

SERVICES/PRICING

1.0 This Appendix Services/Pricing describes several services which SBC MISSOURI will make available to CLEC for resale pursuant to the Agreement and Attachment 1: Resale. This list of services is neither all inclusive nor exclusive. All services or offerings of SBC MISSOURI which are required to be offered for resale pursuant to the Act are subject to the terms herein, even if not specifically enumerated or described in this Appendix.

2.0 PLEXAR® FAMILIES OF SERVICES REQUIREMENTS

- 2.1 CLEC may purchase the entire set PLEXAR families of services and features or a subset of any one or any combination of such features in conjunction with PLEXAR services. CENTREX is a Grandfathered Service and CLEC may only offer it to customers that are eligible to receive CENTREX from SBC MISSOURI. The PLEXAR families of services provided for resale will meet the following requirements:
 - 2.1.1 All features and functions of PLEXAR families of services, whether offered under tariff or otherwise, will be available to CLEC for resale.
 - 2.1.2 To the extent that CLEC claims that a particular use limitation, term, or condition in SBC MISSOURI' Plexar Tariff which has been approved by the State Commission is inconsistent with the Act or other applicable law, CLEC will nonetheless enforce said use limitation, term or condition until it is determined by the appropriate authority to be unlawful
- 2.2 CLEC may aggregate the PLEXAR families of services, local exchange and IntraLATA traffic usage of CLEC Customers to qualify for volume discounts on the basis of such aggregated usage.
- 2.3 CLEC may aggregate multiple CLEC Customers on dedicated access facilities. CLEC will pay the rates for DS-1 termination set forth herein for such service.
- 2.4 CLEC may be required to pay a charge, for the cost of suppressing the need for CLEC Customers to dial "9" when placing calls outside the PLEXAR families of services.
- 2.5 CLEC may use off-premises extensions in conjunction with the Private Line Services and PLEXAR families of services to provide service to CLEC Resale service customers having locations outside of the geographic territory in which SBC MISSOURI provides local exchange service as the incumbent LEC.
- 2.6 CLEC may purchase any and all levels of PLEXAR families of services (e.g., PLEXAR I, PLEXAR II, PLEXAR Custom, or PLEXAR Express) for resale.
- 2.7 SBC MISSOURI will furnish PLEXAR Custom services to CLEC for resale subject to Section 2.1.1 of this Appendix. SBC MISSOURI provision of PLEXAR Custom will be as specified in this paragraph. SBC MISSOURI will offer CLEC the same price SBC MISSOURI provides to its Customers less costs that will be avoided. In addition, SBC MISSOURI will provide CLEC with the same technical and system design support that SBC MISSOURI makes available to SBC MISSOURI' PLEXAR® Custom sales teams and agents. Such support will be provided by SBC MISSOURI to CLEC with the same quality and timelines that SBC MISSOURI provides to SBC MISSOURI' PLEXAR sales teams and agents. Access to appropriate training for PLEXAR Custom sales and sales support will be provided to CLEC by SBC MISSOURI at a reasonable price, mutually acceptable to SBC MISSOURI and CLEC.

3.0 CLASS AND CUSTOM FEATURES REQUIREMENTS

- 3.1 CLEC may purchase the entire set of CLASS and Custom features and functions, or a subset of any one or any combination of such features, including packages (e.g., "The Works"), without restriction on the minimum or maximum number of lines or features that may be purchased for any one level of service. CLEC may package any services so purchased for purposes of resale to its customers. SBC MISSOURI will provide to CLEC a list of all services and features. As requested by CLEC, SBC MISSOURI will provide a definition of these services and features and how they interact with each other to the extent such information is not otherwise publicly available. To the extent this information provided by SBC MISSOURI differs from the tariff, the tariff prevails. SBC MISSOURI will provide all features and services pursuant to the provisions of Attachment 2: Ordering and Provisioning.

4.0 VOLUNTARY FEDERAL CUSTOMER FINANCIAL ASSISTANCE PROGRAMS

- 4.1 Local Services provided to low-income subscribers, pursuant to requirements established by the appropriate state regulatory body, include programs such as Voluntary Federal Customer Financial Assistance Program and Link-Up America. When such SBC MISSOURI customers choose to obtain Resale service from CLEC, SBC MISSOURI will confirm such customers' eligibility to participate in such SBC MISSOURI programs to CLEC, in electronic format in accordance with the procedures set forth in Attachment 2: Ordering and Provisioning - Resale. CLEC is responsible for ensuring that its customers to whom it resells SBC MISSOURI' Voluntary Federal Customer Financial Assistance Programs services are eligible to receive same.

5.0 E911/911 SERVICES

- 5.1 Where available SBC MISSOURI will afford CLEC's customers with resold lines the ability to make 911 calls. CLEC will pay the appropriate PSAP applicable 911 surcharges (as defined by the appropriate Oversight Body) on resold lines. Where requested by SBC MISSOURI, CLEC will provide SBC MISSOURI with accurate and complete information regarding its customers in a format and time frame prescribed by SBC MISSOURI for purposes of 911 administration. SBC MISSOURI will provide to CLEC, for CLEC Customers, E911/911 call routing to the appropriate PSAP. SBC MISSOURI will make CLEC Customer information available to the appropriate PSAP. SBC MISSOURI shall use its service order process to update and maintain, on the same schedule that it uses for its Customers, the CLEC Customer service information in the ALI/DMS (Automatic Location Identification/Location Information Database) used to support E911/911 services.

