-and-a-half of the employee's base rate. The Regional Customer Operation-Business Analyst provided the 1999 overtime projection.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits.

Non-labor expenses are based on September 1999 YTD annualized expenses.

For the Customer Zone Technicians(CZT's) and the Business Zone Technicians(BZT's), the hours used to calculate the resource dollars is based on the adjusted 1998 STAR database hours per each technician class.

CZT I = (

See the Technician Hours – Florida template for the adjusted technician hours by technician type

REDACTED

24 534

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INFORMATION RESTRICTED

GTE
Service Assurance Cost Study

Customer Operations-5JB8
Florida Filing
Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates			6001	6002	6004	6153	Benefits	Total
			Base	MICS	Bfts						

REDACTED

24 535

GTE
Service Assurance Cost Study

Customer Operations-5JB8
Florida Filing
Work Center Resources

Non-Labor Resources

SAP Element Code	Dollars
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REDACTED

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24 536

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INFORMATION RESTRICTED

**GTE
Service Assurance Cost Study**

**Regional Customer Operations – 5JB8
Florida Filing
Work Center Resources**

Notes:

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

Overtime is paid at time-and-a-half of the employee's base rate. The Regional Customer Operation-Business Analyst provided the 1999 overtime projection.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits.

Non-labor expenses are based on September 1999 YTD annualized expenses.

For the Customer Zone Technicians(CZT's) and the Business Zone Technicians(BZT's), the hours used to calculate the resource dollars is based on the adjusted 1998 STAR database hours per each technician class.

CZT 1 =

See the Technician Hours – Florida template for the adjusted technician hours by technician type

REDACTED

24 537

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INFORMATION RESTRICTED

GTE
Service Assurance Cost Study

Customer Operations-5JA8
Florida Filing
Work Center Resources

Labor Resources

FTE	Position	Pay Level	Rates		Base Hours	OT Rate	6001	6002	6004	6153	Benefits	Total
			Base	MICS Bfts								

||| Total FTEs

Non-Labor Resources

REDACTED

24 538

**GTE
Service Assurance Cost Study**

**Regional Customer Operations – 5JA8
Florida Filing
Work Center Resources**

Notes:

Exempt pay is computed from the "Base Rate" for salaried employees. Non-Exempt Pay is computed from the "Base Rate" for employees who receive overtime pay.

Overtime is paid at time-and-a-half of the employee's base rate. The Regional Customer Operation-Business Analyst provided the 1999 overtime projection.

MICS Pay is attributed to 6153 "Performance Compensation."

The "Benefits Rate" is used to compute all labor benefits costs for employees in this work center. Contractors do not receive benefits.

Non-labor expenses for this work center are included in a previous separate section of 5JA8 costs for Florida's Inland region. Although this work center is a Florida-Inland work center, it is also assigned labor costs from Florida's Coastal region to account for the coastal region's new Carrier Maintenance Group (CMG). A work center code has not yet been assigned the Coastal CMG group. Since the Area Manager of the CMG group currently works in work center 5JA8, Coastal CMG costs were assigned to this work center.

For the Customer Zone Technicians(CZT's) and the Business Zone Technicians(BZT's), the hours used to calculate the resource dollars is based on the adjusted 1998 STAR database hours per each technician class.

CZT I =

See the Technician Hours – Florida template for the adjusted technician hours by technician type

REDACTED

24 539

GTE
Service Assurance Cost Study

Customer Operations-5JB9
Florida Filing
Work Center Resources

SAP Element Code Dollars

REDACTED

24 540

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INFORMATION RESTRICTED

**GTE
Service Assurance Cost Study**

**Regional Customer Operations – 5JB9
Florida Filing
Work Center Resources**

Notes:

Non-labor expenses are based on September 1999 YTD annualized expenses.

24 541

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Customer Operations-5JB1

Florida Filing

Cost Object Driver Percentages

Position	UNENAME	Driver
CZT II - 5JB1	Interoffice Transport Multiplexing NAC - Special NAC - Switched NID Switching	REDACTED
CZT II - 5JB1 Total		
CZT III - 301(5JB1)	Interoffice Transport Multiplexing NAC - Special NAC - Switched NID Switching	
CZT III - 301(5JB1) Total		

24 542

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INFORMATION RESTRICTED

Customer Operations-5JB2

Florida Filing

Cost Object Driver Percentages

Position	UNENAME	Driver
CZT II - 5JB2	Interoffice Transport Multiplexing NAC - Special NAC - Switched NID Switching	REDACTED
CZT II - 5JB2 Total		
CZT III - 301(5JB2)	Interoffice Transport Multiplexing NAC - Special NAC - Switched NID Switching	
CZT III - 301(5JB2) Total		

24 543

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INFORMATION RESTRICTED

Customer Operations-5JB3

Florida Filing

Cost Object Driver Percentages

Position	UNEName	Driver
CZT II - 5JB3	Interoffice Transport Multiplexing NAC - Special NAC - Switched NID Switching	REDACTED
CZT II - 5JB3 Total		
CZT III - 301(5JB3)	Interoffice Transport Multiplexing NAC - Special NAC - Switched NID Switching	
CZT III - 301(5JB3) Total		

24 544

Customer Operations-5JB4

Florida Filing

Cost Object Driver Percentages

Position	UNENAME	Driver
CZT II - 5JB4	Interoffice Transport Multiplexing NAC - Special NAC - Switched NID Switching	REDACTED
CZT II - 5JB4 Total		
CZT III - 301(5JB4)	Interoffice Transport Multiplexing NAC - Special NAC - Switched NID Switching	
CZT III - 301(5JB4) Total		

24 545

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INFORMATION RESTRICTED

Customer Operations-5JB5

Florida Filing

Cost Object Driver Percentages

Position	UNENAME	Driver
CZT II - 5JB5	Interoffice Transport Multiplexing NAC - Special NAC - Switched NID Switching	REDACTED
CZT II - 5JB5 Total		
CZT III -301(5JB5)	Interoffice Transport Multiplexing NAC - Special NAC - Switched NID Switching	
CZT III -301(5JB5) Total		

24 546

Customer Operations-5JB6

Florida Filing

Cost Object Driver Percentages

Position	UNENAME	Driver
BZT - 5JB6	Cross-connect Multiplexing NAC - Special NAC - Switched NID	REDACTED
BZT - 5JB6 Total		

24 547

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INFORMATION RESTRICTED

Customer Operations-5JB7

Florida Filing

Cost Object Driver Percentages

Position	UNENAME	Driver
CZT I - 5JB7	Cross-connect Interoffice Transport Multiplexing NAC - Special NAC - Switched Switching	REDACTED
CZT I - 5JB7 Total		

24 548

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INFORMATION RESTRICTED

Customer Operations-5JB8
Florida Filing
Cost Object Driver Percentages

Position	UNENAME	Driver
CZT I - 5JB8	Cross-connect Interoffice Transport Multiplexing NAC - Special NAC - Switched Switching	REDACTED
CZT I - 5JB8 Total		

