

ATTACHMENT 7: ORDERING AND PROVISIONING
UNBUNDLED NETWORK ELEMENTS

- 1.0 General Requirements
 - 1.1 SBC MISSOURI will provide pre-order, ordering and provisioning services to CLEC associated with unbundled Network Elements ("UNEs"), pursuant to the requirements set forth in this Attachment 7: Ordering and Provisioning –Unbundled Network Elements.
 - 1.2 Charges for the relevant services provided under this Attachment are included in Appendix Pricing- UNE to Attachment 6.
 - 1.3 CLEC may order, and SBC MISSOURI will fill orders, for Unbundled Network Elements as defined in Attachment 6. Multiple individual UNEs may be requested by CLEC from SBC MISSOURI on a single Local Service Request (LSR) for a specific customer, without the need to have CLEC send an LSR for each UNE.
 - 1.4 CLEC may order, and SBC MISSOURI will fill orders, for specified combinations of Lawful Unbundled Network Elements, as defined in Attachment 6. Combinations of Lawful Unbundled Network Elements may be requested by a CLEC from SBC MISSOURI on a single LSR for a specific customer, without the need to have CLEC send an LSR for each Lawful UNE. Subject to the other provisions of the Agreement, including without limitation the requirements of FCC Rule 51.318(b),CLEC may request an EEL on an LSR without having to submit separate LSRs and ASRs, so long as the EEL components all have the same characteristics (i.e., the same speed, grade, etc.). In accordance with the Change Management Process, SBC MISSOURI agrees to provide additional electronic methods for ordering EELs on an LSR without need for a separate ASR as those ordering requirements are developed by the industry standard Ordering and Billing Forum.
 - 1.5 For all unbundled Network Elements and Combinations ordered under this Agreement, will provide pre-order, ordering and provisioning services equal in quality and speed (speed to be measured from the time receives the service order from CLEC) to the services provides to its end users for an equivalent service. When UNEs are ordered in combination, for example, loop and switch port the service must be supported by all the functionalities provided to local exchange service customers. This will include but is not limited to, MLT testing Dispatch scheduling, and Real time Due Date assignment. The ordering and provisioning to support these services will be provided in an efficient manner which meets the performance metrics achieves when providing the equivalent end user services to an end user.
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 - 1.7 CLEC and SBC MISSOURI will use two types of orders to establish local service capabilities based upon a UNE architecture:
 - 1.7.1 Common Use Unbundled Network Elements are defined as Unbundled Network Elements provided by SBC MISSOURI that are used by CLEC to provide a Telecommunications Service.
 - 1.7.2 Customer Specific unbundled Network Elements are unbundled Network Elements provided by to CLEC that are used to provide a Telecommunications Service to a single CLEC Customer. Customer Specific

Unbundled Network Elements include, but are not limited to, the Local Loop., Local Switching and any combination thereof (e.g. local loop and switch port). The customer specific provisioning order, based upon OBF LSR forms, will be used in ordering and provisioning Customer Specific unbundled Network Elements. agrees that the information exchange will be forms-based using the Local Service Request Form, End User Information Form, Loop Element Form (formerly Loop Service form) and Switch Element Form (formerly Port Form) developed by the OBF.

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- 1.9 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 customers served by CLEC through Lawful UNE switch ports. CLEC may request that electronic compare files be provided for all of CLEC's Lawful UNE switch port customer accounts in SBC 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.
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- 3.0 Ordering and Provisioning Interface
- 3.1 Pre-order, Ordering and Provisioning requests for Unbundled Network Elements or UNE Combinations provided by SBC MISSOURI to CLEC will be transmitted via facsimile to the- SBC MISSOURI Local Service Center (LSC). The LSC will respond to CLEC calls with the same level of service that SBC MISSOURI provides to their local exchange customers.
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- 3.5 SBC MISSOURI will provide a Single Point of Contact (SPOC) for all of CLEC's -ordering status inquiries or escalation -contacts (via an 800# to the LSC) between 8 a.m. to 5:30 p.m. Monday through Friday (except holidays). SBC MISSOURI will respond to emergency requests for after hours provisioning via the LOC 24 hrs/day, 7 days a week.

