

- M. Response - A single response in a set of predefined expected responses to a request for information contained in a query from a computer processor.
- N. Toll Billing Exception (TBE) - A LIDB option that allows end users to restrict third number billing or collect calls to their lines.
- O. Service Management System (SMS) - An off-line system used to access, create, modify, or update information in LIDB. For the purposes of this appendix, the SMS for LIDB is LVAS.
- P. Sleuth - An off-line administration system that SWBT uses to monitor suspected occurrences of ABS-related fraud. Sleuth uses a systematic pattern analysis of query message data to identify potential incidences requiring fraud investigation. Detection parameters are based upon vendor recommendations and SWBT's analysis of collected data and are subject to change from time to time.
- Q. Special Billing Number (SBN) Account Groups - Line records in LIDB that are based on an NPA-RAO numbering format. NPA-RAO numbering formats are similar to NPA-NXX formats except that the fourth digit of an NPA-RAO line record is either a zero (0) or a one (1).
- R. Tape Load Facility - A separate data entry point at the SCP where LIDB resides. The Tape Load Facility provides direct access to LIDB for data administration that bypasses the service management system for SWBT's LIDB.
- S. Translation Type - A code in the Signaling Connection Control Point (SCCP) of the SS7 signaling message. Translation Types are used for routing LIDB queries. Signal Transfer Points (STPs) use Translation Types to identify the routing table used to route a LIDB query. All LIDB queries against the same exchange and Translation Type are routed to the same LIDB.

2. General Description

- A. SWBT's LIDB is connected directly to a service management system (i.e., LVAS), a database editor (i.e., LIDB Editor), and a tape load facility. Each of these facilities, processes, or systems, provide SWBT with the capability of creating, modifying, changing, or deleting, line/billing records in LIDB. SWBT's LIDB is also connected directly to an adjunct fraud monitoring system (i.e., Sleuth).
- B. SWBT will provide LSP with access to LVAS, LIDB Editor, and tape load facility as set forth in this Appendix and the Exhibit or Exhibits attached

hereto. SWBT warrants that the manner in which it provides such access to LSP will be equivalent to the manner in which SWBT provides such access to itself.

- C. SWBT will also provide LSP with fraud alerts from Sleuth as set forth in this Appendix and in Exhibit IV (Sleuth). SWBT warrants that it will provide fraud alerts to LSP using the same fraud monitoring parameters as SWBT uses for itself.
- D. From time-to-time, SWBT enhances its LIDB to create new services and/or LIDB functionalities. Such enhancements may involve the creation of new line-level or group-level data elements in LIDB. SWBT will coordinate with LSP to provide LSP with the opportunity to update its data concurrent with SWBT's updates of SWBT's own data. Both parties understand and agree that some LIDB enhancements will require LSP to update its line/billing records with new or different information.
- E. Charges for the provisioning of Data Base Administration and LIDB Storage are set forth in Exhibit II (Basis of Compensation).

3. Service Description

3.1 LVAS

LVAS provides LSP with the capability to access, create, modify or update information in LIDB. LVAS has two electronic interfaces. These interfaces are the Service Order Entry Interface and the Interactive Interface.

3.1.1 Service Order Entry Interface

- (A) The Service Order Entry Interface provides LSP with unbundled access to SWBT's LVAS that is equivalent to SWBT's own service order entry process to LVAS. Service Order Entry Interface allows LSP to electronically transmit properly formatted records from LSP's service order process into LVAS.
- (B) LSP's access to the Service Order Entry Interface will be through a remote access facility (RAF). The RAF will provide SWBT with a security gateway for LSP access to the Service Order Entry Interface. The RAF will verify the validity of LSP's transmissions and limit LSP's access to SWBT's Service Order Entry Interface to LVAS. LSP does not gain access to

any other SMS, interface, database, or operations support system through this Appendix.

- (C) SWBT will provide LSP with the file transfer protocol specifications LSP will use to administer LSP's data over the Service Order Entry Interface. LSP acknowledges that transmission in such specified protocol is necessary for SWBT to provide LSP with Data Base Administration and Storage.
- (D) LSP can choose the Service Order Entry Interface as its only interface to LVAS and LIDB or the LSP can choose to use this interface in conjunction with any other interface that SWBT provides under this Appendix except the Manual Interface.
- (E) SWBT will provide LSP with SWBT-specific documentation for properly formatting the records LSP will transmit over the Service Order Entry Interface.
- (F) LSP understands that its record access through the Service Order Entry Interface will be limited to its own line/billing records.

3.1.2 Interactive Interface

- (A) The Interactive Interface provides LSP with unbundled access to SWBT's LVAS that is equivalent to SWBT's access at its LIDB DBAC. Interactive Interface provides LSP with the ability to have its own personnel access LSP's records via an application screen that is presented on a computer monitor. Once LSP has accessed one of its line/billing records, LSP can perform all of the data administration tasks SWBT's LIDB DBAC personnel can perform on SWBT line/billing records.
- (B) SWBT will provide LSP with Interactive Interface through a modem. LSP understands that its record access through the Interactive Interface will be limited to its own line/billing records.
- (C) LSP will use hardware and software that is compatible with LVAS hardware and software.
- (D) LSP can choose to request the Interactive Interface as its only interface to LVAS and LIDB or the LSP can choose to use this

interface in conjunction with any other interface that SWBT provides under this Appendix except the Manual Interface.

- (E) SWBT will provide LSP with SWBT-specific documentation in the form of screen prints and prints of help screens.

3.1.3 Manual Interface

- (A) Manual Interface is available only if the LSP has 1,000 line/billing records or less. Manual Interface allows LSP to fax updates to SWBT's LIDB DBAC. SWBT's LIDB DBAC personnel will manually enter these faxed updates into LVAS for LSP.
- (B) Manual Interface is not available with any other interface SWBT provides under this Appendix.
- (C) LSP understands that its record access through the Manual Interface will be limited to its own line/billing records.

3.2 Tape Load Facility Interface

- (A) Tape Load Facility Interface provides LSP with unbundled access to SWBT's Tape Load Facility in the same manner that SWBT accesses this facility. Tape Load Facility Interface allows LSP to create and submit magnetic tapes for input into LIDB.
- (B) The Tape Load Facility Interface is not an interface to LVAS. The Tape Load Facility Interface is an entry point to LIDB at the SCP where LIDB resides.
- (C) The Tape Load Facility Interface is available only when the amount of information is too large for LVAS to accommodate. Both parties agree that these situations normally occur during the initial load of LSP's information into LIDB or when LIDB is updated for a new product. The Tape Load Facility Interface is not available for ongoing updates of information. LSP may request the Tape Load Facility Interface only when its updates exceed 100,000 line/billing records over and above the LSP's normal daily update processing.
- (D) LSP will create its own tapes in formats specified in GR-446-CORE, Issue 2, June 1994, as revised. Such tapes will only include information associated with LSP's line/billing records.

- (E) LSP will deliver a separate set of tapes, each having identical information to each SCP node on which LIDB resides. SWBT will provide LSP with the name and address of the SWBT employee designated to receive the tapes at each location.
- (F) In addition to the tapes LSP will create and deliver to the SCP node locations, LSP shall deliver an additional set of tapes to the LVAS System Administrator so that SWBT can load LSP's updates into LVAS. LSP understands that these additional tapes must contain information identical to the tapes delivered to the SCP nodes, but that the format will differ. SWBT shall provide LSP SWBT-specific documentation for record formations of these additional tapes. SWBT shall use these tapes to create LSP records in LVAS that correspond with the records being loaded into LIDB using the Tape Load Facility Interface. SWBT shall provide LSP with the name and address of the SWBT System Administrator to whom the LVAS update tapes should be sent.
- (G) SWBT and LSP shall negotiate mutually agreed upon dates and times for tape loads of LSP data when such loads are the result of an LSP request.
- (H) LSP understands and agrees that its record access through the Tape Load Facility Interface is only for LSP's own line/billing records. LSP warrants that it shall not use the Tape Load Facility Interface to modify any group record. LSP further warrants that it shall not use the Tape Load Facility Interface to modify any line/billing record not belonging to LSP.

3.3 LIDB Editor Interface

- (A) LIDB Editor Interface provides LSP with unbundled access to SWBT's LIDB Editor equivalent to SWBT's manner of access. LIDB Editor provides LSP with emergency access to LIDB only when LVAS is unable to access LIDB or is otherwise inoperable.
- (B) LIDB Editor Interface is not an interface to LVAS. LIDB Editor is an SCP tool accessible only by authorized SWBT employees. LSP shall have access to SWBT employees authorized to access LIDB Editor during the same times and under the same conditions that SWBT has access to LIDB Editor.

- (C) LSP understands that its record access through the LIDB Editor Interface is limited to its own line/billing records.

3.4 Audits

SWBT shall provide LSP with access equivalent to SWBT's own access to LVAS audit functionalities.

3.4.1 LIDB Audits

- (A) This audit is between LVAS and LIDB. This audit verifies that LVAS records match LIDB records. The LIDB Audit is against all line records and group record information in LVAS and LIDB, regardless of data ownership.
- (B) SWBT shall run the LIDB audit continuously throughout each and every day.
- (C) SWBT shall create a "variance file" of all LSP records that fail the LIDB audit. LSP can access these files through the Interactive Interface.
- (D) LSP shall investigate accounts that fail the LIDB audit and correct any discrepancies as set forth in paragraph 3(H). LSP shall correct all discrepancies using the LVAS interface(s) LSP has requested under this Appendix.

3.4.2 Billing System Audit

- (A) This type of audit is between LVAS and SWBT's billing system(s). This audit verifies that LVAS records match SWBT's billing system records.
- (B) SWBT shall provide LSP with access equivalent to SWBT's own access to the billing system audit functionality. SWBT shall provide LSP with a file containing LSP records in LIDB. LSP shall specify if the billing system audit tape will be delivered by either magnetic tape or electronically over the Service Order Entry Interface.
- (C) LSP shall audit its LIDB accounts against LSP's billing system and correct any discrepancies as set forth in paragraph 3(H). LSP shall correct all discrepancies using the LVAS interface(s) LSP has requested under this Appendix.

- (C) SWBT shall provide LSP scheduled and unscheduled billing system audits as set forth below:

(1) Scheduled Audits

SWBT shall provide LSP with a billing system audit file twice per year. Such audit files will represent LSP's entire data store in LVAS. The Parties shall mutually agree upon the dates such audit files will be provided.

(2) Unscheduled Audits

LSP can request additional audit files and SWBT will work cooperatively to accommodate all reasonable LSP requests for such additional audit files. Charges for additional audit files shall apply as set forth in Exhibit II (Basis for Compensation).

3.5 Sleuth

- (A) Sleuth notification provides LSP with Sleuth alert messages. Sleuth alert messages indicate potential incidences of ABS-related fraud for investigation.
- (B) Sleuth historical reports are available to LSP as set forth in Exhibit IV (Sleuth).

3. Manner of Provisioning

- (A) SWBT shall provide to LSP, on request, SWBT-specific documentation regarding record formatting and associated hardware requirements for LSP to access each of the interfaces SWBT provides for LIDB data administration.
- (B) LSP shall obtain, at its own expense, all necessary documentation produced by non-SWBT entities such as Bellcore.
- (C) Magnetic tapes submitted by LSP must conform to the hardware specifications of each SCP node where LIDB resides. This includes 9-track and 8mm tapes as well as other site-specific limitations. SWBT shall provide LSP with all magnetic tape hardware requirements upon request. LSP shall create the magnetic tapes its submits for input into LIDB and LVAS over the tape load interface.

- (D) SWBT shall input information provided by LSP into LIDB for the NPA-NXXs and/or NPA-RAOs set forth in Exhibit I, EXCHANGES TO BE ADMINISTERED, attached hereto and made a part hereof. LSP shall provide all information needed by SWBT to support the services being requested. This information may include, but is not limited to, Calling Card Service information, Toll Bill Exception information (such as restrictions on collect and third number billing), class of service information, originating line number screening information, ZIP code information, and calling name information.
- (E) LSP shall furnish, prior to the initial LVAS load, and as requested by SWBT thereafter, the following forecast data:
- the number of working lines per account group
 - the number of working line numbers to be established
 - the average number of monthly changes to these records
 - the number of busy hour queries, by query type
 - the number of annual queries by query type

If SWBT, at its discretion, determines that it lacks adequate storage, or processing capability, prior to the initial loading of LSP information, SWBT shall notify LSP of its intent to not provide to LSP the Services under this Appendix and this Appendix will be void.

- (F) LSP shall furnish all line records and group records in a format required by SWBT to establish records in LIDB for all working line numbers, not just line numbers associated with calling card PIN or Toll Billing Exceptions (TBE).
- (G) LSP acknowledges that SWBT's LIDB is accessible by many telecommunications companies and that these telecommunications companies expect a high degree of accuracy in the response information provided to their queries. LSP shall administer its data in such a manner that SWBT's accuracy of response information is not adversely impacted.
- (H) LSP shall verify to SWBT the line information data residing in LVAS by reviewing the listing of line information data provided by SWBT's billing system audit file. LSP shall provide to SWBT all additions, deletions, and corrections resulting from its verification on, or before, the fourteenth business day following its receipt of line information verification reports produced by SWBT for audit processes.
- (I) SWBT shall provide the functionality needed to perform certain query/response functions on a call-by-call basis for the line/billing records of LSP that reside in SWBT's LIDB. Those query/response functions SWBT will perform are set forth in the Exhibits.

