

# BUSINESS PROCESSES

## Section 1. General Business Requirements

With respect to access to all databases referenced or described in this Attachment 8, MCIIm is entitled to receive all relevant data relating to its own customers. USWC shall not create or seek to sustain any competitive advantage for itself in maintaining such data. To the extent, however, that certain limited database requests are desired by MCIIm, these should be pursued through the BFR process, set forth in the General Section of this Agreement, in which the costs, if any, can be properly borne by the requesting Party(ies).

USWC and MCIIm shall work towards and participate in standards-setting proceedings to further development of applicable national standards. When such national standards are available, the parties shall proceed promptly to implement them within their operational support systems. The parties will make their best efforts to fully implement national interface ~~standards governing standards, using OBF developed guidelines, within~~ all of the operational support systems contained within this Agreement by July 1, 1998, unless modified further by FCC rulemaking on this issue.

### 1.1 Procedures

#### 1.1.1 USWC Contact with Subscribers

1.1.1.1 At all times, MCIIm shall be the primary (single and sole) contact and account control for all interactions with its subscribers, except as specified by MCIIm. MCIIm subscribers include active MCIIm customers as well as those for whom service orders are pending.

1.1.1.2 USWC shall ensure that any USWC personnel who may receive customer inquiries, or otherwise have opportunity for subscriber contact: (a) provide appropriate referrals and telephone numbers to subscribers who inquire about MCIIm services or products; (b) do not in any way disparage or discriminate against MCIIm, or its products or services; and (c) do not provide information about USWC products or services during that same inquiry or subscriber contact.

1.1.1.3 USWC shall not use MCIIm's request for subscriber information, order submission, or any other aspect of MCIIm's processes or services to aid USWC's marketing or sales efforts.

#### 1.1.2 Expedite and Escalation Procedures

1.1.2.1 Ongoing work-site to work-site communications occur in the course of providing service. When those contacts fail to resolve specific service performance problems, MCIIm shall have the right to invoke escalation procedures. USWC shall provide documentation of this process on a seven (7) day, twenty-four (24) hour basis, for each USWC office which serves MCIIm. This documentation is required within thirty (30) days of the Effective Date of this Agreement; changes are to be provided by USWC to MCIIm in writing within one (1) week of their occurrence.

1.1.2.2 No later than sixty (60) days after the Effective Date of this Agreement, USWC and MCIIm shall develop mutually acceptable escalation and expedite procedures which may be invoked at any point in the Service Ordering, Provisioning, Maintenance and Subscriber Usage Data transfer processes to facilitate rapid and timely resolution of disputes. Within the said sixty (60) day period, USWC and MCIIm will establish intercompany contact lists for purposes of handling subscriber and other

matters which require attention/resolution outside of normal business procedures. To the extent possible, USWC shall notify MCIIm of any changes to its escalation contact list at least one (1) week before such changes are effective.

### 1.1.3 Complaint Resolution

1.1.3.1 A formal complaint resolution process will be prepared by MCIIm within sixty (60) days of the Effective Date of this Agreement. USWC has the right to approve such process. USWC shall cooperate in good faith with MCIIm in modifying such process to accommodate MCIIm's reasonable business concerns. All formal complaints will be provided to USWC in writing, although initial discussion about the complaint may need to be verbal so as to most quickly resolve the problem. USWC shall respond to any formal complaint within twenty-four (24) hours after it is initially reported by MCIIm, with resolution at the earliest possible time. All such complaints will be part of a regularly scheduled senior leadership review.

### 1.1.4 Communication of Service Status

1.1.4.1 USWC shall provide MCIIm real-time communication of significant performance degradations or interruptions and their restoration activities as these may occur. These services may be at overall network or specific end-user levels, as determined by MCIIm and shall include emergency restoration processes for MCIIm services, including business day, evening, and weekend coverage. The Parties shall identify remote (~~i.e.i.e.~~, non-staffed) offices, USWC shall document and provide "call out" procedures for remote offices within thirty (30) days of the Effective Date of this Agreement.

1.1.4.2 If a network service degradation or outage occurs, USWC will provide real-time channels for assuring identification of the extent of disruption, the likely duration of outage or degradation, and the process and time for restoral. USWC shall appoint a responsible single point of contact and become active in the resolution of such emergencies.

1.1.4.3 Identification of this contact will be provided to MCIIm within fifteen (15) minutes of the condition. Progress calls to MCIIm are required at least one (1) hour intervals. All service affecting conditions will be worked on a seven (7) day, twenty-four (24) hour basis unless there is specific written release from MCIIm to do otherwise. Documentation of the circumstances and resolution for such an occurrence will be provided to MCIIm within two (2) days of the resolution of the occurrence.

### 1.1.5 Disaster Recovery Plans and Procedures

1.1.5.1 No later than sixty (60) days after the Effective Date of this Agreement, USWC and MCIIm shall jointly establish contingency and disaster recovery plans for those cases in which normal Service Ordering, Provisioning, Maintenance, Billing, and other procedures for USWC's unbundled Network Elements, features, functions, and resale services are inoperable. Such plan shall include, at a minimum, the following:

1.1.5.1.1 Scope and General Responsibilities: Define disaster threshold and responsibilities of various levels of management.

1.1.5.1.2 Scope of Disaster And Assessment of Damage: Define notification and reporting responsibilities for expedient damage assessment

1.1.5.1.3 Emergency Organization: Define the major emergency organization which will function as the control center during a crisis that is either company-wide or is isolated to portions of the State. Define procedures for activating the emergency control center.

1.1.5.1.4 Emergency Restoration Procedures: Describe the steps for restoration of service to be considered during a major service interruption. Describe thresholds/time intervals for restoral. Describe the escalation procedure to monitor abnormal conditions.

1.1.5.1.5 Emergency Telephone Number List: List emergency notification numbers.

1.1.5.1.6 Restoration Equipment: Provide physical description of restoration equipment.

1.1.5.1.7 Restoration Equipment Dispatch Plan: Documented procedure on how the restoration equipment will be dispatched to a restoration site.

1.1.5.1.8 Restoration Network Elements: Provide connectivity for customer loops and other unbundled Network Elements (e.g.e-g, DS-3) as appropriate to an MCIm provided emergency restoration trailer.

1.1.5.1.9 Termination of Emergency and Final Report: Issuance of reports on estimated damage to MCIm.

1.1.5.1.10 Roles and Responsibilities: Describe the overall roles/responsibilities and function of center personnel in a disaster situation.

1.1.5.1.11 Extended Failures: Describe the transfer to an alternate site procedure.

1.1.5.1.12 Voice Communication: Describe voice/phone communications transfer procedure.

1.1.5.1.13 Power: Provide power information within the centers and transfer procedures in the event of a power failure.

1.1.5.1.14 Operation Support Systems Backup: Describe the procedures in the event of a system failure.

1.1.5.1.15 A USWC Single Point of Contact responsible for activation of the USWC Disaster Recovery Plan and for providing status and problem resolution during the entire restoration process.

1.1.5.2 This Section refers specifically to requirements on the use of redundant network equipment and facilities for protection, restoration and disaster recovery.

1.1.5.2.1 USWC shall provide protection, restoration and disaster recovery capabilities at parity with those capabilities provided for its own services, facilities and equipment and those of any other Person (e.g.e-g, equivalent circuit pack protection ratios, facility protection ratios).

1.1.5.2.2 USWC shall provide Network Elements and Ancillary Functions in parity to the protection, restoration and disaster recovery and the use of spare it provides for its own services, facilities and equipment and those of any other Person.

1.1.5.2.3 USWC shall provide Network Elements and Ancillary Functions in parity to the use of spare equipment and facilities and the use of spare equipment and facilities as provided to its own services, facilities and equipment and those of any other Person.

#### 1.1.6 Operational and Technological Changes

1.1.6.1 USWC shall notify MCIIm of any material operational or technological (~~e.g.e-g~~, network, systems interfaces) changes related to any services, interconnection methods, or Network Elements purchased by MCIIm. At such time as USWC has decided to make such a change, USWC will notify MCIIm in sufficient time to allow MCIIm to make necessary adjustments to accommodate the change, but in no case with less than thirty (30) days notice, unless otherwise agreed to by the Parties. Objections to the proposed change must be given to USWC in a reasonable time. For the purposes of this Section, material changes shall be defined as those changes which will likely impact current interactions between MCIIm (or its customers) and USWC.

1.1.3.2 USWC agrees to notify MCIIm whenever an MCIIm subscriber who is provided local service through services for resale, INP/PNP, or unbundled Network Elements changes MCIIm PIC status.

#### 1.1.7 Customer of Record

1.1.7.1 Provided MCIIm has obtained proper Customer Authorization, USWC shall recognize MCIIm as the Customer of Record for all Network Elements or services for resale ordered by MCIIm and shall send all notices, invoices and information which pertain to such ordered services directly to MCIIm. MCIIm will provide USWC with addresses to which USWC shall send all such notices, invoices and information.

#### 1.1.8 Work Center Interface Procedures

1.1.8.1 USWC and MCIIm shall, within ninety (90) days of the Effective Date of this Agreement, develop and implement Work Center Interface Procedures for each function/business process necessary for fulfilling the terms of this Agreement.

### 1.2 Service Offerings

#### 1.2.1 Changes in Retail Service Offerings

1.2.1.1 USWC shall notify MCIIm of any proposed changes in the terms and conditions under which USWC offers Telecommunications Services to subscribers who are not Telecommunications Services providers or carriers, including, but not limited to, the introduction or discontinuance of any features, functions, promotions or services ~~at least one hundred twenty (120) days, or changes in retail rates at least forty five (45) days, prior to the effective date of such change, or~~ concurrent with USWC's internal notification process for such change, or as required by state regulatory agency notification guidelines, whichever is earliest.

1.2.1.2 USWC shall notify MCIIm of any proposed changes in the terms and conditions under which it offers unbundled Network Elements including, but not limited to, the introduction or discontinuance of any features, functions, services, promotions, ~~or changes in rates at least forty five (45) days prior to the effective date of such change, or~~ concurrent with USWC's internal notification process for such change, or as required by state notification guidelines, whichever is earliest.

#### 1.2.2 Essential Services

1.2.2.1 USWC shall designate trunks or lines as an Essential Service Line (ESL) or Telecommunications Service Priority (TSP), whichever is applicable, upon MCI's request, based on industry standards.

### 1.2.3 Caller ID

1.2.3.1 USWC shall cooperate with MCI to provide equipment associated with Caller ID.

### 1.2.4 TTY/TDD

1.2.4.1 USWC shall cooperate with MCI to provide services and equipment necessary to serve TTY/TDD subscribers.

### 1.2.5 Blocking Services

1.2.5.1 Upon request from MCI, USWC shall provide blocking in accordance with USWC standard intervals for 700, 900, and 976 services, or other services of similar type as may now exist or may be developed in the future according to industry standards, and shall provide Billed Number Screening (BNS), including required LIDB updates, or equivalent service for blocking completion of bill -to-third party and collect calls, on a line, trunk, or individual service basis.

### 1.2.6 Training Support

1.2.6.1 USWC will train its employees who may communicate with MCI subscribers to treat MCI in a nondiscriminatory manner. USWC will solicit and may take into account input from MCI in the development of such training and will permit MCI to review, but not approve, such training. Such training will comply with the branding requirements of this Agreement.

1.2.6.2 USWC or its agent shall train MCI employees on USWC's systems and processes to MCI's specifications and shall provide at least the same information available to USWC employees or its agents performing similar functions. Information/materials provided to MCI should include, at a minimum, operational and procedural information, and USWC-specific system access/interface instruction for performing similar functions.

### 1.2.5 Carrier Identification Codes

1.2.5.1 USWC shall provide to MCI the active Carrier Identification Codes (CIC) for both Dial 1 and toll free (~~e.g.e.g.~~, 800, 888) services for each of its access tandems and shall provide monthly updates.

## 1.3 Quality Management

### 1.3.1 Quality Manual

1.3.1.1 Within three (3) months after the Effective Date of this Agreement, the Parties shall develop a Quality Manual that describes the boundaries of the process(es) and documents the following:

Management Responsibility and Support  
Quality System  
Document Control  
Process Control  
Product Development Control  
Alignment of Process Output with Customer Requirements  
Identification of Non-conforming Product or Service  
Analysis of the Non-conformance  
Corrective Action Plans  
Quality records  
Audits and Reviews  
Training

### 1.3.2 Process Ownership

1.3.2.1 Within three (3) months after the Effective Date of the Agreement, the Parties shall identify and document the Process Owners/Leaders within USWC by name. Acceptable documentation will also provide organizational accountability for this process ownership. The Parties shall identify those individuals who have Quality Management responsibilities for processes which affect MCIIm services or services branded as MCIIm. Thereafter, the Parties shall provide written updates at least (1) week before any changes in personnel, organization or linkages are effective.

### 1.3.3 Process Definition

1.3.3.1 Within three (3) months after the Effective Date of this Agreement, the Parties shall provide initial process documentation. The definition of the process shall include, at a minimum:

- input requirements
- value-added process functionality
- output requirements which meet customer satisfaction

1.3.3.2 Thereafter, each Party shall provide written updates at least one (1) week before any changes in personnel, organization or linkages are effective.

### 1.3.4 Measurement System

1.3.4.1 USWC shall define and implement a Measurement System which provides data that assures that the product or service conforms to requirements for parity or better quality as required by MCIIm and which provides data bases to perform source cause and root cause analysis. The output of the Measurement System will demonstrate compliance with requirements.

1.3.4.2 The Parties shall prepare and submit initial documentation of the Measurement System within sixty (60) days after the Effective Date of this Agreement. Changes to this System must be approved by MCIIm prior to their implementation. The initial outputs of the System for all services are expected within sixty (60) days after the Effective Date of this Agreement. Thereafter, metrics will be reviewed monthly with MCIIm and will be available for review and analysis, as needed for all services. Measurements are required to be MCIIm specific and to support MCIIm service performance requirements for parity or better quality.

### 1.3.5 Improvement Plan Implementation

1.3.5.1 USWC will be subject to monthly service performance and improvement reviews by MCI. Documentation will include gap closure plans ("Gap Closure Plans") which result in compliance with MCI's expected performance and include:

1.3.5.1.2 evaluation of the opportunity for continuous improvement, systems enhancements and re-engineering;

1.3.5.1.3 forecasted improvements to the service standards for each issue or initiative;

1.3.5.1.4 current and improved upon processes;

1.3.5.1.5 control processes which management will use for the transitional period;

1.3.5.1.6 evaluation of pertinent changes in periodic (monthly, weekly) results;

1.3.5.1.7 opportunities for source and root cause analysis; and

1.3.5.1.8 a date for compliance with expected performance.

1.3.5.2 These Gap Closure Plans will be reviewed by the Parties monthly or, more frequently, as updated data and analyses are available.

### 1.3.6 Leadership Reviews

1.3.6.1 USWC senior leadership shall assure USWC's active interaction with MCI on at least a quarterly basis. This senior leadership is expected to assure that resources are provided within USWC which support implementation of this supplier performance quality. Review by MCI of USWC's staffing, training and organizational effectiveness in meeting service requirements will be part of such communications.

### 1.3.7 Performance Monitoring

1.3.7.1 Service quality and reliability requires that USWC actively engage in performance monitoring and in real-time management review of, and participation in, performance level assurance. Deployment of self-restorative technologies is critical in keeping with the goal of continuous improvement.

### 1.3.8 Integration of MCI Requirements

1.3.8.1 MCI expects that USWC's personnel will integrate the techniques of the Supplier Performance Quality Management Program in all aspects of the work that they perform on MCI's behalf. Particularly in those areas in which USWC personnel represent MCI to the end-use customer, USWC shall insure that the responsible individuals receive effective training and ongoing coaching to assure that their interactions with MCI's customers follow the intent and detail of agreements for MCI branded and non-branded services.

1.3.8.2 USWC shall provide to MCI, upon its request, copies and training materials used for this purpose. MCI expects that USWC will evaluate its personnel in accordance with these materials and that documentation of compliance be available to MCI upon request.

## **Section 2. Ordering and Provisioning**

### **2.1 General Business Requirements**

2.1.1 Ordering and Provisioning Parity: All pre-ordering and ordering interfaces shall provide access that is at least equivalent and comparable to that which USWC provides to itself and any other Person. During the term of this Agreement, USWC shall provide necessary ordering and provisioning business process support as well as those technical and systems interfaces as may be required to enable MCI to provide at least the same level and quality of service for all resale services, functions, features, capabilities and unbundled Network Elements as USWC provides itself, its Affiliates, its own subscribers or any other Person. USWC shall provide MCI with the same level of ordering and provisioning support as USWC provides itself or any other Person in accordance with standards and performance measurements that are at least equal to the highest level of standards and/or performance measurements that USWC uses and/or which are required by law, regulatory agency, or by USWC's own internal procedures, whichever are the most rigorous. These standards shall apply to the quality of the technology, equipment, facilities, processes, and techniques (including, but not limited to, such new architecture, equipment, facilities, and interfaces as USWC may deploy) that USWC provides to MCI under this Agreement.

#### **2.1.2 Systems Interface Help Desk/Single Point of Contact (SPOC):**

2.1.2.1 USWC shall provide a Systems Interface Help Desk, or equivalent, which shall serve for all activities involved in the Electronic Interface for ordering and provisioning of USWC's unbundled Network Elements, features, functions, and resale services. The Systems Interface Help Desk shall be available twenty-four (24) hours a day, seven (7) days a week.

2.1.2.2 USWC shall provide a SPOC and shall provide to MCI toll-free nationwide telephone numbers (available during USWC's scheduled work hours) answered by competent, knowledgeable personnel, trained to answer questions and resolve problems in connection with the ordering and provisioning of unbundled Network Elements, features, functions, capabilities, and resale services. USWC will provide sufficient resources to provide equivalent service to MCI as that furnished to USWC's retail customers, or as otherwise agreed to by the Parties.

2.1.2.3 In addition to the electronic interfaces provided for elsewhere in this Agreement, USWC shall provide, as requested by MCI, through the SPOC, provisioning and dispatch in the form of coordinated scheduling, status, and dispatch capabilities equivalent to what USWC provides itself or as otherwise agreed to by the Parties.

2.1.2.4 USWC shall provide provisioning support outside of scheduled work hours on an exception basis as requested by MCI.

2.1.3 Street Address Guide (SAG): Within thirty (30) days after the Effective Date of this Agreement, USWC shall provide to MCI the SAG data, or its equivalent, in an electronic format acceptable to MCI. All changes to the SAG will be available to MCI in the same time as they are available to USWC.

#### **2.1.4 Carrier Selection:**



2.1.4.1 For services for resale or unbundled Network Elements, USWC shall provide to MCI, no later than January 1, 1997, the capability to order local service and intraLATA and interLATA toll services by entering MCI subscriber's choice of carrier on a single order. USWC will offer other carrier selection choices as they become available. USWC shall provide MCI with the capability to order separate interLATA and intraLATA carriers on a line or trunk basis where 1+ presubscription is available.

2.1.4.2 Where intraLATA 1+ presubscription is not available, or if the subscriber does not select an intraLATA toll carrier, USWC agrees to provide intraLATA toll services for resale to MCI and to recognize the end-user as the customer of MCI for intraLATA toll. MCI shall designate the default carrier for all other toll calls if the subscriber does not select a carrier. In all cases, USWC will route toll calls to the appropriate carrier as designated by MCI.

## 2.1.5 Number Administration/Number Reservations:

2.1.5.1 Until Number Administration functions are assumed by a neutral third party in accordance with FCC rules and regulations, USWC shall assign NXXs to MCI on a non-discriminatory and equivalent basis following NANP guidelines. In addition, USWC shall provide testing and loading of MCI's NXX on the same basis as USWC provides itself or its Affiliates. Further, in USWC's role as number administrator, it shall provide MCI with access to abbreviated dialing codes, access arrangements for 555 line numbers, and the ability to obtain telephone numbers, including vanity numbers, while a subscriber is on the phone with MCI. USWC shall provide the same range of number choices to MCI, including choice of exchange number, as USWC provides its own subscribers. Reservation and aging of numbers shall remain USWC's responsibility.

~~2.1.5.2 Where MCI has not obtained its own NXX, USWC shall reserve up to 100 telephone numbers, per MCI request, per NPA-NXX, for MCI's exclusive use. USWC shall provide additional numbers at MCI's request as customer demand requires. Telephone numbers reserved in this manner may be released for other than MCI use only upon agreement of MCI.~~

2.1.5.23 For resale and the unbundled switching Network Element, USWC shall accept MCI orders for vanity numbers and blocks of numbers for use with complex services including, but not limited to, DID, CENTREX, and Hunting arrangements, as requested by MCI on a non-discriminatory, equivalent basis following NANP guidelines.

2.1.5.34 USWC shall provide real-time confirmation of the number reservation on a non-discriminatory, equivalent basis to MCI. For number reservations associated with complex services (non-POTS), USWC shall provide confirmation of the number reservation within twenty-four (24) hours of MCI's request.

2.1.5.45 To the extent USWC remains the administrator, USWC will manage NPA/NXX splits in its region. Any splits and overlays will be considered an industry wide issue and will be discussed before the appropriate state regulatory body(ies).

2.1.5.56 USWC shall maintain sufficient numbers to meet the needs of all local service providers for long term NPA/NXX assignment and Administration.

2.1.5.67 Where MCI has obtained its own NXX, and has purchased USWC services for resale or Network Elements, USWC agrees to install MCI NXX in USWC's switch according to the local calling area defined by MCI and approved by the Commission.

## 2.1.6 ~~Standards~~ OBF Compliance(Guidelines):

2.1.6.1 ~~In accordance with OBF standards,~~ USWC and MCI shall follow ~~the OBF-developed~~ ordering and provisioning process national standards developed for the industry. These processes include, but are not limited to, pre-order service inquiry, pre-order service inquiry response, firm order, acknowledgment/rejection, firm order confirmation, delay notification, and completion notification. USWC agrees to work cooperatively to implement future ~~OBF-developed~~ national standards for processes related to ordering and provisioning developed for the industry.

2.1.6.1 USWC agrees to implement ~~OBF-developed~~ ordering and provisioning standards developed for the industry within ninety (90) days of completion of those standards.

#### 2.1.7 Service Migrations and New Customer Additions:

2.1.7.1 For resale services, USWC shall not require a disconnect order from a subscriber, another local service provider, or any other entity, to process a MCI order to establish MCI local service and/or migrate a subscriber to MCI local service.

2.1.7.2 For resale services, USWC shall not disconnect any subscriber service or existing features at any time during the migration of that subscriber to MCI service, unless otherwise specified by MCI.

2.1.7.3 For services provided through unbundled Network Elements, USWC shall recognize MCI as an agent for the subscriber in coordinating the disconnection of services provided by another MCI or USWC. In addition, USWC shall not disconnect any USWC services provided to the subscriber until MCI notifies USWC that MCI's unbundled Network Elements are installed and operational.

2.1.7.4 Unless otherwise directed by MCI, when MCI orders resale services or Network Elements, all trunk or telephone numbers currently associated with existing services shall be retained without loss of feature capability and without loss of associated ancillary services including, but not limited to, Directory Assistance and 911/E911 capability for those services or features USWC controls and which are available under this Agreement.

