

Richard Chapkis
Vice President & General Counsel, Southeast Region
Legal Department

ORIGINAL



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201 North Franklin Street (33602)
Post Office Box 110
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Phone 813 483-1256
Fax 813 273-9825
richard.chapkis@verizon.com

April 22, 2003

Ms. Blanca S. Bayo, Director
Division of Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RECEIVED - FPSC
03 APR 22 AM 11:28
COMMISSION
CLERK

Re: Docket No. 981834-TP
Petition of Competitive Carriers for Commission Action to Support Local
Competition in BellSouth Telecommunications Inc.'s Service Territory

Docket No. 990321-TP
Petition of ACI Corp. d/b/a Accelerated Connections, Inc. for generic
investigation to ensure that BellSouth Telecommunications, Inc., Sprint-Florida,
Incorporated, and GTE Florida Incorporated comply with obligation to provide
alternative local exchange carriers with flexible, timely, and cost-efficient
physical collocation

Dear Ms. Bayo:

Please find enclosed an original and fifteen copies of Verizon Florida Inc.'s Request
for Confidential Classification and Motion for Protective Order in connection with
Verizon's supplemental responses to Staff's Second Request for Production of
Documents (Nos. 17 & 18) in the above matters. Service has been made as indicated
on the Certificate of Service. If there are any questions regarding this filing, please
contact me at 813-483-1256.

Sincerely,

Richard Chapkis

RC:tas
Enclosures

RECEIVED & FILED

15
FPSC-BUREAU OF RECORDS

This confidentiality request was filed by or
for a "telco" for DN 03673-03. No ruling
is required unless the material is subject to a
request per 119.07, FS, or is admitted in the
record per Rule 25-22.006(8)(b), FAC.

- AUS _____
- CAF _____
- CMP _____
- COM _____
- CTR _____
- ECR _____
- GCL _____
- OPC _____
- MMS _____
- SEC _____
- OTH _____

Redacted
DOCUMENT NUMBER-DATE

03674 APR 22 8

FPSC-COMMISSION CLERK

Confidential
DOCUMENT NUMBER-DATE

03673 APR 22 8

FPSC-COMMISSION CLERK

Request/Motion
DOCUMENT NUMBER-DATE

03672 APR 22 8

FPSC-COMMISSION CLERK

A

Engineering and Installation Info Requests							
Type Service	Platform	Eng SME	Status	Hrs	Install SME	Status	Hrs
ATM		Jim Scarborough	Rcvd	40	Jim Scarborough	Rcvd	200
ATM		Lloyd Harris	Rcvd	40	Lloyd Harris	Rcvd	250
DSL		Bill Ziegler					
Router Based Services (CyberWAN)		Alan Hunter Troy James	Rcvd	40	Alan Hunter Billy Jacobs - Randy Workman	Rcvd	40
LAN Transport (TLC)		Jim Scarborough Jim Scarborough	Rcvd	40	Jim Scarborough Jim Scarborough	Rcvd	160
LAN Transport (MMDS)		Bill Ziegler			MMDS going to TLC		
Frame Relay		Saul Perea	Recvd	56	Saul Perea	Recvd	154
SMDS		Saul Perea Saul Perea	Recvd	80	Saul Perea Saul Perea	Recvd	320

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DOCUMENT NUMBER 03674

03674 APR 22 8

8/11/00

FPSC-COMMISSION CLERK

367

Tab: Virtual Equip ADS - 3

Non-recurring Cost

Module Engineering and Installation

Includes the following costs on a per card basis:

- 1 CO Equipment Engineering cost
 - CO equipment engineering hours
 - State-specific Loaded Labor Rate for Engineering,

- 2 CO Equipment Installation cost
 - CO equipment installation hours
 - State-specific Loaded Labor Rate for Installation,

- 3 Travel Time per request
 - Travel Hours based on HPU.

All Engineering are SME estimates provided and confirmed by the following:

Network Eng Contacts:

Saul Perea

Network Design Contacts:

Bille Jacobs

According to Network Engineering SME, Engineering time would include such tasks as determining location of the base unit into which the module is to be installed, determining appropriate cables, lengths, connections, ordering materials, creating the work order. Even in a virtual scenario where material ordering is not necessary or installation work is done by a contractor most of the engineering activities are still required.

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Tab: Virtual Equip AQS - 1

Non-recurring Cost

Engineering and Installation of Base Unit

Includes the following costs on a per base unit basis:

- 1 CO Equipment Engineering cost
CO equipment engineering hours
State-specific Loaded Labor Rate for Engineering,

- 2 CO Equipment Installation cost
CO equipment installation hours
State-specific Loaded Labor Rate for Installation,

- 3 Travel Time per request
Travel Hours based on HPU.

