

APPENDIX E

RATES AND CHARGES FOR 911/E-911 ARRANGEMENTS

1. The following services are offered by CenturyTel for purchase by ****CLEC for UNEs or Interconnection, where an individual item is not superseded by a tariffed offering.

		<u>NRC</u>		<u>MRC</u>
9-1-1 Selective Router Pro-Rata Rec/trunk	\$		\$	

This fee covers the cost of selective routing switch capacity per trunk to cover investment to handle the additional capacity without going to the 9-1-1 districts for additional funding.

9-1-1 Interoffice Trunk

A tariffed offering, to be found in each state's Emergency Number Service Tariff.

Selective router Database per Record Charge

Fee for each ALI record used in a CenturyTel selective router. This is a tariffed offering, to be found in each state's Emergency number Service Tariff.

MSAG Copy

Production of one copy of a 9-1-1 customer's Master Street Address Guide, postage paid.

Copy provided in paper format

Copy provided inflate ASCII file on a 3 1/2 diskette.

APPENDIX F-1
COLLOCATION RATE

Intentionally left blank.

APPENDIX G

SERVICE QUALITY STANDARDS

The Service Quality Standards set forth in this Appendix are in addition to and not in place of satisfaction of specific performance standards elsewhere in this agreement or required by Applicable law. Services, facilities, and features provided by CenturyTel under this Agreement shall be equal to quality to those provided to itself, its affiliates, or any other Party.

Telecommunications Services for Resale

As part of this agreement, CenturyTel will meet or exceed State Commission industry-wide service quality standards defined by Commission order, rule or CenturyTel practice. CenturyTel will provide ****CLEC with service installation and guarantees at parity with that provided to its own retail end users, other local exchange carriers, or a CenturyTel affiliate. ****CLEC's remedy for non-compliance with the above, will be to file a written complaint concerning the non-compliance with the Commission.

Unbundled Network Elements

CenturyTel will comply with Public Service Commission of Missouri and Federal Communications Commission and industry-wide service quality standards. Until the Commission or FCC establish industry wide service quality standards or standards specific to CenturyTel for the provision of Unbundled Network Elements, CenturyTel has established target intervals that may be used when placing firm service order requests, or for general planning purposes.

CenturyTel will make every effort to accommodate service requests utilizing these intervals. AS with all service provisioning requests, the target intervals assume an error free request, normal working conditions including safety, load, weather, and availability of equipment and facilities. Due dates will be provided via Firm Order Confirmation (FOC) process for each individual order.

The day the order is received by CenturyTel is considered the start of the interval process. Local Service Requests (LSR) returned to a **CLEC for clarification may result in an extended or revised FOC interval or Targeted Service Interval.

Installation Service Intervals

Daily Target Service

<u># of Loops</u>	<u>Interval</u>	<u>FOC Interval</u>
1-5	5 days	2 days
6-14	7 days	3 days
15 +	Negotiated	Negotiated

Targeted Service Interval is the number of days from the receipt of request to completion of order.

FOC Interval is the number of days from the receipt of request to Firm Order Confirmation (FOC).

Each Loop must be submitted on a separate LSR.

Interconnection

CenturyTel will comply with Public Service Commission of Missouri, Federal Communications Commission, and industry-wide service quality standards. Until the Commission or FCC establish industry wide service quality standards or standards specific to CenturyTel for the provision of interconnection and related services, the Parties will utilize the CenturyTel established standards or the standards to which Southwestern Bell is subject in State of Missouri, whichever result in a higher service quality standard.

CenturyTel will employ best efforts to meet all applicable intervals. Due dates will be provided via Firm Order Confirmation (FOC) process for each individual order in accordance with these targets.

Repair Interval – Time interval for repair of service problems reported by **CLEC.

CenturyTel will meet or exceed the Missouri PSC's repair requirement of restoration within twenty-four hours (24) hours. CenturyTel will provide **CLEC with repair services at parity with that provided to its own retail end users other entities. Repairs will be prioritized in the following manner: (1) Special Access services, i.e., T1's, DS1's, Ds3's; (2) Business Customers utilizing PBX services; (3) Business Customers utilizing Key Systems; and (4) Residential Service.

Performance Remedy Plan

The Parties agree to utilize a self-executing performance remedy plan (PRP) that will contain financial penalties for substandard performance by CenturyTel. The PRP will be based on the performance remedy plan established by the Commission for Southwestern Bell (SWBT), as modified and amended as of the date of this Agreement. The PRP will be modified from the SWBT plan to reflect only a) the pro-rata size of the CenturyTel market as compared to the SWBT-Missouri market, b) the UNEs, Interconnection and services to be utilized by **CLEC, and c) technical distinctions between the interfaces used by CenturyTel and those employed by SWBT. The CenturyTel PRP will be updated annually to reflect modifications and amendments to the SWBT performance plan.