2.1.8 Intercept Treatment and Transfer of Service Announcements: USWC shall provide unbranded intercept treatment and transfer of service announcements to MCI Customers. USWC shall provide such treatment and transfer of service announcement for all service disconnects, suspensions, or transfers, at parity with what USWC provides its own end users. USWC's current standard time periods for providing such announcements are three (3) months for residential service and twelve (12) months for business service. MCI may request extensions at parity with what USWC provides its end-users.

#### 2.1.9 General Service and Network Related Information Requirements:

When available, USWC shall provide a method via the electronic interconnection Mediated Access for MCI to obtain the information requested under paragraph 21.9. Until this means of access is available, USWC shall provide such information to MCI in a format to be mutually agreed upon.

2.1.9.1 USWC shall provide to MCI a list of all intraLATA and interLATA carriers available for subscriber selection on a Central Office level.

2.1.9.2 Upon request, USWC shall provide to MCI a listing at the street address level of the service coverage area of each switch CLLI.

2.1.9.3 USWC shall provide to MCIIm a list of all Telecommunications Services features and functions, including new services, trial offers, and promotions, within thirty (30) days of the Effective Date of this Agreement and shall provide updates to such list as soon as new features and functions become available. Such detail shall also provide definitions and explanations of the features and functions available.

2.1.9.4 USWC shall provide to MCIIm, upon request, a list of all current or planned services and features technically available from each switch, by switch CLLI.

2.1.9.5 USWC shall provide to MCIIm, upon request, a listing of all technically available functionalities for Network Elements.

2.1.9.6 USWC shall provide MCIIm with a complete list of service order rejection scenarios and criteria.

2.1.10 Retention of Phone Numbers: USWC will allow existing USWC subscribers to retain their phone number in the event they change local exchange carriers.

2.1.11 Lifeline and Link-Up Service:

2.1.11.1 USWC will provide information about the certification process for the provisioning of Lifeline, Link-Up, and similar services. USWC will forward to MCIIm, in electronic format, all information regarding a customer's program eligibility, status and certification when a USWC customer currently on any USWC telephone assistance program changes service to MCIIm as their local exchange carrier.

2.1.11.2 USWC will cooperate in attaining any subsidy associated with a customer transfer to MCIIm.

~~2.1.12 Service Assurance Warranties and Incentives: USWC shall provide MCIIm and MCIIm's subscribers with service assurance warranties and incentives. Such warranties and incentives may take the form of cellular service vouchers in the case of held orders or some other form acceptable to MCIIm.~~

2.1.~~12~~<sup>14</sup>3 Non-discriminatory Training: All USWC employees or contractors who perform provisioning services for MCIIm subscribers shall be trained in non-discriminatory behavior and shall follow procedures, supplied by MCIIm, in all their communications with MCIIm subscribers. Such training shall conform to MCIIm specifications and shall comply with the branding requirements of this Agreement.

2.1.~~13~~<sup>14</sup>4 Availability of Network Capacity: USWC shall deploy and keep deployed network transport and switching facilities in all its serving areas as necessary to provide on a timely basis resale services and Network Elements USWC is required to offer to MCIIm pursuant to this Agreement.

2.1.~~14~~<sup>15</sup>5 Workcenter Interface Agreements: USWC and MCIIm shall in good faith negotiate and finalize interface agreements between their respective work centers detailing systems and processes for ordering and provisioning. In addition, a change control process will be established between the Parties. Such agreements shall be completed within ninety (90) days after the written request of either Party.

2.1.~~15~~<sup>16</sup>6 Incremental General Requirements for UNE:

2.1.~~15~~<sup>16</sup>6.1 USWC shall provide to MCIIm, upon request, all engineering design and layout information for Network Elements.

2.1.~~1546~~.2 Combinations shall be identified and described by MCIIm so that they can be ordered and provisioned together and shall not require the enumeration of each Network Element within that Combination on each provisioning order. When ordered in combination, Network Elements which are interconnected and working shall remain interconnected and working; those which are not interconnected and working shall be made so by USWC.

2.1.~~1546~~.3 USWC shall make engineering support available to MCIIm for all special services which are covered under an unbundled offer.

2.1.~~1647~~ Escalation Process: USWC will install unbundled network elements in no more time than required for USWC to install such items for itself or its affiliates. USWC and MCIIm shall mutually develop escalation procedures to be followed if, in MCIIm's judgment, any performance standard defined in this Agreement is not met for any individual service order. The escalation procedures to be provided shall include names and telephone numbers of USWC management personnel who are responsible for service order issues and who will be contacted for a service order escalation.

2.1.~~1748~~ Expedite Process: USWC and MCIIm shall mutually develop expedite procedures to be followed when MCIIm determines an expedite is required to meet subscriber service needs.

2.1.~~1849~~ Customer Proprietary Network Information: USWC shall provide MCIIm with access to Customer Proprietary Network Information (CPNI) without requiring MCIIm to produce a signed Letter of Authorization (LOA), based on MCIIm's blanket representation that the customer has authorized MCIIm to obtain such CPNI. However, in making such a representation to USWC, MCIIm takes responsibility for complying with all laws and regulatory requirements related to obtaining permission from the Customer for the transfer of such information, including obtaining an LOA from the Customer. Information shall be in a format which is acceptable to MCIIm at the line and/or trunk group level.

2.1.~~1920~~ Fulfillment Process: MCIIm shall conduct all activities associated with the account fulfillment process for all MCIIm subscribers.

#### 2.1.~~2024~~ Service/Operation Readiness Testing

2.1.~~2024~~.1 USWC and MCIIm shall jointly test the systems and processes used to provide local service. These tests shall be performed prior to provisioning local service, in order to establish system and process readiness capabilities. The testing shall include, but not be limited to: all interfaces between MCIIm and USWC work centers for Service Order, Provisioning, Maintenance, Billing and Customer Usage Data; the process for USWC to provide customer profiles; the installation scheduling process; network alarm reporting; telephone number assignment; procedures for communications and coordination between the MCIIm SPOC and the USWC SPOC; procedures for transmission of Customer Usage Data; and procedures for transmitting bills to MCIIm for local service.

2.1.~~2024~~.2 The functionalities identified above shall be tested in order to determine whether USWC performance meets the applicable service parity requirements and other performance standards set forth herein. USWC shall make available sufficient technical staff to perform such testing. USWC technical staff shall be available to meet with MCIIm as necessary to facilitate testing. USWC and MCIIm shall mutually agree on the schedule for such testing.

2.1.~~2024~~.3 At MCIIm's request, USWC shall provide to MCIIm any results of the testing performed pursuant to the terms of this Attachment. MCIIm may review such results and may notify USWC of any failures to meet the requirements of this Agreement.

2.1.~~2024~~.4 During the term of this Agreement, USWC shall participate in cooperative testing requested by MCIIm whenever it is deemed necessary by MCIIm to ensure service performance, reliability and customer serviceability.

2.1.~~2122~~ USWC interfaces shall provide MCIIm with the same process and system capabilities for both residence and business ordering and provisioning. MCIIm shall not be required to develop distinct processes or interfaces by class of service.

## **2.2 Service Order Process Requirements**

### **2.2.1 Customer Profile:**

2.2.1.1 USWC shall provide MCIIm with access to Customer Profile –Information (CPI) without requiring MCIIm to produce a signed Letter of Authorization or Agency (LOA) subject to proof of authorization requirements contained in this Agreement, based on MCIIm's blanket representation that Customer has authorized MCIIm to obtain such CPI. However, in making such a representation to USWC, MCIIm takes responsibility for complying with all laws and regulatory requirements related to obtaining permission from the Customer for the transfer of such information, including obtaining an LOA from the Customer.

2.2.1.1.1 CPI shall be in a mutually agreed to format at the line and/or trunk level. USWC shall provide to MCIIm a real-time, electronic interface to USWC Customer information systems which will allow MCIIm to obtain the Customer profile, including Customer name, billing address and service addresses, billed telephone number(s), and identification of features and services provided by USWC on the Customer accounts, and to obtain information on all features and services available in the end office where the Customer's services are currently provisioned. The preceding information may not include services deemed not to be Telecommunications Services by the Commission.

2.2.1.1.1 Until access is available via a real-time, electronic interface for CPI, USWC agrees that MCIIm can obtain CPI in an interim mutually agreed to manner to facilitate the service order process.

2.2.2 Address Verification: USWC shall provide MCIIm capability to verify subscribers address, including format.

2.2.3 Telephone Number Assignment: USWC shall provide MCIIm the capability to assign telephone numbers while the subscriber is on the line with MCIIm's representative.

2.2.4 Dispatch Required: USWC shall provide MCIIm the capability to determine if dispatch is required to install service while the subscriber is on the line with MCIIm's representative.

2.2.5 Dispatch and Installation Appointments: USWC shall provide MCIIm the capability to schedule dispatch and installation appointments while the subscriber is on the line with MCIIm's representative. The appointments shall be scheduled within a four (4) hour block of time, or equivalent to what USWC provides for its own subscribers if less than four (4) hours.

2.2.6 Service Availability Dates: USWC shall provide MCIIm the capability to determine service availability dates while the subscriber is on the line with MCIIm's representative.

2.2.7 Pending or Held Orders: USWC shall provide MCIIm information regarding a subscribers previous pending or held orders. If the subscriber has a pending or held order, the status of the

order shall not be negatively impacted as a result of the subscriber changing local service providers (~~i.e.i.e.~~, due date for pending service changed to later date).

2.2.8 Special Construction: When USWC determines that special construction is required, USWC shall immediately notify MCIIm of special construction requirements and charges, and obtain MCIIm's authorization before beginning such construction.

2.2.9 Service Order: USWC shall provide MCIIm the capability to issue a service order for unbundled Network Elements, Combinations, and resale services.

2.2.10 PLOC Changes: USWC shall provide MCIIm the capability to transfer a customer with no feature changes to MCIIm through a streamlined PLOC (Primary Local Carrier) transfer process.

2.2.11 Soft Dial Tone: USWC shall provide MCIIm subscribers (and potential subscribers) with the ability to access and order MCIIm service through soft dial tone.

2.2.12 Escalation: USWC shall provide MCIIm the capability to escalate a service order.

2.2.13 Expedites: USWC shall provide MCIIm the capability to expedite a service order. Within two (2) business hours after a request from MCIIm for an expedited order, USWC shall notify MCIIm of USWC's confirmation to complete, or not complete, the order within the expedited interval.

2.2.14 Directory Listings: USWC shall provide MCIIm the capability to establish the appropriate directory listing for the subscriber.

2.2.15 911/E911: USWC shall provide MCIIm the capability to allow updates of the 911 and E911 database information for MCIIm customers with each new service order.

2.2.16 Status: USWC shall provide MCIIm status on a service order when the status of the order changes.

2.2.17 Blocking: USWC shall provide to MCIIm the functionality of blocking calls (~~e.g.e.g.~~, 800, 900, 976 international calls) by line or trunk group.

2.2.18 Modifies: USWC shall provide MCIIm the capability to modify the service order any time after it has been issued.

2.2.19 Cancel: USWC shall provide MCIIm the capability to cancel the service order any time after it has been issued.

2.2.20 Coordinated Service Orders: USWC shall provide MCIIm the capability to relate coordinated services orders, and identify those service orders that require coordination with MCIIm, or its subscriber, or the subscriber's vendor. When so identified, USWC will follow any specific instructions indicated on the service order so that the subscriber's service is not negatively affected by the service turn-up activity.

2.2.21 Due Date:

2.2.21.1 USWC and MCIIm shall mutually agree on what services and circumstances are subject to a Desired Due Date process, and which services and circumstances are subject to Standard Intervals.

2.2.21.2 For the Desired Due Date process, MCI shall specify on each order the Desired Due Date (DDD). USWC will complete the ordered provisioning activity on the Desired Due Date. USWC shall not complete the order prior to the DDD or later than the DDD unless authorized by MCI.

2.2.21.3 For the Standard Interval process, USWC shall provide service within the intervals defined within this Agreement.

2.2.21.4 USWC shall provide MCI the capability to revise the due date after a service order has been issued, including instances where the revised date is earlier than the minimum defined interval. USWC will notify MCI within two (2) business hours after a request by MCI to revise the due date.

2.2.21.5 MCI shall be notified of any special or preferred scheduling options available, internally or externally to USWC, for ordering and provisioning services. These options shall be made available to MCI.

2.2.21.6 Subsequent to an initial order submission, MCI may request a new/revised due date that is earlier than the minimum defined interval, in which event expedite charges may apply.

#### 2.2.22 Firm Order Confirmation (FOC):

2.2.22.1 USWC shall provide to MCI a Firm Order Confirmation (FOC) for each MCI service order. The FOC shall contain, but not be limited to, on a per line and/or trunk group basis, an enumeration of MCI's ordered unbundled Network Elements (and the specific USWC naming convention applied to that Network Element or Combination), features, functions, resale services, options, physical interconnection, quantity, order identifiers, information regarding the need for a service dispatch for installation, and USWC Committed Due Date for order completion. The FOC will be returned to MCI within four (4) business hours from USWC's receipt of local service request, or within a different interval mutually agreed upon by the Parties.

2.2.22.2 For a revised FOC, USWC shall provide order detail on a per line or per trunk group level as well as the order detail from the prior FOC. USWC shall submit to MCI a complete revised list of features, functions and services ordered.

#### 2.2.23 Order Rejections

2.2.23.1 USWC shall provide immediate notification of Rejections/Errors contained in any of the data fields on the local service order. Before the order is rejected, USWC shall review the entire order for any other errors, and, in its reject notification, shall provide a complete list of all rejectable errors on the order. For those services subject to the Desired Due Date process, USWC shall not reject any orders on account of the Desired Due Date.

2.2.23.2 If any portion of a service order, as submitted by MCI, is not correct, USWC shall make all reasonable attempts to complete any portion of the work that can be completed, while awaiting correction of error conditions by MCI.

2.2.24 Jeopardy Situations: As soon as identified, USWC shall provide notification of any instances when USWC's Committed Due Dates are in jeopardy, appointments are missed, or any other delay or problem in completing work specified on MCI's service order is encountered, as reflected on the FOC. USWC shall concurrently indicate its new committed due date.



2.2.25 Service Suspensions/Restorations: Upon MCI's request through a Suspend/Restore service order, USWC shall suspend or restore the functionality of any Network Element, feature, function, or resale service. USWC shall provide restoration priority on a per Network Element, Combination or service basis in a manner that conforms with MCI requested priorities and any applicable regulatory rules and regulations or government requirements.

#### 2.2.26 Coordinated Cut-overs:

2.2.26.1 For customer conversions requiring coordinated cut-over activities, on a per order basis, USWC and MCI shall agree on a scheduled conversion time, which shall be a designated two-hour time period within a designated date. On each Unbundled Loop order, MCI and USWC will agree on a cut over time at least 48 hours before that cut over time. The cut over time will be defined as a two-hour window within which both the MCI and USWC personnel will make telephone contact to complete the cut over.

2.2.26.2 USWC shall coordinate activities of all USWC work groups involved with the coordinated cut-over. This coordination shall include, but not be limited to, work centers charged with manual cross-connects, electronic cross-connect mapping, and switch translations (including, but not limited to, implementation of interim local number portability translations).

2.2.26.3 USWC shall notify MCI immediately upon completion of coordinated cut-over activity. Notification will not exceed one (1) hour following completion of the cut-over activity.

2.2.26.4 End user service interruptions related to cut over activity shall not exceed five (5) minutes.

#### 2.2.27 Service Testing

2.2.27.1 USWC shall perform all pre-service testing prior to the completion of the order, including testing on local service facilities and switch translations. This switch testing shall include, but not be limited to, verification of features, functions, and services ordered by MCI. All test and turnup results will be provided by USWC as directed by MCI. The service order shall be considered complete only when all test criteria has been met and service has been accepted by MCI.

2.2.27.2 USWC shall participate in cooperative testing requested by MCI whenever it is deemed necessary by MCI to ensure service performance, reliability and customer serviceability. Within twenty-four (24) hours of MCI's request for scheduled cooperative testing, USWC shall perform said testing with MCI (including trouble shooting to isolate any problems) to test services subscribed to by MCI in order to identify any problems.

2.2.27.3 Where technically reasonable, USWC shall provide MCI capability to perform MLT on MCI subscribers line. ~~The results shall be provided within two (2) minutes of test completion.~~

#### 2.2.28 Order Completion Requirements:

2.2.28.1 If USWC determines additional work or material is required that was not already authorized by MCI, USWC shall notify MCI to obtain authorization advance of performing the installation or other work. At that time, USWC shall provide MCI an estimate of additional labor hours and/or materials. After all installation or other work is completed, USWC shall immediately notify MCI of work completion and actual labor hours and/or materials used.



2.2.28.2 If a service order is partially completed, notification must identify the work that was done and the work remaining to be done in order to complete the service order.

2.2.28.3 If an MCIIm subscriber requests a service change at the time of installation while USWC is at the subscriber's premises, USWC shall direct the MCIIm subscriber to contact MCIIm to authorize additional work. If authorized, USWC shall then complete additional work prior to leaving the subscriber's premises.

2.2.28.4 If additional work is completed on a service order, as approved by MCIIm, the cost of the additional work must be reported immediately to MCIIm.

2.2.29 Order Completion Notification: Notification shall be provided to MCIIm within thirty (30) minutes after the subscriber's service is turned up. Upon work completion, USWC shall submit to MCIIm a service order completion which details the work performed (including a list of features and functions installed), the date completed, and the charges associated with the order (up to a previously agreed upon limit associated with that order) within twenty-four (24) hours of work completion or within the same time period USWC normally provides such information to itself, whichever is less. ~~Notification shall be provided within thirty (30) minutes after the subscriber's service is turned up.~~

#### 2.2.30 Specific Unbundling Requirements:

2.2.30.1 MCIIm may order and USWC shall provision unbundled Network Elements either individually or in any combination on a single order. Network Elements ordered as combined shall be provisioned as combined by USWC unless MCIIm specifies that the Network Elements ordered in combination be provisioned separately.

2.2.30.2 Prior to providing service in a specific geographic area, or when MCIIm requires a change of network configuration, MCIIm may place an order with USWC requiring USWC to prepare Network Elements and switch translations in advance of orders for additional Network Elements from MCIIm.

2.2.30.3 When MCIIm orders Network Elements or Combinations that are currently interconnected and functional, such Network Elements and Combinations shall remain interconnected and functional without any disconnection or disruption of functionality. This shall be known as Contiguous Network Interconnection of Network Elements. There shall be no charge for such interconnection.

2.2.30.4 USWC shall provide MCIIm the capability to order Network Elements either individually or in combinations. Combinations of Contiguous Network Elements can be ordered: (a) on a case-by-case basis for those Network Elements that are subscriber-specific; or (b) on a common-use basis for those Network Elements that are shared by multiple subscribers.

2.2.30.5 Network Elements shall be identified and ordered by MCIIm so that they can be provisioned together. MCIIm may specify the functionality of a Combination without the need to specify the configuration of the individual Network Elements needed to provide that functionality.

2.2.30.6 When ordering a Combination, MCIIm shall have the option of ordering all features, functions and capabilities of each Network Element.

2.2.30.7 When MCIIm orders Network Elements, USWC shall provision all features, functions, and capabilities of the Network Elements which include, but are not limited to: the basic switching function of connecting lines to lines, lines to trunks, trunks to lines, and trunks to trunks, as well as the same basic capabilities made available to USWC's subscribers, such as telephone number, white page

listing, and dial tone. In addition, USWC shall provide all other features the switch is capable of providing, including, but not limited to, custom calling, custom local area signaling service features, and Centrex, as well as any technically feasible customized routing functions provided by the switch.

2.2.30.8 When MCIm orders Network Elements, USWC shall provide technical assistance to ensure compatibility between Network Elements.

2.2.30.9 MCIm and USWC shall agree upon the appropriate ordering and provisioning codes to be used for Network Elements per industry standards.

2.2.30.10 These ordering and provisioning codes shall apply to all aspects of the unbundling of that Network Element or Combination of Network Elements and shall be known as data Network Elements as defined by the Telecommunications Industry Forum ELECTRONIC Data Interchange Service Order Subcommittee (TCIF-EDI-SOSC).

#### 2.2.31 Customer Premises Inspections and Installations

2.2.31.1 MCIm shall perform or contract for all needs assessments, including equipment and installation requirements, at the customer's premises.

2.2.31.2 USWC shall provide MCIm with the ability to schedule customer premises installations.

2.2.31.3 USWC shall provide extended demarcation beyond the NID, at MCIm's request, using intrabuilding riser and lateral beyond the NID.

### **2.3 Systems Interfaces and Information Exchanges**

#### 2.3.1 Electronic Interfaces:

2.3.1.1 USWC shall provide to MCIm real-time, electronic interface(s) for transferring and receiving information and executing transactions for all business functions directly or indirectly related to Service Ordering and Provisioning of Network Elements, features, functions and resale services. This electronic real-time interface(s) shall provide capability that allows MCIm personnel to perform all of the functions described in Section 2.2 of this Attachment 8. The interface(s) shall be developed/designed as a gateway to gateway interface for the transmission of data from MCIm to USWC, and from USWC to MCIm.

2.3.1.2 USWC shall develop with MCIm a mutually agreeable System Change Control process within ninety (90) days of the Effective Date of this Agreement. The System Change Control process will allow coordinated updates to system interfaces between USWC and MCIm based on existing and future industry standards.

2.3.1.3 MCIm to USWC real-time electronic interfaces and USWC provisioning systems/databases shall be on-line and operational twenty-four (24) hours a day, seven (7) days a week.

#### 2.3.2 Interim Interfaces:

2.3.2.1 USWC and MCIm shall agree on and implement interim solutions for each interface within thirty (30) days after the Effective Date of this Agreement, unless otherwise specified in Exhibit A of this Attachment 8.

2.3.2.2 Interim interfaces or processes may be modified, if so agreed by MCIIm and USWC, during the interim period.

2.3.2.3 Until the real-time, electronic interface is available, USWC agrees that the Local Carrier Service Center (LCSC) or similar function will accept MCIIm orders. Orders will be transmitted to the LCSC via an interface or method agreed upon by MCIIm and USWC.

2.3.2.4 USWC shall provide a real-time, electronic interface to perform all of the steps in ~~the ordering~~~~the OBF-developed ordering~~ and provisioning process by January 1, 1997. These steps include pre-order service inquiry, pre-order service inquiry response, firm order acknowledgment/rejection, firm order confirmation, delay notification, and completion notification.

2.3.2.5 Until such standards are completed, USWC and MCIIm agree to use an interim, mutually agreed upon order format and interface which will be defined and negotiated between the Parties no later than forty-five (45) days after the Effective Date of this Agreement.

## **2.4 Performance Measurements and Reporting**

### **2.4.1 Cycle Time Measurements:**

When the objectives or benchmarks for the Cycle Time Measurements (Section 2.4.1) and the Quality Measurement (Section 2.4.2) in this Attachment are different for these same measurements than those used by USWC in providing its own service, then the USWC objectives shall apply to the measurements in this Section 2.4. However, if such measurements are specifically cited under Commission Rules, then the objectives listed in such rules shall apply to this Section 2.4

2.4.1.1 Intervals: Excepting expedited due date requests, the following order intervals shall constitute the basis for measuring USWC Service Order performance under this Agreement. MCIIm may, at its discretion, modify such measurements from time to time.

