

- 2.1 SBC MISSOURI will provide access to Operator Services Busy Line Verification/Emergency Interrupt (BLV/EI) for Resale services. Such access will be performed by the SBC MISSOURI operator upon receipt of a request from an CLEC operator. SBC MISSOURI will meet the same performance results for CLEC customer requests as it does for SBC MISSOURI customer requests and will size the trunk groups required to perform this function in accordance with the volume demands. SBC MISSOURI will provide to CLEC performance reports for the BLV/EI access and success rates on a quarterly basis for the next 12 months from the date of the Agreement or as mutually agreed to between the Parties. CLEC acknowledges that SBC MISSOURI will not be able to separate CLEC and SBC MISSOURI results.

### **3.0 PRICING**

- 3.1 The rates for Customized Routing- Resale are available in the Pricing Schedule.  
Conformed pursuant to Missouri Commission Award- Resale issue # 1.

## **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 therefor.

#### **1.0 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, for the home NPA and/or local/intraLATA serving area, where available, to CLEC's retail end users who dial 411, 1/0+411, 555-1212, 1/0+555-1212 or 1/0+NPA-555-1212 or other dialing arrangement.  
Conformed pursuant to Missouri Commission Award- GT&C issue # 23.
- 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' switch and where CLEC obtains DA service from SBC MISSOURI.

#### **2.0 DIRECTORY ASSISTANCE SERVICES AND DEFINITIONS. SBC MISSOURI WILL PROVIDE THE FOLLOWING DA SERVICES:**

- 2.1 Local Directory Assistance. Consists of providing published name, address and telephone number in the local calling area to the dialing end user.
- 2.2 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.
- 2.3 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.
- 2.3 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.
- 2.4 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.
- 2.5 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.

- 2.6 Non-List Telephone Number (also known as DA Only Telephone 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.
- 2.7 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.
- 2.8 Published Number - A telephone number that is published in a telephone directory and is available upon request by calling a SBC MISSOURI DA Operator.
- 2.9 IntraLATA Home NPA (HNPA) - Where a LATA is comprised of one area code or Numbering Plan Area (NPA).
- 2.10 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.

### **3.0 CALL BRANDING AND QUOTATION OF CLEC DA RATE INFORMATION**

- 3.1 Call Branding is the process by which an Operator, either live or recorded, may identify the DA provider as being CLEC audibly and distinctly to the CLEC retail end user at the beginning of each DA call. CLEC will provide SBC MISSOURI with the specific branding phrase to be used to identify CLEC. For CLECs electing to purchase Directory Assistance service from SBC MISSOURI, the CLEC may request either that SBC MISSOURI brand the service in the CLEC's name, or that branding be "silent" (i.e., no name announcement), in accordance with the requirements of 47 C.F.R. 51.217(d). The Non-Recurring charges for loading the branded or silent announcement are set forth in the Pricing Schedule.
- 3.3 SBC MISSOURI Directory Assistance operators will provide Directory Assistance Rate Information upon request to CLEC's end users. The SBC MISSOURI DA Operators shall quote CLEC's retail OS/DA rates provided in the "Rate/Reference" input from the CLEC. If further inquiries are made about rates, billing and/or other "business office" questions, SBC MISSOURI's OS/DA operators shall direct the calling party's inquiries to a CLEC-provided contact number (also in the "Rate/Reference" input from the CLEC). In all cases the rates and business office references quoted to the customer and those applied to the call will be CLEC's, and not SBC MISSOURI. The Non-Recurring charges for loading the Rate/Reference inputs from CLEC are set forth in the Pricing Schedule.

### **4.0 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. Such DA Service shall be equivalent to that provided to SBC MISSOURI End Users, as documented in SBC MISSOURI' tariffs, including permitting multiple End User queries per directory assistance call, where applicable.

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' DA database.

## **5.0 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. 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.

## **6.0 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.

## **7.0 TERM OF APPENDIX**

7.1 This Attachment will continue in force for the length of the Interconnection Agreement, but may be cancelled after no less than twelve (12) months of provision of service by SBC MISSOURI. At the expiration of the term of the Interconnection Agreement to which this Attachment is attached, or twelve months, which ever occurs later, either Party may terminate this Attachment upon one hundred-twenty (120) calendar days written notice to the other Party. As of the effective date of this Agreement, if CLEC has already fulfilled its requirement to subscribe to SBC MISSOURI' DA services for a twelve month period, or anytime after CLEC has met the twelve (12) month period, CLEC may terminate use of SBC MISSOURI DA services upon one hundred-twenty (120) days advance written notice to SBC MISSOURI.

7.2 If CLEC terminates this Attachment prior to the expiration of the term of this Attachment, CLEC shall pay SBC MISSOURI, within thirty (30) days of the issuance of any bills by SBC MISSOURI, all amounts due for actual services provided under this Attachment, plus estimated monthly charges for the unexpired portion of the term. Estimated charges will be based on an average of the actual monthly service (average of actual monthly service is based upon the most current three (3) months of service), provided by SBC MISSOURI pursuant to this Attachment prior to the termination. However, if CLEC has fulfilled the twelve (12) month minimum service requirement, and provides one hundred-twenty (120) days notice, termination charges are not applicable.

## **APPENDIX OS-RESALE**

### **SBC MISSOURI-PROVIDED LOCAL & INTRALATA OPERATOR ASSISTANCE SERVICES**

This Appendix OS-Resale to Attachment 1: Resale sets forth the terms and conditions under which SBC MISSOURI agrees to provide local and intraLATA operator services (Operator Services) for CLEC, but only upon CLEC's request therefore. This Appendix applies only to operator assistance services provided within a LATA.