All Engineering are SME estimates provided by Network Engineering and Network Design:

Network Eng Contacts:	Jim Scarborough	ATM
	Lloyd Harris	ATM
	Bill Ziegler	DSL
		Splitters
	Troy James	Routers
	Saul Perea	Frame Relay
		SMDS

Network Design Contacts: Billie Jacobs

Engineering time would include such tasks as determining location of the base unit into which the module is to be installed, determining appropriate cables, lengths, connections, ordering materials, creating the work order. Even in a virtual scenario where material ordering is not necessary or installation work is done by a contractor most of the engineering activities are still required.

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*LAN Transport - Eng & Install
(TLC)*

To: Jeri Takimoto@BUSMKT.MKTSVC@TXIRV
From: Jim Scarborough@NTWKPLNG.ND@TXIRV
Cc:
Subject: re: fwd: Request for Virtual Collocation Data
Attachment: BEYOND.RTF
Date: 8/10/00 3:47 PM

Jeri

Forty hours of Engineering is very typical for a project adding 'TLC'. Private lan TLC is a CPE only service, does not connect to Network Services public network and is not to be installed in the Central Office. The service was designed to use pre-assembly of major equipment in a cabinet to minimize engineering complications and produce a major reduction installation time.

I've discussed Installation requirements with Mike Owens of COEI support and the conclusion is that one hundred sixty hours is allowable for a typical project. This assumption uses a quantity of two sites which reflects an average initial project providing this service.

Installation labor is determined by two people having forty hours each for a total of eighty hours at each of the two sites for a project total of one hundred and sixty hours. There may be one or more work orders making up the project with the hours spread accordingly.

These hours were developed using the following assumptions:
Placement of one cabinet at each of two sites or customer premise with or without existing superstructure.
Arranging for installation of AC power feed, all equipment is AC so there is no requirement for DC.
Running and terminating a mix of Ethernet cables and Optic patch cords.
Adding a modem shelf w/modem and it's B1 telephone line.
COEI will use a disk providing the operating configuration software to turnup and commission the nodes.
Fiber testing and documentation is performed.
Final notification of online operation to NOC is performed.

Also, as we last discussed, MMDS will no longer be offered and therefore shouldn't need cost modeling.

Again, good luck..
Jim Scarborough
IOF Design Support
972-718-7666

REDACTED

From: William Ziegler@NTWKPLNG.ND@TXIRV, on 8/7/00 4:08 PM:

Can either of you help with this??? I think that equipment is some type of data switch.

Bill Ziegler
Phone: 972/718-7731
Banyan Mail: William Ziegler@NTWKPLNG.ND@TXIRV
Internet E Mail: william.ziegler@verizon.com

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From: Jeri Takimoto@BUSMKT.MKTSVC@TXIRV, on 8/7/00 4:04 PM:
To: William Ziegler@NTWKPLNG.ND@TXIRV
Cc: Larry Richter@BUSMKT.MKTSVC@TXIRV

Bill,

I am preparing a cost study Virtual Collocation of Advanced Data Services which will be transferring to the Separate Data Affiliate (SDA). Two of the cost elements identified are the Engineering and Installation times required for the product and equipment listed below. Ernie Ketcherside suggested you would be able provide Engineering and Installation times for the following:

Transport LAN Connect:

MMDS:

Please provide the Engineering and Installation times separately, as we must account for the two labor groups who perform these activities.

Do you think you would be able to provide this information by Thursday, August 10?

Thank you again, for your help!

Jeri

972-718-8863

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Frame Relay - Eng. & Installation

To: Jeri Takimoto@BUSMKT.MKTSVC@TXIRV
From: Saul Perea@NTWKPLNG.ND@TXIRV
Cc: Larry Richter@BUSMKT.MKTSVC@TXIRV
Subject: re: Request for Virtual Collocation Data
Attachment: BEYOND.RTF
Date: 8/9/00 11:11 AM

Jeri,

I looked at the actuals for 20 work orders in California and this is what they averaged out to for the frame relay projects:

Engineering:
COEI:

Still working on the switches.

Thanks,
Saul Perea
Transmission Design Support
Tel: 972-718-7738
Fax: 972-718-1235

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From: Jeri Takimoto@BUSMKT.MKTSVC@TXIRV, on 8/7/00 3:33 PM:
To: Saul Perea@NTWKPLNG.ND@TXIRV
Cc: Larry Richter@BUSMKT.MKTSVC@TXIRV

Saul,

Last time we spoke, I was costing for Optical Cross Connect equipment...this time, I am preparing a cost study Virtual Collocation of Advanced Data Services which will be transferring to the Separate Data Affiliate (SDA). Two of the cost elements identified are the Engineering and Installation times required for the product and equipment listed below. Ernie Ketcherside suggested you would be able provide Engineering and Installation times for the following:

Frame Relay:
SMDS:

Please provide the Engineering and Installation times separately, as we must account for the two labor groups who perform these activities.

Do you think you would be able to provide this information by Thursday, August 10?

