

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of the)
Interconnection Agreement)
Negotiations Between AT&T)
COMMUNICATIONS OF THE)
SOUTHERN STATES, INC. and)
BELLSOUTH)
TELECOMMUNICATIONS, INC.,)
Pursuant to 47 U.S.C. Section 252)
_____)

DOCKET NO. 96-833-TP

PETITION BY AT&T FOR
ARBITRATION UNDER THE
TELECOMMUNICATIONS ACT
OF 1996

**INDEX TO AT&T'S DOCUMENTS SUBMITTED
PURSUANT TO THE TELECOMMUNICATIONS ACT OF 1996***

Declassified
2-11-99

* Documents indexed at Tabs 346 through 435 are not included herein because they have been designated by BellSouth as containing information that is proprietary and confidential to BellSouth. Documents indexed at Tabs 292 through 345 are being submitted in a separate volume because these documents contain information that is proprietary and confidential to AT&T. See AT&T's Stipulated Protective Order, filed today.

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7/17/96

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Local Operator Services

Technical Plan

Issue 1.0 (Approval Copy)

March 28, 1996

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3/28/96

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1. INTRODUCTION (LCM)

This document presents the technical plan for offering local Operator Services (OS) using AT&T's 5ESS® Operator Services Position System (OSPS) which is currently servicing AT&T's interLATA OS traffic and AT&T-provided OS for Article IV companies¹. AT&T Local residential and business customers dial 0+ 7/10 digits or 0- to obtain service for calling card and local operator services. This service would enable customers to experience the AT&T brand for local Operator Services. The use of the OSPS platform enables the sharing of a common user interface for local and interLATA operator services, and provides the opportunity for synergy in service evolution. Furthermore, the sharing of the platform may result in unit cost advantage.

In the current plan, we consider both the LEC Service Resale and basic access arrangement of Loop Resale with the leased loop terminated at the LEC MDF and hand-off to the AT&T local end office. Please refer to Section 1.3 for the scope of this planning effort.

1.1 Overview (LCM)

AT&T Local customers can reach operator services by dialing with the prefixes: 1+², 0+ (interLATA and intraLATA), 0-, 00-, and 01+³. In the LEC (Local Exchange Carrier) Service Resale⁴ environment, there are two ways to provide operator services. (1) The LEC can provide operator assisted IntraLATA (toll and local) service for AT&T local customers. This is not the preferred AT&T option, and this option is not being addressed by this TP. (2) The LEC can route all AT&T customers' operator services calls (InterLATA and IntraLATA) to an AT&T 5ESS® OSPS using switch-dependent techniques such as Line Class Codes (described in more details in the "Access Architecture" section of this document). Calls routed to and handled by the 5ESS® OSPS will be branded AT&T. In the Loop Resale⁵ environment, the AT&T Local End Office⁶ will route the customer-originated requests for interLATA and intraLATA operator services⁷ to an AT&T 5ESS® OSPS. This TP addresses the case (2) alternative.

¹ Article IV companies are Independent Operating Companies whose local operator service is provided by AT&T on a contractual basis. Input from Dennis Pearson.

² Normally 1+ is used for Hotel / Motel and Coin operator services. It is not being addressed in this document. Refer to Section 2.2.2 "Restrictions and Limitations".

³ A 01+ call must be dialed with a country code (CC) and a national number (NN). A typical operator assisted international dialed number will look like this, 01+CC+NN. The caller is given Automated Calling Card Service (ACCS) treatment by the T&A application. After hearing the ACCS prompt tone, sometimes called the "bong tone" the caller can elect to bail out to an operator by dialing 0, doing nothing and timing out, or flash the switch hook, in any case they will be put into a queue awaiting the next available T&A operator. The operator can assist the customer by offering alternative billing options such as: collect, bill to third, etc. The dialing with prefix 01+ or 011+(for direct dial international calls) are not described in this Technical Plan which is intended to address local operator services only. The handling of these calls should remain unchanged.

⁴ With LEC Service Resale, AT&T local service is provided by the LEC network and AT&T resells LEC service.

⁵ With Loop Resale, the LEC loops will be separated at the Main Distributing Frame (MDF) at the LEC End Office and transported to an AT&T-owned 5ESS® End Office.

⁶ Local End Office is defined in Section 1.2 "Terminology".

⁷ Assuming that business decision is to offer combined interLATA and intraLATA service. If the offer includes customer selection of interLATA carrier, then the InterLATA operator service may have to be routed to the platform of the PICed carrier of choice if it is not AT&T.

The proposed plan focus on the technical feasibility of having the AT&T customers' local OS calls routed by the LEC End Office or AT&T Local End Office to an AT&T 5ESS® OSPS for handling.

In the remainder of this document, the focus is on the local OS (e.g., 0+ and 0-) calls. The term "0+ calls" refers to 0+ 7/10 digits for IntraLATA toll and IntraLATA local calls which are currently handled by the LEC by default. The term "0-" referred to operator assistance calls currently handled by the LEC. For customers who are PICed AT&T for InterLATA service, it is implicit that the 0+ InterLATA and the 00- (InterLATA operator assistance) calls are already routed to and handled by the AT&T 5ESS® OSPS and are not discussed in this document.

1.2 Purpose (LCM)

The purpose of this document is to provide Local Service planners and Product Management with a service architecture plan to implement an AT&T branded local Operator Service (OS). It also provides input for engineering, development, provisioning, operations, testing, and Methods and Procedures (M&P) revisions.

This plan:

1. establishes the synergy between the AT&T interLATA and local OS.
2. is an alternative to the current Plan of Record of local OS provided by the incumbent Local Exchange Carrier (LEC) for LEC Service Resale.⁸
3. assesses the feasibility of using existing 5ESS® OSPS platform to service local operator service calls as quickly as possible for both Loop and LEC Service Resale environments.
4. identifies any service feature outage and proposes plan to resolve identified issues.
5. identifies any development efforts that are required to support items 3 and 4 above, and identifies those effort which are needed prior to initial service.
6. serves as an interface document with Operator Service Channel Management and basis for the identification of areas that may require new Methods and Procedures (M&Ps) and operator training.
7. provides Product Management with the data needed to build a business plan.
8. provides input for engineering, provisioning, development, testing, and call billing.

⁸ Current Plan of Record is AT&T-provided local OS for Loop Resale.

1.3 Terminology (ALL)

The following terms are used throughout the document.

Local Service - Consists of switch-based features and other services (for example, local Operator Services) which have been traditionally offered by the LEC to residential and business customers. AT&T will offer these features and services to the AT&T residential and business customers via a local tariff filing, as it enters the local market.

Local End Office - refers to the switch where customer lines terminate. In this document, references are made to the LEC End Office in the LEC Service Resale environment and AT&T Local End Office in the Loop Resale environment.⁹

LEC Service Resale - Local Service is provided using LEC network services.

Loop Resale - In this type of architecture, AT&T leases the loop facilities to the end customers home, but purchases and manages its own local end office switch. The strictest definition of the term "loop resale" includes only intraLATA local and intraLATA toll traffic served by an AT&T purchased and managed local end office switch with leased loop facilities to the customer's homes or businesses.¹⁰

IntraLATA call - A call placed (originating and terminating) within a single LATA. IntraLATA calls fall into two categories: local (non-toll) and toll calls. The local calls are referred to as intraLATA local calls and are those that are placed to (NPA) NXXs in the AT&T customer's local calling area. These calls normally do not incur charges based on the distance of the call or the duration of the call. The toll calls are referred to as intraLATA toll calls and are those calls that are placed to (NPA) NXX's located within the AT&T customer's LATA. These calls incur charges allowed by state tariffs, for both distance and duration.

In the remainder of this document, the terms "intraLATA call", "intraLATA toll call", and "intraLATA local call" are used. The term "intraLATA calls" refers to both the "intraLATA local calls" and "intraLATA toll calls".

Operator Services Position System Toll and Assistance (OSPS T&A) - The OSPS Toll and Assistance (T&A) application is a major application to the 5ESS® Switch. OSPS T&A relies on the features and facilities provided by the 5ESS® Switch in such areas as automatic call distribution, administration, billing, access to external databases, interflow, maintenance, and trunking. However, OSPS T&A is unique because human operators, using Video Display Terminals (VDT) or Operator Work Stations (OWS) and / or Automated Positions using Voice Recognition Call Processing (VRCP) interact directly with the automated aspects of the architecture and the calling customer.

Local Operator Services - Local operator services describe the type of calls handled by the 5ESS® OSPS that will be included in the AT&T Local Service offering (as specified by the term "Local" in "Local Operator Services"). These services are accessed via customer originated 0+(intraLATA) calls and 0-calls. These access methods are explained and the available service features are described in section 2.4 "Local Operator Service and Call Features".

⁹ The Local End Office is sometimes referred to as the "Local Switch Office (LSO)" in other documents that address Local Service.

¹⁰ T. E. Adams, et. al., Loop Resale Technical Plan, Draft 3.0, December 22, 1996.

IPIC - a switch feature supported by the 1A ESS Switch and the 5ESS Switch that allows a calling party to presubscribe to a carrier to carry intraLATA toll calls.

1.4 Scope (LCM)

This document covers the technical planning information for providing local operator services for local residential and business customers who choose AT&T as their local service provider.

- This plan addresses local operator services which are available to AT&T local customers who dial with a prefix of 0+ (intraLATA) and 0- to reach operator services. It is assumed that customers dialing with prefix of 0+ (interLATA), 00-, and 01+ would work as currently for AT&T-provided interLATA operator services and are not discussed in this document.
- This plan considers both the LEC Service Resale and basic access arrangement of Loop Resale with the leased loop terminated at the LEC MDF and hand-off to the AT&T local end office. It is recognized, however, that there are other connectivity options to be analyzed on an on-going basis, and there are others to be considered as viable options as soon as the technology becomes mature. As is needed, this document will be updated in the future to address other Loop Resale access environment.
- BCS access options being considered currently for Loop Resale affect the access arrangement from the Customer Premise Equipment to the end office switch, but will be compatible with the 0+ / 0- calls at the end office in the LEC Service Resale and basic Loop Resale arrangements.¹¹ Loop Resale would include access loops (the component between the customer premises and the AT&T LSO) configured in multiple ways:
 - Analog loops leased from the incumbent LEC, unbundled at the LEC LSO and extended to the AT&T LSO.
 - Connectivity provided directly from the customer premises to the AT&T LSO through SONET transport facilities.
 - "Hub and Spoke" arrangements where the connectivity is provided by a combination of AT&T built SONET transport and built or leased "spokes" off the SONET rings.
- Dial-around using one of the 3- or 4-digit CIC codes (for example, 0288 as in 10288) to reach AT&T operator services is not addressed in this document because the 3- or 4-digit CIC code directs caller to an interexchange carrier.

1.5 Guide to the Document (LCM)

This Technical Plan proposes method for routing the 0+/0- calls from the LEC End Office or AT&T Local End Office to the AT&T 5ESS® OSPS, and evaluates applicable local operator service call flows to determine if the existing 5ESS® OSPS is able to handle local OS calls and to identify any impacts and enhancements required to support local operator services.

This Technical Plan contains the following sections:

1. INTRODUCTION section provides a brief description of the planning effort, the purpose, the scope, and the structure of the document.

¹¹ Data provided by M. S. Huq, S. Ganesan, P. Zahray. (Also refer to Loop Resale Technical Plan, T. E. Adams (Coordinator), Issue 3.0, December 21, 1995.

2. **SERVICE DESCRIPTION** section provides a definition of the local OS service, service assumptions, call volume assumptions, target market, as well as any restrictions and limitations of the proposed service. High-level descriptions of the various operator services call types are also provided.
3. **HIGH-LEVEL ARCHITECTURE DESCRIPTION** section provides an overview of the selected architecture.
4. **TECHNICAL DESCRIPTION** section provides the technical description of the access architecture and call flows. For each call type, there are two sub-sections titled "Local Call Flow" and "Local Service Impacts". The "Local Call Flow" sub-section describes the call flow for Local Service offering of the specific call type. The "Local Service Impacts" sub-section summarizes any changes or needs specific to Local Service as is reflected in the call flow, as well as additional issues or supports required from the Local Service perspective.

The Local Service impacts identified for each call type are summarized in the **SUMMARY IMPACTS ASSESSMENT** section.

5. **RECORDING / BILLING** section provides a description of the recording and billing impacts.
6. **FEATURE INTERACTIONS** section describes interactions with other features.
7. **PERFORMANCE** section describes any performance impacts.
8. **5ESS® OSPS OPERATIONS** section lists some high-level service operations impacts and refer to an Operations Technical Plan for detailed service operations strategy.
9. **LOCAL TARIFF DATA** section describes other support services that may be impacted.
10. **SUMMARY IMPACTS ASSESSMENT** section provides an assessment summary of efforts needed to routing local Operator Service traffic to the AT&T 5ESS® OSPS platform for handling.
11. **BUSINESS AND REGULATORY ISSUES** section provides some business and regulatory issues as well as some negotiation perspectives.
12. **FUTURE WORK** section considers the next-steps.
13. **ISSUES** section provides a list of issues / action items that have been identified. Most of the issues are expected to be resolved. A few others may remain as suggestions for future implementation.
14. **REFERENCES** section lists documents referenced.
15. **GLOSSARY** section lists acronyms and abbreviations.

AT&T
 1996

2. SERVICE DESCRIPTION

2.1 Service Definition (LCM)

This document addresses an AT&T branded local Operator Services (OS)¹² that would allow AT&T Local Service customers to dial 0+ (intraLATA) / 0- to access either the AT&T automated Operator Services and / or a live operator for calling card and other local operator services. In addition, 5ESS® OSPS Toll and Assistance (T&A) can handle other calls that involve special types of services including Busy Line Verification/Emergency Interrupt (BLV/EI), Emergency Agency Call, and Operator-assisted Directory Assistance.

The local OS service offering is being considered for the LEC Service Resale and Loop Resale environment. The local operator services calls are routed by the LEC End Office to an AT&T 5ESS® OSPS in the LEC Service Resale, and by the AT&T Local End Office to an AT&T 5ESS® OSPS in the basic Loop Resale. The current (uncommitted) target date for initial (limited) availability is June, 1996, and is limited to one or more selected trial sites.

2.2 Assumptions (LCM)

2.2.1 Service Assumptions

The following assumptions were made:

1. Dial access for AT&T's local OS service will match that of the incumbent LEC traditional "0+/0-" service.
2. AT&T will provide local OS service for both LEC Service Resale and Loop Resale Local Service architectures.
3. 5ESS® OSPS will have the ability to distinguish intraLATA calls from interLATA calls.
4. Access to the AT&T 5ESS® OSPS is from the LEC end office in the LEC Service Resale environment, and AT&T end office switch for Loop Resale.
5. FG-C address signaling must be in the MFJ Operator Services Expanded Signaling format.
6. (a) Wink signaling can be Inband (IB), Expanded Inband (EIS), or Multiwink (MW).
(b) OSPS will determine the originating NPA from the incoming trunk group.
(c) Require ANI-II digit.
7. Emergency calls (0-) and Emergency tracing are supported.
8. Operator recall (switch flash) function not available during conversation, but capability works during ACCS (Automatic Calling Card Service) call setup.
9. Service provided to residential and business customers.
10. Current plan is to route 0- calls to APS (Automated Position System). However, this Technical Pan addresses both alternatives of routing 0- calls to APS and to a live operator to accommodate future changes in policy.
11. All local operator service completed calls are recorded at the AT&T 5ESS® OSPS.
12. Also refer to "Restrictions and Limitations" section below for call types not to be supported based on input from Product Management.

L. Connelly, "Local Operator Service Market Service Description" (Draft), 3/26/96.

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13. Additional PDD (Post Dialing Delay) for AT&T Local Operator Service calls is not considered a competitive disadvantage. We recognize there may be an increase in PDD. However, this increase is not viewed as significant at this time to warrant extra development to compensate for possible excess PDD.
14. 0+ InterLATA calls, 00-, 01+, and 011 calls work as is today and are not impacted.
15. Same branding-phrases are used for 0+(intraLATA), 0+(interLATA), and 0- calls.
16. 0+ intraLATA calls are routed to the 5ESS® OSPS via the existing trunk groups carrying the 0+interLATA and 00- traffic.
17. 0- calls¹³ are also routed to the 5ESS® OSPS via existing trunk groups carrying the 0+interLATA and 00- traffic. This implies that the 0- calls are subject to the VRCP (Voice Recognition Call Processing) treatment unless development (not yet authorized, Time / Cost request in progress) is done to distinguish and separate the 00- and 0- traffic at the 5ESS® OSPS.
(For planning purpose, the Technical Team has considered both cases of routing 0- calls directly to a live operator, or to an Automated Position (AP) with the option to bail out to an AT&T operator. This document includes both call flows (sections 4.2.3 and 4.2.4), and describes the technical feasibility to implement each of the two call flow scenarios (section 4.1.1.4 on "Separation of 00- and 0- Traffic"). It is intended to provide Product Management with the flexibility to implement one of the two call flows in a specific geographic region (or state) to satisfy any regulatory requirement or service / marketing strategy.)
18. 5ESS® OSPS cannot distinguish between intraLATA toll and intraLATA local calls.

2.2.2 Restrictions and Limitations

2.2.2.1 Call Types Limitations

Based on input from Local Product Management¹⁴, the following call types will not be part of AT&T's initial local service offering. Consequently, this document does not address these call types:

- **Public coin phone:** A sent-paid call from a coin-station is placed in the Automatic Coin Toll Service (ACTS) feature, an announcement is played requesting an initial coin deposit amount. The coin deposits are monitored automatically.
- **Hotel/Motel:** A sent-paid call from a hotel/motel line requires operator assistance to obtain the guest's room number from the calling party. This allows the call to be real-time rated¹⁵ and allows the Automatic Charge Quotation System (ACQS) to direct proper billing to the hotel/motel establishment. The Real-Time Rating System (RTRS) is a data base containing rating information for those calls requiring mechanized rating.

¹³ Local OS Product Management (3/22/96) has made a determination in coordination with Regulatory that there is no requirement identified to date which would preclude VRCP treatment for 0- calls. However, this situation will be closely monitored after initial market entry. The Technical Team has been advised to continue with the technical planning for the capability to separate 00- and 0- traffic at the 5ESS® OSPS.

¹⁴ As per Local Operator Services Operator Services Product Management. Feasibility study on coin, hotel, and motel intraLATA traffic will be conducted as a separate effort outside the scope of this Technical Plan.

¹⁵ Real-Time Rating System is a vendor technology managed by CCS-CTO for non-Lucent based technologies used by CCS.

- ACS (Accessible Communications Service) / Telecommunications Relay Service for the speech or hearing impaired customers: No requirement on ACS calls.
- Prison Calls

This document will not address LEC Resale scenarios with 0+ intraLATA and 0- calls provided by the LEC.

2.3 OS Call Volume Assumptions (LCM)

Based on the call volume forecast¹⁶ associated with subscriber forecasts of 1.1 M residential subscribers and 0.7 M business subscribers for year-end 1996, and 1.1 calls per subscriber per month, the projected Busy Hour Call Attempts (BHCA) is 34K.

2.4 Target Market (LCM)

The target market for local OS is the AT&T residential and business customers who dial "0+" or "0-" to request calling card service for intraLATA calls and local operator services in both the LEC Service Resale and Loop Resale environment.

¹⁶ The 1.1 M residential subscriber forecast data and 1.1 calls/subscriber/month data are provided by L. Connelly. The 0.7 M business subscriber data provided by B. Filak for the Local Directory Assistance Technical Plan (Issue 1.0, 2/8/96, L. C. Mui, coordinator) and is consistent with the 1.1 M residential subscribers forecast timeframe.

2.5 Local Operator Service and Call Types (TAD, LCM)

2.5.1 Customer Access to Local Operator Services

The call types that will be handled by AT&T operators are those which are dialed with the following prefixes: 0+, 0-, 00-, and 01+. This document addresses local operator services available to customers when dialing with prefixes of 0+(intraLATA) and 0- (refer to preceding "Scope" section and footnote on 1+ and 01+ prefixes in the earlier "Overview" section for more details).

2.5.1.1 0+ (intraLATA) Calls

A 0+ dialed domestic call can be dialed 0+ 7/10 digits.^{17 18} The caller is first given Automated Calling Card Service (ACCS) by the T&A application. After hearing the ACCS prompt tone, the caller can enter their AT&T honored calling card or elect to bail out from ACCS by dialing 0, doing nothing and timing out, or flash their switchhook. If the customer enters a calling card number, the call will proceed in the normal manner. If the customer dialed 0, time out, or flashed, they will be connected to the Automated Position System (APS). The automated position (AP)¹⁹ will now prompt the customer for various assisted services such as collect, person-to-person, third-number, etc. In any case the customer will be given the opportunity to bail out to a live operator. For a 0+ call flow, see section 4.2.1.

2.5.1.2 0- Call

A 0- call is a call that reaches an AT&T operator on a seizure only basis. The 0- call is dialed to obtain operator assistance in setting up a call, or for other assistance which may or may not be directly related to a particular call. For the 0- call, the AT&T operator obtains the forward number / called number since it has not been dialed by the customer. The back number / calling number / ANI is signaled by the originating office and accompanies the call for screening and billing purposes. Other 0- calls are made to report an emergency, or to request information (e.g., an NPA code or a rate quote). 0- calls to OSPS can be accomplished in two ways: (1) direct to a live operator, or (2) first to an AP with the option to bail out to a live operator. For a call flow depicting both accesses, see sections 4.2.3 and 4.2.4.

¹⁷ 0+ calls can reach AT&T from an access line presubscribed to another IC/IXC if prefixed with an AT&T access code 10XXX (for example, 102880 or 10102880).

¹⁸ Interchangeable NPAs within the future will do away with 7-digit dialing.

¹⁹ The Automated Position (AP) is a collection of hardware and application software that provides a platform for DTMF and speech recognition functions, as well as announcement functions, in implementing 5ESS® OSPS T&A related functions. The AP provides the opportunity for full automation of collect, third number, 00-, and calling card calls. It also partially automates the handling of person-to-person calls. The AP allows a calling party making a 0+ call to enter a call type identifier by using speech. Recognized spoken call-types phrases include "Credit Card," "Calling Card," "Collect," "Third Number," "Person," and "Operator." With the IIB2-R1 feature (FRF#4921), the phrases "Credit" and "Information" are added.

In the LEC Resale environment, in the event that the LEC End Office cannot send ANI, the AT&T operator will intervene and ask for calling number. This is the ONI (Originating Number Identification) feature. In the event that an ANIF (ANI Fail) occurs, the AT&T operator will intervene and ask for the calling number. Once the calling number is recorded, the call will proceed as normal.

2.5.2 Local Operator Services Features

The following operator services calls²⁰, available to customers when dialing with prefixes of 0+(intraLATA) and 0-, have been assessed by the Local Operator Service Technical team. A brief description of each service is included in this section focusing on Local Service. Other services traditionally supported by OS call servicing but are not planned for AT&T Local Service, including descriptions on InterLATA and international calls, Coin call service, Hotel / Motel calls, and prison calls are not assessed and are not discussed in this document.

In addition, there are other calls that involve special types of services, i.e., Busy Line Verification / Emergency Interrupt (also known as Busy Line Interrupt) (BLV/EI)²¹, Emergency Agency Calls, Emergency Trace, and Operator Transfer Service. These calls are described in the following subsections of this section.

NOTE: In this section, a high-level description of the various local operator service calls are described. For more details on these calls than the high-level description presented here, please refer to the later section on "Local Operator Service Call Flows" which provides a call flow description and any identified impacts for each call.

2.5.2.1 Automated Calling Card Service

With Automated Calling Card Service (ACCS), the called number and the calling card number are entered by the calling party. A 0+ dialed call that can be dialed 0+ 7/10 digits can be automated. After OSPS receives a call signaled with the Forward number 0+NXX-XXXX or 0+NPA-NXX-XXXX, the call is given Automated Calling Card Service (ACCS) treatment by the T&A application. The card number input to ACCS by the customer is validated by accessing a database such as the Line Information Data Base (LIDB), an AT&T card database, or a vendor provided card validation database. The type of card validation query and database accessed depends on the card number and the features activated.

²⁰ AT&T 5ESS® OSPS Local Operator Services section by T. Dunn in the Loop Resale Technical Plan, Draft 2, October 19, 1995.

²¹ "Emergency Interrupt" is also known as "Busy Line Interrupt". For simplicity, the remainder of the document will use the terminology "Busy Line Verify / Emergency Interrupt (BLV / EI)". For readers more accustomed to the terminology "Busy Line Interrupt (BLI)", it represents the same service.

2.5.2.2 Automatic Sequence Calling

Once an ACCS call has been completed and the called party has hung up, or before the called party answers, the AT&T customer can place another call without re-entering their calling card or credit card number again. This is accomplished by pressing the # sign located on the DTMF keypad of their telephone. This subsequent call is known as a "Sequence Call." Since divestiture, initial calls arriving at an AT&T operator services switch were assumed to be pre-subscribed to AT&T as their carrier of choice. The Modification of Final Judgment (MFJ) plan prevented IC's from allowing customers to switch between carriers after the initial call. As a result, AT&T is required to do LATA mapping on all subsequent calls. For example, if the initial call was an interLATA call the subsequent call could not be a local or intraLATA Toll call. This feature is known as Carrier Selection Enforcement (CSE).²² Currently, with few exceptions, most State regulators allow IC's/LXC's to handle local and intraLATA Toll calls.

2.5.2.3 Automated Sequence Dialing, Following Operator Release

Automated sequence dialing following operator release allows callers initially served by an AT&T operator or automated position to place an automated sequence call whether or not the initial call was completed. This capability is available on card billed calls released from the position before outputting of the call. OSPS treatment of customer-keyed number is otherwise the same as is available to callers on initial ACCS calls.

2.5.2.4 Person-to-Person Call

The Person-to-Person rate class call is used by the customer or APS to specify that the call is intended for a specified person identified by the caller, and allows the call to be charged at a person-to-person rate. OSPS billing begins when the desired party or an acceptable alternate is reached.

2.5.2.5 Station-to-Station Call

The Station-to-Station rate class call is used by the customer when he/she does not specify the person, department, office, extension, etc. to be reached.

2.5.2.6 Collect Call

This class of charge allows the 5ESS® OSPS operator or APS to indicate that a call is to be charged to the called party, as requested by the calling party and agreed to by the called party.

²² Carrier Selection Enforcement (CSE) will be covered further in the "Feature Interactions" section.

2.5.2.7 Bill-to-Third Call

This class of charge allows the 5ESS® OSPS operator or APS to indicate that the call is billed to a third number, as requested by the calling party, and in some circumstances agreed to by the third number party when the system or the AT&T operator requests verbal acceptance.

2.5.2.8 Operator Assisted or APS Calling Card Service

Operator-assisted calling card service provides assistance to a caller that makes a calling card or credit card call but does not choose to enter the billing information themselves. Customers may choose to speak their card number using the connected digit feature for some cards (14 digits). The AT&T operator or AP enters the billing information (e.g., calling card or commercial card number). The entered billing number is validated utilizing the same procedures as for Automated Calling Card Service (ACCS). Appropriate position displays are provided to indicate valid and invalid billing numbers.

Some examples of the categories of calling cards include (but not limited to):

- AT&T-issued calling cards.
- Commercial credit card calls.
- Telephone Line Number (TLN) cards
 - LEC TLN cards and LEC RAO cards
 - AT&T TLN cards (only if future business decision to support TLN cards)
- Purchase limit cards (e.g., Global Cards, TRYME card, NEXCOM card, etc.)

When a local customer makes an intraLATA call using Purchase Limit Card, the call is rated as local calls, and the bill information will be sent to the appropriate biller and is billed at local usage rate.

Prepaid Cards are purchased at flat postal rates for the minutes of usage. If intraLATA local calls are made, all the calls will get the same flat rate / minute charge.

2.5.2.9 Busy Line Verify/Emergency Interrupt

On a BLV/EI²³ call when requested by the AT&T local customer, an AT&T operator will either access the trunks or access another operator to access the BLV/BLI trunks to determine the status of the line, and, if warranted, cut in to deliver an emergency interruption. A special Verify Network is required to connect a BLV/EI call. An AT&T operator can only verify the lines in the verify network to which the 5ESS® OSPS is connected. The BLV trunk is a 4-wire trunk connected via a selected toll office for access to an incoming End Office trunk. When either the AT&T or LEC operator takes the key action to interrupt a line, the Emergency Interrupt (EI) feature applies an alerting tone over the BLV trunk and is followed by a tone every 10 seconds. The calling party's receive path is still muted while the AT&T operator is connected to the verified party. The AT&T operator receives permission to use the verify network if a Verify OK indication is received after pressing the VERIFY soft key. The AT&T operator can determine the status of a line by monitoring the line for conversation. The conversation heard by the AT&T operator is made unintelligible, but still recognizable as speech, by passing it through a scrambler

²³ does not work with the Remote Call Forwarding (RCF) or RCF+ solutions of LNP.

circuit and then to the AT&T operator. The BLV/EI feature mutes the calling customer's receive path during this operation.

To verify lines which are not in the verify network to which the 5ESS® is connected, the AT&T operator must place an outgoing Inward call to the distant operator system via the ASN (AT&T Switched Network), using the MF Inward signaling format. A typical MF Inward signaling format would be: KP+NPA+TTC-OSDC+ST, where: TTC is the Terminating Toll Center and OSDC is the Operator Special Dialed Code that determines the service requested. The NPA and TTC are optional. This information must be obtained from the CSIDS database. The CSIDS database contains dialing codes, inward operator route codes, etc. The operator is made aware of this procedure after pressing the **VERIFY** softkey and **VERIFY INDET** (indeterminate) is displayed and the Route # Field is highlighted. Once connected the AT&T operator requests the distant operator to verify the distant line's status, then reports to the customer.

BLV / EI service is a chargeable service, where tariffs apply, for either verification and/or emergency interruption. Also, an AMA recording is generated, and real-time rating is provided on coin and hotel/motel origination's.

2.5.2.10 0- Emergency Agency Call

An Emergency Agency call occurs when a caller dials 0-, instead of 911 or other means to reach appropriate agencies, to report an emergency. This document addresses emergency calls that occur when a caller dials 0-. The AT&T operator will depress the EMERG key to ensure the call will not be released. In addition, the AT&T operator will access the CSIDS (Call Servicing Information Delivery System) database to locate the appropriate agency, based on the city and state information provided by the caller. The CSIDS database contains the access numbers for many agencies such as: Police, Fire, Hospitals, Rescue Squads, Burn Centers, Poison Control Centers, etc. It must be noted that although the capability exists, some of the up-to-date data may not exist for certain localities. In order for AT&T to handle local emergency traffic then negotiation with the LEC required to locate the data source to keep the CSIDS data base current. (Refer to the "Emergency Call / Emergency Trace" sub-section in the "Local Operator Service Call Flows" section.)

2.5.2.11 Emergency Trace / Annoyance Request

Caller makes an emergency or annoyance assistance request to trace the origin of a call. The AT&T operator will locate the appropriate referral information in CSIDS and provide to the customer. If requested, the operator will dial the referral number.

A special case is the handling of hostage situation. If an AT&T operator receives the initial call, the AT&T operator personnel will contact the appropriate law enforcement agency and follow the directions of the agency until the call is removed from the position.

2.5.2.12 Operator Transfer Service

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Operator Transfer Service is a LEC tariffed service that is charged on a per message basis. Calls arriving at a local operator services location and wanting their call to be handled by AT&T are transferred to AT&T on an incoming hand-off trunk arrangement. Access from the local operator services location is handled on a dedicated trunk basis. Once connected to an AT&T operator, the call can now progress as the customer originally intended, i.e., 0-, 0+, DDD, DDDD, 800, etc.²⁴ This service is not currently used by AT&T today.²⁵ **If AT&T Product Management wants to use this hand-off arrangement to reroute calls to other IC/XC operator locations, it will first have to file a tariff.** Presently, the LEC/CO hand-off charges range from 22 cents to 46 cents per message. Projections for 1995 indicate that 234.6 million messages nationwide representing an expense to AT&T of 70.7 million dollars will be processed through this service.²⁶ **Operator methods training, routing codes, and trunk group provisioning by signaling type will be required.** If AT&T elects not to tariff this service, then AT&T operators can turn back callers requesting transfer to their COC. A turn back is necessary when there is no trunking / routing established to connect to the requested service provider. The AT&T operator in these cases informs the caller to: "Hang up and dial your call again or call your service provider for assistance." This is known as a hard turn back.²⁷ As a last resort, AT&T can route these calls to the caller's COC via a LEC AT. In these cases, AT&T will incur LEC access charges and receive no revenue.

NOTE: Operator Transfer Service is included in the list of Local Operator Services in the MSD.²⁸

2.5.2.13 Operator-Handled Directory Assistance Calls

When dialing "0-" to reach the AT&T operator, customer can ask for assistance to retrieve a local telephone listing. The CICADA service (product is DIRECToryLINK) is used today by OSPS for all customer requests for DA. It is requested in ACCS and is also supported by the AT&T operators. In addition to assisting customers to retrieve a directory listing, the CICADA feature also offers call completion by the OSPS operator.

2.5.2.14 Time and Charges

Time and Charges (T&C) is a service where an AT&T operator provides a verbal quotation of the elapsed time and associated charges for a call. The AT&T operator must request the customer to stay on the line after the call. The AT&T operator performs a specific key action to record the request. At the conclusion of the call, OSPS notifies an AT&T operator, not necessarily the original operator, of the time and charges for the call. The AT&T operator reports the time and charges to the calling party, called party, or the third party as requested.

The OSPS performs timing and sends query to the RTRS (Real Time Rating System) to determine the charges. An AT&T operator can also query CSIDS for time and charges. In response to the Time and Charges request, the AT&T operator provides verbal quotation of the elapsed time and associated charges for a call.

- ²⁴ Conversation with M. C. Pollman, August 1, 1995.
²⁵ Refer to Issue 8 in section 12.2 titled "Other Issues Addressed".
²⁶ Correspondence from L. C. Mui and W. Diak, June 22, 1995.
²⁷ Conversation with W. Diak, August 16, 1995.
²⁸ L. Connelly, "Local Operator Services Marketing Service Description" (draft), 3/26/96.

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The Charges-and-Minutes Display feature displays the charges and elapsed time associated with a real-time rated Time & Charges call.

2.5.2.15 Rate Quote

The Rate Quote feature allows the AT&T operator to obtain charging rate (depending on tariff rate) for an operator-assisted or AP call placed from a calling line, if requested by the calling, called, or third party. The 5ESS® OSPS obtains the rates from the Real-Time Rating System (RTRS) data base or the AT&T operator obtains the rates from CSIDS depending on the nature of the request.

The Rate Quote feature allows the AT&T operator to answer callers' questions regarding the charges that they are billed for a specific call type at a specific time.

3. HIGH-LEVEL ARCHITECTURE DESCRIPTION (LCM)

The AT&T 5ESS® OSPS is used to service the local operator and calling card traffic.

When AT&T Local Service is offered via LEC Service Resale, the LEC End Office will route the local operator services (OS) requests of AT&T customers to an AT&T 5ESS® OSPS. (Additional details provided in the "Access Architecture" sub-section of the "TECHNICAL DESCRIPTION" section.)

When AT&T Local Service is offered via Loop Resale (i.e. the facility build scenario), LEC loops will be separated at the Main Distributing Frame (MDF) at the LEC End Office and transported to AT&T's Local End Office (5ESS®). The 5ESS® End Office will route the local operator traffic to an AT&T 5ESS® OSPS. (Additional details provided in the "Access Architecture" sub-section of the "TECHNICAL DESCRIPTION" section.)

When AT&T Local Service is offered via the End Office of a CAP (Competitive Access Provider), local operator traffic is also routed to the AT&T 5ESS® OSPS.

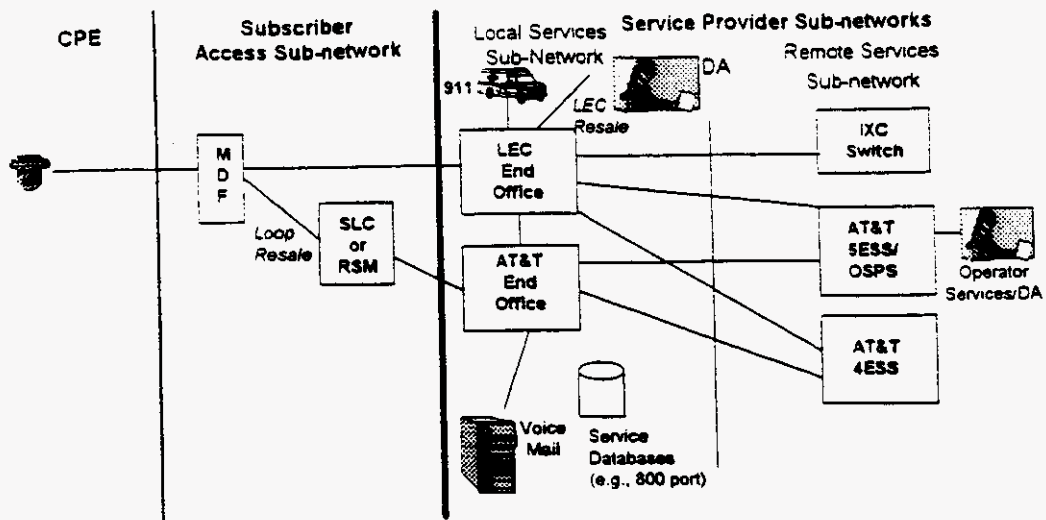


Figure 1 - End-to-End Telephone Architecture

Local operator services will be provided by an existing AT&T 5ESS® OSPS presently handling AT&T interLATA consumer originated traffic in a designated geographic area. All customer traffic originating from an AT&T Local End Office will have their automatic call processing handled by the serving 5ESS® OSPS or will be interflowed to one of the Mega-system OSPSs for operator intervention. Billing and call completion will still be handled by the serving 5ESS® OSPS. Presently, AT&T is employing a Mega-system network utilizing the OSPS interflow feature capability (refer to FEATURE INTERACTION section for additional details.).

The use of dedicated trunking to the OSPS is discussed under the topic of "Trunking Options" in the "Access Architecture" sub-section of the "TECHNICAL DESCRIPTION" section.

4. TECHNICAL DESCRIPTION

4.1 Access Architecture (LCM)

This Technical Plan considers the offering of local Operator Services (OS) in both the *Loop Resale* and *LEC Service Resale* environment. There is a specific access arrangement required by each of the two environment in bringing the local OS calls from the LEC End Office in LEC Service Resale and AT&T Local End Office in Loop Resale) to the AT&T 5ESS® OSPS. The access architecture for each of the two scenarios are summarized here. The rest of the local OS architecture and call flows (see "Call Flows" section) are identical for both cases.

In the *Loop Resale* environment, connectivity from the customer premise to the AT&T Local End Office is provided through the loop leased from the incumbent LEC to the AT&T Local End Office. The leased loop terminates at the LEC's MDF (Main Distributing Frame) and is handed off to AT&T transport equipment to the AT&T Local End Office. In the *LEC Service Resale* environment, POTS service is provided on leased LEC facility. See Figure 2 below. In the *Loop Resale* environment, the 5ESS® switch is used as the AT&T Local End Office. AT&T customers dial 0+0+ calls to obtain local operator and calling card services.

Local OS Calls Access Architecture

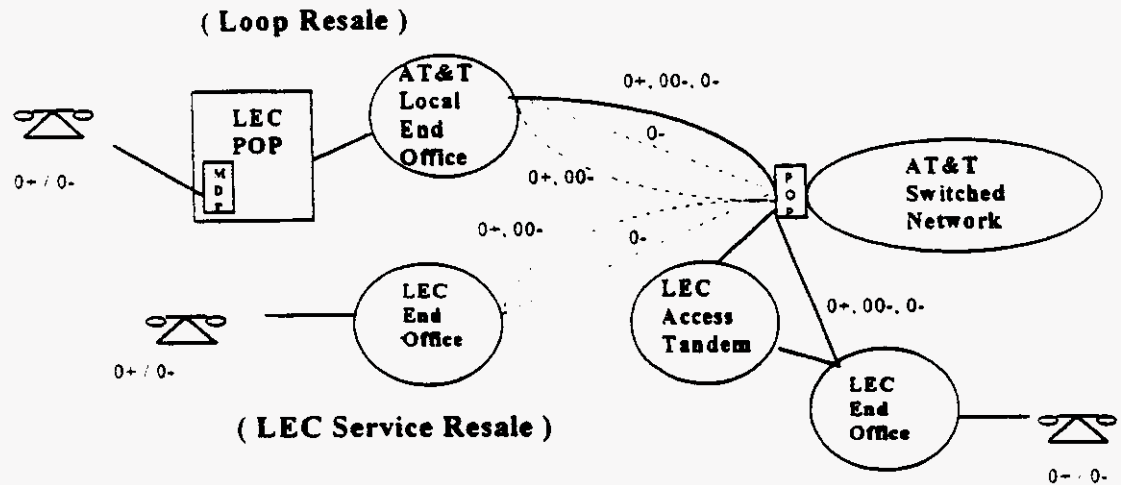


Figure 2: Local OS Calls Access Architecture

(The dash lines show trunking arrangement if 0- traffic is routed via separate trunk group.
Current view is to route 0+, 00-, and 0- via same trunk group.)

In the *LEC Service Resale* environment, the LEC End Office may be an AT&T 5ESS® switch, an AT&T 1A ESS™ switch, AT&T No. 5 Crossbar switch, or other vendor switches. AT&T customers dial 0+ / 0- to obtain local operator and calling card services. The provisioning of a new class of service (e.g. a new line class code - rate center (LCC-RAX) for the 5ESS® OSPS or an equivalent scheme for other switches) may be used to separate AT&T customers and route their OS calls to the AT&T 5ESS® OSPS platform. One or more line class code - rate centers (LCC-RAXs) must be created for use in provisioning AT&T local customers whose line terminates at the LEC end-office switch. The LCC-RAX combinations specifying the allowable line characteristics combinations to support service offerings to AT&T local customers at the 5ESS® end office. Each of the AT&T LCC-RAXs is set up to enable proper routing of the customer-dialed OS calls to the AT&T 5ESS® OSPS. The set of AT&T LCC-RAXs is defined on each end-office switch with AT&T local customer line terminations. Each AT&T customer is assigned only one of the LCC-RAXs.

For the case of the 1A ESS™ switch, the local OS calls can be routed to the 5ESS® OSPS using a special route index. For other vendor switches, the routing solution is switch-dependent, but is generally regarded as feasible (not verified) since line class codes - rate center and enhanced / special route index are basic switch capabilities. This access arrangement will need to be negotiated with the incumbent LEC as part of the LEC Service Resale negotiations.

In the future, *LEC Service Resale* can be easier if regulatory ruling is in place to require incumbent LECs to unbundle services such as local operator service, or to implement the capability for customer to specify a local service provider.

This access architecture has synergy with CAT (Consolidated Access Traffic) as a longer term Access Architecture with some issues to resolve (refer to section 6.6).

4.1.1 LEC Service Resale Access Architecture (LCM)

The following information is an assessment of the feasibility for routing 0+ (intraLATA) and 0- calls from AT&T local customer lines to an AT&T 5ESS® OSPS to service operator-assisted calls in the LEC Service Resale environment.

In this section, "AT&T local customer lines" refer to those lines at the LEC End Office when the subscribers have become AT&T customers in the LEC Service Resale environment.

4.1.1.1 Routing of AT&T 0+ (IntraLATA) and 0- Traffic to the AT&T OSPS

To route the local Operator Services traffic to the AT&T 5ESS® OSPS in the LEC Service Resale environment, the LEC end office must have the ability to distinguish between AT&T and LEC customer lines, and to route the calls to the AT&T 5ESS® OSPS. In the following sections, the AT&T switches are examined to assess the feasibility.

4.1.1.1.1 5ESS® End-Office Switch

AT&T local customer lines will be provisioned with a unique Line Class Code, unique Screening Code (SC), and Digit Analysis Selector (DAS). This provisioning serves the purpose of separating the AT&T local "0+" and "0-" traffic from the LECs. For local "0+" calls, a unique Route Index is provided to route via a dedicated AT&T OSPS trunk group with EIS (Extended Inband Signaling) signaling to a specified AT&T 5ESS® OSPS. For "0-" calls, a unique Route Index is provided to route via an AT&T OSPS trunk group dedicated to "0-" calls, and with EIS signaling, to the AT&T 5ESS® OSPS. The non-AT&T lines are not affected.

4.1.1.1.2 1A ESS™ End-Office Switch

For AT&T 1A ESS™, Line Class Code will NOT be used. AT&T local lines will be provisioned with a unique Chart in the Chart Class Column translator. This provisioning serves the purpose of separating the AT&T local "0+" and "0-" traffic from the LECs. For local "0+" calls, a unique Traffic Service Position route index is used to access the unique AT&T 0+ trunk group. For "0-" calls, a Special Route Index is used to access the unique AT&T 0- trunk group.

4.1.1.1.3 No. 5 Crossbar Switch

For the AT&T No. 5 Crossbar switch, Line Class Code will NOT be used. Instead, a new Class of Service, with special routing information to route the "0+" and "0-" calls to an AT&T 5ESS® OSPS, can be defined for a Vertical Group. AT&T customer lines can be assigned to the Vertical Group for the special class of service.

4.1.1.1.4 Other Vendor End-Office Switch

For other vendor switches, similar capability to the above 5ESS® and / or 1A ESS™ are believed to exist since all switches do have such screening and routing capabilities. The terminology may differ, however.

4.1.1.1.5 Recording Option Setting

The option of "no AMA record" on the LEC switch should be selected so recording is done at the 5ESS® OSPS. This would imply the LEC and AT&T would have to negotiate some charging arrangement since no access record is generated for the LEC to charge AT&T. One such negotiation may be a flat fee for routing all AT&T local operator service traffic to the AT&T network.

4.1.1.2 Class of Service Provisioning and Administration

4.1.1.2.1 Defining a New Class of Service

One or more line class code - rate centers (LCC-RAXs) must be defined (as described in the preceding section) for use in provisioning AT&T local customers whose line terminates at the LEC end-office switch. The new class of services are one or more line class code - rate center (LCC-RAX) combinations specifying the allowable line characteristics combinations to support service offerings to AT&T local customers at the 5ESS® end office. Each of the AT&T LCC-RAXs is set up to enable proper routing of the customer dialed OS calls to the AT&T 5ESS® OSPS. The set of AT&T LCC-RAXs is defined on each end-office switch with AT&T local customer line terminations. Each AT&T customer is assigned one of the LCC-RAXs.

4.1.1.2.2 Provisioning

When a customer is provisioned for AT&T local service, the customer line must be provisioned with the AT&T class of service code to enable the proper switch screening and routing of AT&T local "0+" and "0-" traffic to AT&T 5ESS® OSPS.

4.1.1.2.3 Administration

An important factor in the Administration of the new class of service is that the LEC has correctly provisioned the customer with one of the AT&T class of service codes. To the LECs, this represents an additional step in their OAM&P process.

When a customer terminates local service subscription with AT&T, the line must be provisioned to disable the switch screening and routing previously provisioned to route AT&T local "0+" and "0-" traffic to AT&T 5ESS® OSPS. This can be accomplished through service order provisioning.

4.1.1.3 Trunking Options

1. For AT&T local customer lines, it is possible to route "0-" calls via a dedicated trunk group (Modified Feature Group C trunks) to a specified AT&T 5ESS® OSPS so that the call can be handled by an AT&T operator without the upfront Automated Position treatment. This means we can have "0-" calls routed to and handled by an AT&T operator team. (The handling of "0-" calls by an AT&T operator team would eliminate legal concern regarding the handling of emergency calls).
2. The trunk group for the "0+" (intraLATA) traffic can be the same as the existing trunk group for AT&T's "0+" (interLATA) traffic and the same VRCP announcement message can be used and there is no need to distinguish the two types of "0+" calls.
3. If "00-" and "0-" traffic are routed via the SAME trunk group, some development is needed for the 5ESS® OSPS to be able to distinguish between the incoming "00-" and "0-" traffic (e.g. 00- traffic to receive VRCP treatment and 0- traffic to be handled by an AT&T operator team). An alternative to development is to use of a dedicated trunk group for "0-" traffic. See the following section on Separation of "00-" and "0-" traffic.
4. For lines NOT subscribed to AT&T, the "0+" and "0-" call handling are NOT AFFECTED.
5. Current plan is to route 0- calls to APS.²⁹

To provide Product Management with the flexibility to support any regulatory / legal requirements, and to satisfy the cost-saving objective on trunking requirements, this TP offers both alternatives of routing 0- calls with and without dedicated trunking to the OSPS. Technical feasibility and solution for each of the two options will be assessed. It is therefore possible to use dedicated trunking in a specific state, and shared trunking in other states, as appropriate.

4.1.1.4 Separation of 00- and 0- Traffic

Automation which was added to the AP 3/Q 1994 was intended to give front end menu treatment to calls dialed 00-, 10102880 or 102880. Independent Company (ICO) Article 4, "0-" traffic was not supported. It was felt that Article 4, "0-" traffic using speech recognition may have emergency service liability implications and/or other legal implications. For local service, there are economic reasons for aggregating all call types (0-, 00-, and all 0+) on one trunk group³⁰. This means that the 5ESS® OSPS will need to be capable of separating out the "0-" traffic and routing it to a live operator while still routing the "0+" calls to the AP (Automated Position). Using the proper carrier start pulse (ST for interexchange carrier, and STP for local carrier) in the signaling from an equal-access End Office / Access Tandem, and the presence (or lack thereof) of 0 signaled from the End Office/Access Tandem, the 5ESS® OSPS is able to separate the "0-" traffic without any development provided different carrier indication is used for the 0- and 00- traffic. 5ESS® OSPS development is required to separate the 0- and 00- traffic routed over the same trunk group and shared the same "0288" carrier indication. An alternative may be to route the 0- traffic over a different trunk group to separate the "00-" and "0-" traffic.

²⁹ As per Product Management meeting of 3/22/96.

³⁰ OSPS response to Preliminary Planning Estimates for 0-/00- Call Separation for Local Service Operator service feature (Request from L. Mui and T. Dunn, 9/95) is being re-assessed to take into consideration of the carrier indication.

A decision to automate the "0-" local traffic was made after a review from the Regulatory perspective to assess any potential legal requirement for servicing "0-" traffic by a live operator. There is still a concern by some of the emergency liability even if there is no legal requirements. This concern can be alleviated by (a) development to separate 00- and 0- traffic at the OSPS, or (b) routing via separate trunk groups.

4.1.2 Loop Resale Access Architecture (GJK)

With loop resale, AT&T will own and manage the local end office (i.e., AT&T Local End Office) while operator services will be provided by an AT&T 5ESS® OSPS. Trunks must be available between the AT&T Local End Office and the AT&T 5ESS® OSPS to provide intraLATA operator services to AT&T local customers as well as interLATA operator services to AT&T local customers who also choose AT&T as their interLATA (and, in the future, intraLATA toll) carrier. The trunks used to carry traffic from the AT&T Local End Office to the AT&T 5ESS® OSPS are one-way Modified Feature Group C trunks. The transport architecture for these trunks is described in the Loop Resale Technical Plan³¹

The AT&T Local End Office will route 0+, 00-, and 0- traffic to a specific AT&T 5ESS® OSPS using a dedicated trunk group, and these calls will receive Voice Recognition Call Processing³² announcement treatment. If desirable, the AT&T Local End Office can route "0-" traffic to a specific AT&T 5ESS® OSPS using a separate, dedicated trunk group so that the calls can be handled by an AT&T operator. Please refer to the preceding "Trunking Options" and "Separation of 00- and 0- Traffic" sections.

Outgoing calls from the AT&T 5ESS® OSPS (e.g., calls where operator enters a forward number or calls where calling party enters a forward number, etc.) will be routed back through the AT&T Switched Network and will not be directly routed from the AT&T 5ESS® OSPS to an AT&T Local End Office.

³¹ Loop Resale Technical Plan Draft 3.0 (Coordinators: T. E. Adams, S. Ganesan, D. E. Levy), December 22, 1995.

³² As per Local Operator Service Product Management, 3/22/96.

4.2 Local Operator Services Call Flows (LCM)^{33 34}

This section describes the call flow for each of the major local Operator Services calls. For each call-type section, the "Call Flow" sub-section describes the call flow. The "Local Service Impacts" sub-section summarizes outages, work required to make feature work, and other local service considerations, if any.

The following calls are discussed in individual sections to follow.

- Section 4.2.1 - 0+ (IntraLATA) Call w/ Automated Position
- Section 4.2.2 - 0+ (IntraLATA) Call -- ACCS with Bail Out to Operator
- Section 4.2.3 - 0- Call thru Automated Position and Bail Out to Operator
- Section 4.2.4 - 0- Call (Operator-Handled)
- Section 4.2.5 - Sequence Calls
- Section 4.2.6 - Automated Sequence Calls, Following Operator Release
- Section 4.2.7 - Operator-assisted Directory Assistance Calls
- Section 4.2.8 - Emergency Calls
- Section 4.2.9 - Real Time Rated Calls
- Section 4.2.10 - Busy Line Verify / Emergency Interrupt

Sections 4.2.1 - 4.2.4 are intended to be general call flows divided into categories of 0+(intraLATA) and 0- calls, and with / without automated positions. Sections 4.2.5 - 4.2.10 are intended to focus on more details of the specified call type.

Throughout this section, the term "5ESS®" refers to a 5ESS® or other vendor end office switch in the LEC Service Resale environment, and an AT&T 5ESS® end office switch in the Loop Resale environment. The term "5ESS® OSPS" refers to the AT&T 5ESS® OSPS used to service operator service calls.

4.2.1 (IntraLATA) Call w/ Automated Position (TAD / LCM)

4.2.1.1 Call Flow

1. Customer goes off hook.
2. 5ESS® looks up customer record.
3. 5ESS® transmits dial tone.
4. 5ESS® does line screening.
5. Customer dials 0+7/10 digits.³⁵
6. 5ESS® determines call is a request for operator assistance.
 - a) In accordance with the customer profile, and/or local regulatory rules the call could be routed as follows:
 - If Customer dials an IntraLATA toll call and the Customer has selected a carrier other than AT&T, the call will be routed to a LEC Access Tandem (AT) or other carrier.

³³ Authors acknowledge input from P. Thomson.

³⁴ Authors acknowledge input from C. Most, S. Scharm, and the Operator Call Servicing team.

³⁵ With INPA, if call is handled by LEC local office, the local dialing plan could block 7-digit dialing. If OSPS does receive 7-digits, OSPS will prepend the NPA to the 7-digits.

- If Customer dials an InterLATA toll call and the Customer has selected an Interexchange Carrier (IXC) other than AT&T, the call will be routed to a LEC AT or to other carrier.
 - b) If the 5ESS® is not equipped with an OSPS T&A application, the 5ESS® will route the call to a terminating Switch Module (SM) that has an idle trunk to an OSPS T&A in a distant 5ESS®.
 - c) If the 5ESS® is equipped with an OSPS T&A application the 5ESS® routes the call through the originating SM on a loop around trunk to an incoming SM, then through the ACD to a position.
7. In all cases the selected trunks will employ Modified Operator Services (MOS) signaling protocols, i.e. Feature Group C (FGC).
- a) Address signaling must be in MFJ Operator Services Expanded Signaling format.
 - b) Wink signaling can be Inband (IB), Expanded Inband (EIS), or Multiwink (MW).
 - c) OSPS will determine the originating NPA from the incoming trunk group.
8. A typical 0+ address signaled format will be:
- a) KP+NPA+NXX+XXXX+ST3P or KP+NXX+XXXX+ST3P, where Customer dialed 0+NPA+NXX+XXXX or 0+NXX+XXXX.
9. The Customer's ANI will be outpulsed after receiving a wink from the 5ESS® OSPS in the following format:
KP+II+NXX+XXXX+ST.
10. In 6a, 6b, and 6c above an AMA Access Charge record is made in the local originating 5ESS®.
11. 5ESS® OSPS receives called and calling numbers.
12. If access line is restricted to Operator-Handled treatment only, the call will be delivered to an AT&T operator bypassing the ACCS feature.
13. If there are no restrictions, the call will be given the bong tone in the ACCS (Automated Calling Card Service).
14. ACCS provides the initial prompt, branding and instructional announcement. After branding the ACCS announcement will say, "Please enter your Calling Card Number and Pin or major Credit Card and the four digit expiration date now."
15. If an AT&T calling card is keyed in by the customer, OSPS will send a query to the AT&T CAS card validation database. Also, commercial credit cards queries are sent to the AT&T CCC database. A query will be sent to the Network Access Interrupt (NAI) database, if a LEC card is entered.
- a) If the card is invalid, an announcement will be played to the Customer asking them to enter their card number again.
 - b) If the card number is invalid after the second attempt, the Customer will be so advised and the call will be terminated, and Operator Bail Out treatment applies in specific cases, such as CAS geographic restriction.
 - c) If the card number is valid, the call will be allowed to proceed normally without operator intervention.

(Text in italics indicates call processing by the Automated Position.)

16. *The customer elects to do nothing or dials 0, the Customer will be distributed to an AP which will provide a prompting announcement that explains how service can be requested. The customer will hear the following initial AP announcement, "This is AT&T, please say Collect, Calling Card, Third Number, Person to Person or Operator now."*
17. *The customer still does nothing, after time out a second announcement will be played. The customer will hear, "Sorry, please say Collect, Calling Card, Third Number, Person to Person, or Operator now."*
18. *If the customer says "Collect", go to step 33.*
19. *If the customer says "Calling Card", go to step 26.*
20. *If the customer says "Third Number", go to step 37.*

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21. If the customer says "Person-to-Person" go to step 45.
22. If customer says "Operator", go to step 39.
23. If customer says a foreign language keyword (e.g. "espanol") recognized by APS, go to step 46.
24. If the customer still does nothing, the AP will play a final announcement. "Please hold for operator assistance."
Go to step 29.
25. In addition callers may reach an AT&T operator by saying "Operator," dialing 0, or flashing, or timing out after the bong tone or after any announcement has started.

(Continue from line 16 and 17 -- if customer says "Calling Card")

26. If the customer says "Calling Card," the AP will play an announcement to the customer that says, "Please Touch Tone or speak your Calling Card Number now."
27. If the customer speaks the Calling Card number and it is invalid or unintelligible the customer will be instructed to hold for an AT&T operator as in 24 above. If Calling Card is valid, the call will be given ACCS like treatment without operator intervention.
28. If the customer elects to enter their Calling Card number via the Touch Tone method, and it is invalid, the customer will be given a second chance to re-enter their Calling Card Number. If the Calling Card Number is still invalid the customer will hear an announcement that says, "Please hang up and dial again, the card number you have dialed is not valid." The customer is now disconnected. If the Calling Card number is valid the call will be given ACCS like treatment without operator intervention.
Go to 47.

(Continue from line 16 and 17 -- if customer dials 0 or says "Operator")

29. If the Customer had elected to dial 0, or say "Operator", the AP will transfer the customer to a Toll and Assistance (T&A) queue awaiting the next available operator. (It could be interflowed to a megasystem host site.)
30. When an AT&T operator is attached, Originating Line Screening (OLS) and/or Terminating Code Screening (TCS) restrictions, if any, will appear on the screen.
31. The Customer can elect to place an alternately billed call, e.g., Station Collect, Station Bill to Third, or a Person, etc.
32. When operator class charges the call, the appropriate database query will be sent.
 - a) If a BLG OK indicator is displayed on the screen, the AT&T operator will allow the call to proceed normally.
 - b) If a BLG DENY indicator is displayed on the screen, the AT&T operator will advise the Customer to seek another form of alternate billing or terminate the call.
 Go to step 47.

(Continue from line 16 and 17 -- if customer says "Collect")

33. If the customer says "Collect," the AP will check to see if collect calls are being automated and if billing acceptance is required. An NAI query is sent by the OSPS for Collect calls.
 - a) With the automation of collect calls, the AP uses name recording, nameless protocol operation, or a location recording to identify the calling party to the called party being billed for the call.
 - b) With More Efficient Call Handling (MECH) operation, the AP identifies collect as the billing type. The call is then released to the system for normal MECH handling. The AP does not record the callers name.

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- c) In Second Operator Name Identification (SONIC) treatment, collection of the calling party's name is deferred until the billed party has answered.
 - d) In operator transfer mode, the AP if billing acceptance is required, transfers the call to an AT&T operator for name collection and completion.
34. If billing acceptance is required for automated collect calls and name recording is being used for this call, the calling party will be prompted to speak his/her name.
 35. The call will now be outpulsed. On called party answer, the AP plays a charge acceptance prompting announcement including the recorded calling party name.
 36. If the called party says "No," the forward connection is released and the calling party hears an announcement that charges were refused and they should hang up. If the called party says "Yes," the calling party will be fully connected and both parties will hear an announcement to proceed with the call. Go to step 47.

(Continue from line 16 and 17 -- if customer says "Third Number")

37. If the calling party says "Third Number," a prompt to dial the third number will be given.
38. If the calling party provides a 10-digit third number, an NAI query is sent by the OSPS, and when BLG OK is received from NAI, then enter Improved Third Number Acceptance (ITNA) feature. If ITNA specifies that third party billing acceptance is not required, the calling customer will be released from the AP and will be connected to the called party on called party answer.
39. If third number billing requires acceptance from the third party and name recording is turned on, the calling party will be prompted for their name, which will be recorded.
40. After speaking their name, the calling party will hear normal network responses, i.e., ringing, busy, etc., following outpulsing of the third number.
41. On third party answer and if no answering machine is detected, the calling party will be split and muted while the third party hears a charge acceptance announcement. If the third party says "Yes," the AP will release the third party and release the call to the system.
42. If an answering machine is detected by the AP (on interflowed collect or any third number acceptance call) the following announcement will be played back: "Caller, we appear to have reached an answering device. Please hold for an operator, who will assist you with your call."
43. If the third party says "No," the third party connection will be released, and the calling party will hear an announcement that the charges were refused and that they should hang up. Also an option, if specified, the calling party can be connected to an AT&T operator. Go to step 47.
44. If the caller says Person or Person-to-person, the AP will play the following announcement to the caller when person charging is requested and MECH treatment is being given: "Thank you for your person-to-person call. Please hold, an operator will assist you when your party answers." The call will be given MECH treatment similar to a collect call. Go to 47.

(Continue from line 16 and 17 -- if customer says "Person" or "Person to Person")

45. If the calling party says "Person", "Person Collect", or "Person to Person," the AP will either transfer the call to an AT&T operator or as an alternative, the AP can assign the call PERSON PAID and give MECH treatment similar to that given for collect calls. Go to step 47.

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(Continue from line 16 and 17 -- if customer says a foreign language keyword recognized by APS)

46. If the calling party says a foreign language keyword recognized by APS, the call is routed to the MLOS (Multi-Lingual Operator Services) center, and billing records are generated at the center. Go to step 47.
47. In all of the above 0+ call types, OSPS will control the call until either the calling party or called party disconnects.
48. Upon completion of the call, OSPS will generate an appropriate AMA call record.