24 549

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INFORMATION RESTRICTED

Customer Operations-5JA8

Florida Filing

Cost Object Driver Percentages

Position	UNENAME	Driver
CZT I - 5JA8	Cross-connect Interoffice Transport Multiplexing NAC - Special NAC - Switched Switching	REDACTED
CZT I - 5JA8 Total		

24 550

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INFORMATION RESTRICTED

**GTE
Service Assurance Cost Study**

**Regional Customer Operations – 5JB1, 5JB2, 5JB3, 5JB4, 5JB5, 5JB6, 5JB7, 5JB8, 5JA8
Florida Filing
Cost Object Driver Percentages**

Percentages are based 1998 STAR database information

24 551

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INFORMATION RESTRICTED

Technician Hours - Florida

Customer Zone Technician II/I&R Technician-201

Interoffice Transport
Multiplexing
NAC - Special
NAC - Switched
NID
Switching

Total Hours - Customer Zone Technician II/I&R Technician-201

Customer Zone Technician I-211

Cross-connect
Interoffice Transport
Multiplexing
NAC - Special
NAC - Switched
Switching

Total Hours - Customer Zone Technician I-211

Business Zone Technician-221

Cross-connect
Multiplexing
NAC - Special
NAC - Switched
NID

Total Hours - Business Zone Technician-221

Total Hours - Florida

REDACTED

24 552

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INFORMATION RESTRICTED

**GTE
Service Assurance Cost Study**

**Regional Customer Operations – Florida
Florida Filing
Cost Object Driver Percentages**

Hours are based 1998 STAR database information

24 553

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GTE
Service Assurance Cost Study

Regional Customer Operations - 5JB0, 5JB2, 5JB3, 5JB4, 5JB5, 5JB6, 5JB7, 5JB9, 5JA8

Florida Filing

Technician Activity Percentages

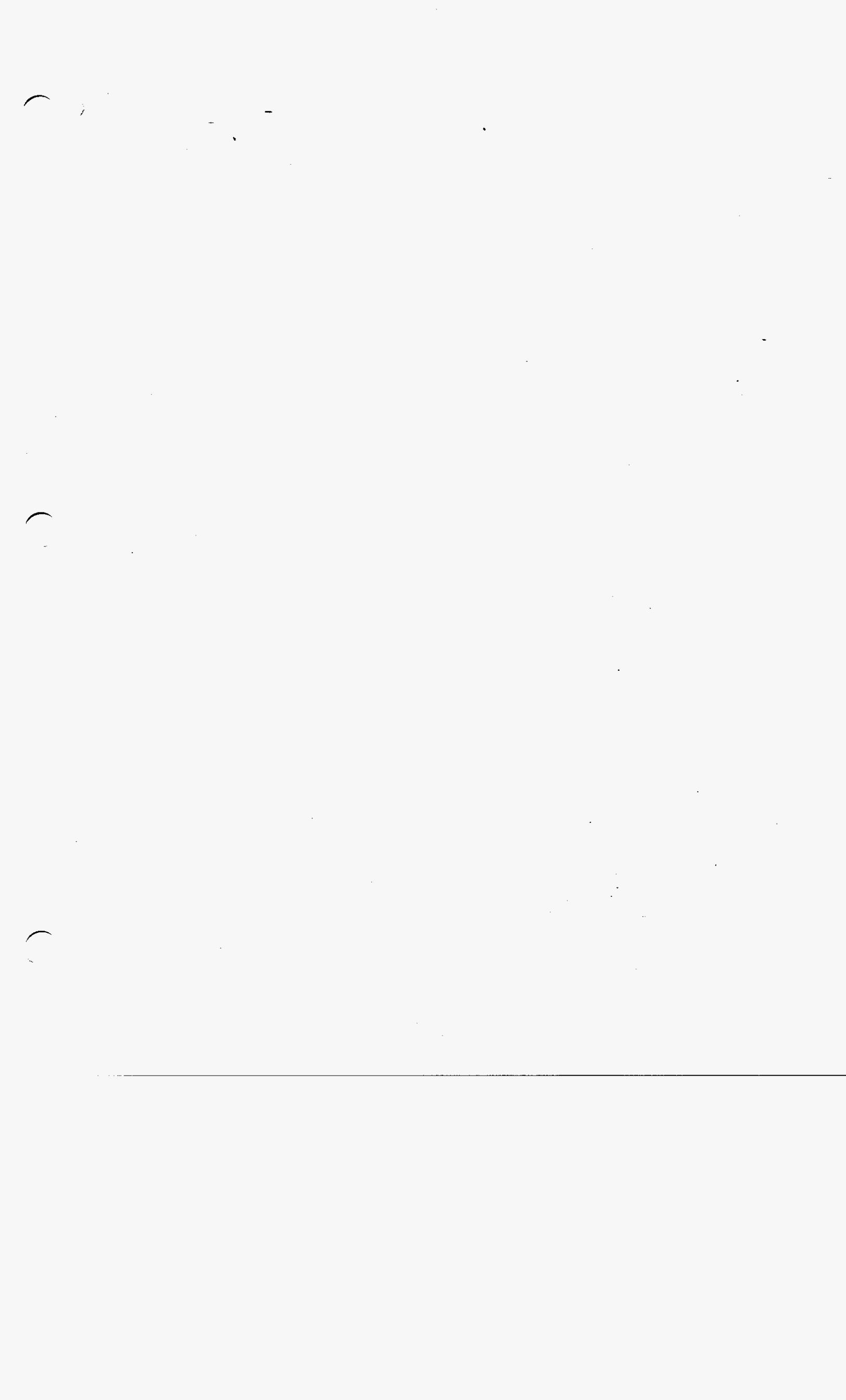
BTL & SA Percentage	
<i>Percent Applied to ALL Supporting Activities - Service Fulfillment</i>	
Total Technician Unadjusted Service Fulfillment Hours (ATL) ¹	
Total Technician Unadjusted Service Assurance Hours (ATL) ¹	_____
<i>Percent Applied to All BTL Activities</i>	
Total Technician Unadjusted Service Assurance Hours (BTL) ²	-
Total Technician Unadjusted Hours (ATL+BTL) ¹	
<i>Percent Applied to Repair and Maintain Network</i>	
Total Technician Unadjusted Service Assurance Hours (ATL) ¹	REDACTED
Total Technician Unadjusted Hours (ATL+BTL) ¹	
<i>Percent Applied to Order Installation Activity</i>	
Total Technician Unadjusted Service Fulfillment Hours (ATL) ¹	
Total Technician Unadjusted Hours (ATL+BTL) ¹	

Notes:

¹ Total Technician Service Fulfillment Hours (ATL), Total Technician Service Assurance Hours (ATL) and Total Technician Hours are provided by the STAR Database.