- 3.5.1 SBC MISSOURI will provide ordering and provisioning services to CLEC for Lawful unbundled Network Elements Monday through Friday from 8 a.m. to 5:30 p.m. through the LSC or the 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 8:00 a.m. to 5:30 p.m. (CST), ordering and provisioning services. If CLEC requests that SBC MISSOURI perform such services, SBC MISSOURI will quote, within one (1) business day of the request, a cost-based rate for the number of hours and materials estimated for such services. If CLEC accepts SBC MISSOURI's quote, SBC MISSOURI will perform such services to CLEC in the same manner as it does for itself and will bill CLEC for the actual hours worked and materials used.
- 3.6 SBC MISSOURI will also provide to CLEC a toll free nationwide telephone number to the IS Call Center for issues connected to the electronic system interfaces (operational from 8:00 a.m. to 9:00 p.m. CST, Monday through Friday) and 8:00 a.m. to 5:00 p.m. (Central Time) Saturday), which will be answered by capable staff trained to answer questions and resolve problems in connection with the electronic interface associated with the provisioning of Unbundled Network Elements. Information Service Call Center (ISCC) help desk function for electronic system interfaces for all off shift hours are covered via on-call pager. These hours of operation will continue to be posted to CLEC OnLine website and are subject to change through the CMP.
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- 3.8 SBC MISSOURI will recognize CLEC as the customer of record for all Unbundled Network Elements ordered by CLEC and will send all notices, invoices and pertinent information directly to CLEC.
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- 3.9.2 Designed Layout Record Card for designed Unbundled Network Elements;
- 3.9.3 Where SBC MISSOURI is not the Central Office Code Administrator, to the extent the information is not available to CLEC in the same manner it is available to SBC MISSOURI, SBC MISSOURI will provide copies of notices containing such information received by SBC MISSOURI to CLEC.
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- 3.10 Each Party will train its employees who have contact with the other Party not to discriminate against the other Party and not to disparage the other Party to the other Party's customers.
- 3.11 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 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.

- 3.12 SBC MISSOURI and CLEC will work cooperatively in establishing and implementing practices and procedures regarding fraud and service annoyance handling.
- 3.13 SBC MISSOURI and CLEC will establish mutually acceptable methods and procedures for handling all misdirected calls from CLEC customers requesting pre-order, ordering or provisioning services. All misdirected calls to SBC MISSOURI from CLEC customers will be given a recording (or a live statement) directing them to call their local provider. To the extent SBC MISSOURI procedures change such that CLEC customers become identifiable, such customers will be directed to call CLEC at a designated 800 number. CLEC on a reciprocal basis will refer all misdirected calls that CLEC receives from SBC MISSOURI customers to a SBC MISSOURI designated number. CLEC and SBC MISSOURI will agree on the scripts to be used for this purpose.
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- 5.0 Ordering Requirements
 - 5.1 Upon CLEC's request through a Suspend/Restore order, SBC MISSOURI will suspend or restore the functionality of any Lawful unbundled Switch Port for any CLEC local service customer. In such instances, all Lawful unbundled Network Elements provided by SBC MISSOURI will remain intact. SBC MISSOURI will implement any restoration priority for Lawful unbundled Local Switching in a manner that conforms with CLEC requested priorities and any applicable regulatory policy or procedures. The charge for a Suspend/Restore order is reflected in Attachment 6, Appendix Pricing UNE - Schedule of Prices labeled "Service Order Charges - Unbundled Element."
 - 5.2 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 to the extent that SBC MISSOURI provides such blocking capabilities to its customers and to the extent required by law.
 - 5.3 When ordering Lawful unbundled Local Switching, CLEC may order from SBC MISSOURI separate interLATA and intraLATA service providers (i.e., two PICs), when available, on a line or trunk basis. SBC MISSOURI will accept PIC change orders for intraLATA toll and long distance services through the service provisioning process.
 - 5.4 Unless otherwise directed by CLEC, when CLEC orders unbundled Local Switching, SBC MISSOURI will make every attempt to insure that all pre-assigned trunk or telephone numbers currently associated with that Element will be retained. To the extent such losses occur, SBC MISSOURI will work cooperatively with CLEC to remedy such occurrences over time.
 - 5.4.1 When SBC MISSOURI has initiated a suspension on a SBC MISSOURI end user's account or disconnects an end user for nonpay, SWBTSBC MISSOURI will not release the telephone number being used by the end user until such time as the end user's account has been paid in full. Conversely, SBC MISSOURI agrees that when CLEC initiates a suspension on one of their end user's accounts or disconnects their end user for nonpay, SBC MISSOURI will abide by the same provisions regarding telephone number release.