4.2.1.2 Local Service Impacts

1. The enhancement to distinguish intraLATA (toll and local) and 0- calls from all other calls is being worked as part of this technical planning effort (see section 10.2 item 2).
2. In those cases when the Collect or Third Number called parties refuse charges on AP-handled call, the Local Product Management can elect to bring the calling party to an AT&T operator rather than playing an announcement instructing the caller to hang up, assuming that we have implemented the capability stated in item 1 above to distinguish intraLATA and 0- calls from all other calls.
3. The 0+ (intraLATA) calls arriving at an AT&T operator's position will be identified as "0288 ATT"³⁶ in the Primary Data Region of the Operator Work Station (OWS) or Video Display (VDT) terminal. In addition, when a call is transferred to an AT&T operator from an AP, the AP will forward a message containing information about the call and the reason for the transfer. The text will be displayed to the AT&T operator upon position seizure.
4. MLOS (Multi-Lingual Operator Services) impact, if any, is being assessed.
5. Features such as MLOS and CICADA may be requested via APS or the AT&T operator, and are part of the standard OSPS offering. If for any reason that these features are to be excluded, then development is required. At this time, no reason for exclusion has been identified.

4.2.2 (IntraLATA) Calls -- ACCS with Bail Out to Operator (TAD / LCM)

4.2.2.1 Call Flow

1. Customer goes off hook.

³⁶ Issue 16 in the "ISSUES" section was identified to address the proper carrier indication at the 5ESS@ OSPS for local OS calls. The alternatives are LEC, 0288 (AT&T), or another 4-digit code. A conference call was held on 1/18/96 (J. Atkins, K.C. Choi, T. Dunn, C. Most, L. Mui, T. O'Malley, D. Pearson, and P. Thomson) and it was decided that the local OS calls should be identified with a carrier indication of "0288" (AT&T). Refer to "Conference Call Minutes - Carrier Indication" email, L.Mui, 1/18/96.

2. 5ESS® looks up customer record.
3. 5ESS® transmits dial tone.
4. 5ESS® does line screening.
5. Customer dials 0+7/10 digits.
6. 5ESS® determines call is a request for operator assistance.
 - a) In accordance with the customer profile, and/or local regulatory rules the call could be routed as follows:
 - If customer dials an IntraLATA toll call and the Customer has selected a carrier other than AT&T, the call will be routed to a LEC Access Tandem (AT) or to other carrier.
 - If Customer dials an InterLATA toll call and the Customer has selected an Interexchange Carrier (IXC) other than AT&T, the call will be routed to a LEC AT or to other carrier.
 - b) If the 5ESS® is not equipped with an OSPS T&A application, the 5ESS® will route the call to a terminating SM that has an idle trunk to an OSPS T&A in a distant 5ESS®. (assumed customer PICed AT&T).
 - c) If the 5ESS® is equipped with an OSPS T&A application the 5ESS® routes the call through the originating SM on a loop around trunk to an incoming SM, then through the ACD to a position. (assumed customer PICed AT&T).
7. In all cases the selected trunks will employ Modified Operator Services (MOS) signaling protocols, i.e. Feature Group C (FGC).
 - a) Address signaling must be in MFJ Operator Services Expanded Signaling format.
 - b) Wink signaling can be Inband (IB), Expanded Inband (EIS), or Multiwink (MW).
 - c) OSPS will determine the originating NPA from the incoming trunk group.
8. A typical 0+ address signaled format will be:
 KP+NPA+NXX+XXXX+ST3P or KP+NXX+XXXX+ST3P, where the Customer dialed
 0+NPA+NXX+XXXX or 0+NXX+XXXX.
9. Customer's ANI will be outpulsed after receiving a wink from the 5ESS® OSPS in the following format:
 KP+II+NXX+XXXX+ST
10. In 6a, 6b, and 6c above an AMA Access Charge record is made in the local originating 5ESS®.
11. 5ESS® OSPS receives called and calling numbers, returns ACCS prompt (bong tone) then awaits customer's action.
12. Customer can elect one of four (4) possible options.
 - a) Key in a calling card number utilizing their keypad or an acoustical DTMF coupler.
 - b) Key in 0 (Zero) for an AT&T operator utilizing their keypad or an acoustical DTMF coupler.
 - c) Flash their access line's switch hook and an AT&T operator will be attached.
 - d) Do nothing, and time out to an AT&T operator.
13. If an AT&T calling card is keyed in by the customer, OSPS will send a query to the AT&T CAS card validation database. Also, commercial credit cards queries are sent to the AT&T CCC database. A query will be sent to the Network Access Interrupt (NAI) database, if a LEC card is entered.
 - a) If the card is invalid, an announcement will be played to the Customer asking them to enter their card number again.
 - b) If the card number is invalid after the second attempt, the Customer will be so advised and the call will be terminated, and Operator Bail Out treatment applies in specific cases, such as CAS geographic restriction.
 - c) If the card number is valid, the call will be allowed to proceed normally without operator intervention.
14. If the customer says a foreign Language keyword recognized by APS, the call will be routed to the appropriate MLOS centers.

15. If the Customer had elected to dial 0, flash, or time out, the call will be placed in queue awaiting the next available AP. To get a live operator, the customer must then dial 0, flash, timeout, or say OPERATOR at AP.
16. When an AT&T operator is attached, Originating Line Screening (OLS) and/or Terminating Code Screening (TCS) restrictions, if any, will appear on the screen.
17. The Customer can now elect to place an alternately billed call, e.g., Station Collect, Station Bill to Third, or a Person, etc.
18. When operator class charges the call, the appropriate query will be sent.
 - a) If a BLG OK indicator is displayed on the screen, the AT&T operator will allow the call to proceed normally.
 - b) If a BLG DENY indicator is displayed on the screen, the AT&T operator will advise the Customer to seek another form of alternate billing or terminate the call.
19. In all of the above 0+ calls, OSPS will control the call until either the calling party or called party disconnects.
20. Upon completion of the call, OSPS will generate an appropriate AMA call record.

4.2.2.2 Local Service Impacts

1. The 0+ (intraLATA) calls arriving at an AT&T operator's position will be identified as "0288 ATT" in the Primary Data Region of the Operator Work Station (OWS) or Video Display (VDT) terminal.
2. Features such as CICADA and MLOS may be requested via APS or the AT&T operator, and are part of the standard OSPS offering. If for any reason that these features are to be excluded, then development is required. At this time, no reason for exclusion has been identified.

4.2.3 Call thru Automated Position and Bail Out to Operator (TAD / LCM)³⁷

4.2.3.1 Call Flow

1. Customer goes Off Hook.
2. 5ESS® looks up customer record.
3. 5ESS® transmits dial tone.
4. 5ESS® does line screening.
5. Customer dials 0- call.
6. 5ESS® determines the call is a request for operator assistance.
 - a) If 5ESS® is not equipped with an OSPS, the 5ESS® will route the call to a terminating SM that has an idle trunk to an OSPS in a distant 5ESS®.
 - b) If the 5ESS® is equipped with OSPS, the 5ESS® routes the call through the originating SM on a loop around trunk to an incoming SM, and then through an ACD to the position.
7. In all cases the selected trunks will employ Feature Group C signaling protocols. A typical address signaled format will be:
 - a) KP+ST+KP+II+NXX+XXXX+ST.
 - b) Address signaling must be in Multifrequency Operator Services Expanded Address Signaling format.

³⁷ Information on 0- with Automated Position from Koulter.

- c) Wink signaling can be inband (IB), Expanded Inband (EIS), or Multi Wink (MW).
- d) OSPS will determine NPA from the incoming trunk group.
- 8. In 6a and 6b above an AMA Access Charge record is made in the originating SESS®.
- 9. SESS® OSPS does originating line screening (OLS) on signaled ANI.
- 10. If access line is restricted to Operator-Handled treatment only, the call will be delivered to an AT&T operator bypassing the Automated Position (AP) feature. The customer will receive treatment similar to a call dialed 0- without AP. See call flows in the following section labeled "0- Call (Operator-Handled)".
- 11. If there are no restrictions, the call will be placed in queue awaiting the next available AP.

(Text in italics indicates call processing by the Automated Position.)

- 12. *When the AP is attached, the caller will hear "AT&T", followed by an AP announcement, "To place a call, please dial the number you are calling now; or for assistance, say Operator now."*

NOTE: Indeterminate Information Bureau³⁸ (IIB2) Front End Menu (to be deployed in near future) is an automated service to provide an alternate means of delivering information to customers. The menu will provide prompt for: DA, area code, country code, name of place, (2) Dialing Instructions, (3) Rates, (4) Time-of-day, (5) Switch to AT&T (Winback), and (6) Operator.

- 13. *If the customer elects to do nothing, in 5 seconds a second announcement will be played, "Sorry, your response was not understood. This will be followed by "To place a call ..."*
- 14. *If the customer still does nothing or is intelligible the following will occur, a) an AT&T Operator is attached or b) an announcement stating, "Your response was not understood, please hang up and try your call again." Followed by a disconnect.*
- 15. *If the customer elects to dial in the number that they intend to call, e.g., 7 or 10 digits, a prompt (bong tone only) is heard followed by an AP initial announcement. The call flows will now proceed as if it were a 0+ call with AP. See section on "0+ (IntraLATA) Call with Automated Position". Beginning with step 17.*
- 16. If the customer said "Operator" or dialed 0 the AP will transfer the call to an AT&T operator for further treatment.
- 17. The call is now placed in queue awaiting the next available operator.
- 18. When an AT&T operator becomes available, the call will be displayed on the OWS/VDT as 0- NON COIN. The FWD# will appear blank and the 10 digit BK# (ANI) will be displayed. If any calling restrictions, as a result of OLS, will also be displayed to the AT&T operator.
- 19. The AT&T operator will now determine the nature of the customer's request.
- 20. The Customer can elect to place an alternately billed call, e.g., Station Collect, Station Bill to Third, or a Person, etc.
- 21. The AT&T operator class charge the call (e.g., collect, DDD, card, etc.). This will be retained for the call record. When operator class charges the call, the appropriate database query will be sent.
 - a) If a BLG OK indicator is displayed on the screen, the AT&T operator will allow the call to proceed normally.
 - b) If a BLG DENY indicator is displayed on the screen, the AT&T operator will advise the Customer to seek another form of alternate billing or terminate the call.
- 22. If the customer requests the operator to complete the call the following procedures will be observed:

³⁸ Input from N. Hoque, 2/96.

- a) If the customer asks for assistance dialing because of difficulty dialing themselves, the AT&T operator after obtaining the forward number depresses ENTER and class charge appropriately. The AT&T operator enters a trouble code associated with the difficulty i.e., TBL #, two digit code, and presses ENTER and POS REL (Position Release).
 - b) If customer does not indicate difficulty reaching their called party, the AT&T operator after obtaining the forward number, depresses ENTER, and class charge appropriately, and POS REL.
23. If the customer requests that the AT&T operator determine if a particular line is busy or idle then a special local BLV (Busy Line Verify) network is employed. This is a local network maintained by the LEC. If AT&T does not have access to it the AT&T operator can obtain the appropriate routing information from CSIDS and place an outgoing inward call to the distant operator system that has a BLV network connection to the line.
- a) After verifying status of the called party's line, the AT&T operator informs the originating customer and depresses RECRD TICKET (Record Ticket) and POS REL keys to record call for billing purposes.
 - b) If the originating customer requests that the AT&T operator interrupt called party, the AT&T operator depresses EI (Emergency Interrupt) and informs the called party the reason for the interrupt. The AT&T operator can offer the customer the option to complete the call to called party or let the originating customer dial the call themselves. In either case the AT&T operator depresses RECRD TICKET and POS REL to record call.
 - c) Refer to "Busy Line Verify / Emergency Interrupt" section for additional information.
24. If the customer says a foreign Language keyword recognized by APS, the call will be routed to the appropriate MLOS centers.
25. In all the above 0- call types, 5ESS@OSPS will control the call until either calling party or called party disconnects.
26. Upon completion of the call(s) an AMA billing record will be generated by the 5ESS@ OSPS for operator assistance.

4.2.3.2 Local Service Impacts

1. The 0- calls arriving at an AT&T operator's position will be identified as "0288 ATT" in the Primary Data Region of the Operator Work Station (OWS) or Video Display (VDT) terminal.
2. A decision to automate the "0-" local traffic should include a review from the regulatory perspective to assess any potential legal requirement for servicing "0-" traffic by a live operator. There is a general concern of the emergency liability even if there is no legal requirements.
3. If access to the 5ESS@ OSPS is via an Access Tandem, it could preclude some capability (e.g., flash during pre-call setup) from getting to the AT&T operator.
4. Features such as MLOS, CICADA, and IIB may be requested via APS or the AT&T operator, and are part of the standard OSPS offering. If for any reason that these features are to be excluded, then development is required. At this time, no reason for exclusion has been identified.

4.2.4 Call (Operator-Handled) (TAD / LCM)

4.2.4.1 Call Flow

1. Customer goes Off Hook.
2. SESS® looks up customer record.
3. SESS® transmits dial tone.
4. SESS® does line screening.
5. Customer dials 0- call.
6. SESS® determines the call is a request for operator assistance.
 - a) If SESS® is not equipped with an OSPS, the SESS® will route the call to a terminating SM that has an idle trunk to a SESS® OSPS in a distant SESS®.
 - b) If the SESS® is equipped with OSPS, the SESS® routes the call through the originating SM on a loop around trunk to an incoming SM, and then through an ACD to the position.
7. In all cases the selected trunks will employ Feature Group C signaling protocols. A typical address signaled format will be:
 - a) KP+ST+KP+II+NXX+XXXX+ST.
 - b) Address signaling must be in Multifrequency Operator Services Expanded Address Signaling format.
 - c) Wink signaling can be Inband (IB), Expanded Inband (EIS), or Multi Wink (MW).
 - d) SESS® OSPS will determine NPA from the incoming trunk group.
8. In 6a and 6b above an AMA Access Charge record is made in the originating SESS®.
9. SESS® OSPS does originating line screening (OLS) on signaled ANI.
10. The call is now placed in queue awaiting the next available operator.
11. When an AT&T operator becomes available, the call will be displayed on the
 - a) OWS/VDT as 0- NON COIN. The FWD# will appear blank and the 10 digit BK# (ANI) will be displayed. If any calling restrictions, as a result of OLS, will also be displayed to the AT&T operator.
12. The AT&T operator will now determine the nature of the customer request. The customer can elect to place an alternately billed call, e.g., Station Collect, Station Bill to Third, or a Person, etc.
13. When operator class charges the call, the appropriate database query will be sent.
 - a) If a BLG OK indicator is displayed on the screen, the AT&T operator will allow the call to proceed normally.
 - b) If a BLG DENY indicator is displayed on the screen, the AT&T operator will advise the Customer to seek another form of alternate billing or terminate the call.
14. If the customer requests the AT&T operator to complete the call the following procedures will be observed:
 - a) If the customer asks for assistance dialing because of difficulty dialing themselves, the AT&T operator after obtaining the forward number depresses ENTER, and class charge appropriately. The AT&T operator enters a trouble code associated with the difficulty i.e., TBL #, two digit code, and presses ENTER, and POS REL (Position Release).
 - b) If customer does not indicate difficulty reaching their called party, the AT&T operator after obtaining the forward number, depresses ENTER, class charge appropriately, and POS REL.
15. If the customer requests that the AT&T operator determine if a particular line is busy or idle then a special local BLV (Busy Line Verify) network is employed. This is a local network maintained by the LEC. If AT&T does not have access to it the AT&T operator can place an outgoing Inward call to the distant operator system that has a BLV network connection to the line.

- a) After verifying status of the called party's line, the AT&T operator informs the originating customer and depresses RECRD TICKET (Record Ticket) and POS REL keys to record call for billing purposes.
- b) If the originating customer requests that the AT&T operator interrupt called party, the AT&T operator depresses EI (Emergency Interrupt) and informs the called party the reason for the interrupt. The AT&T operator can offer the customer the option to complete the call to called party or let the originating customer dial the call themselves. In either case the AT&T operator depresses RECRD TICKET and POS REL to record call.

Refer to the "Busy Line Verify / Emergency Interrupt" section for additional information.

16. In all the above 0-call types, 5ESS@ OSPS will control the call until either calling party or Called party disconnects.
17. Upon completion of the call(s) an AMA billing record will be generated.

4.2.4.2 Local Service Impacts

1. The 0- calls arriving at an AT&T operator's position will be identified as "0288 ATT" in the Primary Data Region of the Operator Work Station (OWS) or Video Display (VDT) terminal.
2. If access to the 5ESS@ OSPS is via an Access Tandem, it could preclude some capability (e.g., flash during pre-call setup) from getting to the AT&T operator.

4.2.5 Sequence Calls (TAD)

Once an ACCS call has been completed and the called party has hung up, or before the called party answers, an AT&T customer can place another call with or without re-entering their calling card or credit card number again.

4.2.5.1 Assumptions

For the following call flow scenario, it is assumed that:

- A caller originated a call from an access line equipped with DTMF signaling capability.
- The caller entered the calling card number using the automated calling card service or AP.
Or an AT&T operator enters calling card number for customer. (If operator or AP, call must have been released from position before outpulsing or outpulsed from position and FWD# answered.)
- The called party answered; conversation was completed; and an on-hook indication was received from the called party.

Or the called party did not answer, but the calling party is still on the line

4.2.5.2 Call Flow

1. Calling party presses the # key
2. 5ESS® OSPS makes an appropriate AMA record for the first call. Determines that ACCS calling card sequence calls are allowed. Provides an ACCS announcement to prompt the calling party to dial another number.
3. The calling party dials a North American Numbering Plan (NANP) number or dials 01+ an international number.
4. 5ESS® OSPS collects the digits and identifies them as a valid forward number, and sends an appropriate CARD query. If allowed, 5ESS® OSPS outpulses the call to the forward number.
5. Calling party hears ringing.
6. Called party answers.
7. 5ESS® OSPS begins chargeable timing.
8. Called party talks to calling party and then hangs up.
9. Calling party can now place another sequence call or hang up.
10. 5ESS® OSPS generates the appropriate AMA record for a calling card call.

4.2.5.3 Local Service Impacts

1. If the first call is local, and the second is an interLATA call and if AT&T is the local service provider, then there is no problem. For description of issue when changing carrier, refer to "LATA Mapping, Carrier Selection Enforcement and IntraLATA Toll Presubscription" sub-section in the "FEATURE INTERACTION" section.
2. A policy *must* be established on the handling of sequence calls. One possibility is to enforce the Carrier of Choice (COC) of the first call to be applicable to all subsequent sequence calls.

4.2.6 Automated Sequence Dialing, Following Operator Release (TAD)

The following is the call flow for the automatic sequence dialing, following operator release. This call-type is also known as Subsequent Calls. The call flow scenario is similar to Sequence calls. Once a call has been made by an AT&T operator entering the calling card number, the calling customer can make additional calls without re-entering their calling card or credit card again.

4.2.6.1 Assumptions

For the following call scenario, it is assumed that:

- The call was setup by an AT&T operator with a back card number class of charge.
- The AT&T operator entered calling card, or credit card was valid.

4.2.6.2 Call Flow

1. Caller requests operator to place a calling card call to a forward number. Operator enters new number provided by caller.
2. SESS® OSPS collects the digits and identifies them as a valid forward number.
3. Operator requests from caller a calling card number if customer has not already entered it on previous call.
4. SESS® OSPS sends a validation query to the appropriate card validation database.
5. If card is valid the call will automatically outpulse.
6. Operator releases from call.
7. Calling party hears ringing.
8. Called party answers.
9. SESS® OSPS begins chargeable timing.
10. Called party talks to calling party and then hangs up.
11. Calling party can now place a sequence call by pressing the # key or hang up.
12. SESS® OSPS generates the appropriate AMA record for a calling card call.

4.2.6.3 Local Service Impacts

1. If the first call is intraLATA, and the second is an interLATA call and if AT&T is the local service provider, then there is no problem. For description of issue when changing carrier, refer to "LATA Mapping, Carrier Selection Enforcement and IntraLATA Toll Presubscription" sub-section in the "FEATURE INTERACTION" section.
2. A policy must be established on the handling of sequence calls. One possibility is to enforce the Carrier of Choice (COC) of the first call to be applicable to all subsequent sequence calls.

4.2.7 Operator-assisted Directory Assistance Calls (LCM)

4.2.7.1 Call Flow

DA calls may be handled by either having the AT&T operator retrieve listing information from the Directory Assistance (DA) bureau or to hand-off the call to the DA bureau. Today, the standard OSPS offering for DA is the CICADA feature. The call flow is as follows:

1. Customer calls "0-" or "0+" ACCS to NPA-555-1212, and reaches an AT&T operator.
2. Customer requests operator to retrieve telephone listing number.
3. Operator offers to provide instruction or to connect customer to a directory assistance bureau..

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4. Operator prompts customer for City (also State, if it is needed for identification), and operator retrieves the DA bureau telephone number.
5. If customer has requested instruction, the AT&T operator would provide the DA bureau telephone number to the customer. Call flow ended.
6. If customer has requested connection to the DA bureau, operator would establish the connection to the DA Bureau.
7. Operator presses POS REL.
8. Call flow ended.

4.2.7.2 Local Service Impacts

1. At the present time, the AT&T interLATA operator routes the DA call to the NDA Platform in some states and the local DA bureau (LEC) in the remaining states. A Product decision (based on business decision and regulatory requirements) needs to be made if DA calls should be directed to the AT&T National DA Platform (NDAP) which will be servicing AT&T local DA. This will then be implemented by M&P for specific regions.
2. The CICADA feature may be requested via APS or the AT&T operator, and is part of the standard OSPS offering. If for any reason that these features are to be excluded, then development is required. At this time, no reason for exclusion has been identified.

4.2.8 Emergency Call Handling³⁹

There are two categories of *Emergency calls*: (a) Emergency calls to Official Public Emergency Agency (e.g., police, fire department, ambulance, military authorities), (b) Emergency calls to Non-Official Public Emergency Agencies (e.g., hospitals, doctors, crisis center, life guards), (c) Emergency Trace or Annoyance calls, and (d) Hostage situations. On any Emergency calls to Official Public Emergency Agencies, no charge applies. The Non-Official category of calls are chargeable.

4.2.8.1 Call Flow - Emergency Calls

(a) Sample scenario - 0- NON COIN Official Agency Emergency Call

1. Call arrives at the position and OWS/VDT displays 0-NON-COIN, carrier 0288 ATT, and the Back number.
2. Customer requests an emergency agency ("Police" used in this example).
3. Operator asks for City and requests the customer to hold the line.
4. Operator presses EMERG soft key. EMERG, MANUAL TICKET and NO CHARGE are displayed.

³⁹ Emergency call flows in this section provided by S. Scharm of Operator Call Servicing.

- (a) Tariff must determine chargeable and non-chargeable for intraLATA toll and intraLATA local for designated area.
5. Operator presses MAIN DB to access CSIDS, secures number for the police by using the NPA-NXX of the back number (BK#) displayed.
 6. Operator presses the forward number (FWD#) key and input the digits of the retrieved number. The number is outpulsed.
 7. Operator presses DETAIL and inputs "POLICE" in the Detail field. Presses ENTER.
 8. Forward party goes off hook, agency answers, and conversation begins.
 9. Operator presses HOLD to place the call on hold.
 10. A new call arrives on loop 2. While processing the call on loop 2, loop 1 ICON blinks. Operator excuses her/himself from the call. Presses LOOP #, input "1" for loop 1, presses ENTER.
 11. The emergency call is redisplayed. The call has terminated.
 12. Operator presses MAKE BUSY, RECRD TICKT and POS REL, and the Emergency call is released from the position.
 13. Operator reaccesses loop 2 to continue the second call.
 14. Emergency ticket is printed at the appropriate printer at the end of the call.

(b) Sample scenario - 0- NON COIN Non-Official Agency Emergency Call

1. Call arrives at the position and OWS/VDT displays 0-NON-COIN, carrier 0288 ATT, and the Back number.
2. Customer requests connection to an Non-Official Emergency Agency ("Doctor" used in this example). The customer provides the number.
3. Operator requests customer to hold the line.
4. Operator presses EMERG soft key. MANUAL TICKET and NO CHARGE are displayed.

(a) Tariff must determine chargeable and non chargeable for intraLATA toll and intraLATA local for designated area.

5. Operator presses forward number (FWD #) key and inputs the number.

Operator presses SEND and PAID, and STATION PAID is displayed. BLG CHECK is also displayed. When BLG OK is displayed, the call is outpulsed.

6. Operator presses DETAIL and inputs "DOCTOR" in Detail field. Presses ENTER.
7. Forward number answers and conversation begins.
8. Operator presses POS REL.

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- 9 Emergency ticket is printed at the appropriate printer at the end of the call.

(c) Emergency Trace/Annoyance Calls

Caller makes a request to trace the origin of an Emergency or Annoyance call.

Operator Methods and Procedures⁴⁰ need to be developed in coordination with Corporate Security to handle this type of calls. These procedures are outside the scope of this Technical Plan.

The following is a suggested call flow provided by Operator Call Servicing organization and is captured in this document for information only. The call scenario applies to an AT&T Local Customer's request.⁴¹

1. AT&T Local Customer dials 0- and requests a trace on the origin of an Emergency or Annoyance call.
2. The AT&T operator will access CSIDS and retrieve the appropriate number based on the Back number NPA NXX.
3. The AT&T operator will provide the number to the customer.
4. If the customer requests, the AT&T operator will connect the customer, Class Charge appropriately and POS REL.

(d) Hostage Situation

Operator Methods and Procedures need to be developed in coordination with Corporate Security and Local Law Enforcement to handle this type of calls. These procedures are outside the scope of this Technical Plan.

The following are procedures suggested by the Operator Call Servicing organization, and is included in this document for information only. Within the current LEC environment, the call is controlled at the local switch. The AT&T operator is not involved if the initial call from the hostage holder is made directly to law enforcement. If an AT&T local operator receives the initial call, the local operator office personnel will contact the appropriate law enforcement agency and follow the directions of the agency until the call is removed from the position. Local actions are required to control incoming and outgoing calls from the hostage telephone during negotiations.

4.2.8.2 Local Service Impacts (LCM)

⁴⁰ Listed as Issue 6 in the section 12.2 titled "Other Issues Addressed".

⁴¹ The local OS addressed by this plan is offered to AT&T Local Customers only. The service offer is not extended to Non-AT&T Local Customers and ICO Customers. Please refer to Service Definition section.

4.2.8.2.1 Emergency Referral Numbers

For Emergency Call, it is necessary to provide operator with up-to-date contact information for proper referral and connectivity. As AT&T enters local business, the frequency of emergency calls would increase and the need to have up-to-date emergency information would be more pronounced.

A longer term solution is an industry-wide requirement to be mandated by the PUC to have up-to-date emergency referral numbers available to all carriers.

The planning for 911 service is outside the scope of this document. The Plan of Record is 911 service negotiated as part of the contract in the LEC Service Resale arrangement. AT&T will need to provide 911 service in the Loop Resale environment. For 911 planning, refer to the Loop Resale Technical Plan (Reference 5 document).

4.2.8.2.2 Impacts on Emergency Agency Calls

There are occasions when a customer calls an AT&T operator and requests connection to an official emergency agency and then hangs up or leaves the line as the connection is being established. In this case, the AT&T operator would advise the agency a party was trying to reach them and would then be guided by the agency. As directed by the agency, the AT&T operator would either provide the back number, ring back the calling party, call back the calling party, or provide any call details. This call scenario is impacted by the following issues:⁴²

4.2.8.2.2.1 Local Number Portability

NOTE: This is not an issue for LEC Resale and the expected limited use of RCF-based solution for market entry.

The issue of which number will be displayed to the AT&T operator, the LEC ported number or the AT&T number, must be resolved. If it is the AT&T number, we must determine if this number will be sufficient for the agency to respond properly, i.e. access the customer address to dispatch to the location. In order to ensure appropriate emergency call handling it may be necessary to have the LEC ported number as well as the AT&T number available or displayed to the AT&T operator.

In addition, it is necessary to determine the requirement of AT&T to provide agencies with cross references for address information related to customers with an AT&T number and a LEC ported number, and customers with only an AT&T number. As we will be serving customers who have LEC ported numbers and AT&T numbers as well as customers with only AT&T numbers, this information must be accessible to the emergency agencies.

The ability to ring back a LEC ported number or an AT&T number must be assessed. We must determine if there is a difference in treatment for customers who have a LEC ported number and an AT&T number and those customers who only have an AT&T number.

If Local Number Portability is in place, it is the current understanding⁴³ that the customer back number is sufficient as reference number for the public emergency agency to locate the caller's address in emergency situations. It is, therefore, not necessary to have both the ported number and the original number for

⁴² Included input provided by S. Scharm.

⁴³ As per conversation with R. Manzo 1/16/96.

emergency call handling. However, the concern expressed by the Channel Management organization of needing both the back number and the ported number is logged here for future reassessment pending future LNP implementation.

4.2.8.2.2.2 Interflow

Long standing OSPS limitations prevent an AT&T operator from setting up an AT&T operator originated call to a number that is served by an interflowed 5E. This is likely to prevent an AT&T operator from reinitiating a call in an emergency situation. At most, the AT&T operator could set up a pseudo call to call the customer back but could not add on the agency.

4.2.8.2.2.3 CAT (Consolidated Access Trunking Feature)

Introduction of the CAT feature (currently targeted for the 1997 time frame) eliminates the ability to ring back the calling customer and hold a call. For more detailed description of CAT impacts on Emergency Call handling, refer to section 6.6.

4.2.8.2.3 Call Automation

Automation of 0- traffic using speech recognition may have emergency service liability implications and/or other legal implications.

If the 0- calls are to be automated, there is a need to expand the vocabulary of the Speech Recognition capability to include recognition of emergency-related words such as "Fire", "Police", "Emergency", "Ambulance", etc.⁴⁴ The spoken "Emergency" word should result in immediate connection to an AT&T operator.

Also, if megasystem interflowed call, operator cannot call back to the BK# but the telephone # itself stay displayed.

⁴⁴ There is AP development underway to add the phrases "Credit" (for credit on previous call) and "Information". When spoken, the call(s) will be routed to designated teams. As per T. Dunn email of 1/15/96 on Automated Position 0- Menu Changes. Credit is fully automated on APS.

4.2.9 Real Time Rated Calls (LCM)

4.2.9.1 Call Flow^{45 46}

The Real Time Rating System (RTRS) is accessed by the OSPS for calls requiring rates. The AT&T operator also queries CSIDS for rate quotes depending on the request. The following are some call flow scenarios.

4.2.9.1.1 Purchase Limit Calling Card (e.g., Global card)

1. A 0+ or 0- call comes in and the caller uses a Purchase Limit calling card.
2. A calling card query is sent to the CAS database to determine the status and the balance.
3. SESS® OSPS sends an initial query to RTRS to verify if there is sufficient balance in the account to cover talk for the initial period charge.
4. If return and is OK, outpulsing occurs, and forward party answers.
5. OSPS timers start.
 - (a) When timer expires, SESS® OSPS sends query to calculate the charges.
 - (b) SESS® OSPS compares the last balance and the current charges.
 - (c) If the limit has not been exceeded, the call is allowed to continue, and the timer is again set.
6. SESS® OSPS also sends update to the CAS system with the most recent debit.
7. This process repeats for each time interval set by the timer.
8. When the caller disconnects, if a message is sent by CAS to disconnect this call (e.g. card limit is exceeded), then special announcements, warnings, and termination applied.

4.2.9.1.2 Rate Quote

Sample Call Flow - Customer request for Rate Quote⁴⁷

1. Customer requests rate quote for current date.
2. Operator accesses RTRS.
3. A query is sent to the RTRS requesting rate information for the class of the charge (for example, sent-paid, calling card).
4. For the different types of cards, the DIFF Card feature can track different rates depending on the card type, as determined by the card number.

⁴⁵ Conversation with W. Chang.

⁴⁶ Conversation with C. Azar.

⁴⁷ Rate Quote call flow provided by S. Scharm.

4.2.9.1.3 Time and Charges

*Sample Call Flow - 0+ Paid*⁴⁸

1. Customer requests Time and Charges on a call.
2. Operator presses the T&C soft key and requests the customer to remain on the line at the end of the call.
3. At PR OK, the AT&T operator presses POS REL and the call proceeds.
4. When the call is terminated, and the calling party remains on the line, OSPS attaches an AT&T operator. The AT&T operator quotes the T&C and presses POS REL.
5. When the call is terminated and the customer does not remain on the line, OSPS attaches an AT&T operator. The AT&T operator outpulses the calling party number, quotes the charges and presses POS REL.

Note: If the call is billed other than paid, i.e. Collect, Bill to Third number, or charges are to be quoted to another party, additional key actions are required.

4.2.9.2 Local Service Impacts

4.2.9.2.1 RTRS Database

In order for RTRS to apply unique rates to intraLATA calls (i.e., rates different than for toll intraLATA calls), RTRS must be able to distinguish an intraLATA local call versus an intraLATA toll call or interLATA call.⁴⁹

A process does currently exist in support of the Article IV company operator services and can be used as a model for local service. RTRS currently distinguishes intraLATA local calls from intraLATA toll and interLATA calls only for those Article IV independent LECs that AT&T provides Operator Services for. Local calling area data is entered into the RTRS database for the Article IV LECs by the RTRS Database Administration Organization. To support initial trials of local service, the RTRS Database Management organization may be able to update the database with the local calling area data. To support a national deployment of local service, however, it is not possible to manually maintain all the local calling NXX pairs or rate center pairs to determine a local calling area. Development is needed to mechanize the loading of data into RTRS from a data feed such as a tape or file. A data source is also needed for the local tariff data for each state as AT&T enters local market. The interface and process need to be

⁴⁸ Time and Charges call flow provided by S. Scharm.

⁴⁹ Description of RTRS issues provided by A. Myers.

established to implement the update. To anticipate growth in the local customer base, it is important that sufficient capacity is planned to support the data and the traffic.

4.2.10 Busy Line Verify / Emergency Interrupt (LCM)^{50 51}

If customer requests the AT&T operator to determine if a particular line is busy or idle, the local BLV (Busy Line Verify) network is employed. Today, the BLV network is a local network maintained by the LEC. If AT&T does not have access to it, the AT&T operator can place an outgoing Inward call to the distant operator system that has a BLV network connection to that line.

4.2.10.1 Call Flow

(a) Sample Call Flow 0- NON Coin Call - Forward Number Can Be Verified by AT&T Operator

1. Call is made via 0- to reach an AT&T operator.
2. Customer requests to verify a busy line and provides a 10 digit number.
3. The AT&T operator enters the forward number, presses PAID and asks customer if the line should be interrupted if there is conversation. PR OK is displayed.
4. Customer states he/she does not want the line interrupted.
5. The AT&T operator depresses the VERIFY soft key and asks the customer to hold. VERIFY OK is displayed.
6. The AT&T operator presses FWD # and SEND keys. FWD# ICON goes off hook and scrambled conversation is heard.
7. The AT&T operator presses RECRD TICKT and SPLIT BK.
8. The AT&T operator reports to the customer there is conversation on the line.
9. Customer acknowledges the report and hangs up. BK ICON goes on-hook
10. The AT&T operator presses POS REL key to end the call.

(b) Sample Call Flow 0- NON Coin Call - Forward Number Cannot be Verified by AT&T Operator

⁵⁰ Input from J. Atkins and P. Thomson on BLV/EI.

⁵¹ Input from C. Most, S. Scharm, and C. Lee on BLV issues and operator M&P, and BLV call flows from S. Scharm.

1. Call is made via 0- to reach an AT&T operator.
2. Customer requests to verify a busy line and provides a 10 digit number.
3. The AT&T operator enters the forward number, presses PAID and asks customer if the line should be interrupted if there is conversation. PR OK is displayed.
4. Customer states he/she does not want the line interrupted.
5. The AT&T operator presses the VERIFY soft key and asks customer to hold. VERIFY DENY is displayed.
6. The AT&T operator presses CANCEL CALL.
7. The AT&T operator reports to the customer the number cannot be verified.
8. Customer acknowledges report and hangs up. BK ICON goes on-hook.
9. The AT&T operator presses POS REL key to release from call.

(c) Sample Call Flow 0- NON Coin Call - Forward Number Verified Through Inward Operator at Other Local Company

1. Call is made via 0- to reach an AT&T operator.
2. Customer requests to verify a busy line and provides a 10 digit number.
3. The AT&T operator enters the forward number, presses PAID and asks customer if the line should be interrupted if there is conversation. PR OK is displayed.
4. Customer states he/she does not want the line interrupted.
5. The AT&T operator depresses the VERIFY soft key and asks customer to hold. VERIFY INDET is displayed.
6. The AT&T operator presses MAIN DB to access CSIDS.
7. The AT&T operator determines BLV Inward Route and inputs the number.
8. The AT&T operator presses MAIN DB to return to processing screen and SEND.
9. Inward operator answers.
10. The AT&T operator requests verification only on the 10 # number.
11. Inward operator acknowledges.
12. Inward operator performs the verification and reports there is conversation on the line.

13. The AT&T operator acknowledges the report, presses RECRD TICKT. Forward end of call is released. Class Charge and FWD # are retained.
14. The AT&T operator presses SPLIT BK and provides a report to the customer.
15. Customer acknowledges and hangs up. BK ICON goes on-hook.

The AT&T operator presses POS REL key to end the call.

(d) Sample Call Flow 0- NON Coin Call - Busy Line Interrupt Through Inward Operator at Other Local Company

1. Call is made via 0- to reach an AT&T operator.
2. Customer requests to verify a busy line and provides a 10 digit number.
3. The AT&T operator enters forward number, presses PAID and asks customer if the line should be interrupted if there is conversation. PR OK is displayed.
4. Customer states he/she does want the line interrupted.
5. The AT&T operator requests the customer's name, depresses the VERIFY soft key and asks the customer to hold. VERIFY INDET is displayed.
6. The AT&T operator presses MAIN DB to access CSIDS.
7. The AT&T operator determines BLV Inward Route and inputs the number.
8. The AT&T operator presses MAIN DB to return to processing screen and SEND.
9. Inward operator answers.
10. The AT&T operator presses EI soft key.
11. The AT&T operator requests verification and interruption of the 10 # number and supplies the customer's name.
12. Inward operator acknowledges.
13. Inward operator performs verification and reports the called party will release the line.
14. The AT&T operator acknowledges. Inward operator hangs up.
15. The AT&T operator presses RECRD TICKT.
16. The AT&T operator reports to the customer the line is clear and asks if they wish to dial or be connected.
17. Customer states they will dial and hangs up. BK ICON goes on-hook.

The AT&T operator presses POS REL to release the call.

4.2.10.2 Local Service Impacts

1. If the choice is LEC provided BLV capability, AT&T Local Service Negotiation Team needs to determine if existing agreements in place with the LECs for InterLATA Operator Services will also cover Local Operator Services. If not, it is necessary to negotiate with the LEC to provide for operator's capability to request LEC operator to perform BLV / EI since the LEC operator has signaling to control BLV circuits.
2. AT&T has provided BLV capability on behalf of article IV ICOs. If AT&T is to provide its own capability, then it will have to deploy additional trunking to handle the BLV trunking needs to handle BLV / EI.
3. As we enter the local market via the LEC Service Resale or Loop Resale environment, it is difficult for the AT&T operator to determine if a particular line needs to be routed to an AT&T, LEC, or another carrier's operator for BLV.

5. RECORDING / BILLING (ECB)

5.1 Local Switch Office Recording (ECB)

For the case of LEC Resale, OS recording at the LEC End Office will not be impacted because calls are expected to be routed to the AT&T 5ESS/OSPS. When the LEC End Office is requested to route the call to the ASN, it will send the call via a dedicated trunk group. At this point, the LEC End Office will generate an access record. There will be no AMA recording required for these calls at the LEC End Office.

For the case of Loop Resale, OS recording at the AT&T Local End Office will not be impacted because calls are expected to be routed to the AT&T 5ESS@ OSPS. When the AT&T Local End Office routes the call to the ASN, it will send the call via a dedicated trunk group. At this point the AT&T Local End Office will generate an access record. There will be no AMA recording required for these calls at the AT&T Local End Office.

5.2 AT&T Switched Network Recording (ECB)

5.2.1 AMA Recording Using 5ESS@ OSPS

The AT&T 5ESS@ OSPS AMA recording is currently handled by the billing system. The RICS software will have to be updated to handle the new AMA Structure Codes, Call Codes and Modules that RICS did not previously handle. These primarily include access AMA records. There will be no new AMA requirements for the 5ESS@ OSPS.

If the LEC provides the Operator Service and a call is completed, the EMI records will contain information indicating Call Completion.

5.2.1.1 CICADA Call Completion AMA Record

CICADA Call Completion for calls processed by the 5ESS® OSPS is indicated by the appending of an AMA Module 321 to the AMA structure. CICADA Call Completion applies to both the Loop Resale and the LEC Resale. A call completed by the AT&T operator is an "operator assisted" call or "operator completed" call and is billed as such.

5.2.2 Need for Identification of AMA Record

Currently, there is no immediate need to distinguish the interLATA 5ESS® OSPS AMA record from the local 5ESS® OSPS AMA record.

5.2.3 Methods of Distinguishing the AMA Records

For the Loop Resale case, the Local OS AMA records are created at some designated 5ESS® OSPS to which the Local 5ESS® directs the calls. These AMA records look similar to regular 5ESS® OSPS AMA records.

For the LEC Resale case there are either AT&T 5ESS® OSPS AMA records or the EMI records. There is currently no way to determine if the 5ESS® OSPS AMA records were locally-originated (e.g. 0- and 00- will look the same). LEC handling of OS calls, however, will create EMI records that will be obtained by AT&T. These records can be identified as Local OS records.

5.3 LNP Recording Impacts (ECB)

5.3.1 Local Routing Number (LRN) Solution

The analysis of Local Number Portability (LNP) has not yet been completed. An LNP AMA module for Illinois, however, has been defined. The AMA module for Local Routing Number (LRN) will be used initially. One copy of this AMA Module will be appended to the AMA structure for each porting of the Originating Number, Terminating Number, or Bill-to-3rd Party Number. The AMA Module contains a table indicating which number is ported, the ported number, and a table indicating geographic location (reserved for future use). More details of LNP are contained in 'CCS Local Number Portability Technical Analysis Brief / Technical Plan,' Issue 1, Draft 5, February 23, 1996.

5.3.2 Remote Call Forwarding Plus (RCF+) Solution

Remote Call Forwarding Plus (RCF+) is similar to LNP in that it permits customers to relocate within the same local call area but to another carrier.

No AMA recording impacts are expected. More details of RCF+ are contained in 'CCS Local Number Portability Technical Analysis Brief / Technical Plan,' Issue 1, Draft 5, February 23, 1996.

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5.4 Recording Impact Summary (ECB)

With the introduction of various local services (e.g., Local calling, Local Operator Services, Local DA, etc.), there will be a significant increase in AMA records and / or EMI records. This will impact the billing stream components - BILLDATS, RICS, MPS, etc. Other Local Service projects currently under development indicate these impacts as well.

5.5 Billing Impact

5.5.1 Billing Data Acquisition and Transport (BILLDATS) System (ECB)

The BILLDATS acts as an interface between the 4ESS™ and 5ESS® switches and the RICS processors. No impacts other than an increase in the number of AMA records is expected. The increase, however, is not known at this time but should not be significant.

BILLDATS will see significant increases in the number of AMA records as local traffic increases in AT&T-owned switches (e.g., Loop Resale traffic, Local DA, etc.). This may cause the need for more links between BILLDATS and AT&T's 5ESS® OSPS switches as well as more BILLDATS collectors.

5.5.2 Recorded Information Collection (RICS) System (ECB)

RICS will see significant increases in AMA record processing for the Loop Resale case and for the case in which LEC Resale directs local OS calls to an AT&T 5ESS® OSPS.

For the case of LEC Resale with LEC-handled OS calls, the LEC will record the calls and sell the EMI (Electronic Message Interchange records to AT&T. These records will be processed by MPS thus bypassing BILLDATS and RICS.

A detailed document⁵² describing the RICS requirements for AMA recording is currently being written/finalized. It may be necessary for other RICS requirements to handle local Operator Services.

5.5.3 Message Rating (ECB)

The rating system will be processing either EMI records from RICS (for the LEC Service Resale case with AT&T-handled OS calls and the Loop Resale case) or EMI records purchased from the LEC (for the LEC Service Resale case with the LEC-handled OS calls). In either case, the message rating system will, however, be processing more records.

5.5.4 Local Billing System Impacts-(ECB)

It is not certain at this time if a separate local service billing system will be used. Regardless, there will be significant impact to the billing system due to the increase in volumes of AMA records and/or EMI records.

⁵² J. P. Dowens, B. M. Sullivan, "IntraLATA/Local Service Recording - RICS Technical Plan - Issue 1.2, December 1, 1995"

6. FEATURE INTERACTIONS

6.1 5ESS® OSPS Interaction (LCM)

Local OS calls will be routed to the 5ESS® OSPS. Since carrier of "0288" is used for 00- and 0-, the separation of 00- and 0- would require routing the two types of traffic over separate trunk groups. The 00- traffic can be subject to VRCF treatment and the 0- traffic can then be routed to a live operator team.

If any future Product directive requires differentiation in interLATA and intraLATA call handling, the capability can be provided by an additional indicator on the operator screen to indicate interLATA or intraLATA. This indicator would require development, but the OSPS has the capability to make this distinction. To further differentiate intraLATA toll and intraLATA local calls, additional development effort is required.

6.2 Limitations with Mega-Systems Multi-Point Interflow (TAD)⁵³

The only limitation that Multi-Point Interflow has is a geographic restriction that is inherent to all 5ESS® OSPS applications. When a call is interflowed from an originating / sending OSPS to a receiving OSPS for operator assistance, the AT&T operator cannot call the originating customer back if the connection has been released and the originating customer is not in the receiving OSPS's calling area. The AT&T operators currently have a workaround. They access a loop and depress the CONFR or FWD# key, and then set up a ten-digit telephone number to access an external party.

Operators cannot honor customer Delay Call requests in this environment. If the incumbent LEC honors them, then the customers will consider this as a limitation. All coin control signaling capabilities are intact and still working. This includes "Ringback" and operator hold.

6.3 LATA Mapping, Carrier Selection Enforcement and IntraLATA Toll Presubscription (TAD)

Currently, the 5ESS® OSPS functionality supports call completion's for both intraLATA and interLATA calls. 5ESS® OSPS determines whether a call is intraLATA or interLATA by performing a function called LATA mapping. Basically, LATA mapping compares the LATA number of the originating and terminating numbers. If the LATA numbers match, the call is intraLATA; if the LATA numbers do not match, the call is interLATA. 5ESS® OSPS incoming trunk group data defines, for calls originating on a particular trunk group, whether intraLATA only, interLATA only, or both intraLATA or interLATA call completion is allowed. The determination as to which value applies is derived from the applicable tariff. For example, when a call is received on a incoming trunk designated as interLATA only, the caller cannot switch called numbers and place an intraLATA call without violating the tariff. To conform with the tariff, 5ESS® OSPS utilizes a feature called Carrier Selection Enforcement (CSE). This feature will block the subsequent call and inform the customer with an announcement or the AT&T operator with an applicable display.⁵⁴ In many states, AT&T is certified and tarified to complete intraLATA calls.

⁵³ For details on the Multi-Point Interflow feature, see the 5ESS® OSPS User's Guide, 3/28/96.

⁵⁴ In CSE, the system will block the subsequent call and inform the customer with an announcement or the AT&T operator with an applicable display.

An operator will allow a blocked call to proceed if it is an emergency call.

With the entry of AT&T into local services, LATA mapping and CSE has some shortcomings. Presently, LATA mapping cannot differentiate between local and intraLATA Toll. In addition, except for Article 4 (Independent Companies (ICO's) AT&T OSPS T&A assumes all incoming calls to be AT&T with a Carrier Identification Code (CIC) of 288. Hence, it cannot determine who the COC is on subsequent calls. This can lead to some misrouted calls or calls that are turned back.

In response to an industry demand for an intraLATA Toll PIC functionality, Network Systems has developed a special feature called InterLATA Carrier's intraLATA capability (ICLATA). This feature is currently being made available to 5ESS® End Office as a local feature. This capability allows a Local End Office to assign different carriers to local and/or intraLATA Toll. The customer's access line interLATA PIC is still assigned as before. This feature is also known as IPIC. IPIC data specifies who will handle intraLATA Toll 0+ or 0- traffic. If the pre-subscribed intraLATA Toll carrier does not handle intraLATA Toll 0+ or 0- traffic, this traffic will be handled by the local exchange company (LEC). The issue here is that 5ESS® OSPS T&A cannot differentiate between intraLATA local and intraLATA toll. There is no concept of intraLATA toll within the digit analysis tables to which OSPS has access. If OSPS could identify that the call was intraLATA toll and the signaled carrier is the COC, on sequence calls or calls where the AT&T operator is asked to change the forward or called number, a definitive carrier check cannot be made without the IPIC feature being available. For example, if the initial intraLATA toll call was AT&T and the subsequent call was either intraLATA local or interLATA, OSPS cannot correctly identify the COC for the call.

The recommended solutions require development across multiple systems and/or extensive OSPS development. A preliminary Pass 0 time and charges estimate showed OSPS development impacts to be medium to high. Presently, Network Systems uses the following scale to determine estimated costs for a Pass 0 T&C. High is over 4 Million dollars, Medium is between 1 to 4 Million dollars, and Low is under 1 Million dollars. Development costs of outside systems, such as RTRS, LIDB, etc., if impacted are not available as yet and would be in addition to OSPS. The recommended OSPS solutions are as follows:

(1) IntraLATA Toll Determination Through Expanded Digit Analysis. This approach requires a significant amount of tariff related data and would have an estimated OSPS development impact of *medium*.

(2) IntraLATA Toll Determination Through a Data Base Query. This approach requires minimal OSPS data. However, this solution would require at least one data base dip on every intraLATA call. It would require RTRS development in addition to OSPS if it is necessary to distinguish intraLATA toll from intraLATA local calls. This approach would have an estimated OSPS development impact of *medium to high*.

(3) PTC (Presubscribed Toll Carrier) Determination Through Trunking. This approach would require that the local office switch calls for those customers that are pre-subscribed to a particular carrier for intraLATA toll calls on separate trunks. This approach would have an estimated OSPS development impact of *Medium*.

(4) PTC Determination Through Signaling. With this approach the originating line's PTC would be signaled by the local office or access tandem on every call requiring operator assisted calls. Incoming ISUP signaling would be required to support this approach. In addition, industry wide agreement and development on operator services ISUP signaling would be a requirement. It is highly unlikely that this approach will be implemented in the near future. There would be an estimated OSPS development impact of *High* required to support this solution.

(5) PTC Determination Through Line Information Data Base (LIDB) Query. PTC information is retrieved from the LIDB, or equivalent data base, which is the current source for pre-subscription data associated with an access line. This solution requires that LIDB maintain intraLATA toll pre-subscription

data. The cost of a LIDB query would be incurred on every intraLATA toll call. This approach would have an estimated OSPS development impact of *Medium to High*.⁵⁵

(6) *Do Nothing*. Apply Digit Analysis, LATA mapping, and CSE as is done today. Since 5ESS® OSPS cannot distinguish between an intraLATA local call and an IntraLATA toll call, calls will be mishandled. The impact of mishandling will be the loss of revenue for carriers. If CSE is not applied, the call will be misrouted and handled by the initially signaled carrier.

Some of the above recommended solutions, except #6, require either new industry standards, development across multiple systems and/or extensive 5ESS® OSPS T&A development. One of the above recommended solutions must be selected for further consideration. A request for Pass 1 or Pass 2 time and cost estimate can be submitted to Network Systems. This will offer a more detailed estimate that will provide a higher degree of accuracy with respect to the cost and time frame to develop the feature. Upon receiving the estimate, a commitment in writing will be required to secure development.

6.4 Multi-Linqual Operator Services (LCM)⁵⁶

Multi-Lingual Operator Services (MLOS) is currently provided by special teams of dedicated operators who have been certified as fluent speaker in the language they are assisting. These operators serve customers on the OSPS platform. Access to the appropriate MLOS team is possible in a variety of ways including transfer by the OSPS operator, automated access using Word Spotting and Special Access Codes, and provision of special 800#.

Use of AT&T MLOS operators should be possible in both LEC Service Resale and Loop Resale environments since up until 1/1/96 MLOS operators provided language assistance to GTE, on a contract basis. In a LEC Resale environment, it is possible to transfer the call to the AT&T MLOS operator for call completion or bridge the MLOS operator on to provide translation service.

The support of MLOS is pending Product Management decision. At this time, MLOS remains an issue and will be addressed when given policy to support it.

6.5 Local Number Portability and 5E OSPS T&A (LCM, TAD)

Local Number Portability (LNP) is the capability for customers to change their Local Service Provider (LSP) while retaining their current telephone number. In the LNP environment, the NPA-NXXs which the LEC owns and leases numbers to other LSPs (e.g. AT&T) in the LEC Service Resale will be opened to portability, and the numbers leased from the LEC will be considered ported. The local OS service, along

⁵⁵ Echols, T., "Comments Regarding OSPS Support of IntraLATA Toll Presubscription Functionality," June 26, 1995.

AT&T Translation Guide (TG5), "IntraLATA PIC Capability", Division 2, Section 4A149, May 1995.

⁵⁶ Input provided by C. Most, S. Scharm, and Operator Call Servicing team.

with other CCS / BCS features and services, is being assessed⁵⁷ for LNP impacts to ensure it is compatible with the various proposed LNP implementations.

There are several interim and permanent solutions being studied.⁵⁸ Certain interim solutions will require extensive development in the ASN and appear to be 1 to 2 years away. Unfortunately, AT&T must meet the customers needs in an earlier timeframe. Of the available alternatives, LNP with Remote Call Forwarding (RCF+) seems the most likely candidate. It is ready now, it can be applied on a line by line basis and does not require direct trunking between end offices from which customers numbers have been ported and the office to which they have been ported.⁵⁹ Unfortunately, RCF+ has some shortcomings when applied to operator services. When an AT&T operator attempts to verify a ported number they will always attempt to verify the ported number in the end office from which the customer left. Let's refer to this as a ported number A. The RCF+ can direct a normal call to ported number B. In reality, the AT&T operator or inward operator can only test ported number A. It will always look idle. This is not a new situation, RCF has already interfered with accuracy of the response / report of the BLV/EI feature long ago. In addition, calls arriving at an AT&T operator's position from a ported customer will always show their ANI to be ported number B. This is can lead to confusion and eventually customer dissatisfaction. Of course, the billing number populated in the AMA call record will be ported number B.

LNP is applicable to any call *to* an AT&T local service customer. LNP is needed to correctly route their calls. In addition, LNP has implications on calls *from* our customers, in that their caller ID/ANI must be the correct number. LNP applies only to Loop Resale and LEC Resale with AT&T-handled operator services. LNP has feature interactions with the following SESS® OSPS T&A features:

1. Telephone Line Number (TLN) based Calling Cards.⁶⁰
2. TLN card billing if ported cards are honored.
3. Non Card billing of ported numbers.
4. Originating and terminating access charging.
5. Inward and BLV calls.

To date, there is no new LNP issues introduced by the local OS architecture. The areas of potential impact, including call routing and recording, are shared by other AT&T services. The solutions currently being addressed for these areas of service impacts would satisfy the needs of local OS service. Additional information will be added to this section in the future as needed.

6.5.1 Call Routing Impacts

⁵⁷ CCS LNP Technical Plan (M. Bilder, coordinator) to address CCS LNP impacts on local features and services.

⁵⁸ Bhagat, P. K., et al., "Local Number Portability", Technical Plan, Core Feature Request #4216, Draft copy, June 5, 1995.

Bhagat, P. K., et al., "Local Number Portability with Carrier Portability Codes", Feasibility Report, NSD Tracking Number 4949, Draft Copy, June 15, 1995.

Choy, M., et al, "Local Number Portability", Technical Plan.

⁵⁹ Correspondence with E. G. Burns, May 19, 1995.

⁶⁰ TLN Calling Card is not currently being considered as part of the local service offering. This status may change as a result of future business needs.

The local OS call completion is handled at the Regional 5ESS® OSPS. For calls involving an ANI which is ported, relevant information to complete the call (e.g. routing information) will be retrieved at the 5ESS®. This method will satisfy local OS as well as other services that have call completion occurring at the 5ESS®.

6.5.2 Recording Impacts

The LNP guidelines for recording are being discussed by the industry. There are various assumptions which are well accepted, but are subject to change. The method to be selected will apply to local DA as well as other services. Refer to the earlier "Recording" section for the current assessment of LNP impacts on local DA recording.

6.6 Consolidated Access Traffic (TAD)

The Consolidated Access Traffic (CAT) feature will consolidate 0+/0- and 1+ Hotel/Motel (1+H/M) traffic with 1+ direct dialed traffic from the access provider networks into the AT&T Switched Network (ASN). Coin calls (i.e., calls using coin signaling over MF-sigaled trunks) are not within the scope of CAT; neither are calls that arrive at the 5ESS/OSPS over "Direct Connect" trunks.

Local Operator Services planning included routing the 0+ (intraLATA) / 0- traffic over the same trunk group as the 0+ (interLATA) and 00- traffic to the 5ESS® OSPS. This combined routing is considered an important cost saving objective by Local Service Product Management. If CAT is deployed, and the 0- traffic is being routed via the same trunk group, the CAT consolidation effort would result in routing the 0+ (intraLATA) and 0- traffic to the 4ESS™, as well. It is therefore necessary to assess the impact to the local OS features.

With the CAT feature⁶¹ (anticipated earliest trunk transition is 4Q/97), local OS will lose the operator hold and ringback features since SS7 does not support hold or ringback. Flash also is not processed through an access tandem. 5ESS® OSPS serving local OS traffic cannot ignore the AT&T local customers needs for possible emergency situations where operator hold and/or ringback is required. These impacts are applicable to various 0+, 00-, and 0- call types when access to the AT&T operator is requested and the operator action requires these capabilities. The impacts on operator hold and ringback are particularly of concern for the 0- traffic because of the needs for operators to handle emergency calls.

The Local Operator Services Technical Team,⁶² with participation from the CAT Technical Team, are evaluating the feasibility of potential 5ESS / OSPS development to provide the equivalent capability served by the operator-hold and the ring-back capabilities. One possibility is to extract the customer ANI and have it available for operator use. When there is a need to perform an operator ring-back, the ANI saved will be used by the AT&T operator to ring-back the customer. The potential solution resulting from the feasibility study can be included in CAT Phase 2 to restore the Local OS functionalities which are lost when CAT is deployed.

⁶¹ T. Dunn email 1/19/96 re CAT impacts on local OS.

⁶² L. Mui, "CAT and Local Operator Services Interactions Meeting Minutes", meeting participants: G. Buhler, T. Dunn, G. Kersus, D. Levy, L. Mui, Feb. 12, 1996.

Further investigation⁶³ by the Local Operator Services Technical Team has uncovered a workaround that will retain ANI at the position until the AT&T operator releases it. Previous development for features that use non-coin signaling have had developed a substitute for operator hold. This substitute capability for operator hold is called Pseudo Operator Hold. As a consequence of this development, operators have the ability to determine the originating (ANI) number of a call that has released from their position. Essentially what happens is, if a call reaches an AT&T operator's position and then disconnects, the call information will remain on the VDT/OVS screen with the calling party icon indicating an on-hook. The AT&T operator needs only to call back the 10 digit back number to re-establish the connection. If the call has been interflowed and the caller is outside the scope of the receiving OSPS, the AT&T operator must first set up a conference call to reach the back number.

Unfortunately, the AT&T operator cannot place a call to a forward number if the back number has been interflowed. This is known as a delayed call and will fail the digit analysis check. This is due to the calling number not being a legitimate number served by the receiving OSPS. This has been a problem since Multi-point was implemented and will require development in 5ESS@ OSPS to correct. A temporary workaround can be accomplished if local calls are prevented from being interflowed and are only served by those OSPS's in their areas. More effort⁶⁴ is in progress to identify a satisfactory solution to restore the operator hold and ring-back capabilities. Some potential solutions studied are listed in the "Assessment of New Development Efforts" sub-section of the "SUMMARY IMPACTS ASSESSMENT" section.

6.6.1 Typical Call Scenarios

A typical call scenario for a 0- Emergency call in tomorrow's environment⁶⁵ might play out as follows: AT&T Local customer in California dials 0- or is overflowed from a E911 / B911 facility reaches a live AT&T operator. An operator homing on Phoenix or Dallas⁶⁶ 5ESS@ OSPS answers call. Customer says their house is on fire and asks for the fire department. Then in the excitement, the caller hangs up without giving their address. The connection between the caller and the operator is dropped but because of "Pseudo Operator Hold" feature the directory number of the access line the customer used to place the call remains on the position until released by the operator. The operator attempts to re-establish the connection is unable to reach the customer on the same loop that the call arrived on. If attempted, the call would fail digit analysis check, i.e., the saved ANI in the back number field would appear in *reverse video* and not outpulsed, thereby blocking the call. This is because the caller in California is not within the serving area of Phoenix or Dallas. The operator, in this case must place a "Conference Call"⁶⁷ to re-establish the connection to the calling party. The operator can now, if the caller answers, get the address. The operator using the City and State provided by the caller, queries the CSIDS database to obtain the telephone number of the fire department located closest to the caller. Having obtained the number, the operator must place the caller on hold and call the fire department on a separate loop. After giving the

⁶³ T. Dunn, "Local Operator Services, Consolidated Access Traffic and Multipoint Interflow: Not So Perfect Together", March 15, 1996.

⁶⁴ Joint technical planning meeting, attendees: G. Buhler, T. Dunn, T. Echois, K. Fowler, M. S. Huq, G. Kersus, D. Levy, B. Malmi, and L. Mui.

L. Mui, "CAT - Local OS Technical Planning 3/22/96 Meeting Minutes" email, 3/24/96.

⁶⁵ Tomorrow's environment includes: a NonCoin MF FG-D or SS7 incoming trunk from an access provider to 4ESSTM, SS7 intertoll signaling from 4ESSTM to 5ESS@, Multipoint interflow and the Consolidated Access Traffic cost reduction initiative adopted.

⁶⁶ Phoenix or Dallas are the Multipoint interflow pair that serves AT&T customer originated traffic in the California area.

⁶⁷ Similar to a delayed call. A dummy back number is used to make the back number look like it originated from the sending OSPS.

fire department the location of the fire, the operator can now return to the caller and advise them that help is on the way.

If the above call scenario had been an emergency call for an ambulance or a Poison Control Center, where the caller and the emergency agency must be connected together the call become even more difficult. For instance, an AT&T Local customer in California upon reaching a live operator, requests the Poison Control Center in their area. If the caller does not hang up the operator looks up the number of Poison Control Center in the City and State provided by the caller and calls forward to the number provided. In this case the forward and back numbers are to be connected. No problem here. If the caller inadvertently hangs up and the connection is lost, the operator must place a delayed call. Since both the called party and the calling party are not geographically located in Phoenix or Dallas, the two calls cannot be connected. Once again as in the first scenario, the digit analysis check will prevent the calls from being completed.

The workarounds mentioned above are not acceptable solutions in today's world or in the Local Operator Services in the future. A better solution will give our operators greater flexibility in call processing.⁶⁸ An abbreviated scenario will play out as follows: The operator depresses the BK# (back number) key. This time the retained pseudo back number instead of showing in *reverse video* and blocking will *highlight* and begin outpulsing and ringing the calling station. As the back party answers the operator can enter a forward number and depresses SEND to begin outpulsing. Upon chargeable answer the operator can class charge on interLATA calls and depress EMERG key on local calls to suppress charging.