² Total Technician Unadjusted Service Assurance Hours (BTL) = Total Technician Unadjusted Hours - Total Technician Unadjusted Service Fulfillment Hours (ATL) - Total Technician Unadjusted Service Assurance Hours (ATL)

24 554



SERVICE ASSURANCE SYSTEMS COSTS

Total system costs, "% Service Assurance" and "% Florida" calculations were obtained from GTEDS business analysts. For Florida, 1998 budget estimates were used because no dollars are budgeted directly to the state. Instead, the same percentage of national system costs charged to Florida in fiscal year 1997 were assigned to Florida for 1998 to arrive at a budget estimate for each system (e.g. Florida received _____ of AWAS cost in 1997 so this percent was applied to the 1998 national budgeted amount for AWAS to arrive at the 1998 budget estimate). Additionally, _____ of AWAS cost was applied to Service Assurance, so this percentage was used again in 1998, as there are no material changes to how the system will be used in the current year.) The Florida budget estimate was then split between two accounts, General Purpose Computing Expense (6124) and Information Management Expense(6724). The account breakout is also based on 1997 actual percentages for each system. The total Service Assurance system expense for Florida is

Service Assurance Systems

The following systems have been classified as service assurance systems supporting recurring activities within GTE. This information is used as an input into the Service Assurance cost study.

System	98 System Budget	% SA	Florida %	98 Florida Budget	Account 6124	Account 6724
--------	------------------	------	-----------	-------------------	--------------	--------------

*Includes the StarMem system

REDACTED

*Final Network Element
Cost By Work Center*

Volume
Sensitive

Volume
Insensitive

Total
Overall

Information Technology/Data Processing-Florida

ITFL

Cross-connect

Base Cost

Cross-connect-Base

Base Cost Total

Cross-connect Total

Interoffice Transport

Base Cost

Interoffice Transport-Base

Base Cost Total

Interoffice Transport Total

NAC - Special

Base Cost

NAC - Special-Base

Base Cost Total

NAC - Special Total

NAC - Switched

Base Cost

NAC - Switched-Base

Base Cost Total

NAC - Switched Total

NID

Base Cost

NID-Base

Base Cost Total

NID Total

Switching

Base Cost

Switching-Base

Base Cost Total

Switching Total

REDACTED

24 556

Information Technology/Data Processing - Florida

Florida Filing

Work Center Codes: ITFL

- | | |
|---|--|
| <input checked="" type="checkbox"/> Service Assurance | <input type="checkbox"/> Infrastructure Provisioning |
| <input type="checkbox"/> Service Fulfillment | <input type="checkbox"/> Sales, Marketing, and Advertising |
| <input type="checkbox"/> Billing and Collections | <input type="checkbox"/> Other |

Number of employees:

Number of contractors:

Total number of FTEs:

REDACTED

Work Center Description:

UNEs identified as cost objects:

States Supported by the Work Center:

Services identified as cost objects:

Market Segments Supported by the Work

Notes:

24 557

GTE
Service Assurance Cost Study

Information Technology/Data Processing - Florida

Florida Filing

Work Center Activities

Work Center Codes: ITFL

Activities	ATL/BTL	Direct/Shared/Common	Process	Primary/Supporting
Information Technology	ATL	Shared	Service Assurance	Supporting

24 558

GTE
Service Assurance Cost Study

Information Technology/Data Processing-ITFL

Florida Filing

Work Center Resources

SAP Element Code

Dollars

= **REDACTED**

24 559

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Information Technology/Data Processing-ITFL

Florida Filing

Cost Object Driver Percentages

Unbundled Network Element	Driver
----------------------------------	---------------

Cross-connect

Interoffice Transport

Multiplexing

NAC - Special

NAC - Switched

NID

Switching

REDACTED

Total Driver Percentage

24 560

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GTE
Service Assurance Cost Study

IT/DP - FL
Florida Filing
Cost Object Driver Percentages

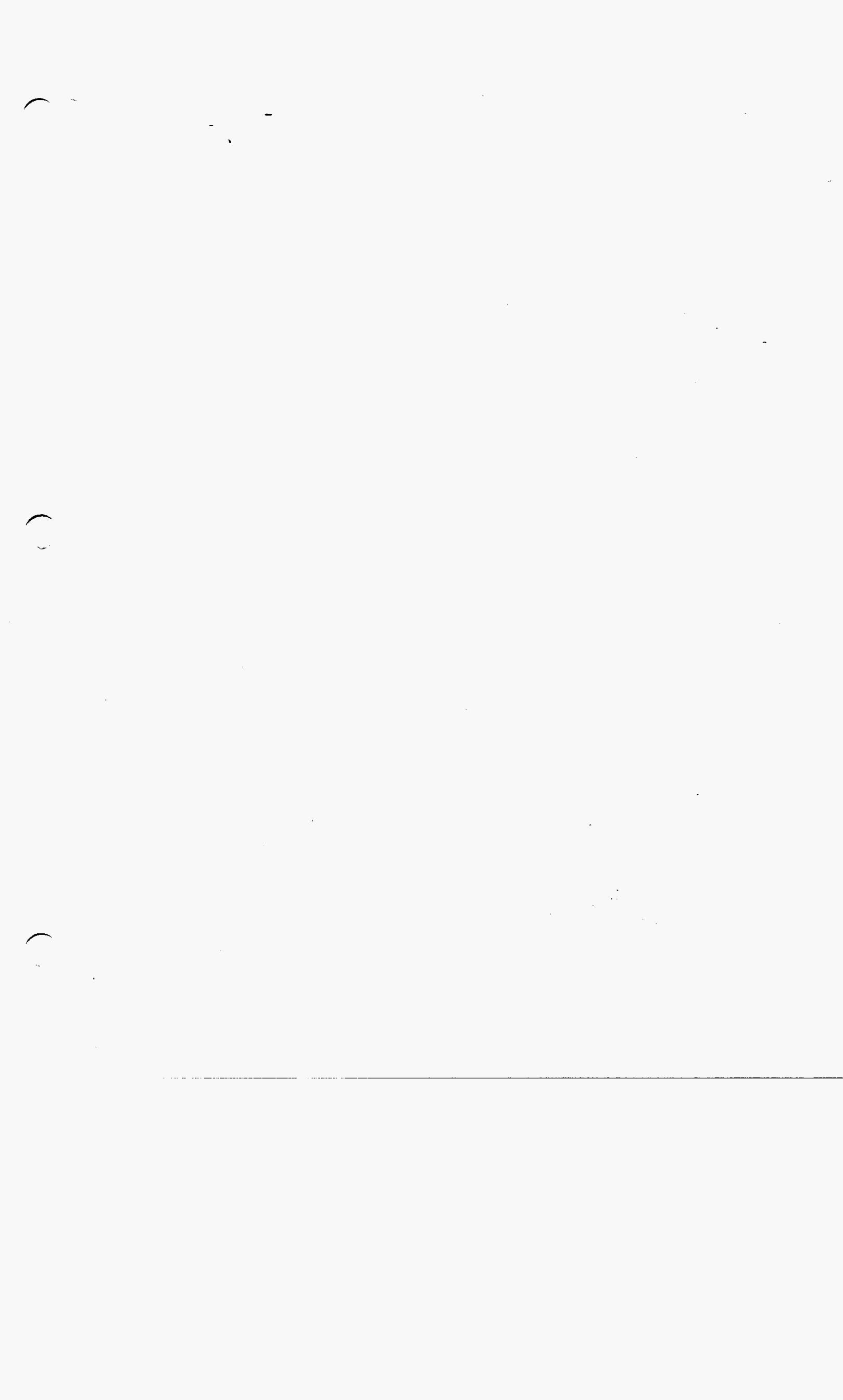
Percentages are based on technician time from the 1998 STAR database.