APPENDIX H

Form of BFR APPLICATION

Bona Fide Request Application

1. Requested Party Information				
Requested by (Company)				
Contact Person				
Phone:		Address:		
Fax:				
E-mail				
Please list additional contacts (e.g., technical personnel) that may be helpful during the evaluation of the request.				
Name	Area of Expertise	Phone	Fax	Email Address
2. Request Specifications				
Date of Request:		Type of Request (check one) <input type="checkbox"/> New <input type="checkbox"/> Revised <input type="checkbox"/> Replacement		
# of Request Pages:				
# of Appendices				

3. Capabilities and Functionally Requested	
Please provide a description and specification of <u>each</u> requested network, interconnecting, capability, function, feature, or element. Please attach illustrations per availability. (Attach appendix as necessary).	
Is this a request for modification of an existing service, functionally, feature, or capability?	<input type="checkbox"/> Yes (Provide description below.) <input type="checkbox"/> No
Please identify the desired interface specifications, if any.	

Please describe the expected life (e.g., period of time it will be in use) of each service, function, feature, or capability requested. Indicate if you intend this to be a temporary or long-term solution. (attach Appendix as necessary)

--

Where do you wish this service, feature, function, or capability to be deployed? Complete the table of information below indicating each state or deployment and metropolitan areas within each state (attach Appendix as necessary).

City and State	Building Location

Identify specific CenturyTel wire centers, points of interconnection, meet point access (CLLI codes), or where this capability is desired. Also, please indicate the expected demand (e.g., estimated number of customers, subscriber lines, number of units to be ordered) per location with a three (3) year forecast in the following table: (attach Appendix as necessary)

CenturyTel Wire Center & Point of Interconnection/CLLI Code	Expected Demand		
	Year 1	Year 2	Year 3

Other Request Specifications

Indicate any pricing assumptions you would like considered. To potentially obtain lower non-recurring or monthly recurring charges, you may specify quantity and/or term commitments you are willing to make. Please provide any price/quantity forecast indicating one or more desired pricing points.

Is there anything custom or specific about the manner that you would like this service, feature, function, or capability to operate? Include security requirements, transmission levels, and/or key technical assumptions. Please specify. (attach Appendix as necessary).

Please include any other information that you believe would assist CenturyTel in evaluating this request and providing a response. (attached Appendix as necessary)	
4. Certification and Representation	
I request, on behalf of my company, a Nondisclosure or Confidentiality Agreement to submit this information in confidence.	<input type="checkbox"/> Yes (If a Nondisclosure is requested, attach a prepared CenturyTel agreement, request one be sent to you, or identify an existing agreement that covers this request.) <input type="checkbox"/> No
I certify on behalf of my company that each network element or interconnection requested will be used solely in providing telecommunications services per the Telecommunications Act of 1996.	
Requesting Party recognizes that some Requests require significant incremental costs. CenturyTel Network Services will inform the Requesting Party in advance of these costs to be paid by the Requesting Party.	
Date of **CLEC Certification: _____	Signature _____
Date of Interconnection Agreement approval: _____	Interconnection Agreement Identification Number: _____

APPENDIX I

CENTURYTEL SERVICE GUIDE

1. **Introduction.**

The following describes generally the operations support systems that CenturyTel will use and the related functions that are available for ordering, provisioning and billing for interconnection facilities and services and unbundled network elements. Unbundled network elements are defined as loops, network interface devices, local circuit switching, dedicated and shared transport, signaling and operations support systems. The terms and conditions contained in this Appendix are in addition to the terms and conditions of the Agreement and other requirements of the Applicable Law.

2. **Pre Ordering Generally.**

When services are available, except as specifically provided otherwise, service ordering, provisioning, billing and maintenance shall be governed by this writing. Before orders can be taken, the Competitive Local Exchange Carrier ("**CLEC") will provide CenturyTel with its Operating Company Number ("OCN")/Company Code ("CC") as follows:

- (a) The **CLEC must provide their OCN/CC (four-digit alpha-numeric assigned by the National Exchange Carrier Association ("NECA")) on the **CLEC Profile to CenturyTel.
- (b) If the Customer Carrier Name Abbreviation ("CCNA") is populated with CUS (Customer) and the customer has an industry assigned code, the **CLEC must provide the CC field before the Local Service Request ("LSR") order forms can be processed. Otherwise, CC is an optional field.