- (J) With respect to all matters covered by this Appendix, each Party shall adopt and comply with SWBT standard operating methods and procedures and shall observe the rules and regulations which cover the administration of LVAS service and the Sleuth System, as set forth in SWBT practices. The Parties acknowledge that those practices may be changed by SWBT from time to time.
- (K) Administration of the SCP on which LIDB resides, as well as any system or query processing logic that applies to all data resident on SWBT's LIDB is, and remains, the responsibility of SWBT. LSP acknowledges that SWBT, in its role as system administrator, may need to access any record in LIDB, including any such records of LSP. SWBT shall limit such access to those actions necessary to ensure the successful operation and administration of SWBT's SCP and LIDB.
- (L) LSP acknowledges that SWBT shall, in its sole discretion, allow or negotiate any access to SWBT's LIDB. LSP does not gain any ability, by virtue of this Appendix, to determine which telecommunications companies are allowed to access information in SWBT's LIDB. LSP acknowledges that when SWBT allows a query originator to access SWBT data in SWBT's LIDB, such query originators shall also have access to LSP's data that is also stored in SWBT's LIDB.
- (M) LSP acknowledges that SWBT does not have data screening capability in LIDB. Data Screening is the ability of a LIDB owner to deny complete or partial access to LIDB data or processes.

4. Billing

Compensation to SWBT for data storage and administration service and Sleuth services shall be based upon the rates set forth in Exhibit II (Basis of Compensation), attached hereto and made a part hereof. These rates will apply for one (1) year from the service effective date for each exchange. After one (1) year, SWBT may change the rates upon seventy-five (75) days' notice. SWBT may first give such notice seventy-five days before the end of the first year.

4.1 SWBT Responsibilities

- (A) SWBT shall determine, for billing purposes, the number of access lines that are administered for each NPA-NXX or NPA-RAO for which SWBT performs the database administration function on behalf of LSP. SWBT shall quantify access lines monthly.

- (B) SWBT shall provide, upon written request, such data as is reasonably necessary to verify billing charges for data base administration update functions. SWBT shall provide this information in standard SWBT LVAS report formats.
- (C) SWBT shall provide such data, as is reasonably necessary, to enable the independent Billing Information Systems (IBIS) billing statements to be substantiated for query volumes of LSP line/billing records that reside in SWBT's LIDB. SWBT shall provide this data to LSP in standard Exchange Message Record (EMR) format.

4.2 LSP Responsibilities

- (A) LSP shall pay SWBT the amounts billed for the services rendered.
- (B) LSP shall bill the appropriate charges to end users, on behalf of third parties who query LIDB and receive a response verifying the end user's willingness to accept the charges for the underlying call.
- (C) LSP shall provide to third parties, that query LIDB and receive a response verifying an end user's willingness to accept charges of services supported by LIDB, all necessary billing information needed by the third party to bill for the services provided.

4.3 Compensation for Data Access

- (A) Subject to the limitations in (B) below, SWBT shall compensate LSP for queries against the data LSP stores in SWBT's LIDB. Queries by SWBT and LSP against the data LSP stores in SWBT's LIDB shall be included in the count of queries for which LSP will be compensated. SWBT shall compensate LSP by paying a percentage of the amounts SWBT billed, or would have billed, for each query. LSP acknowledges that the amount SWBT bills for LIDB queries against LSP's data may differ by query type, by query originator, and/or may change over time. The percentage SWBT will use to calculate such credits is set forth in Exhibit II (Basis of Compensation).
- (B) LSP acknowledges that SWBT's ability to provide such credit is based upon SWBT's ability to identify account ownership in LIDB. LSP acknowledges that LIDB currently identifies account ownership only at the level of the group record (i.e., NPA-NXX or NPA-RAO). LSP further agrees that SWBT will not provide such credit for LSP accounts that reside in group records that also contain SWBT or other data owner accounts. SWBT agrees to work with its LIDB and switch vendors to

attempt to develop the capabilities for SWBT to identify, and record for billing, the service provider of individual line/billing records. SWBT shall provide LSP compensation if SWBT implements such capabilities in its network.

5. Liability

- (A) SWBT shall not be liable for any losses or damages arising out of errors, interruptions, defects, failures, or malfunction of LVAS, including any and all associated equipment and data processing systems, except such losses or damages caused by the sole negligence of SWBT. Any losses or damages for which SWBT is held liable under this Appendix shall in no event exceed the amount of charges made for LVAS during the period beginning at the time SWBT receives notice of the error, interruption, defect, failure or malfunction to the time service is restored.
- (B) SWBT shall not be liable for any losses or damages arising out of SWBT's administration of Sleuth.
- (C) SWBT SHALL NOT BE LIABLE IN ANY EVENT FOR ANY SPECIAL, INDIRECT, INCIDENTAL, CONSEQUENTIAL, OR EXEMPLARY DAMAGES RESULTING FROM, OR ARISING OUT OF, OR IN CONNECTION WITH, THIS AGREEMENT.
- (D) LSP agrees to release, indemnify, defend, and hold harmless SWBT from any and all claims, demands, or suits brought by a third party against SWBT, directly or indirectly, arising out of SWBT's provision of service under this Appendix. This provision shall not apply to any losses, damages or other liability for which SWBT is found liable as a result of its sole negligence.

6. Disclaimer of Warranties

SWBT MAKES NO REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY WARRANTY AS TO MERCHANTABILITY OR FITNESS FOR INTENDED OR PARTICULAR PURPOSE WITH RESPECT TO LVAS SERVICE, LIDB OR THE SLEUTH SYSTEM. ADDITIONALLY, SOUTHWESTERN BELL ASSUMES NO RESPONSIBILITY WITH REGARD TO THE CORRECTNESS OF THE DATA SUPPLIED BY LSP WHEN THIS DATA IS ACCESSED AND USED BY A THIRD PARTY.

(Attach additional copies as needed)

APPENDIX LIDB

EXHIBIT II

BASIS OF COMPENSATION

1. COMPENSATION :

All rates and charges contained in this section are applicable in all regulatory jurisdictions.

2. RATES AND CHARGES

Manual Interface		<u>Rate Per Initial Load</u>
(a)	Initial Load	
(1)	per initial load	\$372.00
(2)	per 100 line records loaded	\$55.00
(b)	Ongoing Updates	<u>Rate Per Month</u>
(1)	per month	\$51.00
(2)	stored in LIDB	\$3.75

APPENDIX LIDB

EXHIBIT III

CALLING CARD AND BILLED NUMBER SCREENING VALIDATION

- (A) SWBT shall provide the functionality needed to perform the following query/response functions, on a call-by-call basis, for the line/billing records residing in SWBT's LIDB to:
1. Validate a 14-digit billing number where the first 10 digits are a telephone number or a special billing number assigned and the last four digits (PIN) are a security code assignment.
 2. Determine whether the billed line automatically rejects, accepts, or requires verification of certain calls billed as collect or third number.
 3. Determine whether the billed line is a public telephone number using the Class of Service information in the LIDB.
- B. LSP shall bill the appropriate charges to end users, on behalf of third parties who query LIDB and receive a response validating the end user's willingness to accept the charges for the underlying call.

Approved and executed the _____ day of _____, 19__.

_____ Southwestern Bell Telephone Company

By _____ By _____

Title _____ Title _____

Date _____ Date _____

APPENDIX LIDB

EXHIBIT IV

SLEUTH

- (A) SWBT shall provide LSP with an alert notification, by fax, or another mutually agreed upon format, when SWBT's Sleuth system indicates the probability of a fraud incidence. SWBT will use the same criteria to determine fraud alerts for LSP as SWBT uses for its own accounts.
- (B) Sleuth alert messages have four levels of priority. These levels are low, medium, high and urgent. Sleuth delivers alert messages to a queue in the Sleuth DBAC in priority order. Urgent alerts are prioritized first, followed by high, medium and low alerts (in that order).
- (C) SWBT's Sleuth investigators can access alerts only in the order the alerts appear in the queue. Low alerts almost never see investigator treatment. However, when Sleuth encounters a number of low priority alerts on the same account, Sleuth may upgrade the alert's status to a higher priority status.
- (D) When a Sleuth investigator determines that an urgent, high, or medium priority alert is for an LSP account, the Sleuth investigator will print the alert for the queue and fax the alert to the LSP. Sleuth alerts only identify potential occurrences of fraud. The LSP receiving Sleuth alerts will need to perform its own investigations to determine whether a fraud situation actually exists. The LSP will also need to determine what, if any action should it take as a result of a Sleuth alert.
- (E) SWBT's hours of operation for Sleuth are seven days a week, twenty-four hours per day (7X24). LSP shall provide SWBT with a contact name and fax number for SWBT to fax alerts from SWBT's Sleuth DBAC.
- (F) SWBT shall provide LSP with a Sleuth contact name and number, including fax number, for LSP to contact the Sleuth DBAC.
- (G) For each alert notification SWBT provides to LSP, LSP may request a corresponding 30-day historical report of ABS-related query processing. LSP may request up to three reports per alert. The charge for each historical report is set forth in Exhibit I. (Basis of Compensation).

Approved and executed the _____ day of _____, 19__.

_____ Southwestern Bell Telephone Company

By _____ By _____

Title _____ Title _____

Date _____ Date _____

APPENDIX LIDB

EXHIBIT V

CNAM SERVICE QUERY SERVICE

Upon receipt of the line/billing information from LSP, in a format acceptable to SWBT, SWBT will provide the functionality needed to perform the following query/response functions, on a call-by-call basis, for the line/billing records residing in SWBT's LIDB to identify the name associated with the line record.

Calling Name records are limited to fifteen characters. LSP is responsible for providing all name truncations and/or abbreviations needed to limit a calling name to 15 characters. LSP is also responsible for ensuring that its calling name data does not contain obscenities in English or other languages. Upon receipt of Calling Name data, in a format acceptable to SWBT, SWBT will provide the query/response functions, on a call-by-call basis, for the line/billing records residing in SWBT's LIDB to identify the name associated with the line record.

CNAM Service Query is SWBT's service that allows customers to query SWBT's LIDB for calling name information. Calling Name information means a telecommunications company's records of all its subscribers' names associated with one or more ten-digit telephone numbers assigned to the end user.

Approved and executed the _____ day of _____, 19__.

_____ Southwestern Bell Telephone Company

By _____ By _____

Title _____ Title _____

Date _____ Date _____

APPENDIX LIDB

EXHIBIT VI

Single Number Service (SNS) Query Service

Upon receipt of the line/billing information from LSP, in a format acceptable to SWBT, SWBT shall provide the functionality needed to perform the query/response functions, on a call-by-call basis, for the line/billing records residing in SWBT's LIDB to identify the ZIP code associated with the line record.

Approved and executed the _____ day of _____, 19__.

_____ Southwestern Bell Telephone Company

By _____ By _____

Title _____ Title _____

Date _____ Date _____

APPENDIX LIDB

EXHIBIT VII

Originating Line Number Screening (OLNS) Query

Upon receipt of the line/billing information for LSP, in a format acceptable to SWBT, SWBT shall provide the functionality needed to perform the query/response functions, on a call-by-call basis, for the line/billing records residing in SWBT's LIDB to identify the originating line screening requirements of the line record.

LSP shall ensure that its OLNS data complies with the definitions and record formats set forth in GR-1149-CORE and GR-446-CORE.

Approved and executed the _____ day of _____, 19____.

_____ Southwestern Bell Telephone Company

By _____ By _____

Title _____ Title _____

Date _____ Date _____

APPENDIX OS

APPENDIX OS

OPERATOR SERVICES

This Appendix sets forth the terms and conditions under which Southwestern Bell Telephone Company ("SWBT") agrees to provide Operator Services for LSP ("LSP").

I. SERVICES

SWBT will provide the following Operator Services:

- A. **FULLY AUTOMATED CALL PROCESSING** - Allows the caller to complete a call utilizing equipment without the assistance of a SWBT operator, hereafter called "Operator."

This allows the caller the option of completing calls through an automated alternate billing system (AABS). Automated functions can only be activated from a touch-tone telephone. Use of a rotary telephone and failure or low response by the caller to the audio prompts will bridge the caller to an Operator for assistance. The called party must also have Touch-tone service to automatically accept calls that are billed collect or to a third number.

- B. **OPERATOR-ASSISTED CALL PROCESSING** - Allows the caller to complete a call by receiving assistance from an Operator.