- 1.0** SBC MISSOURI will provide the following three tiers of Operator Services:
  - 1.1** Fully-Automated Call Processing - Allows the caller to complete a call utilizing Automated Alternate Billing Service (AABS) equipment without the assistance of an SBC MISSOURI Operator, hereafter called Operator. AABS allows the caller the option of completing calls through the AABS audio response system. AABS will be offered in areas where facilities exist and where SBC MISSOURI has Automatic Number Identification (ANI) equipment and TOUCH-TONE service in place. AABS cannot be activated from a rotary telephone and failure or slow response by the caller to the audio prompts will bridge an Operator to the caller for further assistance. The called party must also have TOUCH-TONE service to accept calls that are billed collect.
  - 1.2** Semi-Automated - Allows the caller to complete a call by receiving partial assistance from an Operator or when AABS cannot be activated due to equipment limitations.
  - 1.3** Non-Automated - Allows the caller to complete a call by receiving full assistance from an Operator.
- 2.0** SBC MISSOURI will provide to CLEC the call types in Sections 3.0 through 8.0 below:
- 3.0** Fully Automated Collect and Bill to Third Number Service - This service is limited to those calls placed collect or billed to a third number. The caller dials 0 plus the telephone number desired, the service selection codes and/or billing information as instructed by the AABS equipment. The call is completed without the assistance of an Operator. This service may also include the following situations:
  - 3.1** The caller identifies himself or herself as disabled and gives the Operator the number to which the call is to be billed (either collect or third number).
  - 3.2** When due to trouble on the network or lack of service components, the automated call cannot be completed without assistance from an Operator.
  - 3.3** When an Operator reestablishes an interrupted call that meets any of the situations described in this Section.
  - 3.4** Fully Automated Calling Card Service - This service is provided when the caller dials zero ("0"), plus the desired telephone number and the calling card number to which the call is to be charged. The call is completed without the assistance of an Operator. An authorized calling card for the purpose of this Appendix is one for which SBC MISSOURI can perform billing validation.
- 4.0** Semi-Automated Station-to-Station - This service is limited to those calls placed sent paid, collect or billed to a third number. The caller dials 0 plus the telephone number desired and the call is completed with the assistance of an Operator. This service may also include the following situations:

- 4.1 Where the caller does not dial 0 prior to calling the number desired from a public or semi-public telephone, or from a telephone where the call is routed directly to an Operator (excluding calling card calls).
- 4.2 When an Operator re-establishes an interrupted call that meets any of the situations described in this Section.
- 5.0 Semi-Automated Person-to Person - A service in which the caller dials 0 plus the telephone number desired and specifies to the Operator the particular person to be reached or a particular PBX station, department or office to be reached through a PBX attendant. This service applies even if the caller agrees, after the connection is established, to speak to any party other than the party previously specified. This service may also include:
  - 5.1 Where the caller does not dial a 0 prior to dialing the number from a public or semi-public telephone, or where the call is routed directly to an Operator.
  - 5.2 When an operator reestablishes an interrupted call that meets any of the situations described in this Section.
- 6.0 Operator Handled Station-To-Station - A service provided when the caller dials 0 to reach an Operator, and the Operator dials a sent paid, collect or third number station-to-station call. These calls may originate from a private, public or semi-public telephone. The service may also include when an Operator reestablishes an interrupted call as described in this Section.
- 7.0 Operator Handled Person-To-Person - A service in which the caller dials 0 and requests the Operator to dial the number desired and the person, station, department or office to be reached. The call remains a person-to-person call even if the caller agrees, after the connection is established, to speak to any party other than the party previously specified. The service may also include when an Operator reestablishes an interrupted call as described in this Section.
- 8.0 Operator Transfer Service - A service in which the caller dials 0 and requests to be connected to an interexchange carrier using an Operator's assistance. At the caller's request, the Operator transfers the call to an interexchange carrier participating in SBC MISSOURI's Operator Transfer service offering. CLEC agrees to obtain all necessary compensation arrangements between CLEC and participating carriers.
- 9.0 Call Branding - The process by which an Operator, either live or recorded, will identify the operator service provider as being CLEC's audibly and distinctly to the CLEC retail end user at the beginning of each OS call. In all cases, SBC MISSOURI will brand OS call in CLEC's name. CLEC may request either that SBC MISSOURI brand the service in the CLEC's name, or that branding be "silent" (i.e., no name announcement), in accordance with the requirements of 47 C.F.R. 51.217(d). Rates for CLEC branding, whether CLEC's name or silent, are located in the Appendix Pricing, Schedule of Prices.
  - 9.1 CLEC will provide SBC MISSOURI with an Operator Services Questionnaire completed with the specific branding phrase to be used to identify CLEC or brand in silence at the CLECs request. The standard phrase will be consistent with the general form and content currently used by the CLEC in branding its respective services.
  - 9.2 SBC MISSOURI Operator Services operators will provide Operator Services Rate Information upon request to CLEC's end users.
- 10.0 **OTHER OPERATOR ASSISTANCE SERVICES**

- 10.1 Line Status Verification - A service in which the caller asks the Operator to determine the busy status of an access line.
- 10.2 Busy Line Interrupt - A service in which the caller asks the Operator to interrupt a conversation in progress, to determine if one of the parties is willing to speak to the caller requesting the interrupt. A Busy Line Interrupt charge will apply even if no conversation is in progress at the time of interrupt or the parties interrupted refuse to terminate the conversation in progress.
- 10.3 Handling of Emergency Calls to Operator - SBC MISSOURI agrees to process emergency calls from CLEC Resale customers to an Operator in the same manner that SBC MISSOURI processes the same type of call for a SBC MISSOURI end user customer.
- 10.4 Calling Card - Calls billed to an CLEC proprietary calling card (0+ or 0- access) will be routed via transfer to the CLEC operator.
- 10.5 Reference/Rater Information - are SBC MISSOURI's databases referenced by an SBC MISSOURI Operator for CLEC OS specific information as provided by the CLEC such as its business office, repair and OS rates.