6.7 Real Time Rating System (KCC, MEF)

To anticipate growth in the AT&T local customer base, it is important that sufficient capacity and a more mechanized update method be planned and developed to support the traffic. Some software development will be needed to recognize intraLATA calls on a national basis, and to build separate feed to mechanize. This effort, however, may not be essential to initial deployment.

A request for time / cost estimate⁶⁹ is in progress for the RTRS development effort required to support local service. The request will be based on a minimum of 16 sets of tariff data. An assessment of the existing database capacity is also being requested.

6.8 Call Servicing Information Delivery System

Feature interaction with the Call Servicing Information Delivery System (CSIDS) to be assessed. A request for time / cost estimate is in progress for CSIDS impacts.⁷⁰

⁶⁸ Suggested by S. Scharm, March 21, 1996.

⁶⁹ K. C. Choi requested an RTRS time/cost estimate. A. Myers preparing the estimates. Tariff information is provided by L. Connolly to A. Myers.

⁷⁰ P. Bozza preparing the time / cost estimates. Tariff information is provided by L. Connolly to P. Bozza.

6.9 Line Information Data Base (LCM)

Billed Number Screening (BNS) is invoked by issuing a TCAP query message to the Line Information Data Base (LIDB) to obtain information such as whether the Billed Number may accept Collect or Third Number Billing calls (with or without verification), and may include the type of service / equipment on a line (e.g. POTS, prison, pay phone).

7. PERFORMANCE (DMM, DS)

This section addresses the Post Dial Delay(s) (PDD) expected to be encountered by customers requiring operator service assistance features for the local service offering.

Figure 3 provides an overall architecture for non-AT&T and AT&T End Offices (EO's) connecting to operator services systems.

7.1 Post Dial Delay

The PDD addressed in this document is divided into two scenarios.

PDD 1 - The amount of time to reach the OSPS response and.

PDD 2 - The amount of time to reach the destination number response.

PDD 1 for an end user to an OSPS, is measured from the time the caller has pressed or dialed the last digit of an operator code (0-, 00-) until receipt of an audible network response. PDD 2 for an end user, is the amount of time the caller must wait after the entering the last digit of their calling card number, or after the AT&T operator has entered the last digit of the forward number, until receipt of an audible network response.

A valid network response for a **VOICE** call to an OSPS may be one of the following:

- Audible Ringing,
- Station Busy Tone (60 ppm),
- All Circuits Busy Tone (120 ppm),
- Special Information Network Announcements,
- Special Information Tones (SIT),
- Calling Card Alerting Tone, or
- Network Operator Answer.

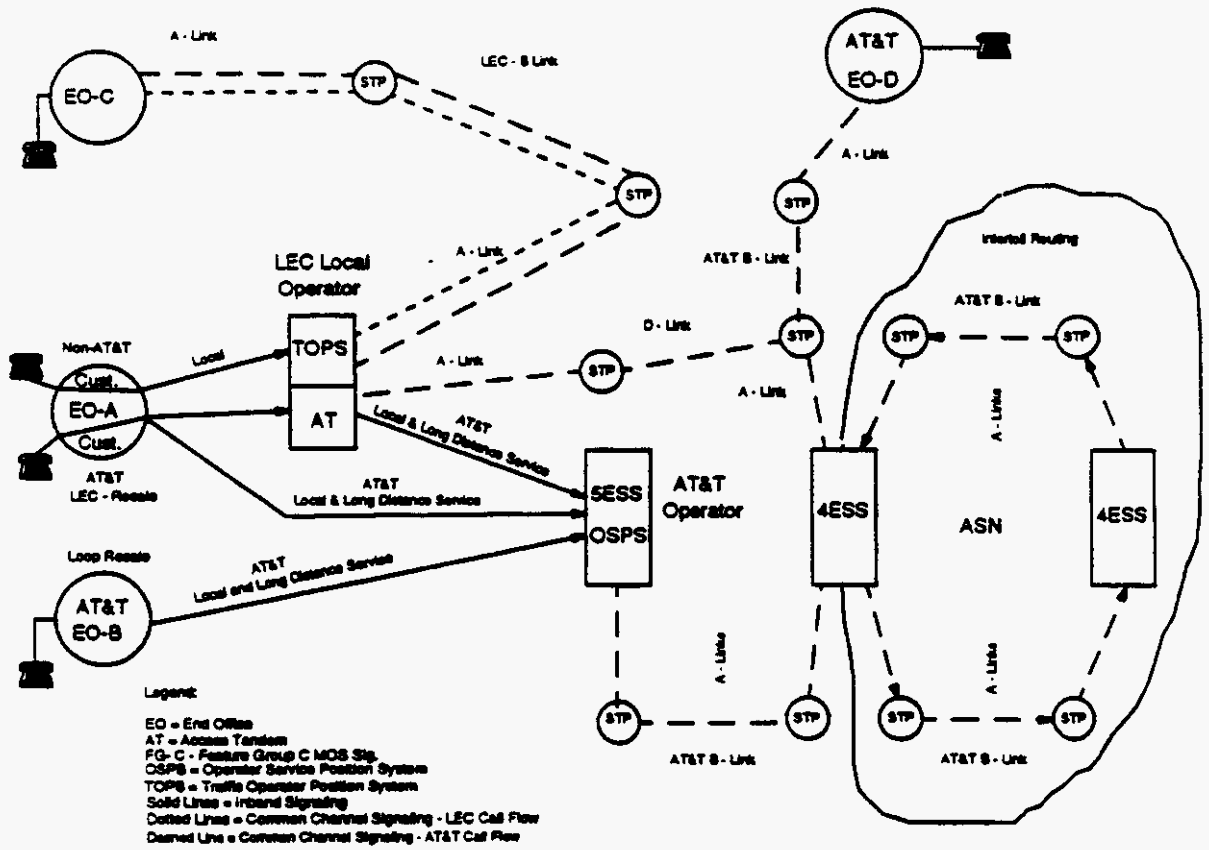
A valid network response for a **VOICE** or **VOICEBAND DATA** call from an OSPS to a forward number may be one of the following:

- Audible Ringing,
- Station Busy Tone (60 ppm),
- All Circuits Busy Tone (120 ppm),
- Special Information Network Announcements
- Special Information tones (SIT),
- Called Party Answer, or
- Modem Data Set Ready (Answer) Tone.

7.1.1 PDD 1 - Assumptions

It assumed that direct connections from the EO's to the TOPS, to the LEC AT and to the OSPS employs Feature Group C Modified Operator Services (MOS) inband signaling. Additionally, the trunks from the LEC AT to the 5ESS® OSPS are assumed to utilize Feature Group C MOS inband signaling as well. Refer to Figure 4.

Operator Post Dial Delay
Architecture
Figure 3



2.0 Seconds

1. PDD 1-A is from a LEC End Office (EO-A) to a LEC Traffic Operator Position System (TOPS).

7.1.2 PDD 1 - Summary

EO-B is assumed to be an AT&T EO. In this instance it is assumed the customer can reach an AT&T interLATA or interLATA operator over direct AT&T trunks from the AT&T EO to the OSPS. It is assumed that the PDD for direct trunks from non-AT&T EO's and AT&T EO's will experience relatively the same PDD. The main focus of this model is to acquaint the reader with the difference in PDD to destination EO's.

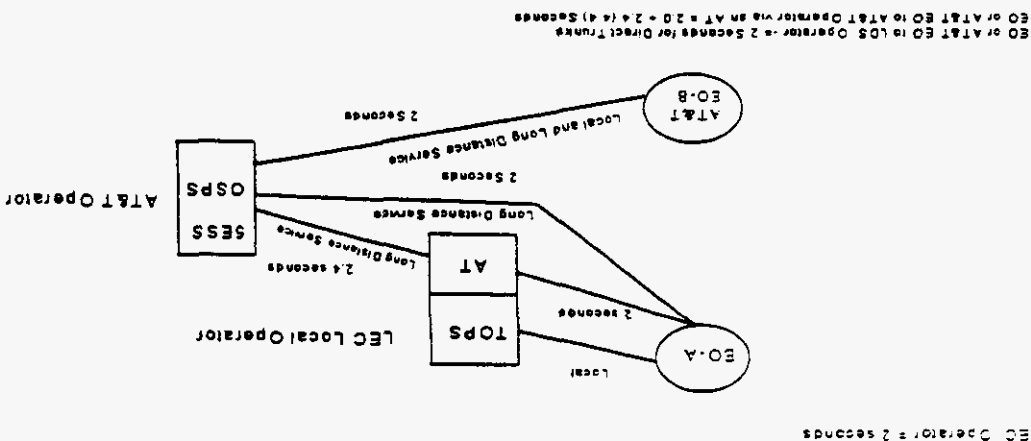
- a) Via an Access Tandem (Intermediate Switch) or
- b) Over direct trunks to the OSPS.

End Office (EO-A) is assumed to be a non-AT&T EO. When an AT&T customer desires a Local Operator, the call is typically routed to a Local Exchange Company (LEC) Traffic Operator Position System (TOPS). When the customer desires an AT&T interLATA operator, the call may be routed two different ways.

It is noted here, that all permutations were not evaluated in this model. It is presumed that PDD's for AT&T customers from non-AT&T EO's via AT's to non-AT&T destination EO's will be the same as presently encountered for AT&T interLATA calls. PDD's for LEC Long Distance operator calls, to destination EO's, is beyond the scope of this document.

PDD's 1A - ID address only Multifrequency (MF) digit protocols, Dial Pulse (DP) address digit protocol has a time out period of 4 to 5 seconds to allow for additional digits (Reference 10) when connecting to OSPS. The PDD's for completing to destination EO's are the same as provided in this model.

Figure 4



Operator Assisted Call
Figure #4
Fg-C Inband
Calls to the Operator System
LEC Operator = 2 seconds

2. PDD 1-B is from an non-AT&T End Office (EO-A) via an Access Tandem (AT) to an AT&T OSPS.

4.4 Seconds

3. PDD 1-C is from an non-AT&T End Office (EO-A) with direct trunks to the OSPS.

2.0 Seconds

4. PDD 1-D is from an AT&T End Office (EO-B) with direct trunks to the OSPS.

2.0 Seconds

7.1.3 PDD 2 - Assumptions

Figure 5 can be used as a reference to determine the PDD's from the LEC TOPS to LEC EO's and from the AT&T OSPS to destination LEC or AT&T EO's.

It is assumed that the connections from the TOPS or OSPS to destination EO's will utilize Common Channel (SS7) Signaling. The model for PDD 2 assumes only one pair of Signal Transfer Points (STP's) in any connection to a connecting switch (LEC or AT&T). C. R. Johnson's Post Dialing Delay Technical Memorandum (Reference 9) was used as reference for the data in this document.

Operator Assisted Call PDD to Destination End Office

Figure #5

Calls to OTN's from Operator Systems

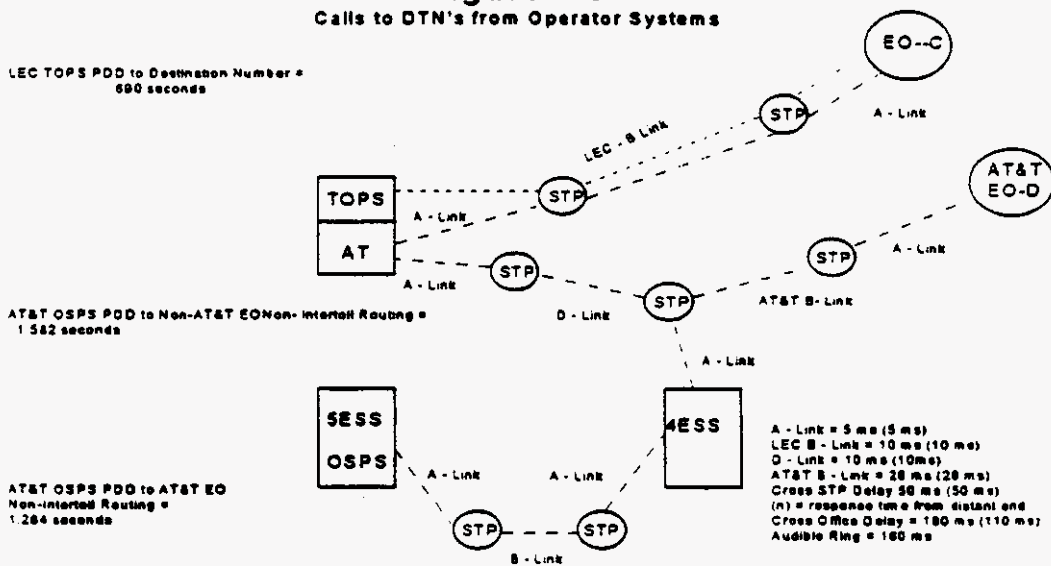


Figure 5

7.1.4 PDD 2 - Summary

1. PDD 2 is from the TOPS to LEC EO's (EO-C).
.7 Seconds
2. PDD 2-A is from the OSPS through the 4ESS™ via the AT to a non-AT&T EO (EO-C).
1.6 Seconds

3. PDD 2-B is from the OSPS through the 4ESS™ directly to an AT&T EO (EO-D).

1.3 Seconds

Figure 6 adds additional PDD due to the routing through multiple AT&T 4ESS's™. Routing of this type may occur when the 4ESS™ that serves the 5ESS® OSPS is not the same 4ESS™ that serves the AT&T EO (EO-D). This type of routing can also occur if AT&T TrueVoice™ feature is enabled on operator assisted calls.

1. PDD 2 is from the TOPS to LEC EO's (EO-C).

.7 Seconds

2. PDD 2-A is from the OSPS through multiple 4ESS's™ (Intertoll Routing) to a LEC AT to a non-AT&T EO (EO-C).

2.6 Seconds

3. PDD 2-B is from the OSPS through multiple 4ESS™ (Intertoll Routing) to an AT&T EO (EO-D).

2.4 Seconds

Operator Assisted Call PDD to Destination Local Office

Figure 6

Calls to DTN's from Operator Systems

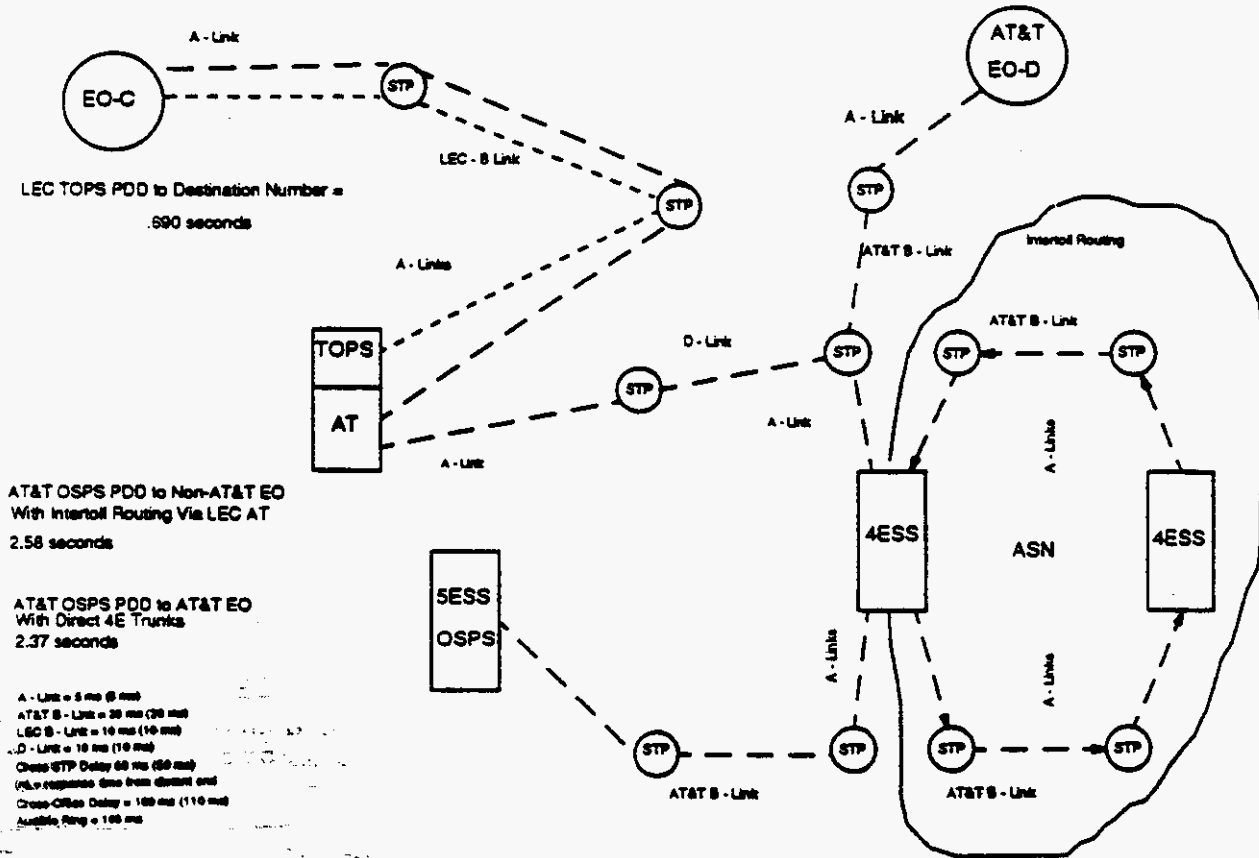
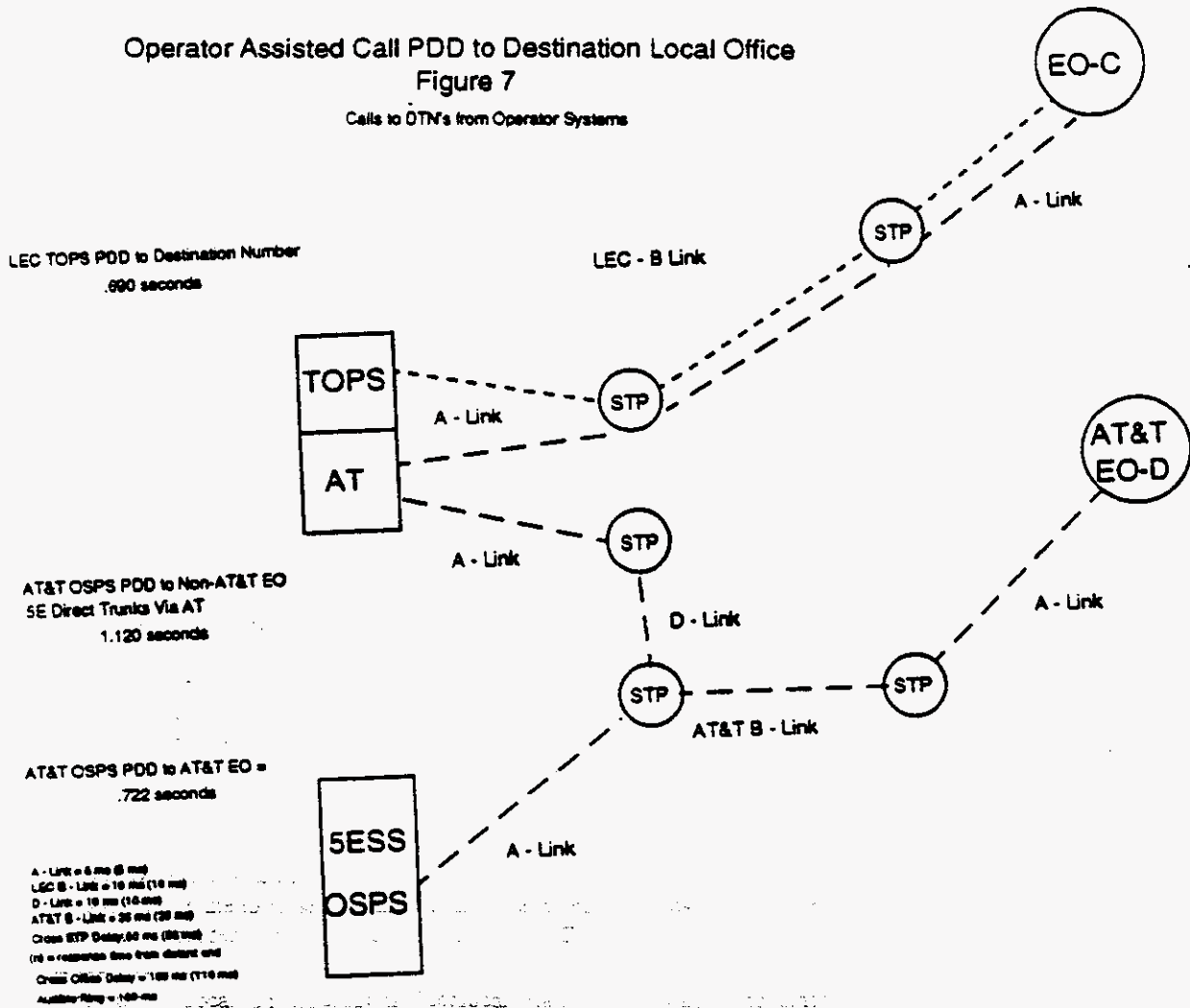


Figure 7 provides an improvement in PDD 2 A & B by having direct trunks from the 5ESS® OSPS to the LEC AT and direct trunks to an AT&T EO (EO-D). This trunking arrangement is considered redundant with trunking arrangements provided in figure 5. While this arrangement will provide an improvement in PDD, the economics of providing duplicate trunks with those provided from the 4ESS™ to the AT and to the AT&T EO (EO-D) is to be considered. The existing trunks from the 4ESS™ are assumed to be in place to complete InterLATA calls from calls outside of the local service area.

1. PDD 2 is from the TOPS to LEC EO's (EO-C).
.7 Seconds
2. PDD 2-A is from the OSPS via direct trunk to a LEC AT to a non-AT&T EO (EO-C).
1.1 Seconds
3. PDD 2-B is from the OSPS directly to an AT&T EO (EO-D).
.7 Seconds



8. 5ESS® OSPS OPERATIONS

Detailed planning of the Operations, Administration, Maintenance, and Provisioning (OAM&P) strategy and the functional requirements of the Operations Support Systems and the functional roles and responsibilities of Work Centers needed for the support of the Local OS traffic will be documented in the Local OS Operations Technical Plan (OTP)¹. The OTP will use this Technical Plan as the base document for the needed operations planning.

This section outlines at a high level some potential operations impacts to provide the local OS described in this Technical Plan. Implementation will require the coordination of the following processes:

Network Service Management

1. Planning, Design and Scheduling Traffic engineering - initiate required activities and processes. Provide engineering M&P's and implementation schedules.
2. Traffic engineering for site specific equipment requirements.
3. Intertoll forecasting and servicing to provide trunk forecast appropriate to this service.
4. Provisioning to provide necessary M&P and 5ESS / OSPS data base changes to support this service.
5. Surveillance & maintenance to provide the required testing of the equipment.
6. Call Servicing / performance support to provide M&Ps for call servicing.

Operations Support Systems

IntraLATA OS operations needs for the 5ESS® OSPS is the same as for the interLATA OS. The increase in Switching Modules (SMs), Position Switching Modules (PSMs), Voice Recognition Call Processing (VRCPs), announcement circuits, trunking, operator positions need to be included in the planning.

Customer Care

Customer provisioning, assistance, and other care processes must be defined to support this service.

9. LOCAL TARIFF DATA (LCM)

9.1 Population of RTRS Data Base

RTRS needs to have process established to receive and interpret new tariff filed to handle local service, and to ensure that the data is populated into the RTRS data base to be available at the service starting date. Coordination and sufficient notice and scheduling are necessary. Currently Article IV contracts local calling area NXX pairs and rate table structures are inputted to RTRS.

9.2 Population of CSIDS Data Base

CSIDS database must also receive the local service tariff data. The RTRS concerns for data feed, capacity / thruput, and mechanization considerations are also applicable to CSIDS.

¹ C.-M. Wang (coordinator), Local OS Operations Technical Plan, C.-M. Wang (coordinator), to be published.

10. SUMMARY IMPACTS ASSESSMENT (LCM, ALL)

10.1 Assumptions

1. Considered 5ESS® Remote call forwarding or RCF+ capability as the initial LNP (Local Number Portability) solution.
2. Long term industry-wide LNP solution, which would also impact the 5ESS® OSPS (for interLATA and intraLATA service), will be worked by other LNP teams, and will not be addressed in this Technical Plan.
3. The BLV / EI capability, as described in the Call Flow section, is not in working condition due to an RCF implementation of LNP. This outage is applicable to both interLATA and intraLATA Operator Service.

10.2 Assessment of New Development Efforts

1. Identification and Routing of 0- Calls

5ESS® OSPS capability is needed to identify 0- traffic when it is routed from an end office (AT&T or other vendor switch) to the AT&T OSPS and is combined with the 00- and 0+ customer-originated traffic via the same trunk group and sharing the carrier indication of "0288" (AT&T). This development is needed if it is required to separate the 00- and 0- traffic at the OSPS.

STATUS: An FRF (FRF name: Local OS 00- and 0- Separation) was submitted to Lucent Technologies for a PASS 1 TIME / COST estimate. Requirements are currently being developed. For this effort, MF modified FGC is assumed. See item 8 for additional information.

2. Identification of IntraLATA Call Origination

5ESS® OSPS capability is needed to identify AT&T local subscriber-originated calls originated by customer dialing 0- or 0+intraLATA and resulted in bailing out to the operator. The OSPS needs to display an indicator on the operator workstation screen for the origin of the call (e.g., customer-dialed 0- or 0+intraLATA call. An application for this new indicator is for operators to apply new M&Ps specific to intraLATA calls.

STATUS: An FRF (FRF name: Identification of Local Subscriber 0+intraLATA and 0- calls) was submitted to Lucent Technologies for a PASS 1 TIME / COST estimate. Requirements are currently being developed.

3. RTRS

An assessment is in progress to determine if there is mechanization and capacity improvement necessary for RTRS to support Local OS.

STATUS: Time / Cost assessment in progress.

4. CSIDS

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An assessment is in progress to determine if there is mechanization and capacity improvement necessary for CSIDS to support Local OS.

STATUS: Time / Cost assessment in progress.

5. Billing

The development of the local biller is outside the scope of this Technical Plan. At this time, there is no development identified to support any Local Operator Service initiated billing requirements. However, a time and cost assessment for billing is requested⁷² to ensure the local residential and business billers can handle all Local Operator Services billing needs.

STATUS: A time and cost assessment for billing is in progress.

6. Expanded Speech Recognition Vocabulary for Emergency Calls

Future development may be desirable to expand the vocabulary of the Speech Recognition capability to include recognition of emergency-related words such as "Fire", "Police", "Emergency", "Ambulance", etc. The spoken "Emergency" word should result in immediate connection to an AT&T operator.

7. Operator-Hold Work Around in CAT Environment

Development is needed to implement a work around for the operator hold function which is not operable when CAT (Consolidated Access Traffic) is deployed. With the FG-C facility, operator hold works, and when the customer calls for emergency assistance and hangs up unexpectedly, the connection does not break until the operator releases the call. For FG-D facility, the connection is broken when the customer hangs up. Pseudo-operator-hold is the work around since the customer's back number is still on the screen, operator can call back customer to re-establish the connection. If the call is outside the scope of the receiving OSPS, the AT&T operator must first set up a conference call to reach the back number. However, operators cannot place a call to a forward number if the back number has been interflowed. Development on the SESS[®] OSPS is needed to allow these "delay calls" to be completed, in emergency situations, when the originating (back) and terminating (forward) NPA NXXs are foreign to the receiving OSPS.

STATUS: a Time / cost estimate has been submitted.

8. Separation and Routing of 00- and 0- in CAT Environment

In the CAT environment, there is a need to be able to distinguish 00- and 0- calls, and route differently.

STATUS: in feasibility study.

This item is listed separately from the item 1 development effort since this item specifically addresses the need to have the capability to separate and route the 00- and 0- calls in the CAT environment, which would influence the solution (e.g. the source of the call type) to distinguish the 00- and 0- calls.

9. Additional Service Management and Engineering Peg-Counts

⁷³ Billing Time / Cost assessment request to Cote Front.

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Development may be needed for CAT (Call Analysis and Tracking) to support (a) Access Service Management and Engineering peg count, and (b) Access Management data required by Product Management to satisfy call analysis and tracking to reflect usage and other internal business needs.

The following applies to CAT reports for Local Operator Services:⁷³

(a) If we do nothing today (i.e., not differentiating 0-/local from 00-/non-local operator services), nothing will break. The 0- calls will be added to the counts for 00- calls.

(b) If we need to differentiate 0- from 00-, then such distinction needs to be in the AMA records generated by the 5ESS® OSPS, such as using a new AMA module, or new structure code, etc. CAT samples the AMA records received from RICS and classifies the data, both completed (i.e., called messages in CAT) vs. uncompleted (i.e., called attempts in CAT) calls, into different groupings. The report capabilities in CAT can then use these groupings to generate standard or special/customized reports for the various users.

STATUS: The AMA recording needs will be included in the development effort being assessed to identify and route 0- calls (see item 1 above). Billing requirements will not be specified until there is decision to go ahead with the development specified by item 1.

10. Equal Access on Local Operator Services Call Completion

A local customer can reach an AT&T operator by dialing 0- or 0+ and bailed out to the operator. The customer has the ability to request call completion (Person-to-Person, Collect, etc). If the calling number is a interLATA number, and the local customer is PICed to a non-AT&T carrier for interLATA calls, then the ability to comply with carrier of choice is necessary. Furthermore, the AT&T 5ESS® OSPS needs the customer's interLATA and intraLATA PIC information.

STATUS: The Technical Team is accessing the feasibility for a solution. The Team is also working with Lucent Technologies on alternative solutions. This capability is a required feature. It is not, however, a must-have working capability for DAY-1 as we make our market entry. What is required is a robust solution. In fact, a solution to this problem may very well fall into the category of an industry solution.

The team is actively pursuing a solution. However, a date should not be targeted at the moment for an available solution until we have a better understanding of the problem and the feasibility of a solution.

10.3 Assessment of Other Supporting Requirements

This section summarizes action items that need to be performed or considered. These items are not necessarily within the scope of the technical planning. They are logged here for documentation purpose.

1. In the LEC Service Resale environment, the routing of OS calls from the LEC End Office to the AT&T 5ESS® OSPS would require definition of AT&T class of service (or equivalent routing mechanism) and associated customer provisioning to be performed by the LEC. This would involve negotiation as part of the Resale package.
2. A separate trunk group is needed to route the 0- traffic to the specified 5ESS® OSPS from the Local End Office if it is necessary to separate the 00- and 0- traffic at the 5ESS® OSPS.

⁷³ As per conversation with G. Oyler. Summarized in C.M. Wang email 3/28/96.

3. Additional OSPS resources (operator positions, other facilities) need to be assessed to handle the increase in call volume.
4. Operator force management needs to take into account the increase in call volume.
5. RTRS database would need to be updated with the local tariff data as we enter local service state by state.
6. CSIDS would need to be updated with the local tariff data as we enter local service state by state.
7. Overall, there will be significant increases in AMA record processing by RICS, EMI records processing by MPS, and significant impact to the billing system due to the increase in volumes of AMA records and / or EMI records.
8. Population and maintenance of the emergency number database.
9. Establish interface with SESS® Equipment Engineering on additional operator positions.

10.4 Recommended Testing / Verification

End-to-end test scenarios should be set up to verify:

1. each local OS call type, as outlined in the Technical Plan, including the functionality, recording, and billing (at least one billing cycle).
2. the separation and routing of AT&T OS calls from the LEC End Office.
3. separation of 00- and 0- calls (if implemented).

10.5 Other Considerations

1. To date, the need for operators to distinguish between local and toll operator service calls for call handling has not been clearly identified. When such a need is identified, SESS® OSPS development may be necessary.
2. The current implementation of BLV / EI will not work correctly in some situation (e.g. , with the Remote Call Forwarding Plus implementation of Local Number Portability).

10.6 Operator Methods and Procedures

1. Any new or updates to the M&Ps will be provided by the Channel Management organization.
2. At the time of LNP, we need to re-assess if any additional information must be displayed or made available to the AT&T operators on the workstation screen for proper call handling.

11. BUSINESS AND REGULATORY ISSUES (LCM)

For LEC Service Resale, the ability for AT&T to handle local OS traffic for AT&T customers depends on the success of negotiations with the incumbent LEC. The following discusses some issues and negotiation points, but is not intended to be a complete list.

11.1 Business and Regulatory Issues

The following summarizes business / regulatory issues to be resolved:

1. If AT&T Local Service is to request LEC to perform BLV / EI as is currently done for toll Operator Service, then contractual agreement must be set up as part of the LEC / Loop Resale arrangement.
2. For LEC Service Resale, it is desirable to negotiate a contract with the LEC to provide 911 service.
3. A policy must be established on the handling of sequence calls. One possibility is to enforce the Carrier of Choice (COC) of the first call to be applicable to all subsequent sequence calls. If the first call is local, and the second is an interLATA call and if AT&T is the local service provider, then there is no problem. For description of issue when changing carrier, refer to "LATA Mapping, Carrier Selection Enforcement and IntraLATA Toll Presubscription" sub-section in the "FEATURE INTERACTION" section.

11.2 Negotiations Perspectives

- **Emergency Numbers**

Negotiation with the LEC should include providing AT&T with a list of emergency numbers currently used by the LEC operators, and on-going updates of that list of numbers. Additionally, it is to AT&T's interest to push for new regulations and make it mandatory for LECs to provide current listings of emergency numbers with on-going update. This is necessary to safeguard public safety in emergency situations, as well as providing proper competitive climate in the Resale environment.

All AT&T local customer lines must be provisioned (as per switch specifications) to enable switch screening and routing to separate the AT&T and LEC "0+ (IntraLATA)" and "0-" traffic. The AT&T traffic should be routed to a specified AT&T 5ESS® OSPS. For all non-AT&T lines, "0-" call handling would not be affected.

- The routing solutions described in this document for routing local OS calls (at least on the 5ESS®⁷⁴ and 1A ESS™) assumed the 0+ (intraLATA) traffic can share the existing trunk groups with the interLATA traffic and will be subject to VRCP announcement treatment. The 0- traffic can share the same trunk group with the 00- traffic if it is not required to separate the 0- and 00- traffic at the AT&T 5ESS® OSPS. If there is a need to separate the 0- and 00- traffic at the OSPS, then either

⁷⁴ 5ESS® OSPS initial response to Preliminary Planning Estimates for 0-/00- Call Separation capability for Local Service Operator service feature (requested by L. Mui / T. Dunn / K.C. Choi 9/95) of no development effort would only work if the 0- and 00- traffic were to assume different carrier indication, as per J. Atkins email of 1/16/96. Our more recent assessment to address Issue #16 (carrier indication) reveals that the local traffic should be associated with the same "0288" carrier indication as for LD traffic. This implies that some development effort is required to deliver 00- and 0- separation. The effort is currently being assessed.

separate trunk groups should be used, or some 5ESS® OSPS development may be needed. The need and the associated effort is being reassessed.

It should be noted, however, that without development, the routing is still OK by (a) routing 0- and 00- traffic on separate trunk groups if it is required to separate the traffic at the OSPS, or (b) via the same trunk group if traffic separation is not required.

- The routing solution described in this document should be viewed as an interim solution in the LEC Resale environment since
 - a) it would require LEC to agree to this routing.
 - b) it would require LEC to provision each AT&T customer.
 - c) there are some other issues for negotiation with LEC.
(e.g. resolve access AMA record handling).
- In the LEC Resale environment, there is a need for an industry-wide push for LEC commitment to provide competing local carriers ability to route these calls.
- Other vendor switches would most likely (although we have not verified on their switches) be able to handle the same routing since ONLY BASIC, EXISTING switch capabilities are used. These capabilities should be available in all switches today. It is anticipated that there is some degree of variation in the implementation steps for a vendor switch, similar to the differences between the 5ESS® and 1A ESS™ solution as described in the preceding section on "Access Architecture".
- When OS calls are routed by the LEC to the AT&T platform, there must not be any signaling delay that makes call setup time longer.
- Audit / measurement capabilities must be available.

Bear in mind that having the LEC to agree to routing our local "0+" and "0-" calls is not going to be easy since (a) there is work (provisioning and maintenance of customer lines, some billing process) involved, and (b) conflict of business interest. However, the technical solution does exist and that is a favorable bargaining point.

12. FUTURE WORK (LCM)

There is an on-going effort to evaluate other means of routing local traffic from the LEC End Office to the AT&T 5ESS® OSPS in the LEC Service Resale environment.

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13. ISSUES (ALL)

13.1 Open Issues

This section lists issues that have been raised and need to be addressed from the Technical Plan's perspective. The following items have been identified for this category.

1. ANI-II DIGITS

ISSUE: Check to see if we preserve the ANI-II digit as we route calls from LEC end office to the SESS OSPS.

OWNER: L. Mui

RESOLUTION: ANI-II digit is preserved.

STATUS: CLOSED

2. EMERGENCY CALL HANDLING

ISSUE: For emergency call handling, Channel Management organization expressed a concern that both the original number and the LRN number may be needed when Local Number Portability is implemented. An example of such a need is the use of the back number as a referral number to locate caller address in emergency situations.

OWNER: J. ATKINS / R. MANZO / L. MUI

NOTES: (1) With the database LRN method of LNP, the original number is signaled in the ANI. This should not represent a problem as long as the addresses can be keyed off of the original number nation-wide. (2) For the Remote Call Forwarding solution of LNP, this is a problem.

STATUS: OPEN

3. DIALED DIGITS IN SEQUENCE CALL

ISSUE: If dialing sequence call, and 0+7 digits is dialed, is the NPA associated with the incoming trunk present in number that is input to OSPS? Check with development.

RESOLUTION: - 7-digit dialing on automated sequence calls is an option - When 7-digit is allowed as forward number, the NPA of the back number is prepended.

OWNER: J. Atkins / P. Thomson

STATUS: CLOSED

4. CARRIER INDICATION

ISSUE: Should AT&T local use carrier indication of LEC, 288 (for AT&T) or another 4-digit code.

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OWNER: L. Mui

NOTES: - 1/18 conference call to discuss desired code for carrier indication.
Attendees: J. Atkins, K.C. Choi, T. Dunn, C. Most, L. Mui, T. O'Malley, D. Pearson, P. Thomson).
- Use 288 (documented in email)

NOTES - AT&T local OS traffic will use carrier indication of 0288 (for AT&T) to receive same call handling treatment as for existing AT&T traffic.

STATUS: CLOSED

5. CAT FEATURE INTERACTION

ISSUE: In the CAT environment, the operator hold and ringback features are no longer operational. It has also been identified that the ability to distinguish 00- and 0- calls is missing at the 4ESS™ and therefore can not route appropriately. (In the pre-CAT environment where the 00- and 0- calls are routed to the 5ESS® OSPS, the ability to distinguish 00- and 0- calls exist, but some development effort (assessment in progress by Lucent Technologies) is required if routing via same trunk group. No problem if 00- and 0- are routed via separate trunk groups.)

OWNER: L. Mui

STATUS:

- Meeting of Local Operator Service and CAT Technical Team 2/12/96
attendees: G. Buhler, T. Dunn, G. Kersus, D. Levy, L. Mui
Group decided feasibility study is needed to assess 5ESS® OSPS solution (2/12/96)
- T. Dunn did an in-depth analysis of the affected capabilities and potential solutions (3/15/96)
- Meeting of Local Operator Service and CAT Technical Team 3/21/96
attendees: G. Buhler, T. Dunn, T. Echols, K. Fowler, M. S. Huq, G. Kersus, D. Levy, R. Malmi (representing T. Itri), L. Mui
T. Dunn and T. Echols presented their findings. Group identified and agreed on the need to do development, and to proceed with feasibility and time/cost assessment of the specific items of development. Group established broad guidelines on the ownership of each item of development.

6. EQUAL ACCESS

ISSUE: Compliance to equal access is an issue that Product is working with legal / regulatory. Pending the outcome of the analysis, there may be additional technical assessment to satisfy any identified requirements.

OWNER: L. Mui (same issue also listed in "Other Issues Addressed" sub-section with L. Connelly as owner)

STATUS: required effort, if any, is pending outcome of analysis by legal / regulatory.

13.2 Other Issues Addressed

This section lists issues that were raised during the Technical Plan review, but pertain to issues which can not be resolved by the Technical Team. An example of this category is an issue that would require Local Service Product Management policy setting. These issues are important to fully define the service offering, and in many cases, may impact specific aspects of the service offering (e.g., call servicing).

For these issues, an owner is identified to work the specific issue. These issues are recorded in this TP, but are considered as a CLOSED issue from the TP perspective once the OWNERSHIP of the issue has been identified. It has been agreed that status of these items will be addressed and tracked by the Local OS Project Team.

If the resolution of any of these issues should impact the assumptions of this TP, the Technical Team will evaluate them and assess any additional planning that may be needed.

1. EMERGENCY CALL HANDLING

ISSUE: Obtain Product Management policy decision if 0- emergency calls need to be handled by a live operator.

OWNER: D. Berger / L. Connelly

2. INTRALATA PRESUBSCRIPTION

ISSUE: Need to find out when IPIC is in use in states when AT&T plans for local market entry (e.g. CA, IL).

OWNER: G. Kersus

3. PREFERENCE FOR SEQUENCE CALLS

ISSUE: Policy needs to be established on Carrier of Choice enforcement when a customer is making sequence calls.

OWNER: T. Dunn

RESOLUTION: See Feature Interaction section.

STATUS: CLOSED

4. OPERATOR SERVICE CALL VOLUME

ISSUE: Obtain from Product Management residential / business OS call volume data for use in assessing facility requirements and for traffic impact studies.

OWNER: D. Berger / L. Connelly

5. USE OF LEC OPERATOR

ISSUE: If LEC operator system is used to handle AT&T local traffic in the LEC Service Resale environment, the following concerns have been identified.

If LEC operator is used to handle our calls, fraud control is not feasible (SESS OSPS currently queries AT&T's Network Access Interrupt (NAI) database for fraud control.)

LEC operator will not be able to update the Purchase Limit card account to reflect usage.

AT&T is planning to terminate with all LECs their license to honor the AT&T calling card when used in the LEC network. This presents a problem if AT&T is to use the LEC operator system to handle calling card and operator-handled calls. This means that AT&T customers will not be able to use the AT&T cards for intraLATA calls.

Cannot / unwilling to provide AT&T branding.

There may be other issues (to be identified) which suggest that LEC operator system will not be able to fully support AT&T customers' needs.

STATUS: NO ACTION REQUIRED. (Not an issue for this TP. It is logged for information only.)

6. EMERGENCY TRACE

ISSUE: Emergency trace can be requested by customers who dial 0- to reach an AT&T operator. There is currently no procedures in place to address the emergency trace request. What organization owns this issue? M&Ps for operator handling of emergency trace needs to be implemented in coordination with the organization that owns the issue. One small part of that procedure is to provide AT&T Operator Call Servicing with the appropriate referral number for inclusion in CSIDS.

OWNER: D. Berger (to identify owner of this issue) / Corporate Security

7. OPERATOR-HANDLED DIRECTORY ASSISTANCE

ISSUE: Obtain Product Management position to specify the desirable handling of operator-handled Directory Assistance calls when customer dials "0-" for directory assistance. This is needed by Channel Management for establishing Methods and Procedures.

OWNER: D. Berger / L. Connelly

8. OPERATOR TRANSFER SERVICE

ISSUE: Obtain Product Management position on the handling of customer requests to transfer to another service provider. Should AT&T provide the transfer (and imposed transfer service charge) or provide customer with dialing instruction for reaching the other service provider?

OWNER: D. Berger / L. Connelly

9. LOCAL RATES AND CHARGING MECHANISM

ISSUE: Tariff and Regulatory need to provide tariff information state-by-state to the RTRS and CSIDS databases so that it can appropriately rate the calls.

OWNER: D. Berger / L. Connelly

10. DIALING 500/700/800/900 CALLS

ISSUE: For 0- calls, obtain Product Management direction on 500/700/800/900 calls requested by customer. Should operator dial or provide dialing instruction to customer?

OWNER: D. Berger / L. Connelly

11. CALL VOLUME ASSUMPTIONS

ISSUE: Need to obtain the following call volume forecast data from Product Management. This data is also required by Channel Management for staffing purpose.

- Is the specified 1.1 calls per subscriber representing call attempts or call completion rate?
- % of forecast calls that would require VRCP support.

ISSUE: OCS Channel will need volume assumptions based on the use of VRCP, where applicable.

OWNER: D. Berger / L. Connelly

12. LOCAL VS LD

ISSUE: Obtain Product information if any OS service would require different OS handling for intraLATA call types.

OWNER: D. Berger / L. Connelly

13. ACCESS SERVICE MANAGEMENT / ENGINEERING PEG COUNTS

ISSUE: Identify Access Service Management and Engineering peg counts for local OS

OWNER: Gary Oyler

14. IDENTIFY TRACKING DATA

ISSUE: Assess measurement data required by Product Management to satisfy call analysis and tracking to reflect usage and other internal business needs. This may result in CAT (Call Analysis and Tracking) development.

OWNER: D. Berger / G. Oyler

15. SESS EQUIPMENT ENGINEERING

ISSUE: Establish interface with SE Equipment Engineering on additional operator positions, Sms, PSMs, service circuits (conformance circuits, announcement circuits, etc), and APS.

Owner: T. Dunn / B. Skeels

16. LOCAL MARINE CALLS

ISSUE: Product Management policy - Will Local Service offering include Local Marine Calls? Will LEC or AT&T handle local marine calls?

OWNER: D. Berger / L. Connelly

17. MULTI-LINGUAL OPERATOR SERVICES (MLOS)

ISSUE: Product Management policy - Will Local Operator Services include support for MLOS? This service is currently offered by the OSPS, as is documented in this TP. If MLOS is to be excluded, then some development may be necessary to suppress the feature.

OWNER: D. Berger / L. Connelly

18. USE OF CICADA SERVICE FOR DA

ISSUE: Product Management policy - Will Local Operator Services include use of CICADA? This service is currently offered by the OSPS, as is documented in this TP. If CICADA is to be excluded, then some development may be necessary to suppress the feature.

OWNER: D. Berger / L. Connelly

19. CALLING CARD AND BILL-TO-THIRD ON INTRALATA LOCAL CALLS

ISSUE: Need Product Management clarification - If a customer comes to operator and wants to charge an intraLATA local call to a Card or Bill-to-third. Does the AT&T operator advise the customer that the call is a "free call" within the Local Calling Area? Today, customers are dialing 10288 and making local calls, but pay intraLATA rates.

OWNER: D. Berger / L. Connelly

20. HANDLING OF REQUEST FOR SERVICE FROM NON-AT&T CUSTOMERS

ISSUE: How does Product Management want operators to handle requests for service for which AT&T is not currently their provider? When do we transfer vs. WinBack? Are there any requirements related to transfer?

OWNER: D. Berger / L. Connelly

21. TIME & CHARGES

ISSUE: Will we do Time & Charges for intraLATA (toll and local), or is this an IntraLATA toll issue?

OWNER: D. Berger / L. Connelly

22. LEC CARDS

ISSUE: Will AT&T be honoring LEC cards? Will non-honored card calls default to the AT&T operator?

OWNER: D. Berger / L. Connelly

23. PURCHASE LIMIT CARDS

ISSUES: If an intraLATA call is billed to the Purchase Limit Card, what messages will the customer hear on a customer dialed call?

What messages will the AT&T operator see when the call is operator dialed?

Will Purchase Limit Cards be allowed for intraLATA local as well as intraLATA toll calls?

What rates will apply?

OWNER: D. Berger / L. Connelly

24. OPERATOR HOLD AND RINGBACK

ISSUE: Since an AT&T operator may be required to ring back a customer in an emergency situation and all emergency calls are held at the position, it is necessary to identify the legal issues related to the inability to ring back or hold a call at the position.

OWNER: D. Berger / L. Connelly

25. EQUAL ACCESS

ISSUE: Compliance to equal access is an issue that Product is working with legal / regulatory. Pending the outcome of the analysis, there may be additional technical assessment to satisfy any identified requirements. Product will advise Technical Team of the outcome.

OWNER: L. Connelly

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15. GLOSSARY

ACCS	Automatic Calling Card Service
ACS	Accessible Communications Service
ACQS	Automatic Charge Quotation System
ACTS	Automatic Coin Toll Service
AILS	Automatic Inward Line Screening
ALEC	Alternate Local Exchange Carrier
AMA	Automatic Message Recording
ANI	Automatic Number Identification
ANIF	Automatic Number Identification Fail
AP	Automated Position
ASN	AT&T Switched Network
AT	Access Tandem
BILLDATS	Billing Data Acquisition and Transport System
BLV	Busy Line Verification
CAP	Competitive Access Provider
CAT	Consolidated Access Trunking
CICADA	Completion of InterLATA Calls Accessing Directory Assistance
CLD	Consumer Long Distance
COC	Carrier of Choice
CPDL	Call Processing Data Link
CSC	Call Servicing Center
CSE	Carrier Selection Enforcement
CSIDS	Call Servicing Information Delivery System
DA	Directory Assistance
DACC	Directory Assistance Call Completion
DMOQ	Direct Measure of Quality
DTMF	Dual Tone Multifrequency
EI	Emergency Interrupt
EIS	Extended Inband Signaling
EMI	Electronic Message Interchange
EO	End Office
FGC	Feature Group C
FGD	Feature Group D
IB	Inband
ICO	Independent Companies
IIB	Indeterminate Information Bureau
IPIC	IntraLATA PIC
IXC	interexchange carrier
LBS	Local Billing System
LD	Long Distance

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LEC	Local Exchange Company
LERG	Local Exchange Routing Guide
LIDB	Line Information Database
LNP	Local Number Portability
LRN	Local Routing Number
LS	Listing Service
LSDB	Listing Service Database
LSO	Local Switch Office
LSP	Local Service Provider
MECH	More Efficient Call Handling
MDF	Main Distributing Frame
MFJ	Modification of Final Judgment
MLOS	Multi-Lingual Operator Service
MOS	Modified Operator Service
MPS	Message Processing System
MW	Multi Wink
NAI	Network Access Interrupt
NPA	Numbering Plan Area
OAS	Originating AT&T Switch
OLI	Originating Line Indication
OLS	Originating Line Screening
ONI	Originating Number Identification
OS	Operator Service
OSPS	Operator Service Position System
OWS	Operator Work Station
POP	Point of Presence
PSM	Position Switching Module
PTC	Presubscribed Toll Carrier
RCF+	Remote Call Forwarding Plus
RICS	Recorded Information Collection System
RISLU	Remote Integrated Services Line Unit
RTNR	Real Time Network Routing
RTRS	Real Time Rating System
RTU	Right To Use
SA	Special Applications
SDN	Software Defined Network
SM	Switching Module
SNOW-R	Service Now - Routing
SNOW-T	Service Now - Trunking
T&A	Toll and Assistance
TCS	Terminating Code Screening
T&CS	Time and Charges Service
VDT	Visual Display Terminal
VRCP	Voice Recognition Call Processing

I. INTRODUCTION (LCM)

2

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1. Standard AT&T Billing Requirements
2. Data Transfer Requirements
3. Account Maintenance Requirements

AT&T Communications, Inc.
Total Service Resale Planning Document
for
Network Operations, Network Services,
Carrier Billing, Data Transfer,
Account Maintenance Requirements,
and Pricing and Compensation
in the
Local Exchange Service Marketplace

Preface:

AT&T plans to enter the local exchange market throughout the BellSouth states. In anticipation AT&T is investigating viable alternatives available through which this service may be provided.

This may be accomplished through "Total Service Resale" and/or "Loop Resale" that will provide AT&T with the ability to service Customers in a manner that is consistent with the high quality and service standards with which the AT&T brand is associated. This document specifically addresses Total Service Resale.

This includes the full spectrum of BellSouth network services, both current and new including features for both business and residence markets as well as various unregulated or enhanced services such as voice mail and inside wire. All services will need to be provided in a seamless fashion so as not to impact customer service.

For all features and services described AT&T will require wholesale pricing options and service intervals in order to finalize our marketing plans. This request is separated into 4 major categories: Network Operations, Network Architecture and Services, Carrier Billing, Data Transfer, Account Maintenance Requirements, and Pricing and Compensation.

The required interfaces for the ordering, provisioning, maintenance and billing of the various services and features must be fully tested and verified to ensure AT&T's general availability is on the first day service is made available in each state by BellSouth. AT&T is prepared to commit the necessary resources and time required to bring the negotiations to a successful conclusion. AT&T welcomes the opportunity to work cooperatively to enhance system interfaces leading to a more robust and cost effective network on a going forward basis.

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TOTAL SERVICE RESALE

I. Network Operations:

The operational requirements associated with Total Service Resale concentrate primarily on the ability of AT&T to order service in a seamless fashion from BellSouth. Once that order is placed the provisioning of the service is internal to BellSouth and the only input AT&T has to this process involves performance metrics associated with the provisioning of the service as promised to our customer. As AT&T will make clear throughout this document the Quality, Integrity, and Responsiveness for provisioning and maintenance of the resale services, is essential to AT&T in reaching an agreement.

A real time ordering and provisioning interface using electronic bonding is essential to provide AT&T operational parity with existing BellSouth customer ordering processes. Such an interface is also required for BellSouth to comply with existing legislation and regulatory rules in many states.

Also associated with Total Service Resale is the provisioning of Voice Mail services and Inside Wiring. Since both of these functions are not tariffed and fall outside regulatory requirements, AT&T will address them accordingly. Please advise as soon as possible if it is appropriate for AT&T to negotiate these services separately. The issue of branding is particularly important in both the Voice Mail and Inside Wire offers so we request that this be a part of BellSouth's response.

As a Service Provider, AT&T recognizes the value of servicing our products quickly and how important it is to assure our customers that the problem will be fixed the first time. Any product or service which carries the AT&T brand must meet AT&T's requirements for prompt, friendly and efficient customer service.

It is our intention to provide AT&T customers with a single telephone number which they can call 24 hours a day, 7 days a week for the repair of their service. Logistically this presents some challenges to the current arrangement they may have with their local service. It is AT&T's desire that these challenges be transparent to the AT&T end-user and that BellSouth and AT&T work out any problems in the "Front End" process.

As with the Service Ordering and Provisioning process, AT&T would like to migrate to a standard EBI interface between the two companies. However, since BellSouth may not be ready to migrate to this platform in the time frame required we may need to establish an interim agreement which is based on some type of workable electronic interface.

If a full EBI interface is not available, we will need to develop an interim solution. One potential would be for BellSouth to provide a direct interface into the current BellSouth trouble reporting and tracking system which could be accessed from AT&T's work center. Another option could entail a gateway interface. BellSouth could provide AT&T with the interface specifications and AT&T could potentially build a gateway between its existing trouble ticketing system and the BellSouth system. These are just two possible methods of operation, AT&T is more than willing to discuss any viable options presented by BellSouth in response to this Total Resale Agreement.

In addition to an electronic interface required to provide "real time" status to AT&T's end-users the use of the AT&T brand is especially important. To that end, AT&T would like to discuss the options for the repair service in connection with provisioning and repairing service to AT&T end-users. It is understood that this is a very sensitive issue and we are willing to work with BellSouth to meet this requirement.

I. Network Operations (Cont'd)

A. Service Ordering and Provisioning Procedure

1. Provide AT&T with real time electronic means to transfer order information from AT&T to BellSouth and vice-versa.

2. BellSouth will provide AT&T with a real time response for the following items:

- a. Firm Order Confirmation (FOC)
- b. Information relative to service availability dates (e.g. internal guide)
- c. Information relative to the need for a service dispatch for installation
- d. Feature and Service availability within any given area by LSO and Street Address
- e. All Service order completions with related information on time and materials charges (if any). Provide form for end user signature when time and materials are required.
- f. Service order errors, jeopardies and missed appointments
- g. Any charges associated with required construction for a given service
- h. Order Status at critical intervals to be negotiated for complex and designed services.

3. Provide AT&T with the ability to schedule installations with the Customer on line and access BellSouth's schedule availability to determine time of appointment.

4. Provide the same intervals and level of service currently being performed by BellSouth.

5. Provide AT&T with the ability to assign new telephone numbers with the Customer on line, this applies to vanity numbers as well.

6. BellSouth will allow existing Customers to retain their phone number in the event they change carriers with no loss of feature functionality.

7. Provide AT&T the ability to determine what features and functions an existing customer currently receives, with the customer consent.

8. AT&T requires BellSouth to provide where services and features are available, to street address detail, that includes type of Class 5 Switch by CLLI.

9. Provide a complete definition of all services, features, and functions available and any ancillary data required by BellSouth from the Customer to provision these services.

10. Provide information about the certification process for the provisioning of DA Exempt, Prison Services, Lifeline services, etc.

11. AT&T will provide BellSouth performance metrics which BellSouth is expected to meet.

12. AT&T requires BellSouth to notify AT&T if a customer requests changes to service at the time of installation.

13. AT&T requires adequate test and turn-up procedures to support the services and features ordered by AT&T.

I. Network Operations (Cont'd)

A. Service Ordering and Provisioning Procedure (Cont'd)

14. AT&T requests that BellSouth identify those areas where Multiserve and Multiserve + is available, including type of Centrex, and that BellSouth provide the required information for the Ordering and Provisioning of Centrex Services in those areas.

15. AT&T requires that BellSouth notify AT&T prior to Service termination, (Disconnect), or the termination of any service, feature or function by an AT&T Customer. (NOTE: since AT&T is BellSouth's customer of record the end-user CANNOT order a disconnect of AT&T service.).

16. AT&T requires that BellSouth provide intercept and transfer service as tariffed.

17. AT&T and BellSouth will develop a mutually agreeable escalation and expedite process for Service Ordering and Provisioning.

18a. AT&T requires BellSouth to describe the details and requirements on handling area transfers with the understanding that they are controlled by the owner of the NPA/NXX.

b. AT&T requires BellSouth to describe the details and requirements on handling LATA boundary changes.

19. AT&T requires that BellSouth provide interface agreements between Work Centers regarding systems and establishing a change control process.

20. AT&T requires that BellSouth provide non-discriminatory training for those technicians assigned to handle AT&T Local Service Customers.

21. Provide AT&T the ability to order a suspension on AT&T Local customers service upon request.

22. Provide AT&T the ability to deny service to a given AT&T end-user for non-payment of a bill in accordance with the PUC regulations.

23. Provide blocking of 700, 800, 888, 900, and 976, etc., services upon request, including "bill to third party" and collect calls, from AT&T on a line, trunk or individual service basis.

24. AT&T and BellSouth agree to work cooperatively in practices and procedures regarding Law Enforcement and service annoyance handling.

25. AT&T would like a process established whereby misdirected calls can be routed correctly, e.g. reciprocal agreement for on-line transfer to business office, repair, etc.

26. AT&T needs to negotiate for the handling of 911 and E911 updates to BellSouth's databases for its Total Resale Customer base.

27. AT&T would like BellSouth to provide engineering support for all Special Services which are covered under a Total Resale offer, e.g. Data Services, Voice Grade private lines, intermediate bit rate services, Primary Rate ISDN services, Broadband services and Packet services, etc.

I. Network Operations (Cont'd)

A. Service Ordering and Provisioning Procedure (Cont'd)

- 28. Bill any applicable time and materials charges to AT&T, not the end-user.
- 29. Provide a listing of all applicable charges at the time of order completion.
- 30. Provide the contracting of BellSouth technicians to perform work on AT&T end-user customer's premises representing AT&T. This includes but is not limited to:
 - a. Provide the contracted technicians with AT&T forms for the end-user.
 - b. Provide the contracted technicians with "branded" AT&T not at home cards.
 - c. Assure technicians are trained in a non-discriminatory fashion.

B. Maintenance Procedures

1. BellSouth will provide AT&T with a "Real Time" electronic interface to perform the following functions related to the Maintenance process:
 - a. Trouble Ticket entry and update capabilities
 - b. Review and verify test results
 - c. Provide status updates on current "Open" Trouble Tickets
 - d. Verify feature and function updates and corrections as they relate to an open Trouble Report
 - e. Provide a means for notifying AT&T of Switched Failures
 - f. Provide dispatch status as well as location and ETA
 - g. Testing
2. Provide AT&T the real time ability to verify and acknowledge any scheduled appointment upon receipt of the Trouble Ticket.
3. BellSouth will meet the following status requirements on AT&T services:
 - a. Immediate notification of any changes in trouble status, electronically
 - b. The ability to retrieve the current status of any open trouble report
 - c. Immediate notification when any scheduled appointment is in jeopardy
4. BellSouth will close all TOK (Test OK), NTF (No Trouble Found), and CC (Came Clear) trouble reports with AT&T's work centers.
5. BellSouth will close the trouble by contacting the AT&T work center, AT&T in turn will be responsible for contacting the end-user Customer.
6. BellSouth will immediately notify AT&T of any Network event which impacts AT&T end-users. AT&T would prefer a real time monitoring arrangement if this is feasible.

I. Network Operations (Cont'd)

B. Maintenance Procedures (Cont'd)

7. BellSouth agrees to notify the AT&T work center of any scheduled maintenance activity which could have an impact on the service provided to AT&T end-users, and negotiate release with AT&T.

8. AT&T would like to negotiate a workable Disaster Recovery plan with BellSouth and agree to perform quarterly tests of the process.

- a. For BellSouth Work Centers
- b. For BellSouth Network Components

9. BellSouth will provide the AT&T work center with "real time" test results on any AT&T end-user service.

10. BellSouth agrees to route repair service calls to the correct service provider (AT&T), with same dialing parity as BellSouth.

11. BellSouth will bill any applicable tariffed maintenance and service charges to AT&T, not to the end user. AT&T will provide an address and contact for all applicable tariffed charges.

12. Contact AT&T prior to any work that would result in additional charges. AT&T will contact the customer for approval.

13. BellSouth agrees to provide a listing of all applicable charges at the time the Trouble Ticket is closed.

14. BellSouth will use an AT&T branded form any time an AT&T end-user is contacted relative to a trouble report, maintenance charges or any applicable service charges.

15. A BellSouth Technician will clear any reported trouble to the end-user's network interface.

16. BellSouth will provide an on-line transfer of any AT&T end-user "misdirected" trouble call to the AT&T repair center.

17. AT&T and BellSouth will negotiate performance metric's for Service repair.

18. Provide AT&T with an "escalation" and "expedite" process for Maintenance.

19. Provide the contracting of BellSouth technicians to perform work on AT&T end-user customer's premises representing AT&T. This includes but not limited to:

- a. Provide the contracted technicians with AT&T forms for the end-user.
- b. Provide the contracted technicians with "branded" AT&T "not at home" cards.
- c. Assure technicians are trained in a non-discriminatory fashion.

20. Provide non-discriminatory training for those technicians assigned to handle AT&T Local Service Customers.

I. Network Operations (Cont'd)

C. Operational Readiness Test for Ordering, Provisioning and Maintenance

1. Participate in an Operational Readiness Testing (ORT) which will allow for the testing of the systems, interfaces and processes for the ordering, provisioning and maintenance of AT&T local service.

a. Participate in an Operations ORT to ensure that AT&T and BellSouth can automatically through various systems/interfaces, jointly order, and provision AT&T's local services in a timely and accurate manner.

b. Participate in an Operational ORT to ensure that AT&T and BellSouth are able to quickly manage and resolve maintenance/repair call in accordance with established DMOOs.

Total Service Resale

II. Network Architecture and Services:

The Architecture of the Network in a Total Resale environment is the Architecture of the BellSouth Network as it is today and evolves in the future. As a potential re-seller of that Network, AT&T is interested in the flexibility and diversity that BellSouth has designed into it.

