

ATTACHMENT 2: MANUAL ORDERING AND PROVISIONING - RESALE

1.0 GENERAL REQUIREMENTS

- 1.1 Except as provided in Attachment 27: Operations Support System (OSS) SBC MISSOURI will provide pre-order, ordering and provisioning services for manually submitted orders, conversion orders and/or manual migration orders associated with SBC MISSOURI' Resale services under the Agreement pursuant to the requirements set forth in this Attachment.
- 1.2 For all Resale services ordered and submitted manually under the Agreement, SBC MISSOURI will provide pre-order, ordering and provisioning services in parity to the services SBC MISSOURI provides to its customers. Conformed pursuant to Missouri Commission Award- GT&C issue # 23.
- 1.3 SBC MISSOURI will, and CLEC may, participate in the Order and Billing Forum (OBF) and the Telecommunications Industry Forum (TCIF) to establish and conform to uniform industry guidelines for manual processing of pre-order to use the most current version of SBC MISSOURI' (LSPOR) and for, ordering and provisioning to utilize the pursuant to the most current version of SBC MISSOURI' Local Service Pre-Ordering Requirements (LSOR).
- 1.4 Neither Party waives any of its rights as participants in such forums in the implementation of the standards.
- 1.5 SBC MISSOURI agrees to provide, the pre-service ordering information (i.e., address verification, telephone number assignment, and Customer Service Record information (CSR) in English, USOC and FID format subject to the most current version of the Local Service Pre-Ordering Requirements (SBC MISSOURI' LSPOR) and the terms and conditions as set forth in Attachment Resale.
- 1.6 Pre-order, Ordering and Provisioning requests for Manual Migration and/or Conversion of Resale Services provided by SBC MISSOURI to the CLEC, where the CLEC is not utilizing an electronic OSS interface, will be transmitted via facsimile to the CLEC's Local Service Center (LSC). In coordinating conversions or migrations, SBC MISSOURI' LSC will respond to the CLEC's calls with the same level of service in which SBC MISSOURI provides to its local exchange Customers. Conformed pursuant to Missouri Commission Award- GT&C issue # 23.
- 1.7 Each Party will provide a Single Point of Contact (SPOC) for all ordering, status inquiries or escalation contacts (via an 800# to that Party's LSC or equivalent) between 8:00 A.M. C.S.T. to 5:30 P.M., C.S.T., Monday through Friday (except holidays).
- 1.8 SBC MISSOURI will respond to emergency requests for after hours provisioning via the Local Ordering Center (LOC), 24 hrs/day, 7 days a week. SBC MISSOURI will provide ordering, provisioning and migration services for Resale services Monday through Friday from 8 a.m. to 5:30 p.m. through its LSC or LOC as applicable. CLEC may request, at least two business days prior to the requested availability or as otherwise mutually agreed, that SBC MISSOURI provide Saturday, Sunday, holiday, and/or additional out-of-hours (other than Monday through Friday from 8 A.M. to 5:30 P.M.) ordering, provisioning and migration services. For each request SBC MISSOURI will quote, within one (1) business day of the request, a cost-based rate for the number of hours and material estimated for such services. If CLEC accepts SBC MISSOURI' quote, SBC MISSOURI will perform such services to the Requesting Party in the same manner as it does for itself and will

bill CLEC the Requesting Party for the actual hours worked and material used.

