

APPENDIX DA-RESALE

SBC MISSOURI-PROVIDED DIRECTORY ASSISTANCE SERVICE

This Appendix DA-Resale to Attachment 1: Resale sets forth the terms and conditions under which SBC MISSOURI agrees to provide Directory Assistance Service (DA Service) for CLEC, but only upon CLEC's request therefor.

1.0 SERVICE

- 1.1 DA Service consists of providing subscriber listing information (name, address, and published or Non-List telephone number or an indication of non-published status) to CLEC's customers who call DA according to current SBC MISSOURI methods and practices or as subsequently modified, for the home NPA and/or local/intraLATA serving area, where available, to CLEC's retail end users who dial 411, 1/0+411, 555-1212, 1/0+555-1212 or 1/0+NPA-555-1212 or other dialing arrangement.
Conformed pursuant to Missouri Commission Award- GT&C issue # 23.
- 1.2 Directory Assistance Call Completion (DACC) service consists of SBC MISSOURI completing a call to the requested number on behalf of CLEC's end user, utilizing the Interactive Voice System (IVS) or having the operator complete the call. SBC MISSOURI will provide DACC to CLEC's customers for local and intrastate intraLATA calls. In the event and to the extent that SBC MISSOURI provides DACC service to its own customers for interstate intraLATA calls, it will provide such service to CLEC's customers.
- 1.3 SBC MISSOURI agrees to provide DACC only in areas where SBC MISSOURI can furnish Automatic Number Identification (ANI) from CLEC's customers to SBC MISSOURI' switch and where CLEC obtains DA service from SBC MISSOURI.

2.0 DIRECTORY ASSISTANCE SERVICES AND DEFINITIONS. SBC MISSOURI WILL PROVIDE THE FOLLOWING DA SERVICES:

- 2.1 Local Directory Assistance. Consists of providing published name, address and telephone number in the local calling area to the dialing end user.
- 2.2 Directory Assistance Call Completion (DACC) [Sometimes also known as "Express Call Completion" (ECC)]. A service in which a local or an intraLATA call to the requested number is completed on behalf of the DA end user, utilizing an automated voice system or with operator assistance.
- 2.3 National Directory Assistance (NDA) A service whereby callers may request directory assistance information outside their LATA or Home NPA for a listed telephone number for residential, business and government accounts throughout the 50 states.
- 2.3 Reverse Directory Assistance (RDA) An Information Service consisting of providing listed local and national name and address information associated with a telephone number provided by the individual originating the call.
- 2.4 Business Category Search (BCS) A service in which the end user may request business telephone number listings for a specified category of business, when the name of the business is not known. Telephone numbers may be requested for local and national businesses.
- 2.5 Emergency Nonpub Number Request. A service in which, in the event of an emergency request by a calling party, a Directory Assistance Operator will attempt to reach a nonpublished end user with the calling

party's name and number, and a short message about the nature of the emergency, without releasing the nonpublished end user's telephone number to the calling party.

- 2.6 Non-List Telephone Number (also known as DA Only 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 SBC MISSOURI DA Operator.
- 2.7 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 SBC MISSOURI DA Operator.
- 2.8 Published Number - A telephone number that is published in a telephone directory and is available upon request by calling a SBC MISSOURI DA Operator.
- 2.9 IntraLATA Home NPA (HNPA) - Where a LATA is comprised of one area code or Numbering Plan Area (NPA).
- 2.10 IntraLATA Foreign NPA (FNPA) - Where a single LATA includes two Numbering Plan Areas (NPAs). FNPA DA calls may be classified as interstate intraLATA or intrastate intraLATA DA calls.