2.1 **CLEC Profile.

The **CLEC agrees to warrant to CenturyTel that it is a certified provider of telecommunications service and must provide the information required on the **CLEC Profile. The **CLEC will document its Certificate of Operating Authority on the **CLEC Profile and agrees to update the Profile as required to reflect its current certification.

2.2 Customer Proprietary Network Information.

Prior to the placement of any order to change or establish a Customer's service and/or prior to release of any Customer's Customer Proprietary Network Information ("CPNI"), the **CLEC must show that it is authorized to obtain CPNI and to place orders for telephone exchange service. Attachment I must be completed and signed by all parties prior to placement of orders and/or release of CPNI.

2.3 Forms.

The Parties adopt the Ordering and Billing Forum ("OBF") LSR and Directory Service Request ("DSR") forms for the ordering, confirmation and billing of unbundled services and directory assistance services. The Parties adopt the OBF Access Service Request ("ASR") forms for the ordering, confirmation and billing of trunk-side interconnection. These forms may be obtained via the Alliance for Telecommunications Industry Solutions ("ATIS") web site at www.atis.org.

3. Service Ordering, Service Provisioning and Billing

3.1 Order Processing.

3.1.1 Order Expectations. The Parties agree to exchange and to update end user contact and referral numbers for order inquiry, trouble reporting and billing inquiries. The Parties also agree to exchange and to update internal order, repair and billing points of contact.

3.1.2 CenturyTel shall provide the **CLEC with a specified customer contact center for purposes of placing service orders via facsimile or U.S. Mail and coordinating the installation of services via telephone calls, facsimile , U. S. Mail, or electronic interfaces, as the Parties may agree.

3.1.3 CenturyTel will make its best efforts to process such service orders during normal operating hours.

3.1.4 Upon request, CenturyTel will provide current CenturyTel customer proprietary network information (name, address, telephone number and description of services provided by CenturyTel including Primary Interexchange Carrier ("PIC") and white page directory listing information) with proper Documentation of Authorization (see Attachment 1). The provision of CPNI will be via facsimile.

3.1.5 If an end user's service has been temporarily disconnected for non-payment, the end user's previous telephone number will not be made available to the **CLEC until the end user's outstanding balance has been paid.

3.2 Operations Support Systems for Trunk-Side Interconnection.

The **CLEC will be able to order trunk-side interconnection services and facilities from CenturyTel via facsimile , the United States Mail, or via any available electronic interfaces. Orders for trunk-side interconnection will be initiated by an Access Service Request ("ASR") sent by the **CLEC. ASRs for trunk-side interconnection must be sent to CenturyTel to be entered into CenturyTel's Circuit Order Processing System ("COPS") for processing. An identification of the access tandem to end office relationships required to support the requested service must be stated on the ASR.

Once an order for line-side interconnection service is established, it is moved for provisioning to the next system level. Here, CenturyTel will validate and process the LSR to establish an account for the **CLEC and, if CenturyTel continues to provide some residual services to the customer, CenturyTel will maintain a separate account. If any

engineering for the service is necessary, the service order would be distributed to the appropriate personnel. Otherwise, it will be distributed for facility assignment,

With the account established and any engineering and facility assignment complete. CenturyTel then will provide a record to CenturyTel's field personnel if physical interconnection or similar activity is required. The field personnel will provision the service and then confirm such provision in the service order system when completed. Call records for actual service provided to the **CLEC's customers on CenturyTel facilities will be transmitted from CenturyTel's switches to the toll processing system and eventually delivered to the billing system for the generation of bills.

3.3 Operations Support Systems for Unbundled Elements and Resale.

- 3.3.1 The **CLEC will also be able to order services for unbundled network elements, as well as interim number portability, directly from CenturyTel. To initiate an order for these services or elements, the **CLEC will submit an LSR from its data center to CenturyTel. CenturyTel will accommodate submission of LSR orders by facsimile, United States Mail, or via any available electronic interfaces. An LSR is very similar to an ASR, except that it will be used exclusively for line-side interconnection requests.
- 3.3.2 Upon receipt of the LSR, CenturyTel will process the request. After the LSR is processed, CenturyTel will transmit confirmation to the **CLEC that the LSR has been processed, providing a record of the telephone number and due date.
- 3.3.3 Most LSRs will be used either to transfer an existing CenturyTel customer to the **CLEC or to request service for a new customer who is not an existing CenturyTel customer. Depending on the situation, different information will be required on the LSR. LSRs for a conversion of a CenturyTel local customer to the **CLEC must include information relating to all existing, new and disconnected services for that customer, including the customer's name, type of service desired, location of service and features or options the customer desires. For service to a new customer who is not an existing CenturyTel customer, the LSR must contain the customer's name, service address, service type, services, options, features and **CLEC data. If known, the LSR should include the telephone number and due date/desired due date.
- 3.3.4 Number assignments and due date schedules for services other than single line service and hunt groups up to 12 lines will be assigned within the time period that CenturyTel uses for its own customers following CenturyTel's receipt of the LSR using the standard Firm Order Confirmation ("FOC") report, and thereby providing a record of the newly established due date. An exception would be a multi-line hunt group for 12 lines or more. The other numbers then will be provided through the normal confirmation process.
- 3.3.5 The processing of specifically requested telephone numbers for new customers (called "vanity numbers") is as follows. CenturyTel service representatives will work with the **CLEC representatives off line as CenturyTel would for its own customers to process vanity numbers as expeditiously as possible. The basic tariff