II. DEFINITIONS

- A. **FULLY AUTOMATED CALL PROCESSING**

SWBT will support the following fully automated call types for LSP:

1. **FULLY AUTOMATED CALLING CARD STATION-TO-STATION** - This service is provided when the caller dials zero ("0"), plus the desired telephone number and the telecommunications calling card number to which the call is to be charged. The call is completed without the assistance of an Operator. An authorized telecommunications calling card for the purpose of this Appendix, is one for which SWBT can perform billing validation. Fully-Automated Calling Card Call Service may also include the following situations:

- a. When an individual with a disability dials zero (0) and identifies himself or herself as disabled, he or she will provide the Operator the desired telephone number and the calling card number to which the call is to be billed.
 - b. When due to trouble on the network, or lack of service components (facilities to the AABS network), the automated call processing cannot be completed without assistance from an Operator.
 - c. When an Operator reestablishes an interrupted call that meets any of the situations described in this call type.
2. **FULLY AUTOMATED STATION-TO-STATION** - This service is limited to those calls placed collect or billed to a third number. The caller dials zero (0) plus the telephone number desired, the service selection codes and/or billing information as instructed by the automated equipment. The call is completed without the assistance of an Operator. Fully Automated Station-to-Station service may also include the following situations:
- a. When an individual with a disability identifies himself or herself as disabled and provides the Operator the number to which the call is to be billed (either collect or third number).
 - b. When due to trouble on the network or lack of service components, the automated call cannot be completed without assistance from an Operator.
 - c. When an Operator reestablishes an interrupted call that meets any of the situations described in this call type.

B. OPERATOR-ASSISTED CALL PROCESSING

SWBT will support the following operator-assisted call types for LSP:

1. **SEMI-AUTOMATED STATION-TO-STATION** - A service provided when the caller dials zero (0) plus the telephone number desired and the call is completed with the assistance of an Operator. Semi-Automated Station-to-Station service may also include the following situations:
 - a. Where the caller does not dial zero (0) prior to calling the number desired from a public or semi-public telephone, or from a telephone where the call is routed directly to an Operator (excluding calling card calls).

- b. When an Operator re-establishes an interrupted call that meets any of the situations described in this call type.
- 2. SEMI-AUTOMATED PERSON-TO-PERSON - A service in which the caller dials zero (0) plus the telephone number desired and specifies to the Operator the particular person to be reached or a particular PBX station, department or office to be reached through a PBX attendant. This service applies even if the caller agrees, after the connection is established, to speak to any party other than the party previously specified. Semi-Automated Person-to-Person service may also include:
 - a. Where the caller does not dial a zero (0) prior to dialing the number from a public or semi-public telephone, or where the call is routed directly to an Operator.
 - b. When an operator reestablishes an interrupted call that meets any of the situations described in this call type.
- 3. SEMI-AUTOMATED CALLING CARD STATION-TO-STATION - A service provided when the caller dials zero (0) plus the desired telephone number and provides the Operator the calling card number to which the call is to be charged. Semi-Automated Calling Card Station-to-Station service may also include the following situations:
 - a. When the caller does not dial zero (0) prior to dialing the number desired from a public or semi-public telephone, or from a telephone that is directly routed to an Operator, and the call is billed to a calling card.
 - b. When an Operator reestablishes an interrupted call that meets any of the situations described in this call type.
- 4. STATION-TO-STATION (OPERATOR HANDLED) - A service provided when the caller dials zero (0) and places a sent paid, collect, third number or calling card station-to-station call using an Operator's assistance. These calls may originate from a private, public or semi-public telephone. The service may also include the situation when an Operator reestablishes an interrupted call that meets any of the situations described in this call type.
- 5. PERSON-TO-PERSON (OPERATOR HANDLED) - A service in which the caller dials zero (0) and specifies to the Operator the number desired and the person to be reached, or a particular PBX station, department or office to be reached through a PBX attendant, or a particular mobile service point to be reached through a mobile telephone attendant. The call remains a person-to-person call even if the caller agrees, after the

connection is established, to speak to any party other than the party previously specified. The service may also include situations when an Operator reestablishes an interrupted call that meets any of the situations described in this call type.

6. **LINE STATUS VERIFICATION** - A service in which the caller asks the Operator to determine the condition of a telephone line.
7. **BUSY LINE INTERRUPT** - A service in which the caller asks the Operator to interrupt a conversation in progress, to determine if one of the parties is willing to speak to the caller requesting the interrupt. A Busy Line Interrupt charge will apply even if no conversation is in progress at the time of the interrupt attempt, or when the parties interrupted refuse to terminate the conversation in progress.
8. **OPERATOR TRANSFER SERVICE** - A service offered by SWBT in which the local caller requires Operator Assistance for completion of a call outside the originating LATA. The SWBT Operator transfers the call to an interexchange carrier selected by the caller from a list of IXC's provided to SWBT by the LSP. This transfer service is similar to SWBT's "Operator Transfer" service offering. LSP agrees to obtain all necessary compensation arrangements between LSP and participating carriers.
9. **MISCELLANEOUS** - Includes the following call types: General Assistance and Rate Quotes, 800, 888 and connections to all other Toll Free services, Repair Bureau and Business Office requests, credit requests, NPA-NXX location requests, and all other 0- No Attempt services.

III. CALL BRANDING

SWBT will brand Operator Services in LSP's name upon request. Call Branding is only provided under the following terms and conditions:

- A. LSP obtains the requisite Carrier Identification Code (CIC) from Bellcore or the designated assigning entity; or
- B. LSP uses common transport, dedicated facilities or trunk groups with a unique NXX to connect to SWBT facilities. Where LSP provides Unbundled Operator Services, LSP's end users will share an NXX also used for SWBT end users. In this event, SWBT operators will refrain from branding OS calls, when legally permissible to do so. Where calls are mechanically branded, the SWBT brand will remain until the ability to provide the LSP specific brand is available.
- C. LSP will provide SWBT with a copy of its branding recording to be used for its OS calls. The recorded brand must be in accordance with SWBT's branding

specifications and must be compliant with SWBT's platforms. LSP acknowledges that SWBT is not responsible for the quality of the branded message provided by LSP.

An initial non-recurring charge applies per load for the establishment of Call Branding as well as a charge per subsequent load to change the brand.

IV. OPERATOR SERVICES (OS) RATE/REFERENCE INFORMATION

SWBT OS operators will provide Operator Services Rate Information upon request to LSP's end users. Rate/reference information will be provided under the following terms and conditions:

- A. LSP will furnish Rate Information in a mutually agreed to format or media thirty (30) days in advance of the date when the Operator Services are to be undertaken.
- B. LSP will inform SWBT, in writing, of any changes to be made to such Rate Information ten (10) working days prior to the effective rate change date. LSP acknowledges that it is responsible to provide SWBT updated Rate Information in advance of when the Rates are to become effective.
- C. In all cases when SWBT receives a rate request from a LSP end user, SWBT will quote the OS rates as provided by LSP.

An initial non-recurring charge will apply for loading of LSP's Operator Services Rate Information as well as a charge for each subsequent change to LSP's Operator Services Rate Information.

V. HANDLING OF EMERGENCY CALLS TO OPERATOR

To the extent LSP's NXX encompasses multiple emergency agencies, SWBT will agree to query the caller on his/her community and to transfer the caller to the appropriate emergency agency for the caller's area. LSP must provide SWBT with the correct information to enable the transfer. When the assistance of another Carrier's operator is required, SWBT will attempt to reach the appropriate operator if the network facilities for inward assistance exist. LSP agrees to indemnify SWBT for any misdirected calls.

VI. RESPONSIBILITIES OF THE PARTIES

- A. SWBT will be the sole provider of Operator Services for LSP's local service area(s) listed in Exhibit I, which is attached to this Appendix, beginning on the service effective date also shown in Exhibit I. SWBT will provide Operator Services only where the necessary physical facilities are available and in place and under conditions previously stated in this Appendix.

- B. LSP will be responsible for providing the equipment and facilities necessary for signaling and routing calls with Automatic Number Identification (ANI) to each SWBT operator switch. Should LSP seek to provide interexchange Operator Services under this agreement, it is responsible for ordering the necessary facilities through SWBT's interstate or intrastate Access Service tariffs. Nothing in this agreement in any way changes the manner in which an interexchange Carrier obtains access service for the purpose of originating or terminating interexchange traffic.
- C. Facilities necessary for the provision of Operator Services shall be provided by the parties hereto, using standard trunk traffic engineering procedures to insure that the objective grade of service is met. Each party shall bear the costs for its own facilities. LSP shall bear the costs of facilities necessary for signaling and routing calls with Automatic Number Identification (ANI) to each SWBT operator switch. SWBT shall bear the cost of facilities and equipment necessary to provide Operator Services.
- D. LSP will furnish in writing to SWBT, thirty (30) days in advance of the date when the Operator Services are to be undertaken, unless otherwise agreed to by the SWBT, all records required by SWBT to provide the Operator Services.
- E. LSP will keep all records furnished to SWBT current by using reporting forms and procedures that are mutually acceptable to both parties, and will inform SWBT in advance of any changes to be made in such records. SWBT will specify the required interval for such advance notice. LSP will provide all records and changes to records to SWBT in writing or in any other mutually agreeable format.
- F. SWBT will accumulate and provide the LSP such data as necessary for the LSP to verify traffic volumes and bill its end users.

VII. METHODS AND PRACTICES

SWBT will provide the Operator Services to LSP's end users in accordance with SWBT's OS methods and practices in effect for SWBT at the time the OS call is made, unless otherwise agreed in writing by both parties.

VIII. PRICING

Pricing for Operator Services shall be based on the rates specified in Exhibit II, PRICING, which is attached and made part of this Appendix. The rates will apply from the service effective date through the term of this agreement as specified in paragraph X., A. below. At any time beyond the specified or the term of this Appendix, SWBT may change the prices for the provision of OS upon one hundred-twenty (120) days' notice to LSP.

IX. MONTHLY BILLING

SWBT will render monthly billing statements to LSP, and remittance in full will be due within thirty (30) days of receipt.

X. LIABILITY

- A. In addition to the liability provisions contained in the Agreement, LSP agrees to defend, indemnify, and hold harmless SWBT from any and all losses, damages, or other liability including attorneys fees that LSP may incur as a result of claims, demands, wrongful death actions, or other suits brought by any party that arise out of LSP's end users use of Operator Services. LSP shall defend against all end user claims just as if LSP had provided such service to its end user with the LSP's own operators and shall assert its tariff limitation of liability for benefit of both SWBT and LSP.
- B. LSP also agrees to release, defend, indemnify, and hold harmless SWBT from any claim, demand or suit that asserts any infringement or invasion of privacy or confidentiality of any person or persons caused or claimed to be caused, directly, or indirectly, by SWBT employees and equipment associated with provision of the Operator Services. This provision includes but is not limited to suits arising from disclosure of the telephone number, address, or name associated with the telephone called or the telephone used to call the Operator Services.

XI. TERMS OF APPENDIX

- A. Unless sooner terminated, this Appendix will continue in force for a period of one (1) year from the effective date of this agreement and thereafter until terminated by one hundred-twenty (120) days notice in writing from either Party to the other.
- B. If LSP terminates this agreement prior to the agreed-upon term of this Appendix, LSP shall pay, within thirty (30) days of the issuance of a final bill by SWBT, all amounts due for actual services provided under this Appendix, plus estimated monthly charges for the remainder of the term. Estimated charges will be based on an average of the actual monthly amounts billed by SWBT pursuant to this Appendix prior to its termination.
- C. The rates applicable for determining the amount(s) under the terms outlined in this Section are those specified in Exhibit II.

APPENDIX OS
LOCAL SERVICE AREA(S)

EFFECTIVE: _____
(mm/dd/yr)

The following table depicts the service area(s) covered by this Appendix:

<i>LSP'S LOCAL SERVICE AREA(s)</i>	<i>EFFECTIVE DATE</i>

APPENDIX OS
MISSOURI
EXHIBIT II
PRICING - FACILITIES BASED

EFFECTIVE: _____
(mm/dd/yr)

The following rates will apply for each service element:

<p>A. FULLY AUTOMATED CALL PROCESSING</p> <p>This usage rate applies to each call that has been completed on a fully automated basis.</p> <p>Rate per completed automated call</p>	<p>\$0.173</p>
<p>B. OPERATOR-ASSISTED CALL PROCESSING</p> <p>This usage rate applies to each call that has been answered by or forwarded to an operator.</p> <p>Rate per actual work second</p>	<p>\$0.020</p>
<p>C. CALL BRANDING</p> <p>An initial non-recurring charge applies per trunk group for the establishment of LSP specific Call Branding. An additional non-recurring charge applies for each subsequent change to the branding announcement.</p> <p>Rate per initial load group Rate per load for Brand change Per Call¹</p>	<p>\$2,325.00 \$2,325.00 \$0.02</p>
<p>D. OPERATOR SERVICES RATE/REFERENCE INFORMATION</p> <p>An initial non-recurring charge applies for the initial load of LSP's Operator Services Rate/Reference Information. An additional non-recurring charge applies for each subsequent change to Rate/Reference Information.</p> <p>Rate per initial load Rate per subsequent rate change Rate per subsequent reference change</p>	<p>\$3,650.00 \$2,650.00 \$2,650.00</p>

¹ A per call charge will apply when OS are provided in conjunction with: i) unbundled local switching or ii) when multiple brands are required on a single operator services trunk

APPENDIX DA

APPENDIX DA

DIRECTORY ASSISTANCE SERVICE

This Appendix sets forth the terms and conditions under which Southwestern Bell Telephone Company ("SWBT") agrees to provide Directory Assistance Services (DA Services) for LSP ("LSP").