Thank you again, for your help!
Jeri
972-718-8863

To: Alan Hunter@NTWKPLNG.ND@TXIRV, Gary Frye@NTWKPLNG.ND@TXIRV, Jeri Takimoto@BUSMKT.MKTSVC@TXIRV
From: Troy James@NTWKPLNG.ND@TXIRV
Cc: Ernest Ketcherside@NTWKPLNG.ND@TXIRV, Larry Richter@BUSMKT.MKTSVC@TXIRV
Subject: re: Request for Virtual Collocation Data
Attachment: BEYOND.RTF
Date: 8/11/00 8:45 AM

Jeri,

Based on information gathered from the Product Manager, provisioning flow process, and engineers in the field, the engineering hours for a new cabinet involving DS3's would be . This is with adequate floor space, floor loading, power, etc.

Let me know if you need anything else.

Thanks,

Troy James
Verizon Network Services-Transmission Design Support
Phone: 972-718-7744
FAX: 972-718-1235
Internet: troy.james@verizon.com
Intranet: <http://143.63.169.141~netops/netdsgn/trans/home.htm>

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From: Alan Hunter@NTWKPLNG.ND@TXIRV, on 8/7/00 4:39 PM:

Troy and Gary,

Could you provide Jeri with the information she is requesting? You may want to get a listing of closed work orders from the Product Manager and base your estimates on the average of the actual time spent.

Thanks,
Alan Hunter
Manager-Transmission Design Support
Verizon Wholesale Network Services
alan.hunter@verizon.com
Tel: 972-718-1058 Fax: 972-718-1235

From: Jeri Takimoto@BUSMKT.MKTSVC@TXIRV, on 8/7/00 3:39 PM:
To: Alan Hunter@NTWKPLNG.ND@TXIRV
Cc: Larry Richter@BUSMKT.MKTSVC@TXIRV

Alan,

I am preparing a cost study Virtual Collocation of Advanced Data Services which will be transferring to the Separate Data Affiliate (SDA). Two of the cost elements identified are the Engineering and Installation times required for the product and equipment listed below. Ernie Ketcherside suggested you would be able provide Engineering and Installation times for the following:

Please provide the Engineering and Installation times separately, as we must account for the two labor groups who perform these activities.

Do you think you would be able to provide this information by Thursday, August 10?

Thank you again, for your help!

Jer!

972-718-8863

To: Jeri Takimoto@BUSMKT.MKTSVC@TXIRV
From: Alan Hunter@NTWKPLNG.ND@TXIRV
Originated by: Alan Hunter@NTWKPLNG.ND@TXIRV
Cc:
Subject: fwd: re: fwd: re: Request for Virtual Collocation Data
Attachment: BEYOND.RTF
Date: 8/9/00 1:58 PM

*Route Based Services -
easy to install*

Per your request.

Alan Hunter
Manager-Transmission Design Support
Verizon Wholesale Network Services
alan.hunter@verizon.com
Tel: 972-718-1058 Fax: 972-718-1235

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From: Alan Hunter@NTWKPLNG.ND@TXIRV, on 8/9/00 12:35 PM:
To: Jeri Takimoto@BUSMKT.MKTSVC@TXIRV, Troy James@NTWKPLNG.ND@TXIRV
Cc: Billy Jacobs@NTWKPLNG.ND@TXIRV, Gary Frye@NTWKPLNG.ND@TXIRV

Jeri,

Shown below is an estimation for the installation labor. Troy James is working on the engineering estimate and will be providing that to you.

Thanks,
Alan Hunter
Manager-Transmission Design Support
Verizon Wholesale Network Services
alan.hunter@verizon.com
Tel: 972-718-1058 Fax: 972-718-1235

From: Billy Jacobs@NTWKPLNG.ND@TXIRV, on 8/9/00 10:55 AM:
To: Alan Hunter@NTWKPLNG.ND@TXIRV
Cc: Gary Frye@NTWKPLNG.ND@TXIRV

Alan,

I spoke w/ Randy Workman who is familiar w/ Cyberpop and we think installation labor for the

would be a good estimate for

Billy Jacobs
Network Design-COEI Support
972-718-4766
Billy.Jacobs@telops.gte.com

From: Gary Frye@NTWKPLNG.ND@TXIRV, on 8/8/00 4:16 PM:
To: Billy Jacobs@NTWKPLNG.ND@TXIRV

fya

Gary L. Frye
Manager-COE Construction Support
972-718-6854
972-718-4598 fax
internet - gary.frye@telops.gte.com

Banyon - gary.frye@ntwkplng.nd@txirv

From: Alan Hunter@NTWKPLNG.ND@TXIRV, on 8/7/00 4:39 PM:
To: Gary Frye@NTWKPLNG.ND@TXIRV, Jeri Takimoto@BUSMKT.MKTSVC@TXIRV, Troy James@NTWKPLNG.ND@TXIRV
Cc: Ernest Ketcherside@NTWKPLNG.ND@TXIRV, Larry Richter@BUSMKT.MKTSVC@TXIRV

Troy and Gary,

Could you provide Jeri with the information she is requesting? You may want to get a listing of closed work orders from the Product Manager and base your estimates on the average of the actual time spent.

