

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 therefore.

1. 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.
- 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's switch and where CLEC obtains DA service from SBC MISSOURI.
- 1.4 The Parties agree that, in the event of an emergency wherein a CLEC customer must reach a non-CLEC customer that has a non-published telephone number, the CLEC operator will contact SBC MISSOURI's operator and request the assistance of a supervisor to the extent done by SBC MISSOURI's operators.

2. DEFINITIONS - THE FOLLOWING TERMS ARE DEFINED AS SET FORTH BELOW:

- 2.1 **Directory Assistance Services** - SBC MISSOURI will provide the following DA Services:
 - 2.1.1 **Local Directory Assistance** - Consists of providing published name, address and telephone number to the dialing end user.
 - 2.1.2 **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.
 - 2.1.3 **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.
 - 2.1.4 **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 from a LWCAL.
 - 2.1.5 **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.
 - 2.1.6 **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.

- 2.2 **Non-List 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.
- 2.3 **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.
- 2.4 **Published Number** - A telephone number that is published in a telephone directory and is available upon request by calling a SBC MISSOURI DA Operator.
- 2.5 **IntraLATA Home NPA (HNPA)** - Where a LATA is comprised of one area code or Numbering Plan Area (NPA).
- 2.6 **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. **CALL BRANDING/RATE REFERENCE**

3.1 **Call Branding**

- 3.1.1 The process by which an Operator, either live or recorded, will identify the DA provider as being CLEC. SBC MISSOURI will offer Call Branding of DA in the name of CLEC or load a silent brand if requested.
- 3.1.2 CLEC will provide SBC MISSOURI with the specific branding phrase to be used to identify CLEC. The standard phrase will be consistent with the general form and content currently used by the Parties in branding their respective services. An initial non-recurring charge will apply for loading CLEC's branding information as well as a charge for each subsequent change to CLEC's branding information as provided in appendix Pricing Schedule.
- 3.1.3 SBC MISSOURI will brand Directory Assistance in the name of CLEC starting not later than thirty (30) days after the Effective Date of the Agreement and will complete implementation of this process in all SBC MISSOURI Directory Assistance platforms not later than five (5) months after the Effective Date of the Agreement. In the interim, SBC MISSOURI will, if allowed by federal and state law and regulatory rules, unbrand competitive LEC directory assistance calls that are branded by live operators. CLEC will not request interim unbranding of Directory Assistance for calls that are branded by automated systems until such time as SBC MISSOURI's operator services platforms are capable of re-branding. The schedule is dependent upon the ability of SBC MISSOURI's vendor to meet its current commitment; however, SBC MISSOURI will use its best efforts to manage the vendor to meet said date.
- 3.1.4 An initial non-recurring charge will apply for loading CLEC's Directory Assistance Call Branding Announcement as well as a charge for each subsequent change to CLEC's Directory Assistance Call Branding Announcement as provided in Section 5 Pricing of Appendix DA-Resale.

3.2 **Rate Reference**

- 3.2.1 SBC MISSOURI Directory Assistance operators will provide Directory Assistance Rate Information upon request to CLEC's end users as required by Section 226(b)(1)(C) of the Act. Rate Reference information will be provided under the following terms and conditions:
- 3.2.2 CLEC will furnish Rate Reference information in a mutually agreed to format or media thirty (30) days in advance of the initial date when they are to be provided by SBC MISSOURI. If CLEC does not provide the Rate information and branding phrase as required in this Section, SBC MISSOURI

will brand the DA service provided to CLEC as SBC MISSOURI DA service and quote SBC MISSOURI rates. SBC MISSOURI will no longer brand these calls as SBC MISSOURI calls nor quote SBC MISSOURI rates when the appropriate equipment or software is installed.

- 3.2.3 CLEC will inform SBC MISSOURI, in writing, of any changes to be made to such Rate Reference Information ten (10) working days prior to the effective rate change date. CLEC acknowledges that it is responsible to provide SBC MISSOURI updated Rate information in advance of when the Rates are to become effective.
- 3.2.4 In all cases when SBC MISSOURI receives a rate request from a CLEC end user, SBC MISSOURI will quote the Directory Assistance rates provided by CLEC, except as provided in section 3.2.2.
- 3.2.5 An initial non-recurring charge will apply for loading CLEC's Directory Assistance Rate information as well as a charge for each subsequent change to CLEC's Directory Assistance Reference information as provided in Section 5 Pricing of Appendix DA-Resale.

4. 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.
- 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's DA database.

5. 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 of this Agreement. In states 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. 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.