I. SERVICES

SWBT will provide the following DA Services:

- A. DIRECTORY ASSISTANCE (DA) - consists of providing subscriber listing information (name, address, and published telephone number or an indication of "non-published status") to LSP's end users who dial 411 or NPA+555+1212 and whenever appropriate, performing Non-Published and Non-List service according to current SWBT methods and practices.
- B. DIRECTORY ASSISTANCE CALL COMPLETION (DACC) - an optional service in which SWBT completes a call to the requested number on behalf of LSP's end user, utilizing an automated voice system or with operator assistance. SWBT agrees to provide DA with DACC upon request.

II. DEFINITIONS

The following terms are defined as set forth below:

- A. Non-List Telephone Number - A telephone number that, at the request of the telephone subscriber, is not published in a telephone directory, but is available by calling a SWBT DA operator.
- B. Non-Published Number - A telephone number that, at the request of the telephone subscriber, is neither published in a telephone directory nor provided by a SWBT DA operator.
- C. Published Number - A telephone number that is published in a telephone directory and is available upon request by calling a SWBT DA operator.
- D. Call Branding - the procedure of identifying a providers name audibly and distinctly to the consumer at the beginning of each DA Services call, and prior to completion of a DACC request.

III. CALL BRANDING

SWBT will brand DA Services in LSP's name upon request. Call Branding is provided under the following terms and conditions:

- A. LSP obtains the requisite Carrier Identification Code (CIC) from Bellcore or the designated assigning entity; or
- B. LSP uses common transport, dedicated facilities or trunk groups with a unique NXX to connect to SWBT facilities. Where LSP provides Unbundled Directory Assistance, LSP's end users will share an NXX also used for SWBT end users. In this event, SWBT operators will refrain from branding calls, when legally permissible to do so. Where calls are mechanically branded, the SWBT brand will remain until the ability to provide the LSP specific brand is available.
- C. LSP will provide SWBT with a copy of its branding recording to be used for its DA calls. The recorded brand must be in accordance with SWBT's branding specifications and must be compliant with SWBT's platforms. LSP acknowledges that SWBT is not responsible for the quality of the branded message provided by LSP.

An initial non-recurring charge applies per load for the establishment of Call Branding as well as a charge per subsequent load to change the brand.

IV. DA SERVICES RATE/REFERENCE INFORMATION

SWBT DA operators will provide DA Services Rate Information upon request to LSP's end users. Rate/reference information will be provided under the following terms and conditions:

- A. LSP will furnish Rate Information in a mutually agreed to format or media thirty (30) days in advance of the date when the DA Services are to be undertaken.
- B. LSP will inform SWBT, in writing, of any changes to be made to such Rate Information ten (10) working days prior to the effective rate change date. LSP acknowledges that it is responsible to provide SWBT updated Rate Information in advance of when the Rates are to become effective.
- C. In all cases when SWBT receives a rate request from a LSP end user, SWBT will quote the DA rates as provided by LSP.

An initial non-recurring charge will apply for loading of LSP's DA Services Rate Information as well as a charge for each subsequent change to LSP's DA Services Rate Information.

V. RESPONSIBILITIES OF THE PARTIES

- A. SWBT will be the sole provider of DA Services for LSP's local serving area(s) listed in Exhibit I, which is attached to this Appendix, beginning on the service effective date also shown in Exhibit I.
- B. LSP will be responsible for providing the equipment and facilities necessary for signaling and routing calls with Automatic Number Identification (ANI) to each SWBT operator switch. Should LSP seek to provide interexchange DA Service under this agreement it is responsible for ordering the necessary facilities. Nothing in this agreement in any way changes the manner in which an interexchange Carrier obtains access service for the purpose of originating or terminating interexchange traffic.
- C. Facilities necessary for the provision of DA Services shall be provided by the parties hereto, using standard trunk traffic engineering procedures to insure that the objective grade of service is met. Each party shall bear the costs for its own facilities. LSP shall bear the costs of facilities necessary for signaling and routing calls with Automatic Number Identification (ANI) to each SWBT operator switch. SWBT shall bear the cost of facilities and equipment necessary to provide DA Services.
- D. LSP will furnish in writing to SWBT, thirty (30) days in advance of the date when the DA Services are to be undertaken, all end user listing records and information required by SWBT to provide the DA Services.
- E. LSP will keep end user listing records current using reporting forms and procedures that are mutually acceptable to both parties, and will inform SWBT, in writing, of any changes to be made to such records. LSP will send the DA listing records to SWBT via a local manual service order, T-TRAN, magnetic tape or by any other mutually agreed to format or media.
- F. SWBT will accumulate and provide LSP such data as necessary for LSP to verify traffic volumes and bill its end users.

VI. METHODS AND PRACTICES

SWBT will provide the DA Services to LSP's end users in accordance with SWBT's DA methods and practices that are in effect at the time the DA call is made, unless otherwise agreed in writing by both parties.

VII. PRICING

Pricing for DA Services shall be based on the rates specified in Exhibit II, PRICING, which is attached hereto and made part of this Appendix. The prices will apply from the

service effective date through the term of this agreement as specified in paragraph X., A. below. Beyond the specified term of this Appendix, SWBT may change the prices for the provision of DA Services upon one hundred-twenty (120) days' notice to LSP.

VIII. MONTHLY BILLING

SWBT will render monthly billing statements to LSP, and remittance in full will be due within thirty (30) days of receipt.

IX. LIABILITY

- A. In addition to the liability provisions contained in the Agreement, LSP agrees to defend, indemnify, and hold harmless SWBT from any and all losses, damages, or other liability including attorneys fees that LSP may incur as a result of claims, demands, wrongful death actions, or other suits brought by any party that arise out of LSP's end users use of DA Services. LSP shall defend against all end user claims just as if LSP had provided such service to its end user with the LSP's own operators and shall assert its tariff limitation of liability for benefit of both SWBT and LSP.
- B. LSP also agrees to release, defend, indemnify, and hold harmless SWBT from any claim, demand or suit that asserts any infringement or invasion of privacy or confidentiality of any person or persons caused or claimed to be caused, directly, or indirectly, by SWBT employees and equipment associated with provision of the DA Services. This provision includes but is not limited to suits arising from disclosure of the telephone number, address, or name associated with the telephone called or the telephone used to call the DA Services.

X. TERMS OF APPENDIX

- A. Unless sooner terminated, this Appendix will continue in force for a period of one (1) year from the effective date of this agreement and thereafter until terminated by one hundred-twenty (120) days notice in writing from either Party to the other.
- B. If LSP terminates this agreement prior to the agreed-upon term of this Appendix, LSP shall pay SWBT, within thirty (30) days of the issuance of a final bill by SWBT, all amounts due for actual services provided under this Appendix, plus estimated monthly charges for the remainder of the term. Estimated charges will be based on an average of the actual monthly amounts billed by SWBT pursuant to this Appendix prior to its termination.
- C. The rates applicable for determining the amount(s) under the terms outlined in this Section are those specified in Exhibit II.

APPENDIX DA
MISSOURI
EXHIBIT II
PRICING - FACILITIES BASED

EFFECTIVE: _____
(mm/dd/yr)

The following rates will apply for each service element:

<p>A. DIRECTORY ASSISTANCE (DA)</p> <p>This usage rate applies to each DA call.</p> <p style="text-align: right;">Rate per call</p>	<p style="text-align: center;">\$0.401</p>
<p>B. DIRECTORY ASSISTANCE CALL COMPLETION (DACC)</p> <p>This usage rate applies to each DA call that has been completed to the requested number.</p> <p style="text-align: right;">Rate per completed call</p>	<p style="text-align: center;">\$0.24</p>
<p>C. CALL BRANDING</p> <p>An initial non-recurring charge applies per trunk group for the establishment of Call Branding.</p> <p style="text-align: right;">Rate per initial load Rate per load for Brand change Per Call¹</p>	<p style="text-align: center;">\$2,325.00 \$2,325.00 \$0.02</p>
<p>D. DA SERVICES RATE/REFERENCE INFORMATION</p> <p>An initial non-recurring charge applies for the initial load of ACSI's DA Services Rate/Reference Information. An additional non-recurring charge applies for each subsequent change to Rate/Reference Information.</p> <p style="text-align: right;">Rate per initial load Rate per subsequent rate change Rate per subsequent reference change</p>	<p style="text-align: center;">\$3,650.00 \$2,650.00 \$2,650.00</p>

¹ A per call charge will apply when DA services are provided in conjunction with i) unbundled local switching or ii) when multiple brands are required on a single trunk.

APPENDIX OSS

Appendix OSS

ACCESS to OPERATIONS SUPPORT SYSTEMS FUNCTIONS

1. General Conditions

1.1 This Appendix sets forth the terms and conditions under which SWBT provides nondiscriminatory access to SWBT's operations support systems "functions" to LSP for pre-ordering, ordering, provisioning, maintenance repair and billing. Such functions will be made available as described herein for Resold Services, as provided in Appendix Resale, and for Unbundled Network Elements (UNE), as provided in Appendix UNE.

1.2 The functions, for Resale and UNE, will be accessible via electronic interface, as described herein, where such functions are available. Manual access will be available to all pre-ordering, ordering, provisioning, and billing functions via the Local Service Provider Service Center (LSPSC). Repair and Maintenance functions are available via manual handling by the Local Service Provider Center (LSPC).

1.3 LSP agrees to utilize SWBT electronic interfaces, as SWBT defines in its requirements, only for the functions described herein for the purposes of establishing and maintaining Resale services or UNE. LSP agrees that such use will comply with SWBT's Operating Practice No. 113, Protection of Electronic Information.

1.4 LSP acknowledges and agrees that access to OSS functions will only be utilized to view end-user Customer Proprietary Network Information under the conditions set forth and agreed to in Exhibit A.

1.5 By utilizing electronic interfaces to access OSS functions, LSP acknowledges and agrees to perform accurate and correct billing functions that occur during ordering per the terms of this Agreement. Further, LSP recognizes that such billing functions for conversion orders require viewing CPNI as described in 1.4 above. All exception handling must be requested manually from LSPSC.

1.6 In areas where Resale and UNE service order transactions cannot be provided via an electronic interface for the pre-order, ordering and provisioning processes, SWBT and LSP will utilize manual work around processes until such time as the transactions can be electronically transmitted.

1.7 SWBT will provide a help desk function for electronic system interfaces.

1.8 SWBT and LSP will jointly establish interface contingency and disaster recovery plans for the pre-order, ordering and provisioning of SWBT's Resale services and UNE.

1.9 Where SWBT offers access to systems or interfaces that LSP may use to access OSS functions, SWBT reserves the right to modify any system or interface as it deems necessary.

1.10 If LSP elects to utilize industry standardized electronic interfaces for Resale or UNE, SWBT and LSP agree to work together in the Order and Billing Forum (OBF) and the Telecommunications Industry Forum (TCIF) to establish and conform to uniform industry standards for electronic interfaces for pre-order, ordering, and provisioning. Neither Party waives its rights as participants in such forums in the implementation of the standards. To achieve industry standard system functionality as quickly as possible, the Parties acknowledge that SWBT may deploy these interfaces with requirements developed in advance of industry standards. Thus, subsequent modifications may be necessary to comply with emerging standards. LSP and SWBT are individually responsible for evaluating the risk of developing their respective systems in advance of standards and agree to support their own system modifications to comply with new requirements.

2. Pre-Order

2.1 SWBT will provide access to pre-order functions to support LSP ordering of Resale services and UNE via several electronic interfaces. The parties acknowledge that ordering requirements necessitate the use of current, real time pre-order information to accurately build service orders. The following lists represent pre-order information that will be available to LSP so that LSP order requests may be created to comply with SWBT ordering requirements.

2.2 Pre-ordering functions for Resale services will include:

2.2.1 customer name, billing address and residence or business address, billed telephone numbers and features and services available in the end office where the customer is provisioned;

2.2.2 features and services to which the customer subscribes (LSP agrees that LSP's representatives will not access the information specified in this Subsection until after the customer requests that the customer's local exchange service provider be changed to LSP and such request complies with conditions of Exhibit A.)

2.2.3 a telephone number (if the customer does not have one assigned) with the customer on-line.

2.2.4 if a service call is needed to install the line or service;

2.2.5 service availability dates to the customer;

2.2.6 information regarding the dispatch / installation schedule, if applicable;

2.2.7 PIC options for intraLATA toll (when available) and interLATA toll;

2.2.8 address verification.

2.3 Pre-ordering functions for UNE will include:

2.3.1 customer name, billing address and residence or business address, billed telephone numbers and features and services available in the end office where the customer is provisioned;

2.3.2 features and services to which the customer subscribes (LSP agrees that LSP's representatives will not access the information specified in this Subsection until after the customer requests that the customer's local exchange service provider be changed to LSP, and such request complies with conditions of Exhibit A.)

2.3.3 telephone number (if the customer does not have one assigned) with the customer on-line;

2.3.4 PIC options for intraLATA toll (when available) and interLATA toll;

2.3.5 address verification;

2.3.6 channel facility assignment (CFA), network channel (NC), and network channel interface (NCI) data.