2.4.1.2 USWC shall provide and acknowledge each and every MCIIm service order within one (1) hour of receipt by USWC.

2.4.1.3 FOC: USWC shall process MCIIm service orders and provide either Firm Order Confirmation (FOC) of a correct service order or notification of a rejected order and the detail of the errors contained within any data element(s) fields contained in such order, within four (4) hours of receipt of Local Service Request (LSR) from MCIIm, or as mutually agreed upon.

2.4.1.4 Suspend/Block/Restore: USWC shall complete any Suspend/Block/Restore order no more that four (4) hours after receipt by USWC.

2.4.1.5 Expedites: For expedited due date requests, USWC shall confirm to MCIIm within two (2) business hours after USWC receipt of such request from MCIIm whether USWC can complete an initially-submitted order within the expedited interval requested by MCIIm. Confirmation may be provided by USWC via telephone call with follow up confirmation to be provided by USWC according to normal procedures and measurement intervals.

2.4.1.6 Revised Due Date: Subsequent to an order which has been initially submitted by MCIIm, MCIIm may require a new/revised due date that is earlier than the minimum defined interval. For such requests, USWC shall confirm to MCIIm within two (2) business hours after USWC's

receipt of the revised due date request from MCIIm whether USWC can complete the order within the expedited interval requested by MCIIm. Confirmation may be provided by USWC via telephone call with follow up confirmation to be provided by USWC according to normal procedures and measurement intervals.

2.4.1.7 Unbundled: Cycle time intervals for ordering and provisioning of all unbundled Network Elements shall be two (2) days from the time USWC receives an MCIIm order. In the event an order is rejected for any reason agreed upon by USWC and MCIIm, this interval time frame will restart when MCIIm resubmits the order to USWC, or as mutually agreed upon by the Parties.

2.4.1.8 Cycle Times Intervals: Cycle time intervals for ordering and provisioning of all resale services are described below:

Product or Service	Interval
INSTALLATION	
Lines/trunks with no premises visit:	
Business	
1-20 lines	3 business days
21-40 lines	7 business days
41-60 lines	12 business days
Over 60 lines	To be negotiated
Residential and Business POTS (single line)]	within 24 hours of Service Order receipt by USWC
Lines/trunks with premises visit:	
Business	
1-20 lines	5 business days
21-40 lines	10 business days
41-60 lines	14 business days
Over 60 lines	Individual case basis
Residential and Business POTS (single line)]	within 72 hours of Service Order receipt by USWC
Business lines/trunks; plant or other facilities not available	Individual case basis
Centrex station lines	
1-20 lines	5 business days
21-50 lines	8 business days
Over 50 lines	Individual case basis



FEATURE CHANGES	
Orders received before 12:00 p.m.	completed on day of receipt
Orders received after 12:00 p.m.	completed before 12:00 p.m. next business day

2.4.1.9 USWC will work all disconnect orders on the Due Date. USWC will not work disconnect orders prior to the Due Date, nor after the Due Date, unless authorized by MCIIm.

2.4.1.10 Physical Cut: USWC shall provide switch translations within five (5) minutes after notification that a physical cut over has been completed.

2.4.1.11 Completion Notification: USWC shall notify MCIIm of the completion of an order within thirty (30) minutes of its completion.

2.4.1.12 Appointment Interval: USWC shall provide MCIIm's appointment times within a four (4) hour block of time.

#### 2.4.2 Quality Measurements:

2.4.2.1 Performance Levels: USWC provisioning functions performed for MCIIm shall meet the following Performance Level Measurements:

Provisioning Function	Performance Quality Measurement
Rejections of Service Caused by USWC for Resale Services	All Orders: <1%
Rejections of Service Caused by USWC for Unbundled Network Elements	All Orders: <1%
Resale Installation Provisioned Correctly within appropriate interval (not to exceed four (4) days)	Residence: >99% met Business: >99.5% met
Unbundling Installation Provisioned Correctly within appropriate interval (not to exceed four (4) days)	Residence: >99% met Business: >99.5% met
Missed Appointments for Resale Services	Residence: <1% Business: 0%
Missed Appointments for Unbundled Network Elements	Residence: <1% Business: 0%
Completion of Orders by Desired Due Date for Resale Services	All Orders: >97%
Completion of Orders by Desired Due Date for Unbundled Network Elements	All Orders: >97%
Completion of Orders by Committed Due Date for Resale Services	Residence: >99% Business: >99.5%

Completion of Orders by Committed Due Date for Unbundled Network Elements	Residence: >99% Business: >99.5%
Completion of Orders Without Error for Resale Services	All Orders: >99%
Completion of Orders Without Error for Unbundled Network Elements	All Orders: >99%
USWC Meeting of Response to Order Request Deadline for Resale Services ( <del>i.e.i.e.</del> , FOC/Rejection issuance)	All Orders: >99.5%
USWC Meeting of Response to Order Request Deadline for Unbundled Network Elements ( <del>i.e.i.e.</del> , FOC/Rejection issuance)	All Orders: >99.5%

2.4.2.2 USWC shall maintain provisioning service that results in less than one percent (1%) of orders resulting in one (1) or more dispatches within thirty (30) days of installation.

2.4.2.3 USWC shall maintain provisioning service that results in less than one percent (1%) of orders resulting in one or more troubles reported within thirty (30) days of installation.

#### 2.4.3 Reporting:

2.4.3.1 Reporting: USWC shall provide, at a minimum, the following comparative reports to MCI, both for MCI orders and for USWC orders, presented by State, Area Code, NXX, Product Feature, and issue such reports on a monthly basis with daily informational detail:

2.4.3.1.1 Total number and percent of jeopardies

2.4.3.1.2 Total number and percent of missed appointments

2.4.3.1.3 Total number and percent of missed firm order confirmation dates

2.4.3.1.4 Total number and percent of rejected orders

2.4.3.1.5 Total number and percent of late rejection notifications

2.4.3.2 Future Requirements: MCI may, at its discretion, further require additional and/or modified reporting as business needs demand.

### **Section 3. Connectivity Billing and Recording**

#### **A. Interim Operational Systems Interfaces for Connectivity Billing**

1. USWC's initial operational systems interfaces deployment on January 1, 1997, will support billing capabilities for most USWC product offerings.

2. USWC will work toward developing national gateway interfaces over the long term.

3. USWC shall abide by the implementation schedule set forth in the FCC rules and regulations. USWC shall regularly inform MCI of its progress in implementing the interfaces, and shall allow MCI to test the interfaces and participate in their planning. ~~If USWC does not fulfill the terms of its representations, it may be liable to MCI for compensation for damages and costs due to USWC's failure to comply with its representations.~~

#### 4. OSS Interface Design

a. USWC will develop OSS interfaces using an electronic gateway solution consistent with the design prescribed by the FCC, Docket 96-98, FCC 96-325, paragraph 527. These gateways will act as a mediation or control point between MCI and USWC's Operations Systems. Additionally, these gateways will provide security for the interface, protecting the integrity of the USWC network and its databases, and ensuring that information privacy is maintained.

b. Baseline gateway architecture will initially incorporate a "World Wide Web"-based, human-readable format for the transaction-type interfaces to meet the needs of MCI. Different batch-type interfaces will be proposed in selected areas based on existing standards for their application. USWC will offer a machine-to-machine based protocol interface.

c. USWC proposes the use of the existing Electronic Data Interchange (EDI) standard for the transmission of monthly local billing information. EDI is an established standard under the auspices of the American National Standards Institute/Accredited Standards Committee (ANSI/ASC) X12 Committee. A proper subset of this specification has been adopted by the Telecommunications Industry Forum (TCIF) as the "811 Guidelines" specifically for the purposes of telecommunications billing.

d. For the exchange of daily usage data, including third party billed, collect, and card calls, USWC will use the Bellcore EMR format for the records, using the Network Data Mover (NDM), otherwise also known as the CONNECT:DIRECT method to transmit the information to carriers.

e. For the exchange of Centralized Message Distribution System (CMDS) data, USWC will use the existing CMDS record format, and again will use the Network Data Mover (NDM), CONNECT:Direct method to transmit the information to carriers.

The remainder of this Section 3 describes the long term requirements for USWC to bill and record all charges MCI incurs for purchasing services under this Agreement.

### 3.1 Procedures

3.1.1 The Parties recognize that deviations and discrepancies may occur from the various industry standards and other standards referenced in this Agreement. Subject to such discrepancies and deviations, USWC shall comply with these various standards. Discrepancies and deviations will be documented and reviewed.

3.1.1.1 Within forty-five (45) days after the Effective Date of this Agreement, the Parties will develop processes by which USWC will inform MCI of deviations from standards for billing. The Parties agree that they will negotiate discrepancies and deviations in good faith. Further, the Parties agree that those documented deviations from such standards documented by USWC to MCI shall supersede sections of technical standards applicable to such deviations referenced in this Agreement.

3.1.2 USWC shall record and bill in accordance with this Agreement those charges MCI incurs as a result of MCI purchasing from USWC services, as set forth in this Agreement (hereinafter "Connectivity Charges").

3.1.3 USWC shall format each bill for Connectivity Charges (hereinafter "Connectivity Bill") in accordance with the ~~appropriate national industry~~CABS or SECAB standard.

3.1.4 Each service purchased by MCI shall be assigned a separate and unique billing code or identifier in the form agreed to by the Parties and such code or identifier shall be provided to MCI on each Connectivity Bill in which charges for such services appear. Each such billing code or identifier shall enable MCI to identify the service as purchased by MCI.

3.1.5 Each Connectivity Bill shall set forth the quantity and description of each such service provided and billed to MCI. All Connectivity Charges billed to MCI shall indicate the state from which such charges were incurred.

3.1.6 USWC shall bill MCI for each service supplied by USWC to MCI pursuant to this Agreement at the rates set forth in Attachment 1 to this Agreement.

3.1.7 USWC shall bill MCI for the Connectivity Charges incurred; provided however, that, for those usage based Connectivity Charges where actual charge information is not determinable by USWC because the jurisdiction (*i.e.*, interstate, interstate/interLATA, intrastate, intrastate/-intraLATA, local) of the traffic is unidentifiable, or for any other reason, the Parties shall jointly develop a process to determine the appropriate charges.

3.1.8 Measurement of usage-based Connectivity Charges shall be in actual conversation seconds. The total conversation seconds per chargeable traffic types shall be totaled for the entire monthly bill cycle and then rounded to the next whole minute.

3.1.9 USWC shall provide to MCI at no additional charge a Single Point of Contact for handling any Connectivity Billing questions or problems that may arise during the implementation and performance of the terms and conditions of this Agreement.

3.1.10 USWC shall provide Single Point of Contact for handling of any data exchange questions or problems that may arise during the implementation and performance of the terms and conditions of this Agreement.

3.1.11 As soon as possible after the Effective Date of this Agreement, each Party shall provide the other Party written notice of which form of the monthly Connectivity Bill is to be deemed the official bill to assist the Parties in resolving any conflicts that may arise between the official bill and another form of bill received via a different media which purportedly contain the same charges as are on the official bill.

3.1.12 If either Party requests an additional copy(ies) of a bill, such Party shall pay the other Party a reasonable fee per additional bill copy, unless such copy was requested due to errors, omissions, or corrections or the failure of the transmission to comply with the specifications set forth in this Agreement.

3.1.13 When sending Connectivity Bills via electronic transmission, to avoid transmission failures or the receipt of Connectivity Billing information that cannot be processed, MCI shall provide USWC with process specifications. USWC shall comply with mutually agreed upon processing specifications when USWC transmits Connectivity Billing data to MCI. MCI shall provide to USWC notice if a Connectivity Billing transmission is received that does not meet MCI specifications or that such Party cannot process. Such transmission shall be corrected and resubmitted to MCI, at USWC's sole expense, in a form that can be processed.



3.1.13.1 The payment due date for such submitted transmissions shall be thirty ~~(30)thirty five (35)~~ calendar days from the date the transmission is received in a form that can be processed and that meets the specifications set forth in this Attachment.

3.1.14 USWC shall deliver to a location specified by MCIm, billing information via Network Data Mover (NDM), magnetic tape or paper, as agreed to by MCIm and USWC. In the event of an emergency, system failure or other such condition which prevents USWC from transmitting via NDM, USWC shall notify MCIm of such difficulties within two (2) hours of detection. USWC shall deliver to a location specified by MCIm billing information via magnetic tape or paper, as agreed to by MCIm and USWC. The Parties acknowledge that all tapes transmitted to the other Party via U.S. Mail or overnight delivery service and which contain Connectivity Billing data shall not be returned to the sending Party.

3.1.15 Subject to the terms of this Agreement, including without limitation Sections 3.1.16 and 3.1.18 of this Attachment 8, MCIm shall pay USWC within thirty (30) ~~forty five (45)~~ calendar days from the Bill Date, ~~or thirty five (35) calendar days from the receipt of the bill, whichever is later.~~ If the payment due date is a Saturday, Sunday or has been designated a bank holiday payment shall be made the next business day.

3.1.16 Billed amounts which are being investigated, queried, or for which claims have been filed are not due for payment until such investigations, claims or queries have been fully resolved by both MCIm and USWC.

~~3.1.17 USWC shall not assess late payment charges to MCIm under any circumstances.~~

3.1.17 Unless otherwise specified in this Agreement, any amount due and not paid by the due date stated above shall be subject to a late charge equal to either (i) 0.03 percent per day compounded daily for the number of calendar days from the payment due date to, and including, the date of payment, that would result in an annual percentage rate of 12% or (ii) the highest lawful rate, whichever is less. If late payment charges for services are not permitted by local jurisdiction, this provision shall not apply.

### 3.1.18 Bill Reconciliation

3.1.18.1 Each Party agrees to notify the other Party upon the discovery of a billing discrepancy ("Notice of Discrepancy").

3.1.18.2 In the event of such Notice of Discrepancy, the Parties shall endeavor to resolve the discrepancy within sixty (60) calendar days after the Notice of Discrepancy is issued using normal business procedures. If the discrepancy is disputed, resolution of such dispute is expected to occur at the first level of management resulting in a recommendation for settlement of the dispute and closure of a specific billing period.

3.1.18.3 Closure of a specific billing period shall occur by joint agreement of the Parties whereby the Parties agree that such billing period is closed to any further analysis and financial transactions, except those resulting from an Audit. Closure shall take place within nine (9) months of the Bill Date. The month being closed represents those Connectivity Charges that were billed or should have been billed by the applicable Bill Date.

3.1.18.4 If the dispute is not resolved within the allotted time frame, the following resolution procedure shall begin:

3.1.18.4.1 If the dispute is not resolved within sixty (60) days of the Notice of Discrepancy, the dispute shall be escalated to the second level of management for resolution.

\_\_\_\_\_ 3.1.18.4.2 If the dispute is not resolved within ninety (90) days of Notice of Discrepancy, the dispute shall be escalated to the third level of management for resolution.

\_\_\_\_\_ 3.1.18.4.3 If the dispute is not resolved within one hundred and twenty (120) days of the Notice of Discrepancy, the dispute shall be presumed settled in MCIIm favor, or, upon the written request of USWC within such one hundred and twenty (120) day period, may be resolved pursuant to the Dispute Resolution procedures set forth in the General Section of this Agreement.

\_\_\_\_\_ 3.1.18.5 If MCIIm disputes Connectivity Charges and the dispute is resolved in favor of MCIIm, USWC shall credit the Connectivity Bill of MCIIm for the amount of the disputed charges found to be improper.

3.1.19 USWC shall reimburse MCIIm for incorrect Connectivity Billing charges, including, without limitation: overcharges, services ordered or requested but not delivered, interrupted services, services of poor quality and installation problems, if such problems caused by USWC. Such reimbursements shall be set forth in the appropriate section of the Connectivity Bill pursuant to appropriate standards.

3.1.20 The Parties agree to record call information in accordance with the provisions of this Section 3.1. Within the limitations of Section 4, To the extent technically feasible, each Party shall record all call detail information associated with every call originated or terminated to the other Party's local exchange Customer. The Parties agree that they may request ~~shall~~ recording of call detail information if technically feasible, even if such records or call detail information has not been recorded in the past. MCIIm shall request such call detail through the BFR process. These records shall be provided and retained pursuant to Section 4 of this Attachment 8.

3.1.21 When MCIIm collocates with USWC in USWC's facility as described in this Agreement, capital expenditures (e.g., costs associated with building the "cage"), shall not be included in the Connectivity Bill provided to MCIIm pursuant to this Attachment 8. All such capital expenses shall be given a unique BAN and invoice number. All invoices for capital expenses shall be sent to the location specified by MCIIm for payment. All other non-capital recurring collocation expenses shall be billed to MCIIm in accordance with this Agreement. (The CABS/SECABS Billing Output Specifications (BOS) documents provide the guidelines on how to bill the Connectivity Charges associated with collocation.)

#### 3.1.22 Local Number Portability

\_\_\_\_\_ 3.1.22.1 In accordance with the terms and conditions set forth in this Agreement, USWC shall record and provide to MCIIm all detail information associated with an alternately billed call to an MCIIm local exchange customer whose telephone number has been ported from USWC under INP as further described in this Agreement.

\_\_\_\_\_ 3.1.22.2 When an IXC terminates an interLATA or intraLATA toll call to a local ~~an MCIIm local~~ exchange customer whose telephone number has been ported from one of the parties ~~USWC~~, the Parties agree that each Party will bill Switched Access charges for its portion of the call. If the terminating Party is unable to identify the particular IXC carrying the forwarded call, the forwarding Party shall provide the necessary information to permit the terminating Party to issue a bill. MCIIm shall receive those IXC access charges associated with end office switching, local transport, RIC and CCL, as appropriate, and such other applicable charges. USWC shall be entitled only to receive any access tandem fees and associated local transport charges, and any INP fees (i.e., RCF charges) set forth in this Agreement. In so doing, it is generally expected that tandem switching rates will be assessed by the Party providing that function. If necessary, transport will be provided on a shared basis by the Parties and

charged on a meet-point basis to the end office at which the call is ultimately ported. If USWC provides all or part of the transport of an interstate call from the end-office to the IXC, then USWC is entitled to collect its interstate rates, including a proportional amount of the RIC. Such proportionate amount shall be determined based on the proportion of the distance between the tandem and end-office over which USWC supplies the transport. If, however, USWC is not providing the transport of a call from an end-office switch to an IXC, then USWC may not apply its switched access transport rates, including the RIC, to those calls. At the terminating end office, the Party to which the call was ported will assess local switching, CCL and termination charges as appropriate. Other charges may apply as allowed by the governing tariffs. When a call for which access charges are not applicable is terminated to an MCI local exchange customer whose telephone number has been ported from USWC, the Parties agree that the compensation arrangements described in this Agreement shall apply.

### 3.1.23 Meet Point Billing

3.1.23.1 MCI and USWC will establish meet-point billing (MPB) arrangements in accordance with the Meet Point Billing guidelines adopted by and contained in the OBF's MECAB and MECOD documents, except as otherwise mutually agreed to by the Parties. Both Parties will use their best reasonable efforts, individually and collectively, to maintain provisions in their respective federal and state access tariffs, and/or provisions within the National Exchange Carrier Association (NECA) Tariff No. 4, or any successor tariff to reflect the MPB arrangements identified in this Agreement, in MECAB and in MECOD.

3.1.23.4 MCI and USWC will implement the "Multiple Bill/~~Multiple Tariff~~Single Tariff" option in order to bill any interexchange carrier (IXC) for that portion of the Network Elements provided by MCI and USWC. For all traffic carried over the MPB arrangement, MCI and USWC shall bill each other all applicable Network Elements at the rates specified under~~in~~ this Agreement.

3.1.23.5 USWC shall provide to MCI the billing name, billing address, and carrier identification code (CIC) of the IXCs that may utilize any portion of MCI network in an MCI/USWC MPB arrangement in order to comply with the MPB Notification process as outlined in the MECAB document. Such information shall provide to MCI in the format and via the medium to which the Parties agree. If USWC does not have a CIC for any IXC that will utilize a portion of MCI network in an MCI/USWC MPB arrangement, and for whom USWC must supply to MCI MPB billing information, then, until such carrier has obtained a CIC, USWC will submit USWC's CIC on those MPB records provided to MCI for MPB. USWC understands and agrees that it will be solely responsible for obtaining any reimbursements from such carriers who have utilized the jointly provided networks of USWC and MCI.

~~3.1.23.6 USWC and MCI agree that in an MPB arrangement where one Party provides local transport and the other Party provides the end-office switching, the Party who provides the end-office switching is entitled to bill any residual interconnection charges (RIC) and common carrier line (CCL) charges associated with the traffic. The Parties further agree that in those MPB situations where one Party sub-tends the other Party's access tandem, the Party providing the access tandem is only entitled to bill the access tandem fee and any associated local transport charges. The Parties also agree that the Party who provides the end-office switching is entitled to bill end-office switching fees, local transport charges, RIC and CCL charges, as appropriate, and such other applicable charges.~~

3.1.23.6 The Parties agree that in an MPB arrangement that the tandem switching rates will be assessed by the Party providing that function. If necessary, transport will be provided on a shared basis by the Parties and charged on a meet-point basis to the end office at which the call is ultimately ported. If USWC provides all or part of the transport of an interstate call from the end-office to the IXC, then USWC is entitled to collect its interstate rates, including a proportional amount of the RIC. Such proportionate amount shall be determined based on the proportion of the distance between the tandem and end-office over which

USWC supplies the transport. If, however, USWC is not providing the transport of a call from an end-office switch to an IXC, then USWC may not apply its switched access transport rates, including the RIC, to those calls. At the terminating end office, the Party to which the call was ported will assess local switching, CCL and termination charges as appropriate. Other charges may apply as allowed by the governing tariffs.

3.1.23.7 USWC and MCIIm will record and transmit MPB information in accordance with the standards and in the format set forth in this Attachment. USWC and MCIIm will coordinate and exchange the billing account reference ("BAR") and billing account cross reference (BACR) numbers for the MPB arrangements described in this Agreement. Each Party will notify the other if the level of billing or other BAR/BACR elements change, resulting in a new BAR/BACR number.

3.1.23.8 If MPB data is not processed and delivered by either USWC or MCIIm and sent to the other Party within ten (10) calendar days of their recording and in turn such Party is unable to bill the IXC for the appropriate charges, the Party who failed to deliver the data will be held liable for the amount of the unbillable charges.

3.1.23.9 If MPB data is not submitted within ten (10) calendar days of the recording or is not in the proper format as set forth in this Attachment, and if, as a result, the other Party is delayed in billing the IXC for the appropriate charges it incurs, the delaying Party shall pay the other Party a late MPB data delivery charge which will be the total amount of the delayed charges times the highest interest rate (in decimal value) which may be levied by law for commercial transactions, compounded daily for the number of days from the date the MPB charges should have been received to and including the date the MPB charge information is actually received.

3.1.23.10 Errors in MPB data exchange by the Parties may be discovered by MCIIm, USWC or the billable IXC. Both MCIIm and USWC agree to provide the other Party with notification of any discovered errors within two (2) business days of the discovery. The other Party shall correct the error within eight (8) business days of notification and resubmit the data. In the event the errors cannot be corrected within the time period specified above, the erroneous data shall be considered lost. If MPB data is lost due to uncorrectable errors or otherwise, the Parties shall follow the procedures set forth in this Attachment and compensate the other for the lost MPB billing data.