3.0 CALL BRANDING AND QUOTATION OF CLEC DA RATE INFORMATION

- 3.1 Call Branding is the process by which an Operator, either live or recorded, may identify the DA provider as being CLEC audibly and distinctly to the CLEC retail end user at the beginning of each DA call. CLEC will provide SBC MISSOURI with the specific branding phrase to be used to identify CLEC. For CLECs electing to purchase Directory Assistance service from SBC MISSOURI, the CLEC may request either that SBC MISSOURI brand the service in the CLEC's name, or that branding be "silent" (i.e., no name announcement), in accordance with the requirements of 47 C.F.R. 51.217(d). The Non-Recurring charges for loading the branded or silent announcement are set forth in the Pricing Schedule.
- 3.3 SBC MISSOURI Directory Assistance operators will provide Directory Assistance Rate Information upon request to CLEC's end users. The SBC MISSOURI DA Operators shall quote CLEC's retail OS/DA rates provided in the "Rate/Reference" input from the CLEC. If further inquiries are made about rates, billing and/or other "business office" questions, SBC MISSOURI's OS/DA operators shall direct the calling party's inquiries to a CLEC-provided contact number (also in the "Rate/Reference" input from the CLEC). In all cases the rates and business office references quoted to the customer and those applied to the call will be CLEC's, and not SBC MISSOURI. The Non-Recurring charges for loading the Rate/Reference inputs from CLEC are set forth in the Pricing Schedule.

4.0 RESPONSIBILITIES OF SBC MISSOURI

- 4.1 SBC MISSOURI will perform DA Service for CLEC in those exchanges where CLEC elects to purchase such services from SBC MISSOURI.
- 4.2 SBC MISSOURI will provide and maintain its own equipment to furnish DA Services, including equipment necessary for routing calls and signals to the SBC MISSOURI serving office.
- 4.3 SBC MISSOURI will provide DA Service to CLEC customers using current and updated DA records and in accordance with SBC MISSOURI's current methods, practices, and procedures or as subsequently modified. Such DA Service shall be equivalent to that provided to SBC MISSOURI End Users, as documented in SBC MISSOURI' tariffs, including permitting multiple End User queries per directory assistance call, where applicable.

4.4 SBC MISSOURI will provide IntraLATA HNPA DA Service and intrastate IntraLATA FNPA DA Service to Customers who dial 1+411 or NPA+555-1212.

4.5 SBC MISSOURI will include current CLEC customer listing information in SBC MISSOURI' DA database.

5.0 PRICING

5.1 Rates to be charged to CLEC by SBC MISSOURI for the DA Services provided pursuant to this Appendix are set forth in the Pricing Schedule. Where SBC MISSOURI affords customers making calls to DA a monthly free call allowance, SBC MISSOURI will afford CLEC's customers making calls to DA the same monthly free call allowance, and will not charge CLEC for such calls.

6.0 LIABILITY

6.1 Indemnification and limitation of liability provisions covering the matters addressed in this Appendix are contained in the General Terms and Conditions portion of the Agreement.

7.0 TERM OF APPENDIX

7.1 This Attachment will continue in force for the length of the Interconnection Agreement, but may be cancelled after no less than twelve (12) months of provision of service by SBC MISSOURI. At the expiration of the term of the Interconnection Agreement to which this Attachment is attached, or twelve months, which ever occurs later, either Party may terminate this Attachment upon one hundred-twenty (120) calendar days written notice to the other Party. As of the effective date of this Agreement, if CLEC has already fulfilled its requirement to subscribe to SBC MISSOURI' DA services for a twelve month period, or anytime after CLEC has met the twelve (12) month period, CLEC may terminate use of SBC MISSOURI DA services upon one hundred-twenty (120) days advance written notice to SBC MISSOURI.

7.2 If CLEC terminates this Attachment prior to the expiration of the term of this Attachment, CLEC shall pay SBC MISSOURI, within thirty (30) days of the issuance of any bills by SBC MISSOURI, all amounts due for actual services provided under this Attachment, plus estimated monthly charges for the unexpired portion of the term. Estimated charges will be based on an average of the actual monthly service (average of actual monthly service is based upon the most current three (3) months of service), provided by SBC MISSOURI pursuant to this Attachment prior to the termination. However, if CLEC has fulfilled the twelve (12) month minimum service requirement, and provides one hundred-twenty (120) days notice, termination charges are not applicable.