2.4. Electronic Access to Pre-Order Functions: Upon request by LSP for electronic access to pre-ordering functions, SWBT will provide LSP access to one or more of the following systems:

2.4.1 Resale Services Pre-order System Availability:

2.4.1.1 Residential Easy Access Sales Environment (R-EASE): R-EASE is an ordering entry system to which SWBT will provide LSP access for the functions of pre-ordering SWBT's Resale services so long as EASE is utilized to order SWBT Residential Resale Services.

2.4.1.2 Business Easy Access Sales Environment (EASE): B-EASE is an ordering entry system to which SWBT will provide LSP access for the functions of pre-ordering SWBT's Resale services so long as such access is utilized to order SWBT's Business Resale Services.

2.4.2 Resale and UNE Pre-order System Availability:

2.4.2.1 DataGate: DataGate is transaction based data query system to which SWBT will provide LSP access for the functions of gathering pre-ordering information to support industry standardized ordering processes for Residential and Business Resale services. When ordering Resale services or UNE, LSP's representatives will have access to a pre-order

electronic gateway provided by SWBT for both consumer and business customers that provides real-time access to SWBT's operations systems. This gateway shall be a Transmission Control Protocol/Internet Protocol (TCP/IP) gateway and will allow the LSP representatives to perform the pre-order functions for Resale services and UNE, as described above. SWBT and LSP agree to work together to develop and implement an electronic communication interface that will replace this initial pre-order electronic interface consistent with industry standards developed by the OBF and the TCIF.

2.4.2.2 VERIGATE is an Access Service Pre-order system that will also provide access to the pre-ordering functions for Resale Services and UNE. VERIGATE may be used in connection with electronic or manual ordering. VERIGATE provides the UNE pre-order capability of identifying CFA information, NC, and NCI codes that are associated with order requirements for UNE.

2.5 Other Pre-order Function Availability:

2.5.1 Where due dates are not available electronically, SWBT will provide LSP with due date interval for inclusion in the service order request.

2.5.2 In addition to electronic interface access to pre-order information, upon request, SWBT will provide LSP pre-order information in batch transmission for the purposes of back-up data for periods of system unavailability. The parties recognize such information must be used to construct order requests only in exception handling.

3. Ordering/Provisioning

3.1 SWBT will provide access to ordering functions to support LSP provisioning of Resale services and UNE via several electronic interfaces. Upon request, for electronic access to ordering functions, SWBT will provide LSP access to one or more of the following systems or interfaces:

3.2 Resale Services Order Request System Availability:

3.2.1 R-EASE is available for the generation of Residential Resale services orders. Ordering Flows will be available via these systems for the following ordering functions: Conversion (as is or with changes); Change (Features, Listings, Long Distance); New Connect; Disconnect; From and To (change of premises with same service).

3.2.2 B-EASE is available for the generation of Business Resale services orders. Ordering Flows will be available via these systems for the following ordering functions: Conversion (as is or with changes); Change (Features, Listings, Long Distance); New Connect; Disconnect; From and To (change of premises with same service).

3.2.3 SWBT will provide LSP with an Electronic Data Interexchange (EDI) Interface for transmission of industry standardized Resale service order requests in formats as defined by the Ordering and Billing Forum (OBF) and EDI mapping as defined by TCIF. EDI ordering functionality will be made available as negotiated and implemented in timeframes mutually acceptable to SWBT and LSP.

3.3 UNE Service Order Request Ordering System Availability:

3.3.1 In ordering and provisioning UNE, LSP and SWBT will utilize mutually agreeable standard industry order formats and data elements developed by OBF and TCIF EDI. Where industry standards do not currently exist for the ordering and provisioning of UNE, LSP and SWBT agree to jointly develop a form for ordering Common-Use UNE. Common-Use UNE, including, without limitation, tandem switching, signaling and call-related databases, Operator Services and DA, and Operations Support Systems, shall be ordered in a manner that is consistent with OBF Access Service Request Process; in addition customized routing will be ordered in the same manner. Customer Specific UNE, including, Local Loop (which includes NID), and unbundled Local Switching, and Interim Number Portability will be ordered consistent with the OBF Local Service Request (LSR) process.

3.4 SWBT will provision Resale Services and UNE as prescribed in LSP order requests. Access to status on such orders of Resale services and UNE will be provided via the following electronic interfaces:

3.5 Customer Network Administration (CNA) will allow LSP to check service order status via CNA.

3.5.1 In cases of industry standardized EDI ordering, SWBT will provide to LSP an EDI electronic interface for transferring and receiving orders, Firm Order Confirmation (FOC), service completion, and, as available, other provisioning data and information. SWBT will provide LSP with a FOC for each Resale and UNE. The FOC will contain but is not necessarily limited to: purchase order number, telephone number, Local Service Request number, due date, Service Order number, and completion date. Upon work completion, SWBT will provide LSP with an 855 EDI transaction based Order Completion that states when that order was completed. When available, SWBT will provide LSP an 865 EDI transaction based Order Completion.

3.6 A file transmission may be provided to confirm order completions for R-EASE or B-EASE order processing. This file will provide service order information of all distributed and completed orders for LSP, regardless of order entry mechanism.

4. Maintenance/Repair

4.1 Two electronic interfaces are accessible to place, and check the status of, trouble reports for both Resale and UNE. Upon request, LSP may access these functions via the following methods:

4.1.1 Customer Network Administration (CNA) system access provides LSP with SWBT software that allows LSP to submit trouble reports and subsequently check status on trouble reports for LSP end-users. CNA will provide ability to review the maintenance history of a converted Resale LSP account.

4.1.2 Electronic Bonding Interface (EBI) is an industry standardized interface that is available for trouble report submission and status updates. This EBI will conform to ANSI standards T1.227:1995 and T1.228:1995, Electronic Communications Implementation Committee (ECIC) Trouble Report Format Definition (TFRD) Number 1 as defined in ECIC document ECIC/TRA/95-003, and all standards referenced within those documents, as mutually agreed upon by LSP and SWBT. Functions currently implemented will include Enter Trouble, Request Trouble Report Status, Add Trouble Information, Modify Trouble Report Attributes, Trouble Report Attribute Value Change Notification, and Cancel Trouble Report, as explained in 6 and 9 of ANSI T1.228:1995. LSP. SWBT will exchange requests over a mutually agreeable X.25-based network.

5. Billing

5.1 SWBT shall bill LSP for resold services and UNE. SWBT shall send associated billing information to LSP as necessary to allow LSP to perform billing functions. At minimum SWBT will provide LSP billing information in a paper format or via magnetic tape, as agreed to between LSP and SWBT.

5.2 Upon request, electronic access to billing information for Resale Services will also be available via the following interfaces:

5.2.1 LSP may receive a mechanized bill format via the industry standards EDI.

5.2.2 LSP may also view billing information through the CNA system.

5.2.3 SWBT shall provide the Usage/Toll Billable Records for Resale Services via EMR industry standard format with a daily feed.

5.3 Upon request, electronic access to billing information for UNE will also be available via the following interfaces:

5.3.1 SWBT will make available a mechanized bill data tape (local) format by February 1997.

5.3.2 LSP may also view billing information through the CNA system.

5.3.3 SWBT shall provide the Usage/Toll Billable Records for UNE via EMR industry standard format with a daily feed.

6. Remote Access Facility

6.1 LSP may access SWBT's OSS functions via a Remote Access Facility (RAF) located in Dallas, Texas. RAF access will be required for LSP access to OSS functions for purposes of competitive activities. EASE, CNA, DATAGATE and VERIGATE will require access via the RAF.

6.2 LSP may use two types of access: Switched and Private Line. For Private Line connections, LSP shall provide its own router, circuit, and two Channel Service Units/Data Service Units (CSU/DSU). The demarcation point shall be the router interface at the RAF. Switched Access connections require LSP to provide its own modems and connection to the SWBT RAF. LSP shall pay the cost of the call if Switched Access is used.

6.3 LSP shall use TCP/IP to access SWBT OSS via the RAF. In addition, each LSP shall have a valid Internet Protocol (IP) network address. A user-id /password unique to each individual accessing an OSS shall be maintained to access SWBT OSS's. LSP shall provide estimates regarding its volume of transactions, number of concurrent users, desired number of private line or dial-up (switched) connections, and length of a typical session.

6.4 LSP shall attend and participate in implementation meetings to discuss LSP RAF access plans in detail and schedule testing of such connections. SWBT shall make a Help Desk function available to assist LSP on an ongoing basis in accessing SWBT OSS's over the RAF.

7. Operational Readiness Test (ORT) for Ordering/Provisioning

7.1 SWBT will participate with LSP in Operational Readiness Testing (ORT), which will allow for the testing of the systems, interfaces, and processes for the ordering and provisioning of Resale services. ORT will be completed in conformance with agreed upon implementation dates.

8. Rates

8.1 LSP requesting access to one or more of the SWBT OSS functions (i.e., preordering, ordering / provisioning, maintenance / repair, billing) agrees to pay the following rate:

System Access	\$ 3,345.00 / month
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8.2 LSP requesting functions via interfaces that require connection to the Remote Access Facility, as described in section 6, agrees to pay the following rate(s) depending upon on method of access utilized:

Remote Access Facility Access Methods

Direct Connection Per Port	\$ 1,580.00 / month
Dial Up Per Port	\$ 316.00 / month

8.3 LSP requesting the billing function for Usage Billable Records, as described in 5.2.3 and 5.3.3, agrees to pay \$.003 per message transmitted.

8.4 Should unforeseen modifications and costs to provision OSS functions become required by SWBT or industry standards, SWBT reserves the right to modify its rate structure. In addition, should LSP request custom development of an exclusive interface to support OSS functions, such development will be considered by SWBT on an Individual Case Basis (ICB) and priced as such.

Exhibit A - Appendix OSS

**Blanket Certification for End-User Authorization for Release of
Customer Proprietary Network Information (CPNI)**

The undersigned hereby agrees:

Before it may obtain CPNI of an end-user, whether via an independent request or in the course of ordering SWBT's network elements or services via manual and/or mechanized interfaces, the undersigned must, at least, certify that "yes" (Y) it has obtained Authorization for Release of CPNI and provide the name of the individual authorizing the release of CPNI. By these indications, the undersigned affirms that a current Authorization for the Release of CPNI has been obtained from an end-user and that it includes the expressed content of the language, "Minimum Scope." SWBT will then provide the CPNI referenced herein.

Minimum Scope: Authorization for the release of CPNI

- 1) An affirmative written request that substantially reflects the following: "This document serves as instruction to all holders of my local exchange telecommunications Customer Proprietary Network Information (CPNI) to provide such information to the undersigned. I understand that this CPNI includes the following information: Billing Name, Service Address, Billing Address, Service and Feature subscription, Directory Listing Information, and Long Distance Carrier Identity. This Agency remains in effect until such time that I revoke it directly or appoint another individual/company with such capacity and undersigned receives notice to disconnect my local exchange service or notice that a service disconnect has been performed. At such time, this Agency is null and void."

or

- 2) Authorization for change in local exchange service and release of CPNI with documentation that adheres to all requirements of state and federal law, as applicable.


Signed

Riley M. Murphy
Name (Typed/Printed)

Executive Vice President/General
Title Counsel

American Communications Services, Inc.
Company

April 30, 1997
Date

APPENDIX AIN

Appendix AIN

AIN Call Related Database

AIN is a Network Architecture that uses distributed intelligence in centralized databases to control call processing and manage network information, rather than performing those functions at every switch.

SWBT will provide LSP access to the SWBT's Service Creation Environment (SCE) to design, create, test and deploy AIN-based features, equivalent to the access it provides to itself, providing that security arrangements can be made. LSP requests to use the SWBT SCE will be subject to request and review procedures to be agreed upon by the Parties.

When LSP utilizes SWBT's Local Switching network element and requests SWBT to provision such network element with a technically feasible AIN trigger, SWBT will provide access to the appropriate AIN Call Related Database for the purpose of invoking either an SWBT AIN feature or a LSP developed AIN feature as per previous section.

When LSP utilizes its own local switch, SWBT will provide access to the appropriate AIN Call Related Database for the purpose of invoking either an SWBT AIN feature or a LSP developed AIN feature as per previous section.

SWBT will provide access to AIN Call Related databases in a nondiscriminatory and competitively neutral manner. Any mediation, static or dynamic, will only provide network reliability, protection, security and network management functions consistent with the access service provided. Any network management controls found necessary to protect the AIN SCP from an overload condition will be applied based on non-discriminatory guidelines and procedures either (1) resident in the SWBT STP that serves the appropriate AIN SCP or (2) via manual controls that are initiated from SWBT Network Elements. Such management controls will be applied to the specific problem source, where ever that source is, including SWBT, and not to all services unless a problem source cannot be identified.

As requested by LSP, SWBT will provide specifications and information reasonably necessary for LSP to utilize SWBT SCE as provided above.

SWBT SCP will partition and take reasonable steps to protect LSP service logic and data from unauthorized access, execution or other types of compromise, where technically feasible.