- 5.5 SWBT will provide order format specifications to CLEC for all services, features, and functions available and for ancillary data required by SWBT to provision these services.
- 5.6 SBC MISSOURI will provide CLEC with standard provisioning intervals for all unbundled Network Elements and combinations as compared to SBC MISSOURI customers for equivalent service. These intervals are found in Attachment 17.
- 5.7 For unbundled Local Switching, SBC MISSOURI will update the E911 service provider information and establish primary directory listing, in accordance with Attachment 19: White Pages Listings, appropriate for the unbundled Local Switching from CLEC's service order.
- 5.8 On a conversion as specified order, SBC MISSOURI will not require CLEC to provide data that SBC MISSOURI has not made available to CLEC, or that CLEC does not have reasonable access to otherwise.
- 6.0 Provisioning Requirements
 - 6.1 Except in the event an CLEC local service customer changes their local service provider to another LSP or SBC MISSOURI, SBC MISSOURI may not initiate any CLEC end user requested disconnection or rearrangement of Unbundled Network Elements or Combinations unless directed by CLEC. Any CLEC customer who contacts SBC MISSOURI regarding a change in CLEC service will be advised to contact CLEC. Any SBC MISSOURI customer who contacts CLEC regarding a change in SBC MISSOURI service will be advised to contact SBC MISSOURI. In those instances when any CLEC local service customer changes their local service provider to another LSP or SBC MISSOURI, CLEC will be notified as described in the Line Loss Notification process, contained in Local Account Maintenance Methods and Procedures dated July 29, 1996, or as otherwise may be agreed to by the Parties.
 - 6.2 Upon request from CLEC, SBC MISSOURI will provide an intercept referral message that includes any new telephone number of an 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.
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 - 6.5 Where available, SBC MISSOURI will perform pre-testing and will provide in writing (hard copy) or electronically, as directed by CLEC, all test and turn up results in support of Unbundled Network Elements or UNE Combinations ordered by CLEC.
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- 6.8 Any written “leave behind” materials that SBC MISSOURI technicians provide to CLEC local customers will be branded materials that do not identify the work being performed as being SBC MISSOURI’s. These materials will include, without limitation, CLEC branded forms for the customer and CLEC branded “not at home” cards. “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. CLEC will provide a single point of contact so that SBC MISSOURI, including individual SBC MISSOURI technicians, can order “CLEC branded” materials via a toll free telephone number provided by CLEC, for delivery to an address specified by SBC MISSOURI or the technician.
- 6.9 SBC MISSOURI technicians will refer CLEC local customers to CLEC, if a CLEC local customer requests a change to service at the time of installation. When a SBC MISSOURI employee visits the premises of an CLEC local customer, the SBC MISSOURI employee must inform the customer that he or she is there acting on behalf of CLEC.
- 6.10 SBC MISSOURI will provide telephone and/or facsimile notification of any charges associated with required construction for a given service, and obtain CLEC’s approval prior to commencing construction under an CLEC order for such service.
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- 6.12 When CLEC orders UNE or UNE Combinations that are currently interconnected and functional, such UNE and UNE Combinations will remain interconnected and functional without any disconnection and without loss of feature capability and without loss of associated Ancillary Functions, as appropriate under applicable law. This will be known as Contiguous Interconnection of Unbundled Network Elements. There will be no charge for such interconnection, other than the recurring and nonrecurring charges applicable to the elements included in the combination, and the electronic service order charge as specified in Attachment 6, Section 14.2.
- 6.12.1 “Contiguous Network Interconnection of Network Elements” includes, without limitation, the situation when CLEC orders all the SBC MISSOURI Network Elements required to convert a SBC MISSOURI end-user customer or an CLEC resale customer to CLEC Unbundled Network Elements service (a) without any change in features or functionality that was being provided by SBC MISSOURI (or by CLEC on a resale basis) at the time of the order or (b) with only the change needed to route the customer’s operator service and directory assistance calls to the CLEC OS/DA platform via customized routing and/or changes needed in order to change a local switching feature (e.g., call waiting), as appropriate under applicable law. (This section only applies to orders involving customized routing after customized routing has been established to an CLEC OS/DA platform from the relevant SBC MISSOURI local switch, including CLEC’s payment of all applicable charges to establish that routing.) There will be no interruption of service to the end-user customer in connection with orders covered by this section, except for processing time that is technically necessary to execute the appropriate recent change order in the SBC MISSOURI local switch. SBC MISSOURI will treat recent change orders necessary to provision CLEC orders under this section at parity with recent change orders executed to serve SBC MISSOURI end-user customers, in terms of scheduling necessary service interruptions so as to minimize inconvenience to end-user customers.