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MAPPING OF UNES TO SERVICES

This table details how the services are comprised of different UNEs. The total number of units for each UNE is used to unitize the service assurance costs. Since the study is forward-looking in nature, the forecasted units for the end of 1999 are used. These were provided by GTE's network forecasting group.

UNE to Services Mapping Factors

This table depicts the number of UNEs that comprise each service type. In order to arrive at the total number for each UNE, cross-multiply the figure in the UNE column by the corresponding number of access lines and sum the column.

Services	Number of Access Lines (forecasted for 1999)	NAC - Switched	NAC - Special	Cross-Connect ⁴	NID (All)	Switching ¹	IOT Equipment ²	SS7 Links	STP Ports
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REDACTED

REDACTED

24 563

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STAR Data Base Analysis

The Standard Time Activity Reporting ("STAR") system contains all activity work time pertaining to GTE's field technicians and central office technicians. Each day these technicians report a detailed account of their daily assignments into the STAR system. The database captures the work time incurred by driver code, product code, function code, and OPARS (GTE's accounting system) account code. Each unique combination of these four codes is referred to as an activity. STAR contains information regarding the total work time incurred in performing each unique activity, the number of occurrences for each activity, and the average work time per occurrence. The following list defines the STAR attributes used for our activity analysis.

- **Driver Code** – This code describes the type of work that is authorized to be performed. Example: Driver Code "40" refers to a repair order.
- **Product Code** – This code describes the property, equipment, or administrative item on which the work is performed. Example: Product Code "5499" refers to the Central Office.
- **Function Code** – This code describes what work is specifically done on the product (see above). Example: Function Code "1061" refers to Central Office digital equipment.
- **Account Code** – The General Ledger FCC Part 32 account code to which the cost of the work performed is charged. Example: 611210 (Labor Expense)
- **Activity** – Any unique combination of driver code, product code, function code, and account code. In the above example, a Central Office technician repaired damaged analog equipment in the Central Office.
- **Occurrence** – Each time a particular activity is performed.
- **Total Occurrences per Activity** – The number of individual occurrences that are associated with a unique combination of driver code, product code, function code, and account code.
- **Total Hours Worked per Activity** – The total number of hours worked associated with the unique combination of driver code, product code, function code, and account code.

STAR Positive Time Report Data Analyses

The following describes our approach and the major steps performed in analyzing and assigning the technicians' time report data:

Account Codes:

Since the scope of this study is repair and maintenance expense dollars, all accounts other than "6****" accounts were segmented from the 1998 technician time reporting data, as they represent either construction costs which are capitalized or deregulated accounts. The remaining dollars related to "6****" accounts represent regulated activity and are associated with the UNEs and Services defined in this study.

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Driver Codes:

All activities with driver codes "10" or "15" were segmented and deleted from our study since they are associated with installation activity.

Activities involving driver codes "90" and "99" are associated with administrative meetings and training and were also removed.

This leaves activity data associated with driver codes of 40, 45, 60-66, 79, 83, and 85 as recurring costs associated with repair and maintenance process activities. These are the only driver codes used in the study.

Driver Code 40 is used for outside plant customer repair orders.

Driver Code 45 is used for Central Office customer repair orders.

Driver Code 60 is used for GTE internal outside plant repair orders.

Driver Code 61 is used for repairs worked by the TAC Focus Group of Network Reliability.

Driver Code 62 is used for Plant Maintenance orders.

Driver Code 63 is used for Air Pressure repairs and maintenance.

Driver Code 64 is used for Cable Locate & Drop activities associated with buried cable repairs.

Driver Code 65 is used for GTE internal Central Office repair orders.

Driver Code 66 is used for Central Office preventative maintenance.

Driver Code 79 is used for other Central Office repair work.

Driver Code 83 is used for outside plant work order activity.

Driver Code 85 is used for Central Office work order activity.

Function Codes:

Data pulled from the STAR database was limited to two function codes:

- "1XXX" - Any function code beginning with "1" represents work done in the Central Office.
- "5XXX" - Any function code beginning with "5" represents work done on the regulated wireline network (outside the Central Office).

Coin Line Regulations:

Per the FCC decision in CC Docket No. 96-128, repair/maintenance of public pay stations is a deregulated activity effective January 1, 1997. Therefore, repair and maintenance occurrences associated with the public pay stations are excluded from the study. However, the network facilities associated with public pay stations are still considered regulated. Therefore our study includes the following assumptions:

- Inside plant and outside plant repair/maintenance related to public pay station access lines is still regulated and to be treated as loop UNE cost.
- Repair/maintenance to the pay station NID is still to be considered a regulated activity.
- Repair/maintenance to the coin box itself, however, has been described as non-regulated in accordance with the FCC Order, and therefore removed from the study.

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With the exception of Account 6351, related to coin termination equipment, all dollars associated with "63**" and "64**" accounts were assigned to the appropriate UNE in this study.

Cross Connects:

"SUB CXR" work is associated with pair gain technology in feeder cable. "JUMPER" work is associated with a cross-connect box in the field. Therefore all function code descriptions pertaining to "SUB CXRs" and "JUMPERs" (vs. "CO JUMPERs") are also assigned to the family of NAC UNEs. "CO JUMPERs" refer to cross-connects run in the Central Office and are associated with the SWITCH UNE.

Special Circuits:

The product code "Special Circuit" encompasses all non-switched NAC products, including special access, closed end WATS, closed end FX, data circuits, and voice grade local private lines. Accordingly, all product descriptions of "Special Circuit-XX" were assigned to non-switched special access services.

Other Definitions:

A "Network" product includes any switched service, including local service or switched access. It can include any switched network facility on GTE's side of the NID.

4-Tel driven repair/maintenance (repair orders generated by Loop Analysis Test System) relates to any switched services.

GTE has three main technician types who perform repair and maintenance work on the network:

Labor Code	Technician Type	Description
211	CZT I	(Central Office Tech)
201	CZT II	(Switched Services Outside Plant Repair Tech)
221	BZT I	(Special Services Outside Plant Repair Tech)

Activities with Driver codes 45, 65, 66, 79, and 85 were performed by CZT Is and were assigned with a labor code of "211" in our database. Next, activities with a building block code of 200 (NAC-Special) were assigned a labor code of "221", since BZTs repair these UNEs. Finally, the remaining activities involved switched services repair work done on outside plant and were assigned with a labor code of "201".

Trunk Testing

Costs codes to Account Code 653330 (Trunk Testing) are assigned to three UNEs: NAC-Special, Inter-office Transport, and NAC-Switched. Hours codes to Product Codes 5110 or 5190 are codes to NAC-Special. All other hours codes to Account 653330 are divided

24 566

between Inter-office Transport and NAC-Switched. To calculate how to assign the appropriate portions of these costs, the quantities of interoffice trunks and DID trunks were analyzed to develop the following percentages:

Inter-office Trunk Total
DID Trunk Total - switched
Total Trunks

REDACTED

Based on this calculation, % of the non - NAC-Special occurrences with an account code of 653330 were assigned to NAC - Switched and % of the occurrences were assigned to Inter-office Transport Equipment.