Flexibility and Diversity are not limited to the physical network alone, but are also tied to the variety of service offerings that AT&T can offer to its Customer base. We would like to work with BellSouth in developing a comprehensive response which covers these requirements, including a wholesale pricing structure that will accurately reflect the economies realized by BellSouth as a result of a wholesale tariff, that will make this alternative attractive to AT&T.

It is our desire to be able to offer via a Total Resale agreement, all the network capabilities and functions needed to offer residential and business customers a wide array of basic exchange services in a technically equivalent fashion to the services that are currently offered by BellSouth to its own customers. The Total Resale agreement includes electronic interfaces for billing, provisioning, maintenance, ordering, etc., as well as access to all supporting data bases. The sections of this document which list services and feature functionality are not meant to be inclusive of, or all encompassing of BellSouth's services. In the event that BellSouth should develop a new service or feature, AT&T would expect to be able to offer that service at the same time it is offered by BellSouth.

II. Network Architecture and Services:

A. **Basic Service Requirements**

1. No loss of features or functionality in any of the following areas:

- a. Same dial tone and ring
- b. Same capability for either dial pulse or touch tone recognition
- c. Same capability to complete calls to any location
- d. Same extended local calling area
- e. 1 + IntraLATA toll calling
- f. PIC 1 + service
- g. CIC dialing
- h. Telephone number portability
- i. Same access to vertical features and functions
- j. Call detail recording capability required for end user billing
- k. Access to Telephone Relay Service (TRS)
 - l. All CLASS and Custom Calling features and functions (e.g., caller ID)
- m. Centrex - BellSouth shall provide service/features at parity with BellSouth Centrex on a wholesale basis at a commercially feasible price, on a non-discriminatory basis
- n. Flat and Measured Services
- o. International Calling
- p. 911, 500, 700, 800, 888, 900, 976, etc.
- q. Provide the following End Office features:
 - 1. Distinctive ringing
 - 2. Repeat dial capability
 - 3. Multi-line hunting
- r. Provide the following feature capabilities allowing for Voice Mail services:
 - 1. SMDI-E - Station Message Desk Interface - Enhanced
 - 2. MWI - Message Waiting Indicator
 - 3. CF-B/DA - Call Forward on Busy / Don't Answer
- s. Trunk Local connectivity to PBXs and Direct Inward Dialed Services
- t. "Bill to third party" and Collect call restrictions
- u. AT&T and end-user customer telephone numbers to reside in LIDB for database access

II. Network Architecture and Services (Cont'd)

A. Basic Service Requirements (Cont'd)

v. BellSouth parity dialing protocols

w. ISDN including those services required to service customers who subscribe to ISDN service

B. NXX Assignment and Administration

1. Provide AT&T with the capability to assign telephone numbers "on line", providing AT&T with electronic access to the number assignment system, for "real time" on-line number assignment.
2. Provide AT&T the capability to request and receive "Vanity" numbers on a real time basis.
3. Provide AT&T with the capability to reassign (coincident with an end users request), or obtain any BellSouth controlled number within the geographic boundaries of the LSO, consistent with the current numbering plan.
4. Establish a SPOC for the reservation of numbers on a 7x24 basis.
5. Maintain sufficient numbers to meet the needs of all Local Service Providers.
6. BellSouth is responsible for the reservation and aging of numbers.

C. Directory Assistance

1. BellSouth will provide AT&T the ability to route customer dialed Directory Assistance calls (411, 555-1212) to the AT&T Directory Services Platform. In the interim, BellSouth will provide AT&T the following directory Assistance capabilities exactly as BellSouth provides them to their customers on a going forward basis:

Resale Requirements:

- a. Provide 2 customers or numbers and or addresses per call
- b. Provide name and address upon request except for unlisted numbers
- c. Provide call completion to the requested number when requested
 1. Local
 2. Toll
- d. Provide a service that carries the AT&T brand or no brand if branding is not technically possible.
- e. Provide data (listing data base) that is timely and at parity with BellSouth.
- f. Any information provided by Automatic Response Unit (ARU) is repeated twice.

II. Network Architecture and Services (Cont'd)

C. Directory Assistance (Cont'd)

- g. Provide service at same levels as BellSouth and subject to same performance metric's.
 - 1. number of rings to answer
 - 2. average work time
 - 3. disaster recovery options
- h. Provide intercept service for customers moving service
 - 1. refer to new 10 digit number
 - 2. repeat new number twice on referral
 - 3. repeat recording twice
 - 4. refer to new appropriate DA

2. Exemptions:

- a. Provide the ability to waive charges for handicapped customers.
- b. Provide a process to verify and document a customer's exempt status.

Self Provisioned Requirements:

3. Provide the option to purchase resale service without associated Directory Assistance to AT&T:

- a. BellSouth will provide AT&T the ability to route customer dialed Directory Assistance (411, 555-1212) to the AT&T Directory Services Platform.
- b. BellSouth will provide AT&T with a real-time electronic feed of customer address and number changes.
- c. BellSouth will provide AT&T access to their emergency number listing or emergency database for handling of emergency calls.

D. Listings

1. White pages requirements:

- a. Listings at no cost to AT&T (1st number free)
- b. Distribution of directory to AT&T customers coincident with receipt of White Pages by BellSouth customer

II. Network Architecture and Services (Cont'd)

D. Listings (Cont'd)

- c. List of AT&T services and information (price, features, availability) similar to BellSouth
- d. Provide wholesale prices to AT&T which reflect BellSouth's avoided costs.
- e. Unlisted / unpublished discount
- f. Provide a discount for multiple listings
- g. Recycle AT&T's Customer directories and books
- h. AT&T's end user listings will be excluded from Lists Sales

2. Yellow pages requirements:

- a. Provide a "real time" knowledge of deadlines
- b. Distribution of directory to AT&T customer's coincident with receipt of Yellow Pages by BellSouth customer
- c. Provide wholesale prices to AT&T which reflect BellSouth's avoided costs.
- d. Provide a commission on advertisements from AT&T

3. Exemptions:

- a. Provide the ability to waive charges for handicapped customers
- b. Provide a process to verify and document a customer's exempt status

4. AT&T requires BellSouth to list AT&T in the front of the directory as a local service provider for the area with all appropriate information and telephone numbers. AT&T also requires the cut-off date for this publication.

E. Operator Services

BellSouth will provide AT&T the ability to route customer dialed Operator Services calls to the AT&T Operator Services Platform. In the interim, BellSouth will provide Operator Services "branded" as AT&T utilizing AT&T's rates. The following capabilities are also expected under the resale environment:

Resale Requirements:

- 1. Provide to AT&T Operator Services accessible by "O+" and "O-" dialing.
- 2. Provide to AT&T a full range of Operator Service functions identical to those which BellSouth provides to its customers.
- 3. Provide the Operator Services "branded" as AT&T complete with the "AT&T sparkle tone bong".

II. Network Architecture and Services (Cont'd)

E. Operator Services (Cont'd)

4. AT&T will provide to BellSouth performance metrics for the provision of this service which will include:

- a. Number of rings to answer
- b. Average work time
- c. Disaster Recovery (work stoppage, technical failure, natural disaster, weather)

5. Provide the following capabilities including but not limited to:

- a. Calling Card Services (entry, verification, and blocking)
- b. Instant credit on calls
- c. Time and charges
- d. Route calls to AT&T when requested
- e. Busy Line Verification/Emergency Intercept (BLV/EI)
- f. Emergency calls
- g. Notification of the length of call
- h. Hotel/Motel services
- i. Real time rating of calls
- j. Handicapped caller assistance
- k. Third party billing
- l. Collect: Person to Person / Station to Station calls

Self Provisioned Requirements:

6. BellSouth will provide the ability to route AT&T local customer operator calls to the AT&T operator services platform.

F. Lifeline Service

1. Provide the capabilities required for Lifeline services exactly as BellSouth provides to their customers on a going forward basis, this includes a billing plan and access to the subsidy pool. Also, all information regarding program eligibility, status, and certification should be forward in electronic format to AT&T.

G. Service Assurance Warranty (SAWS)

1. Provide a service quality guarantee to AT&T which will be accomplished by offering a credit when BellSouth does not meet the service quality requirements as specified by AT&T.

2. This service guarantee is applicable but not limited to:

- a. Call Satisfaction Credit
- b. Service Interruption Guarantee
- c. Installation/Repair Satisfaction Credit
- d. Service Order Satisfaction Credit

II. Network Architecture and Services (Cont'd)

H. 911

1. Provide access to 911 / E-911 in a transparent manner to the end user.
2. Provide the ability to populate the 911 databases in a timely manner at parity with BellSouth.
3. Provide 911 detailed rating information (city, county, state, etc.)

I. Inside Wire

1. Provide Inside Wire service maintained by BellSouth and branded as AT&T.
2. Establish a mutually beneficial arrangement to resell Inside Wire provisioning and maintenance.
3. Transfer the Inside Wire maintenance contract to AT&T for its' Local customers.

J. Disaster Recovery

1. Agree to mutual participation in Disaster Recovery plans.
2. Provide timely notification of any outage which has an effect on AT&T customer's:
 - a. Central Office outages
 - b. Facility outages such as cable cuts, repeater failures, etc.
 - c. Commercial power outages
 - d. Load sharing situations
 - e. Subscriber Loop problems
 - f. Signaling network problems
 - g. General network congestion
 - h. Any other issue which has or could have a negative effect on AT&T Customer service

K. Payphone Services

1. BellSouth will provide the ability to procure Payphone service at a wholesale price that is commercially viable, and to be able to provide present and planned features and functionalities on a non-discriminatory basis.

2. BellSouth shall provide the following features, but not limited to :

- a. Rating
- b. Far end disconnect
- c. Timing
- d. Answer Detect
- e. Non-Published number (where available)

II. Network Architecture and Services (Cont'd)

K. Payphone Services (Cont'd)

- f. Single line billing
- g. One bill per line
- h. Call detail showing every call
- i. Touch tone
- j. Tone Billing restrictions
- k. Block Direct Dial International call
- l. Guarantee PIC protection
- m. One way service (for coinless phones)
- n. All 0+ calling, including 0+700 and 0+900 (for coinless phones)
- o. Restrict all 1+ calling, including 1+7 and 10 digits (for coinless phones)

L. Hospitality

- 1. BellSouth will provide all blocking, screening and all other applicable functions available for hospitality lines at a competitive viable basis.

M. Service Restoration Priorities

- 1. AT&T requires the ability for service restoration priority in conjunction with BellSouth existing procedures.

N. Telephone Relay Service (TRS)

- 1. Ensure AT&T's customers will be able to access TRS and that AT&T will receive the proper revenue for these calls.

O. Telephone Line Number (TLN) Calling Card

- 1. BellSouth will terminate its existing TLN - based cards when the customer selects AT&T for local service.

III. Carrier Billing, Data Transfer, and Account Maintenance Requirements

A. Carrier Billing Requirements for Local and IntraLATA Toll

AT&T expects charges for Local and IntraLATA Toll Resale to be rendered using existing billing systems. The Standard Access Billing Requirements (SABR) for Local/Resale document will enable AT&T and the billing entity to efficiently manage their Local and IntraLATA Toll Resale billing data and financial transactions. The SABR document provides the billing entities with AT&T's resale billing requirements.

The SABR document is to be used in conjunction with the current industry standard guidelines for access billing. These standard guidelines are Carrier Access Billing System (CABS) and Small Exchange Carrier Access Billing (SECAB). Billable components of the Local/Resale service not covered in the current industry standards will be identified to AT&T by the billing entity and AT&T will provide appropriate billing documentation.

Following are the business and billing principles which should be used when billing to AT&T:

1. BellSouth will participate in a Local/Resale Bill Certification Process as defined by the SABR document (Section 5) to ensure quality and financial assurance controls throughout AT&T and BellSouth's processes. Billing accuracy is the sole responsibility of BellSouth.
2. BellSouth will work with AT&T to facilitate accurate and timely billing as defined by the SABR document (Section 3).
3. BellSouth will provide a mechanized bill as defined by the SABR document (Section 4,5 &6) and utilize the electronic data transmission Connect/Direct.
4. BellSouth and AT&T will agree to an annual Supplier Quality Certification Review to be conducted by AT&T.
5. The existing CABS Billing Output Specifications (BOS) documents provide guidelines for how to render a bill. Additional information that is required to be uniquely identified when rendering Local/Resale charges per the SABR document (Section 7) are as follows:
 - a. BellSouth will bill charges/credits for Primary Interexchange Carrier (PIC) change charges separately from the Local/Resale bill
 - b. BellSouth will use the same structure as documented in CABS for a Switched Access Bill
 - c. Specific Account Level, Jurisdiction and Service/Feature codes are delineated

For a complete and comprehensive list of AT&T's Local Resale Carrier Billing Requirements, consult the attached Standard AT&T Billing Requirements for Local Total Service Resale, Version 4.1, dated February 14, 1996, and/or the latest version of the SABER document.

III. Carrier Billing, Data Transfer, and Account Maintenance Requirements (Cont'd)

B. Data Transfer Requirements for Local and IntraLATA Toll

AT&T requires that BellSouth transmit specific usage to AT&T (LRDTR - Section 2). AT&T will rate and bill the intraLATA toll and local usage recorded by BellSouth. In addition, AT&T will process and bill the rated incollects sent by BellSouth.

Messages will be transmitted, via a direct feed, to AT&T in standard EMR format (Bellcore Practice BR 010-200-010).

Testing activities and the reports needed to ensure data integrity are also required, as well as ongoing Control Maintenance and Review, and Software Change procedures.

For a complete and comprehensive list of AT&T's Local Resale Data Transfer Requirements, consult the attached Local Resale Data Transfer Requirements Version 2.0, dated March, 1996.

C. Account Maintenance Requirements for Local IntraLATA Toll

While most of the customer account information will originate through direct customer contact, there are some situations where account changes will originate from sources external to AT&T. In these situations, BellSouth will support the following Local Account Maintenance Requirements:

1. OUTPLOC Transaction Feed - When a customer contacts BellSouth to change from AT&T Local to another Local Service Provider (LSP), convey to AT&T that the customer has moved to another LSP. BellSouth should provide this information via a batch feed, via Connect/Direct NDM sent at end of the day (seven days a week) within 24 hours of the switch being provisioned.
2. PIC Only Change Process - When an AT&T Local customer contacts AT&T Local to change their PIC to another LD carrier, AT&T Local will accept the order and generate a Service Order to BellSouth. BellSouth will provision the network, and send a PIC Only Completion back to AT&T Local via the Work Order Completion feed.
3. IXC PIC Change Process - When an AT&T Local customer contacts another IXC to change their LD PIC, and BellSouth receives an '01' PIC from the other IXC, BellSouth will reject the '01' order and create the appropriate '3148' Industry Standard Code with the Operating Company Number (OCN) of the Reseller and reject it to the originating IXC.

NOTE: If the OCN cannot be provided, reject the order with the Industry Standard alternate '31' code.

For a complete and comprehensive list of AT&T's Local Resale Account Maintenance Requirements, consult the attached Local Resale Account Maintenance Document, dated March, 1996.

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IV. Security

A. Law Enforcement

1. BellSouth and AT&T will jointly agree to procedures to meet legal process demands, and fulfill law enforcement interface requirements.
2. BellSouth and AT&T will agree to negotiate the physical security of mission critical elements.

B. Fraud

1. BellSouth will share any and all fraud control practices/features resident on the BellSouth network that applicability to AT&T subscribers and apply such practices/features to AT&T subscribers as directed.
2. BellSouth will provide AT&T with the network toll fraud prevention, detection, and control features BellSouth currently has in their network that would be applicable to AT&T subscribers such as:
 - a. If remote call forwarding is offered, what are the available network prevention features?
 - b. If AT&T is using BellSouth LIDB services, what fraud control features cover bill-to-third and collect call processing?

C. Repetitive Debtor

1. AT&T and BellSouth will establish a reciprocal process for all service providers to share information regarding end user customers with a history of non-payment. Exchange of such information must be mutual, immediate and not subject to changes between carriers.

D. Local Carrier Change Policy (Anti-Slamming)

BellSouth and AT&T will follow the Local Carrier Change Orders (Anti-Slamming/PIC Change) rules adopted by the FCC for the InterLATA (LD) market.

1. OUTBOUND Calls - AT&T will utilize one of the following PIC Change Order methods:
 - a. Obtain customer's written authorization
 - b. Obtain customer's electronic authorization by use of 800 number
 - c. Have customer's oral authorization verified by an independent third party that AT&T utilizes
 - d. Send an information package within three days of the customer's request for a PIC Change and wait 14 days before submitting the PIC Change to BellSouth to allow the customer ample time to return the postcard denying, canceling, or confirming the change order.
2. INBOUND Calls (No specific FCC rules)
 - a. AT&T will verify the customer's stated intent to switch carriers.

V. Pricing and Compensation

BellSouth's monopoly Basic Network Functions (BNFs) and all retail services must be available for unrestricted resale. Unbundled BNFs must be priced at Total Service Long Run Incremental Costs (TSLRIC). Retail services must be made available at economically viable rates. In the short term, estimation of the appropriate discount will have to be based on a tops-down approach which looks at (1) avoidable costs, i.e., marketing, billing, etc., and (2) inferior access to LEC customer support systems (Electronic bonding). The long term solution will require a bottom up approach in which all wholesale services will be based on local service elements priced at TSLRIC.

**AT&T Communications, Inc.
Unbundled Loop Combination and Interconnection
Planning Document for Network Product and Services,
Network Interconnection,
Network Operations, Access, Account Maintenance and
Billing, Security and
Pricing and Compensation in the Local Exchange
Service Marketplace**

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Appendices

- 1. Standard AT&T Billing Requirements**
- 2. Data Transfer Requirements**
- 3. Account Maintenance Requirements**

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AT&T Communications, Inc.
Unbundled Loop Combination and Interconnection
Planning Document for Network Product and Services,
Network Interconnection,
Network Operations, Access, Account Maintenance and
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Pricing and Compensation in the Local Exchange
Service Marketplace

Preface

AT&T plans to enter the local exchange market throughout the BellSouth States. In anticipation AT&T is investigating viable alternatives available through which this service may be provided.

This may be accomplished through "Total Service Resale", through the purchase of unbundled network elements (e.g. loop combination resale) and/or a facilities build out that would provide AT&T with the ability to service Customers in a manner that is consistent with the high quality and service standards with which the AT&T brand is associated.

This includes the full spectrum of BellSouth network services, both current and new including features for both business and residence markets as well as various unregulated or enhanced services such as voice mail and inside wire. All services will need to be provided in a seamless fashion so as not to impact customer service.

For all features and services described AT&T will require cost based (TSLRIC) pricing options and competitive service intervals in order to finalize our marketing plans. This request is separated into 7 major categories: Services and Products, Network Interconnection, Network Operations, Access, Local Account Maintenance and Billing, Security, and Pricing and Compensation.

The required interfaces for the interconnection, ordering, provisioning, maintenance, billing, and security of the various services and features must be fully tested and verified to ensure AT&T of general availability on the first day service is made available in each state by BellSouth. AT&T is prepared to commit the necessary resources and time required to bring the negotiations to a successful conclusion. AT&T welcomes the opportunity to work cooperatively to enhance system interfaces leading to a more robust and cost effective network on a going forward basis.

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UNBUNDLED LOOP COMBINATION RESALE WITH INTERCONNECTION

I. Network Services and Products

In Unbundled Loop Combination Resale with Interconnection, the Quality, Integrity, and Responsiveness for provisioning and maintenance of the resold loop and interconnection to AT&T's network, is essential to AT&T in reaching an agreement

AT&T would like to work with BellSouth in developing a comprehensive response which covers these requirements, including a pricing structure that will accurately reflect the economies realized by BellSouth and make this alternative attractive to AT&T.

It is our desire to be able to offer via an Unbundled Loop Combination Resale with Interconnect agreement, all the network capabilities and functions needed to offer residential and business customers a wide array of basic exchange services in a technically equivalent fashion to the services that are currently offered by BellSouth to its own customers. The Unbundled Loop Combination Resale agreement includes Physical Interconnection, Co-Location, Signaling, traffic exchange, and electronic interface requirements, as well as access to all supporting databases. The sections of this document which list services and feature functionality are not meant to be inclusive of, or all encompassing of BellSouth's services which might be needed.

In the event that BellSouth should develop a new service or feature, AT&T would expect to be able to offer that service at the same time it is offered by BellSouth. In the pages that follow the basic requirements for Services and Products are detailed.

A. Network Elements and Basic Service Requirements

1. Loop and Loop Sub-Elements
 - a. Loop distribution
 - b. Loop concentrator
 - c. Loop feeder
2. End Office Switch, (AKA unbundled port)
3. Signaling
 - a. Signaling Links
 - b. Signal Transfer Points
 - c. Service Control Points
4. Common Transport

5. Access Tandems and Dedicated Transport
6. Operator Systems
 - a. Directory Assistance
 - b. 0+ and 0- dialing to Operator Services Positions
7. No loss of features or functionality in any of the following areas:
 - a. Telephone number portability
 - b. Access to Telephone Relay Service (TRS)
 - c. All CLASS and Custom Calling features and functions (e.g., Caller ID)
 - d. Ability to terminate local and toll calls on the same trunk group.

B. Directory Assistance

When purchasing unbundled loops and/or interconnection, AT&T expects to have the option of purchasing unbundled directory assistance or providing its own.

1. Unbundled Requirements:
 - a. BellSouth will provide AT&T the following capabilities exactly as BellSouth provides to their customers.
 1. Provide 2 customers or numbers and/or addresses per call
 2. Provide name and address upon request except for unlisted numbers
 3. Provide call completion to the requested number when requested
 - a. Local
 - b. Toll
 4. Provide a service that carries the AT&T brand or no brand if branding is not technically possible
 5. Provide data (listing database) that is timely and at parity with BellSouth
 6. Any information provided by Automatic Response Unit (ARU) is repeated twice
 7. Provide service at same levels as BellSouth and subject of same performance metrics
 - a. number of rings to answer
 - b. average work time
 - c. disaster recovery options
 8. Provide intercept service for customers moving service
 - a. refer to new 10 digit number
 - b. repeat new number twice on referral
 - c. repeat recording twice
 - b. Exemptions:

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1. Provide the ability to waive charges for handicapped customers
2. Provide a process to verify and document a customer's exempt status

2. Self Provisioned Requirements:

BellSouth will provide AT&T with a real time electronic feed of customer address and number changes. Directory services must provide both the ported and ALE telephone numbers assigned to a customer. Privacy indicators must be properly identified to assure the unlisted numbers and unpublished numbers are accurately identified.

C. Listings

1. Requirements:

- a. Provide one white and one yellow page basic listing (for business customers) included in the loop resale price of basic service at no cost to AT&T
- b. Ensure no administrative or other changes to the existing process: e.g., BellSouth distribution, extra copies, recycling, etc. as provided by BellSouth to it's customers
- c. Provide sufficient notification of deadlines for published listings
- d. Provide electronic interface specifications to current systems
- e. Provide customer guide pages describing AT&T local services comparable to BellSouth's "customer guide" pages published at the front of the directory.
- f. Allow for revenue for enhanced listings to flow through to AT&T.
- g. Allow flexibility to modify presentation of listings, e.g. "guts and cover", branding, etc.
- h. Provide wholesale prices to AT&T which reflect BellSouth's avoided costs.
- i. Provide for an unlisted/unpublished discount.
- j. Provide a discount for multiple listings.
- k. When remote call forwarding (RCF) is the interim number portability solution, both the ported number and the customers actual telephone number will appear in the directory listings database at no additional cost to AT&T.
- l. Provide the number and type of directories in the BellSouth territory.
- m. Provide a calendar of the publication of white and yellow pages a minimum of 6 months in advance of publication and ample notification of any changes to the white page part-time line.

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n. Provide BellSouth position on how resellers will be branded in its directory.

2. Exemptions:

- a. Provide the ability to waive charges for handicapped customers
- b. Provide a process to verify and document a customer's exempt status.

D. Operator Services

When purchasing unbundled loops and services, AT&T expects to have the option of purchasing unbundled operator services or providing its own.

1. Unbundled Requirements

- a. Provide to AT&T Operator Services accessible by "0+" and "0-" dialing
- b. Provide to AT&T a full range of Operator Service functions identical to those which BellSouth provides to its customers
- c. Provide the Operator Services "branded" as AT&T complete with the "AT&T sparkle tone bong."
- d. BellSouth will meet performance metrics for this service which will include:
 - 1. Number of rings to answer
 - 2. Average work time
 - 3. Disaster Recovery (work stoppage, technical failure, natural disaster, weather)
- e. Provide the following capabilities including but not limited to:
 - 1. Calling Card services (entry, verification, and blocking)
 - 2. Instant credit on calls
 - 3. Time and charges
 - 4. Route calls to AT&T when requested
 - 5. Busy Line Verification/Emergency Intercept (BLV/EI)
 - 6. Emergency calls
 - 7. Notification of the length of call
 - 8. Hotel/Motel services
 - 9. Real time rating of calls
 - 10. Handicapped caller assistance
 - 11. Third party billing
 - 12. Collect: Person to Person / Station to Station calls
 - 13. Rating of calls using AT&T rates.

2. Self Provisioned Requirements:

- a. BellSouth shall provide AT&T access to their emergency number listing or database for the purposes of emergency call handling.
- b. BellSouth shall provide reciprocal access to busy line verification and emergency interrupt facilities.

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E. Lifeline Service

When a subscriber, currently on a BellSouth telephone assistance program changes to AT&T as the local exchange carrier, all information regarding program eligibility, status and certification should be forwarded, in electronic format, to AT&T. Additionally, the associated subsidy should be forwarded.

F. Telephone Relay Service

Ensure AT&T's customers will be able to access TRS and AT&T will receive the proper revenue for these calls.

G. Inside Wire

1. Provide Inside Wire service maintained by BellSouth and branded as AT&T.
2. Establish a mutually beneficial arrangement to resell Inside Wire provisioning and maintenance.
3. Transfer the Inside Wire contract to AT&T for Local AT&T customers.

H. Payphone Services

BellSouth will provide the ability to procure pay phone lines at a commercially viable rate.

I. Hospitality

Provide T1.5 lines for dedicated traffic at a wholesale and commercially viable rate.

II. Network Interconnection

A. Physical Interconnection Requirements

In general, networks must be interconnected so that the customers of any local exchange carrier can seamlessly receive calls that originate on another local exchange carrier's network. Conversely, those customers must be able to originate calls that seamlessly terminate on another local exchange carrier's network. Interconnection will include access to switches, databases, signaling systems and any other facilities or information associated with originating and terminating communications.

1. Provide Interconnection at DS1 rate at reasonable cost. Meet AT&T DMOQs.

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2. Provide option to have one set of two way trunks for intraLATA traffic, except 911, directory assistance, operator services, and other services that require special routing. AT&T desires flexibility of arrangement, AT&T would like to go either through an Access Tandem or directly to an end office, based on demand, cost and service need.
3. Provide option to have one set of two way trunks for traffic that is transiting via the LEC network to other interlata carriers, with the ability to record or keep records of traffic for billing.
4. Provide option to have traffic from/to our network to/from other competitive LECs transit via the BellSouth LEC's network.
5. Provide separate one-way MF signaled trunks for 911 traffic to E911 tandems in the LATA.
6. Provide Modified Operator Services Signaling (MOSS) Feature Group C trunks for traffic destined to operator services and directory assistance platforms.
7. Provide defined point of interface to which AT&T and the Access Supplier have access that meets our AT&T quality standards.
8. Ensure that CLASS/LASS features and Caller ID are preserved when traffic is passed between the LEC and AT&T.
9. Establish a process for overflow routing of traffic.
10. Provide access to the following BellSouth databases:
 - a. Provide AT&T the ability to query BellSouth's 800 routing database with the same degree of reliability provided to BellSouth users and the Independent Companies.
 - b. BellSouth will allow AT&T to update customer information in the LIDB database per a customer service order.
 - d. Installation and Repair service dispatch
 - e. 911 and E911
 - f. Directory Assistance

B. Point of Interface

1. Provide a physical Point of Interface (POI) at a DSX for test access. The POI location will be accessible to AT&T on a 7 day, 24 hour basis.
2. Segregate traffic bound for the AT&T Switched Network (ASN) and traffic bound for the AT&T LSO at AT&T's request.

3. Provide a choice of interface rates and formats:
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- a. SONET STS-1 interfaces (VT based) or DS1 interfaces for traffic bound for the AT&T LSO.
 - b. DS3 or DS1 interfaces for traffic bound for the AT&T Switched Network.
 - c. SONET STS-1 interfaces (VT based) or DS1 interfaces when above types of traffic are mixed.
4. POI at service rates for special services and at higher rates for inter switch trunks and other services at AT&T's request.

C. Co-Location Requirements

1. Provide adequate space to meet AT&T's needs both for initial service and for growth.
2. Cage construction in increments of 100 square feed beginning with a minimum of 200 square feed. Cage height should be a minimum of 9 feet.
3. Provide adequate intra office facilities to meet AT&T's needs both for initial service and for growth, (e.g. MDF termination's, riser cables, tie cables, etc.).
4. Provide no restriction on access to AT&T area (24x7 availability).
5. Provide no restriction on equipment types to be collocated.
6. Provide battery reserve capacity and access that meets AT&T's needs (eight hours without emergency generator access for AT&T, or two hours if emergency generator access is provided).
7. Provide AT&T access to commercial power.
8. Provide AT&T access to DC central office power source upon completion of cage construction.
9. Provide AT&T prior notification on power changes, such as load sharing.
10. Provide AT&T with parity on the cost of space or maintenance of equipment that is comparable to BellSouth's own imputed costs.
11. Provide AT&T access to cable racks as needed between the point of interface and AT&T's Co-Located space.
12. Ensure security of AT&T space or equipment.
13. Allow for the installation of intrusion alarms remotely to AT&T work center.
14. Provide AT&T work center with remote environmental alarming.
15. Provide remote monitoring of AT&T equipment by AT&T work centers.
16. Provide access to a phone in AT&T's work space.

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17. Provide adequate lighting, ventilation, power, heat, air conditioning, and other environmental support for AT&T space or equipment.
18. Provide AT&T personnel access to eyewash stations, shower stations, and bathrooms within the LSO on a 24x7 basis.
19. Provide diverse cable routing per AT&T standards.
20. Allow unannounced inspection of AT&T equipment.
21. Provide protection of proprietary customer information.
22. Provide service guarantees, DMOQ's, and ISO reviews.
23. Provide for AT&T technicians to perform installation acceptance testing and to install upgrades and CN's.

D. Signaling

1. Provide AT&T complete parity in signaling features.
2. Provide AT&T SS7 signaling in accordance with the current BELLCORE / ANSI standards:
 - a. TCAP ANSI SS7 protocol
 - b. Consistent with ANSI T1S1 standards
 - c. X.25 data link to handle recent changes for the SCP
3. Provide SS7 interconnection to other Interexchange Carriers for call set up.
4. Provide AT&T with quad diversity on D links, tri-diversity on B links, and with diversity on the A-links.
5. Provide AT&T access to all SS7 network management messages affecting AT&T Customers.
6. Conform to AT&T specified minimum performance metric's for the signaling network provided by BellSouth.
7. Allow AT&T STP's access to related BellSouth databases.
8. Provide for direct AT&T STP access to BellSouth SCP's via BellSouth STP's on either a local or regional basis if required.
9. Provide AT&T access to BellSouth end office (SSP) AIN triggers.
10. Provide modified Operator signaling using Feature Group - C for Operator Services.
11. Provide locations of Signaling Points of Interconnect (SPOIs).

12. Provide interconnection ordering process and intervals.
13. Provide interconnection testing process and intervals.
14. Provide point code of gateway STPs
15. Provide Point code of SCCP translation points, if in addition to gateway STPs.

E. Loop Unbundling

1. BellSouth will provide AT&T access to Voice, Data and ISDN capable Loops including:

- a. Voice Grade POTS
- b. Voice Grade PBX
- c. ISDN
- d. DS1
- e. DS3
- f. Provide option for multiplexing capability where facilities and equipment are available before the hand-off to a Co-Located space.
- g. Analog copper unloaded loop direct to the premises (meets *BELLCORE* standard), or, unbundled at the DLC with *BELLCORE* ISDN grade distribution to the premises, or, upgrade to TR303 virtual terminal.
- h. Subscriber Loops that adhere to the BellCore specifications for BRI (Basic Rate Interface):
 1. TR-NWT-000393 - Generic Requirements for ISDN Basic Access Digital Subscriber Line.
 2. TR-NWT-000397 - ISDN Basic Access Transport Requirements.
- i. Subscriber Loops that adhere to the BellCore specifications for PRI (Primary Rate Interface):
 1. TR-TSY-000754 - ISDN Primary Rate Access Transport System (module of TSGR, FR-440).
 2. Allow AT&T to utilize the BellSouth MDF as a Point of Interconnection, if desired.
 3. Assurance that the Local Loop and End User provisioning intervals are equal.
 4. Provide for cooperative testing practices.

5. Allow AT&T Technicians access to BellSouth test results in order to assure end to end testing has been completed and meets AT&T requirements for service installation.
6. Provide AT&T with advance notification of any work on AT&T leased loops.
7. Establish a restoration procedure for AT&T priority Customers that meets the following conditions:
 - a. Provides parity for AT&T Customers with BellSouth Customers, first in, first out.
 - b. Provides for the ability to establish priority Customers and restore them accordingly.
8. Assure the compatibility of Loops served by DLC's and their impact on voice quality.
9. Meet or exceed the current industry requirements for ERL and SRL on Local Loops.
10. Provide access to DLC Loops and DLC distribution points as required by federal regulation.
11. Provide the required engineering data (loop design) for Loops leased by AT&T.
12. Provide Loops that meet or exceed the accepted industry/national guidelines (e.g. Network Operations Forum, et al.) for transmission standards.
13. Access to BellSouth infrastructure records in a manner where AT&T knows what cable, wire, fiber is available by location.
14. Provide a plan of how BellSouth will make loops available for resale that are currently on integrated digital loop carriers.

F. Right of Way Issues

1. General

- a. BellSouth will make it's conduits and Right's of Way available to AT&T at non-discriminatory cost based rates.
- b. Provide AT&T with copies of existing pole prints.
- c. Provide AT&T with copies of existing conduit prints.
- d. Provide AT&T with a SPOC for Structure lease agreements.
- e. BellSouth will not block private party assignment of ROW; and will provide access if they hold the right to assign.

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- f. Provide AT&T a customized diagram of the conduit system based on negotiation.
- g. Allow AT&T personnel to examine prints at BellSouth Central Offices.
- h. Permit manhole interconnections, breaking out of their manholes, and breaking out of BellSouth conduit by AT&T.
- i. Provide information regarding the availability of conduit within 10 business days of receiving a written request from AT&T.
- j. BellSouth will make conduit space available to AT&T within 10 business days after they receive written confirmation from AT&T that the space is wanted.
- k. BellSouth will complete "make ready" work at cost and within a reasonable time frame which can be negotiated between BellSouth and AT&T.
- l. BellSouth agrees to remove unused and / or obsolete cable from the conduit to allow for the efficient use of the available conduit space.
- m. Permit AT&T personnel to be present to check manholes (with advance notice provided by AT&T).
- n. AT&T requests an interval of 5 business days from receipt of a written request, for BellSouth to provide records-based information (including prints) regarding available conduit or pole attachment space; 10 business days for a field-based answer (with AT&T given the option to be present at the field survey, given 24 hour notice).
- o. AT&T requests that the structure space be made available for AT&T's use within 20 business days after notification from AT&T. This would include installation and testing of inner ducts.

2. Aerial Plant

- a. Provide the right to attach pole-mounted cross-connects, terminals, and apparatus.
- b. Provide the right to attach brackets and hardware to poles using AT&T personnel or AT&T subcontracted vendors.
- c. Provide AT&T with copies of existing pole prints.

3. Underground Facilities

- a. BellSouth will not hinder/restrict or unreasonably withhold or delay any modification to the conduit system to allow access to and egress from the system.

b. The cost of conduit space shall be considered part of the cost of loop resale.

c. Where at least two inner ducts remain available (including one spare for BellSouth use) AT&T should be allowed access to and use of one of the inner ducts. BellSouth should remove obsolete (not usable) cable to allow for the efficient use of the available conduit space and where reasonable, rearrangements must be made to accommodate us within four weeks of request.

d. BellSouth will allow AT&T to maintain conduit space leased to AT&T.

e. BellSouth will permit AT&T personnel to be present to check manholes (with 24-hour advance notice provided to AT&T).

f. BellSouth will permit manhole interconnections, breaking out of their manholes, and breaking out of LEC conduit by AT&T. Effect on manhole integrity of cutting in new duct entrances should be handled on a case by case basis. New duct entrances should not be unilaterally limited to pre-cast knockouts.

G. Number Portability

1. BellSouth will commit to implement true number portability when it is available to the industry.

2. BellSouth agrees to interim "Service Provider" portability with limited location portability.

3. BellSouth and AT&T will work out a means for number portability that is consistent across all five BellSouth states.

4. BellSouth agrees to the establishment of an industry wide Location Routing Number database managed by an independent third party.

5. As an interim portability solution, BellSouth agrees to make available the following switch-based options:

- a. Remote Call Forwarding
- b. Flexible Direct Inward Dialing

H. 911

1. Provide access to 911 / E-911 in a manner transparent to the end user.

2. Provide the ability to populate the 911 databases in a timely manner at parity with BellSouth.

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3. AT&T needs to negotiate handling of 911 and E911 updates to BellSouth's databases for its Unbundled Loop Resale customer base.
4. AT&T and BellSouth need to determine an agreed upon percentage of trunks reserved for 911 routing only and MF signaling is required.
5. Interim Local Number Portability: Special consideration will have to be given for areas where local number portability is in place. Adjustments to the current ALI/DMS database will have to be made to accommodate two numbers per customer, an end user (ported) number and a switch number (or "shadow" number) which identifies the end user in the ALEC switch.
6. Provide the ability to verify customer information input to 911 databases, e.g., customer street address.

I. Disaster Recovery

1. Agree to mutual participation in Disaster Recovery plans.
2. Provide timely notification of any outage which has an effect on AT&T Customers:
 - a. Central Office outages
 - b. Facility outages such as cable cuts, repeater failures, etc.
 - c. Commercial power outages
 - d. Load sharing situations
 - e. Subscriber Loop problems
 - f. Signaling network problems
 - g. General network congestion
 - h. Any other issue which has or could have a negative effect on AT&T Customer service
3. Disaster Recovery Plans will be included in Operational Readiness Tests (ORTs).

J. Network Validation Test

The Network Validation Test (NVT) is an end-to-end test which verifies compliance of the AT&T Local Service to the specifications for the service.

During the NVT:

1. AT&T shall have access to AT&T equipment installed in the BellSouth provided cage in the LSO 7 days per wk, 24 hr. per day.
2. AT&T shall be able to transport AT&T owned test equipment to and from the BellSouth provided LSO cage 7 x 24. Any BellSouth property removal security procedures shall not result in more than 5 minutes delay when entering or exiting a BellSouth facility.

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3. NVT transport facilities between AT&T and BellSouth equipment may experience alarm conditions during testing. BellSouth shall not remove these facilities from service without obtaining AT&T approval.
4. Any BellSouth initiated intrusive tests on facilities and circuits between BellSouth and AT&T shall be conducted on a mutually acceptable schedule.
5. Any BellSouth maintenance on test facilities shall be conducted on a mutually acceptable schedule.
6. During NVT, BellSouth shall provide a single point of contact who is available on a 7x24 basis for trouble status, sectionalization, resolution, escalation and closure. The SPOC shall be adequately skilled to allow expeditious problem resolution.
7. BellSouth will participate in selected feature testing, (911, emergency interrupt, operator assistance and others). These tests shall be conducted on a mutually agreeable schedule.
8. BellSouth shall not block access to 105 responders, 100-type test lines, or 102-type test lines associated with any NPAs under test.
9. Restrooms at the LSO will be available to AT&T staff.

III. Network Operations

In an Unbundled Loop Combination Resale environment, AT&T will be providing it's own switching and a portion of the local facilities will belong to AT&T. It is AT&T's goal to have a working Electronic Bonding Interface (EBI) available and to bond with as many suppliers as is practical. This form of electronic communication will facilitate the Service Ordering, Provisioning and Maintenance processes.

A real time ordering and provisioning interface using electronic bonding is essential to provide AT&T operational parity with existing BellSouth customer ordering processes.

The requirements of Local Number Portability place a unique challenge on the Service Ordering and Provisioning processes. These requirements, while not completely determined as yet, are referred to within the framework of this agreement. Addressing a process that is not yet completely established is always problematic due to the possibility that some key component may be omitted. AT&T requests that BellSouth keep this in mind when reading the sections of this document which relate to Local Number Portability, and be flexible in responding to those sections.

In the interim, the use of *Remote Call Forwarding* (RCF) as a means of limited geographic portability has been proposed. AT&T realizes that there are some drawbacks inherent in the use of RCF for this purpose and that some feature functionality can be lost. However, when a Customer changes local carriers and wants to retain their existing local telephone number a solution must be offered.

As a Service Provider, AT&T recognizes the value of servicing our products quickly and how important it is to assure our Customers that the problem will be fixed the first time. Any product or service which carries the AT&T brand must meet AT&T's requirements for prompt, friendly and efficient Customer service. To that end this section of the agreement deals with Maintenance in an Unbundled Loop Combination Resale environment.

It is our intention to provide AT&T Customers with a single telephone number which they can call 24 hours a day, 7 days a week for the repair of their service. Logistically this presents some challenges to the current arrangement they may have with their local service. It is AT&T's desire that these challenges be transparent to the AT&T end-user and that BellSouth and AT&T work out any problems in the "Front End" process.

As with the Service Ordering and Provisioning process, AT&T would like to migrate to a standard EBI interface between the two companies. However, since BellSouth may not be ready to migrate to this platform in the time frame required we may need to establish an interim agreement which is based on some type of workable electronic interface.

If a full EBI interface is not available, we will need to develop an interim solution. One potential would be for BellSouth to provide a direct interface into the current BellSouth trouble reporting and tracking system which could be accessed from AT&T's work center. Another option could entail a gateway interface. BellSouth could provide AT&T with the interface specifications and AT&T could potentially build a gateway between its existing trouble ticketing system and the BellSouth system. These are just two possible methods of operation, AT&T is more than willing to discuss any viable options presented by BellSouth in response to this Unbundled Loop Combination Resale agreement.

In addition to an electronic interface required to provide "real time" status to AT&T's end-users the use of the AT&T brand is especially important. To that end, AT&T would like to discuss the options for the repair service in connection with provisioning and repairing service to AT&T end-users.

A. Service Ordering and Provisioning Procedures

1. Provide AT&T with real time electronic means to transfer order information from AT&T to BellSouth and vice-versa.
2. BellSouth will provide AT&T with a real time response for the following:
 - a. Firm Order Confirmation (FOC).
 - b. Information relative to service availability dates.
 - c. Information relative to the need for a service dispatch for installation.
 - d. Service completion with related information on time and materials charges (if any).
 - e. Service errors, jeopardies and missed appointments.
 - f. Any charges associated with required construction for a given service.
 - g. Order Status at critical intervals to be negotiated.
3. Provide AT&T with the ability to schedule installations with the Customer on line and access BellSouth's schedule availability to determine time of appointment.

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4. Provide the same intervals and level of service currently being performed by BellSouth.
5. BellSouth will allow existing Customers to retain their phone number in the event they change carriers.
6. BellSouth and AT&T will jointly agree on (1) a process for transfer of local exchange customers between telecommunications companies and (2) anti-slamming rules for the local market that essentially mirror the FCC's interlata anti-slamming rules (PIC Change Rules) which were adopted for the Long Distance (LD) market.
7. Provide AT&T the ability to determine what features and functions an existing customer currently receives, with the customer consent.
8. BellSouth will provide AT&T with the required Loop testing information prior to the establishment of service so that AT&T can verify that the "end to end" service meets the established requirements.
9. BellSouth will provide AT&T with an escalation and expedite process for service ordering and provisioning in a Loop Resale environment.
10. BellSouth will make provisions to deal with misdirected AT&T end-user calls and route them to the correct AT&T service center (information to be provided), and AT&T agrees to a reciprocal arrangement with BellSouth.
11. AT&T requires BellSouth to provide intercept and transfer service that includes the new AT&T number.
12. AT&T requires that BellSouth provide interface agreements between Work Centers regarding systems and establishing a change control process.
13. AT&T requires that BellSouth provide non-discriminatory training for those technicians assigned to handle AT&T Local Service Customers.
14. Provide a complete definition of all unbundled services and the data elements required to provision such services.
15. AT&T will provide BellSouth performance metrics which BellSouth is expected to meet.
16. AT&T requires BellSouth to notify AT&T prior to disconnect of any AT&T unbundled service.
17. AT&T requires BellSouth to provide engineering support on all unbundled loops used for, data private line, foreign exchange, voice, etc. BellSouth is expected to engineer to current standards.
18. AT&T requires BellSouth to provide protocol testing on demand for provisioning of the BRI.
19. AT&T requires BellSouth to provide provisioning support on a 7 x 24 basis.

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20. BellSouth and AT&T agree to discuss the contracting of BellSouth technicians to perform work on AT&T end-user customer's premises representing AT&T. This includes but is not limited to:

- a. Providing the contracted technicians with AT&T forms for the end-user.
- b. Providing the contracted technicians with "branded" AT&T "Not at Home" cards.
- c. Providing the contracted technicians with AT&T business cards.
- d. Assuring that the technicians are trained in a non-discriminatory fashion.

21. BellSouth will bill any applicable Time and Materials charges to AT&T, not to the end user.

22. BellSouth agrees to provide a listing of all applicable charges at the time of the Order Completion.

B. Maintenance Procedures

1. BellSouth will provide AT&T with a "Real Time" electronic interface to perform the following functions related to the Maintenance process for Business and Residential (switched and special services):

- a. Trouble Ticket entry and update capabilities.
- b. Review and verify test results.
- c. Provide status updates on current "Open" Trouble Tickets.
- d. Verify feature and function updates and corrections as they relate to an open Trouble Report.
- e. Provide a means for Network Surveillance (Performance Monitoring).
- f. Provide dispatch status as well as location and ETA.

2. Provide AT&T the ability to verify and acknowledge any scheduled appointment upon receipt of the Trouble Ticket for dispatch out and customer premises when applicable.

3. BellSouth will meet the following status requirements on AT&T services:

- a. Immediate notification of any changes in trouble status, electronically.
- b. The ability to retrieve the current status of any open trouble report.
- c. Immediate notification when any scheduled appointment is in jeopardy.

4. BellSouth will close all TOK (Test OK), NTF (No Trouble Found), and CC (Come Clear) trouble reports.

5. BellSouth will close the trouble by contacting the AT&T work center, AT&T in turn will be responsible for contacting the end-user customer.

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6. BellSouth will notify AT&T immediately of any potential Network event that could have an impact on AT&T Customer's service performance. This includes any situation where AT&T leased elements are functioning on back up or emergency power.
7. BellSouth will provide AT&T with prior notification with the option for rescheduling, of any scheduled maintenance activity which has an impact on an AT&T Customer's service.
8. BellSouth technicians will clear any reported trouble to the established network interface.
9. AT&T requires the ability to test all facilities including the DLC.
10. BellSouth will provide protocol testing on demand for maintenance of the BRI.
11. BellSouth and AT&T will negotiate a mutually acceptable escalation and expedite procedure for all services provided by BellSouth under this agreement.
12. BellSouth and AT&T will agree to a trouble priority and process for all trouble reports handled between the two companies.
13. AT&T and BellSouth will negotiate mutually acceptable performance metrics which will apply to the network elements which AT&T leases from BellSouth.
14. BellSouth will provide AT&T with the ability to "pre-screen" any activities which would incur charges to AT&T in order for AT&T to validate the activity. This includes, but is not limited to the dispatch of field forces to an AT&T end-users premises.
15. AT&T requires an established Disaster Recovery plan with BellSouth.
16. BellSouth will bill any applicable Time and Materials charges to AT&T, not to the end user.
17. BellSouth agrees to provide a listing of all applicable charges at the time the Trouble Ticket is closed.
18. BellSouth and AT&T agree to discuss the contracting of BellSouth technicians to perform work on AT&T end-user Customer's premises representing AT&T. This includes but is not limited to:
 - a. Providing the contracted technicians with AT&T forms for the end-user.
 - b. Providing the contracted technicians with "branded" AT&T "Not at Home" cards.
 - c. Providing the contracted technicians with AT&T business cards.
 - d. Assuring that the technicians are trained in a non-discriminatory fashion.

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B. In order for AT&T to bill for terminating access on IXC Calls and utilize mutual compensation agreement on CLEC calls terminating to AT&T's Local customers, BellSouth shall provide their billing records which enabled BellSouth to bill tandem charges to the IXC or CLEC originator. On calls originating from an IXC through the BellSouth tandem, billing records should be provided as per the meet point billing rules (AMA format) to the terminating IXC.

C. When RCF is used (in the interim) to provide number portability to the local customer, BellSouth shall treat toll call termination as a single call (rather than two calls, as is the current practice on RCF). The Local Service Provider who terminates the call to their end user should be entitled to meet point billing on the local transport and end office switching and CCL charges at a minimum.

D. Agreement needs to be reached as to what applies to the terminating access, mutual compensation or interstate/intrastate switched access charges when local calling areas differ.

E. BellSouth shall use the following guidelines for recording and charging elements for local calls traversing a BellSouth tandem for interconnection/transit between two CLECs: CLEC originator records and bills the end user for local call. BellSouth bills CLEC originator for interconnection/transit charge. CLEC originator and terminator agree on mutual compensation or bill & keep activities.

V. Carrier Billing, Data Transfer, and Local Account Maintenance

A. Carrier Billing Requirements for Local and IntraLATA Toll

AT&T expects charges for Local and IntraLATA Toll Loop Resale to be rendered using existing billing systems. The *Standard Access Billing Requirements (SABR) for Local/Loop Resale* will enable AT&T and the billing entity to efficiently manage their Local and IntraLATA Toll Loop Resale billing data and financial transactions. The *SABR* document provides the billing entities with AT&T's Loop Resale billing requirements.

The *SABR* document is to be used in conjunction with the current industry standard guidelines for access billing. These standard guidelines are Carrier Access Billing System (CABS) and Small Exchange Carrier Access Billing (SECAB). Billable components of the Local/ Loop Resale service not covered in the current industry standards will be identified by the billing entity, and AT&T will provide the appropriate billing documentation.

Following are the business and billing principles which should be used when billing AT&T:

1. BellSouth will participate in a Local/Loop Resale Bill Certification Process as defined by the *SABR* document (Section 5) to ensure quality and financial assurance controls throughout AT&T's and BellSouth's processes. Billing accuracy is the sole responsibility of BellSouth.

2. BellSouth will work with AT&T to facilitate accurate and timely billing as defined in the *SABR* document (Section 3).

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3. BellSouth will provide a mechanized bill as defined by the SABR document (Section 4,5 & 6) and utilizing the electronic data transmission Direct Connect.

4. BellSouth and AT&T will agree to an annual Supplier Quality Certification Review to be conducted by AT&T.

5. The existing CABS Billing Output Specifications (BOS) document provides guidelines for how to render a bill. Additional information that is required to be uniquely identified when rendering Local/Loop Resale charges per the SABR document (Section 7) are as follows:

a. BellSouth will bill charges/credits for Primary Interexchange Carrier (PIC) change charges separately from the Local/Loop Resale bill.

b. BellSouth will use the same structure as documented in CABS for a Switched Access Bill.

c. Specific Account Level, Jurisdiction, and Service/Feature codes are delineated.

For a complete and comprehensive list of AT&T's Local/Loop Resale Billing Requirements, consult the attached Standard AT&T Billing Requirements for Local /Loop Resale, Version 2.0, dated February 14, 1996.

B. Data Transfer Requirements for Local and IntraLATA Toll

AT&T requires that BellSouth transmit specific usage to AT&T (LRDTR - Section 2). AT&T will rate and bill the intraLATA toll and local usage recorded by BellSouth. In addition, AT&T will process and bill the rated incollects sent by BellSouth.

Messages will be transmitted, via a direct feed, to AT&T in standard EMR format (BellCore practice BR 010-200-010).

Testing activities and the reports needed to ensure data integrity are also required, as well as ongoing Control Maintenance and Review, and Software Change procedures.

For a complete and comprehensive list of AT&T's Local Loop Resale Data Transfer Requirements, consult the attached Local Resale Data Transfer Requirements Version 2.0, dated March, 1996.

C. Local Account Maintenance Requirements for Local and IntraLATA Toll

While most of the customer account information will originate through direct customer contact, there are some situations where account changes will originate from sources external to AT&T. In these situations, BellSouth will support the following Local Account Maintenance Requirements:

1. OUTPLOC Transaction Feed - When a customer contacts BellSouth to change from AT&T Local to another Local Service Provider (LSP), convey to

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disclosure agreement and should not be shared except as provided thereto.

AT&T that the customer has moved to another LSP. BellSouth should provide this information via a batch feed, via Connect/Direct NDM sent at end of the day (seven days a week) within 24 hours of the switch being provisioned.

2. PIC Only Change Process - When a AT&T Local customer contacts AT&T Local to change their PIC to another LD carrier, AT&T Local will accept the order and generate a Service Order to BellSouth. BellSouth will provision the network, and send a PIC Only Completion back to AT&T Local via the Work Order Completion feed.

3. IXC PIC Change Process - When a AT&T Local customer contacts another IXC to change their LD PIC, and BellSouth receives an '01' PIC order from the other IXC, BellSouth will reject the '01' order and create the appropriate '3148' Industry Standard Code with the Operating Company Number (OCN) of the Reseller and reject it to the originating IXC.

NOTE: If the OCN cannot be provided, reject the order with the Industry Standard alternate '31__' code.

For a complete and comprehensive list of AT&T's Local Loop Resale Account Maintenance Requirements, consult the attached Local Resale Account Maintenance Document, dated March, 1996.

VI. Security

A. Law Enforcement and Physical and Security

1. BellSouth and AT&T will jointly agree to procedures to meet legal process demands and fulfill law enforcement interface requirements.
2. BellSouth and AT&T will agree to negotiate the physical security of mission critical elements.

B. Fraud

1. BellSouth will share any and all fraud control practices/features resident on the BellSouth network that have applicability to AT&T subscribers and apply such practices/features to AT&T subscribers as directed.
2. BellSouth will provide AT&T with the network toll fraud prevention, detection, and control features BellSouth currently has in their network that would be applicable to AT&T subscribers such as:
 - a. If remote call forwarding is offered, what are the available network prevention features?
 - b. If AT&T is using BellSouth LIDB services, what fraud control features cover bill-to-third and collect call processing?

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non-disclosure agreement and should not be shared except as provided thereto.

C. Repetitive Debtor

AT&T and BellSouth will establish a reciprocal process for all local service providers to share information regarding end user customers with a history of non-payment. Exchange of such information must be mutual, immediate and not subject to charges between carriers.

D. Local Carrier Change Policy (Anti-Slamming)

BellSouth and AT&T will follow the Local Carrier Change Orders (Anti-slamming/PIC Change) rules adopted by the FCC for the interlata (LD) market.

1. OUTBOUND Calls (AT&T will utilize one of the following PIC Change Order methods)

- a. Obtain customer's written authorization
- b. Obtain customer's electronic authorization by use of 800 number
- c. Have customer's oral authorization verified by an independent third party that AT&T utilizes
- d. Send an information package within three days of the customer's request for a PIC Change and wait 14 days before submitting the PIC Change to BellSouth to allow the customer ample time to return the postcard denying, canceling, or confirming the change order.

2. INBOUND Calls (No specific FCC rules)

AT&T will verify the customer's stated intent to switch carriers.

VII. Pricing and Compensation

A. Basic Network Functions and Retail Services

BellSouth's monopoly Basic Network Functions (BNFs) and all retail services must be available for unrestricted resale. Unbundled BNFs must be priced at Total Service Long Run Incremental Costs (TSLRIC). Retail services must be made available at economically viable rates. In the short term, estimation of the appropriate discount will have to be based on a tops-down approach which looks (1) avoidable costs, i.e., marketing, billing, etc., and (2) inferior access to LEC customer support systems (Electronic bonding). The long term solution will require a bottom up approach in which all wholesale services will be based on local service elements priced at TSLRIC.

B. Service Assurance Warranty (SAWS)

1. Provide a service quality guarantee to AT&T which will be accomplished by offering a credit when BellSouth does not meet the service quality requirements as specified by AT&T.

2. This service guarantee is applicable but not limited to:

- a. Call Satisfaction Credit
- b. Service Interruption Guarantee
- c. Installation/Repair Satisfaction Credit
- d. Service Order Satisfaction Credit

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Southern Region

Jay M. Bradbury
Manager

Room 12W47
Promenade II
1200 Peachtree St., NE
Atlanta, GA 30309
404-810-8005

April 2, 1996

Suzie Lavett
BellSouth
Room E5G 3535 Colonnade Parkway
Birmingham, Alabama 35243

HAND DELIVERED

Dear Suzie:

This letter confirms that the following information which was shared with you, and identified at the time of disclosure, during our conference call of Friday, March 22, 1996, is proprietary and confidential.

AT&T estimates that by year end 1996, it will be sending 1000 orders per business day to BellSouth for resale services and that this volume will grow to 3000 orders per business day by mid year 1997. This is a forecast of future events, and as such is subject to variation dependent upon many factors, including the wholesale price of the services. It is our feeling that these estimates could vary by as much as plus or minus 20%.

It is our belief that order volumes of this magnitude can only be handled via electronic interfaces. To meet our customer service requirements, we would like to begin joint testing of these electronic interfaces on or about July 1, 1996. We will need your commitment to and descriptions of your proposed electronic interfaces by April 15, 1996.

As you agreed prior to the sharing of this information, it is for use by BellSouth only for the purposes of negotiating an interconnection agreement with AT&T under the Telecommunications Act of 1996, and only by BellSouth's representatives who have a "need to know" regarding our negotiations and the implementation of agreements reached in those negotiations.

Yours truly,

A handwritten signature in cursive script that reads "Jay M. Bradbury".

FOR RECORDS - P. NELSON

THE ATTACHED DOCUMENTS WERE DEVELOPED AS POSSIBLE ACTION ITEM TRACKING DOCUMENTS. AFTER JOINT REVIEW (LAVETT/BAMBURY/NELSON/FOSTER) IT WAS DECIDED TO USE THE ORIGINAL NEGOTIATION STATUS DOCUMENT WITH MODIFICATIONS FOR TRACKING.