#### **11.0 RESPONSIBILITIES OF THE PARTIES**

- 11.1 SBC MISSOURI will provide and maintain such equipment as is required to furnish the Operator Services as described in this Appendix.
- 11.2 Facilities necessary for SBC MISSOURI to provide Operator Services to CLEC will be provided by SBC MISSOURI using standard trunk traffic engineering procedures to ensure that the objective grade of service is met.
- 11.3 CLEC will furnish all records required by SBC MISSOURI to provide the Operator Services. Such records, or information, will include CLEC's rate quotation tables and any other information required by SBC MISSOURI. CLEC will provide the initial data by a date mutually agreed to between CLEC and SBC MISSOURI. CLEC will keep this data current using procedures mutually agreed to by CLEC and SBC MISSOURI. CLEC will provide all data and changes to SBC MISSOURI in the mutually agreed to format(s).
- 11.4 SBC MISSOURI will accumulate and provide to CLEC data as specified in Attachments 4: Connectivity Billing-Resale and Attachment 5: Customer Usage Data-Resale to this Agreement as necessary for CLEC to verify traffic volumes and bill its end users.

#### **12.0 METHODS AND PRACTICES**

- 12.1 SBC MISSOURI will provide Operator Services in accordance with the operator methods and practices in effect for SBC MISSOURI at the time the call is made, unless otherwise agreed in writing by both Parties.

#### **13.0 PRICING**

- 13.1 Rates to be charged to CLEC by SBC MISSOURI for the Operator Services provided pursuant to this Appendix are set forth elsewhere in this Agreement.

#### **14.0 LIABILITY**

- 14.1 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.

## **15.0 OPERATOR SERVICE (OS) REFERENCE/RATER INFORMATION**

- 15.1 For SBC MISSOURI' TOPs switches that serve the exchanges where CLEC elects to purchase Operator Services, CLEC must provide CLEC Rate/Reference Information to SBC.
- 15.2 When an SBC MISSOURI Operator receives a rate request from a CLEC retail end user End User, where technically feasible and available, SBC MISSOURI will quote the applicable OS rates as provided by the CLEC.
- 15.3 CLEC must furnish OS Rate and Reference Information in accordance with the process outlined in the Operator Services Questionnaire (OSQ). CLEC will furnish to SBC MISSOURI a completed OSQ thirty (30) calendar days in advance of the date when the OS Services are to be undertaken. In all cases, the rates quoted to the CLEC retail end user End User and those applied to the call will be the CLEC's.
- 15.4 In accordance with the procedures set forth in the OSQ, CLEC may either adopt its own set of rates and charges for OS service (Custom Rates), or elect to duplicate the SBC MISSOURI' OS rates in effect at the time the OSQ is submitted ("Mirrored Rates"). In the event CLEC elects to use Custom Rates or SBC MISSOURI Mirrored Rates, such rates and charges will be provided and or updated by CLEC via the OSQ and quoted by the SBC KANAS Operator upon request of a caller from a CLEC-subscribed line. Once the CLEC's rates are loaded, if SBC MISSOURI changes its rates, SBC MISSOURI will not be responsible for updating CLEC's rates unless CLEC sends an update to its Reference/Rater information via the OSQ, pursuant to Section 15.5 below.
- 15.5 If CLEC utilizes Custom Rates and/or Mirror Rates, CLEC will inform SBC MISSOURI, via the Operator Services Questionnaire (OSQ) of any changes to be made to such Rate/Reference Information fourteen (14) calendar days prior to the effective Rate/Reference change date. CLEC acknowledges that it is responsible to provide SBC MISSOURI updated Rate/Reference Information in advance of when the Rate/Reference Information is to become effective.
- 15.6 An initial non-recurring charge will apply per state, per OCN, per TOPs switch for loading of CLEC's Custom or Mirrored OS Rate/Reference information. An additional non-recurring charge will apply per state, per OCN, per TOPs switch for each subsequent change to either the CLEC's Custom or Mirrored OS Rate or Reference information.

## **16.0 TERMS OF ATTACHMENT**

- 16.1 This Attachment will continue in force for the length of the Interconnection Agreement, but no less than twelve (12) months. At the expiration of the term of the Interconnection Agreement to which this Attachment is attached, or twelve months, whichever ever occurs later, either Party may terminate this Attachment upon one hundred-twenty (120) calendar days written notice to the other Party. As of the effective date of this Agreement, if CLEC has already fulfilled its requirement to subscribe to SBC MISSOURI OS services for a twelve month period, or anytime after CLEC has met the twelve (12) month period, CLEC may terminate use of SBC MISSOURI DA services upon one hundred-twenty (120) days advance written notice to SBC MISSOURI.
- 16.2 If CLEC terminates this Attachment prior to the expiration of the term of this Attachment, CLEC shall pay SBC MISSOURI, within thirty (30) days of the issuance of any bills by SBC MISSOURI, all amounts due for actual services provided under this Attachment, plus estimated monthly charges for the unexpired portion of the term. Estimated charges will be based on an average of the actual monthly service (average of actual monthly service is based upon the most current three (3) months of service), provided by SBC MISSOURI pursuant to this Attachment prior to the



termination. However, if CLEC has fulfilled the twelve (12) month minimum service requirement, and provides one hundred-twenty days notice, termination charges are not applicable.

## **APPENDIX WHITE PAGES (WP) – RESALE**

This Appendix White Pages - Resale (WP-Resale) to Attachment 1: Resale, sets forth SBC MISSOURI's and CLEC's agreement to the following terms and conditions for the inclusion of CLEC Customer information associated with Resale services in the White Pages directories:

### **1.0 INTRODUCTION**

- 1.1 SBC MISSOURI publishes White Pages directories for geographic local service areas in which CLEC also provides local exchange telephone service in the same area(s), and CLEC wishes to include listings information for its customers in the appropriate SBC MISSOURI White Pages directories.
- 1.2 CLEC also desires distribution to CLEC's customers of the White Pages directories that include listings of such customers.
- 1.3 SBC MISSOURI will make available to CLEC, for these CLEC customers, non-discriminatory access to White Pages directory listings (Directory Listings), as described in Section 2.0 of this Attachment.