3.1.23.11 In the event MCIIm purchases from USWC Network Elements, or Combination thereof, in a LATA other than the LATA to or from which the MPB services are homed and in which USWC operates an access tandem, USWC shall, except in instances of capacity limitations, permit and enable MCIIm to sub-tend the USWC access tandem switch(es) nearest to the MCIIm rating point(s) associated with the NPA-NXX(s) to/from which the MPB services are homed. In instances of capacity limitation at a given access tandem switch, MCIIm shall be allowed to subtend the next nearest USWC access tandem switch in which sufficient capacity is available. The MPB percentages for each new rating point/access tandem pair shall be calculated in accordance with MECAB and MECOD.

3.1.23.12 Neither MCIIm nor USWC will charge the other for the services rendered, or for information provided pursuant to this Attachment except those MPB charges specifically set forth herein. Both Parties will provide the other a single point of contact to handle any MPB questions.

## **3.2 Information Exchange and Interfaces**

3.2.1 USWC shall provide MCIIm a monthly Connectivity Bill that includes all Connectivity Charges incurred by and credits and/or adjustments due to MCIIm for those services ordered, established, utilized, discontinued or performed pursuant to this Agreement. USWC shall issue one (1) bill per month, on the first day of the month and the billing cycle shall be on a calendar basis. Each Connectivity Bill provided by USWC to MCIIm shall include:

\_\_\_\_\_ 3.2.1.1 all non-usage sensitive charges incurred for the period beginning with the day of the current bill date and extending to, and including, the day before the next bill date;

\_\_\_\_\_ 3.2.1.2 any known unbilled non-usage sensitive charges for prior periods;

\_\_\_\_\_ 3.2.1.3 unbilled usage sensitive charges for the period beginning with the last bill date and extending up to, but not including, the current bill date;

\_\_\_\_\_ 3.2.1.4 any known unbilled usage sensitive charges for prior periods; and

\_\_\_\_\_ 3.2.1.5 any known unbilled adjustments.

3.2.2 At the same time as the monthly bill is transmitted, USWC shall send a separate file summarizing all of MCIIm usage sensitive messages which are contained in USWC's suspense files and unbilled files.

3.2.3 The Bill Date must be present on each bill transmitted by USWC to MCIIm, must be a valid calendar date, and not more than ninety (90) days old. ~~Connectivity Bills shall not be rendered for any Connectivity Charges which are incurred under this Agreement on or before ninety (90) days preceding the Bill Date, except as otherwise permitted by law.~~ As used herein, the Bill Date shall mean the date on which the bill was prepared.

3.2.4 On each bill where 'Jurisdiction' is identified, local and local toll charges shall be identified as 'Local' and not as interstate, interstate/interLATA, intrastate, or intrastate/intraLATA. USWC shall provide from and through dates for charges rendered on all Connectivity Bills.

3.2.5 USWC shall separately identify business charges from residence charges, as appropriate, and shall assign a specific adjustment or reference number provided by MCIIm to each adjustment and credit included on the Connectivity Bill.

3.2.6 USWC and MCIIm shall issue all Connectivity Bills in accordance with the terms and conditions set forth in this Section 3. On Connectivity Bills USWC renders to MCIIm, BANs shall be thirteen (13) character alpha/numeric and there shall only be one (1) BAN per State. The Bill Date shall be the same day month to month. Each Party shall provide the other Party at least thirty (30) calendar days' written notice prior to changing, adding or deleting a BAN. The Parties shall provide one (1) Connectivity Billing invoice associated with each BAN. Each invoice must contain an invoice number (which will vary from month to month). On each bill associated with a BAN, the appropriate invoice number and the charges contained on such invoice must be reflected. All Connectivity Bills must be received by the other Party no later than ten (10) calendar days from the Bill Date and at least ~~thirty (30)~~ ~~thirty-five (35)~~ calendar days prior to the payment due date (as described in this Attachment), whichever is earlier. Any Connectivity Bill received on a Saturday, Sunday or a day designated as a bank holiday will be deemed received the next business day. If either Party fails to receive Connectivity Billing data and information within the time period specified above, then the payment due date will be extended by the number of days receipt has been delayed.

3.2.7 USWC shall issue all Connectivity Bills containing such billing data and information in accordance with ~~industry national standards, the most current version of CABS/SECABS published by Balkor, or its successor, or such later versions as are adopted by Balkor, or its successor.~~ To the extent that there are no ~~CABS, or SECAB,~~ standards governing the formatting of certain data, such data shall be issued in the format mutually agreed to by USWC and MCIIm.



3.2.9 USWC and MCIIm agree that each Party shall transmit Connectivity Billing information and data in the appropriate ~~CABS or SECAB~~ format electronically via NDM to the other Party at the location specified by such Party. MCIIm data centers will be responsible for originating the calls for data transmission. USWC shall transmit in accordance to the technical specifications set by MCIIm. MCIIm will supply to USWC its RACF ID and password before the first transmission of data via NDM. Any changes to either Party's NDM Node ID must be sent to the other Party no later than thirty (30) calendar days before the changes take effect.

3.2.10 In emergency situations, when tape transmittal has been used, USWC shall adhere to the tape packaging requirements set forth in this Agreement. Where magnetic tape shipping containers are transported in freight compartments, adequate magnetic field protection shall be provided by keeping a 6-inch distance from any magnetic field generating device (except a magnetron-tape device). USWC shall only use those shipping containers that contain internal insulation to prevent damage. USWC shall clearly mark on the outside of each shipping container its name, contact and return address. USWC shall not ship any Connectivity Billing tapes in unprotected tape canisters.

3.2.11 All emergency billing data transmitted via tape must be provided on a cartridge (cassette) tape and must be of high quality, conform to the Parties' record and label standards, 9-track, odd parity, 6250 BPI group coded recording mode and extended binary-coded decimal interchange code (EBCDIC). Each reel of tape must be one hundred percent (100%) tested at twenty percent (20%) or better "clipping" level with full width certification and permanent error free at final inspection. MCIIm reserves the right to destroy a tape that has been determined to have unrecoverable errors. MCIIm also reserves the right to replace a tape with one of equal or better quality.

3.2.12 Billing data tapes used in emergency circumstances shall use standard~~have the following record size and labels~~ standards. The dataset serial number on the first header record of an IBM standard tape label also shall have the following format:

	<del>CABS-BOS</del>	<del>SECAB</del>
<del>Record Length</del>	<del>225 bytes (fixed length)</del>	<del>250 bytes (fixed length)</del>
<del>Blocking factor</del>	<del>84 records per block</del>	<del>84 records per block</del>
<del>Block size</del>	<del>48,000 bytes per block</del>	<del>48,000 bytes per block</del>
<del>Labels</del>	<del>Standard IBM Operating System</del>	<del>Standard IBM Operating System</del>

3.2.13 A single 6-digit serial number must appear on the external (flat) surface of the tape for visual identification. This number shall also appear in the "dataset serial number field" of the first header record of the IBM standard tape label. This serial number shall consist of the character "V" followed by the reporting location's four digit Originating Company Code and a numeric character chosen by the sending company. The external and internal label shall be the same. The dataset name shall appear on the flat side of the reel and also in the "data set name field" on the first header record of the IBM standard tape label. USWC's name, address, and contact shall appear on the flat side of the cartridge or reel.

3.2.14 Tape labels shall conform to IBM OSVS Operating System Standards contained in the IBM Standard Labels Manual. IBM standard labels are 80-character records recorded in EBCDIC, odd parity.

3.2.15 USWC shall conform to the Standard Volume Label Format which will be mutually agreed upon by the Parties.

3.2.16 USWC shall use The IBM Standard Dataset Label Format which will be mutually agreed upon by the Parties.

3.2.17 USWC shall use test and production dataset format which will be mutually agreed upon for all Connectivity Bills.

### 3.3 Standards

3.3.1 At least thirty (30) calendar days prior to USWC sending MCIIm a mechanized bill for the first time via electronic transmission, USWC shall send to MCIIm connectivity bill data in the appropriate mechanized format ~~(e.g., CABS or SECAB)~~ for testing to ensure that bills can be processed and that bills comply with the requirements of this Attachment. After receipt of the test data from USWC, MCIIm will notify USWC if the connectivity billing transmission meets MCIIm testing specifications. If the transmission fails to meet the mutually agreed upon test and production dataset format, then, USWC shall make the necessary corrections within a mutually agreeable time frame. At least three (3) sets of testing data must meet MCIIm testing specifications prior to USWC sending MCIIm a mechanized production Connectivity Bill for the first time via electronic transmission or tape. Thereafter, USWC may begin sending MCIIm production Connectivity Bills via electronic transfer on the next Bill Date, or within ten (10) calendar days, whichever is later.

3.3.2 USWC shall also provide to MCIIm's designated point of contact, USWC's applicable operating company number (OCN) at least thirty (30) days prior to testing and at least thirty (30) days prior to a change of OCN.

3.3.3 At least ninety (90) days prior to any change in existing formats or change to a different format, USWC shall send to MCIIm 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. USWC agrees that it shall not send to MCIIm bill data in the new mechanized format until such bill data has met the testing specifications as set forth in this subsection.

3.3.4 During the testing period, in addition to NDM, USWC shall also transmit to MCIIm Connectivity Billing data and information via paper or tape as specified by MCIIm. Test tapes shall be sent to an MCIIm specified location.

3.3.5 For Connectivity Bills, ~~issued in CABS or SECAB format~~, USWC agrees that if it transmits data to MCIIm in a mechanized format, USWC shall also comply with the following specifications ~~which are not contained in CABS or SECAB guidelines but~~ which are necessary for MCIIm to process Connectivity Billing information and data:

3.3.5.1 The Bill Date shall not contain spaces or non-numeric values.

3.3.5.2 Each Connectivity Bill must contain at least one (1) detail record.

3.3.5.3 Any "From" Date should be less than or equal to the associated "Thru" Date and neither date can contain spaces.

3.3.5.4 The Invoice Number must not have embedded spaces or low values.

3.3.6 USWC agrees that in order to ensure the proper performance and integrity of the entire Connectivity Billing process, USWC shall be responsible and accountable for transmitting to MCIIm an accurate and current bill. USWC agrees to implement control mechanisms and procedures to render a bill that accurately reflects the services ordered and used by MCIIm.

## **Section 4. Provision Of Customer Usage Data**

USWC shall provide usage information and casual user data within the context of its billing data commitments. To the extent not inconsistent with the foregoing sentence, this Section 4 sets forth the terms and conditions for USWC's provision of Recorded Usage Data (as defined in this Attachment 8) to MCI and for information exchange regarding long distance billing.

### **4.1 Procedures**

#### **4.1.1 General**

4.1.1.1 USWC shall comply with various industry, ~~OBF, and other~~ standards referred to throughout this Agreement. To satisfy these requirements, the Parties agree to a mutual interpretation of all standards referred to in this Section.

4.1.1.2 The Parties shall mutually agree to ~~OBF standards and the additional~~ the standards outlined in this Agreement when recording and transmitting Usage Data.

4.1.1.3 As new standards are developed and adopted by industry, USWC and MCI will negotiate mutually agreeable implementation of those standards.

4.1.1.4 To the extent USWC records customer usage data for its local and intraLATA toll customers, USWC will accord similar treatment to the recording of customer usage data for MCI's customers and casual MCI Telecommunications Services users. To the extent consistent with the foregoing sentence, USWC shall record all usage originating from MCI Customers using services ordered by MCI. Recorded Usage Data includes, but is not limited to, the following categories of information:

- Call Attempts
- Completed Calls
- Use of CLASS/LASS/Custom Features
- Calls To Information Providers Reached Via USWC Facilities And Contracted By USWC
- Calls To Directory Assistance Where USWC Provides Such Service To An MCI Customer
- Calls Completed Via USWC-Provided Operator Services Where USWC Provides Such Service To MCI local service Customer
- For USWC-Provided Centrex Service, Station Level Detail Records Shall Include Complete Call Detail And Complete Timing Information
- ~~Recording Of Completed Calls Which USWC Does Not Record For Its Own Service Offerings (e.g. e.g., Flat Rate Free Calling Area Service)~~

4.1.1.5 Retention of Records: USWC shall maintain a machine readable back-up copy of the message detail provided to MCI for a minimum of forty-five (45) calendar days. USWC shall provide any data back-up to MCI upon the request of MCI.

4.1.1.6 USWC shall provide to MCI Recorded Usage Data for MCI Customers only. USWC shall not submit other carrier local usage data as part of the MCI Recorded Usage Data.

4.1.1.7 USWC shall not bill to MCI Customers any recurring or non-recurring charges for service provided by USWC to MCI except where explicitly permitted to do so within a written agreement between USWC and MCI.



\_\_\_\_\_. 4.1.1.8 ~~When~~ USWC ~~shall~~ records and rates all calls to Information Service Providers (e.g., 976 service calls), ~~it and~~ shall bill such calls directly to the Customer. Customer billing name and address information may be purchased from MCIIm.

\_\_\_\_\_. 4.1.1.9 USWC shall provide Recorded Usage Data to MCIIm billing locations as designated by MCIIm.

\_\_\_\_\_. 4.1.1.10 USWC shall establish a Local Carrier Service Center (LCSC) or similar function to serve as MCIIm's single point of contact to respond to MCIIm call usage, data error, and record transmission inquiries.

\_\_\_\_\_. 4.1.1.10.1 USWC shall provide MCIIm with a single point of contact and Remote Identifiers (IDs) for each sending location.

\_\_\_\_\_. 4.1.1.11 MCIIm shall provide a single point of contact responsible for receiving usage transmitted by USWC and receiving usage tapes from a courier service in the event of a facility outage.

\_\_\_\_\_. 4.1.1.12 USWC shall bill and MCIIm shall pay the charges for Recorded Usage Data. Billing and payment shall be in accordance with the applicable terms and conditions set forth in Connectivity Billing and Recording Section of this Attachment 8.

\_\_\_\_\_. 4.1.1.13 Without waiver of, and in addition to the Audit and Examination rights set forth in the General Section of this Agreement, upon reasonable notice and at reasonable times, MCIIm or its authorized representatives may examine USWC's documents, systems, records and procedures which relate to the recording and transmission of the usage data to MCIIm under this Attachment.

#### \_\_\_\_\_. 4.1.2 Charges

\_\_\_\_\_. 4.1.2.1 USWC shall not charge any fees for recording, rating or transmitting usage data within the context of its billing data commitments for such services or elements.

\_\_\_\_\_. 4.1.2.2 No charges shall be assessed for incomplete call attempts.

#### \_\_\_\_\_. 4.1.3 Central Clearinghouse & Settlement

\_\_\_\_\_. 4.1.3.1 USWC shall support and participate with MCIIm to develop a neutral third-party in and out-collect process developed for intra-region alternately billed messages.

\_\_\_\_\_. 4.1.3.2 USWC shall settle with MCIIm for both intra-region and inter-region billing exchanges of calling card, bill-to-third party, and collect calls, including settlement through the CMDS CATS system for inter-region billing.

#### \_\_\_\_\_. 4.1.4 Lost Data

\_\_\_\_\_. 4.1.4.1 Loss of Recorded Usage Data - MCIIm Recorded Usage Data determined to have been lost, damaged or destroyed as a result of an error or omission by USWC in its performance of the recording function shall, upon MCIIm request, be recovered by USWC at no charge to MCIIm. In the event the data cannot be recovered by USWC, USWC shall estimate the messages and associated revenue, with assistance from MCIIm, based upon the method described below. This method shall be applied on a consistent basis, subject to modifications agreed to by USWC and MCIIm. This

estimate shall be used to adjust amounts MCIm owes USWC for services USWC provides in conjunction with the provision of Recorded Usage Data.

\_\_\_\_\_ 4.1.4.2 Partial Loss - USWC shall review its daily controls to determine if data has been lost. When there has been a partial loss, actual message and minute volumes shall be reported, if possible. Where actual data are not available, a full day shall be estimated for the recording entity, as outlined in the following paragraphs. The amount of the partial loss is then determined by subtracting the data actually recorded for such day from the estimated total for such day.

\_\_\_\_\_ 4.1.4.3 Complete Loss - Estimated message and minute volumes for each loss consisting of an entire AMA tape or entire data volume due to its loss prior to or during processing, lost after receipt, degaussed before processing, receipt of a blank or unreadable tape, or lost for other causes, shall be reported.

\_\_\_\_\_ 4.1.4.4 Estimated Volumes - From message and minute volume reports for the entity experiencing the loss, USWC shall secure message/minute counts for the four (4) corresponding days of the weeks preceding that in which the loss occurred and compute an average of these volumes. USWC shall apply the appropriate average revenue per message (ARPM) mutually agreed upon to the estimated message volume to arrive at the estimated lost revenue.

\_\_\_\_\_ 4.1.4.5 If the day of loss is not a holiday but one (1) (or more) of the preceding corresponding days is a holiday, use additional preceding weeks in order to procure volumes for two (2) non-holidays in the previous two (2) weeks that correspond to the day of the week that is the day of the loss.

\_\_\_\_\_ 4.1.4.6 If the loss occurs on a weekday that is a holiday (except Christmas and Mother's Day), USWC shall use volumes from the two (2) preceding Sundays.

\_\_\_\_\_ 4.1.4.7 If the loss occurs on Mother's Day or Christmas, USWC shall use volumes from that day in the preceding year multiplied by a growth rate mutually agreed upon by the Parties.

\_\_\_\_\_ 4.1.4.8 MCIm may also request data be provided that has previously been successfully provided by USWC to MCIm. USWC shall re-provide such data, if available, at a charge mutually agreed to by the Parties.

#### \_\_\_\_\_ 4.1.5 Testing, Changes and Controls

\_\_\_\_\_ 4.1.5.1 The Recorded Usage Data, EMR format, content, and transmission process shall be tested as mutually agreed to by the Parties.

\_\_\_\_\_ 4.1.5.2 Interface Testing: The purpose of this test is to ensure that the usage records can be sent by USWC to MCIm and can be accepted and processed by MCIm. USWC shall provide a test file to MCIm designated Regional Processing Center (RPC) in the format that shall be used for live day-to-day processing. The file's test content and volume shall be mutually agreed to by the Parties. MCIm shall review the file and verify that it conforms to its data center requirements. MCIm shall notify USWC in writing whether the format is acceptable. MCIm shall also provide USWC with the agreed-upon control reports as part of this test.

\_\_\_\_\_ 4.1.5.3 Operational Test: The purpose of this test is to ensure that volumes of usage in consecutive sequence can be extracted, distributed, and processed by USWC and MCIm.

\_\_\_\_\_ 4.1.5.4 For testing purposes USWC shall provide MCIm with USWC recorded usage for a minimum of five (5) consecutive days. MCIm shall provide USWC with the message validation reports associated with test usage.

\_\_\_\_\_ 4.1.5.5 Test File: Test data should be transported via NDM whenever possible. In the event that courier service must be used to transport test media, the physical tape characteristics to be used are described in this Attachment.

\_\_\_\_\_ 4.1.5.6 Periodic Review: Control procedures for all usage transferred between USWC and MCIm shall require periodic review. This review may be included as part of an annual Audit of USWC by MCIm or as part of the normal production interface management function. Breakdowns which impact the flow of usage between USWC and MCIm must be identified and jointly resolved as they occur. The resolution may include changes to control procedures, as similar problems would be avoided in the future. Any changes to control procedures would need to be mutually agreed upon by MCIm and USWC.

\_\_\_\_\_ 4.1.5.7 USWC Software Changes:

\_\_\_\_\_ 4.1.5.7.1 When USWC plans to introduce any software changes which impact the format or content structure of the usage data feed to MCIm, designated USWC personnel shall notify MCIm no less than one hundred twenty (120) calendar days before such changes are implemented.

\_\_\_\_\_ 4.1.5.7.2 USWC shall communicate the projected changes to the appropriate groups in MCIm so that potential impacts on MCIm processing can be determined.

\_\_\_\_\_ 4.1.5.7.3 MCIm personnel shall review the impact of the change on the entire control structure and the Post Conversion Test Plan, as described herein. MCIm shall negotiate any perceived problems with USWC and shall arrange to have the data tested utilizing the modified software.

\_\_\_\_\_ 4.1.5.7.4 If it is necessary for USWC to request changes in the schedule, content or format of usage data transmitted to MCIm, USWC shall notify MCIm.

\_\_\_\_\_ 4.1.5.8 MCIm Requested Changes:

\_\_\_\_\_ 4.1.5.8.1 MCIm may request changes in the schedule, content, format of the usage data transmitted from USWC, as deemed necessary by MCIm.

\_\_\_\_\_ 4.1.5.8.2 When the negotiated changes are to be implemented, MCIm and/or USWC shall arrange for testing of the modified data in a Post Conversion Test Plan designed to encompass all types of changes to the usage data transferred by USWC to MCIm and the methods of transmission for that data.

\_\_\_\_\_ 4.1.5.9 USWC System Change Description:

\_\_\_\_\_ 4.1.5.9.1 For a USWC system change, USWC shall provide MCIm with an overall description of the change, stating the objective and a brief explanation of the reasons for the change.

\_\_\_\_\_ 4.1.5.9.2 During the initial negotiations regarding the change, USWC shall provide a list of the specific records and/or systems impacted by the change to designated MCIIm personnel.

\_\_\_\_\_ 4.1.5.9.3 USWC shall also provide MCIIm a detailed description of the changes to be implemented. It shall include sufficient detail for designated MCIIm personnel to analyze and estimate the effects of the changes and to design tests to verify the accuracy of the implementation.

#### \_\_\_\_\_ 4.1.5.10 Change Negotiations:

\_\_\_\_\_ 4.1.5.10.1 MCIIm shall be notified in writing of all proposed change negotiations initiated by USWC. In turn, MCIIm shall notify USWC in writing of proposed change negotiations initiated by MCIIm.

\_\_\_\_\_ 4.1.5.10.2 After formal notification of planned changes, whether originated by USWC or MCIIm, designated MCIIm personnel shall schedule negotiation meetings as required with designated USWC personnel. The first meeting should produce the overall change description (if not previously furnished) and the list of records and/or systems affected.

\_\_\_\_\_ 4.1.5.10.3 In subsequent meetings, USWC shall provide the detailed description of changes to be implemented. After reviewing the described changes, designated MCIIm personnel shall negotiate a detailed test procedure with USWC.

\_\_\_\_\_ 4.1.5.11 Changes to controls: MCIIm may request changes to the control structure. The Parties shall mutually agree to the requested changes.

#### \_\_\_\_\_ 4.1.5.12 Verification Of Changes

\_\_\_\_\_ 4.1.5.12.1 Based on the detailed description of changes furnished by USWC, MCIIm and USWC personnel shall:

- determine the type of change(s) to be implemented;
- develop a comprehensive test plan;
- negotiate scheduling and transfer of modified data with USWC;
- negotiate testing of modified data with the appropriate MCIIm RPC;
- negotiate processing of verified data through the MCIIm billing system with the RPC;
- arrange for review and verification of testing with appropriate MCIIm groups; and
- arrange for review of modified controls, if applicable.