guidelines for providing telephone numbers will be followed.

- 3.3.8 CenturyTel will produce the required bills for unbundled elements and local number portability. Daily unrated records for Local Traffic usage on the **CLEC's accounts will be generated and provided to the **CLEC.
- 3.3.9 CenturyTel will provide the **CLEC with detailed monthly billing information in a paper format.
- 3.3.10 CenturyTel accepts the **CLEC's control reports, and both parties agree to utilize industry standard return codes for unbillable messages. Tape data will conform to industry standards. Data will be delivered Monday through Friday except for holidays as agreed. Data packages will be tracked by invoice sequencing criteria. CenturyTel contacts will be provided for sending/receiving usage files.
- 3.3.11 CenturyTel will retain data backup for 45 Business Days. To the extent this retention is exclusively for the **CLEC, the **CLEC shall reimburse CenturyTel for all expenses related to this retention at a mutually agreeable rate.
- 3.3.12 In addition to the LSR delivery process, the **CLEC will distribute directory listing information (sometimes referred to hereafter as "DL information") to CenturyTel via the LSR ordering process. CenturyTel will provide listings service.
- 3.3.13 As the **CLEC places a request for a Primary Interexchange Carrier ("PIC") change via LSR, the billing will be made on the **CLEC account associated with each individual end user. Detail is provided so that the **CLEC can identify the specific charges for rebilling to their end user.

4. Maintenance.

4.1 General Overview.

- 4.1.1 If the **CLEC requires maintenance for its local service customers, the **CLEC will initiate a request for repair (sometimes referred to as a "trouble report") by calling CenturyTel's Plant Support Center. During this call, CenturyTel service representatives will verify that the end-user is a **CLEC customer and will then obtain the necessary information from the **CLEC to process the trouble report. The CenturyTel representative will give the **CLEC an estimated time that the analysis will be completed. Maintenance and repair of CenturyTel facilities is the responsibility of CenturyTel and will be performed at no incremental charge to the **CLEC. If, as a result of a **CLEC-initiated trouble report, trouble is found to be the responsibility of the **CLEC (e.g., non-network cause, or cause at the customer's premises), CenturyTel will charge the **CLEC for trouble isolation in accord with the terms and conditions of the interconnection agreement. The **CLEC will have the ability to report trouble for its end users to appropriate trouble reporting centers 24 hours a day, 7 days a week. The **CLEC will be assigned a customer contact center when initial service agreements are made.

- 4.1.2 CenturyTel then will process all the **CLEC trouble reports in the dispatch queue along with CenturyTel trouble reports in the order they were filed (first in, first out), with priority given to out-of-service conditions. If, at any time, CenturyTel would determine that a commitment time given to the **CLEC becomes in jeopardy, CenturyTel service representatives will contact the **CLEC by telephone- at the number designated by **CLEC for that purpose- to advise of the jeopardy condition and provide a new commitment time.
 - 4.1.3 Trouble reports in the dispatch queue will be transmitted to CenturyTel field personnel service technicians who will repair the service problems and clear the trouble reports. The CenturyTel service technicians will clear the trouble report via voice mail to the Plant Support Center. The Plant Support Technician will contact the **CLEC via telephone, fax or E-mail, as specified by **CLEC. The **CLEC will be responsible for contacting its customer. The status of trouble resolution and timing can be obtained at no charge from the CenturyTel Plant Support Center.
 - 4.1.4 CenturyTel will resolve repair requests by or for the **CLEC local service customers using CenturyTel's existing repair system in parity with repair requests by CenturyTel end users and other entities. CenturyTel will respond to service requests for the **CLEC using the same time parameters and procedures that CenturyTel uses.
- 4.2 Network Management Controls.
- 4.2.1 Network Maintenance and Management. The Parties will work cooperatively to install and maintain a reliable network.
 - 4.2.3 Network Management Controls. Each Party shall provide a 24-hour contact number for network surveillance issues to the other Party's network management center. An E-mail address must also be provided to facilitate event notifications for planned mass calling events. Additionally, both Parties agree that they shall work cooperatively so that all such events shall attempt to be conducted in such a manner as to avoid degradation or loss of service to other end users. Each Party shall maintain the capability of respectively implementing basic protective controls.