### **2.0 SERVICE PROVIDED**

- 2.1 SBC MISSOURI will use the practices and procedures and the rules and regulations applicable to its provision of White Pages directories on a nondiscriminatory basis. SBC MISSOURI will include in appropriate White Pages directories the primary alphabetical listings of all CLEC customers (other than non-published or non-list Customers) located within the local directory area. When CLEC provides its subscriber listing information to SBC MISSOURI's listings database, CLEC will receive for its End User, one primary listing in SBC MISSOURI's White Pages directory and a listing in SBC MISSOURI's directory assistance database.
- 2.2 CLEC will furnish to SBC MISSOURI subscriber listing information pertaining to CLEC customers located within the SBC MISSOURI local directory area, along with such additional information as SBC MISSOURI may require to prepare and print the alphabetical listings of said directory. SBC MISSOURI will accept listing information from CLEC according to the manual and mechanized listing methods, procedures and ordering instructions provided via the CLEC Online website. CLEC agrees to submit listing information via the mechanized process within six (6) months of the effective date of this Attachment, or upon CLEC reaching a volume of two hundred (200) listing updates per day, whichever comes first. Notwithstanding the foregoing, CLEC may continue to manually submit directory listing information for complex caption sets with two (2) or greater degrees of indent. CLEC will submit listing information within three (3) Business Days of installation, disconnection or other change in service (including change of non-listed or non-published status) affecting the Directory Assistance database or the directory listing of a CLEC retail end users. SBC MISSOURI shall process CLEC orders for updates to subscriber listing information within three (3) Business Days of receipt. CLEC must submit all listing information intended for publication by the directory close date. Both parties will use commercially reasonable efforts to ensure the accuracy of the submission and processing of the listing updates.
- 2.3 SBC MISSOURI will include the listing information for CLEC's customers for Resale services in SBC MISSOURI's White Pages directory database in the same manner as it includes listing information for SBC MISSOURI's end user customers.
- 2.4 SBC MISSOURI will provide, via the SBC CLEC Online web site, the directory listing criteria, methods, procedures and ordering information to CLEC for White Pages listings and will provide changes to such

criteria not later than thirty (30) days in advance of such changes becoming effective. This information will include, but not be limited to:

- 2.4.1 Business rules for standard White Pages listings (e.g., space restrictions, non-listed and non-published listings, abbreviated listings, secondary, additional and foreign listings);
  - \*2.4.2 Business rules for residential Enhanced White Pages (e.g., bold, indent, italics) listings available.
  - 2.6 Publication schedules for the White Pages: CLEC can access via the SBC CLEC Online website, the directory close dates for areas where CLEC is providing local service. SBC MISSOURI will provide directory schedule updates, including the directory schedule for a new calendar year, not later than thirty (30) calendar days prior such changes becoming effective.
  - 2.7 CLEC's subscriber listings are to be interfiled (interspersed) with SBC MISSOURI's and other LSPs' subscriber listings in the White Pages directory with no discernible differentiation in the listings to indicate to the reader that the listings are served by another LSP.
- SBC MISSOURI will deliver SBC MISSOURI's White Pages directory to CLEC's End Users at no charge in the same manner and at the same time that they are delivered to SBC MISSOURI's subscribers during the annual delivery of newly published directories.
- 2.9 SBC MISSOURI has no obligation to warehouse White Pages directories for CLEC or provide White Pages directories to CLEC's End Users subsequent to the annual distribution of newly published directories. CLEC may arrange for additional directory distribution services with SBC MISSOURI's directory publishing affiliate, pursuant to terms and conditions agreed to by the publisher and CLEC.
  - 2.10 At its option, CLEC may purchase one (1) information pages (Customer Guide Pages) in the informational section of the SBC MISSOURI White Pages directory covering the geographic area(s) it is serving. This page will be in alphabetical order with other local service providers and will be no different in style, size, color and format than SBC MISSOURI information pages. CLEC will provide to SBC MISSOURI, sixty (60) days prior to the directory close date, the information page(s) in camera ready format. SBC MISSOURI will have the right to approve, and, with CLEC's agreement, SBC MISSOURI may, but is not required to, revise the format and content of such information page(s). See Appendix Pricing, Schedule of Prices, for rates associated with the Information Page.
  - 2.11 SBC MISSOURI will include CLEC specific information (i.e., business office, residence office, repair bureau, etc.) in the White Pages directory on an "index-type" information page, in alphabetical order along with other local service providers, at no charge. The space available to CLEC on such page will be minimum size of 4 column directories = 1 1/2" by 3 1/8", 3 column directories = 2" by 3", 2 column directories = 1 1/5" by 2 1/5" or the equivalent size as other local service providers listed in the Local Service Alternatives section of the directory. In order to have such information published sixty (60) calendar days prior to directory close date, CLEC will provide SBC MISSOURI the information to be published on the information page according to the instructions provided on SBC CLEC Online website (CLEC will be limited to a maximum of one representation of the "index type" information box in any single edition of a SBC MISSOURI White Pages directory, under either this Subsection or Attachment 19: White Pages-Other to this Agreement).
  - 2.12 SBC MISSOURI will provide electronic directory listing verification to CLEC through the Web Listing Lookup on the SBC CLEC Online website. Upon request, SBC MISSOURI will provide daily electronic directory

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\* Arbitration Result - Conformed to MO Arbitration Award T0-2005-0336.

listing verification via SBC MISSOURI's White Page listing systems at no charge to CLEC. Each report will reflect CLEC subscriber directory listings successfully processed on the previous workday. Information for directory listing verification is located on the SBC CLEC Online website.

