

DIRECTORY ASSISTANCE SERVICES

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1. INTRODUCTION

- 1.1 This Appendix sets forth the terms and conditions for Directory Assistance (DA) Services for MCIm provided by SBC MISSOURI.
- 1.2 SBC MISSOURI shall provide to MCIm customers the capability to dial the same telephone numbers for access to SBC MISSOURI's directory assistance as SBC MISSOURI customers use to access SBC MISSOURI directory assistance. Access numbers to SBC MISSOURI's Local DA service may include but are not limited to: 411, 1/0+411, 555-1212.

2. DEFINITIONS

- 2.1 The following terms are defined as set forth below:
 - 2.1.1 "Call Branding" – The procedure of identifying a provider's name audibly and distinctly to the end user customer at the beginning of each DA Services call.
 - 2.1.2 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.
 - 2.1.3 IntraLATA Home NPA (HNPA) - Where a LATA is comprised of one area code or Numbering Plan Area (NPA).
 - 2.1.4 Intentionally Omitted

3. SERVICES

- 3.1 All DA Services described herein shall be provided in accordance with Applicable Law.
- 3.2 SBC MISSOURI shall provide Directory Assistance in accordance with the terms and conditions herein, unless SBC MISSOURI provides MCIm with customized routing as defined in Appendix UNE.
 - 3.2.1 Directory Assistance (DA)
 - 3.2.1.1 Listing Information: SBC MISSOURI shall provide to MCIm the same listing information that it provides to its own subscribers. DA information will include the telephone numbers for MCIm end user customers who opt for Non-List Number status in the White Pages Directories.
 - 3.2.2 Directory Assistance Call Completion (DACC) or Express Call Completion (ECC): A service in which a local or an intraLATA call to the requested number is completed on behalf of MCIm's end user customer utilizing an automated voice system or with operator assistance.
 - 3.2.3 National Directory Assistance (NDA): Consists of a service whereby end users 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.

3.2.4 Intentionally Omitted

3.2.5 Reverse Directory Assistance (RDA): A nonregulated informational service. Consists of providing listed local and national name and address information associated with a telephone number that a MCIm end user provides.

3.2.6 BUSINESS CATEGORY SEARCH (BCS): SBC MISSOURI - A service which will provide MCIm's End Users the ability to 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. A maximum of ten requested telephone numbers will be provided for each BCS call.

4. CALL BRANDING

4.1 Call Branding is the process by which an operator, either live or recorded, will identify the DA provider as being MCIm, audibly and distinctly to the MCIm end user at the beginning of each DA call. In all cases, SBC MISSOURI will brand the DA call as directed by MCIm. MCIm will provide written specifications of its name or announcement to be used by SBC MISSOURI to create the recorded branding announcement for its DA calls as outlined in the Operator Services/Directory Services Questionnaire.

4.2 Where not technically feasible or where MCIm does not request branding, SBC will have the recorded announcement for such calls play silence instead of a recorded brand. Where technically feasible and/or available, SBC MISSOURI will brand DA based upon the criteria outlined.

4.2.1 Where SBC MISSOURI is only providing DA on behalf of MCIm, the calls will be branded. When the same trunk group is used to provide OS and DA services to MCIm, calls will be branded at MCIm's request with the same brand. There may be separate brands where separate trunk groups are utilized.

4.2.2 Branding Load Charges

4.2.2.1 Non-recurring load charges apply per brand, per Directory Assistance Switch (and per OCN, if multiple OCNs are used) for the establishment of MCIm specific branding. In addition, a per call "branding" (i.e. recorded announcement) charge applies for every DA call handled by the automated recording in the SBC MISSOURI DA platform.

4.2.3 Branding charges are included in Appendix Pricing.

5. DIRECTORY ASSISTANCE (DA) RATE/REFERENCE INFORMATION

5.1 If MCIm elects to use DA Services where technically feasible and/or available, SBC MISSOURI will provide MCIm DA Rate/Reference Information, based upon the criteria outlined below:

- 5.1.1 MCIm will furnish DA Rate and Reference Information in accordance with process outlined in Operator Services Questionnaire or as mutually agreed to format or media thirty (30) calendar days in advance of the date when the DA Services are to be undertaken.
 - 5.1.2 MCIm will inform SBC MISSOURI, in writing, of any changes to be made to such Rate/Reference Information fourteen (14) calendar days prior to the effective Rate/Reference change date. MCIm acknowledges that it is responsible to provide SBC MISSOURI updated Rate/Reference Information fourteen (14) calendar days in advance of when the updated Rate/Reference Information is to become effective.
 - 5.1.3 An initial non-recurring charge will apply per state, per Operator assistance switch for loading of MCIm's DA Rate/Reference Information. An additional non-recurring charge will apply per state, per Operator assistance switch for each subsequent change to either MCIm's DA Services Rate or Reference Information subject to the requirements herein.
- 5.2 When an SBC MISSOURI Operator receives a rate request from a MCIm end user customer, SBC MISSOURI will quote the applicable DA rates as provided by MCIm.

6. RESPONSIBILITIES OF THE PARTIES

- 6.1 MCIm will provide SBC MISSOURI at least thirty (30) days notice prior to any significant change in service levels for Directory Assistance under this Appendix.
- 6.2 MCIm will be responsible for providing the equipment and facilities necessary for signaling and routing calls with Automatic Number Identification (ANI) to each SBC MISSOURI Operator assistance switch. Should MCIm seek to obtain interexchange DA Service from SBC MISSOURI, MCIm is responsible for ordering the necessary facilities under the appropriate Interstate or Intrastate Access Service Tariffs. Nothing in this Agreement in any way changes the manner in which an Interexchange Carrier obtains access service for the purpose of originating or terminating interexchange traffic.

Facilities necessary for the provision of DA Services shall be provided by the Parties hereto, using standard trunk traffic engineering procedures to insure that the objective grade of service is met. Each Party shall bear the costs for its own facilities and equipment.
- 6.3 MCIm will furnish to SBC MISSOURI a completed OSQ thirty (30) calendar days in advance of the date when the DA Services are to be undertaken.
- 6.4 MCIm will provide SBC MISSOURI updates to the OSQ fourteen (14) calendar days in advance of the date when changes are to become effective.
- 6.5 MCIm will send the DA listing records to SBC MISSOURI for inclusion in SBC MISSOURI DA database via electronic gateway as described in Appendix WP.
- 6.6 MCIm agrees that SBC MISSOURI may utilize MCIm's end user customer's listings contained in SBC MISSOURI directory assistance database in providing SBC MISSOURI Directory Assistance or DA related services.
- 6.7 MCIm further agrees that SBC MISSOURI can release MCIm's directory assistance listings stored in SBC MISSOURI Directory Assistance database to competing providers.

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

7. METHODS AND PRACTICES

- 7.1 SBC MISSOURI will provide DA Services to MCIm's end user customers in accordance with SBC MISSOURI DA methods and practices that are in effect at the time the DA call is made, unless otherwise agreed to in writing by both Parties.

8. PRICING

- 8.1 Pricing for DA Services shall be based on the rates specified in Appendix Pricing.

9. LIABILITY

- 9.1 The provisions set forth in the General Terms and Conditions of this Agreement, including but not limited to those relating to limitation of liability and indemnification, shall govern the Parties' performance under this Appendix including any claims arising from the disclosure of telephone numbers, addresses, or names associated with the telephone called or telephone used to call SBC MISSOURI's DA operators.

10. TERMINATION OF SERVICES

- 10.1 MCIm may terminate use of SBC MISSOURI's DA Services upon ninety (90) days advance written notice to SBC MISSOURI.