5. **Interface.**

All reasonable costs and reasonable expenses, pre-approved by the **CLEC, for any new or modified electronic interfaces exclusively to meet the **CLEC's requirements that CenturyTel determines are technically feasible and CenturyTel agrees to develop will be paid by the **CLEC. Costs for development of systems intended for common use or actually used by competing carriers will be reasonably and fairly assessed based on a mutually agreed method of cost recovery.

ATTACHMENT 1
SAMPLE FORM OF REPRESENTATION

The **CLEC hereby represents to CenturyTel, for purposes of obtaining a customer's Customer Proprietary Network Information ("CPNI") or for placing an order to change or establish a customer's service, that it is a duly certificated Local Exchange Carrier ("LEC") and that it is authorized to obtain CPNI and to place orders for Telephone Exchange Service (including Resale Service) upon the terms and conditions contained herein.

1. With respect to requests for CPNI regarding prospective customers of the **CLEC, the **CLEC acknowledges that it must obtain written or electronic authorization in the form of a signed letter, tape-recorded conversation, password verification, or other means, in each case to the extent allowable by applicable law and which meets the Federal Communications Commission's (FCC) and the Commission's rules for primary LEC changes ("Documentation of Authorization") and explicitly authorizes the **CLEC to have access to the prospective customer's CPNI. The Documentation of Authorization must be made by the prospective customer or the prospective customer's authorized representative. In order to obtain the CPNI of the prospective customer, the **CLEC must submit to CenturyTel the Documentation of Authorization. If the **CLEC cannot provide applicable Documentation of Authorization, then CenturyTel shall not provide CPNI to the **CLEC.
2. If the **CLEC has already obtained Documentation of Authorization from the customer to place an order for Telephone Exchange Service for the customer and submitted it previously, the **CLEC need not submit Documentation of Authorization to CenturyTel to obtain the customer's CPNI.
3. With respect to placing a service order for Telephone Exchange Service (including Resale Services) for a customer, the **CLEC acknowledges that it must obtain Documentation of Authorization which explicitly authorizes the **CLEC to provide Telephone Exchange Service to such customer. The Documentation of Authorization to CenturyTel must be made by the prospective customer or customer's authorized representative. The **CLEC need not submit the Documentation of Authorization to CenturyTel to process a service order. However, the **CLEC hereby represents that it will not submit a service order to CenturyTel unless it has obtained appropriate Documentation of Authorization from the prospective customer and has such Documentation of Authorization in its possession.
4. The Documentation of Authorization must clearly and accurately identify the **CLEC and the prospective customer.
5. The **CLEC shall retain all Documentation of Authorization in its files for as long as the **CLEC provides Telephone Exchange Service to the customer, or for as long as the **CLEC makes requests for information on behalf of such customer.
6. The **CLEC shall make Documentation of Authorization available for inspection by CenturyTel during normal business hours. In addition, the **CLEC shall provide

Documentation of Authorization for customers or prospective customers to CenturyTel upon CenturyTel's request.

7. This Representation of Authorization shall commence on the date noted below and shall continue in effect until the termination or expiration of the Interconnection Agreement.

Dated this _____ day of _____ 2005

CenturyTel of Missouri, LLC
Spectra Communications LLC

By: _____

Title: _____

Name: _____

**CLEC

By: _____

Title: _____

Name: _____

ATTACHMENT 2 - LEGEND OF ACRONYMS

ASR	Access Service Request
ATIS	Alliance for Telecommunications Industry Solutions
CC	Company Code
CCNA	Customer Carrier Name Abbreviation
**CLEC	Competitive Local Exchange Carrier
COPS	Circuit Order Provisioning System
CPNI	Customer Proprietary Network Information
DSR	Directory Service Request
FCC	Federal Communications Commission
FOC	Firm Order Confirmation
INP	Interim Number Portability
LEC	Local Exchange Carrier
LSR	Local Service Request
NECA	National Exchange Carrier Association
OBF	Ordering Billing Form
OCN	Operating Company Number
PIC	Primary Interexchange Carrier
RCF	Remote Call Forwarding