Thanks,
Alan Hunter
Manager-Transmission Design Support
Verizon Wholesale Network Services
alan.hunter@verizon.com
Tel: 972-718-1058 Fax: 972-718-1235

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From: Jeri Takimoto@BUSMKT.MKTSVC@TXIRV, on 8/7/00 3:39 PM:
To: Alan Hunter@NTWKPLNG.ND@TXIRV
Cc: Larry Richter@BUSMKT.MKTSVC@TXIRV

Alan,

I am preparing a cost study Virtual Collocation of Advanced Data Services which will be transferring to the Separate Data Affiliate (SDA). Two of the cost elements identified are the Engineering and Installation times required for the product and equipment listed below. Ernie Ketcherside suggested you would be able provide Engineering and Installation times for the following:

Please provide the Engineering and Installation times separately, as we must account for the two labor groups who perform these activities.

Do you think you would be able to provide this information by Thursday, August 10?

Thank you again, for your help!
Jeri
972-718-8863

ATM - Eng & Install

To: Jeri Takimoto@BUSMKT.MKTSVC@TXIRV
From: Loyd Harris@NTWKPLNG.ND@TXIRV
Cc:
Subject: re: Request for Virtual Collocation Data
Attachment: BEYOND.RTF
Date: 8/9/00 11:22 AM

Jeri,
Engineering time would be:
Installation time would be:

Hope this helps.

Loyd Harris
Designer-Switch Design Support Expert
Banyan: Loyd Harris@NTWKPLNG.ND@TXIRV
Internet: loyd.harris@verizon.com
M/C: HQB07A33
Voice/Fax: 972-718-1758

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From: Jeri Takimoto@BUSMKT.MKTSVC@TXIRV, on 8/7/00 3:14 PM:

Lloyd,

I am preparing a cost study Virtual Collocation of Advanced Data Services which will be transferring to the Separate Data Affiliate (SDA). Two of the cost elements identified are the Engineering and Installation times required for the product and equipment listed below. When I first "attacked" Jim Scarborough for this information, he kindly directed me to you for Engineering and Installation times for the following:

ATM:

Please provide the Engineering and Installation times separately, as we must account for the two labor groups who perform these activities.

Do you think you would be able to provide this information by Thursday, August 10?

Thank you again, for your help!
Jeri
972-718-8863

ATM - Eng & Install

To: Jeri Takimoto@BUSMKT.MKTSVC@TXIRV
From: Jim Scarborough@NTWKPLNG.ND@TXIRV
Cc:
Subject: re: Request for Virtual Collocation Data
Attachment: BEYOND.RTF
Date: 8/8/00 2:04 PM

..Jeri

of Engineering is very typical for a project adding the based on reviews of a handful of completed projects in Texas and California.

I've discussed Installation requirements with Mike Owens of COEI support and the conclusion is that would suffice for a typical project.

These hours were developed using the following assumptions:
Place a relay rack within an area with existing superstructure.
Install power feeders for main and protect supply.
Racking and stacking of equipment with in the relay rack.
Running and terminating of a mix of cables to include Optics.

REDACTED

Good luck..
Jim Scarborough
IOF Design Support
972-718-7666

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From: Jeri Takimoto@BUSMKT.MKTSVC@TXIRV, on 8/7/00 3:02 PM:

Jim,

Thank-you for your help! Now I know how to ask for your help properly...so formally...

I am preparing a cost study Virtual Collocation of Advanced Data Services which will be transferring to the Separate Data Affiliate (SDA). Two of the cost elements identified are the Engineering and Installation times required for the product and equipment listed below. Ernie Ketcherside suggested you would be able provide Engineering and Installation times for the following:

ATM:

Please provide the Engineering and Installation times separately, as we must account for the two labor groups who perform these activities.

Do you think you would be able to provide this information by Thursday, August 10?

Thank you again, for your help!
Jeri
972-718-8863

SIMDS - Eng. Install

To: Jeri Takimoto@BUSMKT.MKTSVC@TXIRV
From: Saul Perea@NTWKPLNG.ND@TXIRV
Cc:
Subject: re: Request for Virtual Collocation Data
Attachment: BEYOND.RTF
Date: 8/9/00 4:33 PM

Jeri,

I could not locate any work orders in CPMS. All these work orders have probably been archived. This product is for additions and maint. only. The numbers below are based on my experience with the product about eight years ago.

Engineering:
COEI:

Hope this helps.

Thanks,
Saul Perea
Transmission Design Support
Tel.: 972-718-7738
Fax: 972-718-1235

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From: Jeri Takimoto@BUSMKT.MKTSVC@TXIRV, on 8/9/00 11:16 AM:
To: Saul Perea@NTWKPLNG.ND@TXIRV

Saul,

Thank-you! Working from the work orders is the most concrete way to go and I appreciate the time you have taken to pull those for me. I'll sit tight for the and start incorporating the Frame Relay info right away.