DOCUMENTS ATTACHED:

1. D:\ATIT\PLANNING\RESULTS\TBR-2.MAP 1 of 68 4-1-96
2. D:\ATT\ACTION1.MAP 146 (NO DATE) 9:51 AM
3. D:\ATIT\ATT-UNB.MAP 1 of 54 4-4-96 3:27 PM

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AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BST Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
1	1.A.1.a	Loop and Loop Sub-Elements: Loop distribution	3/4/96	7/17/96			0%					
2	1.A.1.b	Loop and Loop Sub-Elements: Loop concentrator	3/4/96	7/17/96			0%					
3	1.A.1.c	Loop and Loop Sub-Elements: Loop feeder	3/4/96	7/17/96			0%					
4	1.A.2.	End Office Switch, (AKA unbundled port)	3/4/96	7/17/96			0%					
5	1.A.3.a	Signaling: Signaling Links	3/4/96	7/17/96			0%					
6	1.A.3.b	Signaling: Signal Transfer Points	3/4/96	7/17/96			0%					

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AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirements/Activity	Start	Finish	BST Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
7	1.A.3.c	Signaling: Service Control Points	3/4/96	7/17/96			0%					
8	1.A.4	Common Transport	3/4/96	7/17/96			0%					
9	1.A.5	Access Trunks and Dedicated Transport	3/4/96	7/17/96			0%					
10	1.A.6.a	Operator Systems: Directory Assistance	3/4/96	7/17/96			0%					
11	1.A.6.b	Operator Systems: 0+ and 0- dialing to Operator Services Positions	3/4/96	7/17/96			0%					
12	1.A.7.a	No loss of features or functionality in any of the following areas: Telephone number portability	3/4/96	7/17/96			0%					

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AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BST Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
13	1.A.7.b	No loss of features or functionality in any of the following areas: Access to Telephone Relay Service (TRS)	3/4/96	7/17/96			0%					
14	1.A.7.c	No loss of features or functionality in any of the following areas: All CLASS and Custom Calling features and functions (e.g., Caller ID)	3/4/96	7/17/96			0%					
15	1.A.7.d	No loss of features or functionality in any of the following areas: Ability to terminate local and toll calls on the same trunk group.	3/4/96	7/17/96			0%					
16	1.B.1.a.1	BellSouth will provide AT&T the following capabilities exactly as BellSouth provides to their customers. Provide 2 customers or numbers and/or addresses per call	3/4/96	7/17/96			0%					
17	1.B.1.a.2	BellSouth will provide AT&T the following capabilities exactly as BellSouth provides to their customers. Provide name and address upon request except for unlisted numbers	3/4/96	7/17/96			0%					
18	1.B.1.a.3.a	BellSouth will provide AT&T the following capabilities exactly as BellSouth provides to their customers. Provide call completion to the requested number when requested for Local	3/4/96	7/17/96			0%					

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AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BST Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
19	1.B.1.a.3.b	BellSouth will provide AT&T the following capabilities exactly as BellSouth provides to their customers. Provide call completion to the requested number when requested for Toll	3/4/96	7/17/96			0%					
20	1.B.1.a.4	BellSouth will provide AT&T the following capabilities exactly as BellSouth provides to their customers. Provide a service that carries the AT&T brand or no brand if branding is not technically possible	3/4/96	7/17/96			0%					
21	1.B.1.a.5	BellSouth will provide AT&T the following capabilities exactly as BellSouth provides to their customers. Provide data (listing database) that is timely and at parity with BellSouth	3/4/96	7/17/96			0%					
22	1.B.1.a.6	BellSouth will provide AT&T the following capabilities exactly as BellSouth provides to their customers. Any information provided by Automatic Response Unit (ARU) is repeated twice	3/4/96	7/17/96			0%					
23	1.B.1.a.7.a	Provide service at same levels as BellSouth and subject of same performance metrics: number of rings to answer	3/4/96	7/17/96			0%					
24	1.B.1.a.7.b	Provide service at same levels as BellSouth and subject of same performance metrics: average work time	3/4/96	7/17/96			0%					

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AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirements/Activity	Start	Finish	BST Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
26	1.B.1.a.7.c	Provide service at same levels as BellSouth and subject of same performance metrics: disaster recovery options	3/4/00	7/17/00			0%					
27	1.B.1.a.8.a	Provide intercept service for customers moving service: refer to new 10 digit number	3/4/00	7/17/00			0%					
27	1.B.1.a.8.b	Provide intercept service for customers moving service: repeat new number twice on referral	3/4/00	7/17/00			0%					
28	1.B.1.a.8.c	Provide intercept service for customers moving service: repeat new number twice on referral	3/4/00	7/17/00			0%					
29	1.B.1.b.1	Exemptions: Provide the ability to waive charges for handicapped customers	3/4/00	7/17/00			0%					
30	1.B.1.b.2	Exemptions: Provide a process to verify and document a customer's exempt status	3/4/00	7/17/00			0%					

200710

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirements/Activity	Start	Finish	BST Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
31	1.C.1.a	Provides one white and one yellow page basic listing (for business customers) included in the loop resale price of basic service at no cost to AT&T	3/4/96	7/17/96			0%					
32	1.C.1.b	Ensure no administrative or other changes to the existing process: e.g., BellSouth distribution, extra copies, recycling, etc. as provided by BellSouth to its customers	3/4/96	7/17/96			0%					
33	1.C.1.c	Provide sufficient notification of deadlines for published listings	3/4/96	7/17/96			0%					
34	1.C.1.d	Provide electronic interface specifications to current systems	3/4/96	7/17/96			0%					
35	1.C.1.e	Provide customer guide pages describing AT&T local services comparable to BellSouth's 'customer guide' pages published at the front of the directory.	3/4/96	7/17/96			0%					
36	1.C.1.f	Allow for revenue for enhanced listings to flow through to AT&T	3/4/96	7/17/96			0%					

290741

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BST Change(s)	AT&T Change(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
37	1.C.1.g	Allow flexibility to modify presentation of listings, e.g. "guts and cover", branding, etc.	3/4/06	7/17/06			0%					
38	1.C.1.h	Provide wholesale prices to AT&T which reflect BellSouth's avoided costs.	3/4/06	7/17/06			0%					
39	1.C.1.i	Provide for an unlimited/unpublished discount.	3/4/06	7/17/06			0%					
40	1.C.1.j	Provide a discount for multiple listings.	3/4/06	7/17/06			0%					
41	1.C.1.k	When remote call forwarding (RCF) is the interim number portability solution, both the ported number and the customers actual telephone number will appear in the directory listings database at no additional cost to AT&T.	3/4/06	7/17/06			0%					
42	1.C.1.l	Provide the number and type of directories in the BellSouth territory.	3/4/06	7/17/06			0%					

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AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirements/Activity	Start	Finish	BST Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
49	1.C.1.m	Provide a calendar of the publication of white and yellow pages a minimum of 6 months in advance of publication and ample notification of any changes to the time line.	3/4/98	7/17/98			0%					
49	1.C.1.n	Provide BellSouth position on how readers will be branded in its directory.	3/4/98	7/17/98			0%					
49	1.C.2.g	Provide the ability to waive charges for handicapped customers	3/4/98	7/17/98			0%					
49	1.C.2.b	Provide a process to verify and document a customer's exempt status.	3/4/98	7/17/98			0%					
49	1.D.1.a	Provide to AT&T Operator Services accessible by "0+" and "0-" dialing	3/4/98	7/17/98			0%					
49	1.D.1.b	Provide to AT&T a full range of Operator Services functions identical to those which BellSouth provides to its customers	3/4/98	7/17/98			0%					

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AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BSB Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BSB Status	AT&T Status	Risk
66	1.D.1.c	Provide the Operator Services "branded" as AT&T complete with the "AT&T speride tone bong.	3/4/96	7/17/96			0%					
67	1.D.1.d.1	BellSouth will meet performance metrics for this service which will include: Number of rings to answer	3/4/96	7/17/96			0%					
68	1.D.1.d.2	BellSouth will meet performance metrics for this service which will include: Average work time	3/4/96	7/17/96			0%					
69	1.D.1.d.3	BellSouth will meet performance metrics for this service which will include: Disaster Recovery (work stoppage, technical failure, natural disaster, weather)	3/4/96	7/17/96			0%					
70	1.D.1.g.1	Provide the following capabilities including but not limited to: Calling Card services (entry, verification, and blocking)	3/4/96	7/17/96			0%					
71	1.D.1.e.2	Provide the following capabilities including but not limited to: Instant credit on calls	3/4/96	7/17/96			0%					

290744

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BSL Change(s)	AT&T Change(s)	%	Class 1	Class 2	BSL Status	AT&T Status	Risk
64	1.D.1.e.3	Provide the following capabilities including but not limited to: Time and charges	3/4/96	7/17/96			0%					
65	1.D.1.e.4	Provide the following capabilities including but not limited to: Route calls to AT&T when requested	3/4/96	7/17/96			0%					
66	1.D.1.e.5	Provide the following capabilities including but not limited to: Busy Line Verification/Emergency Intercept (BLV/EI)	3/4/96	7/17/96			0%					
67	1.D.1.e.6	Provide the following capabilities including but not limited to: Emergency calls	3/4/96	7/17/96			0%					
68	1.D.1.e.7	Provide the following capabilities including but not limited to: Notification of the length of call	3/4/96	7/17/96			0%					
69	1.D.1.e.8	Provide the following capabilities including but not limited to: Hotel/Motel services	3/4/96	7/17/96			0%					

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AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BST Change(s)	AT&T Change(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
e1	1.D.1.e.9	Provide the following capabilities including but not limited to: Real time rating of calls	3/4/98	7/17/98			0%					
e2	1.D.1.e.10	Provide the following capabilities including but not limited to: Handicapped caller assistance	3/4/98	7/17/98			0%					
e3	1.D.1.e.11	Provide the following capabilities including but not limited to: Third party billing	3/4/98	7/17/98			0%					
e4	1.D.1.e.12	Provide the following capabilities including but not limited to: Collect: Person to Person / Station to Station calls	3/4/98	7/17/98			0%					
e5	1.D.1.e.13	Provide the following capabilities including but not limited to: Rating of calls using AT&T rates.	3/4/98	7/17/98			0%					
e6	1.D.2.e	Self Provisioned Requirements: BellSouth shall provide AT&T access to their emergency number listing or database for the purposes of emergency call handling.	3/4/98	7/17/98			0%					

290746

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BST Change(s)	AT&T Change(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
67	1.D.2.b	Self Provisioned Requirements: BellSouth shall provide reciprocal access to busy line verification and emergency interrupt facilities.	3/4/96	7/17/96			0%					
68	1.E	When a subscriber, currently on a BellSouth telephone assistance program changes to AT&T as the local exchange carrier, all information regarding program eligibility, status and certification should be forwarded, in electronic format, to AT&T. Additio...	3/4/96	7/17/96			0%					
69	1.F	Ensure AT&T's customers will be able to access TRS and AT&T will receive the proper revenue for these calls	3/4/96	7/17/96			0%					
70	1.G.1	Provide Inside Wire service maintained by BellSouth and branded as AT&T.	3/4/96	7/17/96			0%					
71	1.G.2	Establish a mutually beneficial arrangement to resell Inside Wire provisioning and maintenance	3/4/96	7/17/96			0%					
72	1.G.3	Transfer the Inside Wire contract to AT&T for Local AT&T customers	3/4/96	7/17/96			0%					

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AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BSI Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BSI Status	AT&T Status	Risk
73 44	1.H	BellSouth will provide the ability to procure pay phone lines at a commercially viable rate.	3/4/96	7/17/96			0%					
74 44	1.I	Provide T1.5 lines for dedicated traffic at a wholesale and commercially viable rate.	3/4/96	7/17/96			0%					
75 44	2.A.1	Provide interconnection at DS1 rate at reasonable cost. Meet AT&T DMOQs.	3/4/96	7/17/96			0%					
76 44	2.A.2	Provide option to have one set of two way trunks for intraLATA traffic, except 911, directory assistance, operator services, and other services that require special routing. AT&T desires flexibility of arrangement, AT&T would like to go either through ...	3/4/96	7/17/96			0%					
77 44	2.A.3	Provide option to have one set of two way trunks for traffic that is transiting via the LEC network to other interstate carriers, with the ability to record or keep records of traffic for billing.	3/4/96	7/17/96			0%					
78 44	2.A.4	Provide option to have traffic from/to our network to/from other competitive LECs transit via the BellSouth LEC's network.	3/4/96	7/17/96			0%					

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AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BST Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
79	2.A.5	Provide separate one-way MF signaled trunks for 911 traffic to E911 tandems in the LATA.	3/4/96	7/17/96			0%					
80	2.A.6	Provide Modified Operator Services Signaling (MOSS) Feature Group C trunks for traffic destined to operator services and directory assistance platforms.	3/4/96	7/17/96			0%					
81	2.A.7	Provide defined point of interface to which AT&T and the Access Supplier have access that meets our AT&T quality standards	3/4/96	7/17/96			0%					
82	2.A.8	Ensure that CLASS/LASS features and Caller ID are preserved when traffic is passed between the LEC and AT&T.	3/4/96	7/17/96			0%					
83	2.A.9	Establish a process for overflow routing of traffic	3/4/96	7/17/96			0%					
84	2.A.10.a	Provide access to the following BellSouth databases: Provide AT&T the ability to query BellSouth's 800 routing database with the same degree of reliability provided to BellSouth users and the independent Companies.	3/4/96	7/17/96			0%					

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AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BST Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
64	2.A.10.b	Provide access to the following BellSouth databases: BellSouth will allow AT&T to update customer information in the LIDS database per a customer service order.	3/4/98	7/17/98			0%					
65	2.A.10.c	Provide access to the following BellSouth databases: Installation and Repair service dispatch	3/4/98	7/17/98			0%					
67	2.A.10.d	Provide access to the following BellSouth databases: 911 and E911	3/4/98	7/17/98			0%					
68	2.A.10.e	Provide access to the following BellSouth databases: Directory Assistance	3/4/98	7/17/98			0%					
69	2.B.1	Provide a physical Point of Interface (POI) at a DSX for test access. The POI location will be accessible to AT&T on a 7 day, 24 hour basis.	3/4/98	7/17/98			0%					
70	2.B.2	Segregate traffic bound for the AT&T Switched Network (ASN) and traffic bound for the AT&T LSO at AT&T's request.	3/4/98	3/4/98			0%					

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AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BST Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
91	2.B.3.a	Provide a choice of interface rates and formats: SONET STS-1 interfaces (VT based) or DS1 interfaces for traffic bound for the AT&T LSO.	3/4/96	7/17/96			0%					
92	2.B.3.b	Provide a choice of interface rates and formats: DS3 or DS1 interfaces for traffic bound for the AT&T Switched Network.	3/4/96	7/17/96			0%					
93	2.B.3.c	Provide a choice of interface rates and formats: SONET STS-1 interfaces (VT based) or DS1 interfaces when above types of traffic are mixed.	3/4/96	7/17/96			0%					
94	2.B.4	POI at service rates for special services and at higher rates for inter switch trunks and other services at AT&T's request.	3/4/96	7/17/96			0%					
95	2.C.1	Co-Location Requirements: Provide adequate space to meet AT&T's needs both for initial service and for growth.	3/4/96	7/17/96			0%					
96	2.C.2	Co-Location Requirements: Cage construction in increments of 100 square feet beginning with a minimum of 200 square feet. Cage height should be a minimum of 9 feet.	3/4/96	7/17/96			0%					

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AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BST Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
99	2.C.3	Co-Location Requirements: Provide adequate intra office facilities to meet AT&T's needs both for initial service and for growth, (e.g. MDF termination's, riser cables, tie cables, etc.).	3/4/96	7/17/96			0%					
98	2.C.4	Co-Location Requirements: Provide no restriction on access to AT&T area (24x7 availability).	3/4/96	7/17/96			0%					
98	2.C.5	Co-Location Requirements: Provide no restriction on equipment types to be collocated.	3/4/96	7/17/96			0%					
100	2.C.6	Co-Location Requirements: Provide battery reserve capacity and access that meets AT&T's needs (eight hours without emergency generator access for AT&T, or two hours if emergency generator access is provided).	3/4/96	7/17/96			0%					
101	2.C.7	Co-Location Requirements: Provide AT&T access to commercial power.	3/4/96	7/17/96			0%					
102	2.C.8	Co-Location Requirements: Provide AT&T access to DC central office power source upon completion of cage construction.	3/4/96	7/17/96			0%					

200752

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BSB Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BSB Status	AT&T Status	Risk
109	2.C.9	Co-Location Requirements: Provide AT&T prior notification on power changes, such as load sharing.	3/4/96	7/17/96			0%					
109	2.C.10	Co-Location Requirements: Provide AT&T with parity on the cost of space or maintenance of equipment that is comparable to BellSouth's own imputed costs.	3/4/96	7/17/96			0%					
109	2.C.11	Co-Location Requirements: Provide AT&T access to cable racks as needed between the point of interface and AT&T's Co-located space.	3/4/96	7/17/96			0%					
108	2.C.12	Co-Location Requirements: Ensure security of AT&T space or equipment.	3/4/96	7/17/96			0%					
107	2.C.13	Co-Location Requirements: Allow for the installation of intrusion alarms remotely to AT&T work center	3/4/96	7/17/96			0%					
108	2.C.14	Co-Location Requirements: Provide AT&T work center with remote environmental alarming.	3/4/96	7/17/96			0%					

200755

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BST Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
108 ¹¹⁴	2.C.15	Co-Location Requirements: Provide remote monitoring of AT&T equipment by AT&T work centers.	3/4/96	7/17/96			0%					
110 ¹¹⁴	2.C.16	Co-Location Requirements: Provide access to a phone in AT&T's work space.	3/4/96	7/17/96			0%					
111 ¹¹⁴	2.C.17	Co-Location Requirements: Provide adequate lighting, ventilation, power, heat, air conditioning, and other environmental support for AT&T space or equipment.	3/4/96	7/17/96			0%					
113 ¹¹⁴	2.C.18	Co-Location Requirements: Provide AT&T personnel access to eyewash stations, shower stations, and bathrooms within the LSO on a 24x7 basis.	3/4/96	7/17/96			0%					
115 ¹¹⁴	2.C.19	Co-Location Requirements: Provide diverse cable routing per AT&T standards.	3/4/96	7/17/96			0%					
116 ¹¹⁴	2.C.20	Co-Location Requirements: Allow unannounced inspection of AT&T equipment.	3/4/96	7/17/96			0%					

230754

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BSY Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BSY Status	AT&T Status	Risk
116	2.C.21	Co-Location Requirements: Provide protection of proprietary customer information	3/4/98	7/17/98			0%					
116	2.C.22	Co-Location Requirements: Provide service guarantees, DMOQ's, and ISO reviews.	3/4/98	7/17/98			0%					
117	2.C.23	Co-Location Requirements: Provide for AT&T technicians to perform installation acceptance testing and to install upgrades and CN's.	3/4/98	7/17/98			0%					
118	2.D.1	Provide AT&T complete parity in signaling features.	3/4/98	7/17/98			0%					
119	2.D.2.a	Provide AT&T SS7 signaling in accordance with the current BELLCORE / ANSI standards: TCAP ANSI SS7 protocol	3/4/98	7/17/98			0%					
120	2.D.2.b	Provide AT&T SS7 signaling in accordance with the current BELLCORE / ANSI standards: Consistent with ANSI T1S1 standards	3/4/98	7/17/98			0%					

290753

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BSST Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BSST Status	AT&T Status	Risk
121	2.D.2.c	Provide AT&T SS7 signaling in accordance with the current BELLCORE / ANSI standards: X.25 data link to handle recent changes for the SCP	3/4/96	7/17/96			0%					
122	2.D.3	Provide SS7 interconnection to other Interexchange Carriers for call set up.	3/4/96	7/17/96			0%					
123	2.D.4	Provide AT&T with quad diversity on D links, tri-diversity on B links, and with diversity on the A-links.	3/4/96	7/17/96			0%					
124	2.D.5	Provide AT&T access to all SS7 network management messages affecting AT&T Customers.	3/4/96	7/17/96			0%					
125	2.D.6	Conform to AT&T specified minimum performance metric's for the signaling network provided by BellSouth.	3/4/96	7/17/96			0%					
126	2.D.7	Allow AT&T STP's access to related BellSouth databases	3/4/96	7/17/96			0%					

230756

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	B&T Change(s)	AT&T Change(s)	%	Class 1	Class 2	B&T Status	AT&T Status	Plot
127	2.D.6	Provide for direct AT&T STP access to BellSouth SCP's via BellSouth STP's on either a local or regional basis if required.	3/4/96	7/17/96			0%					
128	2.D.9	Provide AT&T access to BellSouth end office (SSP) AIN triggers.	3/4/96	7/17/96			0%					
129	2.D.10	Provide modified Operator signaling using Feature Group - C for Operator Services.	3/4/96	7/17/96			0%					
130	2.D.11	Provide locations of Signaling Points of Interconnect (SPOIs).	3/4/96	7/17/96			0%					
131	2.D.12	Provide interconnection ordering process and intervals.	3/4/96	7/17/96			0%					
132	2.D.13	Provide interconnection testing process and intervals.	3/4/96	7/17/96			0%					

290757

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BST Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
133	2.D.14	Provide point code of gateway STPs	3/4/96	7/17/96			0%					
134	2.D.15	Provide Point code of SCCP translation points, if in addition to gateway STPs.	3/4/96	7/17/96			0%					
136	2.E.1.a	BellSouth will provide AT&T access to Voice, Data and ISDN capable Loops including: Voice Grade POTS	3/4/96	7/17/96			0%					
136	2.E.1.b	BellSouth will provide AT&T access to Voice, Data and ISDN capable Loops including: Voice Grade PBX	3/4/96	7/17/96			0%					
137	2.E.1.c	BellSouth will provide AT&T access to Voice, Data and ISDN capable Loops including: ISDN	3/4/96	7/17/96			0%					
138	2.E.1.d	BellSouth will provide AT&T access to Voice, Data and ISDN capable Loops including: DS1	3/4/96	7/17/96			0%					

290758

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BST Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
139	2.E.1.e	BellSouth will provide AT&T access to Voice, Data and ISDN capable Loops including: DS3	3/4/96	7/17/96			0%					
140	2.E.1.f	Provide option for multiplexing capability where facilities and equipment are available before the hand-off to a Co-Located space.	3/4/96	7/17/96			0%					
141	2.E.1.g	Analog copper unloaded loop direct to the premises (meets BELLCORE standard), or, unbundled at the DLC with BELLCORE ISDN grade distribution to the premises, or, upgrade to TR303 virtual terminal	3/4/96	7/17/96			0%					
142	2.E.1.h.1	Subscriber Loops that adhere to the BellCore specifications for BRI (Basic Rate Interface): TR-NWT-000393 - Generic Requirements for ISDN Basic Access Digital Subscriber Line.	3/4/96	7/17/96			0%					
143	2.E.1.h.2	Subscriber Loops that adhere to the BellCore specifications for BRI (Basic Rate Interface): TR-NWT-000397 - ISDN Basic Access Transport Requirements.	3/4/96	7/17/96			0%					
144	2.E.1.i.1	Subscriber Loops that adhere to the BellCore specifications for PRI (Primary Rate Interface): TR-TSY-000754 - ISDN Primary Rate Access Transport System (module of TSGR, FR-440).	3/4/96	7/17/96			0%					

200753

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BST Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
146	2.E.1.1.2	Subscriber Loops that adhere to the BellCore specifications for PRI (Primary Rate Interface): Allow AT&T to utilize the BellSouth MDF as a Point of Interconnection, if desired.	3/4/96	7/17/96			0%					
146	2.E.1.1.3	Subscriber Loops that adhere to the BellCore specifications for PRI (Primary Rate Interface): Assurance that the Local Loop and End User provisioning intervals are equal.	3/4/96	7/17/96			0%					
147	2.E.1.1.4	Subscriber Loops that adhere to the BellCore specifications for PRI (Primary Rate Interface): Provide for cooperative testing practices.	3/4/96	7/17/96			0%					
146	2.E.1.1.5	Subscriber Loops that adhere to the BellCore specifications for PRI (Primary Rate Interface): Allow AT&T Technicians access to BellSouth test results in order to assure end to end testing has been completed and meets AT&T requirements for service ins...	3/4/96	7/17/96			0%					
146	2.E.1.1.6	Subscriber Loops that adhere to the BellCore specifications for PRI (Primary Rate Interface): Provide AT&T with advance notification of any work on AT&T leased loops.	3/4/96	7/17/96			0%					
100	2.E.1.1.7.a	Establish a restoration procedure for AT&T priority Customers that meets the following conditions: Provides parity for AT&T Customers with BellSouth Customers, first in, first out.	3/4/96	7/17/96			0%					

200760

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirements/Activity	Start	Finish	BST Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
181	2.E.1.1.7.b	Establish a restoration procedure for AT&T priority Customers that meets the following conditions: Provides for the ability to establish priority Customers and restore them accordingly.	3/4/96	7/17/96			0%					
182	2.E.1.1.8	Assure the compatibility of Loops served by DLC's and their impact on voice quality.	3/4/96	7/17/96			0%					
183	2.E.1.1.9	Meet or exceed the current industry requirements for ERL and SRL on Local Loops.	3/4/96	7/17/96			0%					
184	2.E.1.1.10	Provide access to DLC Loops and DLC distribution points as required by federal regulation.	3/4/96	7/17/96			0%					
185	2.E.1.1.11	Provide the required engineering data (loop design) for Loops leased by AT&T.	3/4/96	7/17/96			0%					
186	2.E.1.1.12	Provide Loops that meet or exceed the accepted industry/national guidelines (e.g. Network Operations Forum, et al) for transmission standards.	3/4/96	7/17/96			0%					

200761

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BST Chgempln(e)	AT&T Chgempln(e)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
157	2.E.1.1.13	Access to BellSouth infrastructure records in a manner where AT&T knows what cable, wire, fiber is available by location.	3/4/96	7/17/96			0%					
158	2.E.1.1.14	Provide a plan of how BellSouth will make loops available for resale that are currently on integrated digital loop carriers	3/4/96	7/17/96			0%					
159	2.F.1.a	BellSouth will make it's conduits and Right's of Way available to AT&T at non-discriminatory cost based rates.	3/4/96	7/17/96			0%					
160	2.F.1.b	Provide AT&T with copies of existing pole prints.	3/4/96	7/17/96			0%					
161	2.F.1.c	Provide AT&T with copies of existing conduit prints.	3/4/96	7/17/96			0%					
162	2.F.1.d	Provide AT&T with a SPOC for Structure lease agreements	3/4/96	7/17/96			0%					

230762

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirements/Activity	Start	Finish	BST Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
163	2.F.1.e	BellSouth will not block private party assignment of ROW; and will provide access if they hold the right to assign.	3/4/96	7/17/96			0%					
164	2.F.1.f	Provide AT&T a customized diagram of the conduit system based on negotiation.	3/4/96	7/17/96			0%					
165	2.F.1.g	Allow AT&T personnel to examine prints at BellSouth Central Offices.	3/4/96	7/17/96			0%					
166	2.F.1.h	Permit manhole interconnections, breaking out of their manholes, and breaking out of BellSouth conduit by AT&T.	3/4/96	7/17/96			0%					
167	2.F.1.i	Provide information regarding the availability of conduit within 10 business days of receiving a written request from AT&T.	3/4/96	7/17/96			0%					
168	2.F.1.j	BellSouth will make conduit space available to AT&T within 10 business days after they receive written confirmation from AT&T that the space is wanted	3/4/96	7/17/96			0%					

200763

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BST Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
166	2.F.1.k	BellSouth will complete "make ready" work at cost and within a reasonable time frame which can be negotiated between BellSouth and AT&T.	3/4/96	7/17/96			0%					
169	2.F.1.l	BellSouth agrees to remove unused and / or obsolete cable from the conduit to allow for the efficient use of the available conduit space	3/4/96	7/17/96			0%					
171	2.F.1.m	Permit AT&T personnel to be present to check manholes (with advance notice provided by AT&T).	3/4/96	7/17/96			0%					
172	2.F.1.n	AT&T requests an interval of 5 business days from receipt of a written request, for BellSouth to provide records-based information (including prints) regarding available conduit or pole attachment space; 10 business days for a field-based answer	3/4/96	7/17/96			0%					
173	2.F.1.o	AT&T requests that the structure space be made available for AT&T's use within 20 business days after notification from AT&T. This would include installation and testing of inner ducts.	3/4/96	7/17/96			0%					
174	2.F.2.a	Aerial Plant: Provide the right to attach pole-mounted cross-connects, terminals, and apparatus.	3/4/96	7/17/96			0%					

200764

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BSB Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BSB Status	AT&T Status	Risk
175	2.F.2.b	Aerial Plant: Provide the right to attach brackets and hardware to poles using AT&T personnel or AT&T subcontracted vendors	3/4/96	7/17/96			0%					
176	2.F.2.c	Aerial Plant: Provide AT&T with copies of existing pole prints.	3/4/96	7/17/96			0%					
177	2.F.3.a	Underground Facilities: BellSouth will not hinder/restrict or unreasonably withhold or delay any modification to the conduit system to allow access to and egress from the system.	3/4/96	7/17/96			0%					
178	2.F.3.b	Underground Facilities: The cost of conduit space shall be considered part of the cost of loop resale.	3/4/96	7/17/96			0%					
179	2.F.3.c	Underground Facilities: Where at least two inner ducts remain available (including one spare for BellSouth use) AT&T should be allowed access to and use of one of the inner ducts. BellSouth should remove obsolete (not usable) cable to allow for the e...	3/4/96	7/17/96			0%					
180	2.F.3.d	Underground Facilities: BellSouth will allow AT&T to maintain conduit space leased to AT&T.	3/4/96	7/17/96			0%					

230766

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BST Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
101	2.F.3.e	Underground Facilities: BellSouth will permit AT&T personnel to be present to check manholes (with 24-hour advance notice provided to AT&T).	3/4/98	7/17/98			0%					
102	2.F.3.f	Underground Facilities: BellSouth will permit manhole interconnections, breaking out of their manholes, and breaking out of LEC conduit by AT&T. Effect on manhole integrity of cutting in new duct entrances should be handled on a case by case basis. ...	3/4/98	7/17/98			0%					
103	2.G.1	BellSouth will commit to implement true number portability when it is available to the industry.	3/4/98	7/17/98			0%					
104	2.G.2	BellSouth agrees to interim "Service Provider" portability with limited location portability.	3/4/98	7/17/98			0%					
105	2.G.3	BellSouth and AT&T will work out a means for number portability that is consistent across all five BellSouth states.	3/4/98	7/17/98			0%					
106	2.G.4	BellSouth agrees to the establishment of an industry wide Location Routing Number database managed by an independent third party.	3/4/98	7/17/98			0%					

230766

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BST Change(s)	AT&T Change(s)	%	Class 1	Class 2	BST Status	AT&T Status	Peak
184	2.G.5.a	As an interim portability solution, BellSouth agrees to make available the following switch-based options: Remote Call Forwarding	3/4/96	7/17/96			0%					
185	2.G.5.b	As an interim portability solution, BellSouth agrees to make available the following switch-based options: Flexible Direct Inward Dialing	3/4/96	7/17/96			0%					
186	2.H.1	Provide access to 911/E-911 in a manner transparent to the end user.	3/4/96	7/17/96			0%					
187	2.H.2	Provide the ability to populate the 911 databases in a timely manner at parity with BellSouth.	3/4/96	7/17/96			0%					
188	2.H.3	AT&T needs to negotiate handling of 911 and E911 updates to BellSouth's databases for its Unbundled Loop Relese customer base	3/4/96	7/17/96			0%					
189	2.H.4	AT&T and BellSouth need to determine an agreed upon percentage of trunks reserved for 911 routing only and MF signaling is required.	3/4/96	7/17/96			0%					

290767

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirements/Activity	Start	Finish	BST Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
183	2.1.1.5	Interim Local Number Portability: Special consideration will have to be given for areas where local number portability is in place. Adjustments to the current ALI/DMS database will have to be made to accommodate two numbers per customer, an	3/4/96	7/17/96			0%					
184	2.1.1.6	Provide the ability to verify customer information input to 911 databases, e.g., customer street address	3/4/96	7/17/96			0%					
185	2.1.1.1	Agree to mutual participation in Disaster Recovery plans.	3/4/96	7/17/96			0%					
186	2.1.2.a	Provide timely notification of any outage which has an effect on AT&T Customers: Central Office outages	3/4/96	7/17/96			0%					
187	2.1.2.b	Provide timely notification of any outage which has an effect on AT&T Customers: Facility outages such as cable cuts, repeater failures, etc.	3/4/96	7/17/96			0%					
188	2.1.2.c	Provide timely notification of any outage which has an effect on AT&T Customers: Commercial power outages	3/4/96	7/17/96			0%					

290768

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BST Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
199	2.1.2.d	Provide timely notification of any outage which has an effect on AT&T Customers: Load sharing situations	3/4/96	7/17/96			0%					
200	2.1.2.e	Provide timely notification of any outage which has an effect on AT&T Customers: Subscriber Loop problems	3/4/96	7/17/96			0%					
201	2.1.2.f	Provide timely notification of any outage which has an effect on AT&T Customers: Signaling network problems	3/4/96	7/17/96			0%					
202	2.1.2.g	Provide timely notification of any outage which has an effect on AT&T Customers: General network congestion	3/4/96	7/17/96			0%					
203	2.1.2.h	Provide timely notification of any outage which has an effect on AT&T Customers: Any other issue which has or could have a negative effect on AT&T Customer service	3/4/96	7/17/96			0%					
204	2.1.3	Disaster Recovery Plans will be included in Operational Readiness Tests (ORTs).	3/4/96	7/17/96			0%					

290769

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BSB Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BSB Status	AT&T Status	Risk
206	2.J.1	During the Network Validation Test NVT: AT&T shall have access to AT&T equipment installed in the BellSouth provided cage in the LSO 7 days per wk, 24 hr. per day.	3/4/96	7/17/96			0%					
206	2.J.2	During the Network Validation Test NVT: AT&T shall be able to transport AT&T owned test equipment to and from the BellSouth provided LSO cage 7 x 24. Any BellSouth property removal security procedures shall not result in more than 5 minutes delay wh...	3/4/96	7/17/96			0%					
207	2.J.3	During the Network Validation Test NVT: NVT transport facilities between AT&T and BellSouth equipment may experience alarm conditions during testing. BellSouth shall not remove these facilities from service without obtaining AT&T approval.	3/4/96	7/17/96			0%					
208	2.J.4	During the Network Validation Test NVT: Any BellSouth initiated intrusive tests on facilities and circuits between BellSouth and AT&T shall be conducted on a mutually acceptable schedule.	3/4/96	7/17/96			0%					
209	2.J.5	During the Network Validation Test NVT: Any BellSouth maintenance on test facilities shall be conducted on a mutually acceptable schedule	3/4/96	7/17/96			0%					
210	2.J.6	During the Network Validation Test NVT: During NVT, BellSouth shall provide a single point of contact who is available on a 7x24 basis for trouble status, sectionalization, resolution, escalation and closure. The SPOC shall be adequately skilled to a...	3/4/96	7/17/96			0%					

220770

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BSB Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BSB Status	AT&T Status	Risk
211	2.J.7	During the Network Validation Test NVT: BellSouth will participate in selected feature testing, (911, emergency interrupt, operator assistance and others). These tests shall be conducted on a mutually agreeable schedule.	3/4/96	7/17/96			0%					
212	2.J.8	During the Network Validation Test NVT: BellSouth shall not block access to 106 responders, 100-type test lines, or 102-type test lines associated with any NPAs under test.	3/4/96	7/17/96			0%					
213	2.J.9	During the Network Validation Test NVT: Restrooms at the LSO will be available to AT&T staff.	3/4/96	7/17/96			0%					
214	3.A.1	Provide AT&T with real time electronic means to transfer order information from AT&T to BellSouth and vice-versa.	3/4/96	7/17/96	Massey		0%	ECF	EC			
	AI 1	Provide AT&T EDI draft proposal	4/3	4/15		Clark	0%					
	AI 2	Provide AT&T loop/port demand	4/3	4/10		Dukes	0%	Demand				
215	3.A.2.a	BellSouth will provide AT&T with a real time response for the following: Firm Order Confirmation (FOC).	3/4/96	7/17/96	Welch		0%					
	AI 1	Loop + # port + reliability objective will be same as access today; need to provide port plans	4/3	5/15	Welch		60%					
216	3.A.2.b	BellSouth will provide AT&T with a real time response for the following: Information relative to service availability dates	3/4/96	7/17/96	Massey		0%	EC				
	AI 1	Loop; BDDW guidelines apply; # port + reliability dates; need to provide port plans.	4/3	5/15	Welch		60%					

2200771

3.A.1 AI3 Provide local service required (SXT) firm for loop + # portability 4/3 Welch 100%

Unbundled

3.A.1 AI 4 Provide portability ^{undering} procedures Wek 0%
Sign 4/3
Finish 5/15

3.D.1.a AIA2 Furnish technical reference for NPA
assignment or Bellcore document
Start 4/5 Carnes
Finish 4/11

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BST Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
217	3.A.2.c	BellSouth will provide AT&T with a real time response for the following: Information relative to the need for a service dispatch for installation. <i>AIA Provide clarification</i>	3/4/98 <i>4/3</i>	7/17/98 <i>4/15</i>	<i>Massey</i>	<i>Clark</i>	0%	<i>EC</i>				
218	3.A.2.d	BellSouth will provide AT&T with a real time response for the following: Service completion with related information on time and materials charges (if any). <i>AIA Loop CP provided by ACAC; work other with resale issues. Ar 2.e</i>	3/4/98 <i>4/3</i>	7/17/98 <i>7/17</i>	<i>Massey;</i> <i>Welch</i>	<i>Clark</i>	0%					
219	3.A.2.e	BellSouth will provide AT&T with a real time response for the following: Service errors, jeopardies and missed appointments <i>AIA Agreed business as usual; provide language for agreement</i>	3/4/98 <i>4/3</i>	7/17/98 <i>4/11</i>	<i>Massey</i>		0% <i>90%</i>	<i>EC?</i>		<i>Agree</i>	<i>Agree</i>	
220	3.A.2.f	BellSouth will provide AT&T with a real time response for the following: Any charges associated with required construction for a given service <i>AIA Provide language for agreement</i>	3/4/98 <i>4/3</i>	7/17/98 <i>4/11</i>	<i>Massey</i>		0% <i>90%</i>			<i>Agree</i>	<i>Agree</i>	
221	3.A.2.g	BellSouth will provide AT&T with a real time response for the following: Order Status at critical intervals to be negotiated. <i>AIA Provide language for agreement</i>	3/4/98 <i>4/3</i>	7/17/98 <i>4/11</i>	<i>Massey</i>		0% <i>90%</i>			<i>Agree</i>	<i>Agree</i>	
222	3.A.3	Provide AT&T with the ability to schedule installations with the Customer on line and access BellSouth's schedule availability to determine time of appointment. <i>AIA P.resolve 4 hour appointment</i>	3/4/98 <i>4/3</i>	7/17/98 <i>4/15</i>	<i>Welch/Cornes</i>	<i>Clark</i>	0% <i>50%</i>					

230773

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BST Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
223	3.A.4	Provide the same intervals and level of service currently being performed by BellSouth.	3/4/98	7/17/98			0%			Agree	Agree	
		<i>AI1 Provide language for agreement</i>	<i>4/3</i>	<i>4/11</i>		<i>Clark</i>	<i>90%</i>					
224	3.A.5	BellSouth will allow existing Customers to retain their phone number in the event they change carriers.	3/4/98	7/17/98			0%			Agree	Agree	
		<i>AI1 Put in agreement as is</i>	<i>4/3</i>	<i>4/10</i>	<i>Lavett</i>		<i>95%</i>					
226	3.A.6	BellSouth and AT&T will jointly agree on (1) a process for transfer of local-exchange-customers between telecommunications companies and (2) anti-slamming rules for the local market that essentially mirror the FCC's interstate anti-slamming rules (PIC...	3/4/98	7/17/98	Massey		0%					
228	3.A.7	Provide AT&T the ability to determine what features and functions an existing customer currently receives, with the customer consent	3/4/98	7/17/98	Massey		0%					
		<i>AI1 see 3.A.6, AI1</i>	<i>4/3</i>	<i>4/11</i>		<i>Clark</i>	<i>0%</i>					
227	3.A.8	BellSouth will provide AT&T with the required Loop testing information prior to the establishment of service so that AT&T can verify that the "end to end" service meets the established requirements.	3/4/98	7/17/98	Houppert		0%					
		<i>AI1 BST provides DLR for loop, each company to clarify position on testing & dispatch</i>	<i>4/3</i>	<i>4/11</i>	<i>Houppert</i>	<i>Clark</i>	<i>0%</i>					
229	3.A.9	BellSouth will provide AT&T with an escalation and expedite process for service ordering and provisioning in a Loop Resale environment	3/4/98	7/17/98			0%			Agree	Agree	
		<i>AI1 Provide language for agreement</i>	<i>4/3</i>	<i>4/11</i>	<i>Massey</i>		<i>90%</i>					

230774

AI1 Review BST procedures ... 11/11

Clark 0%

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BST Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
229	3.A.10	BellSouth will make provisions to deal with misdirected AT&T end-user calls and route them to the correct AT&T service center (information to be provided), and AT&T agrees to a reciprocal arrangement with BellSouth. <i>AIA Add to resale agreement</i>	3/4/98 4/3	7/17/98 4/10	Lavett		0% 95%			Agree	Agree	
230	3.A.11	AT&T requires BellSouth to provide intercept and transfer service that includes the new AT&T number. <i>AIA Add to agreement as is</i>	3/4/98 4/3	3/4/98 4/10	Lavett		0% 95%			Agree	Agree	
231	3.A.12	AT&T requires that BellSouth provide interface agreements between Work Centers regarding systems and establishing a change control process. <i>AIA PST needs clarification; discussion deferred until closer to agreement</i>	3/4/98 4/3	7/17/98 5/15			0%	Metrics				
232	3.A.13	AT&T requires that BellSouth provide non-discriminatory training for those technicians assigned to handle AT&T Local Service Customers. <i>AIA Provide language for agreement</i>	3/4/98 4/3	7/17/98 4/11		Clark	0% 90%			Agree	Agree	
233	3.A.14	Provide a complete definition of all unbundled services and the data elements required to provision such services.	3/4/98	7/17/98	Latham	Oates	0%					
234	3.A.15	AT&T will provide BellSouth performance metrics which BellSouth is expected to meet.	3/4/98	7/17/98			0%	Metrics				

230775

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BST Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
236	3.A.16	AT&T requires BellSouth to notify AT&T prior to disconnect of any AT&T unbundled service.	3/4/96	7/17/96			0%					
	AI1	Review BST procedures in OLEC handbook	4/3	4/11		Clark	50%					
236	3.A.17	AT&T requires BellSouth to provide engineering support on all unbundled loops used for, data private line, foreign exchange, voice, etc. BellSouth is expected to engineer to current standards.	3/4/96	7/17/96			0%			Agree	Agree	
	AI1	Add to agreement as is	4/3	4/10	Lavett		85%					
237	3.A.18	AT&T requires BellSouth to provide protocol testing on demand for provisioning of the BRI.	3/4/96	7/17/96			0%					
	AI1	Provide clarification	4/3	4/4		Clark						
238	3.A.19	AT&T requires BellSouth to provide provisioning support on 24 x 7 basis.	3/4/96	7/17/96			0%			Agree	Agree	
	AI1	AT&T clarified only needed on coordinated orders. Provide language for agreement	4/3	4/11		Clark	90%					
238	3.A.20.a	BellSouth and AT&T agree to discuss the contracting of BellSouth technicians to perform work on AT&T end-user customer's premises representing AT&T; This includes but is not limited to: Providing the contracted technicians with AT&T forms for the end...	3/4/96	7/17/96			0%					
240	3.A.20.b	BellSouth and AT&T agree to discuss the contracting of BellSouth technicians to perform work on AT&T end-user customer's premises representing AT&T; This includes but is not limited to: Providing the contracted technicians with "branded" AT&T "Not at...	3/4/96	7/17/96			0%					

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AI1 Provide forms or status 4/3 4/11

Carries 0%

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirements/Activity	Start	Finish	BST Change(s)	AT&T Change(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
241	3.A.20.c	BellSouth and AT&T agree to discuss the content of BellSouth technicians to perform work on AT&T end-user customer's premises representing AT&T. This includes but is not limited to: Providing the contracted technicians with AT&T business cards.	3/4/98	7/17/98	Carnes		0%					
242	3.A.20.d	BellSouth and AT&T agree to discuss the content of BellSouth technicians to perform work on AT&T end-user customer's premises representing AT&T. This includes but is not limited to: Assuring that the technicians are trained in a	3/4/98	7/17/98	Carnes		0%					
243	3.A.21	BellSouth will bill any applicable Time and Materials charges to AT&T, not to the end user.	3/4/98	7/17/98			0%			Agree	Agree	
	AIA	Add to agreement as is	4/3	4/10	Lavett		95%					
244	3.A.22	BellSouth agrees to provide a listing of all applicable charges at the time of the Order Completion.	3/4/98	7/17/98			0%			Agree	Agree	
	AIA	Agree to business as usual's AT&T to provide reference documentation	4/5	4/11		Clark	90%					
245	3.B.1.a	BellSouth will provide AT&T with a "Real Time" electronic interface to perform the following functions related to the Maintenance process for Business and Residential (switched and special services): Trouble Ticket entry and update capabilities.	3/4/98	3/4/98	Houppert		0%	EC				
246	3.B.1.b	BellSouth will provide AT&T with a "Real Time" electronic interface to perform the following functions related to the Maintenance process for Business and Residential (switched and special services): Review and verify test results.	3/4/98	7/17/98	Houppert		0%	EC				

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AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	EST Completion(s)	AT&T Champion(s)	%	Class 1	Class 2	EST Status	AT&T Status	Risk
247	3.B.1.c	BellSouth will provide AT&T with a "Real Time" electronic interface to perform the following functions related to the Maintenance process for Business and Residential (switched and special services): Provide status updates on current "Open"	3/4/96	7/17/96	<i>Hopper</i>		0%					
248	3.B.1.d	BellSouth will provide AT&T with a "Real Time" electronic interface to perform the following functions related to the Maintenance process for Business and Residential (switched and special services): Verify feature and function updates and	3/4/96	7/17/96			0%					
249	3.B.1.e	BellSouth will provide AT&T with a "Real Time" electronic interface to perform the following functions related to the Maintenance process for Business and Residential (switched and special services): Provide a means for Network Surveillance	3/4/96	7/17/96			0%					
250	3.B.1.f	BellSouth will provide AT&T with a "Real Time" electronic interface to perform the following functions related to the Maintenance process for Business and Residential (switched and special services): Provide dispatch status as well as location	3/4/96	7/17/96			0%					
251	3.B.2	Provide AT&T the ability to verify and acknowledge any scheduled appointment upon receipt of the Trouble Ticket for dispatch out and customer premises when applicable.	3/4/96	7/17/96			0%					
252	3.B.3.a	BellSouth will meet the following status requirements on AT&T services: Immediate notification of any changes in trouble status, electronically.	3/4/96	7/17/96			0%					

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AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BST Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
243	3.B.3.b	BellSouth will meet the following status requirements on AT&T services: The ability to retrieve the current status of any open trouble report.	3/4/96	7/17/96	Houppert		0%					
244	3.B.3.c	BellSouth will meet the following status requirements on AT&T services: Immediate notification when any scheduled appointment is in jeopardy.	3/4/96	7/17/96	Houppert		0%					
245	3.B.4	BellSouth will close all TOK (Test OK), NTF (No Trouble Found), and CC (Came Clear) trouble reports.	3/4/96	7/17/96	Houppert		0%					
246	3.B.5	BellSouth will close the trouble by contacting the AT&T work center, AT&T in turn will be responsible for contacting the end-user customer	3/4/96	7/17/96	Houppert		0%					
247	3.B.6	BellSouth will notify AT&T immediately of any potential Network event that could have an impact on AT&T Customer's service performance. This includes any situation where AT&T leased elements are functioning on back up or emergency power.	3/4/96	7/17/96	Houppert		0%					
248	3.B.7	BellSouth will provide AT&T with prior notification with the option for rescheduling, of any scheduled maintenance activity which has an impact on an AT&T Customer's service	3/4/96	7/17/96	Houppert		0%					

200773

ATL Request clarification 4/5 4/11 Lavett

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BST Change(s)	AT&T Change(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
207	3.B.9	BellSouth technicians will clear any reported trouble to the established network interface.	3/4/96	7/17/96	Houppert		0%					
208	3.B.9	AT&T requires the ability to test all facilities including the DLC.	3/4/96	7/17/96	Houppert		0%					
209	3.B.10	BellSouth will provide protocol testing on demand for maintenance of the BRI.	3/4/96	7/17/96	Houppert		0%					
		Request clarification	4/5	4/11	Lavett							
210	3.B.11	BellSouth and AT&T will negotiate a mutually acceptable escalation and expedite procedure for all services provided by BellSouth under this agreement.	3/4/96	7/17/96			0%					
		See 3.B.10, AIA	4/5	4/11	Lavett							
211	3.B.12	BellSouth and AT&T will agree to a trouble priority and process for all trouble reports handled between the two companies.	3/4/96	7/17/96			0%					
		See 3.B.10, AIA										
212	3.B.13	AT&T and BellSouth will negotiate mutually acceptable performance metrics which will apply to the network elements which AT&T leases from BellSouth.	3/4/96	7/17/96			0%					

200780

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirements/Activity	Start	Finish	BST Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
266	3.B.14	BellSouth will provide AT&T with the ability to "pre-screen" any activities which would incur charges to AT&T in order for AT&T to validate the activity. This includes, but is not limited to the dispatch of field forces to an AT&T end-users premises. AT&T requires an established Disaster Recovery plan with BellSouth.	3/4/96	7/17/96	Houppert		0%					
266	3.B.15	AT&T requires an established Disaster Recovery plan with BellSouth.	3/4/96	7/17/96	Houppert		0%					
267	3.B.16	Request abridgement BellSouth will bill any applicable Time and Materials charges to AT&T, not to the end user.	4/3	4/11	Lavett		0%			Agree	Agree	
268	3.B.17	Advise AT&T of agreement BellSouth agrees to provide a listing of all applicable charges at the time the Trouble Ticket is closed.	4/3	4/4	Lavett		0%					
269	3.B.18.a	BellSouth and AT&T agree to discuss the contracting of BellSouth technicians to perform work on AT&T end-user Customer's premises representing AT&T. This includes but is not limited to: Providing the contracted technicians with AT&T forms for the end...	3/4/96	7/17/96			0%					
270	3.B.18.b	BellSouth and AT&T agree to discuss the contracting of BellSouth technicians to perform work on AT&T end-user Customer's premises representing AT&T. This includes but is not limited to: Providing the contracted technicians with "branded" AT&T "Not at..."	3/4/96	7/17/96			0%					

200781

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirements/Activity	Start	Finish	BST Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
272	3.B.18.c	BellSouth and AT&T agree to discuss the contracting of BellSouth technicians to perform work on AT&T end-user Customer's premises representing AT&T. This includes but is not limited to: Providing the contracted technicians with AT&T business cards.	3/4/86	7/17/86			0%					
273	3.B.18.d	BellSouth and AT&T agree to discuss the contracting of BellSouth technicians to perform work on AT&T end-user Customer's premises representing AT&T. This includes but is not limited to: Assuring that the technicians are trained in a	3/4/86	7/17/86			0%					
273	3.B.19	BellSouth will make provisions to deal with misdirected AT&T end-user calls and route them to the correct AT&T service center (information to be provided), and AT&T agrees to a reciprocal arrangement with Southwestern BellSouth.	3/4/86	7/17/86			0%					
274	3.C.1.a	BellSouth will participate in Operational Readiness Testing (ORT) which will allow us to test our systems, interfaces, and processes for the ordering, provisioning and maintenance of AT&T local service. <i>Operational ORT will discuss that AT&T and Operations ORT will discuss that AT&T and</i>	3/4/86	7/17/86			0%			Agree	Agree	
275	3.C.1.b	BellSouth will participate in Operational Readiness Testing (ORT) which will allow us to test our systems, interfaces, and processes for the ordering, provisioning and maintenance of AT&T local service. <i>Operational ORT will discuss that AT&T and</i>	3/4/86	7/17/86			0%			Agree	Agree	
276	3.D.1.a	BellSouth agrees for long term NPA / NXX Assignment and Administration the following: Establish a neutral third party for the furnishing and administration of numbers electronically. <i>See attached sheet</i>	3/4/86	7/17/86			0%					

AT&T Components assigned to ET&T, 4/3, 4/5, 4/6 Lathan Clark 10/8

200782

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BST Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
277	3.D.1.b	BellSouth agrees for long term NPA / NXX Assignment and Administration the following: Establish a SPOC for the reservation of numbers on a 7 x 24 basis	3/4/96	7/17/96			0%					
278	3.D.1.c	BellSouth agrees for long term NPA / NXX Assignment and Administration the following: Maintain sufficient numbers to meet the needs of all Local Service Providers.	3/4/96	7/17/96			0%					
279	3.D.2	Provide AT&T the capability to obtain new NXX's at the same speed as BellSouth.	3/4/96	7/17/96			0%					
280	3.D.3	Provide equal participation and management of NPA and NXX management issues.	3/4/96	7/17/96			0%					
281	3.D.4	BellSouth agrees to assign a minimum of one (1) NXXs per rate center, or one (1) per Central Office to AT&T exclusively.	3/4/96	7/17/96			0%					
282	3.D.5	BellSouth agrees to number assignment arbitration by a neutral 3rd party, not BellCore.	3/4/96	7/17/96			0%					

200783

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BST Change(s)	AT&T Change(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
283	4.A	Provide AT&T with the option of using two-way trunk groups. When two way trunk groups are used, BellSouth will agree to mutual compensation with exchange of billing records for true-up that may be needed between local and Intra-LATA toll calls.	3/4/98	7/17/98			0%					
284	4.B	In order for AT&T to bill for terminating access on IXC Calls and utilize mutual compensation agreement on CLEC calls terminating to AT&T's Local customers, BellSouth shall provide their billing records which enabled BellSouth to bill tandem.	3/4/98	7/17/98			0%					
285	4.C	When RCF is used (in the interim) to provide number portability to the local customer, BellSouth shall treat toll call termination as a single call (rather than two calls, as is the current practice on RCF). The Local Service Provider who terminates L...	3/4/98	7/17/98			0%					
286	4.D	Agreement needs to be reached as to what applies to the terminating access, mutual compensation or interstate/intrastate switched access charges when local calling areas differ.	3/4/98	7/17/98			0%					
287	4.E	BellSouth shall use the following guidelines for recording and charging elements for local calls traversing a BellSouth tandem for interconnection/tandem between two CLECs: CLEC originator records and bills the end user for local call. BellSouth bill...	7/17/98	7/17/98			0%					
288	5.A.1	BellSouth will participate in a Local Loop Resale Bill Certification Process as defined by the SABR document (Section 5) to ensure quality and financial assurance controls throughout AT&T's and BellSouth's processes. Billing accuracy is the sole	3/4/98	7/17/98			0%					

200784

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BST Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
280	5.A.2	BellSouth will work with AT&T to facilitate accurate and timely billing as defined in the SABR document (Section 3).	3/4/96	7/17/96			0%					
280	5.A.3	BellSouth will provide a mechanized bill as defined by the SABR document (Section 4, 5 & 6) and utilizing the electronic data transmission Direct Connect.	3/4/96	7/17/96			0%					
281	5.A.4	4. BellSouth and AT&T will agree to an annual Supplier Quality Certification Review to be conducted by AT&T.	3/4/96	7/17/96			0%					
282	5.A.5.a	The existing CABS Billing Output Specifications (BOS) document provides guidelines for how to render a bill. Additional information that is required to be uniquely identified when rendering Local/Loop Resale charges per the SABR document (Section	7/17/96	7/17/96			0%					
283	5.A.5.b	The existing CABS Billing Output Specifications (BOS) document provides guidelines for how to render a bill. Additional information that is required to be uniquely identified when rendering Local/Loop Resale charges per the SABR document (Section	3/4/96	7/17/96			0%					
284	5.A.5.c	The existing CABS Billing Output Specifications (BOS) document provides guidelines for how to render a bill. Additional information that is required to be uniquely identified when rendering Local/Loop Resale charges per the SABR document (Section	3/4/96	7/17/96			0%					

290785

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BOT Change(s)	AT&T Change(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
205	5.B	*AT&T requires that BellSouth transmit specific usage to AT&T (LRDTR - Section 2). AT&T will rate and bill the intralATA toll and local usage recorded by BellSouth. In addition, AT&T will process and bill the rated collects sent by BellSouth. Messages will be transmitted, via a direct feed, to AT&T in standard EMR format (BellCore practice BR 010-200-010).	3/4/96	7/17/96			0%					
206		Testing activities and the reports needed to ensure data integrity are also required, as well as ongoing Control Maintenance and Review, and Software Change procedures.	3/4/96	7/17/96			0%					
207		For a complete and comprehensive list of AT&T's Local Loop Resale Data Transfer Requirements, consult the attached Local Resale Data Transfer Requirements Version 2.0, dated March, 1996.	3/4/96	7/17/96			0%					
208	5.C.1	OUTPLOC Transaction Feed - When a customer contacts BellSouth to change from AT&T Local to another Local Service Provider (LSP), convey to AT&T that the customer has moved to another LSP. BellSouth should provide this information via PIC Only Change Process - When a AT&T Local customer contacts AT&T Local to change their PIC to another LD carrier, AT&T Local will accept the order and generate a Service Order to BellSouth. BellSouth will provision the network, and send a PIC Only	3/4/96	7/17/96			0%					
209	5.C.2		3/4/96	7/17/96			0%					

290786

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BST Change(s)	AT&T Change(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
307	6.B.2.a	BellSouth will provide AT&T with the network toll fraud prevention, detection, and control features BellSouth currently has in their network that would be applicable to AT&T subscribers such as: If remote call forwarding is offered, what are the avail...	3/4/96	7/17/96			0%					
308	6.B.2.b	BellSouth will provide AT&T with the network toll fraud prevention, detection, and control features BellSouth currently has in their network that would be applicable to AT&T subscribers such as: If AT&T is using BellSouth LIDB services, what fraud co...	3/4/96	7/17/96			0%					
309	6.C	AT&T and BellSouth will establish a reciprocal process for all local service providers to share information regarding end user customers with a history of non-payment. Exchange of such information must be mutual, immediate and not subject	3/4/96	7/17/96			0%					
310	6.D.1.a	OUTBOUND Calls (AT&T will utilize one of the following PIC Change Order methods): Obtain customer's written authorization	3/4/96	7/17/96			0%					
311	6.D.1.b	OUTBOUND Calls (AT&T will utilize one of the following PIC Change Order methods): Obtain customer's electronic authorization by use of 800 number	3/4/96	7/17/96			0%					
312	6.D.1.c	OUTBOUND Calls (AT&T will utilize one of the following PIC Change Order methods): Have customer's oral authorization verified by an independent third party that AT&T utilizes	3/4/96	7/17/96			0%					

200787

AT&T Unbundled Loop Combination and Interconnection

Item	Service/Activity	Start	Finish	BST Change(s)	AT&T Change(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
314	6.D.2 OUTBOUND Calls (AT&T will utilize one of the following PIC Change Order methods): Send an information package within three days of the customer's request for a PIC Change and wait 14 days before submitting the PIC Change to BellSouth to allow the "INBOUND Calls (No specific FCC rules) AT&T will verify the customer's stated intent to switch carriers."	3/4/96	7/17/96			0%					
315	7.A BellSouth's monopoly Basic Network Functions (BNFs) and all retail services must be available for unrestricted resale. Unbundled BNFs must be priced at Total Service Long Run Incremental Costs (TSLRIC). Retail services must be made available to competitors.	3/4/96	7/17/96			0%					
316	7.B.1 Provide a service quality guarantee to AT&T which will be accomplished by offering a credit when BellSouth does not meet the service quality requirements as specified by AT&T.	3/4/96	7/17/96			0%					
317	7.B.2.a This service guarantee is applicable but not limited to: Call Satisfaction Credit	3/4/96	7/17/96			0%					
318	7.B.2.b This service guarantee is applicable but not limited to: Service Interruption Guarantee	3/4/96	7/17/96			0%					

200788

AT&T Unbundled Loop Combination and Interconnection

ID	Item	Requirement/Activity	Start	Finish	BST Champion(s)	AT&T Champion(s)	%	Class 1	Class 2	BST Status	AT&T Status	Risk
319	7.B.2.c	This service guarantee is applicable but not limited to: Installation/Repair Satisfaction Credit	3/4/96	7/17/96			0%					
320	7.B.2.d	This service guarantee is applicable but not limited to: Service Order Satisfaction Credit	3/4/96	7/17/96			0%					

3/17/96

200783

Weekly AT&T Inputs to Joint Negotiations Status Document

Item Number:	AT&T Status: (Agree, Obtainable, Pending, Escalated)
A. No changes to this section are to be made.	
B. Any clarifications of or changes to AT&T's requirement should be entered here.	
C. Only BellSouth can input to this section.	
D. Enter your update in this section as follows: AT&T/date/your initials: Narrative input.	
E. If the status is agree, this section should include the Agreement Statement. An Agreement Statement must be comprehensible when standing alone. In other words, a stranger reading an Agreement Statement should be able to understand it without having to reference any of the previous sections.	

April 10, 1996

MEMORANDUM

TO: Suzie Lavett
FROM: Jay Bradbury *JMB*
SUBJECT: Billing Conference Call Handouts

Here are the handouts used on the April 9, 1996, Billing Conference Call. There are two copies of each of the following:

Total Service Resale Local Access Financial Assurance Strategy (Pre-Bill Certification)

Requirements for Non-Standard Local Bills (applies to CRIS billing)

Requirements for (SABR) Standard Local Bills (applies to CABS billing)

200791

319

Total Service Resale Local Access Financial Assurance Strategy

- **Pre-Bill Certification**
 - **Dedicated Subscriber Loops**
 - **Features and Functions**
 - **Minutes of Use**
 - **Expanded Usage Reconciliation**
 - **Tariff/Contract/Regulatory Data**
 - **SQC**
 - **Bill Period Closure**

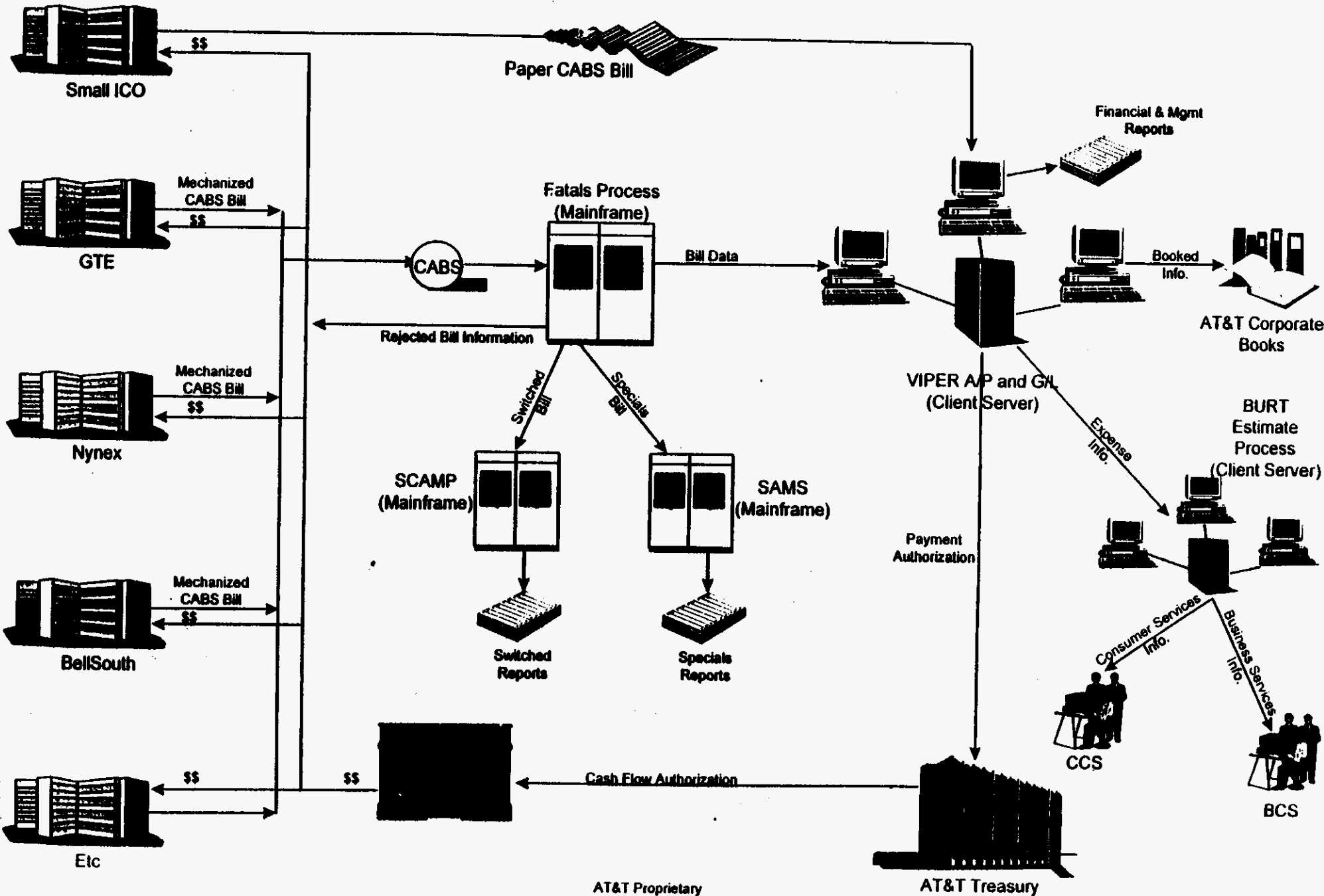
200792

Pre-Bill Certification

- **Control:** ILEC compares subscriber loops as received on AT&T orders to their bill as created and provide evidence
Intent: Ensure the accuracy of subscriber loops billed
- **Control:** ILEC compares features and functions as received on AT&T orders to their bill as created and provide evidence
Intent: Ensure the accuracy of features and functions billed
- **Control:** ILEC compares MOUs sent to AT&T End User billing to their local access bill as created and provide evidence
Intent: Ensure the accuracy of access MOUs by ensuring what is handed off to AT&T End User matches what is billed as access
- **Control:** Usage Reconciliation as defined in the Switched Access Reengineering Toolkit will be expanded to incorporate and balance local usage.
Intent: Ensure accurate processing of ALL MOUs.
- **Control:** ILEC conducts a Production Code Test (PCT) as defined in the Switched Access Reengineering Toolkit
Intent: Ensure the accuracy of tariff, contract and other pricing elements not captured above (e.g. rates, taxes, factors)
- **Control:** ILEC will implement additional intermediate controls to assist in identification of defects and to assist in root cause analysis
Intent: Implement supplier specific controls to ensure the accuracy and timeliness of access billing components and to assist in identification and elimination of defects.
- **Control:** An independent Supplier Quality Certification (SQC) of the ILECs billing processes will be conducted based upon the frequency terms in the Operating Agreement
Intent: Independent review and test of the supplier process(es) to ensure consistency with requirements and expected results
- **Control:** AT&T and the ILEC will conduct a monthly Bill Period Closure (BPC)
Intent: Settle any financial discords, close financial periods to further liability and negotiate the priority of process improvements

200733

Macro Access Financial Process



230794

AT&T Proprietary
(Use Pursuant to Company Instructions)

Developed by: Scott Martin 2/13/96

REQUIREMENTS (SABR) FOR STANDARD LOCAL BILLS

Local/Resale Billing Requirements		Agreement Reached	Follow-Up Needed	Disconnect	Comments
1	BST will provide a 13 character BAN (Billing Account Number) which is alpha/numeric (Sec. 2.2)				
2	BST will bill one BAN per state (Sec 2.2*) * This is a bill processing requirement in addition to SABR				
3	BST will have one bill cycle for all states excluding the Mega-bill date(s)(Sec. 2.3*) * This is a bill processing requirement in addition to SABR				
4	BST to identify company code for local billing (Sec. 2.4)				
5	BST will render invoice (bill) within 10 days of bill date (Sec. 2.5)				
6	BST to bill MAC (monthly access charge) in advance of bill date (Sec. 2.6)				

220733

REQUIREMENTS (SABR) FOR STANDARD LOCAL BILLS

Local/Resale Billing Requirements		Agreement Reached	Follow-Up Needed	Disconnect	Comments
7	AT&T will render payment 30 days from bill date or 20 days from receipt of bill, whichever is greater (Sec. 2.7 & 2.13)				
8	BST will render billing for PIC charges separately from the access bill (Sec 2.8)				
9	BST will render bill in a mechanized media, using BOS (Billing Outputs Specifications)format (Sec. 2.9)				
10	AT&T will render payment via wire transfer to existing CABS billing address (Sec. 2.10 & 2.14)				
11	BST will provide all charges by identified incurred state (Sec 2.11)				
12	BST to bill switched MOU in arrears of the bill date (Sec 2.12)				

200796

REQUIREMENTS (SABR) FOR STANDARD LOCAL BILLS

	Local/Resale Billing Requirements	Agreement Reached	Follow-Up Needed	Disconnect	Comments
13	BST to comply with the SABR document for mechanized billing requirements (Sec. 3.1.1 - 3.1.6)				
14	Mechanized bill testing: (Sec 4.1, 4.2 & 4.3)				
	CABS - no testing required				
	SECABS - one month testing required				
	Non-CABS (BOS) - one to three months - TBD				
	Other - three months of correctly formatted bill data				
15	BST and AT&T to jointly define measurements and controls for bill accuracy (Sec 4.4.1 & 4.4.6)				
16	BST to participate in Supplier Quality Certification (Sec 4.4.2)				
17	BST to complete a signed Operating Agreement (Sec 4.4.3)				

200797

REQUIREMENTS (SABR) FOR STANDARD LOCAL BILLS

	Local/Resale Billing Requirements	Agreement Reached	Follow-Up Needed	Disconnect	Comments
18	BST to develop a change management process to document all changes to billing and associated processes (Sec 4.4.4)				
19	BST to participate in bill period closure (Sec 4.4.5)				
20	BST to send bill via electronic data transmission - Connect: Direct (formerly known as NDM) (Sec 5.3)				
21	BST to uniquely identify account level as TOA Q (Sec 6.4.1)				
22	CIC is not BSTplicable to TSR (Sec 6.4.2)				
23	BST to provide jurisdiction of "5" for local billing (Sec. 6.4.3)				

230798

REQUIREMENTS (SABR) FOR STANDARD LOCAL BILLS

24	BST to comply with phrase codes as identified in SABR (Sec 6.5)	Local/Resale Billing Requirements	Agreement Reached	Follow-Up Needed	Disconnect	Comments
25	BST to provide detail of usage charge bill: (Sec 6.6)	End office or local serving office				
		Day/evening/night rates				
		Local zone/ mileage bands				
		Initial/additional minutes of use rate structure				
		All of the above should be broken out separately on bill				
26	BST to provide Service Indicator of "1" for business and "2" for residence on usage records (Sec. 6.6)					
27	BST will provide for mechanized format utilizing the value/literal description found in SABR. (Sec 6.7)					
28	BST to provide Customer Service Record (CSR) for all flat rated charges (Sec 6.8)					

662062

REQUIREMENTS FOR NON-STANDARD LOCAL BILLS

Non-Standard Local/Resale Billing Requirements		Agreement Reached	Follow-Up Needed	Disconnect	Comments
1	BST will provide a 13 character BAN (Billing Account Number) which is alpha/numeric				
2	BST will bill one BAN per state				
3	BST will have one bill cycle for all states excluding the Mega-bill dates (4th or 13th)				
4	BST will render invoice (bill) within 10 days of bill date				
5	AT&T will render payment 30 days from bill date or 20 days from receipt of bill, whichever is greater				
6	AT&T will render payment via wire transfer to existing CABS billing address				

200800

REQUIREMENTS FOR NON-STANDARD LOCAL BILLS

	Non-Standard Local/Resale Billing Requirements	Agreement Reached	Follow-Up Needed	Disconnect	Comments
7	BST will render billing for PIC charges separately				
8	BST to bill MAC (monthly access charge) in advance of bill date				
9	BST to bill switched MOU in arrears of the bill date				
10	BST will provide all charges by identified incurred state				
11	BST to provide jurisdiction of "5" for local billing				
12	BST to uniquely identify account level as TOA Q				
13	BST to separately identify business and residence				

200801

REQUIREMENTS FOR NON-STANDARD LOCAL BILLS

Local/Resale Billing Requirements		Agreement Reached	Follow-Up Needed	Disconnect	Comments
14	BST to provide From and Through dates on bill				
15	BST and AT&T to jointly define measurements and controls for bill accuracy				
16	BST to participate in Supplier Quality Certification				
17	BST to complete a signed Operating Agreement				
18	BST to develop a change management process to document all changes to billing and associated processes				
19	BST to participate in bill period closure				

200802

Administrative

April 10, 1996

MEMORANDUM

TO: Suzie Lavett
FROM: Jay Bradbury *JMB*
SUBJECT: TSR Implementation Timeline

Here is the Total Services Resale Implementation Timeline which I drew and we discussed on Monday, April 8.