APPENDIX LIDB-V

APPENDIX LIDB VALIDATION SERVICE

WHEREAS, the Parties are interested in purchasing each other's LIDB Validation Service (or equivalent service);

In consideration of the mutual promises contained herein, SWBT and LSP agree as follows.

I. Definitions

- A. A-links means a diverse pair of facilities connecting local end office switching centers with Signaling Transfer Points.
- B. Alternate Billing Service (ABS) means a service that allows end users to bill calls to accounts that may not be associated with the originating line. There are three types of ABS calls: calling card, collect, and third number billed calls.
- C. Billed Number Screening (BNS) means a validation of toll billing exception (TBE) data and performance of public telephone checks i.e., determining if a billed line is a public (including those classified as semi-public) telephone number.
- D. Calling Card Service (CCS) means a service that enables a calling customer to bill a telephone call to a calling card number with or without the help of an operator.
- E. Common Channel Signaling (CCS) Network means an out-of-band, packet-switched, signaling network used to transport supervision signals, control signals, and data messages. Validation Queries and Response messages are transported across the CCS network.
- F. Data Base means an integrated collection of related data. In the case of the LIDB, the data base is the line number and related line information.
- G. Data Owner means telecommunications companies that administer their own validation data in a party's LIDB or LIDB-like database.
- H. Line Information Data Base (LIDB) means an ANSI SS7 call-related database system. LIDB functions as a centralized repository for data storage and retrieval. SWBT's LIDB supports validation of ABS calls as well as certain other services.
- I. Line Record means information in LIDB that is specific to a single telephone number or special billing number.

- J. Nonrecurring charges are one-time charges that apply for a specific work activity (i.e., installation or change to an existing service). Nonrecurring charges are applicable for the establishment of LIDB Validation Service, service rearrangements, and service order activity.
- K. Originating Point Code (OPC) means a code assigned to identify LSP's operator service system location(s).
- L. Personal Identification Number (PIN) means a confidential four-digit code number provided to a calling card customer to prevent unauthorized use of his/her calling card number. The PIN is stored in LIDB for those line numbers that have an associated calling card.
- M. Query means a message in American National Standards Institute's (ANSI) standard SS7 signaling protocol which represents a request to a LIDB or LIDB-like database for Validation information.
- N. Query Rate applies to each Validation Query that is received at SWBT's LIDB for the validation of calling card and toll billing exception data and performance of public telephone checks; i.e., determining if a billed line is a public (including those classified as semi public) telephone number.
- O. Query Transport Rate applies to each Validation Query transported from SWBT's STP to the SCP where LIDB resides and back. SWBT and LSP shall list their STP locations in the National Exchange Carrier Association, Inc. Tariff FCC No. 4.
- P. Response means an SS7 message which, when appropriately interpreted, represents an answer to a Query.
- Q. Service Order Charge is a nonrecurring charge that applies, per service order form, that specifies the LSP's originating point codes (OPCs) of the LSP's designated operator service systems sending the Validation Query or Queries.
- R. Service Control Point (SCP) is a CCS network node where Validation information resides.
- S. Service Point (SP) means a CCS network interface element capable of initiating and/or terminating SS7 messages from an end office.
- T. Service Rearrangements are changes to existing services which do not result in changes to previously established OPCs.

- U. Service Switching Point (SSP) means the software capability within a switching point that provides the SP with SS7 message preparation/interpretation capability plus SS7 transmission/reception access ability.
- V. Signaling System 7 (SS7) means the signaling protocol used by the CCS network.
- W. Signaling Transfer Point (STP) is the point where a Party interconnects with a CCS/SS7 network. In order to connect to SWBT's SS7 network, LSP or a third party initiating LSP's Validation Queries must connect with an SWBT STP in order to connect to SWBT's SCP.
- X. Special Billing Number means line records in LIDB that are based on an NPA-RAO numbering format. NPA-RAO numbering formats are similar to NPA-NXX formats except that the fourth digit of an NPA-RAO line record is either a zero (0) or a one (1).
- Y. Toll Billing Exception (TBE) Service means a service that allows end users to restrict third number billing or collect calls to their lines.
- Z. Validation information means Data Owners' records of all their Calling Card Service and Toll Billing Exception Service.

II. Description of Service

- A. SWBT shall provide LSP access to Validation information whenever LSP initiates a query from an SSP for Validation information available in SWBT's LIDB.
- B. All LSP Queries to SWBT's LIDB shall use a translations type of 253 and a subsystem number in the calling party address field that is mutually agreed upon by the Parties. LSP acknowledges that such subsystem number and translation type values are necessary for SWBT to properly process Validation Queries to its LIDB.
- C. LSP warrants SWBT that LSP shall send Queries conforming to the ANSI approved standards for SS7 protocol and pursuant to the specification standards documents identified in Exhibit A attached hereto and incorporated by reference. Both Parties acknowledge that transmission in said protocol is necessary for each party to provision Validation Service (or the equivalent thereof). Both Parties warrant that they shall send SS7 Messages that comply with ANSI approved standards for SS7 protocol and pursuant to the specification standards documents identified in Exhibit A. Each Party reserves the right to modify its network pursuant to other specifications standards, which may include Bellcore Specifications defining specific service applications, message types and formats, that may become necessary to meet the prevailing demands within the U.S.

telecommunications industry. All such changes shall be announced a minimum of one hundred eighty (180) days in advance of implementation through industry standard procedures. Each Party will work cooperatively to coordinate any necessary changes.

- D. LSP acknowledges that CCS/SS7 network overload due to extraordinary volumes of Queries and/or other SS7 network messages can and will have a detrimental effect on the performance of SWBT's CCS/SS7 network. LSP further agrees that SWBT, in its sole discretion, shall employ certain automatic and/or manual overload controls within SWBT's CCS/SS7 network to guard against these detrimental effects. SWBT shall report to LSP any instances where overload controls are invoked due to LSP's CCS/SS7 network and LSP agrees in such cases to take immediate corrective actions as are necessary to cure the conditions causing the overload situation.
- E. Prior to SWBT initiating service under this Appendix, LSP shall provide an initial forecast of busy hour Query volumes. If, prior to the establishment of a mutually agreeable service effective date, in writing, SWBT, at its sole discretion, determines that it lacks adequate processing capability to provide Validation Service to LSP, SWBT shall notify LSP of SWBT's intent not to provide the services under this Appendix and this Appendix will be void and have no further effect.
- F. LSP shall update its busy hour forecast for each upcoming calendar year (January - December) by October 1 of the preceding year. LSP shall provide such updates each year for the first three (3) years of this Appendix.
- G. SWBT will perform testing of the LIDB Validation Service in conjunction with CCS/SS7 Interconnection Service as outlined in Bellcore Technical References TR-NWT-000954, TR-TSV-000905, and TP 76638.
- H. SWBT supports the performance standards as defined in Section 7 of TR- TSV-000905. The overall end-to-end CCS/SS7 network objective is less than ten minutes unavailability per year from any Signal Point (SP) to any other SP. The performance objective for any single SP, including a Service Control Point (SCP), is less than three minutes unavailability per year. The combined link set from the SCP to the Signal Transfer Point (STP) has a performance objective of less than two minutes unavailability per year.
- I. SWBT's LIDB Validation Service system downtime will be less than twelve hours per year. The response time for a Query, from switch transmission to reception, should not exceed one second for ninety-nine (99) percent of all Queries.

- J. SWBT shall administer its LIDB to provide acceptable service levels to all customers of SWBT's LIDB Validation Service. During periods of LIDB system congestion, SWBT will utilize an automatic code gapping procedure to control such congestion. The automatic code gapping procedure will tell LSP's switch the gap (how long LSP's switch should wait before sending another query) and the duration (how long the switch should continue to perform gapping). For example, during an overload condition, the automatic code gapping procedure will tell SWBT's LIDB when to begin to drop one out of three queries received. This code gapping procedure will be applied uniformly to all users of SWBT's LIDB Validation Service. SWBT maintains the right to invoke manual intervention of the automatic code gapping procedure to preserve the integrity of its network.
- K. LSP agrees that network overload due to extraordinary volumes of Queries and/or other SS7 network messages can and will have a detrimental effect on the performance of SWBT's network and its LIDB Validation Service. LSP further agrees to take immediate, corrective actions as are necessary to cure the conditions causing the overload situation.
- L. All access by LSP to SWBT's LIDB shall occur through SWBT's regional STP as designated by SWBT.
- M. SWBT's LIDB shall contain a record for every SWBT working line number and Special Billing Number served by SWBT. Other telecommunications companies, including LSP, may also store their data in SWBT's LIDB. SWBT shall request such telecommunications companies to also provide this data as well.
- N. SWBT shall update the LIDB information; e.g., add, delete, and modify customer accounts as customers move, become delinquent on their account, or order new service, on a daily basis. SWBT shall request other Data Owners to provide such updates in like time.
- O. SWBT has procedures in place to deactivate billing validation data in the event that such data is being used fraudulently or in the event end users exceed SWBT-defined limits on toll charges. SWBT shall update SWBT- issued calling cards that SWBT suspects of being fraudulently used or exceeding SWBT-defined toll limits seven (7) days a week, 24 hours a day.
- P. SWBT's LIDB shall receive and respond to all Calling Card Service and Billed Number Screening queries, including SWBT's and LSP's queries, as defined in Bellcore publications TR-NWT-000246, FR-NWT-000271, TR-TSV-000905, TR-NWT-000954 and SWBT's publication TP 6638. These procedures shall be applied uniformly to all users of SWBT's LIDB Validation Service.

- Q. SWBT's LIDB Validation Service shall provide the following functions on a per query basis:
- validation of a telecommunications calling card account number stored in LIDB;
 - determination of whether the billed line has decided in advance to reject certain calls billed as collect or to a third number; and
 - determination of billed line as a public (including those classified as semi public) or nonworking telephone number.
- R. SWBT provides LIDB Validation Service as set forth in this Appendix only as such service is used for LSP's activities as a local service provider in SWBT's traditional serving areas in the states of Arkansas, Kansas, Missouri, Oklahoma, and Texas. SWBT provides a LIDB Validation Service for interexchange carriers, operator service providers, and other telecommunications companies under effective tariffs. LSP agrees that any other use of SWBT's LIDB for the provision of LIDB Validation Service by LSP, including, but not limited to, when LSP acts as an LSP outside of SWBT's traditional serving areas in the states of Arkansas, Kansas, Missouri, Oklahoma, and Texas, and/or acts as an operator service provider to other LSPs, local exchange companies, or any other telecommunications company, and/or acts as an interexchange carrier, will be pursuant to the terms, conditions, rates, and charges of SWBT's effective tariffs, as revised, for LIDB Validation Service.

III. Price and Payment

- A. LSP shall pay SWBT a Validation Query rate and a Query Transport Rate for each Query initiated into SWBT's LIDB. These rates are set forth in Exhibit I (Basis of Compensation), which is attached hereto and incorporated by reference.
- B. LSP shall pay a Nonrecurring Charge for each request for establishment or change of existing LIDB Validation Service. The LIDB Validation Service Establishment Charge applies per originating point code per request and is set forth in Exhibit I (Basis of Compensation).
- C. LSP shall pay a Service Order Charge for each request for service order activity. The Service Order Charge is set forth in Exhibit I (Basis of Compensation).
- D. Payment to SWBT for LIDB Validation Service shall be based upon the rates set forth in Exhibit I (Basis of Compensation), attached hereto and made a part thereof. These rates and charges will apply for one (1) year from the service effective date for each exchange. After one (1) year, SWBT may change the rates

upon sixty (60) days' notice. SWBT may first give such notice sixty (60) days before the end of the first year.