Thanks,
Jeri

From: Saul Perea@NTWKPLNG.ND@TXIRV, on 8/9/00 11:11 AM:
To: Jeri Takimoto@BUSMKT.MKTSVC@TXIRV
Cc: Larry Richter@BUSMKT.MKTSVC@TXIRV

Jeri,

I looked at the actuals for 20 work orders in California and this is what they averaged out to for the frame relay projects:

Engineering:
COEI:

Still working on the switches.

Thanks,
Saul Perea
Transmission Design Support
Tel.: 972-718-7738
Fax: 972-718-1235

From: Jeri Takimoto@BUSMKT.MKTSVC@TXIRV, on 8/7/00 3:33 PM:
To: Saul Perea@NTWKPLNG.ND@TXIRV
Cc: Larry Richter@BUSMKT.MKTSVC@TXIRV

Saul,

Last time we spoke, I was costing for Optical Cross Connect equipment...this time, I am preparing a cost study Virtual Collocation of Advanced Data Services which will be transferring to the Separate Data Affiliate (SDA). Two of the cost elements identified are the Engineering and Installation times required for the product and equipment listed below. Ernie Ketcherside suggested you would be able provide Engineering and Installation times for the following:

Frame Relay:
SMDS:

Please provide the Engineering and Installation times separately, as we must account for the two labor groups who perform these activities.

Do you think you would be able to provide this information by Thursday, August 10?

Thank you again, for your help!
Jeri
972-718-8863

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Router Maintenance

Trouble Maintenance

Contacts: Rick Walsh	OAM&P routers
Denny Osterhaus	OAM&P routers
Jim Wilson	CyberPOP routers
Bruce Watters	CyberWAN routers
Ronnie Witzel	IT-Verizon Data Services (SDA)
Jim Grinsley	

Verizon has a global maintenance agreement with _____ by which a certain level of maintenance is provided by _____ in relationship to the level of the purchases Verizon makes from _____. The charge for this maintenance contract for the year _____ was _____ of discounted price.

Through the global maintenance agreement _____ provides 24x7 TAC (Technical Analysis Center), operating software updates and _____ -on-site parts delivery.

When trouble is detected on router network, a Verizon employee is dispatched to the site. There they act as the "arms, hand and eyes", working with the remote technician to isolate the problem and restore the equipment. If the equipment cannot be restored in this manner is a _____ Technician dispatched to perform hands on work in the CO. This work is contracted for by the individual Verizon business units separate from the global maintenance contract.

This procedure would be followed whether the router network belongs to the ILEC or a DLEC.

If the router is something other than a _____, costing assumes the CO Technician will still be involved in the troubleshooting and restoration as described above. Technical support and if necessary, vendor contractors, will simply come from the appropriate vendor. Costing assumes Verizon will be responsible for establishing a maintenance contract with the appropriate manufacturers.

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Virtual Equipment - 4
Monthly Recurring Costs

Includes the following costs on a per base unit basis:

- 1 Trouble Maintenance labor hours
 - Time to Troubleshoot a Trouble Ticket
 - Time to Restore the Central Office Equipment
 - Average number of Trouble Tickets per Year

- 2 Routine Maintenance labor hours
 - Time for Routine Maintenance per Year
 - i.e. Maintenance recommended by manufacturer
 - Clean fans
 - Visual check
 - Test cards

Each of the costs above are developed on a per year per base unit basis then divided by 12 to come up with a monthly cost.

Grouping the equipment into Powered and Passive is not currently done at this level; this categorization is done in the Section Summary.

- 3 When the cost and pricing templates were first developed they included a cost for monitoring equipment. This was the cost for the equipment placed in the CO through which the NOC monitors other networks, not the labor cost of the personnel who monitor the network.

After the costing and pricing templates had been developed, but before any Interconnection rates were developed, it was clarified that the monitoring equipment which had been costed is used for monitoring GTE's network, not CLEC networks. If a CLEC desires the NOC to monitor its network, it enters into a separate contract with the NOC which includes the cost for the monitoring equipment. To avoid "double-dipping", it was decided to remove the cost for the monitoring equipment from the cost study by reducing the cost to zero rather than removing the cost element altogether. This was done to avoid changes to the costing and pricing template until the rates for the interconnection agreements could be developed and there was sufficient time to remove the cost element from the cost and pricing templates.