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200803

TOTAL SERVICES RESALE IMPLEMENTATION TIMELINE

PHASE	PHASE 0	PHASE 1	PHASE 2	PHASE 3	PHASE 4
PHASE NAME	OBTAINING AGREEMENT IN PRINCIPLE	DEVELOPMENT AND OPERATIONAL TRIAL	SERVICE READINESS TRIAL	SERVICE DELIVERY RAMP UP	GENERAL AVAILABILITY
INTERVALS	OBTAINED BY 4/15/96	60 to 90 DAY INTERVAL	45 to 75 DAY INTERVAL	30 to 60 DAY INTERVAL	
VOLUME OF ACCOUNTS		25 to 50 INTERNAL TRIAL ACCOUNTS	50 to 100 INTERNAL TRIAL ACCOUNTS	100 to 1000 LIVE CUSTOMER ACCOUNTS	VOLUMES OF 1000 ORDERS/DAY GROWING TO 3000 ORDERS/DAY BY MID-YEAR 1997
AT&T REQUIRED TIMELINE		BEGINS 4/15/96	BEGINS 7/1/96	BEGINS 9/1/96	BEGINS 10/1/96
BEST CASE TIMELINE		BEGINS 4/15/96	BEGINS 6/15/96	BEGINS 8/1/96	BEGINS 9/1/96
WORST CASE TIMELINE		BEGINS 4/15/96	BEGINS 7/15/96	BEGINS 11/1/96	BEGINS 1/1/97

200804

AT&T PROPRIETARY AND CONFIDENTIAL
SUBJECT TO THE 4/2/96 CONFIDENTIALITY AGREEMENT BETWEEN AT&T AND BELLSOUTH

APRIL 10, 1996
JMB

**AT&T Communications, Inc.
Total Service Resale Planning Document
for
Network Operations, Network Services,
Carrier Billing, Data Transfer,
Account Maintenance Requirements,
and Pricing and Compensation
in the
Local Exchange Service Marketplace**

**For Discussion Purposes Only
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4/16/96**

200805

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Appendices

1. Standard AT&T Billing Requirements
2. Data Transfer Requirements
3. Account Maintenance Requirements

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2
4/16/96

290807

**AT&T Communications, Inc.
Total Service Resale Planning Document
for
Network Operations, Network Services,
Carrier Billing, Data Transfer,
Account Maintenance Requirements,
and Pricing and Compensation
in the
Local Exchange Service Marketplace**

Preface:

AT&T plans to enter the local exchange market throughout the Supplier states. In anticipation AT&T is investigating viable alternatives available through which this service may be provided.

This may be accomplished through "Total Service Resale" and/or "Loop Resale" that will provide AT&T with the ability to service Customers in a manner that is consistent with the high quality and service standards with which the AT&T brand is associated. This document specifically addresses Total Service Resale.

This includes the full spectrum of Supplier network services, both current and new including features for both business and residence markets as well as various unregulated or enhanced services such as voice mail and inside wire. All services will need to be provided in a seamless fashion so as not to impact customer service.

For all features and services described AT&T will require wholesale pricing options and service intervals in order to finalize our marketing plans. This request is separated into 4 major categories: Network Operations, Network Architecture and Services, Carrier Billing, Data Transfer, Account Maintenance Requirements, and Pricing and Compensation.

The required interfaces for the ordering, provisioning, maintenance and billing of the various services and features must be fully tested and verified to ensure AT&T's general availability is on the first day service is made available in each state by Supplier. AT&T is prepared to commit the necessary resources and time required to bring the negotiations to a successful conclusion. AT&T welcomes the opportunity to work cooperatively to enhance system interfaces leading to a more robust and cost effective network on a going forward basis.

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Any questions on this document may be addressed as follows:

Network Operations:

Ms. Cindy Clark
Room 12W45, Prom. II
1200 Peachtree St., NW
Atlanta, GA 30309
(404) 810-3119

Network Architecture/Services:

Ms. Kathy Taber
Room 12N17, Prom. II
1200 Peachtree St., NW
Atlanta, GA 30309
(404) 810-3102

**Billing, Data Transfer, and Account Maintenance
Security/ Repetitive Debtor:**

Ms. Sue Ray
Room 12N04, Prom II
1200 Peachtree Street., NW
Atlanta, GA 30309
(404) 810-3123

Pricing and Compensation:

Ms. Karen Cummings
Room 6143, Prom. 1
1200 Peachtree St., NW
Atlanta, GA 30309
(404) 810-3246

Negotiation Coordinator:

Mr. Jay Bradbury
Room 12W47, Prom II
1200 Peachtree St., NW
Atlanta, GA 30309
(404) 810-8005

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TOTAL SERVICE RESALE

I. Network Operations:

The operational requirements associated with Total Service Resale concentrate primarily on the ability of AT&T to order service in a seamless fashion from Supplier. Once that order is placed the provisioning of the service is internal to Supplier and the only input AT&T has to this process involves performance metrics associated with the provisioning of the service as promised to our customer. As AT&T will make clear throughout this document the Quality, Integrity, and Responsiveness for provisioning and maintenance of the resale services, is essential to AT&T in reaching an agreement.

A real time ordering and provisioning interface using electronic bonding is essential to provide AT&T operational parity with existing Supplier customer ordering processes. Such an interface is also required for Supplier to comply with existing legislation and regulatory rules in many states.

Also associated with Total Service Resale is the provisioning of Voice Mail services and Inside Wiring. Since both of these functions are not tariffed and fall outside regulatory requirements, AT&T will address them accordingly. Please advise as soon as possible if it is appropriate for AT&T to negotiate these services separately. The issue of branding is particularly important in both the Voice Mail and Inside Wire offers so we request that this be a part of Supplier's response.

As a Service Provider, AT&T recognizes the value of servicing our products quickly and how important it is to assure our customers that the problem will be fixed the first time. Any product or service which carries the AT&T brand must meet AT&T's requirements for prompt, friendly and efficient customer service.

It is our intention to provide AT&T customers with a single telephone number which they can call 24 hours a day, 7 days a week for the repair of their service. Logistically this presents some challenges to the current arrangement they may have with their local service. It is AT&T's desire that these challenges be transparent to the AT&T end-user and that Supplier and AT&T work out any problems in the "Front End" process.

As with the Service Ordering and Provisioning process, AT&T would like to migrate to a standard EBI interface between the two companies. However, since Supplier may not be ready to migrate to this platform in the time frame required we may need to establish an interim agreement which is based on some type of workable electronic interface.

If a full EBI interface is not available, we will need to develop an interim solution. One potential would be for Supplier to provide a direct interface into the current Supplier trouble reporting and tracking system which could be accessed from AT&T's work center. Another option could entail a gateway interface. Supplier could provide AT&T with the interface specifications and AT&T could potentially build a gateway between its existing trouble ticketing system and the Supplier system. These are just two possible methods of operation, AT&T is more than willing to discuss any viable options presented by Supplier in response to this Total Resale Agreement.

In addition to an electronic interface required to provide "real time" status to AT&T's end-users the use of the AT&T brand is especially important. To that end, AT&T would like to discuss the options for the repair service in connection with provisioning and repairing service to AT&T end-users. It is understood that this is a very sensitive issue and we are willing to work with Supplier to meet this requirement.

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I. Network Operations (Cont'd)

A. Service Ordering and Provisioning Procedure

1. Provide AT&T with real time electronic means to transfer order information from AT&T to Supplier and vice-versa.
2. Supplier will provide AT&T with a real time response for the following items:
 - a. Firm Order Confirmation (FOC)
 - b. Information relative to service availability dates (e.g. internal guide)
 - c. Information relative to the need for a service dispatch for installation
 - d. Feature and Service availability within any given area by LSO and Street Address
 - e. All Service order completions with related information on time and materials charges (if any). Provide form for end user signature when time and materials are required.
 - f. Service order errors, jeopardies and missed appointments
 - g. Any charges associated with required construction for a given service
 - h. Order Status at critical intervals to be negotiated for complex and designed services.
3. Provide AT&T with the ability to schedule installations with the Customer on line and access Supplier's schedule availability to determine time of appointment.
4. Provide the same intervals and level of service currently being performed by Supplier.
5. Provide AT&T with the ability to assign new telephone numbers with the Customer on line, this applies to vanity numbers as well.
6. Supplier will allow existing Customers to retain their phone number in the event they change carriers with no loss of feature functionality.
7. Provide AT&T the ability to determine what features and functions an existing customer currently receives, with the customer consent.
8. AT&T requires Supplier to provide where services and features are available, to street address detail, that includes type of Class 5 Switch by CLLI.
9. Provide a complete definition of all services, features, and functions available and any ancillary data required by Supplier from the Customer to provision these services.
10. Provide information about the certification process for the provisioning of DA Exempt, Prison Services, Lifeline services, etc.
11. AT&T will provide Supplier performance metrics which Supplier is expected to meet.
12. AT&T requires Supplier to notify AT&T if a customer requests changes to service at the time of installation.
13. AT&T requires adequate test and turn-up procedures to support the services and features ordered by AT&T.

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I. Network Operations (Cont'd)

A. Service Ordering and Provisioning Procedure (Cont'd)

14. AT&T requests that Supplier identify those areas where Multiserve and Multiserve + is available, including type of Centrex, and that Supplier provide the required information for the Ordering and Provisioning of Centrex Services in those areas.
15. AT&T requires that Supplier notify AT&T prior to Service termination, (Disconnect), or the termination of any service, feature or function by an AT&T Customer. (NOTE: since AT&T is Supplier's customer of record the end-user CANNOT order a disconnect of AT&T service.).
16. AT&T requires that Supplier provide intercept and transfer service as tariffed.
17. AT&T and Supplier will develop a mutually agreeable escalation and expedite process for Service Ordering and Provisioning.
- 18a. AT&T requires Supplier to describe the details and requirements on handling area transfers with the understanding that they are controlled by the owner of the NPA/NXX.
 - b. AT&T requires Supplier to describe the details and requirements on handling LATA boundary changes.
19. AT&T requires that Supplier provide interface agreements between Work Centers regarding systems and establishing a change control process.
20. AT&T requires that Supplier provide non-discriminatory training for those technicians assigned to handle AT&T Local Service Customers.
21. Provide AT&T the ability to order a suspension on AT&T Local customers service upon request.
22. Provide AT&T the ability to deny service to a given AT&T end-user for non-payment of a bill in accordance with the PUC regulations.
23. Provide blocking of 700, 800, 888, 900, and 976, etc., services upon request, including "bill to third party" and collect calls, from AT&T on a line, trunk or individual service basis.
24. AT&T and Supplier agree to work cooperatively in practices and procedures regarding Law Enforcement and service annoyance handling.
25. AT&T would like a process established whereby misdirected calls can be routed correctly, e.g. reciprocal agreement for on-line transfer to business office, repair, etc.
26. AT&T needs to negotiate for the handling of 911 and E911 updates to Supplier's databases for its Total Resale Customer base.
27. AT&T would like Supplier to provide engineering support for all Special Services which are covered under a Total Resale offer, e.g. Data Services, Voice Grade private lines, intermediate bit rate services, Primary Rate ISDN services, Broadband services and Packet services, etc.

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I. Network Operations (Cont'd)

A. Service Ordering and Provisioning Procedure (Cont'd)

28. Bill any applicable time and materials charges to AT&T, not the end-user.
29. Provide a listing of all applicable charges at the time of order completion.
30. Provide the contracting of Supplier technicians to perform work on AT&T end-user customer's premises representing AT&T. This includes but is not limited to:
 - a. Provide the contracted technicians with AT&T forms for the end-user.
 - b. Provide the contracted technicians with "branded" AT&T "not at home" cards.
 - c. Assure technicians are trained in a non-discriminatory fashion.

B. Maintenance Procedures

1. Supplier will provide AT&T with a "Real Time" electronic interface to perform the following functions related to the Maintenance process:
 - a. Trouble Ticket entry and update capabilities
 - b. Review and verify test results
 - c. Provide status updates on current "Open" Trouble Tickets
 - d. Verify feature and function updates and corrections as they relate to an open Trouble Report
 - e. Provide a means for notifying AT&T of Switched Failures
 - f. Provide dispatch status as well as location and ETA
 - g. Testing
2. Provide AT&T the real time ability to verify and acknowledge any scheduled appointment upon receipt of the Trouble Ticket.
3. Supplier will meet the following status requirements on AT&T services:
 - a. Immediate notification of any changes in trouble status, electronically
 - b. The ability to retrieve the current status of any open trouble report
 - c. Immediate notification when any scheduled appointment is in jeopardy
4. Supplier will close all TOK (Test OK), NTF (No Trouble Found), and CC (Came Clear) trouble reports with AT&T's work centers.
5. Supplier will close the trouble by contacting the AT&T work center, AT&T in turn will be responsible for contacting the end-user Customer.
6. Supplier will immediately notify AT&T of any Network event which impacts AT&T end-users. AT&T would prefer a real time monitoring arrangement if this is feasible.

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I. Network Operations (Cont'd)

B. Maintenance Procedures (Cont'd)

7. Supplier agrees to notify the AT&T work center of any scheduled maintenance activity which could have an impact on the service provided to AT&T end-users, and negotiate release with AT&T.
8. AT&T would like to negotiate a workable Disaster Recovery plan with Supplier and agree to perform quarterly tests of the process.
 - a. For Supplier Work Centers
 - b. For Supplier Network Components
9. Supplier will provide the AT&T work center with "real time" test results on any AT&T end-user service.
10. Supplier agrees to route repair service calls to the correct service provider (AT&T), with same dialing parity as Supplier.
11. Supplier will bill any applicable tariffed maintenance and service charges to AT&T, not to the end user. AT&T will provide an address and contact for all applicable tariffed charges.
12. Contact AT&T prior to any work that would result in additional charges. AT&T will contact the customer for approval.
13. Supplier agrees to provide a listing of all applicable charges at the time the Trouble Ticket is closed.
14. Supplier will use an AT&T branded form any time an AT&T end-user is contacted relative to a trouble report, maintenance charges or any applicable service charges.
15. A Supplier Technician will clear any reported trouble to the end-user's network interface.
16. Supplier will provide an on-line transfer of any AT&T end-user "misdirected" trouble call to the AT&T repair center.
17. AT&T and Supplier will negotiate performance metric's for Service repair.
18. Provide AT&T with an "escalation" and "expedite" process for Maintenance.
19. Provide the contracting of Supplier technicians to perform work on AT&T end-user customer's premises representing AT&T. This includes but not limited to:
 - a. Provide the contracted technicians with AT&T forms for the end-user.
 - b. Provide the contracted technicians with "branded" AT&T "not at home" cards.
 - c. Assure technicians are trained in a non-discriminatory fashion.
20. Provide non-discriminatory training for those technicians assigned to handle AT&T Local Service Customers.

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I. Network Operations (Cont'd)

C. Operational Readiness Test for Ordering, Provisioning and Maintenance

1. Participate in an Operational Readiness Testing (ORT) which will allow for the testing of the systems, interfaces and processes for the ordering, provisioning and maintenance of AT&T local service.

- a. Participate in an Operations ORT to ensure that AT&T and Supplier can automatically through various systems/interfaces, jointly order, and provision AT&T's local services in a timely and accurate manner.
- b. Participate in an Operational ORT to ensure that AT&T and Supplier are able to quickly manage and resolve maintenance/repair call in accordance with established DMOQs.

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Total Service Resale

II. Network Architecture and Services:

The Architecture of the Network in a Total Resale environment is the Architecture of the Supplier Network as it is today and evolves in the future. As a potential re-seller of that Network, AT&T is interested in the flexibility and diversity that Supplier has designed into it.

Flexibility and Diversity are not limited to the physical network alone, but are also tied to the variety of service offerings that AT&T can offer to its Customer base. We would like to work with Supplier in developing a comprehensive response which covers these requirements, including a wholesale pricing structure that will accurately reflect the economies realized by Supplier as a result of a wholesale tariff, that will make this alternative attractive to AT&T.

It is our desire to be able to offer via a Total Resale agreement, all the network capabilities and functions needed to offer residential and business customers a wide array of basic exchange services in a technically equivalent fashion to the services that are currently offered by Supplier to its own customers. The Total Resale agreement includes electronic interfaces for billing, provisioning, maintenance, ordering, etc., as well as access to all supporting data bases. The sections of this document which list services and feature functionality are not meant to be inclusive of, or all encompassing of Supplier's services. In the event that Supplier should develop a new service or feature, AT&T would expect to be able to offer that service at the same time it is offered by Supplier.

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II. Network Architecture and Services:

A. Basic Service Requirements

1. No loss of features or functionality in any of the following areas:
 - a. Same dial tone and ring
 - b. Same capability for either dial pulse or touch tone recognition
 - c. Same capability to complete calls to any location
 - d. Same extended local calling area
 - e. 1 + IntraLATA toll calling
 - f. PIC 1 + service
 - g. CIC dialing
 - h. Telephone number portability
 - i. Same access to vertical features and functions
 - j. Call detail recording capability required for end user billing
 - k. Access to Telephone Relay Service (TRS)
 - l. All CLASS and Custom Calling features and functions (e.g., caller ID)
 - m. Centrex - Supplier shall provide service/features at parity with Supplier Centrex on a wholesale basis at a commercially feasible price, on a non-discriminatory basis
 - n. Flat and Measured Services
 - o. International Calling
 - p. 911, 500, 700, 800, 888, 900, 976, etc.
 - q. Provide the following End Office features:
 1. Distinctive ringing
 2. Repeat dial capability
 3. Multi-line hunting
 - r. Provide the following feature capabilities allowing for Voice Mail services:
 1. SMDI-E - Station Message Desk Interface - Enhanced
 2. MWI - Message Waiting Indicator
 3. CF-B/DA - Call Forward on Busy / Don't Answer
 - s. Trunk Local connectivity to PBXs and Direct Inward Dialed Services
 - t. "Bill to third party" and Collect call restrictions
 - u. AT&T and end-user customer telephone numbers to reside in LIDB for database access

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II. Network Architecture and Services (Cont'd)

A. Basic Service Requirements (Cont'd)

- v. Supplier parity dialing protocols
- w. ISDN including those services required to service customers who subscribe to ISDN service

B. NXX Assignment and Administration

1. Provide AT&T with the capability to assign telephone numbers "on line", providing AT&T with electronic access to the number assignment system, for "real time" on-line number assignment.
2. Provide AT&T the capability to request and receive "Vanity" numbers on a real time basis.
3. Provide AT&T with the capability to reassign (coincident with an end users request), or obtain any Supplier controlled number within the geographic boundaries of the LSO, consistent with the current numbering plan.
4. Establish a SPOC for the reservation of numbers on a 7x24 basis.
5. Maintain sufficient numbers to meet the needs of all Local Service Providers.
6. Supplier is responsible for the reservation and aging of numbers.

C. Directory Assistance

1. Supplier will provide AT&T the ability to route customer dialed Directory Assistance calls (411, 555-1212) to the AT&T Directory Services Platform. In the interim, Supplier will provide AT&T the following directory Assistance capabilities exactly as Supplier provides them to their customers on a going forward basis:

Resale Requirements:

- a. Provide 2 customers or numbers and or addresses per call
- b. Provide name and address upon request except for unlisted numbers
- c. Provide call completion to the requested number when requested
 1. Local
 2. Toll
- d. Provide a service that carries the AT&T brand or no brand if branding is not technically possible.
- e. Provide data (listing data base) that is timely and at parity with Supplier.
- f. Any information provided by Automatic Response Unit (ARU) is repeated twice.

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II. Network Architecture and Services (Cont'd)

C. Directory Assistance (Cont'd)

- g. Provide service at same levels as Supplier and subject to same performance metric's.
 - 1. number of rings to answer
 - 2. average work time
 - 3. disaster recovery options
- h. Provide intercept service for customers moving service
 - 1. refer to new 10 digit number
 - 2. repeat new number twice on referral
 - 3. repeat recording twice
 - 4. refer to new appropriate DA

2. Exemptions:

- a. Provide the ability to waive charges for handicapped customers.
- b. Provide a process to verify and document a customer's exempt status.

Self Provisioned Requirements:

3. Provide the option to purchase resale service without associated Directory Assistance to AT&T:

- a. Supplier will provide AT&T the ability to route customer dialed Directory Assistance (411, 555-1212) to the AT&T Directory Services Platform.
- b. Supplier will provide AT&T with a real-time electronic feed of customer address and number changes.
- c. Supplier will provide AT&T access to their emergency number listing or emergency database for handling of emergency calls.

D. Listings

1. White pages requirements:

- a. Listings at no cost to AT&T (1st number free)
- b. Distribution of directory to AT&T customers coincident with receipt of White Pages by Supplier customer

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II. Network Architecture and Services (Cont'd)

D. Listings (Cont'd)

- c. List of AT&T services and information (price, features, availability) similar to Supplier
- d. Provide wholesale prices to AT&T which reflect Supplier's avoided costs.
- e. Unlisted / unpublished discount
- f. Provide a discount for multiple listings
- g. Recycle AT&T's Customer directories and books
- h. AT&T's end user listings will be excluded from Lists Sales

2. Yellow pages requirements:

- a. Provide a "real time" knowledge of deadlines
- b. Distribution of directory to AT&T customer's coincident with receipt of Yellow Pages by Supplier customer
- c. Provide wholesale prices to AT&T which reflect Supplier's avoided costs.
- d. Provide a commission on advertisements from AT&T

3. Exemptions:

- a. Provide the ability to waive charges for handicapped customers
- b. Provide a process to verify and document a customer's exempt status

4. AT&T requires Supplier to list AT&T in the front of the directory as a local service provider for the area with all appropriate information and telephone numbers. AT&T also requires the cut-off date for this publication.

E. Operator Services

Supplier will provide AT&T the ability to route customer dialed Operator Services calls to the AT&T Operator Services Platform. In the interim, Supplier will provide Operator Services "branded" as AT&T utilizing AT&T's rates. The following capabilities are also expected under the resale environment:

Resale Requirements:

1. Provide to AT&T Operator Services accessible by "0+" and "0-" dialing.
2. Provide to AT&T a full range of Operator Service functions identical to those which Supplier provides to its customers.
3. Provide the Operator Services "branded" as AT&T complete with the "AT&T sparkle tone bong".

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II. Network Architecture and Services (Cont'd)

E. Operator Services (Cont'd)

4. AT&T will provide to Supplier performance metric's for the provision of this service which will include:

- a. Number of rings to answer
- b. Average work time
- c. Disaster Recovery (work stoppage, technical failure, natural disaster, weather)

5. Provide the following capabilities including but not limited to:

- a. Calling Card Services (entry, verification, and blocking)
- b. Instant credit on calls
- c. Time and charges
- d. Route calls to AT&T when requested
- e. Busy Line Verification/Emergency Intercept (BLV/EI)
- f. Emergency calls
- g. Notification of the length of call
- h. Hotel/Motel services
- i. Real time rating of calls
- j. Handicapped caller assistance
- k. Third party billing
- l. Collect: Person to Person / Station to Station calls

Self Provisioned Requirements:

6. Supplier will provide the ability to route AT&T local customer operator calls to the AT&T operator services platform.

F. Lifeline Service

1. Provide the capabilities required for Lifeline services exactly as Supplier provides to their customers on a going forward basis, this includes a billing plan and access to the subsidy pool. Also, all information regarding program eligibility, status, and certification should be forward in electronic format to AT&T.

G. Service Assurance Warranty (SAWS)

1. Provide a service quality guarantee to AT&T which will be accomplished by offering a credit when Supplier does not meet the service quality requirements as specified by AT&T.

2. This service guarantee is applicable but not limited to:

- a. Call Satisfaction Credit
- b. Service Interruption Guarantee
- c. Installation/Repair Satisfaction Credit
- d. Service Order Satisfaction Credit

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II. Network Architecture and Services (Cont'd)

H. 911

1. Provide access to 911 / E-911 in a transparent manner to the end user.
2. Provide the ability to populate the 911 databases in a timely manner at parity with Supplier.
3. Provide 911 detailed rating information (city, county, state, etc.)

I. Inside Wire

1. Provide Inside Wire service maintained by Supplier and branded as AT&T.
2. Establish a mutually beneficial arrangement to resell Inside Wire provisioning and maintenance.
3. Transfer the Inside Wire maintenance contract to AT&T for its' Local customers.

J. Disaster Recovery

1. Agree to mutual participation in Disaster Recovery plans.
2. Provide timely notification of any outage which has an effect on AT&T customer's:
 - a. Central Office outages
 - b. Facility outages such as cable cuts, repeater failures, etc.
 - c. Commercial power outages
 - d. Load sharing situations
 - e. Subscriber Loop problems
 - f. Signaling network problems
 - g. General network congestion
 - h. Any other issue which has or could have a negative effect on AT&T Customer service

K. Payphone Services

1. Supplier will provide the ability to procure Payphone service at a wholesale price that is commercially viable, and to be able to provide present and planned features and functionalities on a non-discriminatory basis.
2. Supplier shall provide the following features, but not limited to :
 - a. Rating
 - b. Far end disconnect
 - c. Timing
 - d. Answer Detect
 - e. Non-Published number (where available)

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II. Network Architecture and Services (Cont'd)

K. Payphone Services (Cont'd)

- f. Single line billing
- g. One bill per line
- h. Call detail showing every call
- i. Touch tone
- j. Tone Billing restrictions
- k. Block Direct Dial International call
- l. Guarantee PIC protection
- m. One way service (for coinless phones)
- n. All 0+ calling, including 0+700 and 0+900 (for coinless phones)
- o. Restrict all 1+ calling, including 1+7 and 10 digits (for coinless phones)

L. Hospitality

- 1. Supplier will provide all blocking, screening and all other applicable functions available for hospitality lines at a competitive viable basis.

M. Service Restoration Priorities

- 1. AT&T requires the ability for service restoration priority in conjunction with Supplier existing procedures.

N. Telephone Relay Service (TRS)

- 1. Ensure AT&T's customers will be able to access TRS and that AT&T will receive the proper revenue for these calls.

O. Telephone Line Number (TLN) Calling Card

- 1. Supplier will terminate its existing TLN - based cards when the customer selects AT&T for local service.

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III. Carrier Billing, Data Transfer, and Account Maintenance Requirements

A. Carrier Billing Requirements for Local and IntraLATA Toll

AT&T expects charges for Local and IntraLATA Toll Resale to be rendered using existing billing systems. The Standard Access Billing Requirements (SABR) for Local/Resale document will enable AT&T and the billing entity to efficiently manage their Local and IntraLATA Toll Resale billing data and financial transactions. The SABR document provides the billing entities with AT&T's resale billing requirements.

The SABR document is to be used in conjunction with the current industry standard guidelines for access billing. These standard guidelines are Carrier Access Billing System (CABS) and Small Exchange Carrier Access Billing (SECAB). Billable components of the Local/Resale service not cared for in the current industry standards will be identified to AT&T by the billing entity and AT&T will provide appropriate billing documentation.

Following are the business and billing principles which should be used when billing to AT&T:

1. Supplier will participate in a Local/Resale Bill Certification Process as defined by the SABR document (Section 5) to ensure quality and financial assurance controls throughout AT&T and Supplier's processes. Billing accuracy is the sole responsibility of Supplier.
2. Supplier will work with AT&T to facilitate accurate and timely billing as defined by the SABR document (Section 3).
3. Supplier will provide a mechanized bill as defined by the SABR document (Section 4,5 &6) and utilize the electronic data transmission Connect/Direct.
4. Supplier and AT&T will agree to an annual Supplier Quality Certification Review to be conducted by AT&T.
5. The existing CABS Billing Output Specifications (BOS) documents provide guidelines for how to render a bill. Additional information that is required to be uniquely identified when rendering Local/Resale charges per the SABR document (Section 7) are as follows:
 - a. Supplier will bill charges/credits for Primary Interexchange Carrier (PIC) change charges separately from the Local/Resale bill
 - b. Supplier will use the same structure as documented in CABS for a Switched Access Bill
 - c. Specific Account Level, Jurisdiction and Service/Feature codes are delineated

For a complete and comprehensive list of AT&T's Local Resale Carrier Billing Requirements, consult the attached Standard AT&T Billing Requirements for Local Total Service Resale, Version 4.1, dated February 14, 1996, and/or the latest version of the SABER document.

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III. Carrier Billing, Data Transfer, and Account Maintenance Requirements (Cont'd)

B. Data Transfer Requirements for Local and IntraLATA Toll

AT&T requires that Supplier transmit specific usage to AT&T (LRDTR - Section 2). AT&T will rate and bill the intraLATA toll and local usage recorded by Supplier. In addition, AT&T will process and bill the rated incollects sent by Supplier.

Messages will be transmitted, via a direct feed, to AT&T in standard EMR format (Bellcore Practice BR 010-200-010).

Testing activities and the reports needed to ensure data integrity are also required, as well as ongoing Control Maintenance and Review, and Software Change procedures.

For a complete and comprehensive list of AT&T's Local Resale Data Transfer Requirements, consult the attached Local Resale Data Transfer Requirements Version 2.0, dated March, 1996.

C. Account Maintenance Requirements for Local IntraLATA Toll

While most of the customer account information will originate through direct customer contact, there are some situations where account changes will originate from sources external to AT&T. In these situations, Supplier will support the following Local Account Maintenance Requirements:

1. **OUTPLOC Transaction Feed** - When a customer contacts Supplier to change from AT&T Local to another Local Service Provider (LSP), convey to AT&T that the customer has moved to another LSP. Supplier should provide this information via a batch feed, via Connect/Direct NDM sent at end of the day (seven days a week) within 24 hours of the switch being provisioned.

2. **PIC Only Change Process** - When an AT&T Local customer contacts AT&T Local to change their PIC to another LD carrier, AT&T Local will accept the order and generate a Service Order to Supplier. Supplier will provision the network, and send a PIC Only Completion back to AT&T Local via the Work Order Completion feed.

3. **IXC PIC Change Process** - When an AT&T Local customer contacts another IXC to change their LD PIC, and Supplier receives an '01' PIC from the other IXC, Supplier will reject the '01' order and create the appropriate '3148' Industry Standard Code with the Operating Company Number (OCN) of the Reseller and reject it to the originating IXC.

NOTE: If the OCN cannot be provided, reject the order with the Industry Standard alternate '31_' code.

For a complete and comprehensive list of AT&T's Local Resale Account Maintenance Requirements, consult the attached Local Resale Account Maintenance Document, dated March, 1996.

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IV. Security

A. Law Enforcement

1. Supplier and AT&T will jointly agree to procedures to meet legal process demands, and fulfill law enforcement interface requirements.
2. Supplier and AT&T will agree to negotiate the physical security of mission critical elements.

B. Fraud

1. Supplier will share any and all fraud control practices/features resident on the Supplier network that applicability to AT&T subscribers and apply such practices/features to AT&T subscribers as directed.
2. Supplier will provide AT&T with the network toll fraud prevention, detection, and control features Supplier currently has in their network that would be applicable to AT&T subscribers such as:
 - a. If remote call forwarding is offered, what are the available network prevention features?
 - b. If AT&T is using Supplier LIDB services, what fraud control features cover bill-to-third and collect call processing?

C. Repetitive Debtor

1. AT&T and Supplier will establish a reciprocal process for all service providers to share information regarding end user customers with a history of non-payment. Exchange of such information must be mutual, immediate and not subject to changes between carriers.

D. Local Carrier Change Policy (Anti-Slamming)

Supplier and AT&T will follow the Local Carrier Change Orders (Anti-Slamming/PIC Change) rules adopted by the FCC for the InterLATA (LD) market.

1. **OUTBOUND Calls** - AT&T will utilize one of the following PIC Change Order methods:
 - a. Obtain customer's written authorization
 - b. Obtain customer's electronic authorization by use of 800 number
 - c. Have customer's oral authorization verified by an independent third party that AT&T utilizes
 - d. Send an information package within three days of the customer's request for a PIC Change and wait 14 days before submitting the PIC Change to Supplier to allow the customer ample time to return the postcard denying, canceling, or confirming the change order.
2. **INBOUND Calls** (No specific FCC rules)
 - a. AT&T will verify the customer's stated intent to switch carriers.

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V. Pricing and Compensation

Supplier's monopoly Basic Network Functions (BNFs) and all retail services must be available for unrestricted resale. Unbundled BNFs must be priced at Total Service Long Run Incremental Costs (TSLRIC). Retail services must be made available at economically viable rates. In the short term, estimation of the appropriate discount will have to be based on a tops-down approach which looks at (1) avoidable costs, i.e., marketing, billing, etc., and (2) inferior access to LEC customer support systems (Electronic bonding). The long term solution will require a bottom up approach in which all wholesale services will be based on local service elements priced at TSLRIC.

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**AT&T Communications, Inc.
Local Network Elements
Local Platform**

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Unbundled Network Elements

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**Unbundled Network Elements
Local Platform**

I. Introduction:

This document provides an overview, including definitions, of the unbundled network elements which AT&T wishes to purchase either individually or in combinations. This document also includes high level technical requirements to which the incumbent LEC shall adhere in support of the unbundled network element platform, some of the ancillary capabilities needed to provide local service and the operational requirements which must be met to support service. These operational requirements of the LEC include; network engineering, service order provisioning, maintenance and recording. This document will describe how the network platform arrangement will enable carriers to order a combination of unbundled network elements which will allow new entrants to offer local exchange and access services. Though the document will be primarily focused on one combination of network elements which supports switched services, there are other combinations which may be considered for purchase by a new entrant to the local service market. These combinations are also not limited to voice services.

Description:

The network platform arrangement is characterized by the ability to disaggregate and recombine the physical components of the local exchange network into component piece parts called basic network functions or elements. A basic network functions or element can be individually priced, and provided by LECs via tariffs or contracts to competitors. This will enable LEC competitors to purchase individual elements or combinations of elements needed to provide service to local end user customers and other carriers. While the list of network elements contained in this document is envisioned to be those required at this time the list will change as technological advances are made and new services evolve. It is also important to note that the list of network elements will contain network components which may be obtained by new entrants from a supplier other than the LEC or may be self provisioned.

The list of network elements is consistent with existing network architectures and will be adaptable to any future changes, if required. Each network element included within met the following criteria:

- Has a clearly identified interface.
- Is measurable and can be billed, or has the potential for such.

**Unbundled Network Elements
Local Platform**

- Utilizes transmission and/or switching protocol and physical interconnection standards, recommended by the industry.
- Can be provided to a new entrant by another vendor.
- Can be ordered in combinations to facilitate the development of a competitive service offering.

However, offering unbundled network elements alone is not sufficient for new entrants to gain value from this arrangement. There must be provisions for the necessary automated operational interfaces and processes to support competing services. More importantly, there must be agreement on the specifications for these processes between incumbent LEC and the new entrant to ensure seamless high quality service to customers and fair treatment of the new entrant by incumbent LEC in an atmosphere supportive of competition. It is therefore necessary to identify and address the operational interfaces and processes which will support the new entrant's ability to order, provision, maintain and bill a quality competitive service offer for their customers.

In addition to the network elements and the operational interfaces, there are essential ancillary capabilities which the incumbent LEC must make available as part of the combinations or separately to new entrants. These ancillary functions would be available to new entrants via tariffs, contracts, or letters of agreement, depending on the specific ancillary function.

**Unbundled Network Elements
Local Platform**

II. Unbundled Network Elements

This section provides definitions of the unbundled elements and high level technical requirements for those elements. The primary focus of this section is on the elements which support current switched services. Brief treatment is given to elements which support special services (e.g., private lines) and data services (e.g., frame relay).

As services and technology evolve there will be a need for additional unbundled elements.

1. Network Interface Device

Definition:

The Network Interface (NI) is a termination device which typically resides outside a residential premises and establishes the official network demarcation point. The device features two independent chambers which separates the public network termination from the consumer's inside wiring. This device provides a protective ground connection, and is capable of terminating fiber, coax or twisted pair cable.

Illustrative Requirements:

- The Network Interface (NI) provided by the LEC must meet applicable industry standards for NI.
- The LEC will be responsible for maintaining the NI device.

2. Loop Distribution

Definition:

The loop distribution is typically defined as the portion of the outside plant cable from the network interface (NI) at the customer's premises to the terminal block appearance on the distribution side of a feeder distribution interface (FDI). In case there is a distribution closure near the customer's premises, loop distribution consists of the drop between the distribution closure and the customer's NI and the twisted pair from the closure to the terminal block in the FDI unless a loop concentrator is located at the distribution closure, in which case distribution terminates at the concentrator/multiplexer. For a hybrid fiber-coax (HFC) application loop distribution consists of the outside plant cable connection that runs from the NI at the customer's premises to the fiber node termination, i.e. the point of multiplexing and optical

**Unbundled Network Elements
Local Platform**

to electrical conversion Typically, loop distribution is copper twisted pair, but can also be coax or fiber, or a combination of these.

Illustrative Requirements:

The loop distribution provided to AT&T customers should be at least at parity in terms of design and performance with those provided to the LEC's own customers. Specific requirements include, but are not limited to:

A. Physical:

- Copper twisted pair facility, non-loaded for DLC and HFC based networks.
- Length of 26-gauge cable should not exceed 9Kft, including bridged tap.
- Total bridged tap length should not exceed 2.5Kft. No single tap should exceed 2.0Kft.
- Multigauge cable should be limited to 2 gauges.
- For single or multigauge cable consisting of 19, 22, or 24 gauge cable, the total length including bridged tap should not exceed 12Kft.

B. Transmission:

The maximum loss and resistance should be limited to 4.7dB and 750 ohms, respectively.

3. Loop Concentrator/Multiplexer

Definition

The digital loop carrier (DLC) equipment, fiber node termination (in HFC applications), channel bank, or similar equipment at which individual subscriber traffic is multiplexed/demultiplexed and/or concentrated/unconcentrated. On the customer end, derived pairs from the loop concentrator/multiplexer are typically terminated on the feeder side of the FDI distribution closure, or on the NI when the equipment is located at or within the customer's premises.

Illustrative Requirements:

The loop concentrator/multiplexer provided to AT&T customers should be at least at parity in terms of design and performance with that provided to the LEC's own customers. Specific requirements include:

A. Transmission:

- **Voice Frequency:** Support POTS (include CLASS/LASS and OHT features), Coin, Multiparty, DID, PLAR, FSR, Manual Ring Down services.

**Unbundled Network Elements
Local Platform**

- ISDN: Support basic rate ISDN service.
- DS1: Support DS1 low-speed interface that conforms to CB-119, ANSI T1.102-1993, and Bellcore TR-499 (B8ZS/AMI option).
- OC-3: Support OC-3 high-speed interface that conforms to ANSI T1.106-1988, T1.105-1991, and Bellcore TR-253.
- DS0 Digital Transport (2.4 through 64 Kb/s and Nx64), DS3. HDSL/ADSL.

- Point of Interface: Must support TR-303 DS1 interface to Local Digital Switch. Support of TR-08 modes 1 & 2 DS1 interfaces are optional. Also support Integrated Network Access (INA) DS1s for non-locally switched or non-switched special services.

B. Signaling:

- Line Signaling: Support Loop Start, Ground Start and Reverse Battery signaling for low-speed services.
- ISDN Signaling: Support signaling for basic rate ISDN service.
- Network Signaling: Support channel-associated or common-channel signaling based upon interface requirements of the local switch. TR-303 signaling format must be supported. TR-08 mode 1&2 signaling formats are optional.
- TimeSlot Management Channel (TMC): Support TMC for TR-303 configuration or assignment of switch and feeder DS0 capacity on a per-call basis.

C. Performance:

- Synchronization: Support Loop-timing (recovered clock from OC-3 STS1 or DS1), free-running and hold-over modes.
- Signal Performance: Bit Error Rate (BER) less than 10^{-9} for DS1 rate (excluding burst error seconds).
- Protection Switching: Automatic line switch initiated by signal fail and signal degrade conditions on received OC-3 signal. Automatic path switch initiated by STS1/VT1.5 path fail or path degrade conditions.
- Delay: The transmission delay between DS1 and OC-3 interfaces should be less than 50 microseconds.

D. Operations:

- Provisioning of analog and ISDN lines
- Semipermanent time slot assignment of ISDN D-channels using 4:1 TDM
- Semipermanent time slot assignment of dedicated DS0s for special services.

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- Capability for on-demand circuit testing of switched services
- Capability for on-demand path switching of Embedded Operations Channels (TR-303)
- Autonomous reporting of equipment, environmental, memory, data link and feeder alarms
- Capability for on-demand retrieval of DS1 and ISDN performance monitoring counts
- Provisioning of DS1 and ISDN performance monitoring thresholds
- Capability for on-demand loop-back testing for ISDN lines and DS1 feeder

4. Loop Feeder

Definition:

The medium on which subscriber traffic (multiplexed/concentrated or non-multiplexed/non-concentrated) is carried from the Main Distribution Frame (MDF) or DSX cross-connect panel in a central office or similar environment (e.g. closets in cases of remote sites, or head end in the case of HFC) to the loop concentrator/multiplexer (typically located at or near the feeder distribution interface or in the case of HFC, at the fiber node interface), or the feeder distribution interface in the case of direct twisted pair loops. The medium of the feeder can be copper, coax or fiber, or a combination of these.

Illustrative Requirements:

The loop feeder provided to AT&T customers should be at least at parity in terms of design and performance with that provided to the LEC's own customers. Specific requirements include, but are not limited to:

A. Physical (only one of the following for any application):

- Copper twisted pair feeder: Individual twisted pairs between the Feeder Distribution Interface (FDI) and the MDF in the LSO of POTS, data, private line and ISDN services.
- Metallic T1 feeder: Requires two conditioned pairs for each T1 line. The T1 lines terminate on DSX1 panels at each end. The function of the metallic T1 feeder is to transport a standard DS1 signal between a DLC remote terminal and the LSO.
- Fiber feeder: Single mode fiber pair terminated on Lightguide Cross-connects (LGX) panels at each end,

**Unbundled Network Elements
Local Platform**

with optional SONET OC-3/OC-12 shelves to perform O/E conversion and mux/demux functions. The function of the fiber feeder is to transport standard DS1/DS3 signals between a DLC remote terminal and the LSO.

- Hybrid fiber-coax feeder: A facility that combines a fiber connection from the LSO to a Fiber Node, for transport of voice, data, and video.

B. Transmission:

Maximum loop loss of 8dB (including loop distribution) for twisted pair feeder.

C. Performance:

- Minimum signal-to-noise ratio of 35dB (measured at 1004 Hz).
- No echo cancelers are allowed.
- Maximum of 2 severely errored seconds (SES) per day.
- Maximum down time per year of 10 minutes per DS0.

5. Loop Combination

Definition:

A loop can be considered a combination of the network interface, loop distribution and loop feeder, with or without a loop concentrator/multiplexer. The entire loop is the medium on which subscriber traffic (multiplexed or non-multiplexed, concentrated or non-concentrated) is carried from the MDF or DSX panel in a central office or similar environment (including those at remote sites) up to the termination at the NI at the customer's premise.

Illustrative Requirements:

This combination is one example of how individual network elements can be put together to perform a higher level function. The loop provided to AT&T customers should be at least at parity in terms of design and performance with that provided to the LEC's own customers. In general, the requirements on the loop are a combination of the requirements on the separate loop elements: loop distribution, loop concentrator/multiplexer (if one exists in the loop), and loop feeder.

Note: While this and the previous sections focused on loops for switched services, unbundled loops will also be required for non-switched special services. This should include various options for customer premises to central office connectivity including, but not limited to Voice Frequency twisted pair loops, T-carrier systems, and SONET rings. It will also include for direct connection between customer premises without transiting a LEC central office.

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6. Local Switching

Definition:

An element which provides the functionality required to connect the appropriate originating lines or trunks terminated on the Main Distributing Frame (MDF) or Digital Cross Connect (DSX) panel to a desired terminating line or trunk. This functionality includes, but may not be limited to: signaling, signaling software, digit reception, dialed number translations, routing and recording, call supervision, dial tone, switching, telephone numbers, announcements, calling features and capabilities (including call processing), Centrex, Carrier Pre-subscription (e.g. LD carrier, intralata toll), CIC code portability capabilities, testing and other operational features inherent to the switch and switch software. It also provides access to transport, signaling (ISUP and TCAP), and platforms such as adjuncts, Public Safety Systems (911), operator services, directory services and Advanced Intelligent Network as determined by AT&T. Remote Switching Module functionality is included in the switch function. The switch elements used will be based on the line side features they support. The switch will also be capable of routing traffic to LEC owned network elements as well as non-LEC owned elements.

Illustrative Requirements:

Requirements for the Local Switching Network Element include but are not limited to the following which will be provided at least at parity with the LEC:

- Screening and Routing: route calls to end points or platforms (e.g. operator services) on a per customer or per class basis.
- Provisioning: activate a new customer or network interconnection on any of the interfaces described below (Note: this list of interfaces is not intended to be all inclusive):

Lines:

Standard Tip/Ring

Coin

On-hook signaling (e.g. Calling Name Delivery)

BRI ISDN

TR08 - Digital Loop Carrier

TR303- Digital Loop Carrier

Direct in Dial to customer PBXs

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Trunks - Note: SS 7 where available, MF where appropriate:

64Kbs Clear Channel trunks using SS7 signaling

CAMA ANI - B911/E911

FG C - IEC Operator

T1 to PBX

PRI to PBX

DS 3

Feature Group B (950 access)

Switched Digital Service at 56 & 64 Kb/s

Future rates and interfaces as available (e.g. optical OC1, OC3)

Note: "Trunk" interfaces may include interfaces to a customer as well as interfaces to another switch.

- Testing: perform routing testing (e.g. MLT) and fault isolation.
- Maintenance: repair and restore to service a customer line, equipment element or other maintainable elements.
- Performance: request and review performance data regarding a customer line, traffic characteristics or other measurable elements.
- Network Management: control congestion points such as Radio Station call-ins, network routing overflow, etc.
- Manual and customer originated trace.
- Recording
- Essential Service Lines
- Telephone Service Prioritization
- Relay Services for the handicapped
- Soft dial tone where needed by law and other lifeline features.
- At least parity of offerings to customers to include, but not limited to:
 - Residential Features
 - CLASS/LASS
 - Business/Centrex (for Centrex equivalent administrative capabilities)
 - Basic and Primary Rate ISDN
 - Advanced Intelligent Network Triggers supporting AIN features.
 - Future telecommunications features to be introduced by the Incumbent LEC

7. Local Operator Services

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Definition:

Those systems which provide for processing and recording of special call types which include toll calls, public telephone call types as well as other call types requiring operator intervention/assistance. Operator assistance call types would include BLV/EI (busy line verification/emergency interrupt), or provide an intercept functionality to those call types where the caller who dials a number that has been changed or disconnected.

Illustrative Requirements:

- Resale Operator Services from the LEC, branded AT&T utilizing AT&T's rates for both Card and Operator services functions and providing at least at parity for services delivered.
- Resale of LEC's Operator Services Null-Branding and utilizing AT&T's rates for both Card and Operator Services.
- Service deliverables to include the following:
 1. Local call completion - O+ and O-, billed to Calling Cards, Collect, and Third Party
 2. Billable - Time and Charges Etc.

NOTE:

The following is not acceptable to AT&T:

- Resale of LEC local operator service with LEC's branding and LEC's rates for Card and Operator Services.
- Resale of LEC local operator service non-branded and LEC rates for Card and Operator Services.

8. Local Directory Assistance

Definition:

The function for storing customer specific data and then providing assistance functions in obtaining customer listing data.

Illustrative Requirement:

- Directory Assistance branded AT&T.

NOTE:

Resale of LEC Directory Assistance and LEC branded is not acceptable.

9. Common Transport

Definition:

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An interoffice transmission path (including the equipment and facilities) possibly shared with the LEC and/or other carriers (typically used for switch to switch transport within the LECs network). Common transport is used within the LECs network (not used between networks).

This includes:

- Multiplexing functionality
- Grooming functionality (other than that provided by a DCS)
- Redundant equipment and facilities necessary to support protection and restoration
- Cross-office wiring to a DSX or LGX where facilities from a switch, cross-connect, or other service platform are terminated.

Illustrative Requirements:

- Compliance with Bellcore/industry standards (format, interfaces, performance monitoring, alarms, etc.).
- Equipment/interface/facility protection (at least at parity with LEC capabilities).
- Redundant power supply and/or battery back-up (at least at parity with LEC capabilities).
- Spare facilities and equipment necessary to support provisioning/repair DMOs.
- Performance/availability at least at parity with LEC facilities (at or better than Accunet T1.5/Accunet T45 CO to CO performance/availability specifications)
- Transport equipment/facility provisioning and maintenance provided by the LEC.
- Capability for real-time access to performance monitoring and alarm data affecting (or potentially affecting) AT&T's traffic (upon AT&T's request).
- Interfaces should include DS1, DS3, and SONET at various levels (OC-x).

10. Dedicated Transport

Definition:

An Interoffice Transmission Path (including the equipment and facilities) dedicated to a single carrier. This may include but is not limited to:

- Multiplexing functionality
- Grooming functionality (other than that provided by a DCS)
- Redundant equipment and facilities necessary to support protection and restoration

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- Cross-office wiring to a DSX or LGX where facilities from a switch, cross-connect, or other service platform are terminated.

Distinction can be made between two types of dedicated transport:

Type 1: Transport between the LEC network (including unbundled elements) and another carrier's network (e.g., transport between a LEC switch and an IXC switch).

Type 2: Transport leased from the LEC to connect equipment within the LEC network (e.g. between DSXs in two different LSOs in a local area), or to connect equipment between the LEC network and the AT&T POP (e.g. DSX in the LSO to the AT&T POP for dedicated access).

Illustrative Requirements:

Type 1 Dedicated Transport

- AT&T must be allowed to utilize existing transport facilities between the LEC and a second carrier (an IXC or another CLEC) to carry traffic destined for the other carrier.
- Compliance with Bellcore/industry standards (format, interfaces, performance monitoring, alarms, etc.).
- Equipment/interface/facility protection (at least at parity with LEC capabilities).
- Redundant power supply and/or battery back-up (at least at parity with LEC capabilities).
- Spare facilities and equipment necessary to support provisioning/repair DMOQs.
- Performance/availability at least at parity with LEC facilities (at or better than Accunet Spectrum of Digital services, Accunet T1.5/Accunet T45/Accunet T-155, CO to CO performance/availability specifications)
- Transport equipment/facility provisioning and maintenance provided by the LEC.
- Capability for real-time access to performance monitoring and alarm data affecting (or potentially affecting) AT&T's traffic (upon AT&T's request).
- Interfaces should include DS0 DS1, DS3, and SONET at various levels (OC-x).

Type 2 Dedicated Transport

Transport Technology Options -- The LEC should provide the following transport technology options:

- Currently provided transport services (e.g., T1/T3 transport services)
- SONET Line switched rings - OC-48 (and OC-192 future)
- SONET Path switched rings - OC-3 and OC-12

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- SONET point-to-point transport systems

Existing Transport Service -- The LEC should continue support of current service.

SONET Transport Requirements (applies to rings and point-to-point) include but are not limited to:

- Compliance with SONET and Bellcore standards (format, interfaces, performance monitoring etc.)
- Capability for real-time access to all SONET performance monitoring and alarm information.
- Equipment/interface/facility protection
- Redundant power supply/battery back-up
- Synchronization from both a primary and secondary Stratum 1 level timing source
- Interworking with SONET standard equipment from other vendors
- Data Communications Channel (DCC) connectivity
- Spare facilities and equipment needed to support provisioning/repair DMOQs
- Electronic provisioning control (on request)
- Connectivity between locations designated by AT&T

Performance/availability per the table below for point-to-point service:

Performance			Unavailability	
ES/Day	% EFS/Day	SES/Day	Minutes per month per span	Minutes per year per span
25	99.97	1	< 0.25	< 0.5

SONET Ring Requirements (include but are not limited to):

- Diverse fiber routing and building entrances
- Dual ring interworking support
- No single point of failure
- Protection lock-out and support of extra traffic (Line switched rings only)

Interface Requirements (include but are not limited to):

- Support for the following interfaces (per AT&T's request):
 - DS1 (Extended SuperFrame - ESF)
 - DS3 (C-bit Parity)
 - STS-1 (VT-based) - desired interface at an AT&T service node
 - OC3 or OC-12

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- Physical Point of Termination (POT) between networks
 - DSX1 for DS1s
 - DSX3 for DS3s or STS-1s
 - LGX for OC-3 or OC-12
- AT&T craft provided full time access to the POT

11. Digital Cross-Connect System (DCS)

Definition:

An element which provides automated cross-connection, facility grooming, bridging, point to multipoint connections, broadcast and automated facility test capabilities. The element may also provide multiplexing, format conversion, signaling conversion, etc. Cross-office wiring to a DSX or LGX where facilities from a switch, another cross-connect, or other service platform are terminated are included as part of this element. In cases where automated cross connection capability does not exist a "cross connect system" will be defined as the combination of DSX patch panels and D4 channel banks or other DS0 and above multiplexing equipment used to provision the function of a manual cross connection.

Illustrative Requirements:

- AT&T must be allowed access to all LEC Digital Cross-Connect Systems including but not limited to:
 - DS0 cross-connect with DS1 interfaces
 - DS1/VT1.5 cross-connect with DS1, DS3 and SONET interfaces
- Capability for real-time reconfiguration capabilities.
- Capability for real time access to integrated test equipment and other integrated functionality
- SONET to asynchronous gateway functionality
- Compliance with Bellcore/industry standards (interfaces, performance monitoring, alarms, etc.).
- Equipment/interface protection (at least at parity with LEC capabilities).
- Redundant power supply and/or battery back-up (at least at parity with LEC capabilities).
- Spare facilities and equipment necessary to support provisioning/repair DMOQs.
- Performance/availability at least at parity with LEC
- Capability for real-time access to performance monitoring and alarm data affecting (or potentially affecting) AT&T's traffic (upon AT&T's request).

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- The LEC must continue to administer and maintain the cross-connect including updates to the control software to current available release.

12 Data Switching Element

Definition:

An element which provides data services (e.g. packet transport, frame relay or ATM) switching functionality that is required to connect the facilities from the User to Network Interface (UNI) to either another UNI or to a communications path at the Network to Network Interface (NNI).

Illustrative Requirements:

- Switch features and functionality (e.g., signaling and connection control, broadcast capabilities, traffic shaping/congestion control, etc.) at least at parity with the LEC.
- Standard interfaces (DS0, DS1, fractional T1, DS3, STS-1, OC-3, OC-12, etc.)
- AT&T services must be given equal priority during overflow/congestion conditions.
- Capability for real time access to integrated test equipment and other integrated functionality
- Equipment/interface protection (at least at parity with LEC capabilities).
- Redundant power supply and/or battery back-up (at least at parity with LEC capabilities).
- Spare facilities and equipment necessary to support provisioning/repair DMOQs.
- Performance/availability at least at parity with LEC
- Capability for real-time access to performance monitoring and alarm data affecting (or potentially affecting) AT&T's traffic (upon AT&T's request).
- The LEC must continue to administer and maintain the switch.

13 SS7 Message Transfer and Connection Control

Definition:

Figure 1 depicts SS7 Message Transfer and Connection Control. This element enables the exchange of Signaling System 7 (SS7) messages among switching elements and database elements. It includes all functions of the Message Transfer Part (MTP), Signaling Connection Control Part (SCCP), and the Operations, Maintenance and Administration Part (OMAP) of SS7 commonly performed by Signaling Transfer

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Points (STPs). This element is sometimes referred to as the STP, but it also includes the transport of SS7 messages over signaling links connecting switching elements to STPs, database elements to STPs, and STPs to STPs.

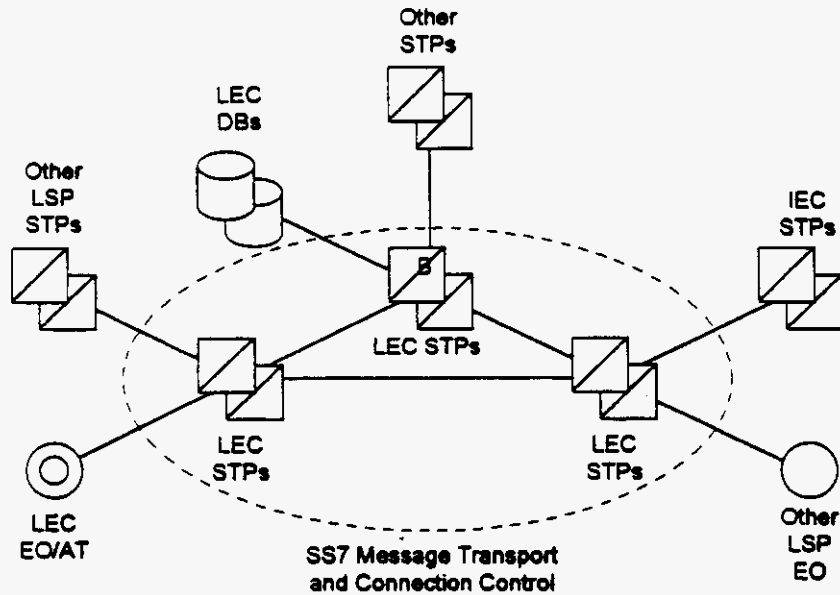


Figure 1. SS7 Message Transfer and Connection Control.

Illustrative Requirements:

This element shall provide access to all other elements connected to the LEC SS7 network. These include:

- LEC switching systems.
- LEC databases.
- Other LSP switching systems.
- Other LSP STPs.
- Other IEC STPs.
- Other (3rd-party-provided) STPs.

This element shall include options to connect AT&T local switching systems or STPs to the LEC SS7 network. These options shall include:

- A-link access from AT&T local switching systems.
- D-link access from AT&T local STPs.

These options shall also include the option for AT&T to define the Signaling Points of Interconnect (SPOIs), as well as the option for the LEC to define the SPOIs.

These options shall also include interoffice and intra-office diversity of facilities and equipment, such that

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- No single failure of facilities or equipment causes the failure of both links in an A-link layer.
- No two concurrent failures of facilities or equipment causes the failure of all four links in a D-link layer.

This element shall provide all functions of the MTP as specified in ANSI T1.111. This includes:

- Signaling Data Link functions, as specified in ANSI T1.111.2.
- Signaling Link functions, as specified in ANSI T1.111.3.
- Signaling Network Management functions, as specified in ANSI T1.111.4.