- 2.13 In addition, at least sixty (60) calendar days prior to the business office close date for a particular directory, SBC MISSOURI will provide CLEC, upon request, an electronic verification report, in directory appearance format, of all subscriber listings, containing the listing information that will appear in the directory. CLEC will make its request for this report at least eighty (80) days prior to the Business Office Close Date for a particular directory. SBC MISSOURI will accept standing requests for this report on those White Page directories specified by CLEC.
- 2.14 In addition at least sixty (60) calendar days prior to the business office close date for a particular directory, SBC MISSOURI will provide CLEC, upon request, a CLEC specific directory listing verification list. This verification list shall contain only CLEC's End Users and shall be in electronic delimited text format or equivalent format that may be electronically searched and sorted. CLEC will make its request for this verification list at least eighty (80) days prior to the Business Office Close Date for a particular directory. CLEC will review this electronic verification list and will submit any necessary additions, deletions or modifications to SBC MISSOURI via the appropriate directory listing correction process no less than thirty (30) days prior to the SBC MISSOURI Business Office Close date for that directory, provided that SBC MISSOURI made the electronic verification list available to CLEC in a timely manner as specified above.

### **3.0 OWNERSHIP AND USE OF SUBSCRIBER LISTING INFORMATION**

- 3.1 Subscriber listing information for Resale services, maintained in SBC MISSOURI's White Page database including listings of CLEC Customers, is and will remain the property of SBC MISSOURI. SBC MISSOURI may provide to Third Parties such subscriber listing information that includes CLEC Customers. Nothing in this Section is intended to preclude CLEC's independent development of subscriber listing information and provision of the same to Third Parties.
- 4.0 Rates
  - \*4.1 Rates associated with this Attachment are in the Price Schedule.
  - \*4.2 CLEC may purchase non-published, non-listed, foreign, enhanced or other listings in addition to the primary listing on a per listing basis and will pay SBC MISSOURI amounts attributable to such listings used by its customers in accordance with the applicable SBC MISSOURI tariff.

## 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 that the DD unless authorized by the CLEC.

## **7.0 INTENTIONALLY LEFT BLANK.**

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.

## **ATTACHMENT 3: MAINTENANCE - RESALE**

### **1.0 GENERAL REQUIREMENTS**

- 1.1 SBC MISSOURI will provide repair, maintenance and testing, for all Resale services in accordance with the terms and conditions of this Attachment.

### **2.0 MAINTENANCE REQUIREMENTS**

- 2.1 SBC MISSOURI will provide maintenance for all Resale services ordered under this Agreement at levels equal to the maintenance provided by SBC MISSOURI in serving its end user customers, and will meet the requirements set forth in this Attachment. Such maintenance requirements will include, without limitation, those applicable to testing and network management.

### **3.0 REPAIR SERVICE RESPONSE**

- 3.1 SBC MISSOURI' technicians will provide repair service that is at least equal in quality to that provided to SBC MISSOURI's customers; trouble calls from CLEC will receive response time and priorities that are at least equal to that of SBC MISSOURI's customers. CLEC and SBC MISSOURI agree to use the severity and priority restoration guidelines set forth in SBC MISSOURI MMP 94-08-001 dated April 1996, and as subsequently modified.

### **4.0 INTERCOMPANY COMMUNICATIONS**

- 4.1 SBC MISSOURI Event Notification Process, a Network Event is any condition that occurs in the network that causes blocked calls associated with inter-office message traffic, managed by the Network Management Service Center ("NMSC") will utilize the CLEC's Network Management Center ("NMC") or other CLEC identified contacts listed in the "SBC13-STATE CLEC Profile" (Section 7, Contact Names) as the Single Point of Contact to notify CLEC of the existence, location, and source of all emergency network outages affecting a CLEC customer. Notification will be sent via e-mail, as designated in the CLEC Profile. The CLEC Customer Network Service Center ("CNSC") or the CLEC NMC may call the SBC MISSOURI Local Operation Center (LOC) in order to discuss scheduled activities that may impact CLEC customers. For purposes of this subsection, an emergency network outage is defined as 5,000 or more blocked call attempts in a ten (10) minute period, in a single exchange.

### **5.0 EMERGENCY RESTORATION**

- 5.1 SBC MISSOURI NMSC will notify the CLEC via the Event Notification Process of activities involving the central office and inter-office network. Additionally, as cable cuts or failures are identified when the CLEC reports trouble to the LOC, the LOC will notify the affected CLEC;
- 5.1.1 Establishment of the SBC MISSOURI LOC as the single point of contact to provide CLEC with information relating to the status of restoration efforts and problem resolution during the Resale services restoration process.
- 5.1.2 Methods and procedures for reprovisioning of all Resale services after initial restoration. SBC MISSOURI agrees that Telecommunications Service Priority ("TSP") services for CLEC carry equal priority with SBC MISSOURI TSP services for restoration. SBC MISSOURI the will follow the guidelines established under the National Security Emergency Procedures (NSEP) plan and will follow TSP guidelines for restoration of emergency services.

## **6.0 MISDIRECTED REPAIR CALLS**

- 6.1 All misdirected repair calls to SBC MISSOURI from CLEC customers will be given a recording (or live statement) directing them to call the number designated by CLEC. Scripts used by SBC MISSOURI will refer CLEC customers (in both English and Spanish when available) to the CLEC 800 number in the CLEC CNSC. All calls to 611 in SBC MISSOURI's territory will continue to receive a standardized vacant code announcement (i.e., a recording specifying the number dialed is not valid) for all customers. CLEC on a reciprocal basis will refer all misdirected repair calls that CLEC receives for SBC MISSOURI customers to a SBC MISSOURI designated number.