6.0 SERVICES TO DISABLED CUSTOMERS

- 6.1 SBC MISSOURI agrees any services it offers to disabled customers will be made available to CLEC for its customers who qualify as disabled customers. When an SBC MISSOURI customer eligible for services offered to disabled customers chooses to obtain Resale services from CLEC, SBC MISSOURI will make all information regarding such customer's eligibility for disabled services available to CLEC, in electronic format in accordance with the procedures set forth in Attachment 2: Ordering and Provisioning - Resale. CLEC is responsible for ensuring that its customers to whom it resells SBC MISSOURI' disabled services are eligible to receive same.

7.0 TELEPHONE RELAY SERVICE

- 7.1 Where SBC MISSOURI provides to speech and hearing-impaired callers a service that enables callers to type a message into a telephone set equipped with a keypad and message screen and to have a live operator read the message to a recipient and to type the message recipient's response to the speech or hearing-impaired caller ("Telephone Relay Service"), SBC MISSOURI will make such service available to CLEC at no additional charge, for use by CLEC customers who are speech or hearing-impaired. If SBC MISSOURI maintains a record of customers who qualify under any applicable law for Telephone Relay Service, SBC MISSOURI will make such data available to CLEC as it pertains to CLEC Resale service customers.

8.0 LIFELINE SERVICES

- 8.1 "Lifeline Services" are Resale services provided to low-income subscribers, pursuant to requirements established by the appropriate state regulatory body. SBC MISSOURI agrees that any Lifeline Services it offers to customers will be available to CLEC for customers who meet such eligibility requirements.
- 8.2 When a SBC MISSOURI Lifeline Services customer chooses to obtain Resale service from CLEC, SBC MISSOURI will confirm such SBC MISSOURI customer's Lifeline Service eligibility to CLEC, in electronic format in accordance with the procedures set forth in Attachment 2: Ordering and Provisioning - Resale. CLEC is responsible for ensuring that its customers to whom it resells SBC MISSOURI' Lifeline Services are eligible to receive same.
- 8.3 SBC MISSOURI will provide the Lifeline Service to CLEC at the MISSOURI Lifeline Local Exchange Tariff rate, less an additional CLEC state discount as specified in Pricing Schedule. SBC MISSOURI is the entity eligible to apply to and receive support from the MISSOURI Universal Service Fund and the Federal Universal Service Fund for Lifeline Service. Conformed pursuant to Missouri Commission Award- Resale issue # 1.

9.0 ADVANCED INTELLIGENT NETWORK

- 9.1 CLEC may purchase those Advanced Intelligent Network ("AIN") Telecommunication Services SBC MISSOURI offers at retail, under tariff or otherwise, to subscribers who are not telecommunications carriers.
- 9.2 All service levels, features and function components of AIN provided by SBC MISSOURI and offered for resale by CLEC will be provided by SBC MISSOURI at parity with the same services SBC MISSOURI offers to its own customers.
- 9.3 CLEC may purchase any and all levels of AIN service for Resale services, without restriction on the minimum or maximum number of lines or features that may be purchased for any one level of service where technically feasible.

10.0 PAY PHONE SERVICES

SBC MISSOURI will provide Payphone Exchange Access Service, including SmartCoin Service, to CLEC at a wholesale discount, for resale, pursuant to SBC MISSOURI' applicable tariffs.

11.0 CALL TRACE

- 11.1 CLEC end user's activation of Call Trace shall be handled by the SBC MISSOURI Call Trace Center (CTC). SBC MISSOURI shall notify CLEC of requests by its end users to provide the call records to the proper authorities. Subsequent communications and resolution of the case with CLEC's end users (whether that end user is the victim or the suspect) will be coordinated through CLEC.
- 11.2 CLEC understands that for services where reports are provided to law enforcement agencies (e.g., Call Trace) only billing number and address information will be provided. It will be CLEC's responsibility to provide additional information necessary for any police investigation. CLEC will indemnify SBC MISSOURI against any claims that insufficient information led to inadequate prosecution.

12.0 SUSPENSION SERVICES

- 12.1 CLEC may offer to resell Customer Initiated Suspension and Restoral Service to their customers. CLEC may also provide a Company Initiated Suspension service for their own purposes. Should CLEC choose to suspend their end user through Company Initiated Suspension Service, this suspension period shall not exceed fifteen (15) calendar days. If CLEC issues a disconnect on their end user account within the fifteen (15) day period, appropriate services will not be billed for the suspension period. However, should CLEC issue a disconnect after the fifteen (15) day suspension period, CLEC will be responsible for all appropriate charges on the account back to the suspension date. Should CLEC restore their end user, a Service Connection charge for restoral of service will apply and CLEC will be billed for the appropriate service from the time of suspension.

13.0 PAYMENTS OF RATES & CHARGES FROM A THIRD PARTY

- 13.1 Interexchange carried traffic (e.g., sent-paid, information services and alternate operator services messages) received by SBC MISSOURI for billing to resold end-user accounts will be returned as unbillable and will not be passed on to CLEC for billing. An unbillable code returned with those messages to the carrier will indicate that the messages originated from a resold account and will not be billed by SBC MISSOURI.

14.0 SERVICES AVAILABLE FOR RESALE AND ASSOCIATED PRICES

- 14.1 SBC MISSOURI's Retail Telecommunications Services available for Resale at a 21.6% discount are listed on Pricing Schedule. Conformed pursuant to Missouri Commission Award- Resale issue # 1. Resolved issue DPL # 4