This element shall provide all functions of the SCCP necessary for Class 0 (basic connectionless) service, as specified in ANSI T1.112. In particular, this includes Global Title Translation (GTT) and SCCP Management procedures, as specified in T1.112.4.

This element shall provide all functions of the OMAP commonly provided by STPs, as specified in ANSI T1.116. This includes:

- MTP Routing Verification Test (MRVT).
- SCCP Routing Verification Test (SRVT).

This element shall meet or exceed the following performance requirements:

- MTP Performance, as specified in ANSI T1.111.6.
- SCCP Performance, as specified in ANSI T1.112.5.

14. Signaling Link Transport

Definition:

This element is a set of one, two, or four dedicated 56 kbps transmission paths among AT&T-designated Points of Interconnection (POIs), satisfying an appropriate requirement for physical diversity.

Illustrative Requirements:

A signaling link shall consist of a 56 kbps transmission path or other rates as defined by ANSI standards between AT&T-designated POIs.

A signaling link layer shall consist of one, two, or four signaling links, as follows:

- An A-link layer shall consist of two links.
- A B-link, D-link, or E-link layer shall consist of four links.

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- A C-link or F-link layer shall consist of one link.

A signaling link layer shall satisfy interoffice and intra-office diversity of facilities and equipment, such that

- No single failure of facilities or equipment causes the failure of both links in an A-link layer.
- No two concurrent failures of facilities or equipment causes the failure of all four links in a B-link, D-link, or E-link layer.

15. SCPs/Databases

Definition:

A node in the signaling network to which informational requests for service handling, such as routing, are directed and processed in real time.

Example databases include (not limited to):

- Line Information Database (LIDB)
- Emergency Services Databases
- Toll Free Number Portability Database
- Local Number Portability Database

Illustrative Requirements:

- Access to databases containing service handling/routing information.
- Database queries must receive equal priority as those of the incumbent LEC/other companies.
- Database queries must receive equal reliability, availability, and performance as that provided to the incumbent LEC/other companies (must be at least at industry standard levels).
- Database access using TCAP messages routed via STPs must be supported.
- Detailed tracking of usage and call termination point must be supported.
- Database dips resulting in a call terminating with the incumbent LEC should not be charged to AT&T.
- The ability to allow AT&T to update appropriate databases with their end user information.
- Procedures are required for validating that information supplied by AT&T is accurately provisioned in LEC databases.

16. Tandem Switching

Definition:

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The establishment of a temporary communications path between two switching offices through a third (the tandem) switch. Typically, the tandem switch is used to connect end offices, other tandems, or to provide connection to IXC, ICO and CLEC switches. The tandem switch may also be used to provide SSP capabilities when these capabilities are not available in the EO.

Illustrative Requirements:

The requirements include, but are not limited to:

- signaling
- screening and routing
- recording
- access to AIN functionality
- access to Operator Services and Directory Assistance as appropriate
- access to Toll Free number portability database as appropriate
- must support all trunk interconnections discussed under "Network Interconnection/Trunking" (e.g., SS7, MF, DTMF, DialPulse, ISDN, DID, DN-RI, CAMA-ANI (if appropriate for 911), etc.)
- access to PSAPs where 911 solutions are deployed and the tandem is used for 911
- transit traffic to/from other carriers

17. Advanced Intelligent Network (AIN)

Definition:

AIN is a network architecture that is designed to provide a means for carriers to offer advanced features and services independent of the local switch vendor. Specification of specific points in the call model (i.e. triggers) at which the end office suspends call processing and launches an SS7 TCAP query to a database allows for application logic to be separated from the switching platform in a standard manner across all switch types that are AIN capable.

Illustrative Requirements:

- Provisioning of LEC end office AIN triggers initiated via service order from AT&T
- Interconnection of AT&T and LEC SS7 networks for exchange of AIN TCAP messages between LEC end offices and AT&T service control points (SCP).

The provisioning process and interfaces negotiated with the LEC must allow for provisioning of all triggers currently available to the LEC for offering AIN-based services (i.e.

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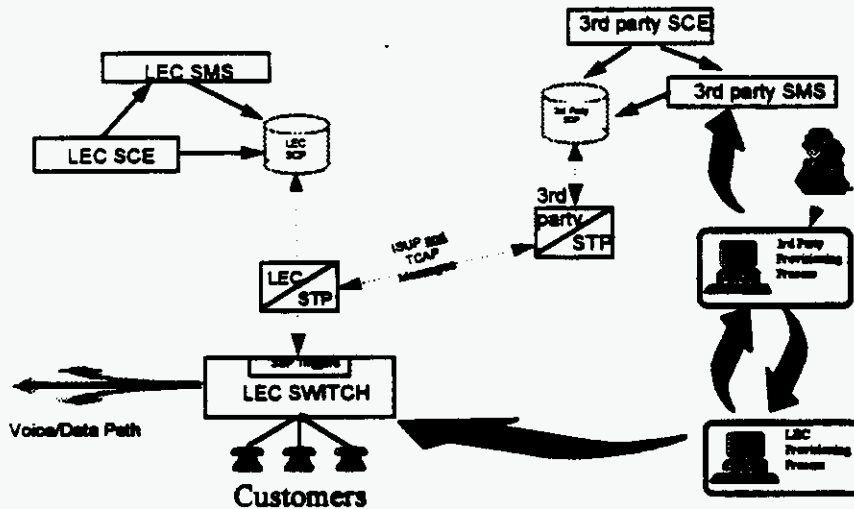
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Off-Hook Immediate, Off-Hook Delay, Private EAMF Trunk, Shared Interoffice Trunk (EAMF, SS7), Termination Attempt, 3/6/10, N11, Feature Code Dialing, Customer Dialing Plan, Automatic Route Selection) in a manner which is at least at parity with the LEC's own capabilities in terms of performance and provisioning interval.

Figure 1 depicts the interconnection arrangement proposed. The AT&T SCP resides within the AT&T SS7 network which is interconnected via inter-network signaling links (D-links) to the LEC SS7 network. Queries originating in the LEC SSP traverse the LEC SS7 network and are routed via the D-links to the AT&T SS7 network, destined for the AT&T SCP. Service logic is applied at the SCP and a response returned via the reverse path described above to the LEC SSP with further call handling instructions.

Figure 1

**IMPLEMENTATION OF SINGLE IN-SERVICE PROVIDER ENVIRONMENT
TRIGGER PROVISIONING**



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III. Ancillary Capabilities

In addition to the basic requirements on unbundled network elements presented in section II, there are ancillary capabilities required to offer service in an unbundled environment. This section discusses some of the key ancillary capabilities. This section is intended to be representative of the types of requirements AT&T will have on ancillary capabilities, but it is not intended to be an exhaustive treatment of all required capabilities. As a general rule, AT&T requires that the LEC provide all ancillary capabilities needed to offer services at parity performance to those offered by the LEC.

1. 911 & E911

Definitions:

Basic 911 - collect 911 calls from one or more local exchange switches and route the call to the correct Public Safety Answering Point (PSAP).

Local switches may each be connected to the PSAP.

Local switches may connect to a Basic Service Provider Location which will forward calls to the PSAP.

E911 - uses customer location information (ALI/DMS database) to provide greater routing flexibility.

Only 911 tandems are required to have trunks to the PSAP(s).

Requires coordination of name, address, telephone and other special information from the local service provider impacted by Remote Call Forwarding

Illustrative Requirements:

Basic 911 -- Ability to route 911 traffic to the appropriate PSAP with at least a parity level of performance the LEC provides their end users.

E911 -- Ability to route 911 to the appropriate PSAP with at least a parity level of performance the LEC provides their end users. Also, requires a feed from the service order process to update the ACI/DMS database with the end user's information.

2. Network Interconnection

Definition:

Network Interconnection gives the new entrant the ability to connect components of their network or of networks leased from other vendors to the incumbent LEC's network. This interconnection is necessary for the new entrant to

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originate calls which will terminate on or transit the LEC network and to receive calls which originated on the network of another carrier.

Illustrative Requirements:

- Interconnection must be made available upon AT&T's request at all technically and logically feasible interfaces.
- Provisioned cooperatively and efficiently without use or user restrictions (e.g. Option for two-way trunking, no unnecessary trunk group fragmentation by traffic types, etc.)
- No loss of feature functionality.
- Agreed upon disaster recovery & network management procedures.
- Allows for the transiting of traffic to and from other carriers (IXCs, CLECs, Independent Companies, Cellular Providers) through the LEC tandem.

3. Rights-Of-Way

Definition:

Equal Access to Conduits, Pole Attachments, Rights of Way and Other Pathways (Commonly referred to as Rights-of Way).

Rights-of-way can be described as any system or pathway which may carry or house lines, facilities, or equipment used in the completion of telephone local exchange and toll traffic. These pathways may run under or above streets, traverse private property, enter multi-unit buildings and are required to reach end users. These R-O-W and OSP structure are currently owned or controlled by the LEC.

Illustrative Requirements

Highlights:

- LEC must make owned/controlled conduits, pole lines, R-O-W and other pathways available to AT&T on an equal basis
- LEC must provide open access to current pole-line and conduit prints, and availability, provide maps of manhole locations, and allow manhole/conduit break-outs, and audits to confirm usability
- LEC must provide access to building entrance conduits to reach new customers

Additional Clarification:

Any incumbent local exchange telephone company must provide any telecommunications carrier requesting access with equal

**Unbundled Network Elements
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and nondiscriminatory competitively neutral access to; without limitation, any pole, pole attachment, duct, conduit, entrance facilities, equipment rooms, remote terminals, cable vault, telephone closet, right-of way, and any other pathways on terms and conditions equal to that obtained by the incumbent LEC. Any incumbent local exchange carrier having equipment on, over, or under public or private property must permit the use of such equipment by any other telecommunications carrier on an equal and non-discriminatory basis. The incumbent local exchange telephone company must provide information on the location of and availability to access conduit, poles, etc., and other pathways on an equal and nondiscriminatory basis to any telecommunications carrier requesting such information within 10 workdays after the request. Any authorization to attach to poles, overlashing requirements, or modifications to the conduit system or other pathways to allow access to and egress from the system shall not be hindered/restricted or unreasonably withheld or delayed. Such access and use shall be on terms and conditions identical to those the local exchange carrier provides to itself and its affiliates for the provision of exchange, exchange access and interexchange services..

4. Performance

Definition:

As used in this section, performance refers to performance, reliability and availability. This includes all system/network performance parameters including both those directly observed by the customer (e.g., voice quality) and those which are indistinguishable contributors to overall service performance (e.g., database performance in responding to queries).

Illustrative Requirements:

- For all unbundled elements, the LEC must provide levels of performance which will allow services provided over the unbundled elements to perform at parity with the same/similar services provided to LEC customers (this is a minimum).
- The LEC must (on demand) demonstrate parity performance.
- All unbundled elements must meet applicable industry standards (e.g., Bellcore TR-NWT-000499, TR-NWT-000418, TR-NWT-000057, GR-303-CORE, GR-334-CORE, etc.)
- The LEC must work with AT&T to determine appropriate performance allocations across unbundled elements.

5. Protection/Restoration/Disaster Recovery

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Definition:

This section refers specifically to requirements on the use of redundant network equipment/facilities for protection, restoration, and disaster recovery. Requirements on disaster recovery procedure are covered elsewhere.

Illustrative Requirements:

- The LEC must provide protection, restoration, and disaster recovery capabilities at parity with those capabilities provided for their own services/equipment (e.g., equivalent circuit pack protection ratios, and facility protection ratios).
- AT&T services and unbundled elements must be given equal priority in protection, restoration, and disaster recovery schemes.
- AT&T services and unbundled elements must be given equal priority in the use of spare equipment and facilities.

6. Power

Definition:

The equipment used to power the unbundled elements. This includes commercial power feeds, cables, busses, batteries, generators, power conditioning equipment, over-voltage protection devices, and over-current protection devices.

Illustrative Requirements:

Power distribution arrangements for unbundled elements must be at parity with what the LEC provides for its own equipment (e.g., equivalent levels of redundancy and battery back-up).

7. Security

Illustrative Requirements:

- Assure logical and physical integrity of network elements and their interconnecting data networks and subtending OSSs.
- Assure the capability to meet public safety and legal process demands (ex.: wire taps, trap installation, traces, subpoenas, etc.).
- Provide the ability to utilize, under AT&T direction, any current or future fraud prevention, detection or control functionality embedded within the network element.

8. Network Validation Operations Readiness Testing:

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It is expected that as AT&T initiates new service offerings or new interfaces with the network elements the LEC will test with AT&T to insure that all services and associated operational processes function appropriately. This testing will also be required when new technology is introduced into the network.

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IV. Unbundled Element Platform

As discussed in the introductory section of this document, a new entrant must be able to purchase unbundled network elements either individually or in combination to create competitive local service offers (e.g. local, toll and exchange access services). This section will focus on one such combination involving the purchase of the loop (which is simply a combination of the four sub-loop elements as described in section II) and the switch. The purchase of the switch allows the new entrant also to use the remaining unbundled network elements described in section II on an optional basis. This combination of contiguous network elements can be ordered on an individual line/customer basis as opposed to the "shared" network elements (e.g., transport, databases, etc.) which are usage based and not associated with a specific end user. When this loop/switch combination is implemented, the new entrant must have the option to include with the switch any or all of the shared elements. When purchasing network elements in combination the new entrant will have access to all features and capabilities of each individual component as described in section II of this document.

It is AT&T's expectation that this combination of loop and switch elements will be provisioned with a single order that specifies the type of end user service (e.g. voice grade switched, ISDN, etc.) this combination must support. The ordering vehicle will contain the appropriate FIDs which will allow the new entrant to also order the optional network elements when ordering this combination. This provisioning method is akin to the feature group concept when ordering access services from a local exchange company. When ordering access, an IXC, rather than order each component (carrier common line, local switching and transport) separately, orders Feature Group D access which is a combination of these components. This is the same concept which will apply to ordering a combination of unbundled network elements for local exchange service.

For existing customers who simply wish to change their local service provider this method of ordering will accomplish the change with no physical changes required in the existing network infrastructure. It shall not be necessary for new entrants to collocate equipment in the ILECs central office to connect the unbundled loop combinations to the unbundled local switch. If shared network elements are used, the ILEC will be responsible for all engineering, provisioning and maintenance of these elements to ensure they support the agreed upon grade of service. Performance data on these elements will be shared with AT&T on a real time basis or an agreed upon regularly scheduled interval depending on which element(s) are involved.

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It is useful to think of unbundled network element combinations as a mechanism to order groups of elements where these elements need to be logically associated. Two examples of this are a combination of the sub-loop elements to create the entire loop, and the combination of the loop and the switch to provide service to end users. All other unbundled network elements are options which are not part of the loop/switch combination (with the exception of the signaling which cannot be separated from the switch) and are ordered separately. Once switching is selected either as part of a combination or as a standalone network element the new entrant has the option to access the incumbent's transport, databases, operator services, AIN platform, etc. or to purchase any of these functions from another vendor or provide them itself.

Though this document only addresses two combinations, this does not prevent a new entrant from ordering other combinations, or an individual element that the new entrant may need now or in the future to compete successfully in the marketplace. Also, the existence of a combination does not prevent a new entrant from subsequently disaggregating that combination to substitute a self-provided or competitor-provided component.

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V. Unbundled Platform Operations Requirements

A. Provisioning

1. AT&T requires a real-time Electronic Communication interface to the ILEC for ordering and provisioning. (i.e. Electronic Access to SAG or its equivalent) The same interface must be used for the ordering/provisioning of single unbundled elements/combinations and service ordered from resale tariffs.
2. AT&T requires agreement on identification and description of all elements related to providing local service.
3. AT&T requires the ability to order any defined element using agreed upon ordering/provisioning codes.
4. AT&T requires that particular combinations of elements, hereafter referred to as combinations, be identified and described so that they can be ordered and provisioned as combinations, and not require the enumeration of each element within that combination on each provisioning order.
5. AT&T requires that appropriate ordering/provisioning codes be established for each identified combination.
6. When purchasing switching capabilities, AT&T requires the ability to obtain telephone numbers on-line from the ILEC, and to assign these numbers with AT&T customer on-line. This includes vanity numbers. Reservation and aging of numbers remain the responsibility of the ILEC.
7. When purchasing switching capabilities, AT&T requires the ability to order all available features on that switch.
8. AT&T requires the ability to have the LEC end office AIN triggers initiated via a service order from AT&T.
9. AT&T requires that when combinations are ordered where the elements are currently interconnected and functional, those elements will remain interconnected and functional.
10. AT&T requires a list/description of all services and features available to street address detail, including: Type of Class 5 Switch by CLLI, line features availability by LSO, and service and capacity availability by LSO. AT&T further requires a complete layout of the data elements that will be required to provision all such services and features.

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12. AT&T requires information about the certification process for: DA Exempt, Prison Services, Lifeline, Hotel, etc.
13. AT&T requires the ILEC to identify areas where Centrex is available, including type of Centrex, and a definition/explanation of ordering and provisioning requirements.
14. AT&T requires the ILEC to describe the details and requirements on handling NPA-NXX splits with the understanding that they are controlled by the owner of the NPA-NXX.
15. AT&T and the Incumbent Local Service Provider will negotiate a standard service order/disconnect order format.
17. The ILEC must provide an initial electronic copy and a hard copy of the service address guide (SAG), or its equivalent, on a going forward basis. Updates are expected as changes are made to the SAG.
18. AT&T requires the ability to determine customer's existing service and feature configuration.
19. AT&T requires the ability to suspend/restore service at the AT&T local customer's request. The use of Suspend/Restore order-types would be used for the suspension and restoration of service based on non-payment/payment.
20. AT&T requires that the ILEC provide at the time of order completion notification of the local features/services/elements/combinations that were provisioned for all AT&T local customers. This applies to all types of service orders and all elements. In addition, AT&T requires the ILEC provide any customer status which qualifies the customer for a special service (e.g. DA exempt, lifeline)
21. AT&T requires the ability to block 800, 900, 976, 700 calls, etc. by line or trunk on an individual service basis.
22. AT&T requires the ability to order and provisioning for inter and intralata line PIC (2 PIC) where applicable.
23. AT&T requires that AT&T's local customers be able to retain their existing ILEC provided telephone number without loss of feature capability and ancillary services such as, but not exclusively: DA, 911/E911 capability. Both AT&T and the ILEC will work cooperatively on

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exceptions. The format of the data required for interim Local Number Portability must be provided to AT&T.

24. AT&T requires a complete definition of the rules for directory assistance listing (ordering data elements).
25. AT&T requires the ILEC to list AT&T in the front of the directory as a local service provider for that area with all appropriate information and telephone numbers.
26. AT&T requires from the ILEC the following for directory services: A free white and yellow pages listing for each customer, rules for white and yellow pages listing and types of listings (this includes cut off date for printing), areas that are covered by the white and yellow pages, and directory update, order, re-order and delivery processes. AT&T requires directory listings schedules, both an initial electronic copy and a hard copy, that will be updated by the access provider, a list of yellow page headings by directory, and the process established to receive updates to the above information whenever changes occur.
27. When necessary, AT&T requires the "real time" ability to schedule installation appointments with the customer on-line and access to the ILEC's schedule availability.
28. AT&T requires the ILEC to provide an intercept message that includes the new AT&T number, when appropriate.
29. AT&T requires the ILEC to provide nondiscriminatory training for all employees who handle AT&T local service customers.
30. AT&T requires a copy of the ILEC tariff/contract that AT&T will use to order service.
31. AT&T requires cooperative practices and processes for law enforcement and annoyance handling.
32. AT&T requires a jointly developed process with the ILEC to conduct Busy Line Verification (BLV) and Busy Line Interrupt (BLI).
33. AT&T requires "real-time" response for: Firm order confirmation, due date availability/scheduling, dispatch required or not, identify line option availability by LSO (such as, Digital Copper, Copper Analog, ISDN, etc.), completion with all service order and time and cost related fees, rejections/errors on service order data element(s), jeopardies against the due date, missed appointments, additional order charges (construction charges), order status, validate street address detail, and electronic notification of the local line options

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that were provisioned, at the time of order completion, by the ILEC for all AT&T local customers. This applies to all types of service orders and all elements.

34. AT&T requires the same intervals and level of service currently being performed by the ILEC (parity).
35. AT&T requires negotiated performance metrics with the ILEC. Results to be reviewed quarterly or on an as needed basis.
36. AT&T requires the ILEC to notify AT&T if a customer requests changes to their service at the time of installation. Specific scenarios and a process to handle changes will be required.
37. AT&T requires the ILEC to provide all test and turn-up procedures in support of the unbundled elements/combinations/services ordered by AT&T.
38. AT&T requires the ILEC to notify AT&T prior to disconnect of any AT&T unbundled element/combination/service.
39. AT&T requires expedite and escalation processes for ordering and provisioning.
40. AT&T requires a joint operational understanding (work center and systems), and a change control process.
41. AT&T requires, for provisioning, a process for the management of misdirected service calls.
42. AT&T requires the ILEC to provide engineering information on all unbundled elements/combinations used for data, private line, foreign exchange, voice, etc. This would include the information that would normally be provided on records such as the detailed design layout records for loops and circuits.
43. AT&T requires provisioning support 24x7.
44. AT&T requires that all notices, invoices, and documentation provided to the customer at the customer's premises by the ILEC's field personnel be branded AT&T.
45. AT&T requires all T&M charges associated with an installation to be provided at the same time the supplier notifies AT&T of the installation's completion.
46. AT&T requires the ability to test or have the ILEC test all elements/combinations.

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- 47. AT&T and the ILEC agreements on the flow of CARE records for correct provisioning and billing to IXCs.
- 48. Any new electronic interface will have no negative impact on existing interfaces AT&T may have with the LEC today for traditional services.
- 49. AT&T requires a process to expedite an order on a customers behalf.

Illustrative Service Assurance Requirements:

Synopsis of Measure Of Quality for ILEC Performance

<u>Threshold</u>	<u>Metric</u>
	<u>MAINTENANCE</u>
	Time To Repair (1)
	<= 8 hours
1	<= 24 hours
	85%
	95%
2	Average Time To Repair (1)
	10.5 hours
3	Repeat Trouble Reports (2)
	3%
4	Troubles per 100 access lines (3)
	<= 1.4
	<u>PROVISIONING</u>
5	Percent Installation Commitment Met (4)
	99.5%
6	Time To Install - all orders <= 2 days
	95%
7	Firm Order Confirmation Sent - 24 hours from the time of receipt of an AT&T order
	99.5%
8	Installed Correctly (No troubles with 30 days)
	<= 2%
9	Missed Appointments (5) (To Customer's Location)
	0%

For Maintenance, the access vendors have reported data to the FCC. Based on 1994 Y-T-D figures, the suggested thresholds for Average Time To Repair and Trouble per 100 Lines are Best-In-Class or better. The worst performance for Average Time To Repair is 37.8 (US West) and the average for all RBOCs is 22.3 hours. The worst performance for Trouble per 100 Lines is 3.22 (NYNEX) and the average for all RBOCs is 2.52. Other metrics are new and Best-In-Class figures will be established with our own providers after collecting data for three full months.

For Provisioning, the access vendors have reported data to the FCC on Percent Installation Commitment Met only. Based on the 1994 Y-T-D figures the suggested thresholds for it is Best-In-Class. The worst performance is 97.3 (US West) and

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the average for all RBOCs is 98.6%. Other metrics are new and Best-In-Class figures will be established with our own providers after collecting data for three full months.

Definitions

Performance is measured on a monthly basis, unless otherwise noted.

1. Repair is when service is restored by the ILEC on troubles reported by AT&T, not necessarily on the same architecture, but with the same or improved service quality. Average Time To Repair is the average time (in hours) to repair all troubles (less customer reasons). Initial plus repeat troubles are included in the base.
2. Repeat Rate is based on any ILEC troubles reported by AT&T on an access line that occurs more than once in the current report month plus the previous report month. Multiple troubles on a single access line reported within this two month period, regardless of quantity or trouble disposition, is considered a single repeat event. The divisor of this metric will be the number of troubles reported to the ILEC by AT&T (excluding customer reasons) in the two month period.
3. Initial plus repeats are include in the base. Troubles less customer reasons comprise the base of troubles.
4. On Time measurements starts when the ILEC receives an order at their first gateway to when the customer has service.
5. Missed Appointments measures those times when the ILEC, through no fault of the customer, missed the appointment time made by AT&T for AT&T's end-user customer.

B. Maintenance

AT&T requires that the Incumbent LEC (ILEC) maintain AT&T's customers in a manner that is timely, consistent and at parity with the ILEC's customers. At a minimum, the quality of the leased elements should match that of the ILEC's own elements and in general conform to all applicable Bellcore and ANSI requirements specific to the type of service to be provided.

AT&T requires the ILEC establish and staff a Maintenance Center to act as AT&T's single point of contact (SPOC) for all maintenance functions and should operate on a 24 hour day, 7 days a week basis.

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All trouble shooting will be performed by the ILEC and the ILEC will be responsible for the reported trouble until turned back to AT&T.

AT&T requires an escalation process be established for resolving maintenance troubles.

The ILEC should perform a Mechanized Loop Test (Quick Test) at the request of the AT&T work center while the work center is on line.

AT&T requires the ILEC to honor all dispatch requests on a 24 hour by 7 day basis.

AT&T requires a real-time industry standard electronic interface (EBI) to perform the following functions:

- Trouble Entry
- Obtain Trouble Report Status
- Obtain Estimated Time To Repair (ETTR) and ILEC Ticket Number
- Trouble Escalation
- Network Surveillance - Performance Monitoring (i.e., proactive notification of "auto detects" on network outages from the local supplier)

AT&T requires the ILEC to provide progress status reports so that AT&T maintenance work centers will be able to provide end user customers with detailed information and an estimated time to repair (ETTR).

AT&T requires parity with the ILEC regarding knowledge of any engineering changes associated with the incumbent's element technologies.

The ILEC will close all trouble reports with AT&T. AT&T will close with the end user. The ILEC's outside technicians will clear to the network interface and provide callback from the fault location to AT&T.

The ILEC will transfer any misdirected calls received from AT&T customers to the AT&T work center 800 number.

AT&T requires that all maintenance charges (time and materials, by customer, per event) be provided verbally at ticket close out. The ILEC will use an AT&T branded form that will be signed by the customer, capture all maintenance and service charges incurred by the customer and be forwarded or faxed to the AT&T work center by the end of the day when the repair is completed.

AT&T requires pre-screening of any ILEC activities that will incur charges to AT&T. This includes authorization by AT&T

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if a dispatch is required to the customer premises as well as verification on actual work completed.

AT&T requires the ILEC develop a formal process to track, analyze and continuously improve service levels.

AT&T requires negotiated performance metrics with the ILEC to be reviewed quarterly or on an as needed basis.

All ALIT/SLIT (Auto / Subscriber Line Tests) tests performed on AT&T customers that result in a failure will be reported to AT&T.

AT&T requires an AT&T branded, or at a minimum a non branded, customer-not-at-home card be left at the customers premises when an AT&T customer is not at home for an appointment.

AT&T will coordinate dispatches to the customer premises. This includes re-dispatches for customer not-at-home.

The ILEC will ensure that all applicable alarm systems that support AT&T customers are operational and the supporting databases are accurate so that equipment that is in alarm will be properly identified. The ILEC will respond to AT&T customer alarms consistent with how and when they respond to alarms for their own customers.

AT&T requires individual Emergency Restoration and Disaster Recovery Plans be developed. The Plans should outline methods for the restoration of each central office in the local network provider territory as well as contain site specific restoration alternatives which could be implemented based on the magnitude of the disaster. Each plan should incorporate at a minimum the following elements:

ILEC Single Point of Contact single point of contact (SPOC)

- Responsible for notification of AT&T work center
- Responsible for the initiation of the ILEC's restoration plan
- Status and problem resolution during the entire restoration process

Restoration Equipment Dispatch Plan

- Documented procedure on how the equipment will be dispatched to restoration site
- Estimated maximum time for the restoration equipment to arrive on site

AT&T requires prior notification, with the option to influence the decision (time frame - TBD), of any scheduled maintenance activity performed by the local supplier that

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may be service affecting to AT&T local customers (i.e., cable throws, power tests, etc.).

AT&T requires knowledge of the criteria and process used for handling facility and power outages on an agreed upon severity and priority basis.

C. Recording

AT&T requires that records of our recorded messages be received on a daily basis.

DMOQs for the receipt of these records are as follows:

- 99% of the usage must be received within five days,
- 99.95% within ten days.

The ILEC will take corrective action if the agreed to DMOQs are not being met.

ILEC will provide reports quantifying the number of records discarded or rejected during processing.

ILEC will do detailed recording of all AT&T usage including local, intralata toll interlata calls and usage sensitive CLASS/LASS features.

ILEC will also provide the following records for access and mutual compensation billing:

- All originating (completed and incomplete) calls routed to an IXC.
- All terminating calls received from an IXC.
- All terminating calls received from the ILEC, other CLECs Cellular MTSOs and Independent companies.

All records received for access or mutual compensation billing will carry the carrier identification code of the distant carrier to allow AT&T to generate the proper billing to that carrier.

AT&T prefers to receive all records in the raw AMA format. If this is not available then an EMI/EMR format for record exchange is acceptable.

The medium for receiving these records will be mechanized via the currently used connect direct transfer protocol.

AT&T would like to have the access and mutual compensation records separated from the customer usage records.

**AT&T Communications, Inc.
Unbundled Loop Combination and Interconnection
Planning Document for Network Product and Services,
Network Interconnection,
Network Operations, Access, Account Maintenance and
Billing, Security and
Pricing and Compensation in the Local Exchange
Service Marketplace**

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Pricing and Compensation in the Local Exchange
Service Marketplace**

Preface

AT&T plans to enter the local exchange market throughout the Supplier States. In anticipation AT&T is investigating viable alternatives available through which this service may be provided.

This may be accomplished through "Total Service Resale", through the purchase of unbundled network elements (e.g. loop combination resale) and/or a facilities build out that would provide AT&T with the ability to service Customers in a manner that is consistent with the high quality and service standards with which the AT&T brand is associated.

This includes the full spectrum of Supplier network services, both current and new including features for both business and residence markets as well as various unregulated or enhanced services such as voice mail and inside wire. All services will need to be provided in a seamless fashion so as not to impact customer service.

For all features and services described AT&T will require cost based (TSLRIC) pricing options and competitive service intervals in order to finalize our marketing plans. This request is separated into 7 major categories: Services and Products, Network Interconnection, Network Operations, Access, Local Account Maintenance and Billing, Security, and Pricing and Compensation.

The required interfaces for the interconnection, ordering, provisioning, maintenance, billing, and security of the various services and features must be fully tested and verified to ensure AT&T of general availability on the first day service is made available in each state by Supplier. AT&T is prepared to commit the necessary resources and time required to bring the negotiations to a successful conclusion. AT&T welcomes the opportunity to work cooperatively to enhance system interfaces leading to a more robust and cost effective network on a going forward basis.

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UNBUNDLED LOOP COMBINATION RESALE WITH INTERCONNECTION

i. Network Services and Products

In Unbundled Loop Combination Resale with Interconnection, the Quality, Integrity, and Responsiveness for provisioning and maintenance of the resold loop and interconnection to AT&T's network, is essential to AT&T in reaching an agreement

AT&T would like to work with Supplier in developing a comprehensive response which covers these requirements, including a pricing structure that will accurately reflect the economies realized by Supplier and make this alternative attractive to AT&T.

It is our desire to be able to offer via an Unbundled Loop Combination Resale with Interconnect agreement, all the network capabilities and functions needed to offer residential and business customers a wide array of basic exchange services in a technically equivalent fashion to the services that are currently offered by Supplier to its own customers. The Unbundled Loop Combination Resale agreement includes Physical Interconnection, Co-Location, Signaling, traffic exchange, and electronic interface requirements, as well as access to all supporting databases. The sections of this document which list services and feature functionality are not meant to be inclusive of, or all encompassing of Supplier's services which might be needed.

In the event that Supplier should develop a new service or feature, AT&T would expect to be able to offer that service at the same time it is offered by Supplier. In the pages that follow the basic requirements for Services and Products are detailed.

A. Network Elements and Basic Service Requirements

1. Loop and Loop Sub-Elements
 - a. Loop distribution
 - b. Loop concentrator
 - c. Loop feeder
2. End Office Switch, (AKA unbundled port)
3. Signaling
 - a. Signaling Links
 - b. Signal Transfer Points
 - c. Service Control Points
4. Common Transport

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nondisclosure agreement and should not be shared except as provided thereto.

5. Access Tandems and Dedicated Transport

6. Operator Systems

- a. Directory Assistance
- b. 0+ and 0- dialing to Operator Services Positions

7. No loss of features or functionality in any of the following areas:

- a. Telephone number portability
- b. Access to Telephone Relay Service (TRS)
- c. All CLASS and Custom Calling features and functions (e.g., Caller ID)
- d. Ability to terminate local and toll calls on the same trunk group.

B. Directory Assistance

When purchasing unbundled loops and/or interconnection, AT&T expects to have the option of purchasing unbundled directory assistance or providing its own.

1. Unbundled Requirements:

a. Supplier will provide AT&T the following capabilities exactly as Supplier provides to their customers.

- 1. Provide 2 customers or numbers and/or addresses per call
- 2. Provide name and address upon request except for unlisted numbers
- 3. Provide call completion to the requested number when requested
 - a. Local
 - b. Toll
- 4. Provide a service that carries the AT&T brand or no brand if branding is not technically possible
- 5. Provide data (listing database) that is timely and at parity with Supplier
- 6. Any information provided by Automatic Response Unit (ARU) is repeated twice
- 7. Provide service at same levels as Supplier and subject of same performance metrics
 - a. number of rings to answer
 - b. average work time
 - c. disaster recovery options
- 8. Provide intercept service for customers moving service
 - a. refer to new 10 digit number
 - b. repeat new number twice on referral
 - c. repeat recording twice

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b. Exemptions:

1. Provide the ability to waive charges for handicapped customers
2. Provide a process to verify and document a customer's exempt status

2. Self Provisioned Requirements:

Supplier will provide AT&T with a real time electronic feed of customer address and number changes. Directory services must provide both the ported and ALE telephone numbers assigned to a customer. Privacy indicators must be properly identified to assure the unlisted numbers and unpublished numbers are accurately identified.

C. Listings

1. Requirements:

- a. Provide one white and one yellow page basic listing (for business customers) included in the loop resale price of basic service at no cost to AT&T
- b. Ensure no administrative or other changes to the existing process: e.g., Supplier distribution, extra copies, recycling, etc. as provided by Supplier to it's customers
- c. Provide sufficient notification of deadlines for published listings
- d. Provide electronic interface specifications to current systems
- e. Provide customer guide pages describing AT&T local services comparable to Supplier 's "customer guide" pages published at the front of the directory.
- f. Allow for revenue for enhanced listings to flow through to AT&T.
- g. Allow flexibility to modify presentation of listings, e.g. "guts and cover", branding, etc.
- h. Provide wholesale prices to AT&T which reflect Supplier 's avoided costs.
- i. Provide for an unlisted/unpublished discount.
- j. Provide a discount for multiple listings.
- k. When remote call forwarding (RCF) is the interim number portability solution, both the ported number and the customers actual telephone number will appear in the directory listings database at no additional cost to AT&T.
- l. Provide the number and type of directories in the Supplier territory.

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m. Provide a calendar of the publication of white and yellow pages a minimum of 6 months in advance of publication and ample notification of any changes to the time line.

n. Provide Supplier position on how resellers will be branded in its directory.

2. Exemptions:

- a. Provide the ability to waive charges for handicapped customers
- b. Provide a process to verify and document a customer's exempt status.

D. Operator Services

When purchasing unbundled loops and services, AT&T expects to have the option of purchasing unbundled operator services or providing its own.

1. Unbundled Requirements

- a. Provide to AT&T Operator Services accessible by "0+" and "0-" dialing
- b. Provide to AT&T a full range of Operator Service functions identical to those which Supplier provides to its customers
- c. Provide the Operator Services "branded" as AT&T complete with the "AT&T sparkle tone bong."
- d. Supplier will meet performance metrics for this service which will include:
 - 1. Number of rings to answer
 - 2. Average work time
 - 3. Disaster Recovery (work stoppage, technical failure, natural disaster, weather)
- e. Provide the following capabilities including but not limited to:
 - 1. Calling Card services (entry, verification, and blocking)
 - 2. Instant credit on calls
 - 3. Time and charges
 - 4. Route calls to AT&T when requested
 - 5. Busy Line Verification/Emergency Intercept (BLV/EI)
 - 6. Emergency calls
 - 7. Notification of the length of call
 - 8. Hotel/Motel services
 - 9. Real time rating of calls
 - 10. Handicapped caller assistance
 - 11. Third party billing
 - 12. Collect: Person to Person / Station to Station calls
 - 13. Rating of calls using AT&T rates.

2. Self Provisioned Requirements:

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a. Supplier shall provide AT&T access to their emergency number listing or database for the purposes of emergency call handling.

b. Supplier shall provide reciprocal access to busy line verification and emergency interrupt facilities.

E. Lifeline Service

When a subscriber, currently on a Supplier telephone assistance program changes to AT&T as the local exchange carrier, all information regarding program eligibility, status and certification should be forwarded, in electronic format, to AT&T. Additionally, the associated subsidy should be forwarded.

F. Telephone Relay Service

Ensure AT&T's customers will be able to access TRS and AT&T will receive the proper revenue for these calls.

G. Inside Wire

1. Provide Inside Wire service maintained by Supplier and branded as AT&T.
2. Establish a mutually beneficial arrangement to resell Inside Wire provisioning and maintenance.
3. Transfer the Inside Wire contract to AT&T for Local AT&T customers.

H. Payphone Services

Supplier will provide the ability to procure pay phone lines at a commercially viable rate.

I. Hospitality

Provide T1.5 lines for dedicated traffic at a wholesale and commercially viable rate.

II. Network Interconnection

A. Physical Interconnection Requirements

In general, networks must be interconnected so that the customers of any local exchange carrier can seamlessly receive calls that originate on another local exchange carrier's network. Conversely, those customers must be able to originate calls that

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seamlessly terminate on another local exchange carrier's network. Interconnection will include access to switches, databases, signaling systems and any other facilities or information associated with originating and terminating communications.

1. Provide Interconnection at DS1 rate at reasonable cost. Meet AT&T DMOQs.
2. Provide option to have one set of two way trunks for intraLATA traffic, except 911, directory assistance, operator services, and other services that require special routing. AT&T desires flexibility of arrangement, AT&T would like to go either through an Access Tandem or directly to an end office, based on demand, cost and service need.
3. Provide option to have one set of two way trunks for traffic that is transiting via the LEC network to other interlata carriers, with the ability to record or keep records of traffic for billing.
4. Provide option to have traffic from/to our network to/from other competitive LECs transit via the Supplier LEC's network.
5. Provide separate one-way MF signaled trunks for 911 traffic to E911 tandems in the LATA.
6. Provide Modified Operator Services Signaling (MOSS) Feature Group C trunks for traffic destined to operator services and directory assistance platforms.
7. Provide defined point of interface to which AT&T and the Access Supplier have access that meets our AT&T quality standards.
8. Ensure that CLASS/LASS features and Caller ID are preserved when traffic is passed between the LEC and AT&T.
9. Establish a process for overflow routing of traffic.
10. Provide access to the following Supplier databases:
 - a. Provide AT&T the ability to query Supplier's 800 routing database with the same degree of reliability provided to Supplier users and the Independent Companies.
 - b. Supplier will allow AT&T to update customer information in the LIDB database per a customer service order.
 - d. Installation and Repair service dispatch
 - e. 911 and E911
 - f. Directory Assistance

B. Point of Interface

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1. Provide a physical Point of Interface (POI) at a DSX for test access. The POI location will be accessible to AT&T on a 7 day, 24 hour basis.
2. Segregate traffic bound for the AT&T Switched Network (ASN) and traffic bound for the AT&T LSO at AT&T's request.
3. Provide a choice of interface rates and formats:
 - a. SONET STS-1 interfaces (VT based) or DS1 interfaces for traffic bound for the AT&T LSO.
 - b. DS3 or DS1 interfaces for traffic bound for the AT&T Switched Network.
 - c. SONET STS-1 interfaces (VT based) or DS1 interfaces when above types of traffic are mixed.
4. POI at service rates for special services and at higher rates for inter switch trunks and other services at AT&T's request.

C. Co-Location Requirements

1. Provide adequate space to meet AT&T's needs both for initial service and for growth.
2. Cage construction in increments of 100 square feet beginning with a minimum of 200 square feet. Cage height should be a minimum of 9 feet.
3. Provide adequate intra office facilities to meet AT&T's needs both for initial service and for growth, (e.g. MDF termination's, riser cables, tie cables, etc.).
4. Provide no restriction on access to AT&T area (24x7 availability).
5. Provide no restriction on equipment types to be collocated.
6. Provide battery reserve capacity and access that meets AT&T's needs (eight hours without emergency generator access for AT&T, or two hours if emergency generator access is provided).
7. Provide AT&T access to commercial power.
8. Provide AT&T access to DC central office power source upon completion of cage construction.
9. Provide AT&T prior notification on power changes, such as load sharing.
10. Provide AT&T with parity on the cost of space or maintenance of equipment that is comparable to Supplier's own imputed costs.
11. Provide AT&T access to cable racks as needed between the point of interface and AT&T's Co-Located space.
12. Ensure security of AT&T space or equipment.

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13. Allow for the installation of intrusion alarms remotely to AT&T work center.
14. Provide AT&T work center with remote environmental alarming.
15. Provide remote monitoring of AT&T equipment by AT&T work centers.
16. Provide access to a phone in AT&T's work space.
17. Provide adequate lighting, ventilation, power, heat, air conditioning, and other environmental support for AT&T space or equipment.
18. Provide AT&T personnel access to eyewash stations, shower stations, and bathrooms within the LSO on a 24x7 basis.
19. Provide diverse cable routing per AT&T standards.
20. Allow unannounced inspection of AT&T equipment.
21. Provide protection of proprietary customer information.
22. Provide service guarantees, DMOQ's, and ISO reviews.
23. Provide for AT&T technicians to perform installation acceptance testing and to install upgrades and CN's.

D. Signaling

1. Provide AT&T complete parity in signaling features.
2. Provide AT&T SS7 signaling in accordance with the current CORE / ANSI standards:
 - a. TCAP ANSI SS7 protocol
 - b. Consistent with ANSI T1S1 standards
 - c. X.25 data link to handle recent changes for the SCP
3. Provide SS7 interconnection to other Interexchange Carriers for call set up.
4. Provide AT&T with quad diversity on D links, tri-diversity on B links, and with diversity on the A-links.
5. Provide AT&T access to all SS7 network management messages affecting AT&T Customers.
6. Conform to AT&T specified minimum performance metrics for the signaling network provided by Supplier .
7. Allow AT&T STP's access to related Supplier databases.
8. Provide for direct AT&T STP access to Supplier SCP's via Supplier STP's on either a local or regional basis if required.

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9. Provide AT&T access to Supplier end office (SSP) AIN triggers.
10. Provide modified Operator signaling using Feature Group - C for Operator Services.
11. Provide locations of Signaling Points of Interconnect (SPOIs).
12. Provide interconnection ordering process and intervals.
13. Provide interconnection testing process and intervals.
14. Provide point code of gateway STPs
15. Provide Point code of SCCP translation points, if in addition to gateway STPs.

E. Loop Unbundling

1. Supplier will provide AT&T access to Voice, Data and ISDN capable Loops including:

- a. Voice Grade POTS
- b. Voice Grade PBX
- c. ISDN
- d. DS1
- e. DS3
- f. Provide option for multiplexing capability where facilities and equipment are available before the hand-off to a Co-Located space.
- g. Analog copper unloaded loop direct to the premises (meets *CORE* standard), or, unbundled at the DLC with *CORE* ISDN grade distribution to the premises, or, upgrade to TR303 virtual terminal.
- h. Subscriber Loops that adhere to the Core specifications for BRI (Basic Rate Interface):
 1. TR-NWT-000393 - Generic Requirements for ISDN Basic Access Digital Subscriber Line.
 2. TR-NWT-000397 - ISDN Basic Access Transport Requirements.
- i. Subscriber Loops that adhere to the Core specifications for PRI (Primary Rate Interface):
 1. TR-TSY-000754 - ISDN Primary Rate Access Transport System (module of TSGR, FR-440).

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2. Allow AT&T to utilize the Supplier MDF as a Point of Interconnection, if desired.
3. Assurance that the Local Loop and End User provisioning intervals are equal.
4. Provide for cooperative testing practices.
5. Allow AT&T Technicians access to Supplier test results in order to assure end to end testing has been completed and meets AT&T requirements for service installation.
6. Provide AT&T with advance notification of any work on AT&T leased loops.
7. Establish a restoration procedure for AT&T priority Customers that meets the following conditions:
 - a. Provides parity for AT&T Customers with Supplier Customers, first in, first out.
 - b. Provides for the ability to establish priority Customers and restore them accordingly.
8. Assure the compatibility of Loops served by DLC's and their impact on voice quality.
9. Meet or exceed the current industry requirements for ERL and SRL on Local Loops.
10. Provide access to DLC Loops and DLC distribution points as required by federal regulation.
11. Provide the required engineering data (loop design) for Loops leased by AT&T.
12. Provide Loops that meet or exceed the accepted industry/national guidelines (e.g. Network Operations Forum, et al.) for transmission standards.
13. Access to Supplier infrastructure records in a manner where AT&T knows what cable, wire, fiber is available by location.
14. Provide a plan of how Supplier will make loops available for resale that are currently on integrated digital loop carriers.

F. Right of Way Issues

1. General

- a. Supplier will make it's conduits and Right's of Way available to AT&T at non-discriminatory cost based rates.

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- b. Provide AT&T with copies of existing pole prints.
- c. Provide AT&T with copies of existing conduit prints.
- d. Provide AT&T with a SPOC for Structure lease agreements.
- e. Supplier will not block private party assignment of ROW; and will provide access if they hold the right to assign.
- f. Provide AT&T a customized diagram of the conduit system based on negotiation.
- g. Allow AT&T personnel to examine prints at Supplier Central Offices.
- h. Permit manhole interconnections, breaking out of their manholes, and breaking out of Supplier conduit by AT&T.
- i. Provide information regarding the availability of conduit within 10 business days of receiving a written request from AT&T.
- j. Supplier will make conduit space available to AT&T within 10 business days after they receive written confirmation from AT&T that the space is wanted.
- k. Supplier will complete "make ready" work at cost and within a reasonable time frame which can be negotiated between Supplier and AT&T.
- l. Supplier agrees to remove unused and / or obsolete cable from the conduit to allow for the efficient use of the available conduit space.
- m. Permit AT&T personnel to be present to check manholes (with advance notice provided by AT&T).
- n. AT&T requests an interval of 5 business days from receipt of a written request, for Supplier to provide records-based information (including prints) regarding available conduit or pole attachment space; 10 business days for a field-based answer (with AT&T given the option to be present at the field survey, given 24 hour notice).
- o. AT&T requests that the structure space be made available for AT&T's use within 20 business days after notification from AT&T. This would include installation and testing of inner ducts.

2. Aerial Plant

- a. Provide the right to attach pole-mounted cross-connects, terminals, and apparatus.
- b. Provide the right to attach brackets and hardware to poles using AT&T personnel or AT&T subcontracted vendors.

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- c. Provide AT&T with copies of existing pole prints.

3. Underground Facilities

- a. Supplier will not hinder/restrict or unreasonably withhold or delay any modification to the conduit system to allow access to and egress from the system.
- b. The cost of conduit space shall be considered part of the cost of loop resale.
- c. Where at least two inner ducts remain available (including one spare for Supplier use) AT&T should be allowed access to and use of one of the inner ducts. Supplier should remove obsolete (not usable) cable to allow for the efficient use of the available conduit space and where reasonable, rearrangements must be made to accommodate us within four weeks of request.
- d. Supplier will allow AT&T to maintain conduit space leased to AT&T.
- e. Supplier will permit AT&T personnel to be present to check manholes (with 24-hour advance notice provided to AT&T).
- f. Supplier will permit manhole interconnections, breaking out of their manholes, and breaking out of LEC conduit by AT&T. Effect on manhole integrity of cutting in new duct entrances should be handled on a case by case basis. New duct entrances should not be unilaterally limited to pre-cast knockouts.

G. Number Portability

1. Supplier will commit to implement true number portability when it is available to the industry.
2. Supplier agrees to interim "Service Provider" portability with limited location portability.
3. Supplier and AT&T will work out a means for number portability that is consistent across all five Supplier states.
4. Supplier agrees to the establishment of an industry wide Location Routing Number database managed by an independent third party.
5. As an interim portability solution, Supplier agrees to make available the following switch-based options:
 - a. Remote Call Forwarding
 - b. Flexible Direct Inward Dialing

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H. 911

1. Provide access to 911 / E-911 in a manner transparent to the end user.
2. Provide the ability to populate the 911 databases in a timely manner at parity with Supplier .
3. AT&T needs to negotiate handling of 911 and E911 updates to Supplier 's databases for its Unbundled Loop Resale customer base.
4. AT&T and Supplier need to determine an agreed upon percentage of trunks reserved for 911 routing only and MF signaling is required.
5. Interim Local Number Portability: Special consideration will have to be given for areas where local number portability is in place. Adjustments to the current ALI/DMS database will have to be made to accommodate two numbers per customer, an end user (ported) number and a switch number (or "shadow" number) which identifies the end user in the ALEC switch.
6. Provide the ability to verify customer information input to 911 databases, e.g., customer street address.

I. Disaster Recovery

1. Agree to mutual participation in Disaster Recovery plans.
2. Provide timely notification of any outage which has an effect on AT&T Customers:
 - a. Central Office outages
 - b. Facility outages such as cable cuts, repeater failures, etc.
 - c. Commercial power outages
 - d. Load sharing situations
 - e. Subscriber Loop problems
 - f. Signaling network problems
 - g. General network congestion
 - h. Any other issue which has or could have a negative effect on AT&T Customer service
3. Disaster Recovery Plans will be included in Operational Readiness Tests (ORTs).

J. Network Validation Test

The Network Validation Test (NVT) is an end-to-end test which verifies compliance of the AT&T Local Service to the specifications for the service.

During the NVT:

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1. AT&T shall have access to AT&T equipment installed in the Supplier provided cage in the LSO 7 days per wk, 24 hr. per day.
2. AT&T shall be able to transport AT&T owned test equipment to and from the Supplier provided LSO cage 7 x 24. Any Supplier property removal security procedures shall not result in more than 5 minutes delay when entering or exiting a Supplier facility.
3. NVT transport facilities between AT&T and Supplier equipment may experience alarm conditions during testing. Supplier shall not remove these facilities from service without obtaining AT&T approval.
4. Any Supplier initiated intrusive tests on facilities and circuits between Supplier and AT&T shall be conducted on a mutually acceptable schedule.
5. Any Supplier maintenance on test facilities shall be conducted on a mutually acceptable schedule.
6. During NVT, Supplier shall provide a single point of contact who is available on a 7x24 basis for trouble status, sectionalization, resolution, escalation and closure. The SPOC shall be adequately skilled to allow expeditious problem resolution.
7. Supplier will participate in selected feature testing, (911, emergency interrupt, operator assistance and others). These tests shall be conducted on a mutually agreeable schedule.
8. Supplier shall not block access to 105 responders, 100-type test lines, or 102-type test lines associated with any NPAs under test.
9. Restrooms at the LSO will be available to AT&T staff.

III. Network Operations

In an Unbundled Loop Combination Resale environment, AT&T will be providing it's own switching and a portion of the local facilities will belong to AT&T. It is AT&T's goal to have a working Electronic Bonding Interface (EBI) available and to bond with as many suppliers as is practical. This form of electronic communication will facilitate the Service Ordering, Provisioning and Maintenance processes.

A real time ordering and provisioning interface using electronic bonding is essential to provide AT&T operational parity with existing Supplier customer ordering processes.

The requirements of Local Number Portability place a unique challenge on the Service Ordering and Provisioning processes. These requirements, while not completely determined as yet, are referred to within the framework of this agreement. Addressing a process that is not yet completely established is always problematic due to the possibility that some key component may be omitted. AT&T requests that Supplier keep this in mind when reading the sections of this document which relate to Local Number Portability, and be flexible in responding to those sections.

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In the interim, the use of *Remote Call Forwarding (RCF)* as a means of limited geographic portability has been proposed. AT&T realizes that there are some drawbacks inherent in the use of RCF for this purpose and that some feature functionality can be lost. However, when a Customer changes local carriers and wants to retain their existing local telephone number a solution must be offered.

As a Service Provider, AT&T recognizes the value of servicing our products quickly and how important it is to assure our Customers that the problem will be fixed the first time. Any product or service which carries the AT&T brand must meet AT&T's requirements for prompt, friendly and efficient Customer service. To that end this section of the agreement deals with Maintenance in an Unbundled Loop Combination Resale environment.

It is our intention to provide AT&T Customers with a single telephone number which they can call 24 hours a day, 7 days a week for the repair of their service. Logistically this presents some challenges to the current arrangement they may have with their local service. It is AT&T's desire that these challenges be transparent to the AT&T end-user and that Supplier and AT&T work out any problems in the "Front End" process.

As with the Service Ordering and Provisioning process, AT&T would like to migrate to a standard EBI interface between the two companies. However, since Supplier may not be ready to migrate to this platform in the time frame required we may need to establish an interim agreement which is based on some type of workable electronic interface.

If a full EBI interface is not available, we will need to develop an interim solution. One potential would be for Supplier to provide a direct interface into the current Supplier trouble reporting and tracking system which could be accessed from AT&T's work center. Another option could entail a gateway interface. Supplier could provide AT&T with the interface specifications and AT&T could potentially build a gateway between its existing trouble ticketing system and the Supplier system. These are just two possible methods of operation, AT&T is more than willing to discuss any viable options presented by Supplier in response to this Unbundled Loop Combination Resale agreement.

In addition to an electronic interface required to provide "real time" status to AT&T's end-users the use of the AT&T brand is especially important. To that end, AT&T would like to discuss the options for the repair service in connection with provisioning and repairing service to AT&T end-users.

A. Service Ordering and Provisioning Procedures

1. Provide AT&T with real time electronic means to transfer order information from AT&T to Supplier and vice-versa.
2. Supplier will provide AT&T with a real time response for the following:
 - a. Firm Order Confirmation (FOC).
 - b. Information relative to service availability dates.
 - c. Information relative to the need for a service dispatch for installation.
 - d. Service completion with related information on time and materials charges (if any).
 - e. Service errors, jeopardies and missed appointments.
 - f. Any charges associated with required construction for a given service.

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g. Order Status at critical intervals to be negotiated.

- 3. Provide AT&T with the ability to schedule installations with the Customer on line and access Supplier 's schedule availability to determine time of appointment.**
- 4. Provide the same intervals and level of service currently being performed by Supplier .**
- 5. Supplier will allow existing Customers to retain their phone number in the event they change carriers.**
- 6. Supplier and AT&T will jointly agree on (1) a process for transfer of local exchange customers between telecommunications companies and (2) anti-slamming rules for the local market that essentially mirror the FCC's interata anti-slamming rules (PIC Change Rules) which were adopted for the Long Distance (LD) market.**
- 7. Provide AT&T the ability to determine what features and functions an existing customer currently receives, with the customer consent.**
- 8. Supplier will provide AT&T with the required Loop testing information prior to the establishment of service so that AT&T can verify that the "end to end" service meets the established requirements.**
- 9. Supplier will provide AT&T with an escalation and expedite process for service ordering and provisioning in a Loop Resale environment.**
- 10. Supplier will make provisions to deal with misdirected AT&T end-user calls and route them to the correct AT&T service center (information to be provided), and AT&T agrees to a reciprocal arrangement with Supplier .**
- 11. AT&T requires Supplier to provide intercept service that includes the new AT&T number.**
- 12. AT&T requires that Supplier provide interface agreements between Work Centers regarding systems and establishing a change control process.**
- 13. AT&T requires that Supplier provide non-discriminatory training for those technicians assigned to handle AT&T Local Service Customers.**
- 14. Provide a complete definition of all unbundled services and the data elements required to provision such services.**
- 15. AT&T will provide Supplier performance metrics which Supplier is expected to meet.**
- 16. AT&T requires Supplier to notify AT&T prior to disconnect of any AT&T unbundled service.**

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17. AT&T requires Supplier to provide engineering support on all unbundled loops used for, data private line, foreign exchange, voice, etc. Supplier is expected to engineer to current standards.

18. AT&T requires Supplier to provide protocol testing on demand for provisioning of the BRI.

19. AT&T requires Supplier to provide provisioning support on a 7 x 24 basis, as needed.

20. Supplier and AT&T agree to discuss the contracting of Supplier technicians to perform work on AT&T end-user customer's premises representing AT&T. This includes but is not limited to:

- a. Providing the contracted technicians with AT&T forms for the end-user.
- b. Providing the contracted technicians with "branded" AT&T "Not at Home" cards.
- c. Providing the contracted technicians with AT&T business cards.
- d. Assuring that the technicians are trained in a non-discriminatory fashion.

21. Supplier will bill any applicable Time and Materials charges to AT&T, not to the end user.

22. Supplier agrees to provide a listing of all applicable charges at the time of the Order Completion.

B. Maintenance Procedures

1. Supplier will provide AT&T with a "Real Time" electronic interface to perform the following functions related to the Maintenance process for Business and Residential (switched and special services):

- a. Trouble Ticket entry and update capabilities.
- b. Review and verify test results.
- c. Provide status updates on current "Open" Trouble Tickets.
- d. Verify feature and function updates and corrections as they relate to an open Trouble Report.
- e. Provide a means for Network Surveillance (Performance Monitoring).
- f. Provide dispatch status as well as location and ETA.

2. Provide AT&T the ability to verify and acknowledge any scheduled appointment upon receipt of the Trouble Ticket for dispatch out and customer premises when applicable.

3. Supplier will meet the following status requirements on AT&T services:

- a. Immediate notification of any changes in trouble status, electronically.

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- b. The ability to retrieve the current status of any open trouble report.
 - c. Immediate notification when any scheduled appointment is in jeopardy.
4. Supplier will close all TOK (Test OK), NTF (No Trouble Found), and CC (Came Clear) trouble reports.
 5. Supplier will close the trouble by contacting the AT&T work center, AT&T in turn will be responsible for contacting the end-user customer.
 6. Supplier will notify AT&T immediately of any potential Network event that could have an impact on AT&T Customer's service performance. This includes any situation where AT&T leased elements are functioning on back up or emergency power.
 7. Supplier will provide AT&T with prior notification with the option for rescheduling, of any scheduled maintenance activity which has an impact on an AT&T Customer's service.
 8. Supplier technicians will clear any reported trouble to the established network interface.
 9. AT&T requires the ability to test all facilities including the DLC.
 10. Supplier will provide protocol testing on demand for maintenance of the BRI.
 11. Supplier and AT&T will negotiate a mutually acceptable escalation and expedite procedure for all services provided by Supplier under this agreement.
 12. Supplier and AT&T will agree to a trouble priority and process for all trouble reports handled between the two companies.
 13. AT&T and Supplier will negotiate mutually acceptable performance metrics which will apply to the network elements which AT&T leases from Supplier .
 14. Supplier will provide AT&T with the ability to "pre-screen" any activities which would incur charges to AT&T in order for AT&T to validate the activity. This includes, but is not limited to the dispatch of field forces to an AT&T end-users premises.
 15. AT&T requires an established Disaster Recovery plan with Supplier .
 16. Supplier will bill any applicable Time and Materials charges to AT&T, not to the end user.
 17. Supplier agrees to provide a listing of all applicable charges at the time the Trouble Ticket is closed.
 18. Supplier and AT&T agree to discuss the contracting of Supplier technicians to perform work on AT&T end-user Customer's premises representing AT&T. This includes but is not limited to:

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- a. Providing the contracted technicians with AT&T forms for the end-user.
- b. Providing the contracted technicians with "branded" AT&T "Not at Home" cards.
- c. Providing the contracted technicians with AT&T business cards.
- d. Assuring that the technicians are trained in a non-discriminatory fashion.

19. Supplier will make provisions to deal with misdirected AT&T end-user calls and route them to the correct AT&T service center (information to be provided), and AT&T agrees to a reciprocal arrangement with Southwestern Supplier .

C. Operational Readiness Test for Ordering, Provisioning and Maintenance

1. Supplier will participate in Operational Readiness Testing (ORT) which will allow us to test our systems, interfaces, and processes for the ordering, provisioning and maintenance of AT&T local service.

- a. Operations ORT will ensure that AT&T and Supplier can automatically through various systems/interfaces, jointly process and provision local service in a timely and accurate manner.
- b. Operations ORT will ensure that AT&T and Supplier are able to quickly manage and resolve maintenance/repair calls in accordance with established DMOQs.

D. NXX Assignment and Administration

As administrator, Supplier agrees that Central Office Codes (a.k.a. NXXs) will be allocated fairly during the transition period to a neutral numbering administrator. NXX codes will be assigned based upon the Central Office Code (NXX) Guidelines issued by the Industry Carriers Compatibility Forum. During this transition period, the following guidelines shall apply:

- a. Supplier will maintain sufficient numbers to meet the needs of all Local Service Providers.
- b. Supplier shall not charge, or propose to charge, new entrants for programming LEC switches to add new NXX codes assigned to competitive ALECs for the costs it incurs as number administrator.
- c. Supplier shall administer the numbering resources in a competitively neutral manner
- d. Supplier shall process NXX requests in a timely manner and per the Code Assignment Guidelines.

IV. AT&T as an Access Provider

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- A. Provide AT&T with the option of using two-way trunk groups. When two way trunk groups are used, Supplier will agree to mutual compensation with exchange of billing records for true-up that may be needed between local and intraLATA toll calls.
- B. In order for AT&T to bill for terminating access on IXC Calls and utilize mutual compensation agreement on CLEC calls terminating to AT&T's Local customers, Supplier shall provide their billing records which enabled Supplier to bill tandem charges to the IXC or CLEC originator. On calls originating from an IXC through the Supplier tandem, billing records should be provided as per the meet point billing rules (AMA format) to the terminating IXC.
- C. When RCF is used (in the interim) to provide number portability to the local customer, Supplier shall treat toll call termination as a single call (rather than two calls, as is the current practice on RCF). The Local Service Provider who terminates the call to their end user should be entitled to meet point billing on the local transport and end office switching and CCL charges at a minimum.
- D. Agreement needs to be reached as to what applies to the terminating access, mutual compensation or interstate/intrastate switched access charges when local calling areas differ.
- E. Supplier shall use the following guidelines for recording and charging elements for local calls traversing a Supplier tandem for interconnection/transit between two CLECs: CLEC originator records and bills the end user for local call. Supplier bills CLEC originator for interconnection/transit charge. CLEC originator and terminator agree on mutual compensation or bill & keep activities.

V. Carrier Billing, Data Transfer, and Local Account Maintenance

A. Carrier Billing Requirements for Local and IntraLATA Toll

AT&T expects charges for Local and IntraLATA Toll Loop Resale to be rendered using existing billing systems. The *Standard Access Billing Requirements (SABR) for Local/Loop Resale* will enable AT&T and the billing entity to efficiently manage their Local and IntraLATA Toll Loop Resale billing data and financial transactions. The *SABR* document provides the billing entities with AT&T's Loop Resale billing requirements.