#### \_\_\_\_\_ 4.1.5.13 Introduction of Changes:

\_\_\_\_\_ 4.1.5.13.1 When all the testing requirements have been met and the results reviewed and accepted, designated MCIIm and USWC personnel shall:

- negotiate an implementation schedule;
- verify the existence of a contingency plan with the appropriate MCIIm personnel;
- arrange for the follow-up review of changes with appropriate MCIIm personnel;
- arrange for appropriate changes in control program, if applicable; and
- arrange for long-term functional review of impact of changes on the MCIIm billing system, i.e.i.e., accuracy, timeliness, and completeness.

## \_\_\_\_\_ 4.2 Information Exchange and Interfaces

#### 4.2.1 Core Billing Information

                   4.2.1.1 Recorded Usage Data includes all intraLATA toll and local usage. USWC shall provide MCIIm with unrated EMR records associated with all intraLATA toll and local usage which it records on MCIIm's behalf. Any Category, Group and/or Record types approved in the future for USWC shall be included if they fall within the definition of local service resale. MCIIm shall be given notification thirty (30) days prior to implementation of a new type, category and/or record.

                   4.2.1.2 USWC shall provide rated EMR records only when explicit consent for sending such records has been obtained from MCIIm.

                   4.2.1.3 All messages involving MCIIm customers which are recorded by USWC are to be transmitted to MCIIm. USWC recorded usage includes all usage by MCIIm Customers.

                   4.2.1.4 Data Delivery Schedules: Data shall be delivered to MCIIm by USWC daily (Monday through Friday except holidays) unless otherwise negotiated by the Parties. MCIIm and/or USWC Data Center holidays are excluded. USWC and MCIIm shall exchange schedules of designated Data Center holidays.

#### 4.2.2 Local Account Maintenance

                   4.2.2.1 When MCIIm purchases local service from USWC, and, as appropriate, when MCIIm purchases certain unbundled Network Elements, USWC shall provide MCIIm with local account maintenance as described herein.

                   4.2.2.2 When notified by a CLEC that an MCIIm customer has switched to CLEC's service, USWC shall provision the change and notify MCIIm via CONNECT:DIRECT, within twenty-four (24) hours of the provisioning, that the customer has changed to another service provider ("outploc").

                   4.2.2.3 When notified by MCIIm that a customer has changed his/her PIC only from one interexchange carrier to another, USWC shall provision the PIC only change.

                   4.2.2.4 If notified by an interexchange carrier using a '01' PIC order record that a MCIIm customer has changed his/her PIC only, USWC shall reject the order and notify that interexchange carrier using an industry standard '3148' record with the operating company number of MCIIm indicated, that a '01' care PIC record should be sent to MCIIm for processing.

#### 4.2.3 Product/Service Specific

                   4.2.3.1 Subject to conditions specified in elsewhere in this Attachment, USWC shall provide a Specialized Service/Service Provider Charge record to support the Special Features Star Services if these features are part of USWC's offering. Such record shall be an EMR 10-01-18 record or industry standard record as may subsequently be mutually agreed to by the Parties.

#### 4.2.4 Emergency Information

                   4.2.4.1 USWC shall provide the transport facility for transmitting usage and billing data between the USWC location and the MCIIm location. USWC shall transmit via NDM whenever possible. In the event usage transfer cannot be accommodated by NDM because of extended (one (1) business day or longer) facility outages, USWC shall contract for a courier service to transport the data via tape

\_\_\_\_\_ 4.2.4.2 The Parties shall mutually agree to the following standards when emergency data is transported to MCIIm on tape or cartridge via a courier. The data shall be in fixed or variable block format as mutually agreed to:

Tape:	9-track, 6250 (or 1600) BPI (Bytes per inch)
Cartridge:	38,000 BPI (Bytes per inch)
LRECL:	2,472 Bytes
Parity:	Odd
Character Set:	Extended Binary Coded Decimal Interchange Code (EBCDIC)
External labels:	Exchange Carrier Name, Dataset Name (DSN) and volume serial

number

Internal labels: IBM Industry OS labels shall be used. They consist of a single volume label and two sets of header and trailer labels.

#### \_\_\_\_\_ 4.2.5 Rejected Recorded Usage Data

\_\_\_\_\_ 4.2.5.1 At the discretion of MCIIm, any messages that cannot be rated and/or billed by MCIIm may be returned to USWC via NDM. Returned messages shall be sent directly to USWC in EMR format. Standard EMR return codes shall be utilized.

#### \_\_\_\_\_ 4.2.6 Interfaces

\_\_\_\_\_ 4.2.6.1 USWC, at no cost to MCIIm, shall transmit formatted Recorded Usage Data to MCIIm via NDM as designated by MCIIm.

\_\_\_\_\_ 4.2.6.2 MCIIm shall notify USWC of resend requirements if a pack or entire dataset must be replaced due to pack rejection, damage in transit, dataset name failure, etc.

\_\_\_\_\_ 4.2.6.3 Critical edit failure on the Pack Header or Pack Trailer records shall result in pack rejection (e.g., detail record count not equal to grand total included in the pack trailer). Notification of pack rejection shall be made by MCIIm within one (1) business day of processing. Rejected packs shall be corrected by USWC and retransmitted to MCIIm within twenty-four (24) hours or within an alternate time frame negotiated on a case by case basis.

\_\_\_\_\_ 4.2.6.4 A pack shall contain a minimum of one (1) message record or a maximum of 9,999 message records plus a pack header record and a pack trailer record. A file transmission contains a maximum of 99 packs. A dataset shall contain a minimum of one (1) pack. USWC shall provide MCIIm one (1) dataset per sending location, with the agreed upon RAO/OCN populated in the Header and Trailer records.

#### \_\_\_\_\_ 4.2.7 Formats & Characteristics

\_\_\_\_\_ 4.2.7.1 Rated in collect messages should be transmitted via the NDM and can be intermingled with the unrated messages. No special packing is needed.

\_\_\_\_\_ 4.2.7.2 EMR: USWC shall provide Recorded Usage Data in the EMR format and by category, group and record type, and shall be transmitted, via a direct feed, to MCIIm. The types of EMR records that MCIIm can expect to receive from USWC, includes, but is not limited to the following:

Header Record \_\_\_\_\_ 20-21-01 or 20-20-01

	Trailer Record	20-21-02 or 20-20-02
82, 10-01-01, 06, 08, 09, 14, 17, 18, 31, 32, 35, 37	Detail Records *	01-01-01, 06, 08, 09, 14, 17, 18, 31, 32, 35, 37, 80, 81,
82,	Credit Records	03-01-01, 06, 08, 09, 14, 17, 18, 31, 32, 35, 37, 80, 81,
82,	Rated Credits	41-01-01, 06, 08, 09, 14, 17, 18, 31, 32, 35, 37, 80, 81,
80, 81, 82,	Cancel Records	51-01-01, 06, 08, 09, 14, 17, 18, 31, 32, 35, 37,
82,	Correction Records	71-01-01, 06, 08, 09, 14, 17, 18, 31, 32, 35, 37, 80, 81,

\* Category 01 is utilized for Rated Messages; Category 10 is utilized for Unrated Messages. Category 10 records are to have indicator 13 populated with a value of 5.

4.2.7.3 USWC shall comply with the most current version of Bellcore standard practice guidelines for formatting EMR records.

4.2.7.4 The Interfacing Bell RAO, OCN, and Remote Identifiers shall be used by MCIIm to control invoice sequencing and each shall have its own invoice controls. The OCN shall also be used to determine where the message returns file, containing any misdirected and unguidable usage, shall be sent.

4.2.7.5 The file's Record Format (RECFM) shall be Variable Block or fixed as negotiated, Size and the Logical Record Length (LRECL) shall be as mutually agreed to by the Parties.

4.2.7.6 Initially, USWC may elect not to comply with specific sorting requirements. However, MCIIm may request USWC to sort PACKS in accordance with MCIIm specifications at a later date.

4.2.7.7 USWC shall transmit the usage to MCIIm using dataset naming conventions mutually agreed upon by the Parties.

#### 4.2.8 Controls

4.2.8.1 MCIIm shall test and certify the NDM interface to ensure the accurate receipt of Recorded Usage Data.

4.2.8.2 Header and trailer records shall be populated in positions 13-27 with the following information:

Position	
13-14	Invoice numbers (1-99)
15-16	Bell Co. ID number
17-19	Interfacing Bell RAO Code
20-23	MCIIm OCN - value 7229
24-27	Reseller OCN

The trailer grand total record count shall be populated with total records in pack (excluding header & trailer)



4.2.8.3 Control Reports: MCIIm accepts input data provided by USWC in EMR format in accordance with the requirements and specifications detailed in this Attachment 8. In order to ensure the overall integrity of the usage being transmitted from USWC to MCIIm, data transfer control reports shall be required. These reports shall be provided by MCIIm to USWC on a daily or otherwise negotiated basis and reflect the results of the processing for each pack transmitted by USWC.

4.2.8.4 Control Reports - Distribution: Since USWC is not receiving control reports, dataset names shall be established during detailed negotiations.

4.2.8.5 Message Validation Reports: MCIIm shall provide the following once per day (or as otherwise negotiated) Message Validation reports to the designated USWC System Control Coordinator. These reports shall be provided for all data received within USWC Local Resale Feed and shall be transmitted Monday through Friday.

4.2.8.6 Incollect Pack Processing: This report provides vital statistics and control totals for packs rejected and accepted and dropped messages. The information is provided in the following report formats and control levels:

	USWC Name
	Reseller Total Messages processed in a pack
within a pack	Packs processed shall reflect the number of messages initially erred and accepted
	Reseller Total Packs processed

### **4.3 Standards**

4.3.1 When requested by MCIIm for security purposes, USWC shall provide MCIIm with Recorded Usage Data within two (2) hours of the call completion. If not available in EMR format, the Recorded Usage Data may be provided in AMA format.

4.3.2 USWC shall include the Working Telephone Number (WTN) of the call originator on each EMR call record.

4.3.3 End user Customer usage records and station level detail records shall be in packs in accordance with EMR standards or applicable industry standards as defined in 5.3.1 of this Section.

4.3.4 USWC shall provide Recorded Usage Data to MCIIm on a schedule to be determined by the Parties once a day, three hundred sixty-five (365) days a year as designated by MCIIm. USWC shall provide to MCIIm the Recorded Usage Data not more than twenty-four (24) hours after termination of the call for which usage data is to be provided.

4.3.5 USWC shall segregate and organize the Recorded Usage Data in accordance with 4.2.7 of this Section.

### **4.4 Performance Measurements**

When the objectives or benchmarks for the performance measurements in this Section are different than those used by USWC for these same measurements, then the USWC objectives shall apply to the measurements in this Section. However, if such measurements are specifically cited under Commission Rules, then the objectives stated in such rules shall apply to this Section.



4.4.1 Timeliness: USWC shall mechanically transmit, via NDM, all usage records to MCI Message Processing Center once per day.

Measurement:

Rating	Criteria
Exceeds Expectations	$\geq 99.95\%$ records delivered on the day call was recorded
Meets Expectations	$= 99.94\%$ of all messages delivered on the day the call was recorded
Approaches Expectations	$= 99.94\%$ of all messages delivered within 12 hours of the day the call was recorded
Does Not Meet Expectations	$< 99.94\%$ of all messages delivered within 12 hours of the day the call was recorded

4.4.2 Completeness: USWC shall provide all required Recorded Usage Data and ensure that it is processed and transmitted within fifteen (15) days of the message create date.

Metric:

(Total number of Recorded Usage Data records delivered during current month  
 minus  
 Number of Usage Call Records held in error file at the end of the current month)  
 divided by  
 Total number of Recorded Usage Data Records delivered during current month]  
 times 100

Measurement:

Rating	Criteria
Exceeds Expectations	100% of all recorded records delivered
Meets Expectations	$\geq 99.99\%$ of all recorded records delivered
Approaches Expectations	99.95% to 99.98% of recorded records delivered
Does Not Meet Expectations	$\leq 99.94\%$ of all recorded records delivered

Note: Failure of USWC to transmit to MCI 100% of all recorded messages shall result in a liability by USWC to MCI for the lost revenue.

4.4.3 Accuracy: USWC shall provide Recorded Usage Data in the format and with the content as defined in the current Balker document.

Metric:

$\frac{\text{Total Number of Recorded Usage Data Transmitted Correctly}}{\text{Total Number of Recorded Usage Data Transmitted}} \times 100$

Measurement:

Rating	Criteria
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Exceeds Expectations	100% of all recorded records delivered
Meets Expectations	≥99.99% of all recorded records delivered
Approaches Expectations	99.95% to 99.98% of all recorded records delivered
Does Not Meet Expectations	≤ 99-94% of all recorded records delivered

\_\_\_\_\_ 4.4.4 Data Packs Accuracy: USWC shall transmit to MCI all packs error free in the format agreed.

Measurements:

Rating	Criteria
Exceeds Expectations	6+ months of Transmitted Packs without a rejected pack
Meets Expectations	6 months of Transmitted Packs without a rejected pack
Does Not Meet Expectations	1 Rejected Pack in a window of less than 3 months

Note: All measurements shall be on a Rolling Period.

\_\_\_\_\_ 4.4.5 Recorded Usage Data Accuracy: USWC shall ensure that the Recorded Usage Data is transmitted to MCI error free. The level of detail includes, but is not limited to: detail required to rate the call, duration of the call, and correct originating/terminating information pertaining to the call. The error is reported to USWC as a Modification Request (MR). Performance is to be measured at the two (2) levels defined below. MCI shall identify the priority of the MR at the time of hand off as Severity 1 or Severity 2. The following are MCI expectations of USWC for each:

Measurement:

Severity 1:

Rating	Criteria
Exceeds Expectations	100% of the MR fixed in ≤24 hours
Meets Expectations	≥90% of the MR fixed in ≤24 hours and 100% of the MR fixed in ≤5 days
Does Not Meet Expectations	<90% of the MR fixed in ≤24 hours or <100% of the MR fixed in >5 days

Severity 2:

Rating	Criteria
Exceeds Expectations	100% of the MR fixed in ≤3 working days

Meets Expectations	≥90% of the MR fixed in 3 days and 100% of the MR fixed in ≤10 days
Does Not Meet Expectations	<90% of the MR fixed in ≤3 days or 100% of the MR fixed in >10 days

\_\_\_\_\_ 4.4.6 Usage Inquiry Responsiveness: USWC shall respond to all usage inquiries within twenty-four (24) hours of MCI's request for information. It is MCI's expectation to receive continuous status reports until the request for information is satisfied.

Measurements:

Rating	Criteria
Meets Expectations	100% of the Inquires responded to within 24 hours
Does Not Meet Expectations	<99.99% of the Inquiries responded to within 24 hours

\_\_\_\_\_ 4.4.7 File Transfer Accuracy: USWC shall initiate and transmit all files error free and without loss of signal.

Metric:

$$\frac{\text{Number of FILES Received}}{\text{Number of FILES Sent}} \times 100$$

Note: All measurement shall be a on a rolling period.

Measurement:

Rating	Criteria
Exceeds Expectations	6+ months of file transfers without a failure
Meets Expectations	6 months of file transfers without a failure
Does Not Meet Expectations	<6 months of file transfers without failure

\_\_\_\_\_ 4.4.8 USWC shall meet the following performance measurements for the provision of EMR records:

\_\_\_\_\_ 4.4.8.1 Timeliness: Ninety-nine and ninety-four tenths percent (99.94%) of all records recorded each day should be received by MCI within one (1) calendar day of their recording. One hundred percent (100%) of all such records should be received within five (5) calendar days of their recording;

\_\_\_\_\_ 4.4.8.2 Accuracy: There should be no more than sixty (60) errors per one (1) million records transmitted;

\_\_\_\_\_ 4.4.8.3 Completeness: There should be no more than twenty (20) omissions per one (1) million records.



## **4.5 Reporting**

4.5.1 USWC shall agree to develop reports to be used for local usage data performance measurement within sixty (60) days of the Effective Date of this Agreement.

4.5.2 In addition to the reporting requirements stated above, USWC shall produce and publish annually with respect to its network and service quality performance, a report which will provide evidence that USWC shows no undue discrimination by USWC amongst CLECs or between USWC retail and other CLECs with respect to quality of service.

4.5.2.1 The specific services to be included in the Performance Measurement Report, its format, measurement time frame, and initial implementation date shall be as required by MCI.

## **Section 5. Maintenance**

### **5.1 General Requirements**

5.1.1 USWC shall provide repair, maintenance, testing, and surveillance for all local services and unbundled Network Elements and Combinations in accordance with the terms and conditions of this Agreement and at least equivalent to that which USWC provides for itself or any other Person.

5.1.2 During the term of this Agreement, USWC shall provide necessary maintenance business process support as well as those technical and systems interfaces required to enable MCI to provide at least the same level and quality of service for all services for resale, functions, features, capabilities and unbundled Network Elements or Combinations of Network Elements as USWC provides itself, its subscribers, any of its Affiliates or subsidiaries or any other Person. At a minimum, USWC shall provide MCI with the same level of maintenance support as USWC provides itself in accordance with standards and performance measurements that are at least equal to the highest level of standards and/or performance measurements that USWC uses and/or which are required by law, regulatory agency, or by USWC's own internal procedures, whichever are the most rigorous. These standards shall apply to the quality of the technology, equipment, facilities, processes and techniques (including, but not limited to, such new architecture, equipment, facilities and interfaces as USWC may deploy) that USWC provides to MCI under this Agreement.

5.1.3 USWC shall provide a SPOC (Single Point of Contact) for MCI to report maintenance issues and trouble reports via real-time electronic interfaces twenty four (24) hours a day, seven (7) days a week. The SPOC Residence 800 number, and SPOC Business 800 number, will be the numbers used for all of USWC's 14 states.

5.1.4 USWC shall provide MCI maintenance dispatch personnel on the same schedule that it provides for its own end users.

5.1.5 MCI shall handle all interaction with MCI subscribers including all calls regarding service problems, scheduling of technician visits, and notifying the subscriber of trouble status and resolution.

5.1.6 USWC shall cooperate with MCI to meet maintenance standards for all Telecommunications Services, unbundled Network Elements and Combinations ordered under this Agreement, as specified by quality performance measurements detailed in this Attachment. Such

maintenance standards shall include, without limitation, standards for testing, network management, call gapping, and notification of upgrades as they become available.

5.1.7 All USWC employees or contractors who perform repair service for MCI subscribers shall be trained in non-discriminatory behavior, and shall follow procedures, supplied by MCI, in all their communications with MCI subscribers. At a minimum, these procedures and protocols shall ensure that: (a) USWC employees or contractors shall perform repair service that is at least equal in quality to that provided to USWC subscribers; and (b) trouble calls from MCI subscribers shall receive response time priority that is at least equal to that of USWC subscribers and shall be handled on a "first come first served" basis regardless of whether the subscriber is an MCI subscriber or a USWC subscriber.

5.1.8 – Scheduled Maintenance: USWC shall perform scheduled maintenance, including, without limitation, required and recommended maintenance intervals and procedures, for all Telecommunications Services, Network Elements and Combinations provided to MCI under this Agreement equal in quality to that currently provided by USWC in the maintenance of its own network.

5.1.8.1 USWC shall provide MCI ~~at least sixty (60) days~~ advance notice of any scheduled maintenance activity which may impact MCI's subscribers, including a list of all services, Network Elements, features, functions, and capabilities which may be impacted by USWC maintenance activities. Such advance notice shall be the maximum time period based on the date upon which approval for such work is obtained through the internal approval process of USWC for such work. Scheduled maintenance shall include, but not be limited to, switch software retrofits, power tests, major equipment replacements and cable/facility rolls.

5.1.8.2 Plans for scheduled maintenance shall include, at a minimum, the following information: location and type of facilities, specific work to be performed, date and time work is scheduled to commence, work schedule to be followed, date and time work is scheduled to be completed, and the estimated number of work-hours for completion. Examples of such activities include, but are not limited to: office conversions, cable facility rolls, and tandem re-homes.

5.1.8.3 MCI requires prior notification with the option to influence the decision (time frame TBD), of any scheduled maintenance activity performed by USWC that will include maintenance affecting MCI's Customers. ~~(i.e., cable throws, working line transfers, facility rolls)~~. MCI requires parity with USWC regarding knowledge of prior notification of engineering changes associated with the scheduled maintenance activities.

5.1.8.4 USWC shall exercise its best efforts to notify MCI of all non-scheduled activities to be performed by USWC on any Network Element, including, without limitation, any hardware, equipment, software, or system, providing service functionality which will likely impact MCI subscribers.

5.1.8.5 USWC shall provide the maximum advance notice of such non-scheduled maintenance and testing activity possible, under the circumstances, but in no event shall work take place without prior notification to MCI if such maintenance affects only MCI or its customers.

5.1.9 USWC shall provide emergency maintenance as promptly as possible to maintain or restore service and shall advise MCI promptly of any such actions it takes.

5.1.10 Emergency Restoration and Disaster Recovery: USWC shall provide MCI a detailed description of any and all emergency restoration plans and disaster recovery plans which are in place during the term of this Agreement. Such plans shall include, at a minimum, the following: (a) provisions for immediate notification to MCI of the existence, location, and source of any Network Events

that potentially affect an MCI subscriber; (b) establishment of a single point of contact responsible for initiating and coordinating the restoration of all local services and Network Elements or Combinations; (c) methods and procedures to provide MCI with real-time access to information relating to the status of restoration efforts and problem resolution during the restoration process; (d) an inventory and description of mobile restoration equipment, by location; (e) methods and procedures for the dispatch of mobile equipment to the restoration site; (f) methods and procedures for reprovisioning of all Telecommunications Services and Network Elements or Combinations after initial restoration; (g) equal priority, as between MCI subscribers and USWC subscribers, for restoration efforts, consistent with FCC Service Restoration guidelines, including, without limitation, deployment of repair personnel, and access to spare parts and components; and (h) a mutually agreeable process for escalation of maintenance problems, including a complete, up-to-date list of responsible contacts, each available twenty-four (24) hours per day, seven (7) days per week.

5.1.10.1 For purposes of this subsection, a Network Event is defined as 5,000 or more blocked call attempts in a ten (10) minute period for all subscribers in a single exchange.

5.1.10.2 Emergency restoration and Disaster Recovery plans shall be modified and updated as required.

5.1.11 USWC and MCI shall establish mutually acceptable methods and procedures for the immediate, on-line transfer from USWC to MCI of any and all misdirected calls from MCI subscribers requesting repair where technically feasible. Where not technically feasible, USWC shall provide MCI contact number to subscriber.

5.1.12 USWC shall inform MCI of repair completion and trouble reason as soon as possible but not more than thirty (30)~~ten (10)~~ minutes after restoration of Network Elements, or Combinations, and any other trouble reports by MCI. MCI will contact its subscriber to determine if repairs were completed and confirm the trouble no longer exists. USWC trouble report shall not be considered closed until such notification is made.

5.1.13 USWC and MCI shall mutually develop escalation procedures to be followed if, in MCI's judgment, any performance standard defined in this Agreement is not met for any individual trouble report. The escalation procedures to be provided shall include names and telephone numbers of USWC management personnel who are responsible for maintenance issues and who will be contacted when a trouble condition is escalated.

