

ORIGINAL



Kimberly Caswell  
Counsel

**GTE SERVICE CORPORATION**  
One Tampa City Center  
201 North Franklin Street (33602)  
Post Office Box 110, FLTC0007  
Tampa, Florida 33601-0110  
813-483-2606  
813-204-8870 (Facsimile)

May 5, 2000

Ms. Blanca S. Bayo, Director  
Division of Records & Reporting  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Re: Docket No. 000121-TP  
Investigation into the establishment of operations support systems permanent performance measures for incumbent local exchange telecommunications companies

Dear Ms. Bayo:

These are GTE Florida Incorporated's (GTE) Comments in response to the Commission Staff's Initial Proposal concerning establishment of a performance assessment plan for the incumbent local exchange carriers' operations support systems (OSS).

GTE supports the general concepts outlined in the Initial Proposal. In particular, GTE agrees that the most efficient way to address OSS performance metrics is through a collaborative process among the industry and Commission Staff, with due consideration of OSS-related work already done in other states. This voluntary approach will also help avoid legal issues about the Commission's authority to address OSS issues outside of an arbitration proceeding under the Telecommunications Act of 1996.

GTE is encouraged by Staff's responsiveness to parties' suggestions at the workshop and looks forward to participating in further refining the concepts outlined in the Initial Proposal.

Please contact me if you have any questions.

Sincerely,

AKA  
AFP  
CAF  
CAN  
CTR  
EAG  
LEG  
MAS  
OPC  
PRR  
SEC  
WAV

*Kimberly Caswell*  
*[Signature]*

Kimberly Caswell

KC:tas

c: Parties of Record  
Brenda Maxwell, Bureau of Auditing and Financial Analysis

A part of GTE Corporation

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