The *SABR* document is to be used in conjunction with the current industry standard guidelines for access billing. These standard guidelines are Carrier Access Billing System (CABS) and Small Exchange Carrier Access Billing (SECAB). Billable components of the Local/ Loop Resale service not cared for in the current industry standards will be identified by the billing entity, and AT&T will provide the appropriate billing documentation.

Following are the business and billing principles which should be used when billing AT&T:

1. Supplier will participate in a Local/Loop Resale Bill Certification Process as defined by the *SABR* document (Section 5) to ensure quality and financial assurance controls throughout AT&T's and Supplier's processes. Billing accuracy is the sole responsibility of Supplier.

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2. Supplier will work with AT&T to facilitate accurate and timely billing as defined in the *SABR* document (Section 3).
3. Supplier will provide a mechanized bill as defined by the *SABR* document (Section 4,5 & 6) and utilizing the electronic data transmission Direct Connect.
4. Supplier and AT&T will agree to an annual Supplier Quality Certification Review to be conducted by AT&T.
5. The existing CABS Billing Output Specifications (BOS) document provides guidelines for how to render a bill. Additional information that is required to be uniquely identified when rendering Local/Loop Resale charges per the *SABR* document (Section 7) are as follows:
 - a. Supplier will bill charges/credits for Primary Interexchange Carrier (PIC) change charges separately from the Local/Loop Resale bill.
 - b. Supplier will use the same structure as documented in CABS for a Switched Access Bill.
 - c. Specific Account Level, Jurisdiction, and Service/Feature codes are delineated.

For a complete and comprehensive list of AT&T's Local/Loop Resale Billing Requirements, consult the attached Standard AT&T Billing Requirements for Local /Loop Resale, Version 2.0, dated February 14, 1996.

B. Data Transfer Requirements for Local and IntraLATA Toll

AT&T requires that Supplier transmit specific usage to AT&T (LRDTR - Section 2). AT&T will rate and bill the intraLATA toll and local usage recorded by Supplier. In addition, AT&T will process and bill the rated incollects sent by Supplier.

Messages will be transmitted, via a direct feed, to AT&T in standard EMR format (Core practice BR 010-200-010).

Testing activities and the reports needed to ensure data integrity are also required, as well as ongoing Control Maintenance and Review, and Software Change procedures.

For a complete and comprehensive list of AT&T's Local Loop Resale Data Transfer Requirements, consult the attached Local Resale Data Transfer Requirements Version 2.0, dated March, 1996.

C. Local Account Maintenance Requirements for Local and IntraLATA Toll

While most of the customer account information will originate through direct customer contact, there are some situations where account changes will originate from sources external to AT&T. In these situations, Supplier will support the following Local Account Maintenance Requirements:

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1. **OUTPLOC Transaction Feed** - When a customer contacts Supplier to change from AT&T Local to another Local Service Provider (LSP), convey to AT&T that the customer has moved to another LSP. Supplier should provide this information via a batch feed, via Connect/Direct NDM sent at end of the day (seven days a week) within 24 hours of the switch being provisioned.

2. **PIC Only Change Process** - When a AT&T Local customer contacts AT&T Local to change their PIC to another LD carrier, AT&T Local will accept the order and generate a Service Order to Supplier. Supplier will provision the network, and send a PIC Only Completion back to AT&T Local via the Work Order Completion feed.

3. **IXC PIC Change Process** - When a AT&T Local customer contacts another IXC to change their LD PIC, and Supplier receives an '01' PIC order from the other IXC, Supplier will reject the '01' order and create the appropriate '3148' Industry Standard Code with the Operating Company Number (OCN) of the Reseller and reject it to the originating IXC.

NOTE: If the OCN cannot be provided, reject the order with the Industry Standard alternate '31__' code.

For a complete and comprehensive list of AT&T's Local Loop Resale Account Maintenance Requirements, consult the attached Local Resale Account Maintenance Document, dated March, 1996.

VI. Security

A. Law Enforcement and Physical and Security

1. Supplier and AT&T will jointly agree to procedures to meet legal process demands and fulfill law enforcement interface requirements.
2. Supplier and AT&T will agree to negotiate the physical security of mission critical elements.

B. Fraud

1. Supplier will share any and all fraud control practices/features resident on the Supplier network that have applicability to AT&T subscribers and apply such practices/features to AT&T subscribers as directed.
2. Supplier will provide AT&T with the network toll fraud prevention, detection, and control features Supplier currently has in their network that would be applicable to AT&T subscribers such as:
 - a. If remote call forwarding is offered, what are the available network prevention features?
 - b. If AT&T is using Supplier LIDB services, what fraud control features cover bill-to-third and collect call processing?

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C. Repetitive Debtor

AT&T and Supplier will establish a reciprocal process for all local service providers to share information regarding end user customers with a history of non-payment. Exchange of such information must be mutual, immediate and not subject to charges between carriers.

D. Local Carrier Change Policy (Anti-Slamming)

Supplier and AT&T will follow the Local Carrier Change Orders (Anti-slamming/PIC Change) rules adopted by the FCC for the intertata (LD) market.

1. OUTBOUND Calls (AT&T will utilize one of the following PIC Change Order methods)

- a. Obtain customer's written authorization
- b. Obtain customer's electronic authorization by use of 800 number
- c. Have customer's oral authorization verified by an independent third party that AT&T utilizes
- d. Send an information package within three days of the customer's request for a PIC Change and wait 14 days before submitting the PIC Change to Supplier to allow the customer ample time to return the postcard denying, canceling, or confirming the change order.

2. INBOUND Calls (No specific FCC rules)

AT&T will verify the customer's stated intent to switch carriers.

VII. Pricing and Compensation

A. Basic Network Functions and Retail Services

Supplier's monopoly Basic Network Functions (BNFs) and all retail services must be available for unrestricted resale. Unbundled BNFs must be priced at Total Service Long Run Incremental Costs (TSLRIC). Retail services must be made available at economically viable rates. In the short term, estimation of the appropriate discount will have to be based on a tops-down approach which looks (1) avoidable costs, i.e., marketing, billing, etc., and (2) inferior access to LEC customer support systems (Electronic bonding). The long term solution will require a bottom up approach in which all wholesale services will be based on local service elements priced at TSLRIC.

B. Service Assurance Warranty (SAWS)

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non-disclosure agreement and should not be shared except as provided therein.

1. Provide a service quality guarantee to AT&T which will be accomplished by offering a credit when Supplier does not meet the service quality requirements as specified by AT&T.

2. This service guarantee is applicable but not limited to:

- a. Call Satisfaction Credit
- b. Service Interruption Guarantee
- c. Installation/Repair Satisfaction Credit
- d. Service Order Satisfaction Credit

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CSG Market Development

1200 Peachtree St.
Atlanta, GA 30309

4/29/96

Suzie Lavett
BellSouth
Room E56
3535 Colonnade Parkway
Birmingham, AL 35243

(VIA FAX 529-7496)

Dear Suzie:

As we committed last week, in an effort to provide BellSouth information which might help influence the outcome of your electronic interface business case, we are providing the attached analysis.

The attached spreadsheet provides an analysis of the projected labor costs of our Customer Network Service Center (CNSC). The CNSC will conduct all ordering, provisioning, and maintenance activities required to interface with BellSouth in support of AT&T Local service. This analysis, which is based on the best information available to date, is derived from service demand projections, time and motion studies, and observed frequency of certain service activities. The analysis compares several different operational modes: 1) fully mechanized two way electronic interface between CNSC and BellSouth, 2) Partially mechanized one way electronic interface from CNSC to BellSouth, and 3) Fully manual process with paper work orders prepared and faxed between the CNSC and BellSouth. [Note that for the purposes of this analysis, electronic interfaces do not describe real time electronic access to BellSouth systems and information, which remains AT&T's desired end state. Instead, electronic interfaces describe the electronic passage of data between companies and automatic "flow through" to downstream systems within AT&T. (e.g.: EDI interfaces currently under consideration by BellSouth.)]

After reviewing the attached, you will find that this preliminary analysis:

1. More clearly quantifies the projected AT&T local service demand previously shared with BellSouth by J. Bradbury. (for AT&T's first year in the local services resale business)
2. Clearly depicts the order of magnitude of difference in the resources required to support customers in manual, semi-electronic, and fully electronic modes.
3. Demonstrates the significant cost savings gained with electronic interfaces.

In order to accurately quantify the specific costs associated with the long term electronic interfaces which would provide AT&T real time access to BellSouth systems/information (ECI), AT&T would need to partner with BellSouth as we suggested in our 4/24 Core Team meeting. AT&T continues to be willing to collaborate with BellSouth in order to finally make positive progress with the electronic interface issue after eight months of discussion.

Sincerely,

Mason Fawzi
AT&T Negotiations Program Manager

cc: P. Foster

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PRELIM
CUSTOMER NETWORK SERVICE CENTER
BELL SOUTH TSR HEADCOUNT ANALYSIS
CONNECTIVITY OPTION CNSC to LSP
HEADCOUNT REQUIREMENTS & LABOR COSTS

SUMMARY (estimated CNSC HC costs per order)	ANNUAL VOLUME	ESTIMATED CUMULATIVE LABOR COSTS	ESTIMATED LABOR \$'S per UNIT	COST DIFFERENTIAL per UNIT	ESTIMATED WORKTIME per Prov ORDER
FULLY MECHANIZED TWO WAY ELECTRONIC INTERFACE CNSC <----> LSP.	528,000	\$13,821,500	\$26	\$0	7 min
PARTIALLY MECHANIZED ONE WAY ELECTRONIC INTERFACE CNSC ---->LSP.	528,000	\$18,178,900	\$34	\$8	14 min
MANUAL PROCESS PAPER ORDERS MANUALLY PREPARED & FAXED	528,000	\$24,403,800	\$46	\$20	24 min

DETAIL CNSC HC & LABOR COST ESTIMATES

		MONTH 1	MONTH 2	MONTH 3	MONTH 4	MONTH 5	MONTH 6	MONTH 7	MONTH 8	MONTH 9	MONTH 10	MONTH 11	MONTH 12
1) FULLY MECHANIZED (TWO WAY INTERFACE) (CNSC <---->LSP)	CUMULATIVE LINES	22,000	44,000	66,000	88,000	110,000	132,000	198,000	264,000	330,000	396,000	462,000	528,000
	HEADCOUNT	40	60	80	99	78	87	178	204	231	258	284	309
	CUMULATIVE LABOR COSTS	301,400	675,200	1,119,900	1,634,200	2,216,600	2,865,900	4,183,200	5,709,500	7,440,500	9,372,200	11,500,500	13,821,500
2) PARTIALLY MECHANIZED (ONE WAY INTERFACE) (CNSC ---->LSP)	CUMULATIVE LINES	22,000	44,000	66,000	88,000	110,000	132,000	198,000	264,000	330,000	396,000	462,000	528,000
	HEADCOUNT	64	75	84	93	102	111	248	276	303	330	359	382
	CUMULATIVE LABOR COSTS	483,000	1,039,400	1,684,700	2,360,500	3,124,800	3,955,200	5,817,300	7,889,300	10,164,000	12,640,300	15,313,300	18,178,900
3) MANUAL PROCESS (PAPER WORK ORDERS) (PAPER WORK ORDERS FAXED TO & FROM CNSC & LSP)	CUMULATIVE LINES	22,000	44,000	66,000	88,000	110,000	132,000	198,000	264,000	330,000	396,000	462,000	528,000
	HEADCOUNT	99	109	118	127	136	145	352	380	407	434	460	486
	CUMULATIVE LABOR COSTS	742,300	1,567,000	2,442,700	3,397,900	4,421,200	5,511,300	6,151,500	11,000,800	14,054,400	17,308,900	20,760,000	24,403,800

Assumptions:

- This analysis was prepared to demonstrate the Headcount and cost efficiencies gained through an electronic interface between the CNSC and BellSouth.
- Headcount and labor cost estimates were derived based on time study data of the CNSC provisioning and maintenance processes. Allowances were made to adjust the process time to reflect the three different connectivity scenarios discussed below.
- The Bell South Headcount analysis presents the Headcount requirements for three different connectivity scenarios between the CNSC and BellSouth.
 - Scenario 1 - assumes a fully mechanized process between the CNSC and BellSouth with a two way electronic interface between the CNSC and BellSouth. Work Orders electronically flow between the various Work Centers.
 - Scenario 2 - assumes a partially mechanized process between the CNSC and BellSouth with a one way electronic interface between the CNSC and BellSouth. Work Orders flow electronically from the CNSC to BellSouth. BellSouth to the CNSC is via Fax or E-Mail.
 - Scenario 3 - assumes a completely manual process between the CNSC and BellSouth. Manually prepared Work Orders will be faxed to and from the CNSC to BellSouth.
- Headcount and labor cost estimates represents Occupational, Supervisor and Management staffing requirements only. The estimate does not account for other Mgmt Positions such as Database Mgr's, Network Mgr's, etc. required to support the forecasted volume.
- Headcount and labor cost estimates include allowances for Disconnects, Rejects, Changes, Jeopardies, Suspends, Restores and Maintenance for troubles and provisioning errors.
- The analysis is proprietary and intended for AT&T internal use only.
- The estimated Headcount and labor cost requirements are preliminary and therefore subject to change. Refinements will occur concurrent with the receipt of any new information concerning connectivity option, demand, or other.

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**Total Service Resale
Status Document**

I. Network Operations

A. Service Ordering and Provisioning Procedure

	Agree	Escalated	Obtainable	Pending	Deleted
1. Provide AT&T with real time electronic means to transfer order information from AT&T to BellSouth and vice-versa.		X			
2. BellSouth will provide AT&T with a real time response for the following items:					
a. Firm Order Confirmation (FOC)		X			
b. Information relative to service availability dates (e.g. internal guide)		X			
c. Information relative to the need for a service dispatch for installation		X			
d. Feature and Service availability within any given area by LSO and Street Address	X				
e. All Service order completions with related information on time and materials charges (if any). Provide form for end user signature when time and materials are required.		X			
f. Service order errors, jeopardies and missed appointments		X			
g. Any charges associated with required construction for a given service.	X				
h. Order Status at critical intervals to be negotiated for complex and designed services.	X				
3. Provide AT&T with the ability to schedule installation with the Customer on line and access BellSouth's schedule availability to determine time of appointment.			X		
4. Provide the same Intervals and level of service currently being performed by BellSouth.	X				
5. Provide AT&T with the ability to assign new telephone numbers with the Customer on line, this applies to vanity numbers as well.			X		
6. BellSouth will allow existing Customers to retain their phone number in the event they change carriers with no loss of features functionality.	X				
7. Provide AT&T the ability to determine what features and functions an existing customer currently receives, with the customer consent.			X		
8. AT&T requires BellSouth to provide where services and features are available, to street address detail, that includes type of Class 5 Switch by CLLI.					X
9. Provide a complete definition of all services, features, and functions available and any ancillary data required by BellSouth from the Customer to provision these services.	X				
10a. Provide information about the certification process for the provisioning of DA Exempt, Prison Services.	X				
b. Provide informatin about the certification process for the provisioning of Lifeline Services.		X			
11. AT&T will provide BellSouth performance metrics which BellSouth is expected to meet.				X	
12. AT&T requires BellSouth to notify AT&T if a customer requests changes to service at the time of installation.	X				

**Total Service Resale
Status Document**

I. Network Operations (Cont'd)

A. Service Ordering and Provisioning Procedure (Cont'd)

	Agree	Escalated	Obtainable	Pending	Deleted
13. AT&T requires adequate test and turn-up procedures to support the service and features ordered by AT&T.			X		
14. AT&T requests that BellSouth identify those areas where Multiserve and Multiserve + is available, including type of Centrex, and that BellSouth provide the required information for the Ordering and Provisioning of Centrex Services in those areas.	X				
15. AT&T requires that BellSouth notify AT&T prior to Service termination, (Disconnect), or the termination of any service, feature or function by an AT&T Customer. (Note: since AT&T is BellSouth's customer of record the end-user CANNOT order a disconnect of AT&T service).			X		
16. AT&T requires that BellSouth provide intercept and transfer service as tariffed.	X				
17. AT&T and BellSouth will develop a mutually agreeable escalation and expedite process for Service Ordering and Provisioning.	X				
18a. AT&T requires BellSouth to describe the details and requirements on handling area transfer with the understanding that they are controlled by the owner of the NPA/NXX. b. AT&T requires BellSouth to describe the details and requirements on handling LATA boundary changes.	X			X	
19. AT&T requires that BellSouth provide interface agreements between Work Centers regarding systems and establishing a change control process.	X				
20. AT&T requires that BellSouth provide non-discriminatory training for those technicians assigned to handle AT&T Local Service Customers.	X				
21. Provide AT&T the ability to order a suspension on AT&T Local customers service upon request.	X				
22. Provide AT&T the ability to deny service to a given AT&T end-user for non-payment of a bill in accordance with the PUC regulations.				X	
23. Provide blocking of 700, 800, 888, 900, and 976, etc., service upon requests, including "bill to third party" and collect calls, from AT&T on a line, trunk or individual service basis.	X				
24. AT&T and BellSouth agree to work cooperatively in practices and procedures regarding Law Enforcement and service annoyance handling.	X				
25. AT&T would like a process established whereby misdirected calls can be routed correctly, e.g. reciprocal agreement for on-line transfer to business office, repair, etc.	X				
26. AT&T needs to negotiate for the handling of 911 and E911 updates to BellSouth's databases for its Total Resale Customer base.	X				

**Total Service Resale
Status Document**

I. Network Operations (Cont'd)

A. Service Ordering and Provisioning Procedure (Cont'd)

	Agree	Escalated	Obtainable	Pending	Deleted
27. AT&T would like BellSouth to provide engineering support for all Special Services which are covered under a Total Resale offer, e.g. Data Services, Voice Grade private lines, Intermediate bit rate services, Primary Rate ISDN services, Broadband services and Packet services, etc.	X				
28. Bill any applicable time and materials charges to AT&T, not the end-user.	X				
29. Provide a listing of all applicable charges at the time of order completion.				X	
30. Provide the contracting of BellSouth technicians to perform work on AT&T end-user customer's premises representing AT&T. this includes but is not limited to: a. Provide the contracted technicians with AT&T forms for the end-user. b. Provide the contracted technician with "branded" AT&T "not at home" cards. c. Assure technicians are trained in a non-discriminatory fashion.					

B. Maintenance Procedures

1. BellSouth will provide AT&T with a "Real Time" electronic interface to perform the following functions related to the Maintenance process: a. Trouble Tickets entry and updates capabilities b. Review and verify test results c. Provide status updates on current "Open" Trouble Tickets d. Verify feature and function updates and corrections as they relate to an open Trouble report e. Provide a means for notifying AT&T of Switched Failures f. Provide dispatch status as well as location and ETA g. Testing		X	X		
2. Provide AT&T the real time ability to verify and acknowledge any schedule appointment upon receipt of the Trouble Ticket.		X			
3. BellSouth will meet the following status requirements on AT&T services: a. Immediate notification of any changes in trouble status, electronically b. The ability to retrieve the current status of any open trouble report c. Immediate notification when any schedule appointment is in jeopardy	X			X	
4. BellSouth will close all TOK (Test OK), NTF (No Trouble Found), and CC (Came Clear) trouble reports with AT&T's work centers.				X	

**Total Service Resale
Status Document**

**I. Network Operations (Cont'd)
B. Maintenance Procedures (Cont'd)**

	Agree	Escalated	Obtainable	Pending	Deleted
5. BellSouth will close the trouble by contacting the AT&T work center, AT&T in turn will be responsible for contacting the end-user Customer.			X		
6. BellSouth will immediately notify AT&T of any Network event which impacts AT&T end-users. AT&T would prefer a real time monitoring arrangement if this is feasible.					X
7. BellSouth agrees to notify the AT&T work center of any scheduled maintenance activity which could have an impact on the service provided to AT&T end-users, and negotiate release with AT&T.				X	
8. AT&T would like to negotiate a workable Disaster Recovery plan with BellSouth and agree to perform quarterly tests of the process. a. For BellSouth Work Centers b. For BellSouth Network Components			X X		
9. BellSouth will provide the AT&T work center with "real Time" test results on any AT&T end-user service.		X			
10. BellSouth agrees to route repair service calls to the correct service provider (AT&T), with same dialing parity as BellSouth..		X			
11. BellSouth will bill any applicable tariffed maintenance and service charges to AT&T, <u>not</u> to the end-user. AT&T will provide and address and contact for all applicable tariffed charges.	X				
12. Contact AT&T prior to any work that would result in additional charges. AT&T will contact the customer for approval.	X				
13. BellSouth agrees to provide a listing of all applicable charges at the time the Trouble Ticket is closed.	X				
14. BellSouth will use an AT&T branded form any time an AT&T end-user is contacted relative to a trouble report, maintenance charges or any applicable service charges.	X				
15. A BellSouth Technician will clear any reported trouble to the end-user's network interface.	X				
16. BellSouth will provide an on-line transfer of any AT&T end-user "misdirected" trouble call to the AT&T repair center.			X		
17. AT&T and BellSouth will negotiate performance metric's for Service repair.			X		
18. Provide AT&T with an "escalation" and "expedite" process for Maintenance.			X		
19. Provide the contracting of BellSouth technicians to perform work on AT&T end-user customer's premises representing AT&T. This includes but not limited to: a. Provide the contracted technicians with AT&T forms for the end-user. b. Provide the contracted technicians with "branded" AT&T "not a home" cards. c. Assure technicians are trained in a non-discriminatory fashion.					

**Total Service Resale
Status Document**

I. Network Operations (Cont'd)

B. Maintenance Procedures (Cont'd)

	Agree	Escalated	Obtainable	Pending	Deleted
20. Provide non-discriminatory training for those technicians assigned to handle AT&T Local Service Customers.					

C. Operational Readiness Test for Ordering, Provisioning and Maintenance

<p>1. Participate in an Operational Readiness Testing (ORT) which will allow for the testing of the systems, interfaces and processes for the ordering, provisioning and maintenance of AT&T local service.</p> <p>a. Participate in an Operations ORT to ensure that AT&T and BellSouth can automatically through various systems/interfaces, jointly order, and provision AT&T's local services in a timely and accurate manner.</p> <p>b. Participate in an Operational ORT to ensure that AT&T and BellSouth are able to quickly manage and resolve maintenance/repair call in accordance with established DMOQs.</p>					
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**Total Service Resale
Status Document**

II. Network Architecture and Services

A. Basic Service Requirements

	Agree	Escalated	Obtainable	Pending	Deleted
1. No loss of features of functionality in any of the following areas:					
a. Same dial tone and ring	X				
b. Same capability for either dial pulse or touch tone recognition	X				
c. Same capability to complete calls to any location	X				
d. Same extended local calling area	X				
e. 1 + IntraLATA toll calling	X				
f. PIC + service	X				
g. CIC dialing	X				
h. Telephone number portability					X
i. Same access to vertical features and functions	X				
j. Call detail recording capability required for end-user billing	X				
k. Access to Telephone Relay Service (TRS)	X				
l. All Class and Custom Calling features and functions (e.g., caller ID)	X				
m. Centrex - BellSouth shall provide service/features at parity with BellSouth Centrex on a wholesale basis at a commercially feasible price, on a non-discriminatory basis	X				
n. Flat and Measures Services	X				
o. International Calling	X				
p. 911, 500, 700, 800, 888, 900, 976, etc.	X				
q. Provide the following End Office features:					
1. Distinctive ringing	X				
2. Repeat dial capability	X				
3. Multi-line hunting	X				
r. Provide the following feature capabilities allowing for Voice Mail services:					
1. SMDI-E - Station Message Desk Interface - Enhanced	X				
2. MWI - Message Waiting Indicator	X				
3. CF-B/DA - Call Forward on Busy / Don't Answer	X				
s. Trunk Local connectivity to PBXs and Direct Inward Dialed Services	X				
t. "Bill to third party" and Collect call restrictions					
u. AT&T and end-user customer telephone numbers to reside in LIDB for database access					
v. BellSouth parity dialing protocols					
w. ISDN including those services required to service customers who subscribe to ISDN service					

B. NXX Assignment and Administration

1. Provide AT&T the following capability to assign telephone numbers "on line", providing AT&T with electronic access to the number assignment system, for "real time" on-line number assignment.					X
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**Total Service Resale
Status Document**

II. Network Architecture and Services (Cont'd)

C. Directory Assistance (Cont'd)

	Agree	Escalated	Obtainable	Pending	Deleted
2. Exemptions:					
a. Provide the ability to waive charges for handicapped customers.	X				
b. Provide a process to verify and document a customer's exempt status.	X				
Self Provisioned Requirements:					
3. Provide the option to purchase resale service without associated Directory Assistance to AT&T:					
a. BellSouth will provide AT&T the ability to route customer dialed Directory Assistance (411, 555-1212) to the AT&T Directory Services Platform.					
b. BellSouth will provide AT&T with real-time electronic feed of customers address and number changes.					
c. BellSouth will provide AT&T access to their emergency number listing or emergency database for handling of emergency calls.					

D. Listings

1. White pages requirements:					
a. Listings at no cost to AT&T (1st number free)	X				
b. Distribution of directory to AT&T customers coincident with receipt of White Pages by BellSouth customer	X				
c. List of AT&T services and information (price, features, availability) similar to BellSouth	X				
d. Provide wholesale prices to AT&T which reflect BellSouth's avoided costs.		X			
e. Unlisted / unpublished discount		X			
f. Provide a discount for multiple listings		X			
g. Recycle AT&T's Customer directories and books	X				
h. AT&T's end user listings will be excluded from Lists Sales				X	
2. Yellow pages requirements:					
a. Provide a "real time" knowledge of deadlines	X				
b. Distribution of directory to AT&T customer's coincident with receipt of Yellow Pages by BellSouth customer	X				
c. Provide wholesale prices to AT&T which reflect BellSouth's avoided costs		X			
d. Provide a commission on advertisements from AT&T				X	
3. Exemptions:					
a. Provide the ability to waive charges for handicapped customers	X				
b. Provide a process to verify and document a customer's exempt status	X				
4. AT&T requires BellSouth to list AT&T in the front of the directory as a local service provider for the area with all appropriate information and telephone numbers. AT&T also requires the cut-off date for this publication.	X				

**Total Service Resale
Status Document**

II. Network Architecture and Services (Cont'd)

E. Operator Services

	Agree	Escalated	Obtainable	Pending	Deleted
BellSouth will provide AT&T the ability to route customer dialed Operator Services Calls to the AT&T Operator Services Platform. In the interim, BellSouth will provide Operator Services "branded" as AT&T utilizing AT&T's rates. The following capabilities are also expected under the resale environment: Resale Requirements:					
1. Provide to AT&T Operator Services accessible by "0+" and "0-" dialing.				X	
2. Provide to AT&T a full range of Operator Service functions identical to those which BellSouth provides to its customers.	X				
3. Provide the Operator Service "brand" as AT&T complete with the "AT&T sparkle tone bong".		X			
4. AT&T will provide to BellSouth performance metric's for the provision of this service which will include: a. Number of rings to answer b. Average work time c. Disaster Recovery (work stoppage, technical failure, natural disaster, weather)	X X			X	
5. Provide the following capabilities including but not limited to: a. Calling Card Service (entry, verification, and blocking) b. Instant credit on calls c. Time and charges d. Route calls to AT&T when requested e. Busy Line Verification/Emergency Intercept (BLV/EI) f. Emergency calls g. Notification of the length of call h. Hotel/Motel services i. Real Time rating of calls j. Handicapped caller assistance k. Third party billing l. Collect: Person to Person / Station to Station calls	X X X X X X X X			X X X X	
Self Provisioned Requirements:					
6. Provide the option to purchase resale service without associated Operator Service to AT&T in an unbundled offering.					
F. Lifeline Service					
1. Provide the capabilities required for Lifeline services exactly as BellSouth provides to their customers on a going forward basis, this includes a billing plan, access to the subsidy pool, etc.		X			

**Total Service Resale
Status Document**

II. Network Architecture and Services (Cont'd)

G. Service Assurance Warranty (SAWS)

	Agree	Escalated	Obtainable	Pending	Deleted
1. Provide a service quality guarantee to AT&T which will be accomplished by offering a credit when BellSouth does not meet the service quality requirements as specified by AT&T.				X	
2. This service guarantee is applicable but not limited to:					
a. Call Satisfaction Credit				X	
b. Service Interruption Guarantee				X	
c. Installation/Repair Satisfaction Credit				X	
d. Service Order Satisfaction Credit				X	

H. 911

1. Provide access to 911/E-911 in a transparent manner to the end-user.	X				
2. Provide the ability to populate the 911 databases in a timely manner at parity with BellSouth.					X
3. Provide 911 detailed rating information (city, county, state, etc.)					

I. Inside Wire

1. Provide Inside Wire service maintained by BellSouth and branded as AT&T.	X				
2. Establish a mutually beneficial arrangement to resell Inside Wire provisioning and maintenance.		X			
3. Transfer the Inside Wire maintenance contract to AT&T for its' Local customers.	X				

J. Disaster Recovery

1. Agree to mutual participation in Disaster Recovery plans.				X	
2. Provide timely notification of any outage which has an effect on AT&T customer's:					
a. Central Office outages				X	
b. Facility outages such as cable cuts, repeat failures, etc.				X	
c. Commercial power outages				X	
d. Load sharing situations				X	
e. Subscriber Loop problems				X	
f. Signaling network problems				X	
g. General network congestion				X	
h. Any other Issue which has or could have a negative effect on AT&T Customer Service				X	

K. Payphone Services

1. BellSouth will provide the ability to procure Payphone service at a wholesale price that is commercially viable, and to be able to provide present and planned features and functionalities on a non-discriminatory basis.		X			
2. BellSouth shall provide the following features, but not limited to :					
a. Rating					
b. Far end disconnect					
c. Timing					
d. Answer Detect					

**Total Service Resale
Status Document**

II. Network Architecture and Services (Cont'd)

K. Pay Phone Services (Cont'd)

	Agree	Escalated	Obtainable	Pending	Deleted
e. Non-Published number (where available)					
f. Single line billing					
g. One bill per line					
h. Call detail showing every call					
i. Touch Tone					
j. Tone Billing restrictions					
k. Block direct Dial International call					
l. Guarantee PIC protection					
m. One way service (for coinless phones)					
n. All 0+ calling, including 0+700 and 0+900 (for coinless phones)					
o. Restrict all 1 + call, including 1+7 and 10 digits (for coinless phones)					

L. Hospitality

1. BellSouth will provide all blocking, screening and all other applicable functions available for hospitality lines at a competitive viable basis.					
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M. Service Restoration Priorities

1. AT&T requires the ability for service restoration priority in conjunction with BellSouth existing procedures.					
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N. Telephone Relay Service (TRS)

1. Ensure AT&T's customers will be able to access TRS and that AT&T will receive the proper revenue for these calls.					
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O. Telephone Line Number (TLN) Calling Card

1. BellSouth will terminate its existing TLN - based cards when the customer selects AT&T for local service.					
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**Total Service Resale
Status Document**

III. Carrier Billing, Data Transfer, and Account Maintenance Requirements

A. Carrier Billing Requirements for Local and IntraLATA Toll

	Agree	Escalated	Obtainable	Pending	Deleted
1. BellSouth will participate in a Local/Resale Bill Certification Process as defined by the Standard Access Billing Requirements (SABR) document (Section 5) to ensure quality and financial assurance controls throughout AT&T and BellSouth's processes. Billing accuracy is the sole responsibility of BellSouth..				X	
2. BellSouth will work with AT&T to facilitate accurate and timely billing as defined by the SABR document (Section 3).				X	
3. BellSouth will provide a mechanized bill as defined by the SABR document (Section 4, 5, & 6) and utilize the electronic data transmission Connect/Direct.				X	
4. BellSouth and AT&T will agree to an annual Supplier Quality Certification Review to be conducted by AT&T.				X	
5. The existing CABS Billing Output Specifications (BOS) documents provide guidelines for how to render a bill. Additional information that is required to be uniquely identified when rendering Local/Resale charges per the SABR document (Section 7) are as follows: a. BellSouth will bill charges/credits for Primary Interexchange Carrier (PIC) change charges separately from the Local/Resale bill b. BellSouth will use the same structure as documented in CABS for Switched Access Bill c. Specific Account Level, Jurisdiction and Service/Feature codes are delineated				X	

B. Data Transfer Requirements for Local and IntraLATA Toll

AT&T requires that BellSouth transmit specific usage to AT&T (LRDTR - Section 2). AT&T will rate and bill the intraLata toll and local usage recorded by BellSouth. In addition, AT&T will process and bill the rated incollects sent by BellSouth. Messages will be transmitted, via a direct feed, to AT&T in standard EMR format (Bellcore Practice BR 010-200-010). Testing activities and the reports needed to ensure data integrity are also required, as well as ongoing Control Maintenance and Review, and Software Change procedures.				X	
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**Total Service Resale
Status Document**

III. Carrier Billing, Data Transfer, and Account Maintenance Requirements (Cont'd)

C. Account Maintenance Requirements for Local IntraLATA Toll

	Agree	Escalated	Obtainable	Pending	Deleted
<p>While most of the customer account information will originate through direct customer contact, there are some situations where account changes will originate from sources external to AT&T. In these situations, BellSouth will support the following Local Account Maintenance Requirements:</p> <p>1. OUTPLOC Transaction Feed - When a customer contracts BellSouth to change from AT&T Local to another Local Service Provider (LSP), convey to AT&T that the customer has moved to another LSP. BellSouth should provide this information via a batch feed, via Connect/Direct NDM sent at end of the day (seven days a week) within 24 hours of the switch being provisioned.</p>				X	
<p>2. PIC Only Change Process - When an AT&T Local customer contacts AT&T Local to change their PIC to another LD carrier, AT&T Local will accept the order and generate a Service Order to BellSouth. BellSouth will provision the network, and send a PIC Only Completion back to AT&T Local via the work Order Completion feed.</p>				X	
<p>3. IXC PIC Change Process - When an AT&T Local customer contracts another IXC to change their LD PIC, and BellSouth receives an '01' PIC from the other IXC, BellSouth will reject the '0' order and create the appropriate '3148' Industry Standard Code with the Operating Company Number (OCN) of the Reseller and reject it to the originating IXC.</p> <p>NOTE: If the OCN cannot be provided, reject the order with the Industry Standard alternate '31_' code.</p>				X	

**Total Service Resale
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IV. Security

A. Law Enforcement

	Agree	Escalated	Obtainable	Pending	Deleted
BellSouth and AT&T will jointly agree to procedures to meet legal process demands, and fulfill law enforcement interface requirements.				X	

B. Fraud

BellSouth will provide AT&T with the network toll fraud prevention, detection, and control features BellSouth currently has in their network that would be applicable to AT&T subscribers such as:					
a. If remote call forwarding is offered, what are the available network prevention features?					
b. If AT&T is using BellSouth LIDB service, what fraud control features cover bill-to-third and collect call processing?					

C. Repetitive Debtor

AT&T and BellSouth will establish a reciprocal process for all service providers to share information regarding end user customers with a history of non-payment. Exchange of such information must be mutual, immediate and not subject to changes between carriers.					
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D. Local Carrier Change Policy (Anti-Slamming)

BellSouth and AT&T will follow the Local Carrier Change Order (Anti-Slamming/PIC Change) rules adopted by the FCC for the InterLATA (LD) market.					
1. OUTBOUND Calls - AT&T will utilize one of the following PIC Change Order methods:					
a. Obtain customer's written authorization					
b. Obtain customer's electronic authorization by use of 800 number					
c. Have customer's oral authorization verified by an independent third party that AT&T utilizes					
d. Send an information package within three days of the customer's request for a PIC Change and wait 14 days before submitting the PIC Change to BellSouth to allow the customer ample time to return the postcard denying, canceling, or confirming the change order.					
2. INBOUND Calls (No specific FCC rules)					
a. AT&T will verify the customer's stated intent to switch carriers.					

**Total Service Resale
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V. Pricing and Compensation

	Agree	Escalated	Obtainable	Pending	Deleted
<p>BellSouth's monopoly Basic Network Functions (BNFs) and all retail services must be available for unrestricted resale. Unbundled BNFs must be priced at Total Service Long Run Incremental Cost (TSLRIC). Retail services must be made available at economically viable rates. In the short term, estimation of the appropriate discount will have to be based on a tops-down approach which looks at (1) avoidable costs, i.e., marketing, billing, etc., and (2) inferior access to LEC customer support systems (Electronic bonding). The long term solution will require a bottom up approach in which all wholesale services will be based on local service elements priced at TSLRIC.</p>					

**TOTAL SERVICES RESALE
INTERFACE RELATED**
(Must be negotiated 90 days prior to the start of ORT)

ITEM	ORT CRITERIA	REGION NEGOTIATIONS	ORT CRITERIA MET (YES/NO)	(*Indicates update) ISSUES/NOTES
Telephone Relay Service	<p>AT&T customers able to access TRS</p> <p>AT&T would receive the proper revenue for these calls.</p> <p>AT&T told who these special needs customers are so they are correctly billed for DA calls and receive any appropriate disabled persons discounts.</p> <p>Access supplier will apply none of the costs for providing TRS to AT&T</p>	<p>BST has agreed that our customers retain all functionality in re: telephone relay service.</p> <p>Version 5 of the TSR Planning document includes a specific section (2N) to address Telephone Relay Service revenue for AT&T. We do not have a reply from BST yet.</p> <p>BST has agreed to establish their process along with process to identify eligibility for DA exemptions, etc.</p> <p>Unknown</p>	<p>Y</p> <p>?</p> <p>Y</p> <p>?</p>	
Blocking	<p>LEC must provide ability to block 900, 976, Collect or Third-Party calls for AT&T Local Customers.</p> <p>For local business customers, the LEC must provide the ability to have calls to 976, 976-like, 900, 700 numbers and Collect and Third Party calls blocked.</p> <p>The LEC must be able to block each of these NXXs/calls independently, and based on customer request, have the ability to unblock access to them.</p>	<p>1.A.23 Options for blocking 900, 976, 0+, and 0-blocking are options are supplied in the OLEC handbook and are available for resale, for business or residence.</p> <p>700 Blocking is not a service offering.</p> <p>The OLEC handbook outlines 6 options for service blocking combinations, the option to block each NXX independently is not listed. Service blocking is ordered under "Line and Line Features" on the LSR.</p>	?	<p>Q. How do the blocking options in the OLEC handbook compare with the blocking options BST would offer to their end-users.</p> <p>*A. BST offers the same options to their end-users.</p>
Number Assignment	<p>Ability to assign the telephone number to customers real time (including vanity number) to achieve customer experience parity. Most desirable is number assignment via an electronic interface.</p>	<p>1.A.5 BST is pursuing real time access to ATLAS. BST plans to present plans internally on May 1, and if approved, implementation will begin.</p>		<p>Need firm timeline</p>

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5/1/96

ITEM	ORT CRITERIA	REGION NEGOTIATIONS	ORT CRITERIA MET (YES/NO)	(*Indicates update) ISSUES/NOTES
	<p>Interim process acceptable would be a dial-in process to the LEC while on-line with the customer.</p> <p>Agreed upon and documented operational process including information flow and interval metrics.</p> <p>If manual process (e.g. dial in) a timeline should be determined to migrate to an electronic interface platform.</p> <p>System design requirements (e.g. transactions and data elements) to support electronic interface.</p>	<p>In the interim, BST is proposing pre-reserved pool of numbers. BST proposes using a 3-way call process for reserving vanity numbers. BST agrees that this is a pretty messy process. In our meeting on 3/26, we discussed ways to make this "Pool" more manageable. We discussed disk rather than paper, possible CNSC small database process. BST does not want to take telephone calls for all number reservation.</p> <p>1.A.5 BST is pursuing real time access to ATLAS. BST plans to present plans internally on May 1, and if approved, implementation will begin.</p> <p>Dependent on above</p> <p>Dependent on above</p>		<p>*Received the documentation on 4/23. The process proposed is unacceptable. AT&T and BST have escalated this issue.</p> <p>*Need firm time line BST will not commit until after May 1 decision is made.</p> <p>Need firm time line.</p> <p>Need firm time line</p>
Provisioning & Performance Metrics	<p>Agreement with LSP to be at parity or better for their own performance metrics which they offer to their own retail and wholesale customers.</p> <p>Documented in an Operations External Interface Agreement.</p>	<p>1.A.4 BST has stated that their objective is to provide resellers with the same quality service it provides to its end users.</p> <p>1.a.11 BST has not agreed to meet performance metrics provided by AT&T to measure their provisioning & performance. BST agreed to discuss further. BST has been asked to provide AT&T with their own performance metrics at May 3 meeting.</p> <p>Interface agreements will be discussed further as the operational issues are resolved.</p>	<p>Y</p> <p>?</p>	<p>*</p>
Law Enforcement Interface	<p>Agreement that incumbent LEC will provide AT&T a 7-day/24 hour interface to execute the following functions as our agent: install/administer/perform traps and traces for legal process demand, law enforcement</p>	<p>Annoyance calls will be handled by BST Annoyance Call Center (ACC). BST proposes that the ACC work directly with the end-user to resolve problems. AT&T and BST met on April 24, 1996 to discuss law enforcement interfaces. Another meeting will be</p>	<p>Y</p>	<p>*</p>

200913

ITEM	ORT CRITERIA	REGION NEGOTIATIONS	ORT CRITERIA MET (YES/NO)	(*Indicates update) ISSUES/NOTES
	<p>support, and annoyance call management</p> <p>Upon AT&T request report output resulting from customer invoking security related central office features (*57)</p> <p>Install or direct the installation of wiretaps.</p>	<p>scheduled once action items are completed.</p>		
911/E911	<p>Incumbent LEC handles updates to PSAPs and/or E911 data bases as part of the service order interface.</p> <p>There are no additional charges over and beyond the tariffed wholesale price of the Service as 911/E911 updates are part of wholesale provisioning.</p>	<p>2.H.2 BST will populate the 911 database as a part of its service order process.</p> <p>Agreed</p>	<p>Y</p> <p>Y</p>	
Network Monitoring	<p>Agreement of proactive network notification of network outages.</p> <p>Documented in an Operations External Interface Agreement.</p>	<p>1.B.7 AT&T and BST agreed to continue discussion of this item as a part of our clarification of work center roles. It is BST position that a negotiated "release" to perform pre-planned maintenance depends upon the type of end user. BST does not intend to negotiate release for POTS services.</p>		
Local Account Maintenance	<p>AT&T Local is looking for Local Account Maintenance data in order to update its local customer base and produce outbound CARE to IXC. At minimum, what AT&T Local needs is as follows:</p> <p>1) Customer Requests Change to a New Reseller LSP (OUTPLOC Transaction data) - notification from switch provider whenever customer leaves AT&T Local through contact with another LSP.</p> <p>2) Customer Requests Change of LD PIC Only -</p>	<p>BST has not agreed to requirements 1 and 3. They have agreed to requirement number 2 except returning "completion".</p>		*

200914

Privileged and Confidential - Prepared for use in matters in litigation or potentially in litigation; contains proprietary settlement information; contains advice of counsel concerning proprietary settlement matters.

ITEM	ORT CRITERIA	REGION NEGOTIATIONS	ORT CRITERIA MET (YES/NO)	(*Indicates update) ISSUES/NOTES
	<p>When a customer contacts AT&T to change his/her LD PIC only, switch provider accepts PIC change via provisioning process, provisions switch, and returns order completion to AT&T Local.</p> <p>3) Customer Contacts IXC to Change LD PIC - IXC sends SWP '01' code. SWP rejects the order via 3148 reject record with LSP ID.</p>			
Local & Toll Usage Requirements	<p>Agreement must be reached on the following items:</p> <p>Usage to be transferred to AT&T in BellCore EMR Standard Format</p> <p>Record layouts and appropriate edits</p> <p>Control Report functionality and layouts</p> <p>Returns process</p> <p>Mode of file transfer (i.e. CONNECT:Direct)</p> <p>Testing activities</p>	<p>BST is reviewing the detailed requirements. They have verbally agreed to utilize EMR. They have not agreed to provide "unrated" usage where required.</p>		*
LIDB	<p>The incumbent LEC must agree to maintain our end user's records in their LIDB database.</p> <p>They also must agree to provision changes to these records based on a request we might get from one of our end users.</p>	<p>BST OLEC handbook states that specific contracts between BST and AT&T will be required for LIDB updates. Status of the LIDB contract is a BST requirement on the Master Account Application.</p> <p>There is no charge for LIDB database.</p>	Y	LIDB contract is a term/conditions objective only. No charges apply.
Ordering & Provisioning	<p>Pre-Service ordering process includes service and feature availability, telephone number assignment, installation time frames/dispatch schedule.</p>	<p>The interim pre-ordering interfaces are becoming very clearly defined. BST's RSAG application is now available. User guides and ids are requested so that we can do system testing. The system is available via dial-up, but enhancements are expected in the next week to make available LAN to LAN.</p> <p>BST has provided Features and Functions by CILLI.</p>	Y Y	* *

200915

ITEM	ORT CRITERIA	REGION NEGOTIATIONS	ORT CRITERIA MET (YES/NO)	(*Indicates update) ISSUES/NOTES
	<p>Service orders process starts from creating the service to the time the service order is completed. This includes error processing (notification and jeopardized), status (firm order completion/FOC & completion) and any other processes associated with end-to-end service order processing/completion.</p>	<p>(PSIMS data).</p> <p>BST has provided an interval guide (paper) to be used as a job aid. This guide will be used to calculate DD and schedule appointments.</p> <p>Telephone number assignment has been escalated.</p> <p>The Ordering Interface in place at BST is inadequate (fax-based). We are proposing an EDI interface as the interim solution and provided BellSouth an AT&T proposal for the design of such an interface. The proposal was provided to BST on 4/18.</p> <p>We have delivered the data elements for ECI (electronic bonding) to BST for their review. Some of the data elements included in the document included our requirements for FOC and order completions. In our 3/22 meeting, we discussed the FOC elements and seem to agree on the type of information that will be passed, however, we disagreed on the definition of FOC. Understanding/agreement will have to be reached prior to completion of process flows.</p> <p>Another fundamental difference in our position and that of BST is that we require a completion on each order. BST does not agree to provide pro-active completions. BST's position is that AT&T should consider work completed on time. BST agreed to look at their systems to see what reporting capabilities exist to give completion data to AT&T.</p> <p>Operational process flows have been drafted for</p>	<p>Y</p> <p>N</p>	<p>*</p> <p>*</p> <p>*Work in process</p> <p>Work in process</p> <p>Work in process</p>

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ITEM	ORT CRITERIA	REGION NEGOTIATIONS	ORT CRITERIA MET (YES/NO)	(*Indicates update) ISSUES/NOTES
	<p>Agreed upon and documented operational process including information flow and interval metrics.</p> <p>For any manual pre-service process a timeline should be determined to migrate to an electronic interface platform.</p> <p>For ALL service order process a timeline and system design is required to support the mechanized electronic interface. Mechanized includes service order, error notification/response, FOC, jeopardize, completion and any other processes associated with end-to-end service order processing/completion.</p> <p>Note: The key is to negotiate the data elements for the service order process. The actual transmission medium should be negotiated with the assistance of HQ SME and only AFTER the data elements are agreed to.</p> <p>For Business - AT&T requires 50% off all service order charges for new installations. Special Change orders - Charges are to be negotiated to handle existing RBOC services or lines being transferred to AT&T, at \$5.00 per account.</p>	<p>ordering NEW service.</p> <p>Timeline for migration to electronic interface will be addressed after BST's May 1 proposals are completed.</p> <p>At this point, we are still negotiating with BST to upgrade their ordering interface from fax-server. In a fax based process, all of these transactions would be via fax. If successful in moving them to EDI, these items would be supported on that platform. We provided an order forecast on 3/22, the forecast did facilitate conversation of the weaknesses of the fax system. BST agreed to re-look at the ordering interface. BST & AT&T SMEs met on 3/27 and discussed alternatives.</p>		*Work in process
Denials/Restorals	<p>Ability to suspend customer service</p> <ul style="list-style-type: none"> At the direction of AT&T, provide suspension of dial tone for telephone line(s). Such suspension must be completed on date and time frame provided by AT&T. <p>In emergency situations, manual procedures must be developed to permit more timely suspension.</p>	<p>Agreed. Guidelines in OLEC handbook.</p> <p>BST proposes that Deny and Restore requests be sent in a priority fax process, requests received prior to 3:00pm will be worked same day.</p> <p>Process for emergency situations has not been clearly defined although we have reached agreement if</p>	Y Y	

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ITEM	ORT CRITERIA	REGION NEGOTIATIONS	ORT CRITERIA MET (YES/NO)	(*Indicates update) ISSUES/NOTES
	<p>This suspension will then be documented by normal processes showing the work has been completed.</p> <p>If during such suspension the local commission has deemed that 911 calls must continue to be able to be placed, the suspension will exclude all calls except 911.</p> <p>Ability to restore customer service which has been suspended</p> <ul style="list-style-type: none"> At the direction of AT&T , provide restoration of dial tone to suspended telephone line(s). Such restoration must be completed on date and time frame provided by AT&T. <p>In emergency situations, manual procedures must be developed to permit more timely restoration. This restoration will then be documented by normal processes showing the work has been completed.</p>	<p>principle.</p> <p>BST has agreed to provide a FOC which will probably be completed after the work is physically complete. More discussion on their internal process is required.</p> <p>Local commission in Georgia does not require 911 to be dialable for suspended service.</p> <p>Agreed. OLEC guidelines provide a form for suspend, restore and disconnect.</p> <p>Agreed. OLEC guidelines provide a form for suspend, restore and disconnect.</p> <p>Process for restoration in emergency situations has not been clearly defined although we have agreed in principle.</p>	<p>Y</p> <p>Y</p>	
Carrier Billing/Invoicing	Access Billing and Reconciliation Completed	AT&T wants BST to utilize CABS for billing. BST plans on billing using CRIS/CLUB. AT&T will accept as an interim process.		*
Maintenance Performance Metrics	<p>Agreement with LSP to be at parity or better for their own performance metrics which they offer to their retail and wholesale customers.</p> <p>Documented in an Operations External Interface Agreement.</p>	<p>1.B.16 BST has stated that their objective is to provide resellers with the same quality service it provides to its end users. BST has also stated that discussions regarding metrics are premature until processes are in place.</p> <p>Interface agreements will be discussed further as the operational issues are resolved.</p>	Y	
Operations	Negotiate agreements to do ORT including: detailed	ORT has not been negotiated.		BST has been asked to

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ITEM	ORT CRITERIA	REGION NEGOTIATIONS	ORT CRITERIA MET (YES/NO)	(*Indicates update) ISSUES/NOTES
Readiness Testing	timeline, ORT plan, intercompany test cases, and exit criteria.			be ready to test electronic interfaces by July 1. (Ordering and pre-service)
Operations Disaster Recovery	<p>Agreement on joint plans and contacts with the LSP.</p> <p>Documented in an Operations External Interface Agreement (e.g. work center and systems)</p>	<p>Preliminary discussions of Disaster Recovery Plans indicate that appropriate safeguards are in effect. Existing Disaster recovery plans will be amended to include joint plans for other LSPs. Further discussion is required to negotiate detailed Operations External Interface Agreements.</p>	Y	
Escalation & Expedite Procedures	<p>Negotiate process to handle escalation and expedite procedures.</p> <p>Document in the operations external interface agreement.</p>	<p>Escalation contacts for provisioning and maintenance functions have been provided in the OLEC handbook. The handbook addresses emergency expedites, orders of an urgent nature may be submitted as an expedited request, expedites may involve additional special charges.</p>	Y	*
Industry Standards (Priorities & Severity)	<p>For network disaster recovery basic understanding with the LSP on a process to order and restore based on priority and severity of service outage (e.g. essential line service)</p> <p>Document in external interface agreement with LSP.</p>	<p>Priorities and Severity have not been negotiated in detail. BST generally agrees service should be restored in a priority manner for essential line services. We had some discussion concerning how BST would identify those essential line services.</p>		Work in progress

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**TOTAL SERVICES RESALE
OFFER RELATED
(Must be negotiated 90 days prior to the start of ORT)**

ITEM	ORT CRITERIA	REGION NEGOTIATIONS	ORT CRITERIA MET (YES/NO)	ISSUES/NOTES
Basic Local Service/EAS-Residential	<p>AT&T Branding</p> <p>Service parity with the LEC (DMOQs)</p> <p>No hidden administrative or other charges (e.g. database administration, distribution)</p> <p>Automated operational interfaces</p> <p>Services should be able to be unbundled (e.g. Operator Services, DA)</p> <p>Access to all end-use information (service and billing)</p> <p>Automated wholesale bill</p>	<p>AT&T Branding—Branding is an issue in the technician contacts for provisioning and maintenance:</p> <ol style="list-style-type: none"> 1. BST agrees to provide generic non-branded forms for their technicians 2. Technicians would receive non-discriminatory training <p>Service Parity—BST has committed that they will provide service parity to our end-users.</p> <p>No hidden administrative costs—price issue</p> <p>Automated Operational Interfaces—BST has not committed to automate their ordering interface which would provide automated vehicle for FOC, sups, completions. BST has stated that they prefer to wait for an industry-wide solution for the ordering interface.</p> <p>BellSouth does not agree that services should be unbundled under a TSR scenario. However, they no longer assert that it is not technically impossible to unbundle services like Operator Services & DA.</p> <p>For pre-sales (marketing) inquiries, BST will require a signed LOA to release information. If the request is submitted as a “switch as is” service request, BST will provide service information on the FOC.</p> <p>CRIS/CLUB—Available in disk/CD-ROM/Tape format</p>	<p align="center">Y</p> <p align="center">Y</p>	<p>*BST has been asked to provide their internal DMOQs for our review, (May 3).</p> <p align="center">*</p>

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ITEM	ORT CRITERIA	REGION NEGOTIATIONS	ORT CRITERIA MET (YES/NO)	ISSUES/NOTES
	<p>Local calling area parity (including EAS')</p> <p>Any and all discounts provided to retail customers, including volume discounts, term plans, etc.</p> <p>No restrictions on customers' calling (e.g. 750 minute limit on flat rate calling)</p>	<p>BST states that "pricing plans" are not available for resale.</p> <p>No restrictions exist</p>	<p>N</p> <p>Y</p>	<p>Work in process</p>
Basic Local Service/EAS-Business	<p>AT&T requires that the LEC resell the following:</p> <ul style="list-style-type: none"> • Basic Local Service/EAS at wholesale prices • Basic Lines • PBX Trunks • DID Trunks • DID Number Groups • DOD Trunks <p>These prices are calculated using retail less avoidable costs (representing a 50-60% discount off LEC list rates) or 25-35% off of the best available price in the market after all term, volume, and "special" customer deals, whichever is better.</p>	BellSouth agrees to resell all of the services listed, at a % off retail discount		All listed & more are available, price is the issue. At May 3 meeting, we will address some tariffed items not shown as available in the OLEC handbook.
Lifeline Programs	Secure appropriate tariff so lifeline service can be resold.	1.A.10 BST does not agree that Lifeline service is available for resale. We agreed to discuss further (re: funding of lifeline & Universal Service).		
Directory Services	LEC to provide unbranded directory services until AT&T platform is available. (This position is subject to change in the March timeframe.)	We have not discussed BST providing DA or Operator services. Our only discussions with BST have involved routing of these services to our platform. BST does not agree to route to our platform in a TSR environment.		*
Local Operator Services	Establish an initial feed of Emergency Database information (e.g. agency listings) from the LEC in an accommodating manner at a reasonable charge.	Has been discussed favorably. Process discussion is necessary.		Work in process
Inside Wiring -	Inside Wire vendor must be secured.	BST has agreed to offer inside wire as a part of their	P	HQ team is working

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ITEM	ORT CRITERIA	REGION NEGOTIATIONS	ORT CRITERIA MET (YES/NO)	ISSUES/NOTES
Provisioning & Maintenance		resale offer.		on an RFP for inside wire. BST will receive an RFP.
ISDN	<p>The LEC must agree to provide incremental ISDN-related services, data elements, usage feeds, etc. for the provisioning, interconnection and exchange of traffic, access components, unbundling of LEC Network Components, disaster recovery, ordering and provisioning, repair and maintenance, and Operations DMOQs so that AT&T can offer a LEC-parity ISDN service. Pricing should be at levels consistent with that of basic analog service.</p>	We have presented BellSouth with our requirements for Unbundled Loop Combination, 3/28/96.		
IntraLATA Toll	<p>LEC Dialing Parity - eliminate need for customers to dial 10+ ATT to access AT&T IntraLATA toll when AT&T is the local service provider</p> <p>Resale pricing equal to access</p> <p>No hidden administrative or other charges (e.g. database administration, distribution)</p> <p>Automated operational interfaces</p> <p>No dial around blocking against AT&T (e.g. public stations)</p> <p>Access to all end-user information (service and billing)</p> <p>Service parity with the LEC (DMOQs)</p> <p>For Business, AT&T requires the ability to resell LEC IntraLATA toll at retail price less avoidable costs.</p>			
Class & Custom Features	<p>Minimum offer requirements - ALL Class and Custom Features available to retail customers must be made available for resale at the retail rate less</p>	BellSouth has agreed to resell all Class and Custom Features and has published descriptions in the OLEC handbook. Work is underway in the LSO to identify	Y/N	<p>Price is the issue</p> <p>*Some gaps have been</p>

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ITEM	ORT CRITERIA	REGION NEGOTIATIONS	ORT CRITERIA MET (YES/NO)	ISSUES/NOTES
	<p>avoidable costs.</p> <p>No hidden administrative or other charges (database administration, distribution)</p> <p>Automated interfaces or at minimum use of the current LEC processes. AT&T should not be disadvantaged by M&Ps.</p> <p>AT&T also must request LEC descriptions of all features, how they interact (i.e. how features work with each other, availability and the switch type used to offer the features).</p>	<p>all features that may not be outlined in the OLEC handbook.</p> <p>BST had provided descriptions in the OLEC handbook. We intend to request more detail on interaction, activation.</p>		<p>identified and will be discussed at May 3 meeting.</p> <p>Need clarification of this requirement.</p> <p>Work in process</p>
Telephone Line Number Cards	<p>Confirmation that a customers 0+ TLN number is ported with their 1+ number as part of local number portability</p> <p>Access to LIDB read/write to validate and update AT&T local customer's TLN card account</p> <p>No hidden administrative or other charges (e.g. database administration, fraud management)</p> <p>When a line gets transferred over to AT&T, any associated LEC line card should be brought down.</p>	Agreed	Y	
Directory Listings	<p>AT&T requires one basic white page listing in the LEC directory, included in the wholesale price of a business line.</p> <p>For LECs that offer it to their customers, AT&T also requires one basic yellow pages listing included in the wholesale price of a business line.</p> <p>If not, a wholesale price for the yellow pages listing</p>	<p>Agreed</p> <p>Agreed</p>	<p>Y</p> <p>Y</p> <p>NA</p>	

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ITEM	ORT CRITERIA	REGION NEGOTIATIONS	ORT CRITERIA MET (YES/NO)	ISSUES/NOTES
	<p>must be negotiated.</p> <p>AT&T requires the ability to resell enhanced white pages listings including Semi-private, Private and Additional.</p> <p>AT&T must request the following information from the LEC to properly process our customer's directory request:</p> <ul style="list-style-type: none"> • Classified Heading information • Directory Listing rules - white and yellow • Directory to NPA/NXX references • Directory close information- white and yellow • Directory delivery information • Number of local directories customer may have • Ability for customer to order foreign directories • Types of white page listings customer may order (e.g. bold, indented) 	<p>Agreed</p> <p>BST/BAPCO have agreed to provide this information</p>	<p>Y</p> <p>Y</p>	
<p>Yellow Page Advertisements</p>	<p>Phase 1 - AT&T contracts with the LEC to use their Yellow Pages advertising process, LEC is AT&T's agent, LEC Yellow Pages subsidiary representative designs ad with AT&T customer,</p> <p>LEC bills customer, AT&T gets 20% commission. AT&T requires publication schedules for directories: close dates for ads; ad renewal schedules; distribution schedules and policies .</p> <p>A method for processing local customer orders for enhanced directory and Yellow Pages advertising must be negotiated including: Service order fields, Process for hand-off of service order information to directory services subsidiary</p> <p>Phase 2: Same as Phase 1 except AT&T will request a bill feed from the LEC for all Yellow</p>	<p>These items will be discussed the week of May 6</p>		<p>*A HQ SME is now assigned to negotiate with BAPCO.</p>

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ITEM	ORT CRITERIA	REGION NEGOTIATIONS	ORT CRITERIA MET (YES/NO)	ISSUES/NOTES
	<p>Pages advertising services performed on our behalf so that we may place these charges on the customers bill.</p> <p>AT&T will also assume responsibility for collections and uncollectibles.</p>			
CENTREX	<p>AT&T requires that the LEC resell Centrex as a class of service with all Centrex features at wholesale prices (i.e. at or near TSLRIC).</p> <p>he following points must be negotiated:</p> <ul style="list-style-type: none"> • Highest volume discount eligibility • Electronic interfacing • Unrestricted use of dedicated access • waive installation charges • elimination of Assume Dial "9" charges (or like functionality) • number retention service @ cost • unrestricted intercom calling between unaffiliated end users • No restrictions on resale to residential customers (i.e. business rates) • Free directory listings (white and yellow) for end users of resold Centrex Service • ARS Service @ cost • Co-locations charges vs DS1 termination charges • standard pricing regardless of the number of lines purchased • No restrictions on the resale of Centrex 	<p>BellSouth agrees that we can resell their Centrex product although some of the most desirable features exist in a Grandfathered offer. BST does not intend to extend customers who have the existing grandfathered service when they change carriers. This issue has been escalated.</p>		<p>Lack SME resource to pursue this effort</p>
Low/High Speed Data Services	<p>AT&T requires that the LEC resell ALL low/high speed data services (e.g. FX, OPX) at wholesale prices. These prices are calculated using either retail prices less avoidable costs (representing a 50-</p>	<p>Services are available for resale</p>	<p>Y/N</p>	<p>Price is the issue</p>

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ITEM	ORT CRITERIA	REGION NEGOTIATIONS	ORT CRITERIA MET (YES/NO)	ISSUES/NOTES
	60% discount off LEC list rates) or 25-35% off of the best available price in the market after all term, volume, and "special" customer deals, whichever is better.			
Voice Mail Interconnection	Interconnection to SMDI or SMDI-E (whichever is available)	Agreed	Y	
Public Pay Phones	<p>Procure public pay phone lines (COCOT, COPT, and Coin) from incumbent LECs at a wholesale basis (comparable to the business line discount).</p> <p>Ability to purchase the network intelligence (i.e. coin rating, call blocking, call screening, answer supervision, timing, and far end disconnect) from the incumbent LEC at a competitively viable and unbundled basis, expecting same rate as offered to LEC subsidiary if this occurs.</p> <p>Ability to procure all features and functions available for a public phone and public line at a competitively viable and unbundled basis and at service parity with the LEC's DMOQs.</p> <p>Maintain that the public phone agent (i.e. premise owner) controls the PIC (interLATA, intraLATA)</p> <p>Compensation per call (bill interpretation and legislation pending).</p> <p>Ensure AT&T branding.</p> <p>AT&T requires the ability to resell specific types of business lines for public pay phone service, if the LEC has designated lines for Payphone Service. This may vary by LEC. The LEC must resell these services to AT&T at wholesale prices. These prices are calculated using retail prices less avoidable costs (representing a 50-60% discount off LEC list rates)</p>			

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	or 25-35% off of the best available price in the market after all term, volume, and "special" customer deals, whichever is better.			

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