- 6.13 When CLEC orders Unbundled Local Switching, CLEC may also obtain all installed technically available features and functions from the specified SBC MISSOURI switch (e.g., CLASS, and LASS features).
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- 8.0 Performance Requirements
 - 8.1 When CLEC places an LSR, CLEC will specify a requested Due Date (DD), and SBC MISSOURI will specify a DD based on the applicable intervals. In the event CLEC's desired Due Date is less than the standard interval, the service order will be assigned a DD using the applicable interval. If expedited service is requested, CLEC will populate Expedite and Expedite Reason on the request. SBC MISSOURI will contact the CLEC and the Parties will negotiate an expedited DD. This situation will be considered an expedited order and applicable service order charges will apply as reflected in Attachment 6, Appendix Pricing UNE Schedule of Prices labeled "Service Order Charges - Unbundled Element Expedited". SBC MISSOURI will not complete the order prior to the DD or later than the DD unless authorized by CLEC. CLEC and SBC MISSOURI will use the escalation process documented in the CLEC Handbook and contacts reflected in the Escalation website for resolving questions and disputes relating to ordering and provisioning procedures or to the process of individual orders, subject ultimately to the dispute resolution provisioning of this agreement. SBC MISSOURI will notify CLEC of any modifications to these contacts one (1) week in advance of such modifications
 - 8.2 When CLEC places an LSR to change the desired Due Date (DDD) from a previous version of the LSR that a FOC has already been received on, and SBC MISSOURI will specify a due date (DD) based on the applicable intervals. If the desired Due Date is less than the standard interval, the expedite performance requirements will apply in addition. If expedited service is not requested, this situation will be considered a Due date change and applicable service order charges will apply as reflected in Attachment 6, Appendix Pricing Lawful UNE Schedules of Prices labeled "Service Order Charges – Unbundled Element Due Date Change".
 - 8.3 When CLEC places an LSR to cancel the request from a previous version of the LSR that a FOC has already been received on, and SBC MISSOURI will process the cancel based on the request. This situation will be considered a cancel and applicable service order charges will apply as reflected in Attachment 6, Appendix Pricing Lawful UNE Schedules of Prices labeled "Service Order Charges – Unbundled Element Cancel".
 - 8.4 When CLEC or patron/end-user is not ready for service by or on the Due Date (DD), and SBC MISSOURI will return a jeopardy notification to the CLEC. This situation will be considered a Customer Not Ready and applicable service order charges will apply as reflected in Attachment 5, Appendix Pricing Lawful UNE Schedules of Prices labeled "Service Order Charges – Unbundled Element Customer Not Ready".
 - 8.5 SBC MISSOURI will provide Performance Measurements as outlined in Attachment 17 under this Agreement.
- 9.0 Intervals for Order Completion for UNE and Other Items