To: Barbara Ellis@BUSMKT.MKTSVC@TXIRV
From: Connie Zigler@BUSMKT.MKTSVC@TXIRV
Originated by: John Stanley@CARMKT.CMS@CATOK
Cc:
Subject: fwd: re: Collocation Applications by Type of Equipment
Attachment: VIRTUAL EQUIP WEIGHTINGS.XLS
Date: 4/26/01 2:34 PM

Connie Zigler
Manager - Service Costs - Collocation
972/718-1157
972/718-5147 (fax)

From: John Stanley@CARMKT.CMS@CATOK, on 4/24/01 5:15 PM:
To: Jeri Takimoto@BUSMKT.MKTSVC@TXIRV
Cc: Connie Zigler@BUSMKT.MKTSVC@TXIRV, Dan Olinger@BUSMKT.MKTSVC@TXIRV

Jeri,

The following are estimated percentages of requested equipment type in virtual collocation arrangements;

ADSL =
ATM =
FRAME RELAY=
OC (3, 12, 24, 28) =
NGDLC =

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John Stanley
Manager - CIPM
Wholesale Services
(805) 372-8211
----- Original Text -----

From: Jeri Takimoto@BUSMKT.MKTSVC@TXIRV, on 4/20/01 3:36 PM:

John,

Following up on our phone call, in preparation of our Collocation cost study, I am looking for information on the percentage of Virtual Collocation applications which request certain types of equipment. The question would be for example:

What percent of the time do collocators request ATM switches?

What percent of the time do collocators request Frame Relays? Routers? xDSL? OC3? etc.

The complete list of types of equipment I need this information for is as follows:

ATM
Frame Relay
DSLAMs
Routers
OC3
OC12
OC24
OC48
NGDLC (Litespan)

If you do not routinely track this type of statistic, can you provide estimates of frequencies of occurrence? Raw counts will work as well.

I have searched through Collocation Central and talked with David Borrego, however so far I have come up empty. The information I need is available on the equipment list but is not categorized by type of equipment in Collocation Central.

I will appreciate any information you can give me, preferably estimates on past collo applications, but forecasts can work as well.

The forecast I received from Wes Lazarus is as follows. You'll notice OC3-OC48 were either not provided or not forecast:

East Region- VA., AL, KY.,NC, SC, FL

DSLAM -

ASLAM -

Central and North Region- WI, IL, IN, OH, MO, MI, TX, PA

DSLAM -

ASLAM-

ATM -

FRAME RELAY -

DLC -

John, thank-you for your help!

Jeri

972-718-8863

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To: Jeri Takimoto@BUSMKT.MKTSVC@TXIRV
From: Larry Richter@BUSMKT.MKTSVC@TXIRV
Originated by: Dennis Dunahue <ddunahue@verizonnoc.com>
Cc:
Subject: fwd: FW: EQUIPMENT MAINTENANCE REQUEST
Attachment: CyberWAN.doc, Headers.822, BEYOND.RTF
Date: 8/4/00 3:38 PM

fyi

Larry Richter
Consultant Service Cost
972-718-2366 (Office)
972-718-5147 (Fax)
800-977-4419 (Pager)

From: Dennis Dunahue <ddunahue@verizonnoc.com>, on 8/4/00 3:31 PM:
To: smtp["larry.richter@verizon.com" <larry.richter@verizon.com>]

-----Original Message-----

From: Bob McCool
Sent: Thursday, August 03, 2000 12:05 PM
To: Dennis Dunahue
Subject: RE: EQUIPMENT MAINTENANCE REQUEST

I have placed my data at the bottom left of the chart, Bob

-----Original Message-----

From: Dennis Dunahue
Sent: Thursday, August 03, 2000 7:34 AM
To: Bob McCool; Guy Moody
Cc: 'larry.richter@verizon.com'
Subject: FW: EQUIPMENT MAINTENANCE REQUEST

Bob and Guy,
Please provide the requested information by 8-4-00 via email and copy me.

Denny

-----Original Message-----

From: larry.richter@verizon.com [mailto:larry.richter@verizon.com]
Sent: Wednesday, August 02, 2000 3:20 PM
To: denny.dunahue@verizon.com
Cc: jeri.takimoto@verizon.com; larry.richter@verizon.com;
lori.lawthers@verizon.com
Subject: fwd: EQUIPMENT MAINTENANCE REQUEST

Denny,

I have attached an e-mail that I have sent to Chuck Walker asking for information in developing a cost study to develop rates for the maintenance of the equipment being transferred to SDA. The DSL equipment Chuck did not have info on and suggested that you may have the information that we needed to complete the study. The info we are looking for is for the maintenance hours related to the DSL and Router

Based Services equipment. If you look at the attachment the first column describes the type of service and the third column provides the platform.

The maintenance info we are looking for is the hours of routine maintenance hours per year on the equipment, and the average number of repair/trouble tickets for the individual equipment and the average hours to clear the trouble.

If you can help with providing this info or if you can direct us to the appropriate person we would greatly appreciate it. We have a deadline of having the cost study completed by 8-15, so if we could possibly get the info by 8-7 or 8 it would be very beneficial.

Please call me or Jeri Takimoto at 972-718-2366 or 972-718-8863, respectively.

Larry Richter
Consultant Service Cost
972-718-2366 (Office)
972-718-5147 (Fax)
----- Original Text -----

From: Larry Richter@BUSMKT.MKTSVC@TXIRV, on 8/2/00 7:52 AM:
To: SMTP[Toni.Thompson@BDI.gte.com]
Cc: Jeri Takimoto@BUSMKT.MKTSVC@TXIRV,Larry Richter@BUSMKT.MKTSVC@TXIRV,Lori Lawthers@BUSMKT.MKTSVC@TXIRV,SMTP[Chuck.Walker@BDI.gte.com]

Toni, I have attached a listing of equipment that will be transferred to SDA. You have provided information on most of the types of equipment listed. Can you provide maintenance and repair info on the other remaining types of equipment.