5.1.14 In the event USWC fails to conform to any specified performance and service quality standards, MCI may request, and USWC shall perform and deliver to MCI, a root cause analysis of the reasons for USWC's failure to conform, and USWC shall correct said cause as soon as possible, at its own expense.

5.1.15 Dispatching of USWC technicians to MCI subscriber premises shall be accomplished by USWC pursuant to a request received from MCI. MCI shall be able to schedule maintenance appointments in intervals at parity with USWC upon opening of a trouble report.

5.1.16 USWC shall provide, for resale, any maintenance/protection and/or Service Assurance plans to MCI that it offers USWC's own subscribers.

5.1.17 USWC will provide the ability to pre-screen any activities which would incur charges to MCI in order for MCI to authorize the activity. This includes, but is not limited to, the dispatch of USWC employees or contractors to a MCI subscriber's premise, incurring overtime, or incurring additional material charges.



5.1.18 USWC shall perform all testing for Resale Services. Upon MCIIm request, USWC shall provide such testing results in a reasonable period of time.~~MCIIm requires access to MLT testing on a demand basis. Results will be provided within two (2) minutes of test completion.~~

5.1.19 USWC will immediately notify MCIIm of any Network Event which impacts MCIIm subscribers. Notification will include areas affected (NPA-NXX) and estimated time to repair. USWC agrees to advise MCIIm of any Network Event that is known at the time of inquiry or trouble report.

5.1.20 Workcenter Interface Agreements: USWC agrees to develop, with MCIIm's cooperation, mutually acceptable workcenter interface agreements that document methods and procedures to initially implement the operational terms of this Agreement within ninety (90) days of the Effective Date of this Agreement.

5.1.20.1 After the initial deployment of the workcenter processes, USWC agrees to continue working with the MCIIm to further develop, improve and refine the operational processes described in this Agreement.

5.1.21 USWC shall provide the MCIIm the capability to perform surveillance and performance monitoring for all resale services and unbundled Network Elements provided to MCIIm.

5.1.22 USWC shall bill MCIIm (not MCIIm's subscriber) for all authorized and applicable maintenance charges for premise visits by USWC employees or contractors.

5.1.23 Customer Premise Form: USWC employees or contractors shall present the subscriber with an MCIIm provided, MCIIm-branded form detailing the time spent, the materials used and an indication that the trouble has either been resolved, or that additional work will be necessary.

5.1.23.1 USWC employees or contractors shall obtain the subscriber's signature upon said form, and use the signed form to input maintenance charges into USWC repair and maintenance database (accessible by way of electronic interface).

5.1.24 USWC and MCIIm agree to a trouble priority and severity coding format for all trouble reports handled between the two companies. Troubles are prioritized according to appointment schedules:

5.1.24.1 Priority 1 = Out of Service

5.1.24.2 Priority 2 = Affecting Service

5.1.24.3 Priority 3 = Feature Trouble

5.1.24.4 The Customer has the ability to escalate.

5.1.25 Additional Unbundling Requirements: When trouble is reported by a subscriber served through unbundled Network Elements, MCIIm will test its network to identify and isolate any problems. If no problems are identified with the MCIIm network, MCIIm will open a trouble report with USWC. USWC shall then test its portion of the network and perform repairs as required in the time frames set forth in this Attachment.

5.1.25.1 MCIIm will coordinate combined testing and/or repair activities until the trouble is resolved. For trouble isolation, USWC shall cooperatively test with MCIIm as required.

5.1.25.2 MCIm may request that mMaintenance service options shall be unbundled pursuant to the BFR process to permit MCIm, at its option, to use qualified third party contractors for maintenance/repair of Network Elements.

~~5.1.26 All MCIm subscribers shall be able to continue to use the established local dialing protocol to access the repair center. Upon dialing "the repair center", the subscriber shall be presented with a non-branded menu that requests the input of the subscriber's telephone number. Once the telephone number is provided, the subscriber shall be transferred to the MCIm repair center. Whenever USWC receives a repair call directly from an MCIm subscriber, without voice response menu prompts, the call shall be unbranded and transferred to the appropriate MCIm repair center.~~

5.1.26 Whenever USWC receives a repair call directly from an MCIm subscriber, the call shall be transferred to the appropriate MCIm repair center. Through the BFR process, MCIm may request that all MCIm subscribers be able to use the established local dialing protocol of USWC to access its repair center AND that USWC unbrand its responses to such calls.

## **5.2 Trouble Reporting Process**

5.2.1 USWC shall provide the capability for the MCIm to open a trouble report.

5.2.2 USWC shall supply MCIm with a unique number to identify each MCIm trouble report opened.

5.2.3 USWC shall provide an Estimated Time To Repair (ETTA) on all trouble reports upon opening.

5.2.4 USWC shall provide MCIm the capability to verify Central Office features and functions as they relate to an open trouble report. USWC agrees to work with MCIm on the initial trouble report to isolate the cause of the trouble and, where possible, resolve the feature/function related trouble at that time.

5.2.5 USWC shall provide test results to MCIm for trouble isolation and clearance. USWC will clear any reported trouble to the end-user's network interface. In all instances, USWC will provide MCIm with the disposition of the trouble.

5.2.6 USWC shall provide MCIm the capability to schedule appointment at a customer's premises, upon opening a trouble report.

5.2.7 USWC shall provide to MCIm the ability to obtain the status on open maintenance trouble reports via telephone or by another interface as agreed to by the Parties. USWC agrees to provide the status of residence and small business trouble reports upon MCIm request.

5.2.8 USWC agrees to provide to MCIm the status for open maintenance trouble reports for large business Customers anytime the status of the trouble report changes or at MCIm's request.

5.2.9 USWC agrees that MCIm may call USWC to verify central office features and functions as they relate to an open trouble report. USWC agrees to work with MCIm on the initial trouble report to isolate the cause of the trouble and, where possible, resolve the feature/function related trouble at that time.

\_\_\_\_\_ 5.2.10 USWC agrees to proactively advise MCIIm of any central office failure that is known at the time of any inquiry or trouble report. USWC agrees to continue to work with MCIIm toward implementing a process to meet MCIIm requirements for notification of switch failures as soon as possible.

\_\_\_\_\_ 5.2.11 USWC agrees to provide an Estimated Time To Repair (ETTR) on all residence and small business trouble reports.

\_\_\_\_\_ 5.2.12 USWC agrees to develop, with MCIIm cooperation, mutually acceptable workcenter interface Agreements to document methods and procedures for interim and final interfaces for each service within (30) thirty days the effective date of this Agreement of MCIIm notice to USWC of its initiation of that service.

\_\_\_\_\_ 5.2.12.1 After the initial deployment of the workcenter processes, USWC agrees to continue working with the MCIIm to further develop, improve and refine the operational process described in this Agreement.

\_\_\_\_\_ 5.2.13 USWC agrees to provide MCIIm repair history of previous trouble reports on customer service of open trouble report.

~~\_\_\_\_\_ 5.2.14 USWC agrees to provide MCIIm repair history of previous trouble reports on customer service of open trouble report.~~

\_\_\_\_\_ 5.2.14~~15~~ USWC shall provide the capability for ~~the~~ MCIIm to escalate the trouble report.

\_\_\_\_\_ 5.2.15~~16~~ USWC shall provide the capability to cancel a trouble report.

\_\_\_\_\_ 5.2.16~~17~~ USWC shall provide the capability to modify a trouble report.

\_\_\_\_\_ 5.2.17~~18~~ USWC shall provide ~~the~~ MCIIm immediate notification in the event a repair person is unable to be present for, or anticipates missing, a scheduled repair appointment.

\_\_\_\_\_ 5.2.18~~19~~ While USWC is at an MCIIm customer's premises, and it is determined that additional work is required, USWC- employees or contractors shall call MCIIm ~~from the customer's premises~~ so that MCIIm can coordinate the additional workschedule a new appointment with USWC and subscriber at the same time.

\_\_\_\_\_ 5.2.19~~20~~ USWC shall inform MCIIm of repair completion, and request authorization to close the USWC trouble report. MCIIm will then contact the subscriber and confirm that the trouble no longer exists. If the trouble is resolved, MCIIm will authorize the closure of the USWC trouble report. If the trouble is not resolved, MCIIm will advise USWC that the trouble still exists, and the USWC trouble report will remain open.

\_\_\_\_\_ 5.2.20~~21~~ Once authorization is granted to close USWC trouble report, USWC shall provide MCIIm all applicable time and material charges on the trouble report as part of the closure process.

\_\_\_\_\_ 5.2.21~~22~~ At MCIIm's request, USWC shall allow MCIIm to reopen a trouble report if the initial trouble report was closed without repairs being performed to the subscriber's satisfaction. Such reopening shall reactivate the original report. For reopened trouble reports, MCIIm shall have the ability to escalate repair service requests.

### 5.3 Systems Interfaces and Information Exchanges

5.3.1 USWC shall cooperate with MCI to establish real-time, electronic interface by MCI to USWC's maintenance systems and databases. This interface shall be seamless and transparent to MCI personnel working through MCI's systems. This interface shall be based on existing and future uniform industry standards such as those being worked in T1M1 standards committee and Electronics Communications Implementation Committee (ECIC) industry forum.

5.3.2 This interface shall allow MCI personnel to perform the following functions for MCI Customers: (a) enter trouble reports in the USWC maintenance systems for an MCI Customer, (b) retrieve and track current status on all MCI Customer trouble report; (c) receive "estimated time to repair" (ETTA) on a real-time basis; (d) receive immediate notification in the event a repair person is unable to be present for, or anticipates missing, a scheduled repair appointment, (e) retrieve all applicable time and material charges at the time of ticket closure (itemized by time spent, price of materials used, procedures employed, amounts incurred in each such category, and total by Customer, per event, and (f) receive automated notification of case closure.

5.3.3 This electronic real-time interface shall provide on-line capability for MCI personnel to perform all of the functions described in this Attachment 8. Before electronic interfaces are available, the Parties may agree upon alternative methods.

5.3.4 Automated interfaces must be provided into a centralized operations support systems data base for real time network monitoring to proactively identify potential service degradation. Such systems must monitor and report on the integrity of the USWC network, isolate trouble and, where applicable (e.g.e.g., when an unbundled loop is connected to an unbundled port or when an unbundled loop includes such equipment as DCS, D4, etc.), initiate repair operations, test individual unbundled loops and generate maintenance and repair notices that impact any end user's ability to complete calls. Ongoing maintenance practices on such unbundled loops must equal or exceed the practices employed by USWC for facilities used to provide services for resale.

5.3.5 USWC shall develop with MCI a mutually agreeable System Change Control process within ninety (90) days from the Effective Date of this Agreement. The System Change Control process will allow coordinated updates to system interfaces between USWC and MCI based on existing and future industry standards.

5.3.6 MCI to USWC real-time electronic interfaces and USWC maintenance systems/databases shall be on-line and operational twenty-four (24) hours a day, seven (7) days a week.

5.3.7 USWC agrees to develop and implement, as soon as possible, but not later than the dates required in this Agreement January 1, 1997, the electronic interfaces described above.

#### **5.4 Performance Measurements and Reporting**

When the objectives or benchmarks for the performance measurements in this Section are different than those used by USWC for these same measurements, then the USWC objectives shall apply to the measurements in this Section. However, if such measurements are specifically cited under Commission Rules, then the objectives stated in such rules shall apply to this Section.

5.4.1 Until electronic interface exists, USWC agrees that MCI may report troubles to USWC's repair bureau by telephone and or dial up modem at MCI's discretion. USWC repair bureau shall conform to the following performance and service quality standards when providing repair and maintenance to MCI and MCI subscribers under this Agreement.

\_\_\_\_\_ 5.4.2 Manual Interface: When repair service is provided to MCIm subscribers before an electronic interface is established between MCIm and USWC, the following standards shall apply (calls placed on hold or answered by automated response systems shall be considered to meet the standards specified in the following paragraph):

\_\_\_\_\_ 5.4.2.1 The USWC repair bureau shall answer its telephone and begin taking information from MCIm within twenty (20) seconds of the first ring, ninety-five percent (95%) of the time; within thirty (30) seconds of the first ring, ninety-eight percent (98%) of the time; and within forty (40) seconds of the first ring, one hundred percent (100%) of the time. If calls are answered via a modem, they must be answered on the first (1st) ring eighty percent (80%) of the time and by the second (2nd) ring one hundred percent (100%) of the time.

\_\_\_\_\_ 5.4.3 In the event the "estimated time to restore" has been missed, USWC shall notify MCIm immediately.

\_\_\_\_\_ 5.4.4 Network Events: Network Events shall be restored within one (1) hour. The only exception to this shall be in the case of a Force Majeure event affecting an entire exchange. Network events are defined as 5,000 or more blocked calls within a ten (10) minute period within a single exchange.

\_\_\_\_\_ 5.4.5 Outage Less Than Network Event: Where an outage has not reached the threshold defined as a Network Event, the following quality standards shall apply with respect to restoration of services:

\_\_\_\_\_ 5.4.5.1 Total outages requiring a premises visit by an USWC technician received between 8 a.m. and 6 p.m. on any day shall be restored within four (4) hours of referral, ninety percent (90%) of the time; within eight (8) hours of referral, ninety-five percent (95%) of the time; and within sixteen (16) hours of referral, ninety-nine percent (99%) of the time.

\_\_\_\_\_ 5.4.5.2 Total outages requiring a premises visit by a USWC technician received between 6 p.m. and 8 a.m. on any day shall be restored during the following 8 a.m. to 6 p.m. period in accordance with the following performance metrics: within four (4) hours of 8 a.m., ninety percent (90%) of the time; within eight (8) hours of 8 a.m., ninety-five percent (95%) of the time; and within sixteen (16) hours of 8 a.m., ninety-nine percent (99%) of the time.

\_\_\_\_\_ 5.4.5.3 Total service outages which do not require a customer premises visit by a USWC technician shall be restored within two (2) hours of referral, eighty-five percent (85%) of the time; within three (3) hours of referral, ninety-five percent (95%) of the time; and within four (4) hours of referral, ninety-nine percent (99%) of the time.

\_\_\_\_\_ 5.4.6 For maintenance and trouble management purposes, Telephone Service Prioritization (TSP) and Essential Services outages shall be designated for repair at the highest priority one hundred percent (100%) of the time.

\_\_\_\_\_ 5.4.7 Trouble reports for other than total service outage shall be resolved within twenty-four (24) hours of referral, ninety-five percent (95%) of the time, irrespective of whether or not resolution requires a customer premises visit. Service will be considered restored, or a trouble considered resolved, when the quality of the service is equal to that provided before the outage or the trouble occurred.

\_\_\_\_\_ 5.4.8 Repeat trouble reports from the same subscriber on the same service in a two-month period shall be less than one percent (1%). Repeat trouble reports shall be measured by the number of trouble reports opened relating to the same telephone line during the current and previous report months.

\_\_\_\_\_ 5.4.9 To support unbundling processes, USWC agrees to support trouble sectionalization and resolution and to respond to MCI requests for assistance within one (1) hour for scheduling of testing personnel.

\_\_\_\_\_ 5.4.10 USWC repair bureau shall provide to MCI the "estimated time to restore," with at least ninety-seven percent (97%) percent accuracy.

## \_\_\_\_\_ 5.5 Reporting

\_\_\_\_\_ 5.5.1 USWC shall provide exception reporting which communicates both planned and unplanned outages and restorations to MCI.

\_\_\_\_\_ 5.5.2 USWC shall provide monthly performance reports detailing overall performance in repairing service, including comparative results for USWC's own subscribers. Reports will contain at a minimum the following information presented by State, Area Code, NXX, Product Feature, and will be delivered monthly with daily information detail:

### \_\_\_\_\_ 5.5.2.1 Jeopardies

_____ 5.5.2.1.1	Total	number
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- \_\_\_\_\_ 5.5.2.1.2 As a percentage of trouble tickets
- \_\_\_\_\_ 5.5.2.2 Appointments
- \_\_\_\_\_ 5.5.2.2.1 Total number
- \_\_\_\_\_ 5.5.2.2.2 Missed appointments
- \_\_\_\_\_ 5.5.2.2.3 As a percentage of total appointments
- \_\_\_\_\_ 5.5.2.3 Repeat troubles
- \_\_\_\_\_ 5.5.2.3.1 Total number
- \_\_\_\_\_ 5.5.2.3.2 As a percentage of total troubles
- \_\_\_\_\_ 5.5.2.4 Planned outages
- \_\_\_\_\_ 5.5.2.4.1 Total number
- \_\_\_\_\_ 5.5.2.4.2 As a percentage of total outages
- \_\_\_\_\_ 5.5.2.5 Unplanned outages
- \_\_\_\_\_ 5.5.2.5.1 Total number
- \_\_\_\_\_ 5.5.2.5.2 As a percentage of total outages
- \_\_\_\_\_ 5.5.2.6 Total number of trouble identified proactively.
- \_\_\_\_\_ 5.5.2.6.1 Total number of proactive troubles repaired
- \_\_\_\_\_ 5.5.2.7 Total number of subscriber affected by a network alarm
- \_\_\_\_\_ 5.5.2.7.1 Total time to notify MCIIm of a network alarm
- \_\_\_\_\_ 5.5.2.8 Total number of service interruptions
- \_\_\_\_\_ 5.5.2.9 Total number of mechanized loop tests performed
- \_\_\_\_\_ 5.5.2.10 Total number of emergency network outages as defined by 5,000 or more blocked call attempts in a ten (10) minute period
- \_\_\_\_\_ 5.5.3 MCIIm may, at its discretion, further require additional and/or modified reporting as business needs demand.

## Section 6. ~~\_-~~ Miscellaneous Services & Functions

### 6.1 General Requirements

         Access to all interfaces for provisioning of services and reporting requirements set forth in this section shall be provided to MCI~~m~~ by USWC on at least an equivalent and comparable basis to those provided by USWC to itself or any other Person.

#### 6.1.1 Basic 911 and E911 General Requirements

         6.1.1.1 Basic 911 and E911 provide a caller access to the appropriate emergency service bureau by dialing a 3-digit universal telephone number (911). Basic 911 and E911 access from Local Switching shall be provided to MCI~~m~~ in accordance with the following provisions.

         6.1.1.2 E911 shall provide additional routing flexibility for 911 calls. E911 shall use customer data, contained in the Automatic Location Identification/ Data Management System (ALI/DMS), to determine to which Public Safety Answering Point (PSAP) to route the call.

~~6.1.1.3 If available, USWC shall offer a third type of 911 service, S911. All requirements for E911 also apply to S911 with the exception of the type of signaling used on the interconnection trunks from the local switch to the S911 tandem.~~

6.1.1.~~34~~ Basic 911 and E911 functions provided to MCI~~m~~ shall be at least at parity with the support and services that USWC provides to its customers for such similar functionality.

6.1.1.~~45~~ Basic 911 and E911 access from Local Switching shall be provided to MCI~~m~~ in accordance with the following:

6.1.1.~~45~~.1 USWC shall conform to all state regulations concerning emergency services.

6.1.1.~~45~~.2 For E911, USWC shall use its service order process to update and maintain customer information in the ALI/DMS data base for its customers. Through this process, ~~MCI~~m~~USWC~~ shall provide and validate customer information resident or entered into the ALI/DMS data base.

~~6.1.1.6 USWC shall provide for overflow 911 traffic to be routed to USWC Operator Services or, at MCI~~m~~'s discretion, directly to MCI~~m~~ operator services.~~

6.1.1.~~57~~ Basic 911 and E911 access from MCI~~m~~'s local switch shall be provided to MCI~~m~~ in accordance with the following provisions.

6.1.1.~~57~~.1 If required, ~~\_ by MCI~~m~~,~~ USWC shall interconnect direct trunks from MCI~~m~~ network to the E911 PSAP, or the E911 tandems as designated by USWC.MCI~~m~~. Such trunks may alternatively be provided by MCI~~m~~.

6.1.1.~~57~~.2 In government jurisdictions where USWC has obligations under existing agreements as the primary provider of the 911 System to the county, MCI~~m~~ shall participate in the provision of the 911 System as follows:

6.1.1.~~57~~.2.1 Each Party shall be responsible for those portions of the 911 System for which it has control, including any necessary maintenance to each Party's portion of the 911 System.

~~6.1.1.7.2.2 USWC shall be responsible for maintaining the E-911 database.~~

6.1.1.~~57~~.3 If a third party is the primary service provider to a government agency, MCI shall negotiate separately with such third party with regard to the provision of 911 service to the agency. All relations between such third party and MCI are totally separate from this Agreement and USWC makes no representations on behalf of the third party.

6.1.1.~~57~~.4 If MCI or an Affiliate is the primary service provider to a government agency, MCI and USWC shall negotiate the specific provisions necessary for providing 911 service to the agency and shall include such provisions in an amendment to this Agreement.

6.1.1.~~57~~.5 Interconnection and database access shall be priced as specified in Attachment 1 to this Agreement or at any rate charged to other interconnected carriers, whichever is lower.

6.1.1.~~57~~.6 USWC shall comply with established, competitively neutral intervals for installation of facilities, including, but not limited to, any collocation facilities and diversity requirements.

6.1.1.~~57~~.7 In a resale situation, where it may be appropriate for USWC to update the ALI database, USWC shall update such database with MCI data in an interval no less than is experienced by USWC customers, or than for other carriers, whichever is faster, at no additional cost.

6.1.1.~~68~~ USWC shall provide to MCI, no later than five (5) days after the Effective Date of this Agreement, the emergency public agency (~~e.g.g.~~, police, fire, rescue, poison, and bomb) telephone numbers linked to all NPA NXXs for the state of Colorado.

6.1.1.~~79~~ USWC shall transmit to MCI daily all changes, alterations, modifications, and updates to the emergency public agency telephone numbers linked to all NPA NXX's. This transmission shall be electronic and be a separate feed from the subscriber listing feed.

~~6.1.1.10 USWC shall provide to MCI the necessary Network Elements in order for MCI to provide E911/911 services to government agencies no later than January 1, 1997. If such Network Elements are not available from USWC, USWC shall offer E911/911 service for resale by MCI to government agencies.~~

6.1.1.~~844~~ The following are Basic 911 and E911 Database Requirements:

~~6.1.1.11.1 The ALI database shall be managed by USWC, but is the property of USWC and any participating telephone company, for those records provided by such company.~~

6.1.1.~~844~~.~~12~~ Copies of the MSAG shall be provided within three (3) business days from the time requested and provided on diskette, magnetic tape, or in a format suitable for use with desktop computers.

6.1.1.~~844~~.~~23~~ MCI shall be solely responsible for providing MCI database records to USWC for inclusion in USWC's ALI database on a timely basis.

6.1.1.~~844.34~~ USWC and MCI shall arrange for the automated input and periodic updating of the E911 database information related to MCI end users. USWC shall work cooperatively with MCI to ensure the accuracy of the data transfer by verifying it against the Master Street Address Guide (MSAG). USWC shall accept electronically transmitted files or magnetic tape that conform to National Emergency Number Association (NENA) Version #2 format.

6.1.1.~~844.45~~ MCI shall assign an E911 database coordinator charged with the responsibility of forwarding MCI end user ALI record information to USWC or via a third-party entity charged with the responsibility of ALI record transfer. MCI assumes all responsibility for the accuracy of the data that MCI provides to USWC.