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Transmission Testing

Repair and Maintenance activities associated with the function code "Transmission Testing" can be assigned to the UNEs: NAC-Special or Interoffice Office Transport Equipment. In order to assign these costs, the quantities of Inter Office Trunks and NAC-Special access lines were analyzed to develop the following percentages:

Inter-office Trunk Total	
NAC - Specials	
Total Transmission Trunks	- REDACTED

Based on this calculation, % of the Transmission Testing resource dollars are attributed to IOT work and % to NAC-Specials work.

The following table shows the Building Block Codes and UNEs with which they are associated. One of these codes is assigned to each activity in the data based on the criteria described in the table. The use of this mapping in essence assigns each activity to a UNE.

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STAR Database Building Block Code Mappings Table

Note: Reading across columns denotes an "AND" condition, whereas reading down rows denotes an "OR" condition.					
Building Block Code: 100 - NAC - Switched					
Product Code	Product Code Description	Function Code	Function Code Description	Account Code	Account Code Description
(NOT) 5399	(NOT) SPECIAL CIRCUIT	ANY	N/A	653320	Subscriber Line Testing
1999	E911	ANY	N/A	ANY	N/A
(NOT) 5399	(NOT) SPECIAL CIRCUIT	ANY	N/A	630000 to 649999	(Loop-Related Accounts)
1801 or 2499	RES SGL LN or COIN TERM	ANY	N/A	630000 to 659999	(Loop and Network - Related Accounts)
1801, 2499, 2599, or 5499	(Non CO Tech Product Codes)	1051, 1061, 1071, 1081, or 1091	EQUIPMENT FACILITIES	ANY	N/A
1801, 2499, 2599, or 5499	(Non CO Tech Product Codes)	1000, 1010, 1020, or 1040	JUMPER	ANY	N/A
(NOT) 1801 or 5399	(NOT) RES SGL LN or SPECIAL CIRCUIT	5800 to 5899	SUBSCRIBER CARRIER	ANY	N/A
1801 or 2499	RES SGL LN or COIN TERM	5831	SUBSCRIBER CARRIER - MC DIG	ANY	N/A
*(See note below this row)		1945	CO-TESTING TRUNKS	ANY	N/A
* Trunk Testing time is split between NAC - Switched and Interoffice Transport based on the percent breakout of DID trunks and inter-office trunks.					
Building Block Code: 130 - NID					
Product Code	Product Code Description	Function Code	Function Code Description	Account Code	Account Code Description
ANY	N/A	5711, 5712, or 5714	NETWORK INTERFACE DEVICE	ANY	N/A

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Building Block Code: 200 - NAC - Special					
Product Code	Product Code Description	Function Code	Function Code Description	Account Code	Account Code Description
5110 or 5190	CO N-SWITCH DIG or N-DIG	1940 or 1950	CO TESTING LINES or SPEC SVC	ANY	N/A
5110 or 5190	CO N-SWITCH DIG or N-DIG	(NOT) 1950	(NOT) CO TESTING SPL SVC	653330	N/A
5499	NETWORK	5920	SPL CIRCUIT TESTING	ANY	N/A
5499, 5000, 5010, 5020, or 5090	NETWORK or CO SWITCHED	1950	CO-TESTING SPL SVC	ANY	N/A
5399	SPECIAL CIRCUIT	(NOT) any of (1051, 1061, 1071, 1081)	EQUIPMENT FACILITIES	ANY	N/A
ANY	N/A	1541 or 1551	TRANSMISSION FACILITIES	ANY	N/A
* (See note below this row)		1501, 1521, 1531, 1601, 1611, 1631, or 1701	TRANSMISSION FACILITIES	ANY	N/A
* Transmission Facilities time is split between NAC - Special and Interoffice Transport based on the percent breakout of NAC- Special access lines and inter-office trunks.					
5499* (See note below this row)	NETWORK	(NOT) 571X	(NOT) NETWORK INTERFACE DEVICE	ANY	N/A
* This mapping only applies to time reported in the STAR Database by technician class 221.					
Building Block Code: 300 - Cross-connects					
Product Code	Product Code Description	Function Code	Function Code Description	Account Code	Account Code Description
ANY	N/A	1910, 1915, 1920, or 1925	C.O. - FRAME JUMPER	ANY	N/A

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Building Block Code: 500 - Switching					
Product Code	Product Code Description	Function Code	Function Code Description	Account Code	Account Code Description
ANY	N/A	1101	CO-HOST/BASE-M/R	ANY	N/A
ANY	N/A	1111	CO-REMOTE W/SURV-M/R	ANY	N/A
ANY	N/A	1201	CO-OPERATOR SYS-M/R	ANY	N/A
ANY	N/A	1221	CO-TOLL SWITCH EQ-M/R	ANY	N/A
ANY	N/A	1301	CO-RECORD EQ (FL)-M/R	ANY	N/A
ANY	N/A	1311	CO-POWER PLANT EQ-M/R	ANY	N/A
ANY	N/A	1321	CO-ENHANCED SVS-M/R	ANY	N/A
ANY	N/A	1955	CO-TESTING SVR/MOD	ANY	N/A
ANY	N/A	1960	CO-INVENTORIES	ANY	N/A
Building Block Code: 600 - Interoffice Transport Equipment					
Product Code	Product Code Description	Function Code	Function Code Description	Account Code	Account Code Description
*(See note below this row)		1945	CO-TESTING TRUNKS	653330	Trunk Testing
* Trunk Testing time is split between NAC - Switched and Interoffice Transport based on the percent breakout of DID trunks and inter-office trunks.					
*(See note below this row)		1501, 1521, 1531, 1601, 1611, 1631, or 1701	TRANSMISSION FACILITIES	ANY	N/A
* Transmission Facilities time is split between NAC - Special and Interoffice Transport based on the percent breakout of NAC- Special access lines and inter-office trunks.					

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Service Assurance Cost Model Results Summary

The following pages represent the total unitized results related to UNE's and Services costs (Service Assurance cost model output). The Total Overall costs represent the summation of the unitized costs for each individual work center included in the study.

The individual unitized work center results are located within each Work Center Template section.