On the attachment there are two specific columns of info that I would like to direct you to. These are the Type of Service and the other is the Platform column. The Platform column lists the equipment that is being transferred to SDA.

Type of Service Column

ATM STATISTICAL INFORMATION
DSL
CUSTOMER SERVICE MANAGEMENT
ROUTER BASED SERVICES
LAN TRANSPORT
TLS
SMDS
AGREGATION PLANS

You have provided info on the ATM and Frame Relay which is exactly what we needed. If you can provide the info in the same format it would be appreciated.

If there is another group that needs to provide some of the specific info please provide the name of a contact person and we will direct the request to them.

As before we are on a tight schedule, as I know you are also, so if you can call us and give us a time frame when this info could be expected. We have a deadline to have the cost study completed by the 15, so can you have the info to us by the 7 or 8?

In advance, Thank you for your assistance in this quest for this information. If there are any concerns please contact me or Jeri Takimoto at 972-718-2366 and 972-718-8863, respectively.

Thanks,

Larry Richter
Consultant Costing
972-718-2366 (Office)
972-718-5147 (Fax)



Router based

NOC provides hands and eyes to the Customer only.

Printer

No routine maintenance hours are performed.
average tickets per month Customer / Detected troubles. Average Total Time to Restore equals hours and Mean Time To Repair equals hours.

The NOC has not been notified of a customer base at this time.

TTR= Ticket open through trouble resolution time.

MTTR= Trouble isolation plus repair action times.

ADSL

NOC provides Monitoring and On-Line support for the Central Office DSLAM shelves and associated components.

Trouble reports average for this year is per month.

Routine maintenance is not scheduled for this product.

Average clearing time for ports is minutes.

REDACTED

**REDACTED INFORMATION IS
CONFIDENTIAL FOR
REASONS 1, 3 AND 4**

To: Jeri Takimoto@BUSMKT.MKTSVC@TXIRV, Larry
Richter@BUSMKT.MKTSVC@TXIRV
From: Ric Holmes@CNO.CZNR@TXIRV
Originated by: Gregory Truley@CNO.CZNR@TXIRV
Cc:
Subject: fwd: SDA - Repair Work Times
Attachment: BEYOND.RTF
Date: 8/11/00 1:46 PM

Larry, Jeri,

Hopefully, the information below will help. Greg works in Dan Burch's group, they handle the digital data products, services and issues in Scotty's NRS organization.

FYI, in looking over some Bell Atlantic documentation, for repair on ADSL equipment they list minutes.

Kathy Russell
for
Ric Holmes
Consultant - Service Assurance
Network Reliability Support Staff
HQB11C51
Phone 972 718-3245
Pager 972 942-3253
Fax 972 719-7309

REDACTED
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From: Willie Watson@CNO.CZNR@TXIRV, on 8/11/00 12:57 PM:
To: Kathy Russell@CNO.CZNR@TXIRV, Ric Holmes@CNO.CZNR@TXIRV, Willie Watson@CNO.CZNR@TXIRV

8/10/2000

Kathy,

The following is information provided by Greg Truley on the repair work times for equipment being moved to SDA..

Willie Watson
Specialist-Network Reliability Support
Mailcode: HQB11C07
Phone: 972-718-3955
Fax: 972-719-7309
Pager: 972-209-5141
Email: willie.watson@telops.gte.com

From: Gregory Truley@CNO.CZNR@TXIRV, on 8/10/00 7:17 PM:
To: Willie Watson@CNO.CZNR@TXIRV
Cc: Franz Aubry@CO.EPG@CATOK, Gregory Truley@CNO.CZNR@TXIRV, Laurie Scott@CO.EPG@CATOK, Tom Robison@CO.EPG@CATOK

Will;

Per your request, I am providing the repair work times associated with ADSL DSLAM, Frame Relay, and ATM switches.

These repair times are based on work performed specifically on the broadband equipment and not on the network associated with the equipment. The identified work times do NOT include locating the equipment, acquisition of proper tools, walk-through discussion with

To: Gregory Truley@CNO.CZNR@TXIRV
From: Jeri Takimoto@BUSMKT.MKTSVC@TXIRV
Cc: Kathy Russell@CNO.CZNR@TXIRV, Larry Richter@BUSMKT.MKTSVC@TXIRV,
Ric Holmes@CNO.CZNR@TXIRV, Willie Watson@CNO.CZNR@TXIRV
Subject: SDA - Repair Times - Chapter 2
Attachment:
Date: 8/14/00 8:22 AM

Greg,

I re-checked the requirements for information concerning repair and maintenance of equipment that will be transferring to the SDA.