## **7.0 REPAIR PROCEDURES**

- 7.1 SBC MISSOURI agrees to the following:
- 7.1.1 The SBC MISSOURI LOC will be on-line and operational twenty-four (24) hours per day, seven (7) days per week. CLEC will provide a single point of contact (SPOC) for all of CLEC's maintenance applicable to this Agreement (via an 800 number) 24 hours per day, seven (7) days a week.
- 7.1.2 While in manual mode operation, SBC MISSOURI will provide CLEC "estimated time to restore." Upon request, SBC MISSOURI' LOC will provide CLEC status of missed repair commitments. When the trouble ticket commitment time occurs and the trouble ticket has not been closed, additional status will be provided at the CLEC's request. The original trouble commitment will not be changed due to possible loss of priority for that customer. All missed appointments (e.g., vendor meets) will be handled in the same way. See Attachment 27 OSS for any electronic processing. The status of all other tickets will be given to the CLEC CNSC through the fax of a daily log (faxed the next morning to CLEC CNSC by 8 a.m. Central Time Zone) or another agreed upon method and will include all "closed tickets" from the previous day (including No Access and closed troubles).
- 7.1.3 Notice of emergency network outages, as defined in this Attachment, will be provided to the CLEC CNMC within one (1) hour.
- 7.1.4 Performance measurements will be measured and reported to CLEC. The CLEC may request service improvement meetings with SBC MISSOURI if the quality of service provided to CLEC customers based on these measurements is less than that provided to SBC MISSOURI's customers. See Attachment 17 Performance Measurements.
- 7.1.5 For purposes of this Section, a Resale service is considered restored or a trouble resolved when the quality of a Resale service is equal to that provided before the outage or the trouble occurred.

## **8.0 ESCALATION PROCEDURES**

- 8.1 SBC MISSOURI will provide CLEC with written escalation procedures for maintenance resolution to be followed if, in CLEC's judgment, any individual trouble ticket or tickets are not resolved in a timely manner. The escalation procedures to be provided hereunder shall include names and telephone numbers of SBC MISSOURI management personnel who are responsible for maintenance issues. CLEC acknowledges that LOC escalation contact list found on CLEC Online meets the requirements of this Section.

## **9.0 PREMISES VISIT PROCEDURES**

- 9.1 SBC MISSOURI Maintenance of Service Charges, when applicable, will be billed by SBC MISSOURI to CLEC, and not to CLEC's customers.
  - 9.1.1 Dispatching of SBC MISSOURI technicians to CLEC customer premises shall be accomplished by SBC MISSOURI pursuant to a request received from CLEC. Additionally, dispatching of SBC MISSOURI technicians may occur when SBC MISSOURI detects network trouble during routine maintenance.
  - 9.1.2 When a SBC MISSOURI employee visits the premises of a CLEC local 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.
  - 9.1.3 If a trouble cannot be cleared without access to CLEC's local customer's premises and the customer is not at home, the SBC MISSOURI technician will leave at the customer's premises a non-branded "no access" card requesting the customer to call their local service provider for rescheduling of repair.

## **10.0 NEW CIRCUIT TESTING**

- 10.1 SBC MISSOURI will perform testing (including trouble shooting to isolate any problems) of Resale services purchased by CLEC in order to identify any new circuit failure performance problems. CLEC will utilize routine maintenance procedures for reporting troubles.

## **11.0 MLT TESTING**

- 11.1 SBC MISSOURI agrees to provide access to MLT testing to allow CLEC to test its end user lines for resold SBC MISSOURI's services. SBC MISSOURI will make MLT testing functionality available through SBC MISSOURI's Toolbar Trouble Administration to allow CLEC to test its end-user lines for resold SBC MISSOURI' POTS services.

## **ATTACHMENT 4: CONNECTIVITY BILLING - RESALE**

### **1.0 GENERAL**

This Attachment 4: Connectivity Billing-Resale describes the requirements for SBC MISSOURI to bill all charges CLEC incurs for purchasing Resale services.

### **2.0 BILLABLE INFORMATION AND CHARGES**

- 2.1 In accordance with this Agreement, SBC MISSOURI will bill those charges CLEC incurs as a result of CLEC purchasing Resale services from SBC MISSOURI (hereinafter "Connectivity Charges"). Each bill for Connectivity Charges (hereinafter "Connectivity Bill") will be formatted in accordance with EDI for Resale services. CLEC will translate the EDI formatted bills to meet CABS/BOS specifications. SBC MISSOURI will assist CLEC with EDI mapping. Each Billing Account Number (BAN) will be sufficient to enable CLEC to identify the Resale services ordered by CLEC to which Connectivity Charges apply. Each Connectivity Bill, including Auxiliary Service Information, will set forth the quantity and description of Resale services provided and billed to CLEC.
- 2.2 SBC MISSOURI will provide CLEC a monthly Connectivity Bill that includes all Connectivity Charges incurred by and credits and/or adjustments due to CLEC for those Resale services ordered, established, utilized, discontinued or performed pursuant to this Agreement. Each Connectivity Bill, including Auxiliary Service Information, provided by SBC MISSOURI to CLEC will include: (1) all non-usage sensitive charges incurred for the period beginning with the day after the current bill date and extending to, and including, the next bill date; (2) any known unbilled non-usage sensitive charges for prior periods; (3) unbilled usage sensitive charges for the period beginning with the last bill date and extending up to, but not including, the current bill date; (4) any known unbilled usage sensitive charges for prior periods; (5) any known unbilled adjustments; and (6) any Customer Service Record (CSR) for all flat-rated charges.
- 2.3 The Bill Date, as defined herein, must be present on each bill transmitted by SBC MISSOURI to CLEC. Connectivity Bills will not be rendered for any Connectivity Charges which are incurred under this Agreement on or before one (1) year preceding the Bill Date.
- 2.4 Each Party will provide the other Party at no charge a contact person for the handling of any Connectivity Billing questions or problems that may arise during the implementation and performance of the terms and conditions of this Attachment 4: Connectivity Billing - Resale.
- 2.5 SBC MISSOURI will assign to CLEC one Billing Account Number (BAN) per Regional Accounting Office (RAO) for consumer and one BAN per RAO for business.

