

ATTACHMENT 2: ORDERING AND PROVISIONING - RESALE

1. GENERAL REQUIREMENTS

Except as provided in Attachment 27: Operation Support System (OSS) SBC MISSOURI will provide for manual pre-order, ordering and provisioning services for manually submitted orders, conversion orders and/or manual migration orders associated with SBC MISSOURI's Resale services under the Agreement pursuant to the requirements set forth in this Attachment.

- 1.1 For all Resale services ordered and submitted manually under the Agreement, SBC MISSOURI will provide pre-order, ordering and provisioning services in to the services SBC MISSOURI provides to its End Users.
- 1.2 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's LSPOR) and the terms and conditions as set forth in Attachment Resale.
- 1.3 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, each Party's LSC will respond to the other Party's calls with the same level of service in which that Party provides to its local exchange End Users.
- 1.4 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).
- 1.5 SBC MISSOURI will respond to emergency requests for after hours provisioning via the Local Ordering Center (LOC), 24 hrs/day, 7 days a week. Each Party 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. Either Party may request, at least two business days prior to the requested availability or as otherwise mutually agreed, that the other Party 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 requests for the other Party to perform such services, the Requesting Party 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 the Requesting Party accepts the Requested Party's quote, the Requested Party will perform such services to the Requesting Party in the same manner as it does for itself and will bill the Requesting Party for the actual hours worked and material used.
- 1.6 The Parties will provide each other with the same provisioning intervals and procedures for design and complex services that it provides to its End Users.
- 1.7 Layout Record Cards for designed or complex Resale services, upon request by the CLEC.
- 1.8 Each Party will provide to the other advanced information on the details and requirements for planning and implementation of NPA splits within that Party's servicing area.
- 1.9 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 End User address to a specific serving switch via CDROM, its website or other mutually agreed upon methods.
- 1.10 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 End User, including the Parties to this Agreement.
- 1.11 Each Party will work together via 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.

- 1.12 SBC MISSOURI and CLEC will work cooperatively regarding fraud and service annoyance call handling.
- 1.13 All misdirected calls from either Party's End Users will be given a recording (or a live statement) directing them to call their local provider. To the extent procedures change such that End Users become identifiable, such End Users will be directed to call the respective Party at a designated 800 number. CLEC and SBC MISSOURI will agree on the scripts to be used for this purpose.
- 1.14 Each Party's LSC or equivalent will provide coordination support for all designed and/or complex Resale services provided to the other Party. Services for which such support is to be provided include, without limitation, Data Services, Voice Grade Private Line, and ISDN PRI and BRI.
- 1.15 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 End User served by CLEC through resale. CLEC may request that electronic compare files be provided for all of CLEC's resale End User 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.

2. PRE-ORDER AND ORDERING INTERFACE REQUIREMENTS

- 2.1 SBC MISSOURI will provide to CLEC a Firm Order Confirmation (FOC), service completion, and other provisioning data and information.
- 2.2 For migration activity, in response to a Party's CSR (Customer Service Request) the other Party 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, the other Party will:
 - 2.2.1 Identify features and services to which the End User subscribes (Each Party agrees that its representatives will not access the information specified in this Subsection until after the End User requests that the End User's local exchange service provider be changed to that Party);
 - 2.2.2 Assign a telephone number (if the End User does not have one assigned). Reservation and aging of these numbers remain the assigning Party's responsibility.
 - 2.2.3 Perform address verification.
- 2.3 All CSR data exchanged must include English, USOC and FID format.

3. ORDERING REQUIREMENTS

- 3.1 Pursuant to Attachment 1 Resale and upon CLEC's request through a non-vacation Suspend/Restore order, will suspend or restore the functionality of any applicable_Resale service, where technically feasible and in parity with SBC MISSOURI's End Users
- 3.2 For the purposes of ordering service furnished under this Attachment, each request for new service (that is, service not currently being provided to the End User on the other Party's network, without regard to the identity of that End User'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.
- 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 End User premises to which a

residential line is currently provided on the other Party's network, without regard to the identity of that End User's non-facilities based local service provider of record.

- 3.4 When a CLEC End User 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.
- 3.5 SBC MISSOURI will provide to CLEC the functionality of blocking calls (e.g., 900, 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 End Users 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 Unless When a Party to this agreement 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 End User(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)."
- 3.9 SBC MISSOURI will provide with 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's directory listing, 911 and LIDB information for the End User is not deleted during the process of converting that End User to resold service provided by a CLEC.

4. PROVISIONING REQUIREMENTS

- 4.1 Except in the event of the migration of an End User's service, only the provider of record can make changes to that End User's service.
- 4.2 Upon request from CLEC, SBC MISSOURI will provide an intercept referral message that includes any new telephone number of a CLEC End User for the same period of time that SBC MISSOURI provides such messages for its own End Users. 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 End Users.
- 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's 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 End User, the SBC MISSOURI employee must inform the End User that he or she is there acting on behalf of CLEC. Materials left at the End User premises (e.g., a door hanger notifying the End User of the service visit) must also inform the End User that SBC MISSOURI was on their premises acting on behalf of CLEC. "CLEC branded" materials, to be utilized by SBC MISSOURI installation, maintenance and/or repair technicians when dealing with CLEC's customers, will be furnished to SBC MISSOURI by and at the sole expense of CLEC. SBC MISSOURI will not rebrand its vehicles and personnel.
- 4.9 SBC MISSOURI technicians will direct CLEC End User to contact CLEC if CLEC End User requests a change in service at the time of installation.
- 4.10 SBC MISSOURI will provide via facsimile or as otherwise agreed upon by the Parties, notification of any additional charges, included by not limited to, labor, expedited charges, engineering and proprietary requests associated with 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. ORDER FORMAT AND DATA ELEMENTS FOR RESALE SERVICE

- 5.1 When ordering Resale services, CLEC will use SBC MISSOURI's 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 by will be made available by SBC MISSOURI to the CLEC, pursuant to SBC MISSOURI's 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 service 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. 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.
- 6.2 If expedited service is requested, the CLEC Party 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's 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 that the DD unless authorized by the CLEC.

7. CHARGING FOR PROCESSING OF REQUESTS FOR RESOLD SERVICES

- 7.1 When a CLEC End User(s) 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.
- 7.2 When a Party converts an End User(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. Each Party 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)."