Can I take you up on the offer you extended Friday for the times associated with trouble analysis and developing a repair plan? In your e-mail, this included "locating the equipment, acquisition of proper tools, walk-through discussion with the EPG or technical expert regarding equipment problems, or trouble analysis to determine the problem".

Would you also be able to provide an estimate for number of times (per month or year) repair work is required on DSLAMS, ATMs and Frame Relay switches?

Can you provide this information by Thursday, August 24?

I appreciate your help. Please call me, if you have questions or if I can help in any way.

Thanks,
Jeri
972-718-8863

08/14 3:45

Greg Truley

X 7160

OSSAM

312 470

1/1/00

To: Dan Olinger@BUSMKT.MKTSVC@TXIRV, Jeri Takimoto@BUSMKT.MKTSVC@TXIRV, Terry Theiss@BUSMKT.MKTSVC@TXIRV
 From: Larry Richter@BUSMKT.MKTSVC@TXIRV
 Originated by: Toni Thompson <Toni.Thompson@gte.com>
 Cc:
 Subject: fwd: Re: SDA request for maintenance info
 Attachment: attach1, Toni.Thompson.vcf, Headers.822, BEYOND.RTF
 Date: 7/27/00 3:47 PM

fyi

Larry Richter
 Specialist Costing
 972-718-2366

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From: Toni Thompson <Toni.Thompson@gte.com>, on 7/27/00 3:43 PM:
 To: Larry Richter@BUSMKT.MKTSVC@TXIRV
 Cc: smtp[<Toni.Thompson@gte.com>], smtp["Walker, Chuck" <Chuck.Walker@gte.com>]

Larry Richter wrote:

> Toni and Chuck, the following is information needed to develop the maintenance costs associated with the equipment that SDA will virtually collocate in the CO's and network personnel will maintain. The list of activities may not be complete so if any items are left out please add them in with time to complete.

- >
- > SDA equipment:
- > ATM SWITCHES, FRAME RELAY SWITCHES, DSLAMs, AND ROUTERS.
- >
- > 1. What are the monthly, semi-annual, or annual routines that are suggested to be performed by the manufacture or by GTE and the amount of time to perform each routine. No routines performed on these types of equipment.
- >
- > 2. What is the trouble history for each type of equipment as to an average number of reports per year.

reworked for SDA

```
*****
*      NOC TRACK Tickets(SA1200/SA600) ATM
*      04/01/2000 - 06/30/2000
*****
```

Total NOC TRACK Tickets: 30
 Total time(hrs):
 Avg Clear time(hrs):

***** END OF REPORT

```
*****
*      NOC TRACK Tickets(9000) Frame Relay
*      04/01/2000 - 06/30/2000
*****
```

Total NOC TRACK Tickets: 830
 Total time(hrs):
 Avg Clear time(hrs):

What is SA1200/SA600

ATM Switch	Tickets
SA1200/600	30
500/900	204
Total ATM	236
hrs/Ticket	1.45
	344

What is 9000

*30
 204
 236
 9.45*

*830
 1.45
 3320*

* NOC TRACK Tickets (500/550) ATM
* 04/01/2000 - 06/30/2000 *

what is 500/550

Total NOC TRACK Tickets: 206
Total time(hrs):
Avg Clear time(hrs):

REDACTED

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- >
- > 3. What is the average clearing time for the trouble reports referenced in 2.
- > Answered above.
- >
- > 4. Are there any specific activities related to any of the equipment that is not covered in the previous questions that must be performed. Periodic software and hardware upgrades. Unscheduled card replacement/repair.
- >
- > 5. How are these pieces of equipment monitored for performance. Are they all monitored at the NOC and is that where all trouble reports and routines are generated to be sent to the field? The NOC does Fault monitoring and not performance monitoring. The NOC does generate some trouble tickets for field personnel.
- >
- > 6. What type of monitoring equipment is necessary (type of equipment GTE currently uses) to monitor this equipment. Is the monitoring equipment different for any of the equipment. In our current cost study we use an ACP 50 to develop costs for monitoring capabilities of Virtually installed equipment for CLEC's. Is the type of equipment we would install today if we were to monitor the type of equipment we are transferring to SDA??
 - > The NOC uses TONICS to perform Fault Monitoring for al types of ATM and Frame Relay switches.
- >
- > 7. Any input you may have that would impact the cost for housing, maintaining, or monitoring the SDA virtual equipment would be greatly appreciated.
- >
- > If you have a portion of the requested info available now, please send it now so we can begin to put the cost spread sheets together. We will also need backup to support the information we put in the spread sheet. Back up being actual trouble history, trouble clearing times, routine reports, etc.
- >
- > Thanks in advance for your assistance. If you have a question please call me at 972-718-2366, or Terry Theiss at 972-718-5905.
- >
- > Larry Richter
- > Specialist Costing
- > 972-718-2366

How does NOC TRACK ticket get cleared

Is TONICS a type of equipment or a monitoring system?