### **3.0 ISSUANCE OF CONNECTIVITY BILLS - GENERAL**

SBC MISSOURI will issue all Connectivity Bills in accordance with the terms and conditions set forth in this Section. SBC MISSOURI will establish monthly billing dates (Bill Date) for each BAN, as further defined in the EDI/BOS document, which Bill Date will be the same date month to month. Each BAN will be provided in 13 alpha/numeric characters and will remain constant from month to month, unless changed as agreed to by the Parties. Each Party will provide the other Party at least thirty (30) calendar day's written notice prior to changing, adding or deleting a BAN. The Parties will provide one Connectivity Billing invoice associated with each BAN. Multiple BANs for each Regional Accounting Office (RAO) will be provided as part of a single EDI transmission. All Connectivity Bills must be received by CLEC no later than ten (10) calendar days from Bill Date and at least twenty (20) calendar days prior to the payment due date (as described in

this Attachment 4: Connectivity Billing - Resale), whichever is earlier. Any Connectivity Bill received on a Saturday, Sunday or a day designated as a holiday by the Chase Manhattan Bank of New York (or such other bank as the Parties agree) will be deemed received the next business day. If CLEC fails to receive Connectivity Billing data and information within the time period specified above, the payment due date will be extended by the number of days the Connectivity Bill is late.

- 3.2 If CLEC requests an additional copy(ies) of a bill, CLEC will pay SBC MISSOURI a reasonable fee per additional bill copy, unless such copy(ies) was requested due to errors, omissions, or corrections or the failure of the original transmission to comply with the specifications set forth in this Agreement.
- 3.3 To avoid transmission failures or the receipt of Connectivity Billing information that cannot be processed, the Parties will provide each other with their respective process specifications and edit requirements. CLEC will provide SBC MISSOURI reasonable (within 24 hours) notice if a Connectivity Billing transmission is received that does not meet the specifications in this Attachment. Such transmission will be corrected and resubmitted to CLEC at SBC MISSOURI' sole expense, in a form that can be processed. The payment due date for such resubmitted transmissions will be twenty (20) days from the date that the transmission is received in a form that can be processed and that meets the specifications set forth in this Attachment 4: Connectivity Billing - Resale. Conformed pursuant to Missouri Commission Award- Resale issue # 6.

#### **4.0 ELECTRONIC TRANSMISSIONS**

- 4.1 SBC MISSOURI will electronically transmit Connectivity Billing information and data for Resale services in the appropriate EDI format via Connect: Direct as outlined in SBC MISSOURI' Electronic Commerce Customer Guide dated May 1995, or as the Parties may otherwise agree. The Parties agree that a T1.5 or 56kb circuit to the gateway for Connect: Direct is required. If SBC MISSOURI has an established Connect: Direct link with CLEC, that link can be used for data transmission if the location and applications are the same for the existing link. Otherwise, a new link for data transmission must be established. SBC MISSOURI and CLEC will provide each other appropriate Connect: Direct Node IDs. Any change to either Party's Connect: Direct Node IDs must be sent to the other Party no later than twenty-one (21) calendar days before the change takes effect.

#### **5.0 TAPE OR PAPER TRANSMISSIONS**

- 5.1 In the event either Party does not have Connect: Direct capabilities upon the Effective Date of this Agreement, such Party agrees to establish Connect: Direct transmission capabilities with the other Party within the time period mutually agreed and at the establishing Party's expense. Until such time, the Parties will transmit billing information to each other via magnetic tape or paper (as agreed to by CLEC and SBC MISSOURI). Connectivity billing information and data for payment contained on magnetic tapes or paper will be sent to the Parties at mutually agreeable locations. The Parties acknowledge that all tapes transmitted to the other Party via U.S. Mail or Overnight Delivery and which contain Connectivity Billing data will not be returned to the sending Party. The Parties will develop the format for paper or tape transmission as part of the implementation process.



## **6.0 TESTING REQUIREMENTS**

- 6.1 At least ninety (90) days prior to SBC MISSOURI sending CLEC a mechanized Connectivity Bill for the first time via electronic transmission, or tape, or at least 30 days prior to changing mechanized formats, SBC MISSOURI will send to CLEC Connectivity Bill data in the appropriate mechanized format for testing to ensure that the bills can be processed and that the bills comply with the requirements of this Attachment 4: Connectivity Billing - Resale. The Parties will mutually agree to develop a testing process to ensure the accurate transmission of the Connectivity Bill. When SBC MISSOURI meets mutually agreed testing specifications, SBC MISSOURI may begin sending CLEC mechanized Connectivity Bills on the next Bill Date, or within ten (10) days, whichever is later.

## **7.0 ADDITIONAL REQUIREMENTS**

- 7.1 SBC MISSOURI agrees that if it transmits data to CLEC in a mechanized format, SBC MISSOURI will also comply with the following specifications which are not contained in EDI/BOS guidelines but which are necessary for CLEC to process Connectivity Billing information and data:
- a) The BAN shall not contain embedded spaces or low values;
  - b) The Bill Date shall not contain spaces or non-numeric values;
  - c) Each Connectivity Bill must contain at least one detail record;
  - d) Any "From" Date should be less than the associated "Thru" Date and neither date can contain spaces.

## **8.0 BILL ACCURACY CERTIFICATION**

- 8.1 The Parties agree that in order to ensure the proper performance and integrity of the entire Connectivity Billing process, SBC MISSOURI will develop the processes and methodologies required for Resale services bill certification.

## **9.0 PAYMENT OF CHARGES**

- 9.1 Payment shall be subject to the terms of the General Terms and Conditions of this Agreement. **Resolved issue #7**

## **10.0 EXAMINATION OF RECORDS**

- 10.1 Without waiver of and in addition to the Audit rights in the General part of this Agreement, upon reasonable notice and at reasonable times, CLEC or its authorized representatives may examine SBC MISSOURI' documents, systems, records and procedures which relate to the billing of the Connectivity Charges to CLEC under this Attachment 4: Connectivity Billing - Resale.