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Final Network Element Cost

**Volume
Sensitive**

**Volume
Insensitive**

**Total
Overall**

Cross-connect

Base Cost -
Cross-connect-Base
Base Cost Total
Additive Cost
Bus_Ln
Bus_PBX
Coin
ISDN_PRI
Res_Ln
SPAC_DDS
SPAC_DS1
SPAC_DS3
SPAC_VGLN
Additive Cost Total

Cross-connect Total

Interoffice Transport

Base Cost
Interoffice Transport-Base
Base Cost Total
Additive Cost
Bus_Ln
Bus_PBX
ISDN_PRI
SPAC_DDS
SPAC_DS1
SPAC_DS3
SPAC_VGLN
Additive Cost Total

Interoffice Transport Total

NAC - Special

Base Cost
NAC - Special-Base
Base Cost Total
Additive Cost
Bus_CNTRNT
Bus_Ln
Bus_PBX
ISDN_BRI
ISDN_PRI
SPAC_DDS
SPAC_DS1
SPAC_DS3
SPAC_VGLN
Additive Cost Total

NAC - Special Total

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<i>Final Network Element Cost</i>	Volume Sensitive	Volume Insensitive	Total Overall
-----------------------------------	-------------------------	---------------------------	----------------------

NAC - Switched

Base Cost
 NAC - Switched-Base

Base Cost Total

Additive Cost

Bus_CNTRNT
 Bus_Ln
 Bus_PBX
 Coin
 ISDN_BRI
 ISDN_PRI
 Res_Ln
 SPAC_DDS
 SPAC_DS1
 SPAC_DS3
 SPAC_VGLN

Additive Cost Total

NAC - Switched Total

NID

Base Cost
 NID-Base

Base Cost Total

Additive Cost

Bus_Ln
 Bus_PBX
 Coin
 ISDN_PRI
 Res_Ln
 SPAC_DDS
 SPAC_DS1
 SPAC_DS3
 SPAC_VGLN

Additive Cost Total

NID Total

SS7 Links

Base Cost
 SS7 Links-Base

Base Cost Total

SS7 Links Total

STP Ports

Base Cost
 STP Ports-Base

Base Cost Total

STP Ports Total

REDACTED

24 574

<i>Final Network Element Cost</i>	Volume Sensitive	Volume Insensitive	Total Overall
-----------------------------------	-------------------------	---------------------------	----------------------

Switching

Base Cost -
Switching-Base
Base Cost Total
Additive Cost
Bus_CNTRNT
Bus_Ln
Bus_PBX
Coin
ISDN_BRI
ISDN_PRI
Res_Ln
SPAC_DDS
SPAC_DSI
SPAC_DS3
SPAC_VGLN
Additive Cost Total
Switching Total

REDACTED

24 575

<i>Final Service Cost</i>	Volume Sensitive	Volume Insensitive	Total Overall
<i>Bus_CNTRNT</i>			
Base Cost	-		
Bus_CNTRNT-Base			
Base Cost Total			
<i>Bus_CNTRNT Total</i>			
<i>Bus_Ln</i>			
Base Cost			
Bus_Ln-Base			
Base Cost Total			
<i>Bus_Ln Total</i>			
<i>Bus_PBX</i>			
Base Cost			
Bus_PBX-Base			
Base Cost Total			
<i>Bus_PBX Total</i>			
<i>Coin</i>			
Base Cost			
Coin-Base			
Base Cost Total			
<i>Coin Total</i>			
<i>ISDN_BRI</i>			
Base Cost			
ISDN_BRI-Base			
Base Cost Total			
<i>ISDN_BRI Total</i>			
<i>ISDN_PRI</i>			
Base Cost			
ISDN_PRI-Base			
Base Cost Total			
<i>ISDN_PRI Total</i>			
<i>Res_Ln</i>			
Base Cost			
Res_Ln-Base			
Base Cost Total			
<i>Res_Ln Total</i>			
<i>SPAC_DDS</i>			
Base Cost			
SPAC_DDS-Base			
Base Cost Total			
<i>SPAC_DDS Total</i>			
<i>SPAC_DSI</i>			
Base Cost			
SPAC_DSI-Base			
Base Cost Total			
<i>SPAC_DSI Total</i>			

REDACTED

24 576

<i>Final Service Cost</i>	Volume Sensitive	Volume Insensitive	Total Overall
<i>SPAC_DS3</i>			
Base Cost	-		
SPAC_DS3-Base			
Base Cost Total			
<i>SPAC_DS3 Total</i>			
<i>SPAC_VGLN</i>			
Base Cost			
SPAC_VGLN-Base			
Base Cost Total			
<i>SPAC_VGLN Total</i>			

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*Development of ARMIS Exclusion Percentages Relating to the
Service Assurance ABC Study*

Note 1: Florida Regulated 1998 December year-to-date ARMIS 43-03 (adjusted) data by GTE 6 digit account.

Note 2: Total studied service assurance expenses (forward-looking studied expenses), mapped from the SAP element code to the FCC Part 32 account code based on the distribution of the December 1998 YTD actuals for each service assurance work center studied. Each work center was studied at various times, therefore, see the individual work center documentation section for the corresponding time periods reviewed.

Note 3: Percent of Florida 1998 expenses included in the Service Assurance Study which are excluded from the functional cost pool data. (Calculation: Column D / Column C).

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FLORIDA

(A)	(B)	(C)	(D)	(E)
FCC 4 Digit	GTE 6 Digit Account	Florida 1998 43-03 Regulated ¹	Florida Studied ²	Percent Applicable ³
6112	611200			
6112	611210			
6112	611299			
6112 Total				
6113	611300			
6113	611310			
6113	611399			
6113 Total				
6114	611400			
6114	611410			
6114 Total				
6115	611500			
6115	611510			
6115	611599			
6115 Total				
6116	611600			
6116	611610			
6116	611699			
6116 Total				
6121	612100			
6121	612110			
6121	612111			
6121	612117			
6121	612118			
6121	612120			
6121	612130			
6121	612199			
6121 Total				
6122	612200			
6122	612210			
6122	612220			
6122	612299			
6122 Total				
6123	612310			
6123	612320			
6123	612321			
6123	612322			
6123	612399			
6123 Total				
6124	612400			
6124	612411			
6124	612413			
6124	612414			
6124	612415			
6124	612416			
6124	612417			
6124	612418			
6124	612419			

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FLORIDA

(A)	(B)	(C)	(D)	(E)
FCC 4 Digit	GTE 6 Digit Account	Florida 1998 43-03 Regulated ¹	Florida Studied ²	Percent Applicable ³
6124	612420			
6124	612427			
6124	612490			
6124	612497			
6124	612499			
6124 Total				
6211	621100			
6211	621110			
6211	621115			
6211 Total				
6212	621200			
6212	621210			
6212	621211			
6212	621214			
6212	621219			
6212	6212W1			
6212	6212W2			
6212	6212W3			
6212 Total				
6215	621500			
6215	621510			
6215	621511			
6215	621521			
6215	621531			
6215 Total				
6220	622000			
6220	622020			
6220	622030			
6220 Total				
6231	623100			
6231	623122			
6231	623123			
6231 Total				
6232	623200			
6232	623210			
6232	623211			
6232	623212			
6232	623221			
6232	623222			
6232	623223			
6232	623230			
6232 Total				
6351	635100			
6351	635110			
6351	635111			
6351 Total				
6362	636200			
6362	636210			

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INFORMATION RESTRICTED

FLORIDA

(A)	(B)	(C)	(D)	(E)
FCC 4 Digit	GTE 6 Digit Account	Florida 1998 43-03 Regulated ¹	Florida Studied ²	Percent Applicable ³
6362	636230			
6362	636290			
6362	636293			
6362 Total				
6411	641100			
6411	641110			
6411	641130			
6411 Total				
6421	642100			
6421	642110			
6421	642119			
6421	642119T			
6421	642120			
6421	642199			
6421 Total				
6422	642200			
6422	642210			
6422	642220			
6422 Total				
6423	642300			
6423	642310			
6423	642319			
6423	642319T			
6423	642320			
6423	642399			
6423 Total				
6424	642400			
6424	642410			
6424	642420			
6424 Total				
6426	642600			
6426	642610			
6426	642620			
6426 Total				
6431	643100			
6431	643110			
6431 Total				
6441	644100			
6441	644110			
6441 Total				
6512	651200			
6512	651210			
6512	651299			
6512 Total				
6531	653100			
6531	653110			
6531 Total				
6532	653200			

