

ARTICLE XVIII
JOINT OPERATIONAL TEAMS

18.0 Joint Operational Teams.

18.1 Joint Operational Teams. Upon the request of either Party hereto, the Parties shall promptly form joint operational teams as needed to develop the procedures, guidelines, specifications and standards necessary for the provision of services under this Agreement and for the specific implementation of each Party's obligations hereunder. Once a joint operational team is established, each Party's representatives to the team will work in good faith to resolve identified implementation issues in a timely manner. Agreements reached by such operational teams shall be documented, unless otherwise agreed upon by the Parties.

The Parties agree that any necessary operational process included in the companies' former Implementation Plan that is not addressed in this Agreement may, upon mutual agreement of the Parties, be defined and documented by an inter-company joint operational team, pursuant to the procedure established by Article XVIII.