- E. SWBT shall record usage information for LSP's Validation Queries terminating to SWBT's LIDB. SWBT shall use its SCPs as the source of usage data. SWBT shall aggregate usage by the point code of the Query-originating SSP.
- F. Based upon the data identified in SubSection 3.E of this Appendix, SWBT shall bill LSP for its Validation Queries on a monthly basis. The bill will be issued by the fifteenth day of each month, and LSP shall pay the bill within thirty (30) days of the bill issue date. LSP shall pay late payment charges as applicable and as described in SWBT's Tariff FCC No. 73.
- G. SWBT shall provide sufficient information with the bill to enable LSP to determine how the billed amount was calculated.
- H. Depending on LSP's choice of method for transporting its Queries and Responses, LSP may be required to purchase certain other services, especially services that may be provided pursuant to effective tariffs. In this event the prices, terms, conditions, and billing for such services will be specified in the applicable tariff(s) and this Appendix shall not be construed to circumvent the prices, terms, conditions, or billing as specified in the applicable tariff(s).
- I. If there is a dispute associated with a monthly bill, the disputing Party shall notify the other in writing within ninety (90) calendar days of the date of said monthly bill or the dispute shall be waived. Each Party agrees that any amount of any monthly bill that that Party disputes will be paid by that Party according to the terms of Subsection III.F. above. Any adjustments relating to a disputed amount shall be reflected on the next monthly bill issued after resolution. Any credit issued upon resolution of any dispute shall bear interest at the rate specified in Subsection III.F. above, payable on and as of the date the credit is issued. Parties shall work cooperatively and use their best efforts to resolve any disputes as quickly as possible.
- J. SWBT shall treat changes in previously established OPCs as a discontinuance of the existing LIDB Validation Service and establishment of a new LIDB Validation Service and all applicable Nonrecurring Charges shall be paid by LSP.
- K. If LSP acts as a telecommunications company other than a local service provider, or if LSP acts as a local service provider in areas outside of SWBT's traditional service areas in the states of Arkansas, Kansas, Missouri, Oklahoma, and Texas, LSP shall designate those point codes from which it originates LIDB Validation Service Queries as an LSP acting as a local service provider within SWBT's traditional service areas in the states of Arkansas, Kansas, Missouri, Oklahoma,

and Texas from those point codes which originate LIDB Validation Service Queries for all other aspects of its business. If LSP uses the same OPC to originate Queries for its operations as an LSP within SWBT's traditional service areas in the states of Arkansas, Kansas, Missouri, Oklahoma, and Texas as it does for any other aspect of its business, then LSP shall provide SWBT with a percentage of use factor that SWBT can use to apportion LSP's traffic between SWBT's terms, conditions, rates and charges under this Appendix and the terms, conditions, rates and charges under SWBT's appropriate and effective tariff. LSP shall provide this factor in a whole number between one (1) and one hundred (100) to indicate the percentage of LIDB Validation Services LSP originates as an LSP acting as a local service provider within SWBT's traditional service area in the states of Arkansas, Kansas, Missouri, Oklahoma, and Texas. A percentage of use factor of 1 (one) indicates that one percent of LSP's LIDB Validation Service Queries originate as an LSP acting as a local service provider within SWBT's traditional service areas in the states of Arkansas, Kansas, Missouri, Oklahoma, and Texas. A percentage of use factor of one hundred (100) indicates that one hundred percent of LSP's LIDB Validation Service Queries is from LSP acting as a local service provider within SWBT's traditional service area in the states of Arkansas, Kansas, Missouri, Oklahoma, and Texas.

- L. Such percentage of use factors will be provided by LSP on the LIDB Access Service Order Form used to establish the service. All updates to this factor will be provided via a letter. If LSP does not furnish a percentage of usage factor, LSP agrees that SWBT will apply a percentage of usage factor of one percent (1%).
- M. LSP shall update its percentage of use factors on a quarterly basis. Effective on the first of January, April, July and October of each year, LSP shall forward to SWBT, to be received no later than fifteen (15) business days after the first of each such month, a revised report showing the percentage of use factors for the past three months ending the last day of December, March, June, and September, respectively, for each OPC from which LSP originates LIDB Validation Service Queries. Both Parties agree that the revised report will serve as the basis for the next three months billing. Both Parties agree that no prorating or backbilling will be done based on the report. SWBT shall use the revised report to apportion usage rates, monthly rates, and nonrecurring charges until a revised report is received from LSP as set forth and agreed to herein.
- N. SWBT may, upon written request by Certified U.S. mail (return receipt requested), require LSP to provide call detail records which will be audited to substantiate the projected percentage of use factor provided by LSP. SWBT may request this detailed information annually. If the audit results represent what SWBT considers to be a substantial deviation from LSP's previously reported percentage of use for the period upon which the audit was based, and that deviation is not due to seasonal changes or other identifiable reasons, LSP agrees

to allow SWBT to request such call detail records more than once annually. Both parties agree that SWBT may make the call detail records available to an independent auditor or to SWBT audit employees within thirty (30) days of the request at an agreed upon location during normal business hours.

- O. If LSP fails to comply with SWBT's request for auditable call detail records, SWBT may refuse additional applications for service and/or refuse to complete any pending orders for service for a period of thirty (30) days. If at the conclusion of thirty (30) days, LSP still does not comply with this request, SWBT may apply an assumed percentage of use factor of one percent (1%).

IV. Ownership of Validation Information

- A. Telecommunications companies depositing information in SWBT's LIDB may retain full and complete ownership and control over such information. LSP obtains no ownership interest by virtue of this Appendix.
- B. Unless expressly authorized in writing by parties, LIDB Validation Service is not to be used for purposes other than those described in this Appendix. LSP may use LIDB Validation Service for those functions only on a call-by-call basis. Data accessed on LIDB may not be stored by LSP elsewhere for future use.
- C. Proprietary information residing in SWBT's LIDB is protected from unauthorized access and LSP may not store such information in any table or database for any reason. All information related to alternate billing service is proprietary. Examples of proprietary information are as follows:
- Billed (Line/Regional Accounting Office (RAO)) Number
 - PIN Number(s)
 - Billed Number Screening (BNS) indicators
 - Class of Service (also referred to as Service or Equipment)
 - Reports on LIDB usage
 - Information related to billing for LIDB usage
 - LIDB usage statistics.
- D. LSP shall not copy, store, maintain, or create any table or database of any kind after initiating, and based upon a Response to, a Validation Query to SWBT's LIDB.
- E. If LSP acts on behalf of other carriers, LSP shall prohibit its Query- originating carrier customers from copying, storing, maintaining, or creating any table or database of any kind from any Response provided by SWBT after a Validation Query to SWBT's LIDB.

- F. SWBT will share end user information, pertinent to fraud investigation, with LSP when validation queries for the specific end user reaches SWBT's established fraud threshold level. This fraud threshold level will be applied uniformly to all end user information in SWBT's LIDB.

V. Term and Termination

- A. This Appendix shall become effective pursuant to Section XXVII (Effective Date) of the Statement and shall continue for one (1) year from the effective date of implementation of LIDB Validation Service. Thereafter, this Appendix shall remain in effect unless terminated by either party upon written notice given sixty (60) days in advance of the termination date.
- B. If a Party materially fails to perform its obligations under this Appendix, the other Party, after notifying the non-performing Party of the failure to perform and allowing that Party thirty (30) days after receipt of the notice to cure such failure, may cancel this Appendix immediately upon written notice.
- C. Notwithstanding anything to the contrary in this Appendix, if legal or regulatory decisions or rules compel SWBT or LSP to terminate the Appendix, SWBT and LSP shall have no liability to the other in connection with such termination.

VI. Limitation of Liability

- A. A Party's sole and exclusive remedies against the other Party for injury, loss or damage caused by or arising from anything said, omitted or done in connection with this Appendix regardless of the form of action, whether in contract or in tort (including negligence or strict liability) shall be the amount of actual direct damages and in no event shall exceed the amount paid for LIDB Validation Service.
- B. The remedies in Section VI.A. of this Appendix shall be exclusive of all other remedies against a Party, its affiliates, subsidiaries or parent corporation, (including their directors, officers, employees or agents).
- C. In no event shall a Party have any liability for system outage or inaccessibility, or for losses arising from the unauthorized use of the data by LIDB Validation Service Query purchasers.
- D. SWBT is furnishing access to its LIDB or LIDB-like database in order to facilitate LSP's provision of Alternate Billing Service to its end users, but not to insure against the risk of completion of an ABS-related call. While SWBT agrees to make every reasonable attempt to provide accurate Validation information, the Parties acknowledge that Validation information is the product of routine business service order activity and fraud investigations. LSP acknowledges that SWBT

can furnish Validation information only as accurate and current as the information has been provided to SWBT for inclusion in its LIDB. Therefore, SWBT, in addition to the limitations of liability set forth, is not liable for inaccuracies in the Validation information records provided to LSP except such inaccuracies caused by SWBT's willful or wanton misconduct or gross negligence.

- E. IN NO EVENT SHALL SWBT, ITS AFFILIATES, SUBSIDIARIES OR PARENT CORPORATION, (INCLUDING ITS DIRECTORS, OFFICERS, EMPLOYEES OR AGENTS) HAVE ANY LIABILITY WHATSOEVER TO OR THROUGH LSP FOR ANY INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO LOSS OF ANTICIPATED PROFITS OR REVENUE OR OTHER ECONOMIC LOSS IN CONNECTION WITH OR ARISING FROM ANYTHING SAID, OMITTED OR DONE HEREUNDER, EVEN IF LSP HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

VII. Communication and Notices

- A. Ordering and billing inquiries for the services described herein from SWBT shall be directed to the Local Service Provider Service Center (LSPSC). Ordering shall be done through the LSPSC using the form attached hereto as Exhibit III.

VIII. Confidentiality

- A. Identification SWBT and LSP recognize and acknowledge that, in connection with the services to be provided hereunder, either may disclose to the other party proprietary or confidential customer, technical or business information in written graphic, oral or other tangible or intangible forms. In order for such information to be considered "Proprietary Information" under this Appendix, such information must be marked "Confidential" or "Proprietary" or bear a marking of similar import. Orally disclosed information shall be considered Proprietary Information only if contemporaneously identified as such and reduced to writing and delivered to the other party with a statement or marking of confidentiality within twenty (20) calendar days after oral disclosure.
- B. Nondisclosure. Subject to Sections 8C through 8F, the Party (the "Receiving Party") that receives Proprietary Information from the other Party (the "Disclosing Party") agrees:
- (1) That all Proprietary Information shall be and shall remain the exclusive property of the Disclosing Party.

- (2) To limit access to such Proprietary Information to authorized employees and other individuals who have a need to know the Proprietary Information in order to perform its obligations under this Appendix.
- (3) To keep such Proprietary Information confidential and to use the same level of care to prevent disclosure or unauthorized use of the received Proprietary Information as it exercises in protecting its own Proprietary Information of a similar nature.
- (4) For a period of three (3) years following any disclosure, not to copy or publish or disclose such Proprietary Information to others or authorize anyone else to copy or publish or disclose such Proprietary Information to others without the prior written approval of the Disclosing Party.
- (5) To use such Proprietary Information only for purposes of performing its obligations under this Appendix and for other purposes only upon such terms as may be agreed upon between the Parties in writing.

C. Required Disclosures. The Receiving Party agrees to give notice to the Disclosing Party of any demand to disclose or provide Proprietary Information of the Disclosing Party to another person, under lawful process, prior to disclosing or furnishing such Proprietary Information. Further, the Receiving Party agrees to reasonably cooperate if the Disclosing Party deems it necessary to seek protective arrangements. The Receiving Party may disclose or provide Proprietary Information of the Disclosing Party to meet the requirements of a court, regulatory body or government agency having jurisdiction over the Party; provided, however, that the Receiving Party shall notify the Disclosing Party so as to give the Disclosing Party a reasonable opportunity to object to such disclosure. The Disclosing Party may not unreasonably withhold approval of protective arrangements provided by any such court, regulatory body or government agency. Nothing herein requires either Party to support the position of any person or entity as to whether any particular Proprietary Information is proprietary under applicable law or this Section 8.

D. Exceptions. Notwithstanding anything to the contrary contained in this Appendix, the Proprietary Information described herein shall not be deemed confidential or proprietary and the Receiving Party shall have no obligation to prevent disclosure of such Proprietary Information if such Proprietary Information:

- (1) is already known to the Receiving Party;
- (2) is or becomes publicly known, through publication, inspection of the product, or otherwise, and through no wrongful act of the Receiving Party;

- (3) is received from a third party without similar restriction and without breach of this Section 8;
 - (4) is independently developed, produced or generated by the Receiving Party;
 - (5) is furnished to a third party by the Disclosing Party without a similar restriction on the third party's rights; or
 - (6) is approved for release by written authorization of the Disclosing Party, but only to the extent of such authorization.
- E. Permitted Uses. SWBT shall be permitted to use Proprietary Information obtained through recording the volume of LSP Queries for the purposes of: (a) estimation of facilities usage for jurisdictional separations; (b) engineering and network planning of facilities; and (c) measurement for billing purposes.
- F. Legal Requirements. Notwithstanding anything to the contrary contained in this Agreement, a Party's ability to disclose Proprietary Information or use disclosed Proprietary Information is subject all applicable statutes, decisions, and regulatory rules concerning the disclosure and use of such Proprietary Information which, by their express terms, mandate a different handling of such information.

9. Mutuality

To the extent that LSP stores its own Validation Information in a database, LSP agrees that Validation Information shall be available to SWBT on terms and conditions comparable to those contained in this Appendix. Such terms and conditions shall include, but not be limited to, making such Validation Information available on a platform technically similar to that employed by SWBT, and at a rate comparable to that charged by SWBT.

