



GTE Network Services

July 11, 2000

1000 GTE Drive
P.O. Box 307
Wentzville, MO 63385-0307

FILED³

JUL 10 2000

VIA AIRBORNE EXPRESS

Mr. Dale Hardy Roberts
Secretary/Chief Administrative Law Judge
Missouri Public Service Commission
301 W. High Street, Room 530
Jefferson City, MO 65101

Missouri Public
Service Commission

IA 20010001

Subject: REPLACEMENT PAGE TO APPLICATION OF GTE MIDWEST
INCORPORATED AND GTE ARKANSAS INCORPORATED FOR
APPROVAL OF AN INTERCONNECTION AGREEMENT WITH
UNIVERSAL TELECOM, INC., PURSUANT TO SECTION 252(e) OF
THE TELECOMMUNICATIONS ACT OF 1996
CASE NO. TO-2000-526

Dear Mr. Roberts:

Enclosed for filing are the original and fourteen (14) copies of a replacement page to the Application for Approval of an Interconnection Agreement on behalf of GTE Midwest Incorporated and GTE Arkansas Incorporated with Universal Telecom, Inc.

The replacement page corrects the CLEC name in Article III, Section 40, paragraphs 40.2 and 40.3.

Thank you for your assistance in this matter.

Sincerely,

Tracy D. Pagliara

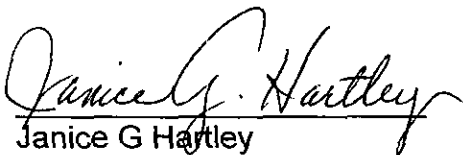
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Enc.

CERTIFICATE OF SERVICE

I do hereby certify that a true and correct copy of the foregoing document was mailed via Airborne Express to Dale Hardy Roberts, Secretary/Chief Administrative Law Judge, Missouri Public Service Commission, 301 W. High Street, Room 530, Jefferson City, MO 65101 and was mailed, postage prepaid, this 7th day of July, 2000 the following:

Office of the Public Counsel
301 W. High Street, Room 250
Jefferson City, MO 65101

Mr. David Wigginton
President
Universal Telecom, Inc.
105 E. Adams St., Bldg II, Suite 200
LaGrange, KY 40031-0679


Janice G Hartley

40. OSS Performance Measurements.

- 40.1 The Parties will provide a level of service to each other with respect to services and facilities under this Agreement in compliance with the non-discrimination requirements of the Act..
- 40.2 The performance measurements detail the areas of performance to be tracked, reported and audited. GTE will make available monthly performance measurement data via the internet on GTE's WISE website. The results of these performance measurements shall be used to indicate the level of quality of service GTE provides to Universal and satisfies GTE's obligations under the Act or state law. Furthermore, GTE expects to satisfy requirements for reporting and auditing as may be mandated by state law.
- 40.3 Performance measurements to measure quality of service are provisional and subject to continued evolution as driven by the industry and state commissions. Performance measurements, when developed and implemented on GTE's WISE website (<http://www.gte.com/wise>), shall be made available to Universal and shall automatically modify and/or replace existing performance measurements GTE currently makes available to all CLECs.
- 40.4 GTE's performance measurements are made available on a nationwide basis to all qualifying CLECs. Such performance measurements provide for standards to measure the quality of services, elements or functions offered by GTE within the following major categories:
- (a) Pre-ordering activities relate to the exchange of information between GTE and the CLEC regarding current or proposed customer products and services, or any other information required to initiate ordering of service. Pre-ordering encompasses the critical information needed to submit a provisioning order from the CLEC to GTE. The pre-order measurement reports the timeliness with which pre-order inquiries are returned to CLECs by GTE.
 - (b) Ordering activities include the exchange of information between GTE and the CLEC regarding requests for service. Ordering includes: (1) the submittal of the service request from the CLEC, (2) rejection of any service request with errors and (3) confirmation that a valid service request has been received and a due date for the request assigned. Ordering performance measurements report on the timeliness with which these various activities are completed by GTE. Also captured within this category is reporting on the number of CLEC service requests that automatically generate a service order in GTE's service order creation system.
 - (c) Provisioning is the set of activities required to install, change or disconnect a customer's service. It includes the functions to establish or condition physical facilities as well as the completion of any required software translations to define the feature functionality of the service. Provisioning also involves communication between the CLEC and GTE on the status of a service order, including any delay in meeting the commitment date and the time at which actual completion of service installation has occurred. Measurements in this category evaluate the quality of service installations, the efficiency of the installation process and the timeliness of notifications to the CLEC that installation is completed or has been delayed.