6.1.1.~~8-44.56~~ MCI shall provide information on new subscribers to USWC for inclusion in USWC's ALI database. USWC shall update the database within two (2) business days of receiving the data from MCI. If USWC detects an error in MCI provided data, the data shall be returned to MCI within two (2) business days from when it was provided to USWC. MCI shall respond to requests from USWC to make corrections to database record errors by uploading corrected records within two (2) business days. Manual entry shall be allowed only in the event that the system is not functioning properly.

6.1.1.~~844.67~~ USWC agrees to treat all data on MCI subscribers provided under this Agreement as Proprietary Information and to use data on MCI subscribers only for the purpose of providing E911 services.

6.1.1.~~844.78~~ USWC shall adopt use of a Carrier Code (NENA standard five-character field) on all ALI records received from MCI. The Carrier Code will be used to identify the carrier of record in INP configurations. The NENA Carrier Code for MCI is "CLEC".

6.1.1.~~844.89~~ USWC shall identify which ALI databases cover which states, counties or parts thereof, and identify and communicate a Point of Contact for each.

6.1.1.~~942~~ The following are basic 911 and E911 Network Requirements:

6.1.1.~~942.1~~ USWC, ~~at MCI's~~ option, shall provide a minimum of two (2) E911 trunks per Numbering Plan Area (NPA) code, or that quantity which will maintain P.01 transmission grade of service, whichever is the higher grade of service. These trunks will be dedicated to routing 911 calls from MCI's switch to a USWC selective router.

6.1.1.~~942.2~~ USWC shall provide the selective routing of E911 calls received from MCI's switching office. This includes the ability to receive the ANI of MCI's subscriber, selectively route the call to the appropriate PSAP, and forward the subscriber's ANI to the PSAP. USWC shall provide MCI with the appropriate CLLI codes and specifications regarding the tandem serving area associated addresses and meet points in the network.

6.1.1.~~942.3~~ Copies of Selective Routing Boundary Maps shall be available to MCI. Each map shows the boundary around the outside of the set of exchange areas served by that selective router. The map provides MCI the information necessary to set up its network to route E911 callers to the correct selective router.

6.1.1.~~942.4~~ MCI shall ensure that its switch provides an eight-digit ANI consisting of an information digit and the seven-digit exchange code. MCI shall also ensure that its switch provides the line number of the calling station. Where applicable, MCI shall send a ten-digit ANI to USWC.

6.1.1.942.5 Each ALI discrepancy report shall be jointly researched by USWC and MCIIm. Corrective action shall be taken immediately by the responsible Party.

6.1.1.942.6 USWC should provide MCIIm with a detailed written description of, but not limited to, the following information:

6.1.1.942.6.1 Geographic boundaries of the government entities, PSAPs, and exchanges as necessary.

6.1.1.942.6.2 MCIIm's rate centers/exchanges, where "Rate Center" is defined as a geographically specified area used for determining mileage dependent rates in the Public Switched Telephone Network.

6.1.1.942.6.3 Technical specifications for network interface and technical specifications for database loading and maintenance.

6.1.1.942.6.7 USWC shall identify special routing arrangements to complete overflow.

6.1.1.942.6.8 USWC shall begin restoration of E911 and/or E911 trunking facilities immediately upon notification of failure or outage. USWC must provide priority restoration of trunks or networks outages on the same terms/conditions it provides itself and without the imposition of Telecommunications Service Priority (TSP).

6.1.1.942.6.9 USWC shall identify any special operator-assisted calling requirements to support 911.

6.1.1.942.6.10 Trunking shall be arranged to minimize the likelihood of central office isolation due to cable cuts or other equipment failures. There will be an alternate means of transmitting a 911 call to a PSAP in the event of failures.

6.1.1.942.6.11 Circuits shall have interoffice, loop and carrier system diversity when such diversity can be achieved using existing facilities. Circuits will be divided as equally as possible across available carrier systems. Diversity will be maintained or upgraded to utilize the highest level of diversity available in the network.

6.1.1.942.6.12 Equipment and circuits used for 911 shall be monitored at all times. Monitoring of circuits shall be done to the individual circuit level. Monitoring shall be conducted by USWC for trunks between the tandem and all associated PSAPs.

6.1.1.942.6.13 Repair service shall begin immediately upon receipt of a report of a malfunction. Repair service includes testing and diagnostic service from a remote location, dispatch of or in-person visit(s) of personnel. Technicians will be dispatched without delay.

6.1.1.942.6.14 All 911 trunks must be capable of transmitting and received Baudot code necessary to support the use of Telecommunications Devices for the Deaf (TTY/TDDs).

6.1.1.1043 Basic 911 and E911 Additional Requirements:

6.1.1.1043.1 All MCIIm lines that have been ported via INP shall reach the correct PSAP when 911 is dialed. USWC shall send both the ported number and MCIIm

number (if both are received from MCIIm). The PSAP attendant shall see both numbers where the PSAP is using a standard ALI display screen and the PSAP extracts both numbers from the data that is sent.

6.1.1.1043.2 USWC shall work with the appropriate government agency to provide MCIIm the ten-digit POTS number of each PSAP which sub-tends each USWC selective router/911 tandem to which MCIIm is interconnected.

6.1.1.1043.3 USWC shall notify MCIIm forty-eight (48) hours in advance of any scheduled testing or maintenance affecting MCIIm 911 service, and provide notification as soon as possible of any unscheduled outage affecting MCIIm 911 service.

6.1.1.1043.4 MCIIm shall be responsible for reporting all errors, defects and malfunctions to USWC. USWC shall provide MCIIm with the point of contact for reporting errors, defects, and malfunctions in the service and shall also provide escalation contacts.

6.1.1.1043.5 MCIIm may enter into subcontracts with third parties, including MCIIm affiliates, for the performance of any of MCIIm's duties and obligations stated herein.

6.1.1.1043.6 USWC shall provide sufficient planning information regarding anticipated moves to SS7 signaling for the next twelve (12) months.

6.1.1.1043.7 USWC shall provide notification of any pending tandem moves, NPA splits, or scheduled maintenance outages, with enough time to react.

6.1.1.1043.8 Colorado Commission Rule 4 CCR 723-29-10 identifies the USWC shall identify process for handling of "reverse ALI" inquiries by public safety entities.

6.1.1.1043.9 USWC shall establish process for the management of NPA splits by populating the ALI database with the appropriate new NPA codes.

6.1.1.1043.10 USWC must provide the ability for MCIIm to update 911 database with end user information for lines that have been ported via INP or NP.

#### 6.1.2 Directory Assistance Service

6.1.2.1 USWC shall provide for the routing of directory assistance calls (including, but not limited, to 411, 555-1212, NPA-555-1212) dialed by MCIIm subscribers directly to either MCIIm's Directory Assistance Service platform or USWC's Directory Assistance Service platform as specified by MCIIm.

6.1.2.2 MCIIm subscribers shall be provided the capability by USWC to dial the same telephone numbers for access to MCIIm Directory Assistance that USWC subscribers dial to access USWC Directory Assistance.

6.1.2.3 USWC shall provide Directory Assistance functions and services to MCIIm for its subscribers as described below until, at MCIIm's discretion, USWC routes calls to MCIIm Directory Assistance Services platform.

6.1.2.3.1 USWC agrees to provide MCIIm subscribers with the same Directory Assistance service available to USWC subscribers.



6.1.2.3.2 USWC shall notify MCIIm in advance of any changes or enhancements to its Directory Assistance Service, and shall make available such service enhancements on a non-discriminatory basis to MCIIm.

6.1.2.3.3 USWC shall provide Directory Assistance to MCIIm subscribers in accordance with USWC's internal operating procedures and standards, which shall, at a minimum, comply with accepted professional and industry standards.

6.1.2.3.4 USWC shall provide MCIIm with the same level of support for the provisioning of Directory Assistance as USWC provides itself. Quality of service standards shall be in accordance with standards and performance measurements that are at least equal to the highest level of standards and/or performance measurements that USWC uses and/or which are required by law, regulatory agency, or by USWC's own internal procedures, whichever are the most rigorous.

6.1.2.3.5 Service levels shall comply, at a minimum, with Commission requirements for number of rings to answer, average work time, and disaster recovery options. USWC agrees to work with MCIIm in the development of specific requirements to meet MCIIm subscriber needs, which may exceed current Commission requirements.

6.1.2.3.6 USWC agrees to maintain an adequate operator work force based on a review and analysis of actual call attempts and abandonment rate.

6.1.2.3.7 MCIIm or its designated representatives may inspect any USWC owned or sub-contracted office, which provides Directory Assistance Services, upon two (2) days' notice to USWC.

6.1.2.3.8 Directory Assistance services provided by USWC to MCIIm subscribers shall be branded as required by MCIIm. Branding includes front-end, back-end, and non-branding to be determined by MCIIm. MCIIm shall have the option of providing its own branding materials.

6.1.2.3.9 USWC shall provide the following minimum Directory Assistance capabilities to MCIIm's subscribers:

6.1.2.3.9.1 A minimum of two (2) subscriber listings and/or addresses or USWC parity per MCIIm subscriber request. At the request of MCIIm, USWC shall complete the call to one of the provided listings at parity with what USWC provides to its own subscribers.

6.1.2.3.9.2 Name and address to MCIIm subscribers upon request, except for unlisted numbers, in the same states where such information is provided to USWC subscribers.

6.1.2.3.9.3 Upon request, call completion to the requested number for local and intraLATA toll calls shall be sent to the network specified by MCIIm. Rating and billing shall be done by MCIIm.

6.1.2.3.9.4 Populate the Directory Assistance database in the same manner and in the same time frame as for USWC subscribers.

6.1.2.3.9.5 Any information provided by a Directory Assistance Automatic Response Unit (ARU) shall be repeated the same number of times for MCIIm subscribers as for USWC's subscribers.

6.1.2.3.9.6 When requested by MCI, USWC shall provide instant credit on Directory Assistance calls as provided to USWC subscribers or shall inform MCI subscribers to call an 800 number for MCI customer service to request a credit. USWC shall provide one 800 number for business subscribers and another for residential subscribers.

6.1.2.4 USWC shall provide data regarding billable events as requested by MCI.

### 6.1.3 Operator Services

6.1.3.1 USWC shall provide for the routing of local Operator Services calls (including, but not limited to, 0+, 0-) dialed by MCI subscribers directly to either MCI Operator Service platform or USWC Operator Service platform as specified by MCI.

6.1.3.2 MCI subscribers shall be provided the capability by USWC to dial the same telephone numbers to access MCI Operator Service that USWC subscribers dial to access USWC Operator Service.

6.1.3.3 USWC shall provide Operator Services to as described below until, at MCI's discretion, USWC routes calls to MCI Local Operator Services platform.

6.1.3.3.1 USWC agrees to provide MCI subscribers the same Operator Services available to USWC subscribers. USWC shall make available its service enhancements on a non-discriminatory basis at cost.

6.1.3.3.2 Operator Services provided to MCI subscribers shall be branded as required by MCI. Branding options include front-end, back-end and non-branding as specified by MCI. MCI has the option of providing its own branding materials.

6.1.3.3.3 USWC shall provide the following minimum Operator Service capabilities to MCI subscribers:

6.1.3.3.3.1 USWC shall complete 0+ and 0- dialed local calls.

6.1.3.3.3.2 USWC shall complete 0+ intraLATA toll calls.

6.1.3.3.3.3 USWC shall complete calls that are billed to a calling card and MCI shall designate to USWC the acceptable types of special billing.

6.1.3.3.3.4 USWC shall complete person-to-person calls.

6.1.3.3.3.5 USWC shall complete collect calls.

6.1.3.3.3.6 USWC shall provide the capability for callers to bill to a third party and complete such calls.

6.1.3.3.3.7 USWC shall complete station-to-station calls.

6.1.3.3.3.8 USWC shall process emergency calls.

6.1.3.3.3.9 USWC shall process Busy Line Verify and Emergency Line Interrupt requests.

- 6.1.3.3.3.10 USWC shall process emergency call trace.
- 6.1.3.3.3.11 USWC shall process operator-assisted Directory Assistance calls.
- 6.1.3.3.3.12 USWC shall provide rate quotes.
- 6.1.3.3.3.13 USWC shall process time-and-charges requests.
- 6.1.3.3.3.14 USWC shall route 0- traffic directly to a "live" operator team.
- 6.1.3.3.3.15 When requested by MCIIm, USWC shall provide instant credit on Operator Services calls as provided to USWC subscribers or shall inform MCIIm subscribers to call an 800 number for MCIIm customer service to request a credit. USWC shall provide one (1) 800 number for business subscribers and another for residential subscribers.
- 6.1.3.3.3.16 Caller assistance for the disabled in the same manner as provided to USWC subscribers.
- 6.1.3.3.3.17 USWC shall provide operator-assisted conference calling.
- 6.1.3.4 Operator Service shall provide MCIIm's local service rates when providing rate quote and time-and-charges services.
- 6.1.3.5 Operator Service shall adhere to equal access requirements.
- 6.1.3.6 USWC shall exercise at least the same level of fraud control in providing Operator Service to MCIIm that USWC provides for its own Operator Service.
- 6.1.3.7 USWC shall perform Billed Number Screening when handling Collect, Third Party, and Calling Card Calls, both for station to station and person to person call types.
- 6.1.3.8 USWC shall provide service measurements and accounting reports as designated by MCIIm.
- 6.1.3.9 MCIIm or its designated representatives may inspect any USWC owned or sub-contracted office, which provides Operator Services, upon two (2) days' notice to USWC.
- 6.1.3.10 USWC shall direct subscriber account and other similar inquiries to the customer service center designated by MCIIm.
- 6.1.3.11 USWC shall provide an electronic feed of customer call records in "EMR" format to MCIIm in accordance with the time schedule designated by MCIIm.
- 6.1.3.12 At its option, USWC shall accept and process overflow 911 traffic routed from MCIIm to the underlying platform used to provide Operator Service.
- 6.1.3.13 Busy Line Verification and Emergency Line Interrupt

6.1.3.13.1 If MCIIm requires Busy Line Verification and Emergency Line Interrupt ("BLV/ELI") functionality beyond that described in this Section, such as for connection of its Local Operator Service to USWC's ("BLV/ELI") systems and databases to enable MCIIm to perform BLV/ELI services. MCIIm shall use the BFR process to request such functionality. USWC-USWC shall permit MCIIm to connect its Local Operator Service to USWC's Busy Line Verification and Emergency Line Interrupt ("BLV/ELI") systems and databases to enable MCIIm to perform BLV/ELI services.

6.1.3.13.2 USWC shall engineer its BLV/ELI facilities to accommodate the anticipated volume of BLV/ELI requests during the Busy Hour. MCIIm may, from time to time, provide its anticipated volume of BLV/ELI requests to USWC. In those instances when the BLV/ELI systems and databases become unavailable, USWC shall promptly Inform MCIIm.

6.1.3.14 USWC shall update the Line Information Data Base (LIDB) for MCIIm subscribers at cost. If USWC does not provide such updates, then MCIIm must have access to LIDB, at no charge, to update it directly. Additionally, USWC must provide access to LIDB for validation of collect, third party billed, and USWC card billed calls at cost. USWC shall use its service order process to update and maintain, on the same schedule that it uses for its subscribers, MCIIm Customer Service information in the Line Information Database (LIDB).

6.1.3.15 Where INP is deployed and when a BLV/BLI request for a ported number is directed to an USWC operator and the query is not successful (~~i.e.i.e.~~, the request yields an abnormal result), the operator shall confirm whether the number has been ported and shall direct the request to the appropriate operator.

6.1.3.16 USWC shall allow MCIIm to order provisioning of Telephone Line Number (TLN) calling cards and Billed Number Screening (BNS), in its LIDB, for ported numbers, as specified by MCIIm. USWC shall continue to allow MCIIm access to its LIDB.

#### 6.1.4 Directory Assistance and Listings Service Requests

6.1.4.1 USWC must provide access to directory listings for MCIIm customers on a nondiscriminatory basis. To the extent not inconsistent with the foregoing sentence, these requirements pertain to USWC's Directory Assistance and Listings Service Request process that enables MCIIm to: (a) submit MCIIm subscriber information for inclusion in USWC Directory Assistance and Directory Listings databases; (b) submit MCIIm subscriber information for inclusion in published directories; and (c) provide MCIIm subscriber delivery address information to enable USWC to fulfill directory distribution obligations. USWC shall provide the appropriate arrangements between MCIIm and USWC's directory publisher.

6.1.4.1.1 USWC shall accept orders on a real-time basis via electronic interface in accordance with ~~national~~ ~~QBF~~ Directory Service Request standards within three (3) months of final standard adoption. In the interim, USWC shall create a standard format and order process by which MCIIm can place an order via electronic exchange no later than January 1, 1997, or as otherwise agreed to by the Parties. Electronic exchange process, systems, and delivery dates should be agreed to by USWC prior to execution of this Agreement, in addition to any interim processes required before delivery dates.

6.1.4.1.2 USWC will provide to MCIIm the following Directory Listing Migration Options, valid under all access methods, including, but not limited to, Resale, Unbundled Network Elements and Facilities-Based:

6.1.4.1.2.1 Migrate with no Changes: Retain all white and yellow page listings for the customer in both Directory Assistance and Directory Listings. Transfer ownership and billing for listings to MCIIm.

6.1.4.1.2.2 Migrate with Additions: Retain all white and yellow page listings for the customer in both Directory Assistance and Directory Listing. Incorporate the specified additional listings order. Transfer ownership and billing for the listings to MCIIm.

6.1.4.1.2.3 Migrate with Deletions: Retain all white and yellow page listings for the customer in both Directory Assistance and Directory Listing. Delete the specified listings from the listing order. Transfer ownership and billing for the listings to MCIIm.

6.1.4.1.3 USWC shall enable MCIIm to electronically transmit multi-line listing orders.

6.1.4.1.4 USWC will provide MCIIm with a summary of completed Directory Service Requests on a daily basis. The summary information will include but is not limited to the following information:

6.1.4.1.4.1 White page listings text and format (name, address, phone, title, designation, extra line information)

6.1.4.1.4.2 Yellow page listing text and format

6.1.4.1.4.3 Yellow page heading code

6.1.4.1.4.4 Listing Instruction codes

6.1.4.1.4.5 Listed book

6.1.4.1.5 USWC shall enable MCIIm to electronically transmit multi-line listings orders.

6.1.4.1.6 USWC shall provide ability for MCIIm to electronically query the USWC listing system to view all listings real-time. Ownership of each listing is to be masked.

6.1.4.1.7 To ensure accurate order processing, USWC shall provide to MCIIm the following information, with updates within one (1) business day of change and via electronic exchange:

6.1.4.1.7.1 A matrix of NXX to central office

6.1.4.1.7.2 Geographical maps, if available, of USWC service area

6.1.4.1.7.3 A description of calling areas covered by each directory, including, but not limited to, maps of calling areas and matrices depicting calling privileges within and between calling areas including areas for white pages, yellow pages, and government pages.

6.1.4.1.7.4 Yellow page heading codes

6.1.4.1.7.5 Directory names and codes

6.1.4.1.7.6 Directory product changes

6.1.4.1.7.7 Listing format rules

- 6.1.4.1.7.8 Listing alphabetizing rules
- 6.1.4.1.7.9 Standard abbreviations acceptable for use in listings and addresses
- 6.1.4.1.7.10 Titles and designations
- 6.1.4.1.7.11 A list of all available directories and their close dates
- 6.1.4.1.8 Based on changes submitted by MCIm, USWC shall update and maintain directory assistance and directory listings data for MCIm subscribers who:
  - 6.1.4.1.8.1 Disconnect service
  - 6.1.4.1.8.2 Change carrier
  - 6.1.4.1.8.3 Install service
  - 6.1.4.1.8.4 Change any service which affects Directory Assistance information
  - 6.1.4.8.1.5 Specify non-solicitation
  - 6.1.4.8.1.6 Are non-published, non-listed, or listed
- 6.1.4.1.9 USWC shall not charge for storage of MCIm subscriber information in the Directory Assistance and Directory Listing systems.
- 6.1.4.1.10 MCIm shall not charge for storage of USWC subscriber information in the Directory Assistance and Directory Listing systems.



### 6.1.5 Directory Listings General Requirements

6.1.5.1 This Section 6.1.5 pertains to Listings requirements published in any media, including, but not limited to, traditional white/yellow pages, specialty directories, CD ROM, or other printed or electronic formats.

6.1.5.2 USWC shall include in its master subscriber system database all list information for MCIIm subscribers.

6.1.5.3 USWC shall not sell or license, nor allow any third party, the use of MCIIm subscriber listings without the prior written consent of MCIIm. Upon consent, MCIIm shall receive its pro-rata share of any amounts paid by third parties to USWC for such information. USWC shall not disclose nor allow any third party to disclose non-listed name or address information for any purpose other than what may be necessary to complete directory distribution.

6.1.5.4 MCIIm subscriber listings shall be interfiled with listings of USWC and other MCIIm subscribers.

6.1.5.5 Each MCIIm subscriber account number shall be provided, at no charge, the same white page basic listings that USWC provides its subscribers. ~~When an MCIIm subscriber has two (2) numbers for a line due to the implementation of interim Local Number Portability, at MCIIm's option both numbers shall be considered part of the one White Pages basic listing.~~ USWC will provide MCIIm the ability to sell its customers premium white pages listings (*i.e.*, indent, referred).

6.1.5.6 Each MCIIm business subscriber account number shall be provided, at no charge, the same yellow page basic listings that USWC provides its subscribers.

6.1.5.7 USWC shall also publish, or ensure that any third party publishes, all types of listings for MCIIm subscribers that are available to USWC subscribers under the same rates, terms, and conditions, including, but not limited to:

6.1.5.7.1 Foreign listings

6.1.5.7.2 Reference listings

6.1.5.7.3 Information listings

6.1.5.7.4 Alternate call listings

6.1.5.7.5 Multi-line listings

6.1.5.7.6 Multi-line/Multi-owner listings dates

6.1.5.8 State, Local, and Federal government listings shall be included in the appropriate section of the directory at no charge.

6.1.5.9 USWC shall provide and maintain for MCIIm at least one (1) white page and at least one (1) yellow page (if applicable) listing for each MCIIm subscriber that has ported its number from USWC. The listing and handling of listed and non-listed telephone numbers shall be at least at parity with that provided by USWC to its own subscribers. MCIIm will be the customer interface for the provision of white and yellow page (basic and enhanced) listings.

6.1.5.10 MCI sales, service, billing, and repair information for business and residential subscribers, along with MCI logo, shall be included in the customer information/guide pages at no charge to MCI.

6.1.5.11 One (1) month prior to the date on which updates to the directory are no longer allowed (the Directory Close date), USWC shall provide MCI a method of reviewing and correcting MCI subscriber directory listings.

6.1.5.12 USWC shall agree, or ensure a third party agrees, to accept and publish directory advertising, from MCI subscribers on a non-discriminatory basis and bill subscribers directly for any white or yellow pages advertising. At MCI's discretion, on a nondiscriminatory basis, MCI may sell directory advertising ~~at wholesale rates~~ and bill its subscribers directly.