- 1.9 SBC MISSOURI will provide CLEC with the same provisioning intervals and procedures for design and complex services that it provides to its customers End Users.
- 1.10 SBC MISSOURI will provide a Layout Record Cards for designed or complex Resale services, upon request by the CLEC.
- 1.11 SBC MISSOURI will provide to CLEC advanced information on the details and requirements for planning and implementation of NPA splits within its servicing area.
- 1.12 SBC MISSOURI will provide a subset of the Street Address Guide (SAG), which includes street addresses and the associated serving switches, enabling CLEC to map a customer address to a specific serving switch via CDROM, its website or other mutually agreed upon methods. Conformed pursuant to Missouri Commission Award- GT&C issue # 23.
- 1.13 Each Party will train its employees who have contact with the other Party or any other LSP not to discriminate or disparage against any LSP or LSP customer, including the Parties to this Agreement. Conformed pursuant to Missouri Commission Award- GTC issue # 23.
- 1.14 SBC will, and CLEC may, participate in the CLEC User Forum to share issues and address concerns regarding processes which impact the Parties. The CLEC User Forum is the primary process for each Party to address non-OSS issues that impact the daily business practices of multiple LECs. The Account Manager is the primary contact for each Party to address non-OSS issues that impact the daily business practices for a specified LEC.
- 1.15 SBC MISSOURI and CLEC will work cooperatively regarding fraud and service annoyance call handling.
- 1.16 All misdirected calls from CLEC's customers will be given a recording (or a live statement) directing them to call their local provider. To the extent procedures change such that CLEC customers become identifiable, such customers will be directed to call CLEC at a designated 800 number. CLEC and SBC MISSOURI will agree on the scripts to be used for this purpose. Conformed pursuant to Missouri Commission Award- GT&C issue # 23.
- 1.17 SBC MISSOURI's LSC or equivalent will provide coordination support for all designed and/or complex Resale services provided to CLEC. Services for which such support is to be provided include, without limitation, Data Services, Voice Grade Private Line, and ISDN PRI and BRI.
- 1.18 SBC MISSOURI will provide CLEC, upon request and not more than once per quarter, an electronic compare file that will contain the subscriber information stored in the SBC MISSOURI 9-1-1 database for customers served by CLEC through resale. CLEC may request that electronic compare files be provided for all of CLEC's resale customer accounts in MISSOURI (sorted by NPA), or by specific NPA. At CLEC's option, SBC MISSOURI will provide the electronic compare file on diskette, or by e-mail to CLEC. The compare file will be created in accordance with NENA standards on data exchange. Requests for electronic compare files will be processed by SBC MISSOURI within 14 days of receipt of CLEC's request. CLEC will review the electronic compare file(s) for accuracy, and submit any necessary corrections to SBC MISSOURI via the appropriate 911 listing correction process. Should CLEC wish to obtain the 911 compare file more frequently than once per quarter, terms and conditions for such additional access will be mutually agreed by the Parties.

Conformed pursuant to Missouri Commission Award- GT&C issue # 23.

2.0 PRE-ORDER AND ORDERING REQUIREMENTS

- 2.1 SBC MISSOURI will provide to CLEC a Firm Order Confirmation (FOC), service completion, and other provisioning data and information.
- 2.2 Absent a Missouri Commission ruling on migration activity. For migration activity, in response to a CLEC's CSR (Customer Service Request) SBC MISSOURI will provide End User information, including End User name, billing address and residence or business address, billed telephone numbers and features and services available in the end office where the End User is provisioned. Also, SBC MISSOURI will:
 - 2.2.1 Identify features and services to which the customer subscribes. CLEC agrees that its representatives will not access the information specified in this Subsection unless CLEC has obtained an authorization for release of CPNI;
 - 2.2.2 SBC MISSOURI will assign a telephone number (if the customer does not have one assigned). Reservation and aging of these numbers remain SBC MISSOURI' responsibility;

Conformed pursuant to Missouri Commission Award- GT&C issue # 23.

 - 2.2.3 Perform address verification.
 - 2.2.4 Determine if a service call is needed to install the line or service;
 - 2.2.5 Provide service availability dates to the customer;
 - 2.2.6 Provide information regarding the dispatch/installation schedule, if applicable; and
 - 2.2.7 Provide PIC options for intraLATA toll and interLATA toll.
- 2.3 All CSR data exchanged must include English, USOC and FID format.

3.0 ORDERING REQUIREMENTS

- 3.1 Pursuant to Attachment 1 Resale and upon CLEC's request through a non-vacation Suspend/Restore order, SBC MISSOURI will suspend or restore the functionality of any applicable Resale service, where technically feasible and in parity with SBC MISSOURI's customers. Conformed pursuant to Missouri Commission Award- GT&C issue # 23.
- 3.2 For the purposes of CLEC's ordering service furnished under this Attachment, each request for new service (that is, service not currently being provided to the Customer on the SBC MISSOURI, without regard to the identity of that customer's non-facilities based local service provider of record) shall be handled as a separate initial request for service and shall be charged per billable telephone number. Applicable service order charges and/or non-recurring charges associated with said new service will be applied as set forth in the Pricing Schedule. Conformed pursuant to Missouri Commission Award- resale issue # 1.
- 3.3 Where available, the tariff retail additional line rate for Service Order Charges shall apply only to those requests for additional residential service to be provided at the same customer premises to

which a residential line is currently provided on SBC MISSOURI' network, without regard to the identity of that Customer's non-facilities based local service provider of record.
Conformed pursuant to Missouri Commission Award- GT&C issue # 23.