REDACTED

FLORIDA

(A)	(B)	(C)	(D)	(E)
FCC 4 Digit	GTE 6 Digit Account	Florida 1998 43-03 Regulated ¹	Florida Studied ²	Percent Applicable ³
6532	653210			
6532	653220			
6532	653230			
6532	653230A			
6532	653230P			
6532 Total				
6533	653300			
6533	653310			
6533	653320			
6533	653325			
6533	653330			
6533	653340			
6533	653347			
6533	653399			
6533 Total				
6534	653400			
6534	653410			
6534	653420			
6534	653427			
6534	653430			
6534	653490			
6534	653491			
6534	653497			
6534	653499			
6534 Total				
6535	653500			
6535	653510			
6535	653520			
6535	653527			
6535	653530			
6535	653590			
6535	653597			
6535	653599			
6535 Total				
6540	654011			
6540	654012			
6540	654015			
6540	654026			
6540	654070			
6540	654072			
6540 Total				
6561	656100			
6561 Total				
6562	656200			
6562 Total				
6563	656300			
6563 Total				
6564	656400			

REDACTED

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FLORIDA

(A)	(B)	(C)	(D)	(E)
FCC 4 Digit	GTE 6 Digit Account	Florida 1998 43-03 Regulated ¹	Florida Studied ²	Percent Applicable ³
6564 Total				
6611	661100			
6611	661110			
6611	661117			
6611	661120			
6611	661127			
6611	661130			
6611	661137			
6611	661199			
6611 Total				
6612	661200			
6612	661214			
6612	661219			
6612	661227			
6612	661229			
6612	661239			
6612	661249			
6612	661259			
6612	661269			
6612	661299			
6612 Total				
6613	661300			
6613	661310			
6613	661317			
6613	661318			
6613	661321			
6613	661322			
6613	661329			
6613	661330			
6613	661399			
6613 Total				
6621	662100			
6621	662110			
6621	662120			
6621	662140			
6621	662170			
6621 Total				
6622	662200			
6622	662210			
6622	662220			
6622	662240			
6622	662260			
6622	662270			
6622 Total				
6623	662300			
6623	662310			
6623	662311			
6623	662312			

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FLORIDA

(A)	(B)	(C)	(D)	(E)
FCC 4 Digit	GTE 6 Digit Account	Florida 1998 43-03 Regulated ¹	Florida Studied ²	Percent Applicable ³
6623	662317			
6623	662319			
6623	662321			
6623	662322			
6623	662323			
6623	662325			
6623	662328			
6623	662329			
6623	662330			
6623	662331			
6623	662341			
6623	662342			
6623	662343			
6623	662344			
6623	662345			
6623	662346			
6623	662347			
6623	662348			
6623	662349			
6623	662350			
6623	662351			
6623	662352			
6623	662354			
6623	662361			
6623	662362			
6623	662366			
6623	662391			
6623	662395			
6623	662398			
6623	662399			
6623	6623W2			
6623 Total				
6711	671100			
6711	671110			
6711	671117			
6711	671120			
6711	671199			
6711 Total				
6712	671200			
6712	671210			
6712	671217			
6712	671299			
6712 Total				
6721	672100			
6721	672110			
6721	672117			
6721	672120			
6721	672127			

REDACTED

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FLORIDA

(A)	(B)	(C)	(D)	(E)
FCC 4 Digit	GTE 6 Digit Account	Florida 1998 43-03 Regulated ¹	Florida Studied ²	Percent Applicable ³
6721	672130			
6721	672140			
6721	672150			
6721	672160			
6721	672199			
6721 Total				
6722	672200			
6722	672210			
6722	672217			
6722	672220			
6722	672227			
6722	672228			
6722	672230			
6722	672237			
6722	672240			
6722	672242			
6722	672247			
6722	672250			
6722	672258			
6722	672290			
6722	672297			
6722	672298			
6722	672299			
6722 Total				
6723	672300			
6723	672310			
6723	672317			
6723	672320			
6723	672330			
6723	672340			
6723	672347			
6723	672350			
6723	672357			
6723	672360			
6723	672370			
6723	672399			
6723 Total				
6724	672400			
6724	672410			
6724	672417			
6724	672421			
6724	672422			
6724	672423			
6724	672424			
6724	672425			
6724	672426			
6724	672427			
6724	672428			

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FLORIDA

(A)	(B)	(C)	(D)	(E)
FCC 4 Digit	GTE 6 Digit Account	Florida 1998 43-03 Regulated ¹	Florida Studied ²	Percent Applicable ³
6724	672429			
6724	672498			
6724	672499			
6724	6724W1			
6724 Total				
6725	672500			
6725	672510			
6725	672517			
6725	672520			
6725	672598			
6725	672599			
6725 Total				
6726	672600			
6726	672617			
6726	672699			
6726 Total				
6727	672700			
6727	672799			
6727 Total				
6728	672800			
6728	672810			
6728	672820			
6728	672830			
6728	672840			
6728	672850			
6728	672860			
6728	672861			
6728	672891			
6728	672892			
6728	672895			
6728	672899			
6728 Total				
6790	679000			
6790 Total				
6849	684900			
6849 Total				
7240	724020			
7240	724069			
7240	724080			
7240	724081			
7240	724090			
7240	724092			
7240	724096			
7240	724097			
7240	724099			
7240 Total				
Grand Total				

REDACTED

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FLORIDA

(A)	(B)	(C)	(D)	(E)
FCC 4 Digit	GTE 6 Digit Account	Florida 1998 43-03 Regulated ¹	Florida Studied ²	Percent Applicable ³
6112	611200			
6112	611210			
6112	611299			
6112 Total				
6113	611300			
6113	611310			
6113	611399			
6113 Total				
6114	611400			
6114	611410			
6114 Total				
6115	611500			
6115	611510			
6115	611599			
6115 Total				
6116	611600			
6116	611610			
6116	611699			
6116 Total				
6121	612100			
6121	612110			
6121	612111			
6121	612117			
6121	612118			
6121	612120			
6121	612130			
6121	612199			
6121 Total				
6122	612200			
6122	612210			
6122	612220			
6122	612299			
6122 Total				
6123	612310			
6123	612320			
6123	612321			
6123	612322			
6123	612399			
6123 Total				
6124	612400			
6124	612411			
6124	612413			
6124	612414			
6124	612415			
6124	612416			
6124	612417			
6124	612418			
6124	612419			