- 9.1 SBC MISSOURI will provide Performance Measurements as outlined in Attachment 17 under this Agreement.
- 10.0 CLEC may request that a billing item be investigated on the SBC MISSOURI provided bill. The CLEC is required to follow the existing billing dispute guidelines by submitting the billing dispute form available in the CLEC Handbook and supplying applicable information to the SBC MISSOURI Local Service Center (LSC). The SBC MISSOURI LSC will perform investigation on each disputed item. Credits will be applied to the CLEC bill for disputed billing items that the SBC MISSOURI LSC finds to be unsustainable, no credits will be applied to the CLEC bill on sustainable billing items. Once all dispute items included in a billing dispute claim are investigated, the claim will be closed and the CLEC notified of completion.

PRE-ORDER AND ORDERING
AND PROVISIONING – UNE—SBC still reviewing

Function	Loop	INP	Loop w/ LNP	DSR
PRE-ORDER				
Address Verification	X	X	X	X
Service/Feature Availability	X	X	X	X
Telephone Number Assignment	X	X	X	X
Dispatch Schedule	X	X	X	X
Due Date	X	X	X	X
Customer Service Record	X	X	X	X
ORDERING & PROVISIONING				
Conversion as Specified	X ^{1,6,7,8}	X ²	X ^{1,6,7,8}	X
Add/Disc Lines	X	X ³	X ³	X ¹¹
Partial Migration (Line/WTN vs. Account Level)	X	X	X	X ¹¹
Line Conditioning	X		X	
With / Without Diversity	X		X	
With / Without Clear Channel Capability	X ¹⁰		X ¹⁰	
New Connects	X	X ³	X ³	X
Single Line	X		X ³	
Multi-Line (Less Than 30 Lines)	X		X ³	
Projects (Large Job - add'l facilities/coordinated work effort required - need SBC MISSOURI criteria)	X		X ³	
Disconnects	X	X	X	X
Change Orders	X	X	X	X
Simple Number Change		X	X	
Add/Disc Lines	X	X ³	X ³	X ¹¹
Suspend/Restore Non- Payment				
Suspend/Restore Vacation Svc.				
Line Conditioning	X		X	
With / Without Diversity	X		X	

Function	Loop	INP	Loop w/ LNP	DSR
With / Without Clear Channel Capability	X ¹⁰		X ¹⁰	
Records Only Order	X	X	X	X
T&F Order				
Outside Move	X		X	
Inside Move	X		X	
POST SERVICE ORDER EDI TRANSACTIONS				
Supplemental Orders	X	X	X	X
Firm Order Confirmation (FOC)	X	X	X	X
Jeopardies	X	X	X	X
Rejects	X	X	X	X
Order Completion	X	X	X	X

Footnotes:

- Existing SBC MISSOURI customer, existing CLEC TSR customer, existing CLEC TSR customer, existing CLEC UNE (loop) customer.
- Existing SBC MISSOURI number or existing CLEC INP number.
- "Numbers" should be substituted for "lines"
- Existing CLEC Unbundled Loop customer
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- Existing CLEC leased facility
- Only applies to DS-1 loops
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