6.1.5.13 Additional and foreign White Page listing charges should be billed to MCI and itemized at the telephone number sub-account level in CABS format. Charges should be provided at current tariff rates less avoided cost discount.

6.1.5.14 USWC shall distribute, or ensure a third party shall distribute, appropriate alphabetical and classified directories (white and yellow pages) to MCI subscribers, at no charge: (a) upon establishment of new service; (b) during annual mass distribution; and (c) upon subscriber request.

6.1.5.15 USWC shall permit, or ensure a third-party permits, MCI subscribers to place orders for foreign directories on the same terms and conditions such directories are made available to USWC subscribers.

6.1.5.16 Upon request, and at no charge, USWC shall provide, or ensure a third party provides, reasonable quantities of directories to cover areas in which MCI is an authorized carrier, for MCI's internal use.

~~6.1.5.17 The directory cover shall prominently indicate that MCI subscriber listings are included in the directory at no charge.~~

~~6.1.5.18 At MCI's option, MCI subscribers shall receive a directory with a customized cover branded MCI.~~

6.1.5.1749 USWC shall make available current recycling services to MCI subscribers.

6.1.5.1820 If USWC receives, as a part of its agreement with U S WEST Dex, delivery of directories by U S WEST Dex without payment of explicit charges or payment-in-kind, USWC will offer similar treatment to MCI. If USWC incurs a charge from U S WEST Dex for the delivery of directories, a similar charge shall be borne by MCI. If USWC itself contracts for the delivery of directories, USWC may assess MCI an equivalent portion of the charges under equivalent contract terms.

#### 6.1.6 Directory Assistance Data

6.1.6.1 This Section 6.1.6 refers to the residential, business, and government subscriber records used by USWC to create and maintain databases for the provision of live or automated operator assisted Directory Assistance. Directory Assistance Data is information that enables telephone exchange carriers to swiftly and accurately respond to requests for directory information, including, but not limited to name, address and phone numbers. Under the provisions of the Act and the FCC's Interconnection order, USWC shall provide unbundled and non-discriminatory access to the residential,

business and government subscriber records used by USWC to create and maintain databases for the provision of live or automated operator assisted Directory Assistance. MCIIm may combine this Network Element with any other Network Element for the provision of any Telecommunications Service.

6.1.6.2 USWC shall provide an initial load of subscriber records via electronic data transfer for USWC, MCIIm and independent Talcs included in their Directory Assistance Database within fourteen (14) days of the Effective Date of this Agreement. The NAPS included shall represent the entire USWC operating region. The initial load shall reflect all data that is current as of one (1) business day prior to the provision date.

6.1.6.3 USWC shall provide to MCIIm, at MCIIm's request, within thirty (30) days after the Effective Date of this Agreement, all published Subscriber List Information (including such information that resides in USWC's master subscriber system database) via electronic data transfer acceptable to MCIIm, on the same terms and conditions and at the same rates that USWC provides its own Subscriber List information to other third-parties. Changes to the Subscriber List Information shall be updated on a daily basis through the same electronic data transfer means used to transmit the initial List. Subscriber List Information provided shall indicate whether the customer is a residence or business customer. As an interim solution, USWC shall transfer information to MCIIm, via magnetic tape.

6.1.6.4 USWC shall provide MCIIm a complete list of USWC, MCIIm, and independent Talcs that provided data contained in the database.

6.1.6.5 All directory assistance data shall be provided in the format as specified in "Directory Assistance Data Information Exchanges and Interfaces" below or in Balke standard F20 format.

6.1.6.6 On a daily basis, USWC shall provide updates (end user and mass) to the Listing Information via electronic data transfer. Updates shall be current as of one (1) business day prior to the date provided to MCIIm.

6.1.6.7 USWC shall provide MCIIm access to Directory Assistance support databases. For example, MCIIm requires access to Use Restriction information, including, but not limited to, call completion.

6.1.6.8 Directory Assistance data shall specify whether the customer is a residential, business, or government subscriber. Additionally, data must include all levels of indentation and all levels of information specified in "Directory Assistance Data Information Exchanges and Interfaces" below.

6.1.6.9 Directory Assistance data shall be provided on the same terms, conditions, and rates that USWC provides to itself or other third parties.

6.1.6.10 USWC shall provide complete refresh of the Directory Assistance data upon request by MCIIm.

6.1.6.11 MCIIm will designate a technically feasible point at which the data will be provided.

## **6.2 Systems Interfaces and Exchanges**

### **6.2.1 Basic 911 and E911 Information Exchanges and Interfaces**

6.2.1.1 USWC shall provide MCIIm a data link to the ALI/DMS database or permit MCIIm to provide its own data link to the ALI/DMS database. USWC shall provide error reports from the

ALI/DMS database to MCIIm immediately after MCIIm inputs information into the ALI/DMS database. Alternately, MCIIm may utilize USWC or a third party entity to enter subscriber information into the database on a demand basis, and validate subscriber information on a demand basis.

6.2.1.2 USWC and MCIIm shall arrange for the automated input and periodic updating of the E911 database information related to MCIIm end users. USWC shall work cooperatively with MCIIm to ensure the accuracy of the data transfer by verifying it against the Master Street Address Guide (MSAG). USWC shall accept electronically transmitted files or magnetic tape that conform to National Emergency Number Association (NENA) Version #2 format.

6.2.1.3 The ALI database shall be managed by USWC, but is the property of USWC and all participating telephone companies. The interface between the E911 Switch or Tandem and the ALI/DMS database for MCIIm subscriber shall meet industry standards.

## 6.2.2 Directory Assistance Data Information Exchanges and Interfaces

### 6.2.2.1 Subscriber List Information

6.2.2.1.1 USWC shall provide to MCIIm, within thirty (30) days after the Effective Date of this Agreement, or at MCIIm's request, all published Subscriber List Information (including such information that resides in USWC's master subscriber system/accounts master file) via an electronic data transfer medium and in a format which is acceptable to MCIIm, on the same terms and conditions and at the same rates that USWC provides Subscriber List Information to itself or to other third parties. All changes to the Subscriber List Information shall be provided to MCIIm on the same day as the change occurred through the electronic data transfer medium used to transmit the initial Subscriber List Information. Both the initial List and all subsequent Lists shall indicate for each customer whether the customer is classified as residence or business class of service.

6.2.2.2 This section addresses data format requirements and data inclusion requirements for directory assistance data information exchange between USWC and MCIIm. USWC shall provide MCIIm the following:

6.2.2.2.1 List of NPA-NXX's relating to the listing records being provided.

6.2.2.2.2 List of Directory Section names and their associated NPA-NXX's.

6.2.2.2.3 List of Community Names expected to be associated with each of the NPA-NXX's for which listing records shall be provided.

6.2.2.2.4 List of Independent Company names and their associated NPA-NXX's for which their listing data shall be included in USWC's listing data.

6.2.2.2.5 List of Independent Company names and their associated NPA-NXXs for which their listing data is a part of USWC's directory database, but USWC is not to provide the listing data to MCIIm under this request.

6.2.2.2.6 Listing volume totals by directory section, NPA, and state.

6.2.2.2.7 Average daily update volume by directory section, NPA, and state.

6.2.2.2.8 Identify any area wide or universal service numbers which may be listed. Identify the telephone number to be provided to callers outside the servicing area.

6.2.2.2.9 Identify any listing condition(s) unique to USWC's serving area which may require special handling in data processing in the directory. Indented Listings (Captions) should be identified and delivered handled as specified.

#### 6.2.2.3 Considerations Relating to an Indented Listing (Caption) Set Requirements

6.2.2.3.1 Use of line numbers, or other methods, to ensure the integrity of the caption set and identify the sequence or placement of a listing record within the caption set. A sufficient range of numbers between listing records is required to allow for the expansion of the caption set. A method is also required to permit the caption header record to be identified, but each level of indent is not required to be recapped; placement of the indent is based on line number. This method does require stringent edits to ensure the integrity of the caption set.

6.2.2.3.2 Use of guideline or recapped data to identify previously established header and sub-header records for placement of data within the caption set. This permits flexibility to easily expand the caption set. This method also requires that, in addition to the caption header record, each level of indent be recapped in order to properly build the caption set.

6.2.2.3.3 In order to maintain the integrity of caption replacement, with end-of-day cumulative effect, one OUT record must be sent to delete the entire caption set, followed by IN activity each listing record within the caption set.

6.2.2.3.4 MCIIm requires listing instruction codes on the service order which indicate how the set is to appear in the published directory.

6.2.2.4 Data Processing Requirements: USWC and MCIIm shall mutually agree to standards on the following data processing requirements:

6.2.2.4.1 Identify type of tape to be used in sending the test and initial load data. For example, reel or cartridge tape. Due to the size of an initial load, it would be generally expected to be on tape and the daily update activity via another media, such as NDM.

6.2.2.4.2 Identify tape or dataset label requirements.

6.2.2.4.3 Identify tracking information requirements. For example, use of header and trailer records for tracking date and time, cycle numbers, sending and receiving site codes, volume count for the given tape/dataset. It may also be helpful to have some filler fields for future use.

6.2.2.4.4 Identify dates MCIIm should not expect to receive daily update activity.

6.2.2.4.5 Data should be received in uppercase. An asterisk (\*) should be used advise of the need to apply the reverse capitalization rule. However, if the provider determines to provide the listing data from a database that has already messaged the data and applied the capitalization rules, the asterisk may be omitted.

6.2.2.4.6 Identify information that shall enable MCIIm to identify listings within an indented list (caption) set. For example:

6.2.2.4.6.1 When a particular listing has been designated to be filed as the first listing for a given level (0-7) of indent - usually out of alpha sequence.

6.2.2.4.6.2 When an alternate call listing (e.g.e-g, If no answer) relates to multiple preceding listings of the same level.

6.2.2.4.6.3 Identify any other pertinent information needed to properly process the data.

#### 6.2.2.4.7 Listing Types

LISTED	The listing information is available for all directory requirements.
NON-LISTED	The listing information is available to all directory requirements, but the information does not appear in the published street directory.
NON-PUBLISHED	A directory service may confirm, by name and address, the presence of a listing, but the telephone number is not available. MCIIm may confirm the address, but is not permitted to receive the non-published telephone number. The listing information is not available in either the published directory or directory assistance.

#### 6.2.2.5 Listing Styles

As of the Effective Date of this Agreement, MCIIm shall be able to process simple captions orders electronically and will be able to support complex captions later in 1997.

<u>LISTING STYLE</u>	<u>DESCRIPTION</u>
STRAIGHT LINE	All listing information is formatted in a straight line. Data generally consists of Name, Address, Community, and Telephone Number. Additional data may consist of dialing instructions or other general information relating to the listing.
INDENTED LISTING SET - STRAIGHT LINE UNDER (SLU)	Two or more listing records relating to the same listed customer. The first is formatted as a straight line listing with the additional listing(s) indented one degree under the straight line listing.
INDENTED LISTING SET - CAPTION SET	Formatted with one listing header record and multiple indented listing records. See detailed description below.

#### INDENTED LISTING (CAPTION) SET

HEADER RECORD	Contains listed name, address and telephone number data fields are blank.
SUB-HEADER RECORD/ LISTING	May contain name data only, or may include address and telephone number data. Associated subordinate records may, or may not be present.
INDENTED NAME LISTING	Contains name data; may or may not have address data, and telephone number data.



INDENTED ADDRESS LISTING	Contains address and telephone number data; the name data text field is blank.
LEVEL OF INDENT	Header record is zero (0), sub-header and indented records range from 1 - 7.

#### 6.2.2.6 Data Field Elements

##### Requirements for Initial Processing and Daily Update Activity

<u>DATA FIELD</u>	<u>DATA ELEMENT</u>	<u>FIELD LENGTH</u>
ACTION CODE	A = Add D = Delete      or      I = In O = out	Required: 1 alpha character
RECORD NUMBER	Sequentially assigned number to each record for a given process (test, initial load, or update activity). Number assignment begins with 00000001 and is incremented by 1 for each record on the file.	Required: 8 digits
NPA	Area code relating to the directory section the record is to be listed.	Required: 3 digits
COMPANY IDENTIFIER	The 4-character company code as defined in Section 8 of the National Exchange Carrier Association, Inc. Tariff.	Required: 4 digits
DIRECTORY SECTION LISTING IDENTIFIER	Name of the directory section where the record is to be listed. F = Foreign C = Cross-Reference E = Enterprise (WX number requiring operator assistance to connect the call) W = Wide area or universal service	Required: Maximum of 50 alpha characters Optional: 1 alpha character
FILE PLACEMENT	B = Business (4) R = Residence (1) G = Government (2) BR = Business & Residence (5) BG = Business & Government (6) BRG = Business, Residence, & Government (7)	Required: Maximum of 3 alpha characters
LISTING TYPE	L = Listed N = Non-Listed NP = Non-Published	Required: Maximum of 2 alpha characters

LISTING STYLE	<p>S = Straight line I = Indented listing set</p> <p>An Indented listing relates to either a caption or Straight Line Under (SLU) set listing.</p>	Required: 1 alpha character
INDENT LEVEL	<p>0 = Non-indented record 1 - 8 = Level of indented record</p>	Required: 1 digit
ADDRESS HOUSE NUMBER	For example: 123, A-123, 123-1/2	Optional: Maximum of 20 alphanumeric characters, including hyphen, space, and slash
ADDRESS PRE-DIRECTIONAL	For example: N, S, E, W, NE, SW, NORTH	Optional: Maximum of 5 alpha characters
ADDRESS STREET NAME	For example: Main, Peachtree-Dunwoody, HWY 75 at Exit 30	Optional: Maximum of 100 alpha, alphanumeric characters, including spaces and hyphens.
ADDRESS SUFFIX OR THOROUGHFARE	For example: SUITE 160, ST, or WAY	Optional: Maximum of 20 numeric, alpha, or alphanumeric characters
ADDRESS POST DIRECTION	For example: N, S, NE, SW	Optional: Maximum of 5 alpha characters
ADDRESS ZIP CODE	5-digits or ZIP + 4	Optional: Maximum of 10 digits, including the hyphen when using ZIP + 4
COMMUNITY NAME	Identifies the name of the community associated with the listing record. See Glossary for more details.	Maximum of 50 alphanumeric characters, including spaces and hyphen
STATE NAME ABBREVIATION	Identifies the state associated with the community name; 2-character state abbreviation used by the US Postal Office.	Maximum of 2 alpha characters
INFORMATION TEXT	Miscellaneous information relating to the listing. Including, but not limited to, for example: TOLL FREE DIAL 1 & THEN, CALL COLLECT, or TDD ONLY. The various types of Information Text must be identified to MCI.	Optional: Maximum of 250 alpha, numeric, or alphanumeric characters
NAME - FIRST	Surname of a Residence or Business	Required for a zero (0) level record.

WORD	<p>listing, or first word of a Business or Government listing</p> <p>Multi-word or hyphenated surnames should be treated as one word.</p>	<p>Optional if an indented (level 1-8) record, unless the name text present in the indented record relates to a Surname.</p> <p>Maximum of 50 alpha, numeric, alphanumeric, or special characters</p>
NAME - SUBSEQUENT WORD(S)	Given name and/or initial(s) of a Surname listing or Additional word(s) for a Business or Government listing	Expected if the First Word is the Surname of a Residence or Business listing. Maximum of 250 alpha, numeric, special, or alphanumeric characters.
LINEAL DESCENT	<u>e.g.e-g</u> , SR, JR, III. If Lineal Descent data cannot be uniquely identified, it should be included with the Listed Name Subsequent Word(s) data and placed at the end of the name data.	Optional: Maximum 10 alpha characters
TITLE(s)	<u>e.g.e-g</u> , MRS, LT COL, RET SGR, DR. Multiple titles are acceptable. If title data cannot be uniquely identified, it should be included with the Listed Name Subsequent Word(s) data and placed at the end of the name data stream. If lineal descent is also in the Listed Name Subsequent Word(s) data field, title data should be placed following the lineal descent data.	Optional: Maximum of 20 alpha characters
DEGREE	<u>e.g.e-g</u> , MD, CPA, PHD. Multiple degrees are acceptable. If degree data cannot be uniquely identified, it should be included with the Listed Name Subsequent Word(s) data and placed at the end of the name data stream. If lineal descent and/or title data is also present, it should follow title data.	Optional: Maximum of 20 alpha characters
NICKNAME	Another name the listed customer may be known by.	Optional: Maximum of 20 alpha characters
BUSINESS DESIGNATION	Term used to identify the listed customer's profession, business, or location, <u>e.g.e-g</u> , ATTY, CARPETS, OFC	Optional: Maximum of 50 alpha characters
STANDARD	NPA NXX-LINE	Optional: 12 characters, including

TELEPHONE  
NUMBER \*

space and hyphen

NON-STANDARD  
TELEPHONE  
NUMBER \*

Telephone numbers less than or  
more than the standard telephone  
number.

Optional: Minimum of 1 digit,  
maximum of 22 characters, including  
spaces and hyphens

\* Either a Standard or Non-standard telephone is required for a zero level record unless the record is a Cross-reference listing or an Indented Listing (caption) Set record. A telephone number may or may not be present on an Indented Listing Set record for level(s) 0-7.



Business Function	Solution* (Jan 1, 1997 or alternative time frame)	Real-Time Access to Data	Real-Time Transaction Processing	Interval	Key Characteristics	Interim Solution
<b>Subscriber Information</b>						
USWC provides all published Subscriber List Information	ELECTRONIC Interface - within 30 days of Agreement	N	N/A	One-time only		To be negotiated
USWC provides MCIIm with changes to Subscriber List Information	ELECTRONIC Interface	N	N/A	same day as changes occurs		To be negotiated
USWC provides all Street Address Guide Information (SAG)	ELECTRONIC Interface	N	N/A	One-time only		To be negotiated
USWC provides changes to Street Address Guide Information (SAG)	ELECTRONIC Interface	N	N/A	same day as changes occur		To be negotiated
<b>Other Information</b>						
USWC provides MCIIm PICs available at a central office level	ELECTRONIC Interface		N/A			To be negotiated

\* All system availability is operational twenty-four (24) hours a day, seven (7) days a week unless otherwise specified. USWC will cooperate with MCIIm to develop electronic bonding for those interfaces where real-time, transparent access to data and systems transactions are required.



Business Function	Solution* (Jan 1, 1997 or alternative time frame)	Real-Time Access to Data	Real-Time Transaction Processing	Interval	Key Characteristics	Interim Solution
MCIm views customer profile information at the line and trunk level	ELECTRONIC Interface	Y	N/A	N/A	MCIm on-line function Data access is transparent to user (integrated with MCIm systems)	To be negotiated
MCIm views all features and services, including new services, trial offers and promotions available through USWC	ELECTRONIC Interface	Y	N/A	N/A	MCIm on-line function Data access is transparent to user (integrated with MCIm systems) Data will be available by end-office	To be negotiated
MCIm views all services and features technically available from each switch that USWC may use to provide a Local Switching Network Element.	ELECTRONIC Interface	Y	Y	N/A	MCIm on-line function Data access is transparent to user (integrated with MCIm systems) Data will be available by end-office	To be negotiated
<b>Telephone Number Reservations</b>						
MCIm views available list of telephone numbers	ELECTRONIC Interface	Y	N/A	N/A	MCIm on-line function Data access is transparent to user	To be negotiated

\* All system availability is operational twenty-four (24) hours a day, seven (7) days a week unless otherwise specified. USWC will cooperate with MCIm to develop electronic bonding for those interfaces where real-time, transparent access to data and systems transactions are required.

Business Function	Solution* (Jan 1, 1997 or alternative time frame)	Real-Time Access to Data	Real-Time Transaction Processing	Interval	Key Characteristics	Interim Solution
MCIm reserves/assigns telephone numbers for both simple and complex services from available USWC list/number services system	ELECTRONIC Interface	Y	Y	N/A	MCIm on-line function Data access and processing is transparent to user	To be negotiated
USWC provides confirmation of simple number reservation	ELECTRONIC Interface	Y	Y	N/A		To be negotiated
USWC provides confirmation of complex number reservation	ELECTRONIC Interface	N	N	within 24 hours		To be negotiated
<b>Order Submission</b>						
MCIm submits order for resold features and services, local services, unbundled Network Elements and/or Combinations of Network Elements from MCIm	ELECTRONIC Interface	Y	Y	N/A	MCIm on-line function Order is processed real-time Data access and processing is transparent to user (integrated with MCIm systems)	To be negotiated
MCIm orders local, intraLATA, InterLATA, and international service on a single order	ELECTRONIC Interface	Y	Y	N/A	MCIm on-line function Order is processed real-time Data access and processing is transparent to user (integrated with MCIm systems)	To be negotiated

\* All system availability is operational twenty-four (24) hours a day, seven (7) days a week unless otherwise specified. USWC will cooperate with MCIm to develop electronic bonding for those interfaces where real-time, transparent access to data and systems transactions are required.

Business Function	Solution* (Jan 1, 1997 or alternative time frame)	Real-Time Access to Data	Real-Time Transaction Processing	Interval	Key Characteristics	Interim Solution
MCIIm requests suspension, termination or restoration of service	ELECTRONIC Interface	Y	Y	N/A		To be negotiated
MCIIm adjusts pending order due dates	ELECTRONIC Interface	Y	Y	N/A	MCIIm on-line function Adjustment is processed real-time Data access and processing is transparent to user (integrated with MCIIm systems)	To be negotiated
<b>Order Tracking</b>						
USWC provides acknowledgment or rejection of Service Orders to MCIIm	ELECTRONIC Interface	Y	Y	within 1 hour	Although the interval period is 1 hour, the order is updated real-time to reflect the acknowledgment or rejection	To be negotiated
USWC provides errors in Service Orders to MCIIm	ELECTRONIC Interface	Y	Y	N/A		To be negotiated
USWC provides FOC to MCIIm	ELECTRONIC Interface	N	Y	within 4 hours	Includes all components of order	To be negotiated
<b>Provisioning</b>						
USWC provides delay notification to MCIIm	ELECTRONIC Interface	Y	Y	N/A		To be negotiated

\* All system availability is operational twenty-four (24) hours a day, seven (7) days a week unless otherwise specified. USWC will cooperate with MCIIm to develop electronic bonding for those interfaces where real-time, transparent access to data and systems transactions are required.



Business Function	Solution* (Jan 1, 1997 or alternative time frame)	Real-Time Access to Data	Real-Time Transaction Processing	Interval	Key Characteristics	Interim Solution
USWC provides completion notification to MCI	ELECTRONIC Interface	Y	Y	within 1 hour		To be negotiated
MCI schedules service installations	ELECTRONIC Interface	Y	Y	N/A	MCI on-line function is processed real-time. Data access and processing is transparent to user (integrated with MCI systems)	To be negotiated
USWC provides charges on special construction to MCI	ELECTRONIC Interface	Y	Y	N/A		USWC's LCSC will immediately notify MCI by phone
USWC supplies MCI with Due Date Interval Guides/Job Aids	ELECTRONIC Interface	Y	N	N/A		To be negotiated

\* All system availability is operational twenty-four (24) hours a day, seven (7) days a week unless otherwise specified. USWC will cooperate with MCI to develop electronic bonding for those interfaces where real-time, transparent access to data and systems transactions are required.