REDACTED

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FLORIDA

(A)	(B)	(C)	(D)	(E)
FCC 4 Digit	GTE 6 Digit Account	Florida 1998 43-03 Regulated ¹	Florida Studied ²	Percent Applicable ³
6124	612420			
6124	612427			
6124	612490			
6124	612497			
6124	612499			
6124 Total				
6211	621100			
6211	621110			
6211	621115			
6211 Total				
6212	621200			
6212	621210			
6212	621211			
6212	621214			
6212	621219			
6212	6212W1			
6212	6212W2			
6212	6212W3			
6212 Total				
6215	621500			
6215	621510			
6215	621511			
6215	621521			
6215	621531			
6215 Total				
6220	622000			
6220	622020			
6220	622030			
6220 Total				
6231	623100			
6231	623122			
6231	623123			
6231 Total				
6232	623200			
6232	623210			
6232	623211			
6232	623212			
6232	623221			
6232	623222			
6232	623223			
6232	623230			
6232 Total				
6351	635100			
6351	635110			
6351	635111			
6351 Total				
6362	636200			
6362	636210			

REDACTED

24 588

FLORIDA

(A)	(B)	(C)	(D)	(E)
FCC 4 Digit	GTE 6 Digit Account	Florida 1998 43-03 Regulated ¹	Florida Studied ²	Percent Applicable ³
6362	636230			
6362	636290			
6362	636293			
6362 Total				
6411	641100			
6411	641110			
6411	641130			
6411 Total				
6421	642100			
6421	642110			
6421	642119			
6421	642119T			
6421	642120			
6421	642199			
6421 Total				
6422	642200			
6422	642210			
6422	642220			
6422 Total				
6423	642300			
6423	642310			
6423	642319			
6423	642319T			
6423	642320			
6423	642399			
6423 Total				
6424	642400			
6424	642410			
6424	642420			
6424 Total				
6426	642600			
6426	642610			
6426	642620			
6426 Total				
6431	643100			
6431	643110			
6431 Total				
6441	644100			
6441	644110			
6441 Total				
6512	651200			
6512	651210			
6512	651299			
6512 Total				
6531	653100			
6531	653110			
6531 Total				
6532	653200			

REDACTED

24 589

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

FLORIDA

(A)	(B)	(C)	(D)	(E)
FCC 4 Digit	GTE 6 Digit Account	Florida 1998 43-03 Regulated ¹	Florida Studied ²	Percent Applicable ³
6532	653210			
6532	653220			
6532	653230			
6532	653230A			
6532	653230P			
6532 Total				
6533	653300			
6533	653310			
6533	653320			
6533	653325			
6533	653330			
6533	653340			
6533	653347			
6533	653399			
6533 Total				
6534	653400			
6534	653410			
6534	653420			
6534	653427			
6534	653430			
6534	653490			
6534	653491			
6534	653497			
6534	653499			
6534 Total				
6535	653500			
6535	653510			
6535	653520			
6535	653527			
6535	653530			
6535	653590			
6535	653597			
6535	653599			
6535 Total				
6540	654011			
6540	654012			
6540	654015			
6540	654026			
6540	654070			
6540	654072			
6540 Total				
6611	661100			
6611	661110			
6611	661117			
6611	661120			
6611	661127			
6611	661130			
6611	661137			

REDACTED

24 590

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

FLORIDA

(A)	(B)	(C)	(D)	(E)
FCC 4 Digit	GTE 6 Digit Account	Florida 1998 43-03 Regulated ¹	Florida Studied ²	Percent Applicable ³
6611	661199			
6611 Total				
6612	661200			
6612	661214			
6612	661219			
6612	661227			
6612	661229			
6612	661239			
6612	661249			
6612	661259			
6612	661269			
6612	661299			
6612 Total				
6613	661300			
6613	661310			
6613	661317			
6613	661318			
6613	661321			
6613	661322			
6613	661329			
6613	661330			
6613	661399			
6613 Total				
6621	662100			
6621	662110			
6621	662120			
6621	662140			
6621	662170			
6621 Total				
6622	662200			
6622	662210			
6622	662220			
6622	662240			
6622	662260			
6622	662270			
6622 Total				
6623	662300			
6623	662310			
6623	662311			
6623	662312			
6623	662317			
6623	662319			
6623	662321			
6623	662322			
6623	662323			
6623	662325			
6623	662328			
6623	662329			

REDACTED

FLORIDA

(A)	(B)	(C)	(D)	(E)
FCC 4 Digit	GTE 6 Digit Account	1998 43-03 Regulated ¹	Florida Studied ²	Percent Applicable ³
6623	662330			
6623	662331			
6623	662341			
6623	662342			
6623	662343			
6623	662344			
6623	662345			
6623	662346			
6623	662347			
6623	662348			
6623	662349			
6623	662350			
6623	662351			
6623	662352			
6623	662354			
6623	662361			
6623	662362			
6623	662366			
6623	662391			
6623	662395			
6623	662398			
6623	662399			
6623	6623W2			
6623 Total				
6711	671100			
6711	671110			
6711	671117			
6711	671120			
6711	671199			
6711 Total				
6712	671200			
6712	671210			
6712	671217			
6712	671299			
6712 Total				
6721	672100			
6721	672110			
6721	672117			
6721	672120			
6721	672127			
6721	672130			
6721	672140			
6721	672150			
6721	672160			
6721	672199			
6721 Total				
6722	672200			
6722	672210			

REDACTED

24 592

HIGHLY SENSITIVE

CONFIDENTIAL

INFORMATION RESTRICTED

(A)	(B)	(C)	(D)	(E)
FCC 4 Digit	GTE 6 Digit Account	Florida 900 4 Digit Regulated	Florida Studies	Percent Applicable
6722	672217			
6722	672220			
6722	672227			
6722	672228			
6722	672230			
6722	672237			
6722	672240			
6722	672242			
6722	672247			
6722	672250			
6722	672258			
6722	672290			
6722	672297			
6722	672298			
6722	672299			
6722 Total				
6723	672300			
6723	672310			
6723	672317			
6723	672320			
6723	672330			
6723	672340			
6723	672347			
6723	672350			
6723	672357			
6723	672360			
6723	672370			
6723	672399			
6723 Total				
6724	672400			
6724	672410			
6724	672417			
6724	672421			
6724	672422			
6724	672423			
6724	672424			
6724	672425			
6724	672426			
6724	672427			
6724	672428			
6724	672429			
6724	672498			
6724	672499			
6724	6724W1			
6724 Total				
6725	672500			
6725	672510			
6725	672517			

REDACTED

(A)	(B)	(C)	(D)	(E)
FCC 4 Digit	GTE 6 Digit Account	Florida 1998 43-03 Regulated	Florida Studied ²	Percent Applicable ³
6725	672520			
6725	672598			
6725	672599			
6725 Total				
6726	672600 -			
6726	672617			
6726	672699			
6726 Total				
6727	672700			
6727	672799			
6727 Total				
6728	672800			
6728	672810			
6728	672820			
6728	672830			
6728	672840			
6728	672850			
6728	672860			
6728	672861			
6728	672891			
6728	672892			
6728	672895			
6728	672899			
6728 Total				
6790	679000			
6790 Total				
6849	684900			
6849 Total				
7240	724020			
7240	724069			
7240	724080			
7240	724081			
7240	724090			
7240	724092			
7240	724096			
7240	724097			
7240	724099			
7240 Total				
Grand Total				

REDACTED