- 3.4 When a CLEC Customer converts existing service to another local service provider's resold service of the same type without any additions or changes (including any change to the PIC and/or LPIC), charges for such conversion will apply as set forth in the Pricing Schedule and are applied per billable telephone number. Conformed pursuant to Missouri Commission Award- GT&C issue # 23.
- 3.5 SBC MISSOURI will provide to CLEC the functionality of blocking calls (e.g., 900, 976, international calls, and third party or collect calls) by line or trunk on an individual switching element basis, to the extent that SBC MISSOURI provides such blocking capabilities to its customers and to the extent required by law.
- 3.6 When ordering a Resale service, CLEC may order from SBC MISSOURI separate interLATA and intraLATA service providers (i.e., two PICs, when available) on a line or trunk basis and agrees to pay the applicable charges associated with such order as discussed in Attachment 1, Resale. SBC MISSOURI will accept PIC change orders for intraLATA toll and long distance services.
- 3.7 When CLEC submits migration orders for a Resale service, all pre- assigned trunk or telephone numbers currently associated with that service will be retained without loss of switch feature capability and without loss of associated Ancillary Functions, including, but not limited to, Directory Assistance and E911 capability. To the extent such losses occur, the Parties will work cooperatively to resolve such occurrence(s).
- 3.8 When SBC MISSOURI converts a CLEC customer's existing service and additions or changes are made to the service at the time of the conversion, the normal service order charges and/or non-recurring charges associated with said additions and/or changes, including changes to PIC and LPIC, will be applied in addition to the conversion charge. CLEC will receive a wholesale discount on all non-recurring service order charges for the services listed in Pricing Schedule; no wholesale discount is available for the non-recurring service order charges for those services listed in Pricing Schedule under the heading "OTHER (Resale)." Conformed pursuant to Missouri Commission Award- GT&C issue # 23.
- 3.9 SBC MISSOURI will provide standard provisioning intervals for all Resale services.
- 3.10 SBC MISSOURI will update the E911 service provider information and establish directory listings, including all information appropriate for residential or business listings and foreign listings, from CLEC's service order. SBC MISSOURI will use a mechanized process to ensure that SBC MISSOURI' directory listing, 911 and LIDB information for the customer is not deleted during the process of converting that customer to resold service provided by a CLEC. Conformed pursuant to Missouri Commission Award- GT&C issue # 23.

4.0 PROVISIONING REQUIREMENTS

- 4.1 Except in the event of the migration of a customer's service, only the provider of record can make changes to that customer's service. Conformed pursuant to Missouri Commission Award- GT&C issue # 23.
- 4.2 Upon request from CLEC, SBC MISSOURI will provide an intercept referral message that includes any new telephone number of a CLEC customer for the same period of time that SBC MISSOURI provides such messages for its own customers. CLEC and SBC MISSOURI will agree on the message to be used, which will be similar in format to the intercept referral message currently provided by SBC MISSOURI for its own customers. Conformed pursuant to Missouri Commission Award- GT&C issue # 23.
- 4.3 SBC MISSOURI will provide CLEC with a Firm Order Confirmation (FOC) for each order (multiple Working Telephone Numbers (WTNs) may be included on one order). The FOC will contain but is not necessarily limited to: purchase order number, telephone number, Local Service Request number, Due Date (DD), Service Order number.
- 4.4 Upon work completion, SBC MISSOURI will provide CLEC an SOC (Service Order Completion) notice via facsimile or other mutually agreed upon method.
- 4.5 Where available, SBC MISSOURI will perform pre-testing for support of Complex Resale Services and will, upon request, provide all test and turn up results in support of said pre-testing via facsimile or as mutually agreed upon by the Parties.
- 4.6 As soon as identified, SBC MISSOURI will provide CLEC any reject error notifications via facsimile or other method agreed upon by the Parties.
- 4.7 When available, SBC MISSOURI will provide CLEC notice when SBC MISSOURI' committed Due Date (DD) is in jeopardy of not being met by SBC MISSOURI on any Resale service via facsimile or other method as mutually agreed upon by the Parties. When available, SBC MISSOURI will concurrently provide the revised DD via facsimile or other method as agreed upon by the Parties.
- 4.8 When a SBC MISSOURI employee visits the premises of a CLEC customer, the SBC MISSOURI employee must inform the customer that he or she is there acting on behalf of their local service provider. Materials left at the customer- premises (e.g., a door hanger notifying the customer of the service visit) must also inform the customer that SBC MISSOURI was on their premises acting on behalf of their local service provider.
- 4.9 SBC MISSOURI technicians will direct CLEC customer to contact their local service provider if a CLEC customer requests a change in service at the time of installation. Conformed pursuant to Missouri Commission Award- GT&C issue # 23.
- 4.10 SBC MISSOURI will provide via facsimile or as otherwise agreed upon by the Parties, notification of any additional charges, including but not limited to, labor, expedited charges, engineering and proprietary requests associated with a given service. SBC MISSOURI will provide via facsimile, or as otherwise agreed upon by the Parties, notification of any additional charges associated with a given service including required construction charges for a given service. When construction is involved, SBC MISSOURI will obtain the CLEC's approval prior to commencing construction under