## **ATTACHMENT 5: PROVISION OF CUSTOMER USAGE DATA - RESALE**

### **1.0 INTRODUCTION**

- 1.1 This Attachment sets forth the terms and conditions for SBC MISSOURI' provision of Usage Data (as defined in this Attachment) to CLEC. Usage Data will be provided by SBC MISSOURI to CLEC when CLEC purchases Resale services from SBC MISSOURI.

### **2.0 GENERAL REQUIREMENTS FOR USAGE DATA**

- 2.1 SBC MISSOURI' provision of Usage Data to CLEC will be in accordance with performance metrics as reported on CLEC Online. SBC MISSOURI' performance based on such performance metrics will be measured and reported at the time CLEC begins providing local service to customers but the SBC MISSOURI' provision of Usage Data will not be required to meet such performance metrics until six months after CLEC begins providing local services to customers
- 2.2 SBC-MISSOURI will retain Usage Data in accordance with the SBC Daily Usage File User's Guide available on SBC's CLEC Online website subject to applicable laws and regulations.

### **3.0 USAGE DATA SPECIFICATIONS**

- 3.1 SBC MISSOURI will provide usage data for CLEC Customers using SBC MISSOURI provided Resale services. Usage Data includes, but is not limited to, the following categories of information:

- a) Completed calls;
- b) Use of CLASS/LASS/Custom Features;
- c) Calls to Directory Assistance where SBC MISSOURI provides such service to an CLEC customer;
- d) Calls completed via SBC MISSOURI - provided Operator Services where SBC MISSOURI provides such service to CLEC's Local Service customer;
- e) Station level detail for SBC MISSOURI - provided PLEXAR® families of services;
- f) Complete call detail and complete timing information for Resale services.

SBC MISSOURI will provide Usage Data for calls that SBC MISSOURI records. (e.g., Local Measured Services)

### **4.0 USAGE DATA FORMAT**

- 4.1 SBC MISSOURI will provide Usage Data in the Alliance for Telecommunications Industry Solutions (ATIS) Ordering and Billing Forum (OBF) Exchange Message Interface (EMI) format and by category, group and record type, as specified in the SBC Daily Usage File User's Guide or as otherwise mutually agreed to by the Parties.
- 4.2 SBC MISSOURI will include the Working Telephone Number (WTN) of the call originator on each EMI call record, when available.
- 4.3 End user customer usage records and station level detail records will be in packs in accordance with EMI standards.

### **5.0 USAGE DATA REQUIREMENTS**

- 5.1 SBC MISSOURI will pack and organize the Usage Data according to EMI guidelines.
- 5.2 SBC MISSOURI will provide Usage Data for Resale services to a CLEC locations as agreed to by the Parties.
- 5.3 SBC MISSOURI will transmit formatted Usage Data to CLEC via CONNECT: Direct or as otherwise agreed to by the Parties.
- 5.4 CLEC and SBC MISSOURI will test and certify the CONNECT:Direct interface to ensure the accurate transmission of Usage Data.
- 5.5 SBC MISSOURI will provide Usage Data to CLEC daily (normally Monday through Friday cycles). Holiday exceptions are listed in the SBC Daily Usage File User's Guide.
- 5.6 The IS Call Center can be contacted to respond to CLEC record transmission inquiries. Other Usage inquiries should be coordinated through Account Management. If written notification is not received within thirty (30) calendar days, SBC MISSOURI shall have no further obligation to recover the data and shall have no further liability to the CLEC. Conformed pursuant to Missouri Commission Award- Resale issue # 8.

## **6.0 ALTERNATIVELY BILLED CALLS**

- 6.1 Calls that are placed using the services of SBC MISSOURI or another LEC or LSP and billed to a Resale service line of CLEC are called "Incollects." Calls that are placed using CLEC Resale service and billed to a SBC MISSOURI line or other LEC or LSP are called "Outcollects."
- 6.2 Outcollects: SBC MISSOURI will provide to CLEC the unrated message detail that originates from an CLEC subscriber line but which is billed to a telephone number other than the originating number (e.g., calling card, bill-to-third number, etc.) (Outcollects). SBC MISSOURI will transmit such data to CLEC via the DUF. on a daily basis. CLEC as the LSP will be deemed the earning company and will be responsible for rating the message at CLEC tariffed rates and CLEC will be responsible for providing the billing message detail to the billing company for end-user billing. CLEC will pay to SBC MISSOURI a per message charge, **as specified in the Pricing Schedule**, for SBC MISSOURI's transmission of outcollect messages to CLEC. CLEC will be compensated by the billing company for the revenue it is due. In addition, CLEC will compensate SBC MISSOURI for the receipt of the intraLATA toll message in accordance with Attachment 1: Resale of this Agreement. Conformed pursuant to Missouri Commission Award- Resale issue # 1.
- 6.3 Incollects: SBC MISSOURI will provide the rated messages it receives from the CMDS1 network to CLEC for billing to CLEC's end-users associated with messages that originate from a number other than the billing number and that are billable to CLEC customers ("Incollects"). SBC MISSOURI will transmit such data to CLEC via the DUF on a daily basis. SBC MISSOURI will credit CLEC the Billing and Collection (B&C) fee, **as specified in the Pricing Schedule**, per billed message billing the Incollects. CLEC will pay to SBC MISSOURI a per message charge for SBC MISSOURI's transmission of incollect messages to CLEC. Conformed pursuant to Missouri Commission Award- Resale issue # 1.

## **7.0 PRICING**

- 7.1 SBC MISSOURI will bill and CLEC will pay the applicable charges for Usage Data set forth in the Pricing Schedule this Agreement. Billing and payment will be in accordance with the applicable terms and conditions set forth in this Agreement.