10. Attached and incorporated herein are:

- Exhibit I - Basis of Compensation
- Exhibit II - Specifications and Standards
- Exhibit III - LIDB Access Service Order Form

EXHIBIT I
BASIS OF COMPENSATION
MISSOURI

Per Query Charges

Validation Query	\$0.026
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Validation Query Transport	\$0.0045
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Nonrecurring Charges

Point Code Activation	\$15.10
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Service Order	\$256.70
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Exhibit II
Specifications and Standards

<u>Descriptions of Subject Area and Issuing Organization</u>	<u>Document Number</u>
A. Bellcore, SS7 Specifications	TR-NPL-000246
B. ANSI, SS7 Specifications	
- Message Transfer part	T1.111
- Signaling Connection Control Part	T1.112
- Transaction Capabilities Application Part	T1.114
C. Bellcore, CLASS Calling Name Delivery Generic Requirements	TR-NWT-001188
D. Bellcore, CCS Network Interface Specifications	TR-TSV-000905

LIDB ACCESS VALIDATION SERVICES ORDER FORM

CUSTOMER NAME _____

CARRIER CUSTOMER NAME ABBREVIATION _____
(CCNA - THREE ALPHA CHARACTERS)

CUSTOMER ADDRESS _____

CUSTOMER BILLING NAME _____
(IF DIFFERENT THAN CUSTOMER NAME)

ACCESS CUSTOMER NAME ABBREVIATION _____
(ACNA - THREE ALPHA CHARACTERS)

CUSTOMER BILLING ADDRESS _____
(IF DIFFERENT THAN CUSTOMER ADDRESS)

CITY, STATE, ZIP CODE _____

CUSTOMER BILLING CONTACT NAME AND TELEPHONE NUMBER _____

_____ () _____

CREDIT INFORMATION: TYPE OF OWNERSHIP _____
(S - SOLE OWNER; C - INCORP.; P - PARTNERSHIP)

IF INCORPORATED:

STATE WHERE INCORP. _____ DATE INCORP. _____

CHARTER NUMBER _____

PRES. NAME _____ OFC. TEL. NO. () _____

V.P. NAME _____ OFC. TEL. NO. () _____

SECT. NAME _____ OFC. TEL. NO. () _____

TREA. NAME _____ OFC. TEL. NO. () _____

IF PARTNERSHIP:

PARTNERS NAME _____ OFC. TEL. NO. () _____

PARTNERS NAME _____ OFC. TEL. NO. () _____

PARTNERS NAME _____ OFC. TEL. NO. () _____

PARTNERS NAME _____ OFC. TEL. NO. () _____

LETTER OF AGENCY DATED _____ SIGNATURE _____

SWBT ORDER NUMBER _____

DESIRED DUE DATE _____ FIRM DUE DATE _____

FOR NEW SERVICE, THE APPROXIMATE NUMBER OF NPA NXXs _____

TYPE OF ACTIVITY _____ (N - NEW OR ADD; C - CHANGE; D - DISCONNECT; S - SUPP)

BILLING ACCOUNT NUMBER (BAN) _____

CUSTOMER ORDER CONTACT NAME, ADDRESS, ZIP CODE, AND TELEPHONE
NUMBER:

_____ () _____

CUSTOMER TECHNICAL CONTACT NAME AND TELEPHONE NUMBER: _____ () _____

CPOC SVC. REP. CONTACT NAME AND TELEPHONE NUMBER: _____ () _____

*SWBT CKR: _____ *TWO SIX CODE: _____
(SWBT ID OF CCS/SS7 INTERCONN. SVC.)

1. _____
2. _____
3. _____
4. _____

*THIS INFORMATION SHOULD BE OBTAINED BY THE LIDB CUSTOMER FROM THEIR CCS/SS7
INTERCONNECTION SERVICE PROVIDER.

ORIGINATING LINE NUMBER SCREENING _____

ACT.	ORIGINATING POINT	ACT.	ORIGINATING POINT
TYPE	CODES:	TYPE	CODES:

[illegible]REMARKS _____

DATE AND TIME RECEIVED IN THE CPOC

ORIGINATING LINE NUMBER SCREENING _____

[illegible]

DATE AND TIME RECEIVED IN THE CPOC

LIDB ACCESS VALIDATION SERVICE ORDER FORM

INSTRUCTIONS

THE LIDB ACCESS VALIDATION SERVICE ORDER FORM CONSISTS OF FOUR PAGES.

PAGE 1 - ALL THE INFORMATION ON THIS PAGE IS FOR ADMINISTRATIVE USE IN ESTABLISHING THE LIDB BILLING ACCOUNT. ALL OF THE INFORMATION IS REQUIRED ON THE INITIAL ORDER. ORDERS SUBMITTED SUBSEQUENT TO THE ESTABLISHED ACCOUNT WILL REQUIRE ONLY THE CUSTOMER'S NAME AND ADDRESS. THE OTHER ENTRIES WILL BE REQUIRED ONLY IF THERE IS A CHANGE TO THE ORIGINAL INFORMATION.

PAGE 2 - ALL THE INFORMATION ON PAGE TWO IS FOR THE REQUESTED ACTIVITY. THIS INFORMATION WILL ALWAYS BE REQUIRED.

1. DESIRED DUE DATE/FIRM DUE DATE - APPROXIMATE NUMBER OF NPA NXXs

***DESIRED DUE DATE IS USED WHEN A FIRM DUE DATE HAS NOT BEEN COORDINATED WITH THE LIDB CUSTOMER PRIOR TO THE SUBMISSION OF THE ORDER FORM TO THE ICSC.

THE LIDB CUSTOMER WILL ENTER THEIR DESIRED DATE FOR THEIR LIDB SERVICE TO BE ESTABLISHED AND THE APPROXIMATE NUMBER OF NPA NXXs ASSOCIATED WITH THE NEW SERVICE.

IF THE ORDER IS FOR SUBSEQUENT ACTIVITY TO AN ESTABLISHED ACCOUNT, THE APPROXIMATE NUMBER OF NPA NXXs WILL NOT BE REQUIRED.

***FIRM DUE DATE IS USED WHEN THE CUSTOMER'S ACCOUNT MANAGER HAS COORDINATED WITH THE SNAC TO ESTABLISH THE DUE DATE PRIOR TO THE ORDER FORM BEING SENT TO THE CPOC.

PAGE 2 INSTRUCTIONS CONTINUED -

2. TYPE OF ACTIVITY

N - SHOULD BE ENTERED TO ESTABLISH A LIDB SERVICE CAN ALSO BE ENTERED TO ADD ADDITIONAL POINT CODES TO AN EXISTING SERVICE

C - SHOULD BE ENTERED TO ADD POINT CODES TO OR DELETE POINT CODES FROM AN EXISTING SERVICE

D - SHOULD BE ENTERED TO COMPLETELY DISCONNECT AN EXISTING SERVICE

S - SHOULD BE ENTERED TO MAKE A CHANGE ON A CURRENT ORDER PRIOR TO THE COMPLETION DATE (i.e., CHANGE DUE DATE, CORRECT POINT CODE(S), ETC.)

3. BILLING ACCOUNT NUMBER (BAN)

THE SWBT BILLING ACCOUNT NUMBER OF THE VALIDATION SERVICE AND/OR THE CALLING NAME SERVICE

IF THE ORDER IS FOR NEW SERVICE, THIS FIELD WILL BE BLANK

4. CUSTOMER ORDER CONTACT...

A CONTACT WITH THE CUSTOMER THAT THE CPOC CAN COORDINATE WITH FOR THE DESIRED DUE DATE OR CORRECTIONS TO AN ORDER.

5. CUSTOMER TECHNICAL CONTACT...

A TECHNICAL CONTACT WITH THE CUSTOMER THAT THE SWBT SNAC CAN COORDINATE WITH FOR THE PROVISIONING OF THE SERVICE.

6. CPOC SERVICE REP....

THE SWBT CPOC SERVICE REPRESENTATIVE THAT NEGOTIATES THE ORDER WILL ENTER THEIR NAME AND CONTACT INFORMATION.

7. SWBT CKR AND TWO SIX CODE

THIS INFORMATION WILL BE OBTAINED BY THE LIDB CUSTOMER FROM THEIR ORDER TO ESTABLISH THEIR CCS/SS7 INTERCONNECTION SERVICE OR FROM THEIR CCS/SS7 INTERCONNECTION SERVICE PROVIDER. THERE WILL ALWAYS BE FOUR LINKS FOR ACCESS TO THE LIDB.

INSTRUCTIONS FOR PAGES 3 & 4 -

LIDB HAS THREE QUERY SERVICES: VALIDATION, CALLING NAME (CNAM), AND ORIGINATING LINE NUMBER SCREENING (OLNS)

THERE IS NOT A SPECIFIC NUMBER OF POINT CODES REQUIRED FOR ANY LIDB SERVICE. THE LIDB CUSTOMER CAN SUBMIT AS MANY COPIES OF PAGES 3 & 4 AS REQUIRED FOR THEIR POINT CODES PER REQUEST.

THE VALIDATION, CNAM, AND OLNS WILL BE ESTABLISHED ON A SINGLE BILLING ACCOUNT. IF THE LIDB CUSTOMER WOULD LIKE SEPARATE BILLING ACCOUNTS, THEN SEPARATE BANs MUST BE REQUESTED (i.e. "ESTABLISH SEPARATE BILLING ACCOUNTS") IN THE BILLING ACCOUNT NUMBER FIELD ON PAGE 2. IF AN EXISTING LIDB CUSTOMER WANTS TO ESTABLISH THEIR LIDB CNAM ON A SEPARATE BILLING ACCOUNT, THEN THE LIDB CUSTOMER SHOULD ENTER "NEW BAN (OR SEPARATE BAN) FOR THE LIDB CNAM SERVICE" IN THE BILLING ACCOUNT NUMBER FIELD ON PAGE 2. THE SAME WILL APPLY FOR A SEPARATE BAN FOR OLNS. IN ORDER TO SET UP SEPARATE BILLING ACCOUNTS, THE POINT CODES FOR THE LIDB VALIDATION, CNAM, AND OLNS SERVICES CANNOT BE THE SAME. THE CUSTOMER WILL USE BOTH PAGES 3 & 4 TO SUBMIT THEIR POINT CODES SEPARATELY FOR SEPARATE BILLING ACCOUNTS.

1. LIDB VALIDATION SERVICE ____ CALLING NAME SERVICE ____
ORIGINATING LINE NUMBER SCREENING ____

ENTER A CHECK MARK OR AN "X" TO INDICATE WHICH OF THE LIDB SERVICES THE ORDER FORM IS REQUESTING TO ESTABLISH OR DELETE. IF ALL LIDB SERVICES ARE REQUESTED ON THE SAME ORDER, THE POINT CODES FOR EACH SERVICE MUST BE LISTED ON SEPARATE PAGES. THIS WILL ENABLE SWBT TO APPLY THE CORRECT NONRECURRING CHARGES.

2. ACTIVITY TYPES

IF A LIDB CUSTOMER NEEDS TO CHANGE AN EXISTING OPC ON AN ESTABLISHED ACCOUNT, THE "D" SHOULD BE USED TO INDICATE THE OPC CHANGING FROM AND THE "N" SHOULD BE USED TO INDICATE THE OPC CHANGING TO.

PAGES 3 & 4 INSTRUCTIONS CONTINUED -

LIST OF ORIGINATING POINT CODES AND ACTIVITY TYPE

ACTIVITY TYPES: N - ESTABLISHING OR ADDING NEW POINT CODE(S)
D - DELETE EXISTING POINT CODE(S)

PLEASE NOTE IN THE FOLLOWING EXAMPLES, THE ORDER FORM ACTIVITY IS THE ENTRY FROM PAGE 2, NUMBER 3. THIS IS NOT THE ACTIVITY TYPE.

EXAMPLE 1 - ORDER FORM ACTIVITY IS "N" TO ESTABLISH A NEW ACCOUNT AND SERVICE

ACT. TYPE	ORIGINATING POINT CODES:	ACT. TYPE	ORIGINATING POINT CODES:
<u>N</u>	<u>XXX-XXX-XXX</u>	<u>N</u>	<u>XXX-XXX-XXX</u>

EXAMPLE 2 - ORDER FORM ACTIVITY IS "C" TO CHANGE AN EXISTING POINT CODE OR TO ADD A NEW POINT CODE AND DELETE AN EXISTING POINT CODE

ACT. TYPE	ORIGINATING POINT CODES:	ACT. TYPE	ORIGINATING POINT CODES:
<u>N</u>	<u>XXX-XXX-XXX</u>	<u>D</u>	<u>XXX-XXX-XXX</u>

EXAMPLE 3 - ORDER FORM ACTIVITY IS "D" TO DISCONNECT THE ACCOUNT AND THE SERVICE

ACT. TYPE	ORIGINATING POINT CODES:	ACT. TYPE	ORIGINATING POINT CODES:
<u>D</u>	<u>XXX-XXX-XXX</u>	<u>D</u>	<u>XXX-XXX-XXX</u>

THE REMARKS SECTION MAY BE UTILIZED BY SWBT OR THE LIDB CUSTOMER.

THE DATE AND TIME RECEIVED WILL BE ENTERED BY THE SWBT CPOC UPON RECEIPT OF THE FORM.

AFTER THE FORM HAS BEEN COMPLETED, IT SHOULD BE MAILED OR FAXED TO THE SWBT ICSC IN ST. LOUIS, MISSOURI.

KANSAS CITY, MISSOURI

SWBT OPTIONAL CALLING AREAS

- FARLEY
- SMITHVILLE
- EXCELSIOR SPRINGS
- RICHMOND
- GRAIN VALLEY
- GREENWOOD
- ARCHIE

ILEC MANDATORY AREAS
FERRELVIEW

KANSAS CITY, KANSAS

SWBT OPTIONAL CALLING AREAS

- DE SOTO
- BASEHOR
- LEAVENWORTH- LANSING
- PAOLA
- TONGANOXIE