a CLEC's order for such service. Rates associated with this Section will be applied in parity to SBC MISSOURI' Resale tariffs, or as mutually agreed to by the Parties.

5.0 ORDER FORMAT AND DATA ELEMENTS FOR RESALE SERVICE

- 5.1 When ordering Resale services, CLEC will use SBC MISSOURI' most current version of the LSOR.
- 5.2 Order format specifications for all migration and/or conversion of Resale services available to be ordered and all End User data required will be made available by SBC MISSOURI to the CLEC, pursuant to SBC MISSOURI' most current version of the SBC MISSOURI LSOR, which will be made available via the SBC MISSOURI website or as otherwise mutually agreed upon by the Parties.
- 5.3 Appropriate ordering and provisioning codes to be used for each Resale services available to be ordered will be made available by SBC MISSOURI to CLEC, pursuant to the SBC MISSOURI' most current version of the SBC MISSOURI LSOR, which will be made available via the SBC MISSOURI website or as otherwise mutually agreed upon by the Parties.

6.0 ORDER DUE DATE

- 6.1 When CLEC places an order, SBC MISSOURI will specify a Desired Due Date (DDD) and SBC MISSOURI will specify a due date (DD) based on the available intervals. In the event SBC MISSOURI DD is less than the standard interval, the service order will be assigned a DD using the applicable interval. Rates associated with a change in an order DD are identified in the Pricing Schedule. Conformed pursuant to Missouri Commission Award- Resale issue # 1.
- 6.2 If expedited service is requested, CLEC will populate the Expedite and Expedite Reason on the request. SBC MISSOURI will contact the CLEC and the Parties will jointly negotiate an expedited DD. This situation will be considered an expedited order. Rates for expedited DDs and changes to the expedited DDs will apply as reflected in SBC MISSOURI' Appendix Pricing, Schedule of Prices labeled "Service Order Charges Unbundled Element Expedited." SBC MISSOURI will not complete the order prior to the DD or later than the DD unless authorized by the CLEC.

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Conformed pursuant to Missouri Commission Award- Resale issue # 5.

8.0 CHARGING FOR PROCESSING OF REQUESTS FOR RESOLD SERVICES

- 8.1 When a CLEC customer subscribes to resold service, recurring charges for the service shall apply at the wholesale discount set forth in Pricing Schedule. The tariff rates for such resold service shall continue to be subject to orders of the appropriate Commission. Conformed pursuant to Missouri Commission Award- GT&C issue # 23 and Resale issue #1.
- 8.2 When CLEC converts a customer's existing service and additions or changes are made to the service at the time of the conversion, the normal service order charges and/or non-recurring charges associated with said additions and/or changes, including changes to PIC and LPIC, will be applied in addition to the conversion charge. CLEC will receive a wholesale discount on all non-recurring service order charges for the services listed in Appendix Pricing under the heading "Resale"; no wholesale discount is available for the non-recurring service order charges for those

services listed in Pricing Schedule under the heading "OTHER (Resale)." Conformed pursuant to Missouri Commission Award- GT&C issue # 23.